

ONELINK QUARTERLY REPORT ENDING MARCH 2018

What is One Link?

OneLink is a central intake service. This means that it takes all requests for support (accommodation and services) and does not turn eligible people away. It then prioritises people according to their needs and places them on a waiting list.

OneLink combines the previous homelessness gateway (Firstpoint) and the Child Youth and Family Services Gateway, as well as providing access to a range of mainstream services from 1 July 2016.

How does it work?

People can access OneLink through a 1800 number (1800 176 468), or in person at Nature Conservation House, outreach, or via the Onelink Website (<http://www.onelink.org.au/services>) through webchat.

OneLink does not provide support directly – it assesses and records a person’s needs and links them to the support they require

When a person calls or visits OneLink, an intake officer assesses and prioritises the clients’ needs, provides information about options and, where appropriate, follows up with clients to connect them to support. The intake officer will stay in touch with clients until they have all supports they need.

At the end of the month OneLink reports on the number of people still waiting to be connected to any services both accommodation and non-accommodation services. Some people waiting at the end of the month may have had some service needs met but still waiting connection to others.

Note that not all people waiting for accommodation are sleeping rough. Most people are staying with relatives or friends or in other temporary accommodation (e.g. caravan parks, hostels etc).

What supports does OneLink connect people with?

Accommodation

- Crisis accommodation
- Transitional accommodation

Support services

- Housing support
 - Assertive outreach
 - Access to independent housing
 - Support to sustain tenancy


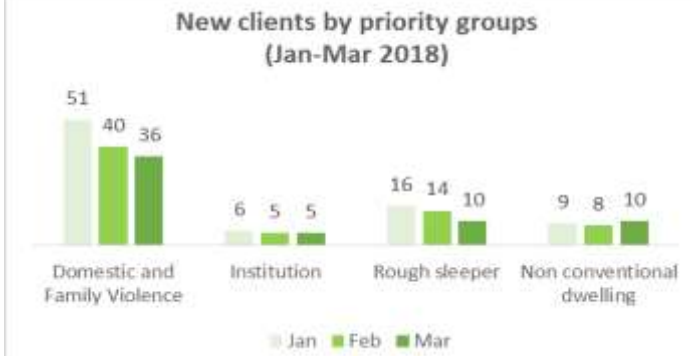
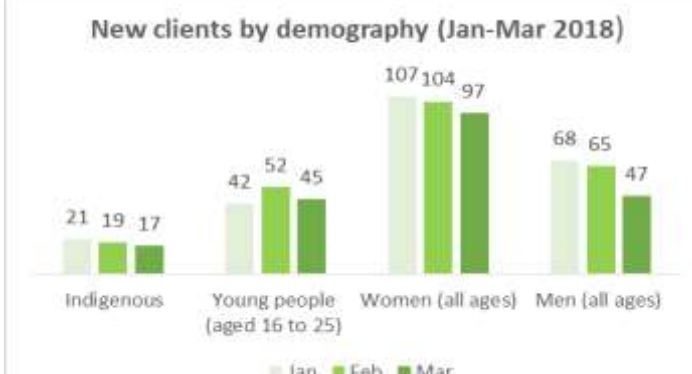

Attachment A

- Youth and family support
 - Youth support
 - Family and child support
- Other support
 - Aged care support
 - Counselling services
 - Disability support services
 - Domestic and family violence support services
 - Financial counselling
 - Legal services
 - Mental health services
 - Health/medical services
 - Drug/alcohol support
 - Domestic assistance

What does this latest report show?

- Over the 3 months from January to March 2018, OneLink assisted an average of 520 clients per month, which is lower than 586 in the same quarter in 2017, but higher than 508 in the previous quarter (October - December 2017).
- New clients represent around 31% of all clients in this quarter, lower than 39% in the same quarter in 2017, and lower than 36% in previous quarter (October - December 2017).
- The number of clients on the waiting list at the end of each month was on average 181 during this quarter, lower than 204 during the same quarter in 2017, but higher than 131 in the previous quarter (October - December 2017).
- People experiencing family and domestic violence remain the single largest group followed by those identifying as Aboriginal or Torres Strait Islander people. The additional functions added to the data collection system from this quarter has enabled OneLink to better capture data about clients experiencing domestic and family violence. The higher number of new clients experiencing domestic and family client in this quarter (127) compared with the same quarter in 2017 (115), and the previous quarter (79) is not representative of an increase in demand. As the data system is upgraded, OneLink is now able to capture all circumstances of the client. For example, previously the system only captures data of people who had experienced domestic and family violence if they sought accommodation services. The upgraded system now captures data of people who had experienced domestic and family violence even if they seek services other than accommodation.
- The majority of non-accommodation placements (63.4%) were for those clients seeking housing support (i.e. support to sustain tenancy, access to independent housing), which is slightly lower than the last quarter (65%); 18.3% for clients seeking youth and family support, lower than the last quarter (23%), and 18.3% for clients seeking other support, higher than the last quarter (12%).

