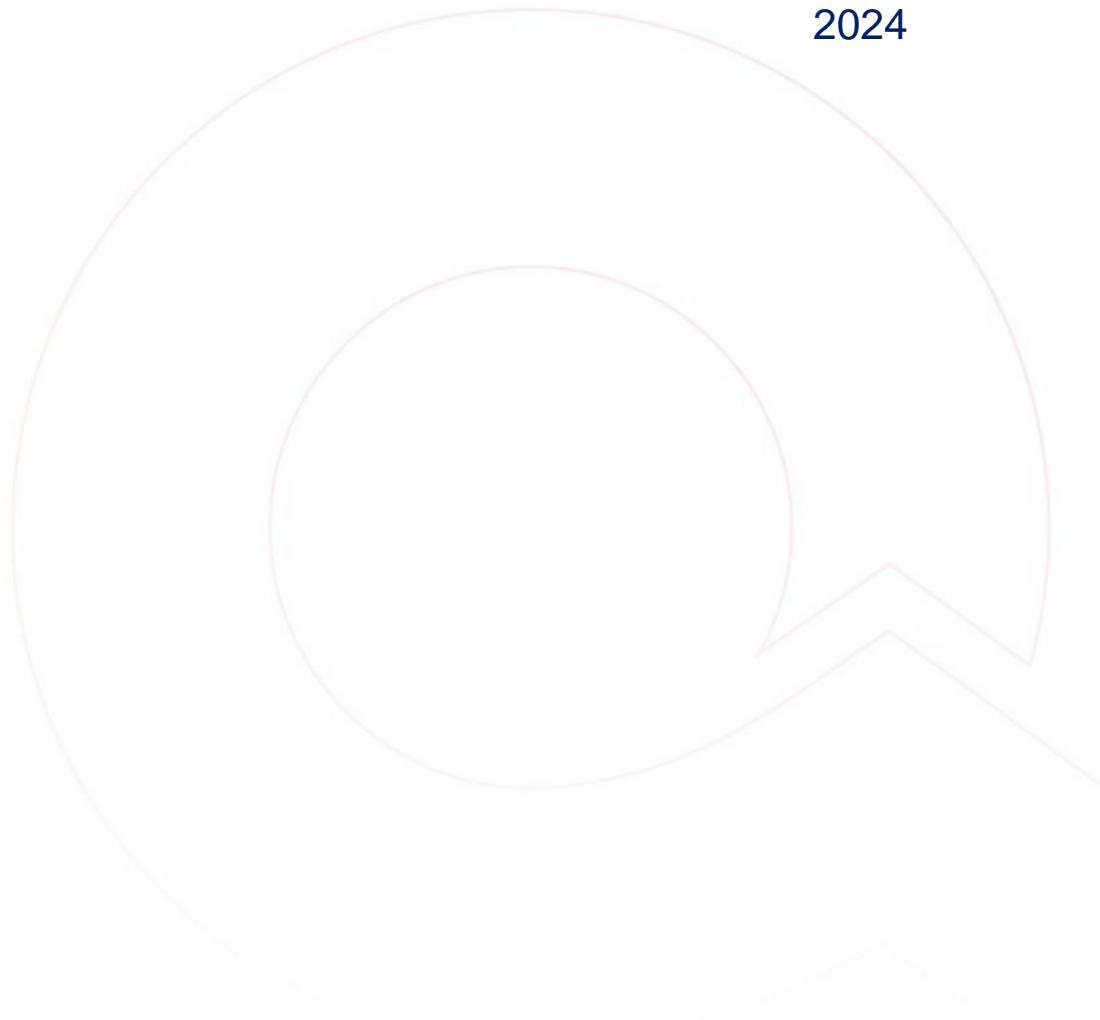




**Service  
Integration**

# **Brisbane Workshop Summary and Action Plan**

2024



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# 1. Executive Summary

This report documents the Brisbane Service Integration Group workshop held on 8 February 2024 between 120 key stakeholders to improve practices across the SI program and the three Care Coordination Groups of SIG: South-West Care Coordination Group (SWSIG), Under 1 Roof (U1R), and Brisbane North Community Connections (BNCC).

