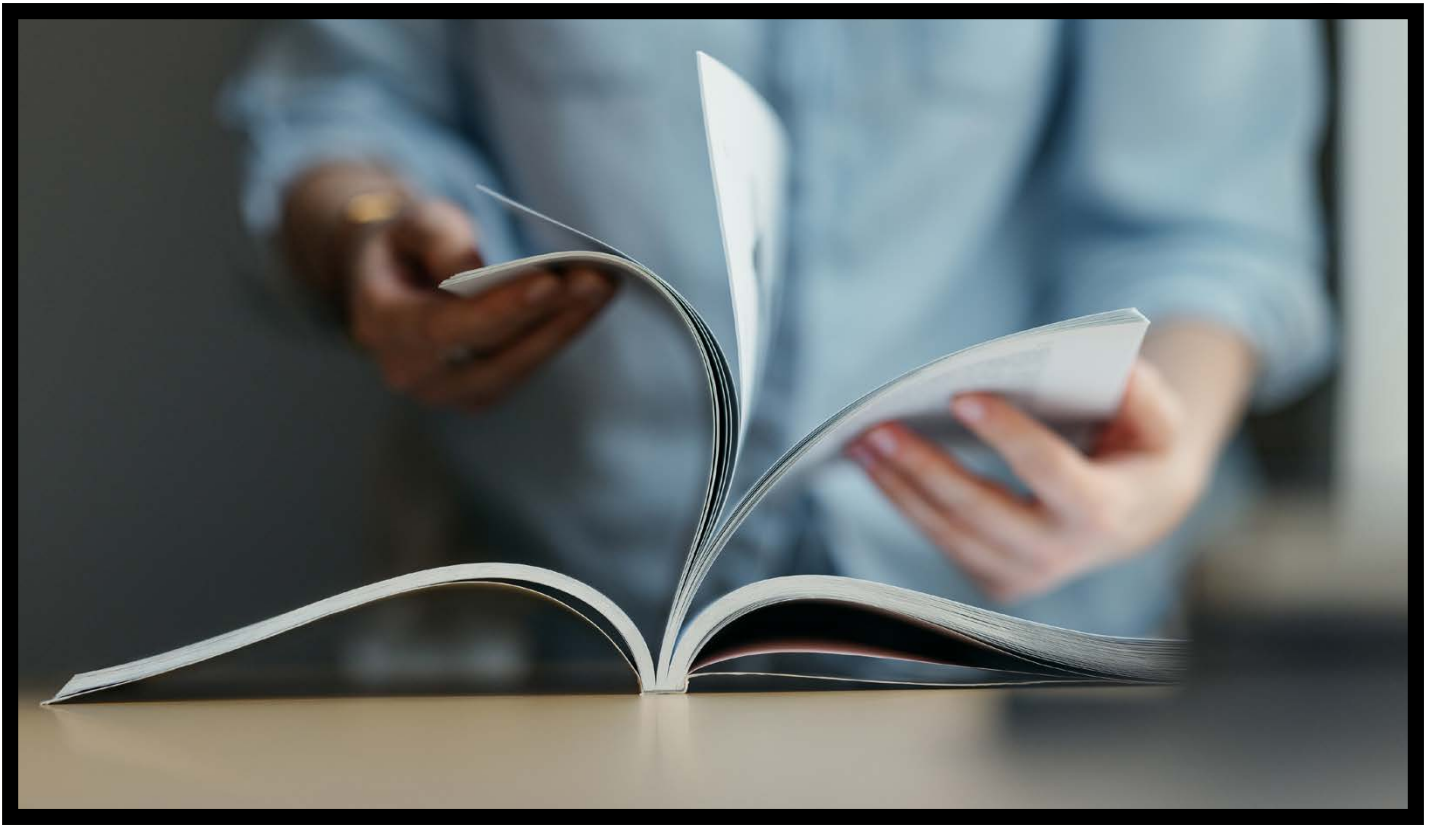


# ZERO News

EDITION 3

A regional update from the Sunshine Coast & Wide Bay Advance to Zero Alliance





January 2026 edition 3, 2026 written by Emma Christie, Project Lead Sunshine Coast & Wide Bay Zero

*Dear Zero Community Members, Partners, and Future Allies,*

Welcome to the third edition of ZERO NEWS, a quarterly newsletter sharing collective efforts to end homelessness across the Sunshine Coast and Wide Bay.

