

## ONELINK QUARTERLY REPORT ENDING JUNE 2018

### What is One Link?

OneLink is a central intake service. This means that it assesses 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.

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

### How does it work?

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

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

When a person calls or visits OneLink, an intake officer assesses and prioritises the client’s 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 service both accommodation and non-accommodation supports. Some people waiting at the end of the month may have had some service needs met while still waiting connection to others.

Note: not all people waiting for accommodation are sleeping rough. Most 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

- Short term emergency accommodation
- Transitional accommodation

#### Support services

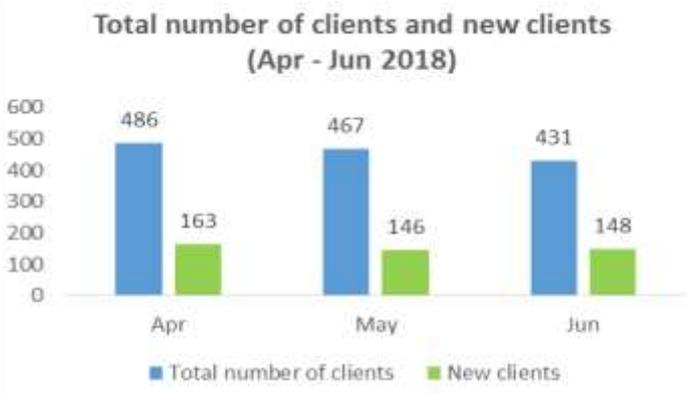
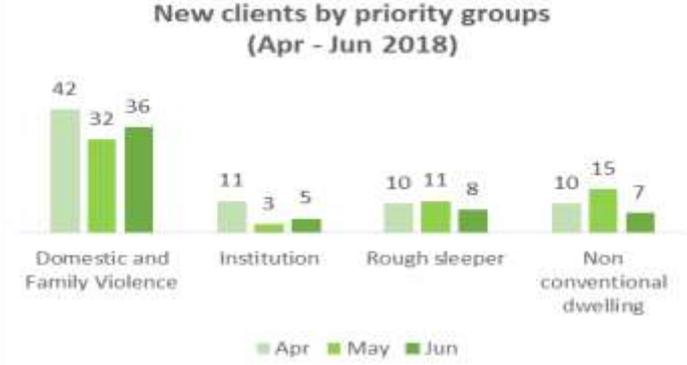
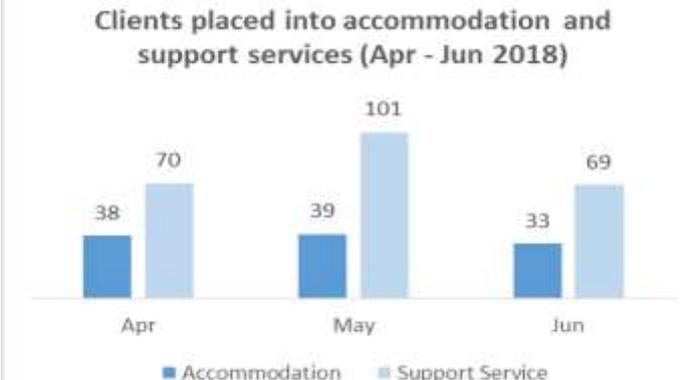
- Housing support
  - Assertive outreach
  - Access to independent housing
  - Support to sustain tenancy
- Youth and family support
  - Youth support
  - Family and child support

- 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 April to June 2018, OneLink assisted an average of 461 clients per month; lower than 539 clients in the same quarter in 2017, and lower than 520 clients in the previous quarter (January- March 2018).
- New clients represented around 33.0% of all clients per month; lower than 36.1% in the same quarter in 2017, but higher than 31.3% in previous quarter (January – March 2018).
- The number of clients on the waiting list at the end of each month was on average 117 clients; lower than 196 clients during the same quarter in 2017, and lower than 181 clients in the previous quarter (January - March 2018). This, at least in part, reflects a strengthening in internal processes for management of the waiting list implemented during this quarter.
- People experiencing family and domestic violence remain the single largest group seeking support.
- The majority of non-accommodation placements (61.6%) were for those clients seeking housing support (i.e. support to sustain their tenancy, access to independent housing); slightly lower than the last quarter (63.4%).
- Data from this quarter together with the previous three quarters provides a full picture of OneLink operations in 2017-18. Throughout OneLink's second year of operation:
  - the number of clients assisted on average each month ranged from 419 clients (lowest) to 549 clients (highest).
  - the number of new clients represented 33.8% of all clients per month, ranging from 128 clients to 196 clients each month;
  - the number of clients on the waiting list at the end of each month ranged from 105 clients to 192 clients.
  - the number of clients placed into accommodation each month ranged from 30 clients to 53 clients, and into support services from 51 clients and 101 clients.

