**What is OneLink?**

OneLink gives you information and easy access to support services in the ACT.

When you call OneLink, an intake officer will talk with you about what support you need, and help you to link with the best service to support you.

OneLink is provided by Woden Community Service in partnership with Belconnen Community Service and with the assistance of the ACT Government through funding from the Community Services Directorate.

**What services does OneLink cover?**

OneLink can connect you to a wide range of services including:

* Child, youth and family services
* Services for people who are homeless
* Tenancy support
* Legal services
* Financial counselling
* Mental health services
* And many other support services

OneLink can talk to you about housing options, including emergency accommodation. OneLink can provide information about public housing, community housing, private rental and other options, and about what assistance might be available for you to secure a tenancy.

***Our Values***

* We offer services based on respect, acceptance and choice
* We are proactive, responsive and innovative
* We support each other to do our work
* We value being part of the community
* We act with honesty, integrity and transparency

**Privacy and Confidentiality**

OneLink is committed to providing high quality services with respect to confidentiality, accessibility and equity for all persons in the community.

The OneLink Privacy Statement is available at [www.onelink.org.au](http://www.onelink.org.au)

**How to contact OneLink**

You can call us on: **1800 176 468**

Website: www.onelink.org.au (on-line chat available through website)

Email: info@onelink.org.au

Operating hours: 8am to 6pm, Monday to Friday.

We have staff members based at Housing ACT and you are welcome to drop in and chat with them between 9am and 5pm.

Housing ACT Central Access Point

Nature Conservation House

Corner of Emu Bank & Benjamin Way

Belconnen 2617 ACT

We also provide outreach at the following locations where you can drop in and see us:

* Red Cross Roadhouse
Monday afternoons 4:00pm – 5:30pm
* Early Morning Centre
Tuesday mornings 9am – 11:30am
* West Belconnen Child and Family Centre
Wednesday mornings 9am – 12pm
* Tuggeranong Child and Family Centre
Thursday mornings 9am – 12pm
* Gungahlin Child and Family Centre
Friday mornings 9am – 12pm

***Interpreter Service***

If you require an interpreter, please call the Telephone Interpreter Service at 131 450 and ask them to call OneLink on 1800 176 468. If you are unsure how to do this just come in and see us.