# WHAT'S THE LATEST SECTOR News!

**Specialist Homelessness Services 2024-25 Annual report is out now**

The Specialist Homelessness Services Annual report 2024-25 was released on the 4th of December 2025.

The report describes the characteristics of clients of specialist homelessness services, the services requested, outcomes achieved, and unmet requests for services during 2024-25.

**The report is available online using the links below:**

- [Specialist homelessness services annual report](#)
- [Fact sheets by state and territory](#)

# WHAT'S THE LATEST SECTOR

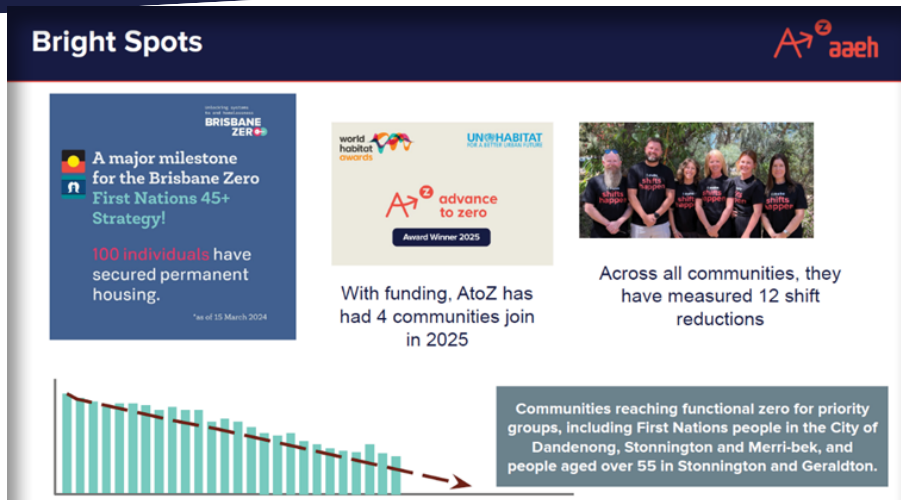
## News!

- [On any given day infographics](#)
- [Supplementary Data Tables](#)

**Have a read of this! How does Zero play a role in building sector collaboration and use of the common triage tool:**

[Homelessness Responses in Queensland | The Deck](#)

This report aims to provide a contemporary insight into the Queensland Specialist Homelessness Services (SHS) sector. In addition to delivering the Queensland Government funded 2024-25 workplan, Homelessness Qld were able to conduct this research which comprised of a sector survey, semi-structured interviews, and fourteen regional forums. Over 400 sector representatives contributed and more than 2,300 direct research hours were invested, enabling the collection of detailed insights into both regional and systemic nuances, strengths, challenges and aspirations.





**JODIE PRICE**

Service Coordination Officer

## *Welcome Jodie!*

I am pleased to be here in Hervey Bay and excited to be working within the Wide Bay Zero project. I have come from Goolwa in SA running a federally funded program for women who were experiencing social isolation and exclusion. Previous to this I was employed in Homelessness for 6 years within SA. I enjoy working within the social services sector and supporting people to ensure they have services and organisations available to them if they choose to access. I look forward to working with you and meeting you all.

**Welcome to the Zero community, we're excited to work alongside you!**

**Contact:** Jody Price, Ph: 0473 472 357 Email: [joprice@ifys.com.au](mailto:joprice@ifys.com.au)

# SUNSHINE COAST ZERO

## Progress

### Members

Organisations who contribute to the AtoZ Database.



### Collaborators

Organisations who participate in our campaign activities (eg. service coordination meetings, strategy working groups) but do not access data directly from the AtoZ Database or complete AHVTT's.





### Health & Wellness

Physical or mental health conditions, addictions, pregnancy.



### Social & Daily Needs

Access to hygiene facilities and services.



### Wellbeing & Safety

About feeling safe or experienced violence.