ONE LINK QUARTERLY REPORT ENDING JUNE 2018

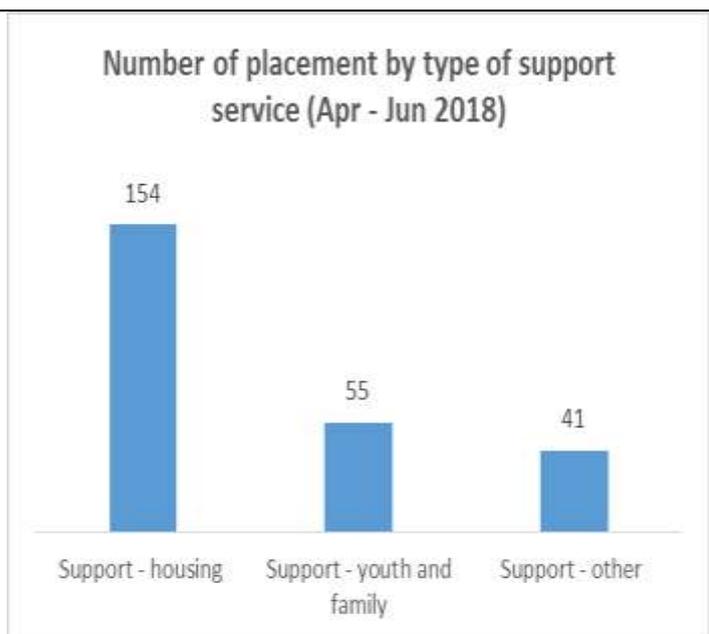
<p><b>Number of clients</b></p> <ul style="list-style-type: none"> <li>OneLink supported an average 461 clients each month during this quarter (April, May, and June 2018). This is lower than 539 during the same quarter in 2017.</li> <li>OneLink supported 457 new clients during January to March 2018 period, lower than 583 in the same period in 2017. <i>Note that new clients are those clients who contacted OneLink for the first time.</i></li> </ul>	<p><b>Total number of clients and new clients (Apr - Jun 2018)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Total number of clients</th> <th>New clients</th> </tr> </thead> <tbody> <tr> <td>Apr</td> <td>486</td> <td>163</td> </tr> <tr> <td>May</td> <td>467</td> <td>146</td> </tr> <tr> <td>Jun</td> <td>431</td> <td>148</td> </tr> </tbody> </table>	Month	Total number of clients	New clients	Apr	486	163	May	467	146	Jun	431	148								
Month	Total number of clients	New clients																			
Apr	486	163																			
May	467	146																			
Jun	431	148																			
<p><b>New clients by priority groups</b></p> <ul style="list-style-type: none"> <li>Of all <b>new</b> clients the largest single priority group was those experiencing family and domestic violence (on average 24.1% of new clients). <i>Note this graph is reflective of the top four priority groups and does not capture all new clients.</i></li> </ul>	<p><b>New clients by priority groups (Apr - Jun 2018)</b></p>  <table border="1"> <thead> <tr> <th>Priority Group</th> <th>Apr</th> <th>May</th> <th>Jun</th> </tr> </thead> <tbody> <tr> <td>Domestic and Family Violence</td> <td>42</td> <td>32</td> <td>36</td> </tr> <tr> <td>Institution</td> <td>11</td> <td>3</td> <td>5</td> </tr> <tr> <td>Rough sleeper</td> <td>10</td> <td>11</td> <td>8</td> </tr> <tr> <td>Non conventional dwelling</td> <td>10</td> <td>15</td> <td>7</td> </tr> </tbody> </table>	Priority Group	Apr	May	Jun	Domestic and Family Violence	42	32	36	Institution	11	3	5	Rough sleeper	10	11	8	Non conventional dwelling	10	15	7
Priority Group	Apr	May	Jun																		
Domestic and Family Violence	42	32	36																		
Institution	11	3	5																		
Rough sleeper	10	11	8																		
Non conventional dwelling	10	15	7																		
<p><b>New clients by demography</b></p> <ul style="list-style-type: none"> <li>There were more new female clients (on average 60.6%) than new male clients (39.4%).</li> <li>Aboriginal and Torres Strait Islander people accounted for 11.6% of new clients.</li> <li>Young people accounted for 25.4% of all new clients.</li> </ul>	<p><b>New clients by demography (Apr - Jun 2018)</b></p>  <table border="1"> <thead> <tr> <th>Demography</th> <th>Apr</th> <th>May</th> <th>Jun</th> </tr> </thead> <tbody> <tr> <td>Indigenous</td> <td>15</td> <td>22</td> <td>16</td> </tr> <tr> <td>Young people (aged 16 to 25)</td> <td>44</td> <td>36</td> <td>36</td> </tr> <tr> <td>Women (all ages)</td> <td>101</td> <td>85</td> <td>91</td> </tr> <tr> <td>Men (all ages)</td> <td>62</td> <td>61</td> <td>57</td> </tr> </tbody> </table>	Demography	Apr	May	Jun	Indigenous	15	22	16	Young people (aged 16 to 25)	44	36	36	Women (all ages)	101	85	91	Men (all ages)	62	61	57
Demography	Apr	May	Jun																		
Indigenous	15	22	16																		
Young people (aged 16 to 25)	44	36	36																		
Women (all ages)	101	85	91																		
Men (all ages)	62	61	57																		
<p><b>Number of clients placed into accommodation and support services</b></p> <ul style="list-style-type: none"> <li>A total of 110 clients were placed into accommodation with an average of 37 clients placed each month.</li> <li>A total of 240 clients were placed into support services with an average of 80 clients placed each month.</li> </ul>	<p><b>Clients placed into accommodation and support services (Apr - Jun 2018)</b></p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Accommodation</th> <th>Support Service</th> </tr> </thead> <tbody> <tr> <td>Apr</td> <td>38</td> <td>70</td> </tr> <tr> <td>May</td> <td>39</td> <td>101</td> </tr> <tr> <td>Jun</td> <td>33</td> <td>69</td> </tr> </tbody> </table>	Month	Accommodation	Support Service	Apr	38	70	May	39	101	Jun	33	69								
Month	Accommodation	Support Service																			
Apr	38	70																			
May	39	101																			
Jun	33	69																			