The participants represented an array of specialised community-based support services including Specialist Homelessness Services (SHS), Community Housing Providers (CHP), and Department of Housing officers from both Service Delivery and Programs.

The day comprised of a presentation followed by a workshop. The presentation covered four main points:

1. Overview of Care Coordination
2. Brisbane SI data snapshot
3. Brisbane member survey feedback
4. What is working well and areas for improvement.

The workshop comprised of four facilitated sessions. The discussions focused on the following questions:

1. What is working well and how can it be stronger?
2. What can we improve?
3. What activities and projects would help the system to be stronger, more integrated, and effective in solving people's needs?
4. How can we get the most out of Service Integration Groups (SIGs)

During these sessions, table facilitators systematically documented the discussions while participants assessed and responded to the overarching priority areas. Despite the diverse conversational topics, significant convergence and parallels were observed among the four thematic domains.

## 2. Identified Priorities

From the workshop discussions, the following strategic and operational actions were identified to improve SI.

1. Establish a Governance Group for all SIGs in Brisbane to improve system level integration and reduce duplication of effort across care coordination mechanisms.
2. Enhance and strengthen active participation of diverse stakeholders including housing providers, the Housing Service Centres, CALD, First Nations, LGBTIQ+, child safety services and mental health services. Consider actions such as:
  - a. Where services are unable to attend consistently, the SIG is to develop alternate opportunities for services to remain engaged and maintain updates and share their expertise.
3. Formalise the expectations for stakeholders of each SIG through a formal review and update of the Terms of Reference and other related governance documentation and structures.
4. Enhance the SIG referrals and associated processes to:
  - a. Maintain a concentrated focus on high-needs participants, including those already housed who could benefit from tenancy sustainment interventions.
  - b. Enable a thorough triage process prior to the bi-weekly meetings including dissemination of referral information prior to meetings, enhance referral forms to incorporate explicit goals and ongoing encouragement for collaborative efforts outside of meetings between stakeholders.
  - c. Maintain and share contact database of participants to foster contact, engagement and referrals.
  - d. Use smaller facilitated stakeholder meetings outside of the larger SIG mechanism for specific referrals.
5. Develop system and practice level responses that address disengagement amongst clients.
6. Reduce participant disengagement through supportive facilitation, clear referral processes, revised role description for participants, guidelines for case presentation and triaging of referrals.

7. Improve transition planning for households who have been engaged in the SIG mechanism to ensure sustainable housing outcomes.
8. Enhance accessibility of SIG meetings, governance documentation and referral forms to promote inclusivity and encourage broader participation in the collaborative process.
  - a. Enable opportunities for in-person meetings.
9. Offer capability building opportunities and training in the region.
10. Consider re-establishing a tenancy sustainment working group to develop system-wide strategies for supporting individuals in maintaining stable housing.
11. Coordinate with other key mechanisms, initiatives, and agencies within the region to streamline all service integration activities.

### 3. Action Plan

#### Key strengthening actions (operational and strategic)

Action	Status	Timeframe	Notes
Service Diversity ensuring that First Nations and CALD services are represented	In progress	Ongoing	First Nations and CALD services invited to attend SIG and In-services scheduled
Terms of Reference documents have been reviewed, updated, and distributed	Completed	Completed	
Face-to-face SIG meetings scheduled quarterly	Completed	Completed	
In-services scheduled monthly	In progress	Ongoing	
Housing Service Centre (HSC) co-location	In progress		Ongoing communication with HSC
Service co-location	In progress	Ongoing	
Escalation register developed and process to support escalations developed	Completed		To support clients who have been in care coordination for 6 months or are facing service system barriers to transition into a sustainable housing outcome
Examination of disengaged service users – focus groups scheduled at all three SIG	In progress	Completed	Statewide online session being developed. A panel of experts will deep dive and recommend strategies for improved client retention
HSC participation	Completed		
Improved engagement with CHP	In progress		CHP invited to attend SIG, in-services scheduled
Collaborative practice with Brisbane Zero	In progress		Q Shelter is working towards signing on to Brisbane Zero as a collaborator similar to our role in Logan and the Gold Coast.
Forming and formalising Governance Group/s	In progress	Ongoing	Discussions with each SIG members to commence

# Appendix 1: Background Information

SI operates throughout Queensland to enhance local service systems and facilitate system capacity to achieve sustainable housing and comprehensive support pathways for individuals who are homeless or at risk of homelessness.

