



August 2024

Banana Shire Support Centre

(Banana Shire Emergency Accommodation and Support Centre)

Shop 2B/58 Kariboe St

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What's happening?

- Quarterly Board Meeting & AGM — Wednesday 6 November 2024

- OzHarvest— Thursday and Friday from 1:30pm

In this issue—

- Visibility Survey
- Qld Homelessness snapshot
- Donations
- Board and Staff profiles

Visibility Survey

Who contacts BSSC?

Why do people contact our service?

Do we provide the services expected?

During March this year, our staff kept records of contacts made with our organisation during the month. This information was collated and discussed at our Board Meeting in May and with the BSSC staff. Information collected included—

- Whether the person making contact was a client/potential client or from another organisation or business.
- Whether the person had contacted BSSC previously, and if so, how often did they make contact.
- How the person making contact heard about BSSC, if they had not made contact previously.
- Whether BSSC provided the information/service they expected.

Information collected was very helpful in assisting us to understand our visibility in the community, along with which of our services are accessed most regularly and who is making contact with BSSC.

Some facts and figures—

- During March, 200+ contacts were made with our office; this included phone and counter interactions.
- Most contacts were from clients or potential clients, but also included Qld and local government as well as contacts from businesses, support organisations, volunteer organisations and those wishing to make donations (eg, excess food from local businesses, second-hand furniture).
- Word-of-mouth is the most popular way that information about BSSC is shared—this was particularly the case in regards to new and potential clients.
- A great majority of the contacts said BSSC provided them with the information/service they were seeking.

A special thanks to our staff for collecting this information...remembering to complete a survey form each time BSSC was contacted was additional to their primary tasks.

Banana Shire Support Centre
Visibility Survey - Quarter 1 2024

Staff Member _____ Date _____

Person making contact...

Qld Government employee
 Local Council employee
 Client/Potential client
 Other service provider
 Other _____

Questions

Have you contacted BSSC previously?

YES	NO
How often do you contact BSSC? <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Less often than monthly	How did you hear about BSSC? <input type="checkbox"/> Word of mouth <input type="checkbox"/> BSSC website <input type="checkbox"/> Council website <input type="checkbox"/> Qld Government website <input type="checkbox"/> Social media Other: _____
Has BSSC provided the information and/or services you expected? <input type="checkbox"/> Yes <input type="checkbox"/> No	Has BSSC provided the information and/or services you expected? <input type="checkbox"/> Yes <input type="checkbox"/> No
Do you plan to contact BSSC again? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you plan to contact BSSC again? <input type="checkbox"/> Yes <input type="checkbox"/> No

Comments _____

DID YOU KNOW?



- ⇒ 1 in every 200 Queenslanders is experiencing homelessness
- ⇒ The reasons for homelessness can include “mental illness, domestic violence, relationship breakdowns, debt, substance abuse, housing affordability”
- ⇒ The homeless can include those “who are sleeping rough, as well as people who are staying in temporary, unstable or sub-standard accommodation”

(Information sourced from website below; information in “ ” is quoted directly from the website)

<https://www.qld.gov.au/housing/emergency-temporary-accommodation/homelessness-prevention#:~:text=Homelessness%20can%20affect%20anyone%E2%80%94from%20single%20young%20people%20to,every%2000%20Queenslanders%20%28source%2C%20Australian%20Bureau%20of%20Statistics%29.>

When we honestly ask ourselves which person in our lives means the most to us, we often find that it is those who, instead of giving advice, solutions, or cures, have chosen rather to share our pain and touch our wounds with a warm and tender hand.

Henri Nouwen (brainyquote.com)

Our Website ...
bssc.org.
au

BSSC is a not-for-profit incorporated organisation. We have a Board and we have Staff...so what's the difference between the two?

‘What the board does is known as **governance**; what the staff does is **management**. The functions are separate and different but they should operate as a partnership.’

(Quoted from—www.communitydirectors.com.au/help-sheets/board-and-staff-relationships; bolding added)



Board Member Profile

PAM SEMPLE, Vice President

Pam has been a part of the Biloela community since 1988. She came initially to teach English, French and Social Sciences at Biloela State High School, before moving on to the health sector and then to co-ordinate services and programmes at Banana Shire Community Resource Centre. She views her roles in a range of community groups as a way of contributing to the local community and as opportunities for personal growth. She is married to Sid, with one cherished daughter.

Staff Member Profile

NATHAN CAPUANO, Housing Support Worker

Since joining BSSC in July of last year, Nathan has quickly become a valued member of our team. He has qualifications in Commerce and has experience working with a number of organisations, including the Banana Shire Council and Australian Tax Office. He grew up in Gladstone and after living in both Melbourne and Brisbane he decided for a tree-change and now resides in Biloela with his partner. Nathan enjoys the lifestyle Biloela has to offer, and the welcoming community and friendly atmosphere of the town.

Nathan is currently working on organising a Housing and Health Connect event in our community, collaborating with a team of people from other groups in our town. Keep an eye out for further details about this.

Additional Staffing

The Qld Government has expanded their IHRF (Immediate Housing Response Fund) for singles and couples as well as families. This funding has also been extended for two years. This additional funding is enabling BSSC to finance another staff member. We are currently advertising this position.



DONATIONS...Thankyou!

Thanks to **UGL** and the **Biloela Preschool and Kindergarten Association Inc.**

for their recent donations to **BSSC**.

We very much value these donations and the assistance we can offer to vulnerable people in our community as a result of this financial support.



BSSC's Housing Support Worker Nathan, with UGL representatives.

BSSC AGM

Wednesday 6 November @ 5:15pm

Venue—Biloela Hotel

ALL WELCOME...

but please RSVP to the BSSC office to assist us with preparations

Attendees are welcome to remain after the meeting for dinner

(individuals to purchase own meal/s)

Emergency Relief Support

NILS

Housing and homelessness

OzHarvest