ONE LINK QUARTERLY REPORT ENDING MARCH 2018

<p>Number of clients</p> <ul style="list-style-type: none"> OneLink supported an average 520 clients each month during this quarter (January, February, and March 2018). This is lower than 586 during the same quarter in 2017. OneLink supported 488 new clients during January to March 2018 period, lower than 691 in the same period in 2017. <p><i>Note that new clients are those clients who contacted OneLink for the first time.</i></p>	<p>Total number of clients and new clients (Jan-Mar 2018)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Total number of clients</th> <th>New clients</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>509</td> <td>175</td> </tr> <tr> <td>Feb</td> <td>547</td> <td>169</td> </tr> <tr> <td>Mar</td> <td>504</td> <td>144</td> </tr> </tbody> </table>	Month	Total number of clients	New clients	Jan	509	175	Feb	547	169	Mar	504	144								
Month	Total number of clients	New clients																			
Jan	509	175																			
Feb	547	169																			
Mar	504	144																			
<p>New clients by priority groups</p> <ul style="list-style-type: none"> Of all new clients the largest single priority group was those experiencing family and domestic violence (on average 26% of new clients). 	<p>New clients by priority groups (Jan-Mar 2018)</p>  <table border="1"> <thead> <tr> <th>Priority Group</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> </tr> </thead> <tbody> <tr> <td>Domestic and Family Violence</td> <td>51</td> <td>40</td> <td>36</td> </tr> <tr> <td>Institution</td> <td>6</td> <td>5</td> <td>5</td> </tr> <tr> <td>Rough sleeper</td> <td>16</td> <td>14</td> <td>10</td> </tr> <tr> <td>Non conventional dwelling</td> <td>9</td> <td>8</td> <td>10</td> </tr> </tbody> </table>	Priority Group	Jan	Feb	Mar	Domestic and Family Violence	51	40	36	Institution	6	5	5	Rough sleeper	16	14	10	Non conventional dwelling	9	8	10
Priority Group	Jan	Feb	Mar																		
Domestic and Family Violence	51	40	36																		
Institution	6	5	5																		
Rough sleeper	16	14	10																		
Non conventional dwelling	9	8	10																		
<p>New clients by demography</p> <ul style="list-style-type: none"> There were more new female clients (on average 63%) than new male clients (37%). Aboriginal and Torres Strait Islander people accounted for 11.7% of new clients. Young people accounted for 28.5% of all new clients. 	<p>New clients by demography (Jan-Mar 2018)</p>  <table border="1"> <thead> <tr> <th>Demography</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> </tr> </thead> <tbody> <tr> <td>Indigenous</td> <td>21</td> <td>19</td> <td>17</td> </tr> <tr> <td>Young people (aged 16 to 25)</td> <td>42</td> <td>52</td> <td>45</td> </tr> <tr> <td>Women (all ages)</td> <td>107</td> <td>104</td> <td>97</td> </tr> <tr> <td>Men (all ages)</td> <td>68</td> <td>65</td> <td>47</td> </tr> </tbody> </table>	Demography	Jan	Feb	Mar	Indigenous	21	19	17	Young people (aged 16 to 25)	42	52	45	Women (all ages)	107	104	97	Men (all ages)	68	65	47
Demography	Jan	Feb	Mar																		
Indigenous	21	19	17																		
Young people (aged 16 to 25)	42	52	45																		
Women (all ages)	107	104	97																		
Men (all ages)	68	65	47																		
<p>Number of clients placed into accommodation and support services</p> <ul style="list-style-type: none"> A total of 127 clients placed into accommodation with an average of 42 clients placed each month. A total of 230 clients placed into support services with an average of 77 clients placed each month. 	<p>Clients placed into accommodation and support services (Jan-Mar 2018)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Accommodation</th> <th>Support Service</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>40</td> <td>77</td> </tr> <tr> <td>Feb</td> <td>49</td> <td>69</td> </tr> <tr> <td>Mar</td> <td>38</td> <td>84</td> </tr> </tbody> </table>	Month	Accommodation	Support Service	Jan	40	77	Feb	49	69	Mar	38	84								
Month	Accommodation	Support Service																			
Jan	40	77																			
Feb	49	69																			
Mar	38	84																			

Attachment A

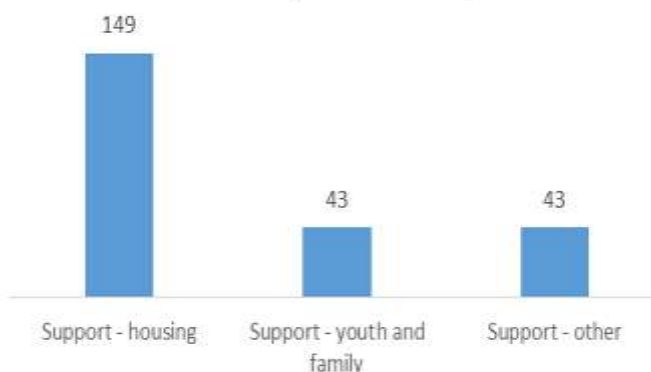
Placement by Support Service

During this quarter, there were a total of 235 placements into support services:

- 63.4% provided by housing support services, which provide tenancy support, assertive outreach, access to independent housing.
- 18.3% provided by youth and family support services.
- 18.3% provided by other support services including legal, mental health, family and domestic violence, financial assistance, disability support, and counselling services, drug, alcohol service.

Note that number of clients and number placements are different as some clients can be provided with more than one placement to meet their different needs.

Number of placement by type of support service (Jan-Mar 2018)



Waiting time for accommodation and support services

During this quarter, clients waited on average 19.50 days for placement into accommodation (29.47 days in the last quarter), and 20.4 days for support services (18.44 days in the last quarter).

Note that 'waiting for accommodation' does not necessarily equate to rough sleeping. Many people are staying with friends or relatives or other temporary accommodation.

Waiting time for accommodation and support services (Jan-Mar 2018)

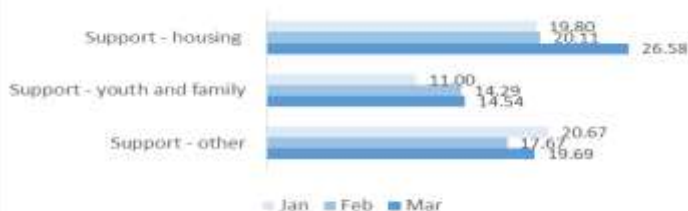


Waiting time by type of support service

During this quarter, clients waited on average:

- 22.26 days for placement into housing support (20.64 days in the last quarter).
- 13.14 days for youth and family support (15.09 days in the last quarter).
- 19.26 days for other support (13 days in the last quarter).

Waiting time by type of support services (Jan - Mar 2018)



Wait list

- At the end of March 178 clients were waiting for accommodation and/or support services.
- This is lower than the average of 181 over the 3 month period.

Note that those waiting at the end of the month may have already been connected to some services but still awaiting connection to others.

Number of clients waiting



Attachment A

Key terms explained

Client	A client refers to any person who receives a service. For example, if a mother and 3 children require accommodation, and the children do not receive a service directly, this is one client, however if one of the children requires a service then that child will also be counted as a client.
Rough sleeper	Living on the streets, sleeping in parks
Non-conventional dwelling	Squatting, improvised dwelling i.e. tent, cars
Tenancy support and assistance to access independent housing and	<p>These refer to services which are aimed at assisting people into Community, Public Housing and private rental. These include:</p> <ul style="list-style-type: none">• Supportive Tenancy Service(WCS)• ASSIST (Catholic Care)• Youth Housing Support Service(Catholic Care),• Vinnies SVDP Family Service and Young Parents, Oasis – outreach• Everyman• YWCA• Beryl• Karinya• Northside, Take Hold, Assistance with Care and Housing for the Aged
Short term or emergency accommodation	Samaritan House, Youth Emergency Accommodation Network (YEAN), CatholicCare Minosa, Toora, Beryl, Doris
Transitional accommodation	Society of Saint Vincent de Paul Family Service, YWCA Supported Accommodation Service, Our Place, Friendly Landlord, Everyman, Northside, Karinya, Beryl
Assertive outreach for rough sleepers	Primarily Street to Home- providing services to people living on the street
Financial assistance/ material aid	Emergency relief providers including Society of Saint Vincent de Paul, Salvation Army, Uniting Care Kippax
Domestic/family violence support	<p>Domestic Violence Crisis Service, Tara’s Angels</p> <p>Beryl, Doris, YWCA, and Toora provide domestic and family violence support as part of crisis accommodation</p>

Attachment A

Youth Support	Youth Engagement Teams, St John's Care – Youth Care
Family/child support	Family case management services
Disability support (including NDIS)	Services to assist people with a physical or intellectual disability, including services under NDIS or CASP other than domestic assistance – excludes psychosocial disability.
Aged care support	My Aged Care, COTA (other than domestic assistance)
Health/ medical services	General Practitioners, Winnunga, National Health Co-op
Mental health services	Mainstream mental health services - includes services under NDIS for psychosocial disability
Counselling services	Relationships Australia
Drug/alcohol support	Directions ACT
Legal issues/court support	Canberra Community Law, Tenants Union, Street Law, Legal Aid
Financial counselling	Care Financial
Domestic assistance	My Aged Care or CASP (Community Assistance and Support Program) where domestic assistance/garden maintenance is the primary need.
Other	MARSS (refugees)