The program is operational in fourteen priority locations across Queensland including: Cairns, Townsville, Mackay, Rockhampton, Wide Bay, Sunshine Coast, South Burnett, Moreton Bay, Toowoomba, Brisbane, Ipswich, Logan, Redlands, and the Gold Coast.

SI aims to:

- Strengthen the collaboration and integration of housing, homelessness, and the broader service system to better respond and support people with complex enduring needs who are at risk of, or are experiencing, homelessness; and
- Support service system strengthening as well as identify and respond to local service system gaps, trends, and emerging issues across the region.

## **Role of the Service Integration Facilitator:**

- Works collaboratively and in partnership with a broad range of place-based support and housing providers and all levels of government to improve outcomes for clients with complex needs who are referred into SIG.
- To identify local level needs and service system gaps and actively work to address them.
- Facilitate SIG as a formal mechanism to collaborate to build housing and support plans to assist people.
- Be instrumental in bringing together front-line staff from across the regional service system to develop housing and support plans for people with complex needs who are experiencing or at risk of homelessness, requiring multi-agency responses. Members of SIG collaborate to provide integrated responses, achieve outcomes for individuals and households, and identify and address necessary service system improvements.
- Support shared learning with stakeholders through a Community of Practice approach, building connections of mutual benefit and reciprocity.

## **Backbone Support:**

The backbone roles provide support, advice, and assistance to housing and homelessness networks and SIG operating across Queensland, including capability building, development of standard inputs, enabling and facilitating a consistent data collection approach and leading the statewide action research and continuous improvement processes for the SI.

## **SI Presentation Summary**

As a prelude to the workshop, Brisbane Facilitators presented historical and current data capturing the trends within the three SIG to create the scene for the day and explored the benefits of Care Coordination (see [Appendix 5](#) for full presentation).

As of the date of the event, the three Brisbane SIG had received 980 referrals and made 868 closures since the inception of SI in 2020. However, the Rapid Housing Response seen through the pandemic contributed to these numbers during the height of the COVID Pandemic (namely in U1R).

During 2023, the three Brisbane SIG received 196 new referrals into Care Coordination for regional discussion, a high majority of these involved women as the household lead, and many with children. Almost a quarter (22%) of all referrals received involved First Nations households, while only representing 1.8% of the Brisbane population (ABS, 2021).

Three out of every five referrals received were people already experiencing homelessness, with the remainder involving people 'at risk'. This highlights that earlier referral and prevention approaches are an opportunity within the initiative, with scope to focus integration activities on sustaining an existing tenancy rather than at a later crisis point when eviction may be imminent or has already occurred.

A large percentage of incoming referrals originated from services beyond the housing and homelessness sector, underscoring the significance of SIG networking and educational role in fostering collaborative efforts among the Department, other governmental departments, and key community partners.

The average case time open in Care Coordination was 6 months, 43% of the referrals received involved 'highly complex' support needs (6-8 identified supports needs in addition to housing), and 32% moderate needs (4-5 cases). This highlights the importance of a multi-agency response. Additionally, out of the 196 referrals into Care Coordination in 2023, 95 households or 229 people were closed with sustainable housing outcomes, and 78% had all support needs met or being managed on closure. Also, over the 3 SIG, an average of 15 service domains and 83 agencies participated in Care Coordination, leading to client outcomes.



## **Brisbane Member Survey Snapshot**

Based on an Action Research Survey conducted in 2023 of SIG members, respondents in Brisbane stated the following:

### **What is Working Well?**

Feedback emphasized the connections with other services, as SIG is a place to grow professional knowledge in a supportive environment. Given that many participants are from outside the specialist housing sector, it is a forum to gain an understanding of housing pathways, share updates on service provision, and is an effective coordinated approach to achieve better outcomes for vulnerable clients. SIG is a collective service effort with person-centered outcomes.

### **What could be better?**

A majority of the feedback suggested an increase in the range of services attending SIG, as well as distribution of contact information of attendants. Additionally, many raised the benefit of face-to-face meetings to build sector relationships and participatory community development. Lastly, requests were made for the referral processes to be reviewed and made accessible, so they can be distributed ahead of SIG meetings to allow stakeholders to prepare.

