

ONE LINK QUARTERLY REPORT ENDING JUNE

What is OneLink?

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

OneLink combines 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), or in person at Nature Conservation House, at outreach locations, or via the OneLink Website (<http://www.onelink.org.au/services>) through webchat.

OneLink does not provide support directly – it assesses and records a persons' 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 the 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 services 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).

Attachment A

What supports does Onelink connect people with?

- Aged care support
- Assertive outreach
- Access to independent housing
- Counselling services
- Disability support services
- Child, youth and family services
- Family and domestic violence services
- Financial counselling
- Support to sustain tenancy
- Legal services
- Youth support
- Mental health services
- Health/medical services
- Drug/alcohol support

What does this latest report show?

- Over the 6 months from January to June 2017 we see changes in client numbers but no sign of an upward trend (average is around 563 per month).
- New clients represent around 38% of all clients – again no upward trend.
- People experiencing family and domestic violence remain the single largest group followed by those identifying as Aboriginal or Torres Strait Islander people.
- The majority of non-accommodation placements were for those clients:
 - seeking to access independent housing (Community Housing, Public Housing and private rental),
 - seeking to sustain their existing housing (Tenancy support), and
 - seeking child and family services (including child support).
- The waiting list remains steady at an average of 200 people waiting for services at the end of each month. Many on the waiting list have had some service needs met but may still be awaiting referral to others.

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<p>Number of clients</p> <ul style="list-style-type: none"> Over 6 months from January to June 2017, Onelink supported an average of 563 clients per month. On average 212 (38%) are new clients not previously seen by Onelink. 	<p style="text-align: center;">Total number of clients and new clients</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>549</td> <td>244</td> </tr> <tr> <td>Feb</td> <td>610</td> <td>239</td> </tr> <tr> <td>Mar</td> <td>600</td> <td>208</td> </tr> <tr> <td>Apr</td> <td>496</td> <td>164</td> </tr> <tr> <td>May</td> <td>564</td> <td>222</td> </tr> <tr> <td>Jun</td> <td>557</td> <td>197</td> </tr> </tbody> </table>	Month	Total number of clients	New clients	Jan	549	244	Feb	610	239	Mar	600	208	Apr	496	164	May	564	222	Jun	557	197			
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<p>New clients by target groups</p> <ul style="list-style-type: none"> Of all new clients the largest single group are those experiencing family and domestic violence (on average 17% of new clients). The second largest group of new clients are Aboriginal and Torres Strait Islander people (on average 10% of new clients). 	<p style="text-align: center;">New individuals/families by target groups in April, May, June 2017</p> <table border="1"> <thead> <tr> <th>Target Group</th> <th>April</th> <th>May</th> <th>June</th> </tr> </thead> <tbody> <tr> <td>Indigenous</td> <td>14</td> <td>34</td> <td>24</td> </tr> <tr> <td>Domestic violence</td> <td>27</td> <td>42</td> <td>27</td> </tr> <tr> <td>Institution</td> <td>5</td> <td>3</td> <td>5</td> </tr> <tr> <td>Rough Sleeper</td> <td>9</td> <td>6</td> <td>14</td> </tr> <tr> <td>Non-conventional dwelling</td> <td>14</td> <td>16</td> <td>7</td> </tr> </tbody> </table>	Target Group	April	May	June	Indigenous	14	34	24	Domestic violence	27	42	27	Institution	5	3	5	Rough Sleeper	9	6	14	Non-conventional dwelling	14	16	7
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<p>Number of clients placed into accommodation and services</p> <ul style="list-style-type: none"> An average of 42 clients were placed into accommodation per month and an average of 48 were placed into services. 	<p style="text-align: center;">Clients placed in accommodation and services</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Accommodation</th> <th>Services only</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>45</td> <td>26</td> </tr> <tr> <td>Feb</td> <td>47</td> <td>50</td> </tr> <tr> <td>Mar</td> <td>47</td> <td>54</td> </tr> <tr> <td>Apr</td> <td>27</td> <td>37</td> </tr> <tr> <td>May</td> <td>44</td> <td>54</td> </tr> <tr> <td>Jun</td> <td>43</td> <td>48</td> </tr> </tbody> </table>	Month	Accommodation	Services only	Jan	45	26	Feb	47	50	Mar	47	54	Apr	27	37	May	44	54	Jun	43	48			
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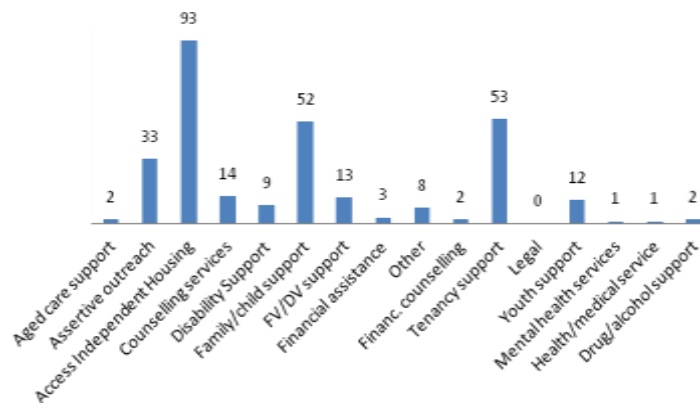
Attachment A