## 486 Individuals, Youth and Families

60%

Reported a diagnosed mental health condition

Have brain injury or head trauma

25%

50%

Have a serious ongoing health problem

Do not have access to food and water

20%

32%

Do not seek medical help when unwell

Been denied medical help while homeless

16%

41%

Do not have people they can rely on

Faced discrimination when trying to access services

40%

35%

Did not feel safe where they slept last night

Experienced violence in the past year

61%

18%

Has lived in out of home care

Do not have enough money to take care of their daily needs

52%

23%

Do not have access to a toilet

Been to the ER 5 or more times in the last year

22%

# SUNSHINE COAST ZERO

ENDING HOMELESSNESS IN OUR REGION

## VULNERABILITY STATEMENT

31 December 2025

Sunshine Coast Zero aims to end and prevent homelessness for individuals, youth and families, starting with those who are or have been sleeping rough- on the streets, in parks, in tents, in cars, or cycling through motels and emergency accommodation.

By 2032 we aim to achieve this goal.

486 Individuals, youth and families completed the Australian Homelessness Vulnerability Triage Tool (AHVTT).

The data provides valuable information on people's needs, assists in triaging the most vulnerable and advocating for system change.

### 486 Individuals, Youth and Families



Average Age:  
33 Years

♂ 52%

♀ 48%

⚭ 0%

Indigenous

30%

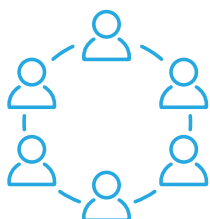
Identified as



Average time  
homeless

2 Years, 2 Months

**48%** of individuals were sleeping rough, meaning they are sleeping on the streets, in parks, or cars at the time of survey



Safety

61% Experienced violence in the past year

35% Do not feel safe where they sleep

40% Lost housing because they experienced violence



Daily Needs

51% Do not have money to take care of daily needs outside of housing

41% Do not have people they can rely upon or care about them

20% Do not have access to food and water when hungry or thirsty

**HEALTH 83%** experienced at least one health or substance use issue

60% have a diagnosed mental health condition

50% have a serious ongoing health issue

34% have a diagnosed Post Traumatic Stress Disorder

25% have a brain injury or traumatic head injury

**HEALTH SYSTEM USAGE 41%** were high health service system users



15% were taken in an ambulance to hospital 5 or more times in the past year



22% went to the emergency department 5 or more times in the last year



24% were admitted to the hospital for 5 or more nights in the past year

# WIDE BAY ZERO

# Progress

## Members

Organisations who contribute to the AtoZ Database.



## Collaborators

Organisations who participate in our campaign activities (eg. service coordination meetings, strategy working groups) but do not access data directly from the AtoZ Database or complete AHVTT's.



WIDE BAY

# ZERO

ENDING HOMELESSNESS IN OUR REGION

## VULNERABILITY STATEMENT

31 December 2025



### Health & Wellness

Physical or mental health conditions, addictions, pregnancy.



### Social & Daily Needs

Access to hygiene facilities and services.



### Wellbeing & Safety

About feeling safe or experienced violence.

## 46 Individuals, Youth and Families

64%

Reported a diagnosed mental health condition

Have brain injury or head trauma

27%

75%

Have a serious ongoing health problem

Do not have access to food and water

30%

41%

Do not seek medical help when unwell

Been denied medical help while homeless

23%

43%

Do not have people they can rely on

Faced discrimination when trying to access services

43%

36%

Did not feel safe where they slept last night

Experienced violence in the past year

64%

16%

Has lived in out of home care

Do not have enough money to take care of their daily needs

41%

23%

Do not have access to a toilet

Been to the ER 5 or more times in the last year

39%



**Wide Bay Zero** aims to end and prevent homelessness for individuals, youth and families, starting with those who are or have been sleeping rough- on the streets, in parks, in tents, in cars, or cycling through motels and emergency accommodation. By **2035** we aim to achieve this goal.

**46 Individuals, youth and families** completed the Australian Homelessness Vulnerability Triage Tool (AHVTT).

The data provides valuable information on people's needs, assists in triaging the most vulnerable and advocating for system change.

