



# STRENGTHENING QUEENSLAND YOUTH SPECIALIST HOUSING SERVICES

[www.theservicesunion.com.au](http://www.theservicesunion.com.au)



# About The Services Union



**We are The Services Union**, the largest union of employees in the **Social and Community Services (SACS) Industry**. We represent frontline employees and managers in non-government organisations across Queensland and the rest of the country. Our members look at ways to shape and improve their workplaces and the Industry. They do this not just for themselves, but for their families and the communities they support across Queensland.

## Join us to strengthen Queensland Specialist Youth Homelessness Services

**All members have the right to safe and secure work.** This is a key pillar of our campaign to **Strengthen Queensland Community Services**. Our vision is for a strong, courageous and collective voice which continually improves conditions and the culture of our workplaces and communities. **We join the voices of our members, the Queensland Youth Housing Coalition and the sector to immediately increase funding to specialist youth homelessness services by 25%.**

This **necessary increase in funding** will stabilise the current system for homeless and at-risk young people. For our members working in these services, this **investment will increase the capacity** of services, including the ability to operate a two-person worker model where required, most commonly in communal 24/7 fully supported accommodation options.

**CURRENTLY, THERE ARE 29 FUNDED SPECIALIST YOUTH HOMELESSNESS SERVICES WITH 24/7 COMMUNAL SERVICES (SHELTERS) WITH A ONE-WORKER MODEL.**

## Questions and responses from Shelter staff members at Roseberry House and Jacks House about a two-person model.

*\*Note: Roseberry House have obtained a one-off increase in funding for an additional staff member to support the Shelter during evening shifts about a two-person worker model:*

**Do you feel safer with a second staffer on at the shelter?**

*Yes I feel safer with a second staff on during the higher pressure hours of the afternoon.*

**Do you feel more secure knowing that you have extra assistance on those shifts?**

*Yes especially with a full house, its difficult to complete all the tasks and ensure I have enough time for client engagement.*

**Do you feel as though your client engagement has increased as a result of having a second staffer?**

*Yes the ability to engage with all clients is now much easier and allows us to build and maintain rapport better.*

**Do you feel as though client outcomes are improved as a result of having a second staff?**

*Yes I find it easier to complete case management and build rapport whilst there is a second staff present.*

**JOIN US TO STAND TOGETHER FOR SECURE JOBS, FAIR PAY, AND SAFE WORKPLACES. JOIN YOUR COLLEAGUES TO BE PART OF THIS ACTION TO STRENGTHEN QUEENSLAND SPECIALIST YOUTH SERVICES.**

**WE ARE ALWAYS BY YOUR SIDE.**



[bit.ly/joinus2StrengthenQldSpecialistYouthHomelessnessServices](https://bit.ly/joinus2StrengthenQldSpecialistYouthHomelessnessServices)