

ONELINK QUARTERLY REPORT ENDING JUNE 2019

What is One Link?

OneLink is a central intake and assessment 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, refers immediately where possible or places them on an active waiting list.

On 1 July 2016, OneLink combined the previous homelessness gateway (First Point) 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, at Outreach locations or via the Onelink Website (www.onelink.org.au/services) through webchat.

OneLink does not provide direct client support – it assesses and records a person’s needs, maintains engagement through active holding and connects people to the supports they require.

When a person calls or visits OneLink, an Assessment and Support 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 Assessment and Support Officer will stay in touch with clients until they have all the 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 for 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?

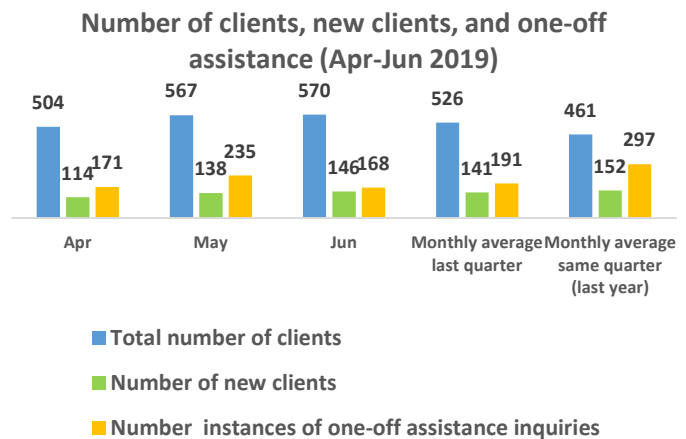
- Over the three months, April to June 2019, OneLink assisted an average of 547 clients per month; higher than 526 clients assisted in the previous quarter (January- March 2019), and higher than 461 clients assisted in the same quarter in 2018.
- New clients assisted represent around 24% of all clients; which is consistent with the 27% assisted in the previous quarter (January – March 2019), and lower than 33% assisted in the same quarter in 2018.
- On average, each month OneLink provided 191 occasions of one-off assistance during this quarter, lower than 259 occasions of one-off assistance in the previous quarter.
- People experiencing family and domestic violence remain the single largest group seeking support.
- The majority of non-accommodation placements (45.9%) were for those clients seeking housing support (i.e. support to sustain their tenancy, access to independent housing); lower than the proportion in the last quarter (62.6%).
- The average number of clients on the waiting list at the end of each month was 289 clients. This is higher than the 266 clients in the previous quarter (January - March 2019), and higher than the 117 clients during the same quarter in 2018.
- The implementation of an enhanced engagement process particularly for those clients with complex service needs has resulted in better outcomes but a longer waiting time and waiting list.
- Data from this quarter, together with the three previous quarters, provides a full picture of OneLink operation in 2018-19. During 2018-19:
 - 2,410 clients accessed OneLink for accommodation and support services
 - 360 accommodation placements were provided
 - 721 support service placements were provided
 - In addition, 3,075 instances of one-off assistances were provided
- During this third year of operation, OneLink has undertaken a number of initiatives to improve, and expand the service delivery:

- Delivering a weekend service including outreach services at the Roadhouse with the pilot starting in April 2019, thus enabling OneLink to reach out to a wider range of clients. Lessons from the pilot will inform the full weekend service model. This weekend service offers face-to-face, phone and outreach service. The addition of the weekend service provides continuity of service and an increased opportunity for people to make meaningful contact with OneLink (both new and current clients).
- Enhancing the client engagement processes to better support clients who present with challenging communication and behaviours. Highly skilled and dedicated resources ensure that people presenting with high and multiple complex needs are not falling through the gaps. Where needed, the active engagement provided includes coordinating case conferences, advocacy and referral and works in an integrated way with Housing ACT to ensure the most appropriate housing solution.
- Implementing a trauma-informed approach. The new team recruited to OneLink are trained to work from trauma informed framework. OneLink continues to ensure staff are working with trauma awareness through reflective practise, mentoring and supervision.
- Further integrating and collaborating with Housing Gateway Services and other units at Housing ACT to link clients, especially those with high risk factors to early support services. The aim of this “up-front” work is that people will have support in place when allocated a tenancy and the likelihood of sustained tenancies is increased.
- With these changes, OneLink operates an improved service model which includes 7-day a week service. This is comprised of phone service, face-to-face, weekend services, and outreach across Canberra. Service delivery has also been refined to ensure meaningful engagement, person centric assessment and that all people, no matter how complex their need, are engaged and gain appropriate supports.