# Appendix 2: Workshop Discussion Summaries

## Q1. What is working well and how can it be stronger?

1. The active involvement of the Department within SIG is imperative, particularly when decision-makers from the Department are present. Optimal results are achieved through their active participation. Facilitators, stationed at Housing Service Centers, benefit from “face-to-face engagement time” and similar co-location strategies at housing hubs such as Micah, HART 4000, and BYS merit consideration.
2. SIG referrals ought to maintain a concentrated focus on high-needs participants, encompassing those who are already housed but stand to benefit from tenancy sustainment initiatives.
3. For enhanced efficiency, referrals necessitate meticulous triaging before the bi-weekly meetings. Dissemination of these referrals to SIG members in advance of each meeting allows for preparatory work. It is advisable to enhance referral forms by incorporating explicit goals for referrers. Encouraging collaborative efforts between meetings is essential, and the maintenance of a readily accessible contact list or directory outside of formal meetings is recommended.

In addition to the above, it was widely noted that the collaborative approach adopted by SIG, bringing together SHS providers and other relevant services, presents a significant strength in ensuring comprehensive and coordinated care for individuals. To further optimise this collaborative framework, several opportunities for improvement can be explored:

- **Enhancing Inter-Provider Familiarity:** The potential for fostering communities of practice is significant – along with increased opportunities for networking, information sharing, and timely service updates. By facilitating these interactions, SIG can cultivate greater familiarity among various providers and lead to more seamless referrals, integrated service delivery, and improved outcomes for clients.
- **Expanding Engagement with CHPs:** The question of increased engagement with CHPs is important. CHPs offer important housing options but are challenged by substantial workloads. They may benefit from seeking wider system assistance for tenancy sustainment support so consideration for how to structure their involvement is necessary.

- **Optimising Collaborative Processes:** While the feedback rightly acknowledges the critical role of facilitators for accountability and effectiveness, it further emphasises the need for proactiveness from both lead agencies and key workers. This shared responsibility fosters a proactive approach, where all stakeholders contribute to achieving desired outcomes and prevent stagnation within the collaborative framework.
- **Establishing Clear Escalation Procedures:** The inclusion of clear escalation pathways for cases with delayed outcomes is critical. Implementing this ensures timely intervention and prevents cases from falling through the cracks. It improves service efficiency and upholds client well-being.
- **Maintaining Data Protection Compliance:** Regular review of privacy and data protection processes is essential. Adherence to stringent data protection regulations safeguards sensitive information and ensures that the privacy rights of all individuals served by the SIG are upheld.

Going forward it is important to continue to enhance inter-provider familiarity, expand engagement with and further help CHPs to make their participation sustainable, optimise collaborative processes, have clear escalation procedures, and manage ongoing data protection compliance.

## Q2. What can we improve?

1. **Address disengagement in SIG Collaboration:** The previously discussed points effectively address the potential for improved collaboration within SIG. However, a crucial element remains unaddressed: the challenge of disengagement among various stakeholders involved in the collaborative process.
  - **Recognizing and addressing disengagement:** The feedback acknowledges the presence of disengagements, highlighting the importance of analysing and responding to this issue.
  - **Understanding the root causes:** To effectively address disengagement, it is essential to first understand the underlying causes. This may involve holding focus group discussions or employing other means to gather feedback from all stakeholders involved. By acknowledging the challenge of disengagement and actively implementing strategies to address it, SIG can ensure more sustainable housing outcomes for service users.

2. **Supporting transitions with tenancy plans:** The feedback emphasises the importance of developing tenancy transition and support plans for individuals being housed or transitioning to new housing. These plans should provide necessary support and resources during this critical period, ensuring a smooth and successful transition. Additionally, as the text highlights, follow-up after housing is vital. This ongoing support can help individuals navigate any challenges they may face and ultimately contribute to their long-term stability and well-being. This represents an area where collaboration between SIG, housing providers, and other relevant services can be further strengthened, leading to earlier interventions and improved outcomes for individuals.
3. **Enhancing collaboration with diverse stakeholders:** The feedback raises a critical point regarding the need for consistent attendance and diverse representation from various services within SIG meetings. This includes ensuring representation from services catering to Culturally and Linguistically Diverse (CALD) communities, First Nations people, LGBTIQ+ individuals, child safety services, and mental health services. Regularly reviewing the scope of attending services ensures that the appropriate stakeholders are present to address the diverse needs of the community.
4. **Services not requiring regular attendance should still be invited** to respond to specific referrals. This ensures all relevant expertise remains accessible and can be utilised efficiently when required.
5. **Building connections through network expansion:** recognising the potential for service providers to leverage their networks and engage others with care coordination efforts at SIG meetings. This network-building approach can significantly expand the reach and effectiveness of collaboration within SIG.

