



Banana Shire Support Centre

(Banana Shire Emergency Accommodation and Support Centre)

Shop 2B/58 Kariboe St

PO Box 794

BILOELA 4715

49923322

[NB new email address...admin@bssc.org.au](mailto:admin@bssc.org.au)

August 2023

What's happening?

- Quarterly Board Meeting — Wednesday 1 November 2023
- AGM— Wednesday 1 November 2023 @ 12pm
- OzHarvest— Thursday and Friday from 1:30pm

In this issue—

- Housing Officer update
- Service Agreement renewal
- Community survey
- AGM details

Farewell...and welcome!

It is with sadness that we farewell Betty Brennan as our housing officer. Betty has worked for BSSC for 15 years, and has been a committed and passionate member of our team, as she has supported our clients with housing and homelessness issues. Betty will be greatly missed, but we also wish her well for her retirement, and more time with her family, her garden...and perhaps some travelling. Betty volunteers with other community organisations and she plans to continue this involvement.



THANKYOU BETTY!

We welcome Nathan Capuano to our support centre as our new housing officer. Nathan commenced work with us in July and we are looking forward to the part he will play in supporting our clients and the Banana Shire community in this role. He will work closely with homeless people or people who are at risk of becoming homeless to arrange suitable accommodation where possible. He will also provide direct support to people who are accommodated in our crisis accommodation properties. Learn a bit about Nathan on page 2.

Nathan's contact details—
Housing Support Worker
Banana Shire Support Centre
PH: 4992 3322
Mob: 0427 440 053



IMPORTANT

bssc.org.au

This is the new address for our improved website



The greatness of a community is most accurately measured by the compassionate actions of its members.

Coretta Scott King
(Brainyquote.com)



BSSC AGM

Wednesday 1 November @ 12pm

Venue—The Silo

ALL WELCOME...but please RSVP to the office to assist us with preparations

The Qld Government's Department of Housing, and BSSC have signed a new Service Agreement for Specialist Homelessness Services, commencing 1 July 2023. This agreement is for 5 years.

BSSC has also been provided with additional funding to provide Immediate Housing Response for Families (IHRF) services for 2023/24.

HOUSING...

As we know, access to housing has become more difficult for many Queenslanders. You may be interested to have a look at the Qld Government's Department of Housing website (www.housing.qld.gov.au/) for more information about this issue.

The website includes information about services. The following information is copied directly from the 'Housing & Homelessness, Emergency Accommodation, Homelessness prevention' information...

'Homelessness can affect anyone—from single young people to families with children.

A staggering 20,000 people in Queensland are experiencing homelessness—this is 1 in every 200 Queenslanders (source, Australian Bureau of Statistics).

It can mean people who are sleeping rough, as well as people who are staying in temporary, unstable or sub-standard accommodation.

The reasons for homelessness are varied and complex—including mental illness, domestic violence, relationship breakdowns, debt, substance abuse, housing affordability.

We fund over 100 non-government organisations to deliver more than 200 specialist homelessness services to help.'

<https://www.qld.gov.au/housing/emergency-temporary-accommodation/homelessness-prevention>

DONATIONS...Thankyou!

Thanks to the **Rotary Club of Biloela** and **Biloela Panthers RLFC** for your 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 your financial support.



Staff Member Profile – NATHAN CAPUANO

Nathan joined our BSSC office in July. Nathan has qualifications in Commerce and has experience working with a number of organisations, including the Banana Shire Council. He grew up in Gladstone and after living in Melbourne and Brisbane he now resides in Biloela with his partner. Nathan has been living here for over 18 months and enjoys what the region has to offer. He is often exploring the region on his days off, visiting the small vibrant towns surrounding Biloela and seeing the beautiful sights of the area.

Do you have 5 minutes?

Each year we try to gather information from our stakeholders—that's 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.



THANKS FOR YOUR SUPPORT

CONGRATULATIONS

to our Office Manager

Mark Warnick

who was presented with a Paul Harris Fellow Recipient from the Rotary Club of Biloela



This award is a recognition of the wonderful work Mark does for and in our community.



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Community Survey 2023

Your participation in this survey assists us to provide the best possible service to our clients and community.

If you/your organisation has any interaction with our service, we would very much appreciate your input.

Surveys can be returned to BSSC office via email (admin@bssc.org.au) or dropped into the office as a hard copy.

Name (individual or organisation) –

.....
 Position of person completing survey (if relevant) -

.....

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"> How easy is it to contact BSSC? <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?

Thank you very much indeed for joining in a partnership to improve the way we do business.

Marion Meissner

President of Board of Governance