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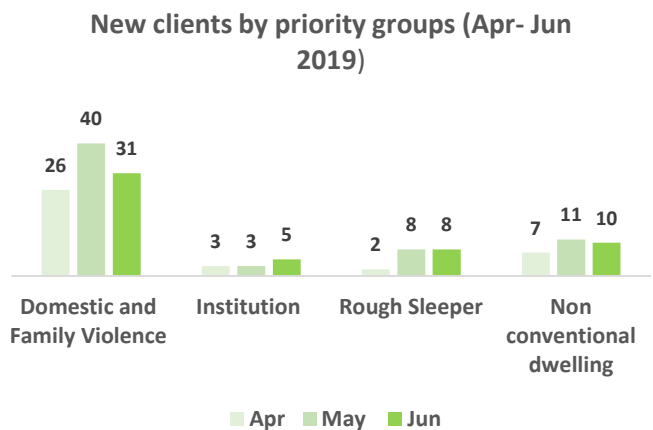
Number of clients

- OneLink supported an average 547 clients each month during this quarter (April, May, and June 2019). This is higher than the 461 average for the same quarter in 2018.
- OneLink supported 398 new clients during the April to June 2019 period, lower than 457 in the same period in 2018.
- OneLink provided an average of 191 one-off assistance each month in this quarter, lower than 259 in the previous quarter.



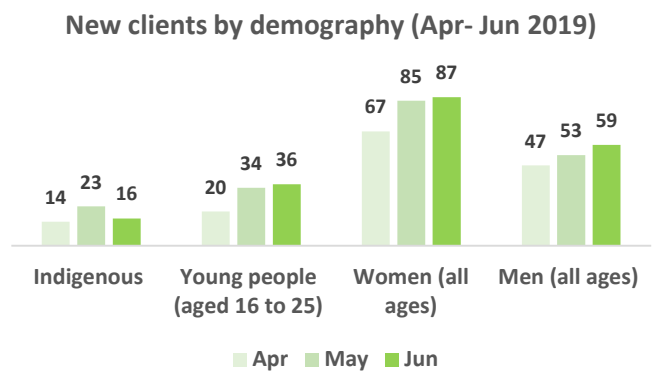
New clients by priority groups

- Of all **new** clients the largest single priority group was those experiencing family and domestic violence (on average 24.4% of new clients).
- The average number of new clients who were rough sleeping was 6 compared to 10 in the same quarter last year.
Note this graph is reflective of the top four priority groups and does not capture all new clients.



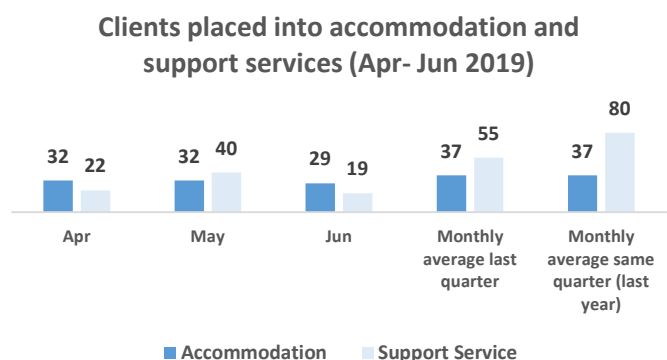
New clients by demography

- There were more new female clients (on average 60.1 %) than new male clients (39.9%).
- Aboriginal and Torres Strait Islander people accounted for 13.3% of new clients.
- Young people accounted for 22.6% of all new clients.