Therefore, by implementing tenancy transition plans, fostering diverse service representation, helping to streamline participation, and encouraging network building; SIG can create a more inclusive and effective collaborative framework that caters to the diverse needs of the community and ultimately lead to improved outcomes for service users.

### **Q3. What activities and projects would help the system be stronger, more integrated, and effective in solving people's needs?**

1. **Enhancing accessibility of meetings and referrals:** The need to review meeting and referral processes, including Terms of Reference, to ensure they are accessible. This may involve utilising clear and concise language, providing referrals prior to meetings and offering alternative ways to participate in meetings (e.g., virtual

attendance options). By ensuring accessibility, SIG can promote inclusivity and encourage broader participation in the collaborative process.

2. **Promoting in-person meetings:** Respondents advocated for more opportunities to meet in person. While virtual meetings offer convenience, face-to-face interactions help foster stronger relationships, improve communication, and enhance collaboration among stakeholders. Striking a balance between virtual and in-person meetings may be necessary to accommodate individual needs and preferences.
3. **Implementing referral triage:** The importance of effectively triaging referrals ahead of meetings and ensuring that relevant service providers are invited to attend. This triage process can involve establishing clear referral criteria, assigning responsibility for initial review. This approach can contribute to more efficient and focused meetings, allowing for deeper discussions and more effective decision-making.

By focusing on these three areas – accessibility to referrals, in-person meetings, and referral triage – SIG can create a more inclusive, efficient, and collaborative environment that benefits both stakeholders and the communities they serve.

In addition to the above, the following were also frequently reported:

1. **Fostering deeper collaboration:** Understanding, capacity building, and tailored approaches enhance collaboration and address specific community needs.
2. **Promoting inter-provider understanding:** SIG attendees seek a greater understanding of the frameworks and approaches utilized by different service providers. This can be achieved through knowledge-sharing sessions, joint training opportunities, and collaboration on case studies. By fostering a deeper understanding of each other's work, service providers can collaborate more effectively, identify service gaps, and develop integrated solutions to meet client needs.
3. **Investing in Capacity Building:** Integrating capacity building, training, and development opportunities into care coordination networks is another valuable suggestion. This can involve workshops, training sessions, and peer-to-peer learning opportunities focused on topics such as cultural competency, communication skills, and collaborative working practices. By enhancing the skills and knowledge of individuals involved, SIG can contribute to a more skilled and effective workforce.
4. **Addressing specific needs:** feedback also highlights the need for specialized approaches in certain areas such as:

- **First Nations cultural education:** Integrating First Nations cultural competency training into the housing and related sectors is crucial to ensure culturally sensitive and responsive services for this community.
- **Intensive work with individual referrals:** Implementing additional, smaller facilitated meetings with stakeholders allows for focused discussions and intensive work on specific individual referrals. This approach can lead to more tailored solutions and improved outcomes for complex cases.
- **Working with individuals recently incarcerated:** Developing better ways to work with individuals who are, or have recently been, incarcerated is an important consideration. This may involve dedicated training, establishing partnerships with relevant organizations, and developing specific referral pathways.
- **Reviving the tenancy sustainment working group:** Re-establishing a tenancy sustainment working group can provide a dedicated forum to address challenges and develop strategies for supporting individuals in maintaining stable housing.