### 46 Individuals, Youth and Families



Average Age:  
45 Years

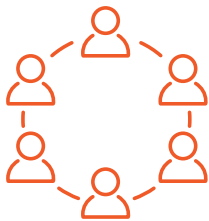
♂ 59%  
♀ 39%  
⚧ 2%

Indigenous  
31%  
Identified as



Average time homeless  
4.8 years

**66%** of individuals were sleeping rough, meaning they are sleeping on the streets, in parks, or cars at the time of survey



#### Safety

64% Experienced violence in the past year  
36% Do not feel safe where they sleep  
52% Lost housing because they experienced violence



#### Daily Needs

41% Do not have money to take care of daily needs outside of housing  
43% Do not have people they can rely upon or care about them  
30% Do not have access to food and water when hungry or thirsty

**HEALTH 66%** experienced at least one health or substance use issue

64% have a diagnosed mental health condition

75% have a serious ongoing health issue

15% have a diagnosed Post Traumatic Stress Disorder

27% have a brain injury or traumatic head injury

**HEALTH SYSTEM USAGE 95%** were high health service system users



30% were taken in an ambulance to hospital 5 or more times in the past year



39% went to the emergency department 5 or more times in the last year



36% were admitted to the hospital for 5 or more nights in the past year

# OTHER ZERO News!

CCQ worked with CQ Zero to deliver a [Mobile Health Service - Country to Coast Queensland](#) that offered FREE mobile GP and nurse care for people experiencing homelessness. An incredible outcome for a Zero community demonstrating how building relationships with health can deliver support during natural disasters.

## What it offered

Primary and preventative healthcare from a nurse and GP, including:

- General health checks and assessments
- Wound care, skin checks and dressings
- Basic medications and medication support
- Mental health support and brief interventions
- Referrals and, where possible, care coordination with local services

## SUNSHINE COAST COUNCIL *Update*

The Amenity Pass Program for free showers across nine Aquatic Centres is now operational again. Some of the Distribution Points have changed - see council's website for this information - <https://www.sunshinecoast.qld.gov.au/living-and-community/community-support/homelessness>

Minister O'Connor was on ABC Sunshine Coast radio where he talked about the solutions the Nambour working group have contributed towards - temporary and permanent supportive housing **and a Drop in space**. You can listen here and skip through to 2:05 <https://www.abc.net.au/listen/programs/sunshine-breakfast/breakfast/106246992>

You might remember Zero partnered with the SCHHN to write this [advocacy letter](#) to all our local members back in August. Please see this [report](#) from other Zero communities showcasing what these engagement hubs or day hubs can bring! Increased access to health, hygiene, a variety of services and most importantly, a warm, welcoming place to unwind and be safe out of the elements.

Council has just finalised a video showcasing two innovative housing projects in Nambour, developed by The Shack and Nambour Community Centre. <https://youtu.be/5WpwVOJ-siw>

# OTHER ZERO

## News!

### Sunshine Coast Zero and Street-Up *Team UP*



Sunshine Coast Zero in partnership with Nambour Neighbourhood Centre and the Good Shift recently received a Minor Grant from Sunshine Coast Council to find out from the experts what system barriers to accessing health care look like. In January, we had an initial Co-Design session with Street Up to determine what a workshop would look like, watch this space for these findings! Bringing lived and living experience voices to the forefront of decisions is a key pillar in the Advance to Zero methodology.

In November, Jo-anne Collins from Street Up attended an Engagement Workshop held by Encircle. Read Jo-anne's compelling response from the experience:

### Rethinking Labels and Disengagement

*By Jo-anne Collins Lived Experience Leader - Street Up*

*"I know what it's like to be called 'disengaged' when I was doing everything I could to survive. I wasn't disengaged; I was exhausted, invisible, and out of options. What I needed wasn't a label. I needed someone to walk with me, not ahead of me."*

*"Don't Say 'Just'"*

*"Just apply for these properties... just call this service... just make an appointment."*

*These phrases, though often well-meaning, can land like a slap. They assume a level playing field, ignoring the complex realities many people face. For those living with trauma, systemic exclusion, or the daily grind of surviving without a fixed address, these "just's" can feel dismissive, even shaming.*