Number of clients placed into accommodation and support services

- A total of 93 clients were placed into accommodation with an average of 31 clients placed each month.
- A total of 81 clients were placed into support services with an average of 27 clients placed each month.



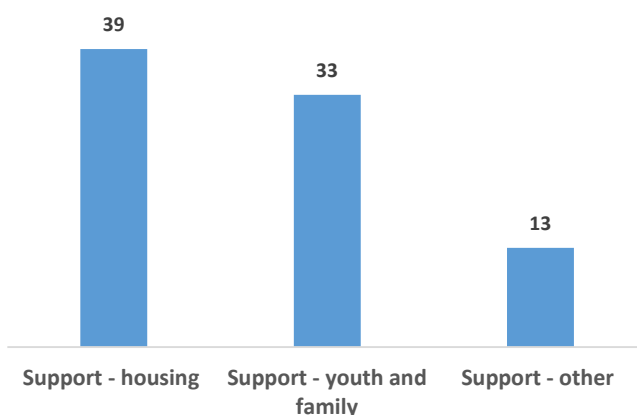
Placement by Support Service

During this quarter, there were a total of 85 placements into support services:

- 45.9% (39) provided by housing support services, which provide tenancy support, assertive outreach, access to independent housing.
- 38.8% (33) provided by youth and family support services.
- 15.3% (13) 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.

Number of placement by type of support service (Apr - Jun 2019)

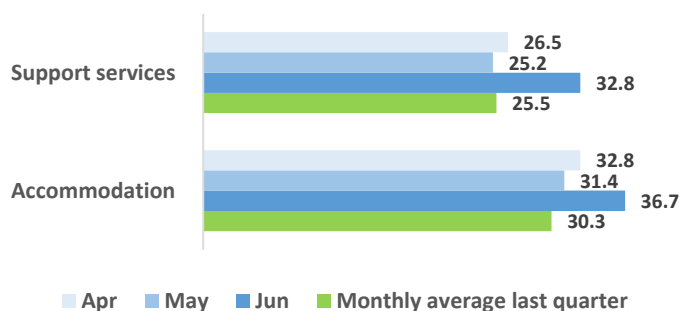


Waiting time for accommodation and support services

During this quarter, clients waited on average 27.3 days for support services (25.5 days in the last quarter), and 33.5 days for placement into accommodation (30.3 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 (days) for accommodation and support services (Apr - Jun 2019)

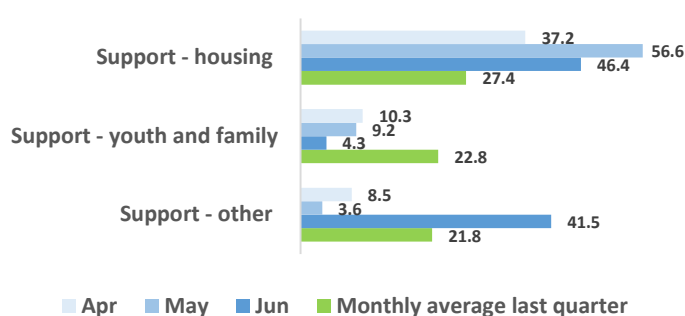


Waiting time by type of support service

During this quarter, clients waited on average:

- 47.0 days for placement into housing support (27.4 days in the last quarter).
- 8.5 days for youth and family support (22.8 days in the last quarter).
- 16.0 days for other support (21.8 days in the last quarter).

Waiting time (days) by type of support services (Apr - Jun 2019)

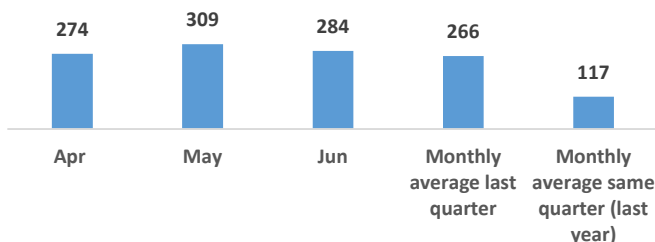


Wait list

- At the end of June 284 clients were waiting for accommodation and/or support services.
- This is lower than the average of 289 over the 3 month period.

