

# ONELINK QUARTERLY REPORT ENDING MARCH 2020

## 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](http://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?

- OneLink supported a higher number of clients per month (691) in this quarter compared to the previous quarter (623).
- Higher number of new clients (on average 143 new clients per month), higher than the number in previous quarter (130 during October - December 2019), but similar to the 141 in corresponding quarter in 2019. New clients represented around 21% of all clients each month. Higher number of new clients can be attributed to the outreach activities that OneLink has embedded in its weekend service operation as part of business as usual since January.
- Higher number of occasions of one-off assistance (on average 339 occasions of one-off assistance per month in this quarter compared with 263 in the previous quarter), and higher than the 259 in the corresponding quarter in 2019.
- Clients waited longer for accommodation (39.7 days in this quarter compared with 32.6 days in previous quarter), and longer for support services (32.6 days in this quarter compared with 28.1 days in previous quarter).
- Similar number of clients placed into accommodation, and slightly lower number of clients provided with support services in this quarter. 113 clients were placed into accommodation and 230 provided with support services in this quarter compared with 113 and 239 respectively in the previous quarter.
- Higher number of clients on the waiting list at the end of each month (on average 374 clients in this quarter). This is higher than 301 clients in the previous quarter (October-December 2019), and higher than 266 clients during the corresponding quarter in 2019.
- Higher number of clients accessing OneLink while the number of vacancy and support places remain stable during this quarter explain the higher number on the waiting list.
- People experiencing family and domestic violence remain the single largest group seeking support.
- The majority of non-accommodation placements (61.5%) were for those clients seeking housing support (i.e. support to sustain their tenancy, access to independent housing); slightly lower than the proportion in the last quarter (55.0%).

- OneLink Complex: during this quarter, OneLink Complex supported 43 people of whom 17 were male, and 25 were female, and one non-binary identifying person. 19 out of 43 clients have been accommodated longer-term at the end of their support period, and 4 were on the priority list of Housing ACT.
- Bushfire: During the bushfire response in January, OneLink staff kept abreast of all fire related information, including location of relief centres in the area, Canberra evacuation centres, NSW support responses and health information in regards to the smoke.

OneLink fielded calls from local and NSW residents seeking fire related information. OneLink provided brokerage for one man from the South Coast who was left homeless from the fires. OneLink attended the Relief Centre at Dickson College to provide information and support to people who were present there.

The fires impacted on OneLink staff directly, with one staff member's rural property suffering property damage and others being on standby for evacuation.

- COVID-19 Response: Since the COVID-19 pandemic took hold in Canberra in mid-March 2020, OneLink has continued operating its business as usual to maintain service continuity. To comply with social distancing and health requirements, OneLink has made a number of changes to service delivery arrangements. These changes have been put into place to keep staff safe and to ensure OneLink continues to deliver their services through these challenging times. The changes include:

- Splitting the team geographically into two teams. One team is located at Nature Conservation House and the other at Callam Office in Woden. There were also some staff who spent a period of time working from home.
- Adopting the safety precaution of moving to a remote model of support via phone, email, and teleconference.
- Ceasing providing outreach activities at Red Cross Road House. OneLink's current weekend hours are:
  - Saturdays 12.30 pm to 5:00 pm: phone services only
  - Sundays 12:30 pm to 5:00 pm: phone services only