*When these steps don't lead to outcomes, when the call goes unanswered, the appointment is weeks away, or the application is rejected, we too often label people as "not engaged." But what does "disengaged" really mean?*

*Disengagement Isn't Disinterest, It's Disenfranchisement*

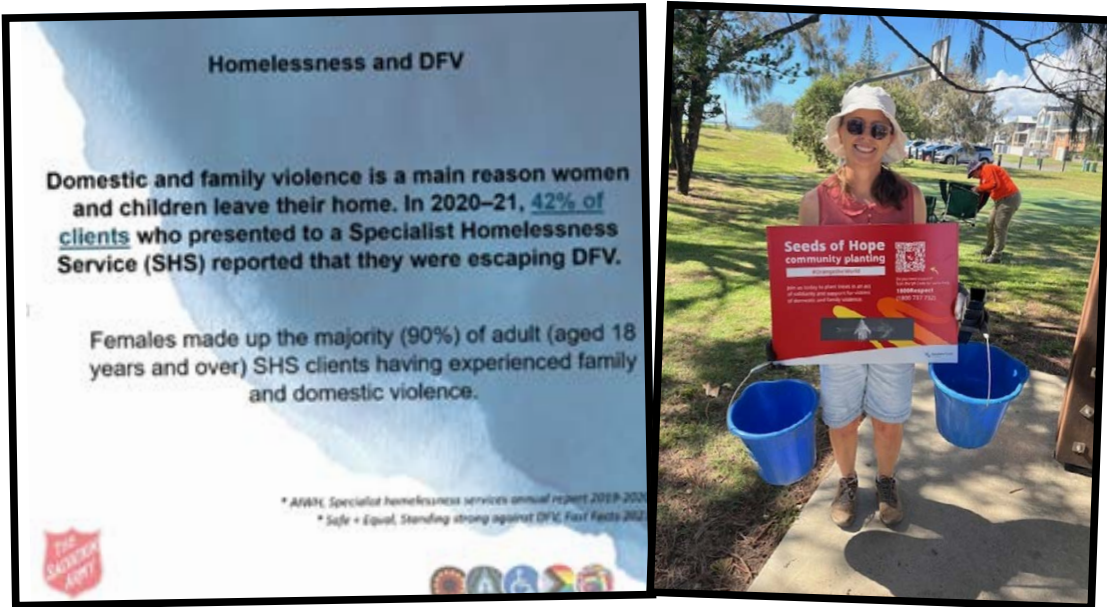
*Disengagement is rarely about apathy. More often, it's about barriers: inaccessible systems, repeated rejections, or services that retraumatize rather than support. People may avoid services not because they don't care, but because they've been burned before, by discrimination, by bureaucracy, by being treated as a problem to be managed rather than a person to be heard, helped and supported.*

*At a recent Encircle workshop, I joined PJ Humphrey (Sunshine Coast Council) in unpacking this language. Dr. Cameron Parsell challenged the term "disengaged" as a politically convenient label, one that shifts responsibility away from systems and onto individuals. It's easier to say someone isn't engaging than to ask why the system isn't working for them.*

# OTHER ZERO *News!*

## DFV the leading cause of Women and Children leaving their home

Sunshine Coast Zero joined the IFYS DFV team at a Seeds of Hope community planting day along with Sunshine Coast Council for the 16 days of activism against gender-based violence. This year's theme is "UNITE to End Digital Violence against All Women and Girls", focusing on the growing issue of online abuse. By planting trees together, we're showing support for safer communities — both online and offline.



## WHAT IS HAPPENING LOCALLY THAT YOU COULD

*get involved in!*

### Gympie Winter Shelter

The Gympie Winter Shelter utilises a coordinated network of local churches to provide food, warmth, and hospitality to those experiencing homelessness during the coldest months.

By centralising management and pooling volunteers from across the community, the program enables diverse congregations to offer consistent nightly care and a safe environment for those in need.

