



August 2022

Banana Shire Support Centre

(Banana Shire Emergency Accommodation and Support Centre)

Shop 2B/58 Kariboe St

PO Box 794

BILOELA 4715

49923322

bseasc@bigpond.net.au

What's happening?

- Quarterly Board Meeting —
Wednesday 2
November 2022
- AGM—
Wednesday 2
November 2022
- OzHarvest—
Thursday and
Friday
1:30pm—3pm

In this issue—

- Housing support
- Can you help?
- Community survey
- AGM details

The ache for home lives in all of us, the safe place where we can go as we are and not be questioned.

Maya Angelou



Our Website ...

[https://
bseasc.weebly.com/](https://bseasc.weebly.com/)

Housing Support—an important issue

As we know, difficulties accessing rentals, and homelessness are growing concerns in our Australian community (in urban, regional and rural areas), and concerns that seem to be consistently in the news at present. Something to try...

...go to the ABC news website (<https://www.abc.net.au/news/>) and put 'homelessness' into 'Search'...How many news stories are generated from 1 July until today?

The following is summarised from an email BSSC received recently from Housing and Homelessness Services, Central Queensland North Coast Region, Department of Communities, Housing and Digital Economy—**good news!**

'The Queensland Government's new \$16 million **Immediate Housing Response package** has been announced in response to the rising costs of housing and living. The package supports families struggling to secure or sustain accommodation including First Nations people, people experiencing domestic and family violence, young people and older people. Assistance offered through the Emergency Response funding package includes: Rental Security Subsidy...Access to Temporary Accommodation... Specialist Homelessness Services Frontline Capacity...

Central Queensland Region has been allocated funding to 3 Specialist Homelessness Services (SHS) funded providers to administer the Access to Temporary Accommodation funding (Brokerage) and Specialist Homelessness Services Frontline Capacity (Mobile Support). Contract Management Team and local Housing Service Centre staff have now finalised our local processes with **AnglicareCQ, Banana Shire Emergency Accommodation and Support Centre and SVDP Cornerstone Gladstone**, who will now co-ordinate and administer this Brokerage and Mobile Support funding.'

The other homelessness support provided by BSSC is **Immediate Supported Accommodation – (CAP)**. This is the provision of temporary shelter together with case management for people who are homeless. Support is provided with the aim of assisting people to transition to safe, secure and sustainable housing. **Betty Brennan is our housing officer. She can be contacted for an appointment by phone on 4992 3322 or by visiting the office at Shop 2B/58 Kariboe St. The a/h emergency number is 0448859209.**

As part of the funding agreement between the Dept of Communities, Housing and Digital Economy and BSSC, we need to complete regular service reviews.

Our 2021-22 Service Review was successfully completed and 'signed off' by the Dept.

Thanks to our Staff and Board Members for the diligence shown in ensuring our Policies and Procedures are up-to-date and address all government requirements.



CAN YOU HELP...or do you know someone who can?

BSSC is looking for volunteers who can assist in two quite different ways...

1. We are seeking volunteers to assist with the distribution of OzHarvest items on Friday afternoons from 1:30-3:00pm. Items are collected by BSSC staff, but then need to be sorted and distributed to clients who visit our distribution point. **Can you help on some Fridays? A great opportunity for those who enjoy meeting people and providing a friendly face as community members access OzHarvest donations.**
2. NILS (No Interest Loan Scheme) volunteer to assist with conversations with clients around their financial data and information crucial to individuals accessing this very important financial assistance scheme. This work can be done from home and involves use of a web-based computer program. **Can you help? A great opportunity for those who prefer to be at home but are happy to speak on the phone and assist some of the most financially-vulnerable people in our community.**

More information? Interested? Know someone who might be interested?

Please phone the BSSC office on 49923322 and ask to speak with our Office Manager Mark Warnick

We need your input and feedback

Each year we try to gather information from our stakeholders—and our stakeholders are you! If you have any interest in/connection with BSSC, we would value your input. A survey is attached as page 3 of this newsletter. Even if only some of the questions are relevant for you, please answer these.

Details are provided on the form about the best way to get this survey back to us. We look forward to including a summary of the input we gather in a future newsletter.



BANANA SHIRE SUPPORT CENTRE
Shop 20/24 Kermode Street
PO Box 794
Bilston QLD 4715
Community Survey 2022

Your participation in this survey assists us to provide the best possible service to our clients and community.
If your organisation has any interaction with our services, we would very much appreciate you input.
Surveys can be returned to BSSC office via email (bsscsurvey@bigpond.com) or dropped into the office as a hard copy (BSSC email to bsscsurvey@bigpond.com)

Name (individual or organisation): _____
Position of person completing survey (if relevant): _____

Service description and delivery	Very poor	Poor	Satisfactory	Good	Excellent
Communication • Is our communication appropriate, clear and timely? Comments: _____					
Efficiency • Do we appear to have the necessary knowledge and information to act appropriately? • Are we prompt in responding when we have to seek further information before meeting your needs? Comments: _____					
Accessibility • Do contact details you have for BSSC result in contact being made easily and effectively? Comments: _____					
Follow up • Do we deliver on offers we make? Comments: _____					
Spirit of co-operation • Are we ready to negotiate and negotiate effectively? Comments: _____					
Service • Can you think of gaps in the services we provide? Comments: _____					
Any other comments?					

Thank you very much indeed for joining in a partnership to improve the way we do business.
MRS LON MCGILLIVRAY
President of Board of Governance

BSSC AGM

Wednesday

2 November @ 12pm

Venue—CRC

ALL WELCOME...but

please RSVP to the

office to assist us with

our Covid-safe

preparations

We hope to have a guest speaker as we join together for a light lunch at the conclusion of the meeting

THANKYOU! THANKYOU! THANKYOU!

We very much appreciate our community members and businesses that make donations to BSSC. Whether second-hand or new items, these donations support us in assisting individuals and families in need.



BSSC staff delivering a new fridge to a young family that lost their belongings in a recent house fire. We were also able to pass on many other items to this family—items that have been donated and kept in storage, ready to pass on when needed.

Thanks to Tom at Betta Home Living for giving BSSC a 50% discount on the purchase price of this family-sized fridge.

...just one of many families BSSC has been able to help and support over the last months.

Murilla Community Centre Inc is '... a community based multi-service organisation working with families and all members of the community...services are focused on Miles and the Western Downs Region as well as the small rural outlying communities.'

Murilla is a NILS provider (as is BSSC). Financial assistance is available for household expenses to assist people in Banana Shire—Theodore and Taroom residents in particular might find the services offered by Murilla helpful and convenient.

Contact details—4627 2027 or mccm@bigpond.com



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Service description and delivery	Very poor	Poor	Satisfactory	Very satisfactory	Excellent
Communication <ul style="list-style-type: none"> Is our communication appropriate, clear and timely? <i>Comments –</i>					
Efficiency <ul style="list-style-type: none"> Do we appear to have the necessary knowledge and information to act appropriately? Are we prompt in responding when we have to seek further information before meeting your needs? <i>Comments –</i>					
Accessibility <ul style="list-style-type: none"> Do contact details you have for BSSC result in contact being made easily and effectively? <i>Comments –</i>					
Follow up <ul style="list-style-type: none"> Do we deliver on offers we make? <i>Comments –</i>					
Spirit of co-operation <ul style="list-style-type: none"> Are we ready to co-operate and negotiate effectively? <i>Comments –</i>					
Services <ul style="list-style-type: none"> Can you think of 'gaps' in the services we provide? <i>Comments –</i>					

Any other comments?

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Marion Meißner

President of Board of Governance