## ONE LINK QUARTERLY REPORT ENDING MARCH 2020

<h3>Number of clients</h3> <ul style="list-style-type: none"> <li>OneLink supported an average of 691 clients each month during this quarter (January, February, and March 2020). This is higher than the 526 average for the same quarter in 2019.</li> <li>OneLink supported a total of 428 new clients during the January to March 2020 period, similar to 423 in the same period in 2019.</li> <li>OneLink provided an average of 339 one-off assistance each month in this quarter, higher than 263 in the previous quarter.</li> </ul>	<h3>Number of clients, new clients, and one-off assistance (Jan - Mar 2020)</h3> <table border="1"> <thead> <tr> <th>Month</th> <th>Total number of clients</th> <th>Number of new clients</th> <th>Number instances of one-off assistance inquiries</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>646</td> <td>142</td> <td>333</td> </tr> <tr> <td>Feb</td> <td>696</td> <td>134</td> <td>376</td> </tr> <tr> <td>Mar</td> <td>731</td> <td>152</td> <td>307</td> </tr> <tr> <td>Monthly average last quarter</td> <td>623</td> <td>130</td> <td>263</td> </tr> <tr> <td>Monthly average same quarter (last year)</td> <td>526</td> <td>141</td> <td>259</td> </tr> </tbody> </table>	Month	Total number of clients	Number of new clients	Number instances of one-off assistance inquiries	Jan	646	142	333	Feb	696	134	376	Mar	731	152	307	Monthly average last quarter	623	130	263	Monthly average same quarter (last year)	526	141	259
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<h3>New clients by priority groups</h3> <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 26.6% of new clients).</li> </ul> <p><i>Note this graph is reflective of the top four priority groups and does not capture all new clients.</i></p>	<h3>New clients by priority groups (Jan-Mar 2020)</h3> <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>38</td> <td>34</td> <td>42</td> </tr> <tr> <td>Institution</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>Rough Sleeper</td> <td>14</td> <td>7</td> <td>11</td> </tr> <tr> <td>Non conventional dwelling</td> <td>11</td> <td>8</td> <td>10</td> </tr> </tbody> </table>	Priority Group	Jan	Feb	Mar	Domestic and Family Violence	38	34	42	Institution	7	8	9	Rough Sleeper	14	7	11	Non conventional dwelling	11	8	10				
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<h3>New clients by demography</h3> <ul style="list-style-type: none"> <li>There were more new female clients (on average 56.3%) than new male clients (42.8%).</li> <li>Aboriginal and Torres Strait Islander people accounted for 11.0% of new clients.</li> <li>Young people accounted for 24.3% of all new clients.</li> </ul>	<h3>New clients by demography (Jan - Mar 2020)</h3> <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>15</td> <td>15</td> <td>7</td> </tr> <tr> <td>Young people (aged 16 to 25)</td> <td>38</td> <td>33</td> <td>33</td> </tr> <tr> <td>Women (all ages)</td> <td>80</td> <td>79</td> <td>82</td> </tr> <tr> <td>Men (all ages)</td> <td>61</td> <td>53</td> <td>69</td> </tr> </tbody> </table>	Demography	Jan	Feb	Mar	Indigenous	15	15	7	Young people (aged 16 to 25)	38	33	33	Women (all ages)	80	79	82	Men (all ages)	61	53	69				
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<h3>Number of clients placed into accommodation and support services</h3> <ul style="list-style-type: none"> <li>A total of 113 clients were placed into accommodation with an average of 38 clients placed each month.</li> <li>A total of 230 clients were placed into support services with an average of 77 clients placed each month.</li> </ul>	<h3>Clients placed into accommodation and support services (Jan - Mar 2020)</h3> <table border="1"> <thead> <tr> <th>Month</th> <th>Accommodation</th> <th>Support Service</th> </tr> </thead> <tbody> <tr> <td>Jan</td> <td>39</td> <td>81</td> </tr> <tr> <td>Feb</td> <td>40</td> <td>72</td> </tr> <tr> <td>Mar</td> <td>34</td> <td>77</td> </tr> <tr> <td>Monthly average last quarter</td> <td>38</td> <td>80</td> </tr> <tr> <td>Monthly average same quarter (last year)</td> <td>37</td> <td>55</td> </tr> </tbody> </table>	Month	Accommodation	Support Service	Jan	39	81	Feb	40	72	Mar	34	77	Monthly average last quarter	38	80	Monthly average same quarter (last year)	37	55						
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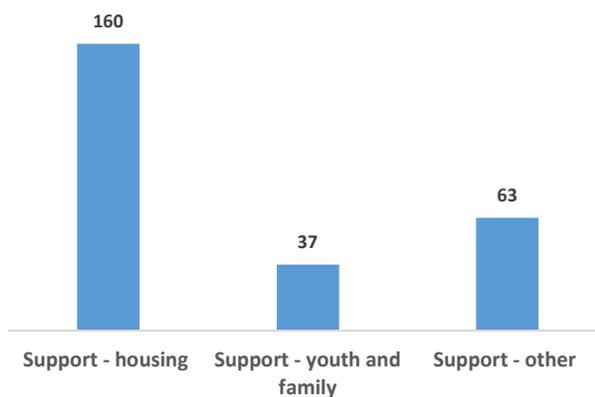
### Placement by Support Service