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

Number of clients waiting



Key terms explained

Client	A client refers to any person who directly receives a service. For example, if a mother and three children require accommodation, and OneLink only has contact with the mother, then the mother will be the only client for OneLink, with other family members not directly assisted. If referred to a service that then accommodates the family, then that service provides direct service for the mother and the children and that service will count each member of the family as clients.
One-off assistance	Provision of immediate support, including providing information and clarification, where there is no need for continued assistance at the time of the enquiry.
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.)
Assistance to access independent housing	Provision of support to clients to obtain an independent tenancy, including private, community and public housing. Services include: <ul style="list-style-type: none"> • Supportive Tenancy Service – housing options • ASSIST (Catholic Care) • Youth Housing Support Service(Catholic Care) • St Vincent de Paul’s (SVDP) Family Service and Young Parents Program • Everyman Australia • YWCA Canberra; • Karinya • Northside Community Service • Ted Noffs Take Hold
Tenancy support	Provision of support to clients to maintain an existing tenancy (e.g. Supportive Tenancy Service – tenancy support)
Short term or emergency accommodation	Short term accommodation with support to help address any issues leading to homelessness and seek an independent tenancy. Services are targeted to particular population groups or needs, including single men (e.g. Samaritan House, CatholicCare Minosa), young people (Youth Emergency Accommodation Network (YEAN)), women and families (Toora) and women leaving domestic violence (e.g. Beryl, Doris)
Transitional accommodation	Medium term accommodation with limited support focussed on finding long-term accommodation, for people who have the capacity to maintain a tenancy. Funded transitional accommodation includes SDVP’s Family Service, YWCA Canberra’s Housing Support Unit, Banardo’s Our Place and Friendly Landlord programs, Everyman, Northside Community Service and Karinya.

Assertive outreach for rough sleepers	Outreach services to assist people who are sleeping rough or in non-conventional dwellings, to assist in connection to services as needed (e.g. SVDP's Street to Home program)
Financial assistance/material aid	Emergency relief, such as food, clothing or assistance with expenses (e.g. SVDP, Salvation Army and Uniting Care Kippax)
Domestic/family violence support	Support specifically around responding to the experience of domestic or family violence e.g. Domestic Violence Crisis Services; note other services (including Beryl, Doris, YWCA Canberra and Toora Women) provide domestic and family violence support as part of emergency accommodation
Youth Support	Support for young people, up to 25 years of age e.g. Youth Engagement Teams and YouthCARE Canberra
Family/child support	Support for families and/or children, including family case management services
Disability support (including NDIS)	Support for people living with a physical or intellectual disability, including services under NDIS or CASP other than domestic assistance – excludes psychosocial disability.
Domestic assistance/CASP	Support for domestic assistance or through CASP, which provides assistance to people who do not qualify for or have not yet obtained NDIS support (domestic assistance is often provided through CASP)
Aged care support	Support for older people (generally 65 years or older), including through My Aged Care
Health/ medical services	Medical support e.g. Through General Practitioners, Winnunga
Mental health services	Support for people living with a psychosocial disability, including through NDIS, as well as other specific mental health services
Counselling services	Professional assistance to promote mental health and wellbeing, enhance self-understanding, and resolve identified concerns (e.g. Relationships Australia)
Drug/alcohol support	Support for people dealing with addiction to alcohol or other drugs (e.g. Directions ACT, Karralika)
Legal issues/court support	Legal advice or assistance through legal processes (e.g. Canberra Community Law, Tenants Union, Street Law, Legal Aid)
Financial counselling	Information, support and advocacy to assist people in financial difficulty (e.g. Care Financial)
Other	Support not covered in other categories, including general support for specific population groups (e.g. MARSS)