Please contact [gympiewintershelter@gmail.com](mailto:gympiewintershelter@gmail.com) to find out more and donate here: [donorbox.org/gympie-winter-shelter](https://donorbox.org/gympie-winter-shelter)



# WHAT IS HAPPENING LOCALLY THAT YOU COULD

## get involved in!

### Sunny Coast Sleeper – Service Details

#### Maroochydore

Friday, Saturday & Sunday evenings from 8pm

- Third Avenue & Aerodrome Road, Maroochydore
- Boarding: 8:30pm – 9:45pm
- Bus closes: 10pm

#### Nambour – commencing Monday 16 February

##### Mondays

- Council Carpark, Bury Street, Nambour
- Boarding: 8:30pm – 9:45pm
- Bus closes: 10pm



#### Who It's For

- People sleeping rough
- People sleeping in vehicles who need a safe, comfortable place to stretch out and rest

#### About the Sunny Coast Sleeper

- Private, air-conditioned sleeping pods
- USB charging
- Toilet in each pod
- Supportive overnight volunteer caretaker onboard

**No referrals needed** — just roll up and put your name down for a pod.

If you're present and ready to board by 9:30pm, your pod will be held for you.

**Please note:** There is no entry after doors close at 10pm. You can exit after 10pm, but once you leave, there is no re-entry.

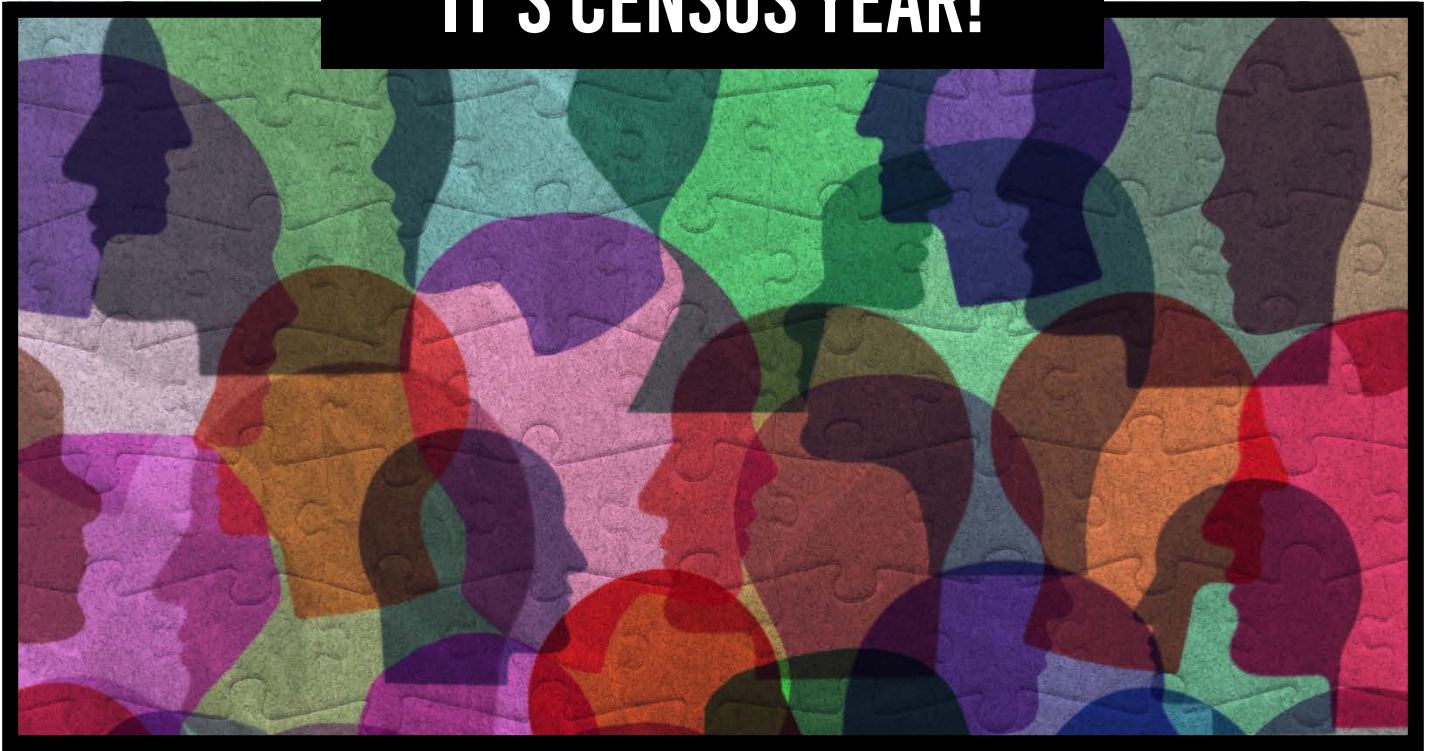
#### Volunteer Opportunities

We're always looking for compassionate community members to support this vital service, including:

- **Bus Drivers' Current MR Licence required**
- **Overnight volunteer caretakers**
- **Evening support volunteers**
- **Housekeeping (morning shifts)**

If you're interested in volunteering or would like more information, please email [scsleeper2025@gmail.com](mailto:scsleeper2025@gmail.com)

# IT'S CENSUS YEAR!



Every five years the Census counts every person and household in Australia. The Census allows us to understand the cultural, economic and social diversity of our communities. This information helps community groups, not-for-profit organisations, businesses and governments make important decisions. Census data informs planning for schools, health care, transport and infrastructure. It is also used to help plan local services for individuals, families and communities.

The next Census is on Tuesday 11 August 2026. Everyone in Australia on Census night must be counted.

The Australian Bureau of Statistics (ABS) is hiring more than 30,000 people across Australia to support to 2026 Census.

***Applications are opening for Local Engagement Officer jobs for the Census from 5 January 2026.***

Applications for Local Engagement Officers open from 5 January 2026.

## *How you can help*

1. Encourage your community to visit [census.abs.gov.au/jobs](https://census.abs.gov.au/jobs) for more information and to apply.
2. Use the resources in your stakeholder toolkit to share a social media post, put up a poster, and spread the word through your newsletter or website.
3. Answer questions from your community using the key messages provided.

[Download your stakeholder kit resources from our website.](#)

# TRAINING *Events*

## **Introduction to harm reduction in homelessness settings training**

By Q Shelter  
Online event  
Feb 10 from 10am to 11:30am AEST  
Free – Register via Eventbrite

[Introduction to harm reduction in homelessness settings training Tickets, Tue 10/02/2026 at 10:00 am | Eventbrite](#)

## **QLD Hoarding and Squalor Strategy Group (QLD Hands) - Bi-monthly Meetings**

By Q Shelter  
Online event  
Mar 25 at 1pm to Nov 25 at 3pm GMT+10  
Free – Register via Eventbrite

[QLD Hoarding and Squalor Strategy Group \(QLD Hands\) Tickets, Wed, Mar 25, 2026 at 1:00 PM | Eventbrite](#)

## **Motivational Interviewing Training**

By Q Shelter  
Feb 26 from 9:30am to 4:30pm AEST  
Booking & payment via Eventbrite

[Motivational Interviewing Training Tickets, Thu 26/02/2026 at 9:30 am | Eventbrite](#)

## **Responding to Domestic and Family Violence in the Context of Homelessness**

By Q Shelter  
Online event  
Apr 21 from 9am to 12pm AEST  
Booking & payment via Eventbrite

[Responding to Domestic and Family Violence in the Context of Homelessness Tickets, Tue 21/04/2026 at 9:00 am | Eventbrite](#)

## **You can't ask that – Lived Expertise**

By Q Shelter  
Online event  
Mar 3 from 10am to 11am AEST  
Free – Register via Eventbrite

[You can't ask that – Lived Expertise Tickets, Tue 03/03/2026 at 10:00 am | Eventbrite](#)

## **Tenancy and Property Managers Network Meeting**

By Q Shelter  
Online event  
May 28 from 10am to 11am AEST  
Free – Register via Eventbrite

[Tenancy and Property Managers Network Meeting Tickets, Thu 28/05/2026 at 10:00 am | Eventbrite](#)

## **Special Housing First Training - CHPs and Property Managers**

By Q Shelter  
Online event  
Mar 24 from 9am to 12pm AEST  
Free – Register via Eventbrite

[Special Housing First Training - CHPs and Property Managers Tickets, Tue 24/03/2026 at 9:00 am | Eventbrite](#)

## **MH & AOD - Self-paced online module portals**

MHPod & Insight

[MHPODInsight](#)



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