#### Q4. How to get the most out of SIG?

1. **Ensuring Consistent Participation:** feedback emphasises the vitality of the Department's consistent attendance at all meetings. Additionally, it underscores the importance of all participating services committing to:
  - **Consistent meeting attendance:** Regular attendance ensures information sharing, collaborative decision-making, and effective coordination of services.
  - **Active participation:** Contributing meaningfully to discussions, sharing expertise, and actively engaging in problem-solving are essential for productive collaboration.
  - **Ongoing involvement:** Remaining involved in the post-referral response, including communicating updates, demonstrates commitment to client well-being and ensures seamless service delivery.
  - **Responses via email:** Where consistent attendance is not possible for specific services, there were suggestions for inviting services to respond to referrals via email. This ensures their expertise is leveraged when needed, while maintaining efficiency in meetings.
  - **Update the Terms of Reference:** Formalise these expectations by review and update of the Terms of Reference for SIG meetings. This document can clearly outline roles and responsibilities for all participants, ensuring accountability and effective collaboration.

In addition to the above, the following points were also reported frequently.

1. **Maintaining a service directory:** Developing and maintaining a comprehensive directory of all services participating in the SIG network is crucial. This directory should be easily accessible and regularly updated with changes in service offerings or contact information.
  - Sharing the directory widely with stakeholders, such as service providers, community members, and relevant agencies, promotes transparency and facilitates efficient communication and referrals.
2. **Facilitators in-service visits:** Validating the importance of facilitators conducting in-service visits to both new and existing service providers. These visits serve several crucial purposes:

- **Building and strengthening relationships:** Face-to-face interactions foster collaboration, trust, and understanding between SIG and service providers.
- **Improving service understanding:** Facilitators gain a deeper understanding of individual service offerings, strengths, and limitations, enabling them to make better informed referrals.
- **Identifying opportunities for collaboration:** Visits can uncover potential areas for collaboration between different services, enhancing the effectiveness of the overall network.

3. **Inter-Agency Coordination:** The need for coordinated efforts across various initiatives and agencies, including Brisbane Zero, and other relevant responses. This coordinated approach ensures:

- **Holistic service delivery:** By working together, different agencies can address the diverse and complex needs of individuals in a more comprehensive and integrated manner.
- **Reduced service/structure duplication:** Collaboration prevents duplication of efforts and resources, allowing for a more efficient and effective use of available resources.
- **Enhanced impact:** By working together, agencies can achieve greater collective impact, leading to improved outcomes for individuals served.

In summary, by implementing these three strategies, the SIG network can enhance communication, build stronger relationships, and foster inter-agency collaboration. This, in turn, will contribute to a more efficient, effective, and impactful network that delivers high-quality services to the community.



# Appendix 3: Action Areas for Strengthening SI in the Brisbane Region

## 1. SIG participation

- **CHPs Engagement:** Explore avenues for increased engagement with CHPs.
- **Ensuring service diversity:** Strive for a diverse range of service representation in meetings, referrals, in-service visits, networking events, and communities of practice. This guarantees that SIG have access to the appropriate expertise to address the diverse needs of the community.
- **Maintaining a service directory:** Develop and maintain a comprehensive and accessible service directory to promote transparency and facilitate communication, referrals, and collaboration among stakeholders.

## 2. Referrals

- **Effective Triage:** Implement a triage system to categorize referrals based on urgency, complexity, and required expertise. This allows for focused discussions and efficient use of time during meetings.
- **Pre-meeting sharing:** Share new referrals with attending stakeholders before meetings. This enables informed discussions and allows participants to come prepared to contribute effectively.
- **Follow-up and accessibility:** Ensure follow-up between meetings to track progress and maintain momentum. Emphasise the need for an accessible and understandable referral process for all stakeholders.
- **Concise presentations:** Encourage concise presentations during SIG to optimize time and facilitate discussion.
- **Prioritising complex cases:** While addressing "business as usual" (BAU) issues is important, prioritise resolving complex cases where possible without compromising immediate needs.

### 3. Meeting Efficiency

- **Clear roles and actions:** Clearly defined roles and responsibilities for all participants within robust Terms of Reference (TOR). This ensures accountability and promotes effective collaboration.
- **Balancing flexibility and structure:** While upholding a structured approach with clear roles and TOR, also maintaining space for flexibility and spontaneous discussions to address emerging issues.