### Placement by Support Service

During this quarter, there were a total of 250 placements into support services:

- 61.6% provided by housing support services, which provide tenancy support, assertive outreach, access to independent housing.
- 22.0% provided by youth and family support services.
- 16.4% provided by other support services including legal, mental health, family and domestic violence, financial assistance, disability support, and counselling services, drug, alcohol service.

*Note: number of clients and number placements are different; some clients are provided with more than one placement to meet their different needs.*



### Waiting time for accommodation and support services

During this quarter, clients waited on average 15.57 days for support services (20.4 days in the last quarter), and 22.78 days for placement into accommodation (19.50 days in the last quarter).

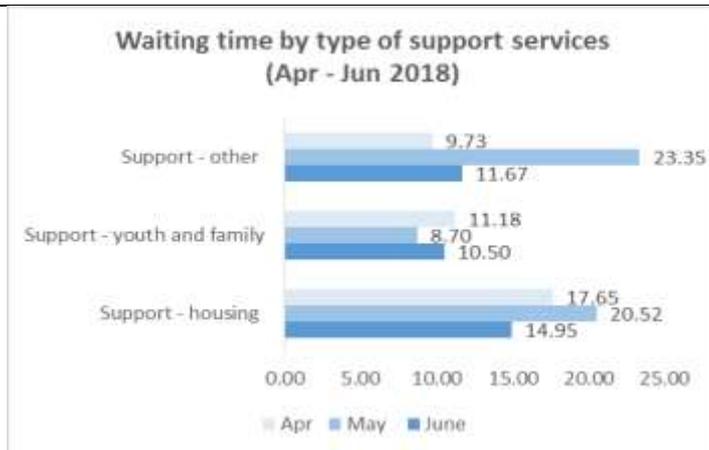
*Note that 'waiting for accommodation' does not necessarily equate to rough sleeping. Many people are staying with friends or relatives or other temporary accommodation.*



### Waiting time by type of support service

During this quarter, clients waited on average:

- 17.71 days for placement into housing support (22.26 days in the last quarter).
- 10.31 days for youth and family support (13.14 days in the last quarter).
- 14.92 days for other support (19.26 days in the last quarter).



### Wait list

- At the end of June 108 clients were waiting for accommodation and/or support services.
- This is lower than the average of 117 over the 3 month period.

*Note: clients at end of month may be connected to some services but are waiting connection to others.*



## 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	A person who is living on the streets, sleeping in parks
Non-conventional dwelling	A person who is a squatter or who is living in an improvised dwelling (tent, car etc)
Tenancy support and assistance to access independent housing and	<p>Tenancy support refers to funded services which aim to assist people to maintain their private rental or which assist people to move into community or public housing. Services include:</p> <ul style="list-style-type: none"> <li>• Supportive Tenancy Service (WCS)</li> <li>• ASSIST (Catholic Care)</li> <li>• Youth Housing Support Service(Catholic Care)</li> <li>• St Vincent de Paul's (SVDP) Family Service and Young Parents Program</li> <li>• Everyman Australia</li> <li>• YWCA Canberra;</li> <li>• Karinya</li> <li>• Northside Community Service</li> <li>• Ted Noffs Take Hold</li> <li>• Assistance with Care and Housing for the Aged</li> </ul>
Short term emergency accommodation	Funded emergency accommodation includes Samaritan House, Youth Emergency Accommodation Network (YEAN), CatholicCare Minosa, Beryl Women, Doris
Transitional accommodation	Funded transitional accommodation includes SDVP's Family Service, YWCA Canberra's Housing Support Unit, Banardo's Our Place and Friendly Landlord programs, Everyman, Australia, Northside Community Service and Karinya.
Assertive outreach for rough sleepers	Primarily SVDP's Street to Home program which assists people living on the streets
Financial assistance/material aid	Emergency relief providers including SVDP, the Salvation Army and Uniting Care Kippax

Domestic/family violence support	Domestic Violence Crisis Services including Beryl, Doris, YWCA Canberra and Toora Women provide domestic and family violence support as part of crisis accommodation
Youth Support	Youth Engagement Teams including 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)