Placement by Service

Over 6 months from January to June 2017, the majority of placements were to organisations to:

- facilitate access to independent housing, and
- provide tenancy support services and family/child support services.

Number of placement by type of service (Jan to June 2017)

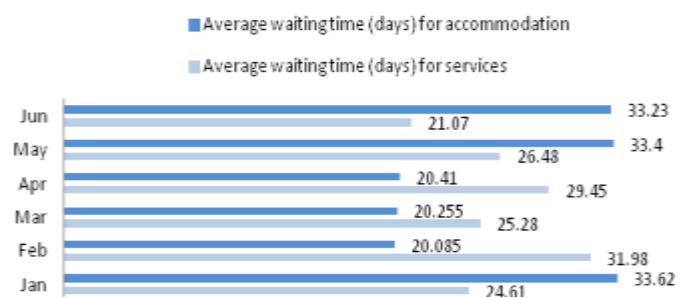


Waiting time for accommodation and services

Over the 6 month period clients waited on average 26 days for placement into accommodation and 26 days for services.

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

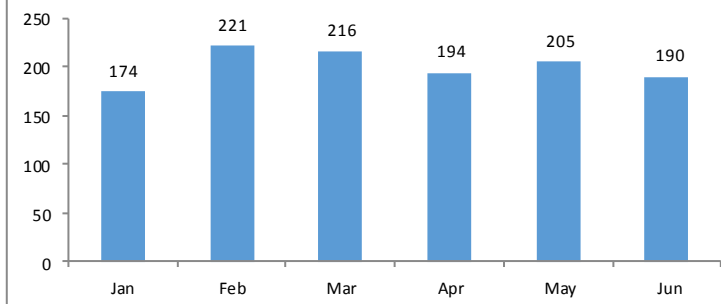


Wait list

- At the end of June there were 190 clients waiting to be connected to accommodation and/or support.
- This is lower than the average of 200 over the 6 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



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Key terms explained

Client	A Client refers to any person who receives a service. Some people may benefit from a service (for example family members will benefit from the provision of accommodation) however they are not included in this report, unless they receive a service directly. 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 ie. tent, cars
Assistance to access independent housing	These refer to services which are aimed at assisting people into Community, Public Housing and private rental. These include: <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
Tenancy support	
Short term or emergency accommodation	Samaritan House, YEAN, CatholicCare Minosa, Toora, 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 SVDP, Salvation Army, Uniting Care Kippax
Domestic/Family Violence support	Domestic Violence Crisis Services, Tara’s Angels
Youth Support	Youth Engagement Teams, St John’s Care – Youth Care Note – services specific to homeless youth should be included

Attachment A

	under Assistance to access independent housing or Tenancy support as appropriate.
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	GPs, 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, Christians Against Poverty
Domestic assistance	My Aged Care or CASP (Community Assistance and Support Program) where domestic assistance/garden maintenance is the primary need.
Other	MARSS (refugees)

Data Limitations

Onelink reports on a wider range of services than the previous central intake service for homelessness – First Point. This has presented some challenges in adding new functionality to the SHIP platform and compatibility issues with the platform used by the Child Youth and Family Services.

We would welcome any recommendations and requests from services on additional data to be included in future reports.