### Face-to-Face Interaction

- **Networking events and communities of practice:** Encourage face-to-face interactions through networking events and communities of practice. This fosters stronger relationships, improved communication, and valuable knowledge sharing among stakeholders.
- **Reduced workload in meetings:** Addressing BAU issues beforehand can free up valuable meeting time for more complex discussions and collaborative problem-solving.
- **Improved referral efficiency:** Empowering individuals and service providers to handle BAU issues independently can streamline the referral process and reduce bottlenecks.
- **Focus on complex cases:** Dedicating time to complex cases allows for deeper exploration, leading to more effective solutions and improved outcomes for individuals facing significant challenges.

## Appendix 4: Forum Attendees

First Name	Surname	Job Title	Company	SIG attended
Kelly	Smyth	Wellbeing Coach	Neami National Strathpine	BNCC
Jessica	Blakey	Team Leader	The Salvation Army	BNCC
Yasmin	Butler	Case Manager	Footprints	U1R / BNCC / SWSIG
Taylah	Hohenhaus	Case Manager	Footprints Community	U1R / BNCC / SWSIG
Maile	Walker	Team Leader	Micah Projects	U1R
Marie	Dempsey	Manager	Department of Housing	
Vanessa	Woodlock	Director, Homelessness Programs	Department of Housing	
Mary	Crearie	Executive Director, Housing & Homelessness Programs	Department of Housing	
Kevin	Maud	Cultural Engagement and Community Development	Kurbingui Youth and Family Development	BNCC
Glenda	Jones-Terare	CEO	<a href="http://www.kurbingui.org.au">www. Kurbingui.org.au</a>	BNCC
Bianca	Scheepers	Operations Manager	Kurbingui Youth and Family Development	BNCC
Michele	McGraw-Dennis	Team Leader	Richmond Fellowship Qld	U1R
Carmel	Haugh	Systems Lead	Micah Projects	
Sarah	Anderson	Service Integration Facilitators	QLD Health	SWSIG
Klaus	Fellenberg Canales	Executive Officer	Gateway Community Group Inc.	SWSIG
Amy	Tidbold	Community Engagement	Tenants Queensland	SWSIG
Jacque	CASSON	Sgt QPS	QPS	
Leah	WALSH	Acting Sgt - Mental health Co-ordinator	QPS	

Sally-Anne	Faux	Manager	Churches of Christ Care	SWSIG
Catherine	Cates	Coordinator SHS	Northeast Community Support Group	BNCC
Ariana	McCarthy	Multicultural Service Officer	Services Australia -Centrelink	U1R/ BNCC
Dave	Lyons	Worker	38 KPR	U1R
Nicholas	Mundy	Senior Social Worker & Practice Leader	Sisters in the City	
Daniel	Helton	Grant Funded Services Director	Stepping Stone Clubhouse	SWSIG
Michelle	Debert	Manager	Communityfy	BNCC / U1R
Rose	Brown	DFV Sector Capacity Building Project	Tenants Queensland	
Deborah	McConnell	Principal Contract and Partnership Officer	Department of Housing, Planning, Local Government and Public Works	
Melissa	Eales	Senior Contract and Partnership Officer	Department of Housing	
Beena	Saju	Regional	Manager	
Amanda	Green	Coordinator Accommodation	Anglicare SQ	
Carla	Denham	Recovery Practitioner	Anglicare Southern Queensland	
Bianca	Mooney	Program Manager	FEAT	
Lilian	Hayes	Recovery Practitioner	HSWF - Anglicare	
Samantha	Wallwork	Manager	NWYAS	
Dale	Lockhart	Senior Social Worker	RBWH Homeless Health Outreach Team	U1R
Shirley	Gration-Collins	Manager - Intake and Assessment	Kyabra Community Association	SWSIG
Gabrielle	Portelli	Area Manager SEQ Housing and Homelessness	St Vincent De Paul	
Catherine	Ashwood	Acting Team Leader	3rd Space	U1R
Aaron	Pimlott	State Manager	The Salvation Army	
Evelyn	Lacey	case worker	murri watch	U1R

Onslow	Phillips	Case worker	murri watch	U1R
Ken	Jacobs	support worker	murri watch	
Mark	Eatock	Community Engagement Officer	NDIS	SWSIG
Leighland	Joyce	Support & Advocacy Worker	Micah Projects	
Jonathan	Dyer	Program Manager	The Salvation Army	
Samantha	Bond	Hostel Manager	Murri Watch Aboriginal and Torres Strait Islander Corporation	U1R
Jocelyn	Harrison	Program Manager	The Salvation Army	
Julie	Zunker	Snr Tenancy Manager	INCH Housing Inc.	U1R / BNCC
Giang	Nguyen	Team Leader	Brisbane City Women's Homelessness Services (The Salvation Army)	
Peta	Hyde	Senior Team Leader	The Salvation army	
Christine	Gordon	Support Officer	Murri Watch	U1R
Angela	Costello	Case Manager	Murri Watch	U1R
Teresa	Bargo	Tenant Services Officer	Bric Housing	
Summer	Hancock	Care Coordinator	Fortify Health Group	SWSIG
Aleisha	Johnson	Homestay Case Manager	Encircle Community Services Ltd	U1R / BNCC
Amita	Nand	Case Manager	Uniting Care Community	
Jackie	Hain	Case Manager	Encircle Community Services	U1R / BNCC
COLIN	TIDSWELL	Chief Executive Officer	Anuha	
Judy	Caban	forensic case worker	Acso	BNCC
Lee-Anne	Hoyer	Youth and Court Support Coordinator	Youth Advocacy Centre Inc.	
Noah	Bray	Services Coordinator	Brisbane South PHN	

Eri	Plaka	Qld Case Worker	Homeward Assisted Returns Programme	
Chad	Raines	Qld case worker	Homeward Assisted Returns Programme	
Jane	Gardiner	Director	Canefields Clubhouse Beenleigh Inc	SWSIG
Alex	Do	Care Finder Coordinator	SSI	
Nathan	Joh	MD	Civitas	
Mary-Jane	Whelan	Support Worker	Sisters Inside	U1R
Zofia	Wasiak	Program Manager	Sisters Inside	U1R
Jodie	Kalen	Program Coordinator	Footprints Community	U1R / BNCC
Brooke	Carroll	support coordinator	Incite Collective	BNCC
Jamie	Matthews-Maher	Program Coordinator	Brisbane South PHN	
Kristin	Penhaligon	Independent Support Coordinator	Incite Collective	BNCC
Lauren	McNamara	Ipswich Regional Care Coordinator	QShelter	SWSIG
Noelene	Hayes	Support coordinator	Bright Ideas	
Eli	Brooker	Positive Transitions Program Coordinator	Brisbane Youth Service	U1R
Bethan	Peacock	Intake & Assessment Practitioner	Anglicare SQ	U1R / SWSIG
Gabby	Klauze	Queer Worker - Youth & Community Development	Jabiru Community College	BNCC
Marti	Fordyce	Youth & Community Development	Jabiru Community College	BNCC
Hannah	Auva'a	Team Leader	The Salvation Army - First Response Team	
Hariet	Brummelhuis	COO	National Affordable Housing	
Matthew	Scurrah	Community Development Coordinator	Brisbane City Council	
Kelly	Sciacca	Senior Manager Community Services	Community	
Jill	DONOGHOE	Student	Open Haven	

Ruth	Bello	SETS and Care Finder Team leader	Multicultural Australia	SWSIG
Alison	Thorburn	Supportive Housing Cluster Leader	Micah Projects	BNCC
Talia	Van Niekerk	Area Manager	Department of Housing	
Lauren	Kippin	Membership and Communications Coordinator	Q Shelter	
Wei-Lin	Fan	Data Lead	Micah	
Paul	Davidraj	Home for Good Cluster lead	Micah Projects	
Peter	Winsor	QLD Housing Services Manager	National Affordable Housing	
Claire	Phillips	Forensic Case Worker	ACSO	
Natasha	Whitaker	Individual Advocate	Speaking Up for You Inc Brisbane	SWSIG
Raphi	Encarnacion	Program Support Coordinator	Churches Of Christ	
Deanne	Gibbs	Senior Advocate	Speaking Up for You	BNCC / U1R / SWSIG
Paul	ROBERTS	Manager	Department of Housing	
Brock	James	North Brisbane Vulnerable Persons Unit	QLD Police Service	
James	Brock	Police Officer - DV specialist	Queensland Police Service	

## Appendix 5: SI Presentation