During this quarter, there were a total of 260 placements into support services:

- 61.5% (160) provided by housing support services, which provide tenancy support, assertive outreach, access to independent housing.
- 14.2% (37) provided by youth and family support services.
- 24.2% (63) provided by other support services including legal, mental health, family and domestic violence, financial assistance, disability support, counselling services, drug, alcohol service.

*Note: number of clients and number of 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 (Jan - Mar 2020)

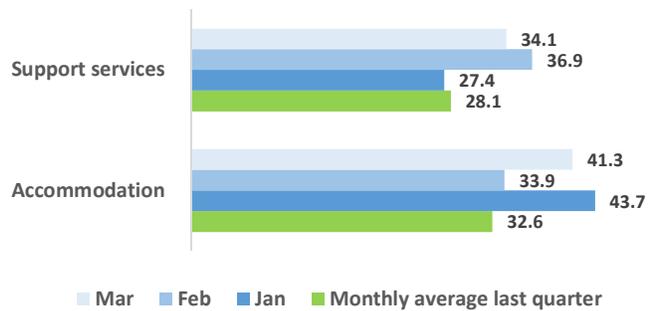


### Waiting time for accommodation and support services

During this quarter, clients waited on average 32.6 days for support services (28.1 days in the last quarter), and 39.7 days for placement into accommodation (32.6 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 (Jan - Mar 2020)

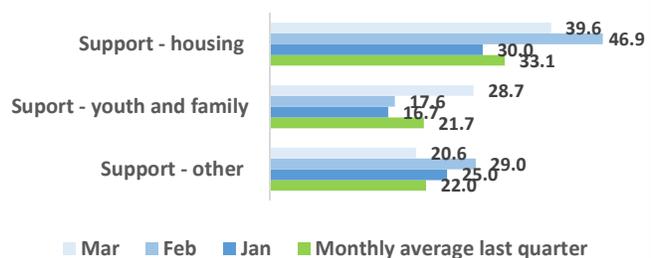


### Waiting time by type of support service

During this quarter, clients waited on average:

- 38.1 days for placement into housing support (33.1 days in the last quarter).
- 21.6 days for youth and family support (21.7 days in the last quarter).
- 25.3 days for other support (22.0 days in the last quarter).

Waiting time (days) by type of support services (Jan - Mar 2020)

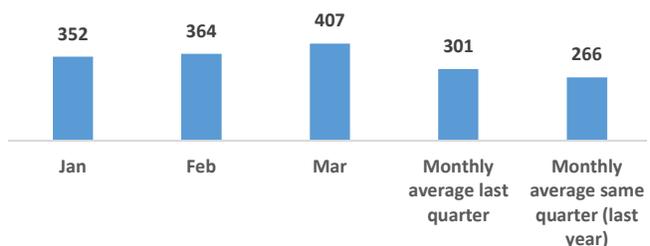


### Waiting list

- At the end of March 407 clients were waiting for accommodation and/or support services.
- This is higher than the average of 374 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  <i>*people receiving one-off assistance are not counted as a client</i>	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"> <li>• Supportive Tenancy Service – housing options</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 House</li> <li>• Northside Community Service</li> <li>• Ted Noffs Take Hold</li> </ul>
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, Barnardo’s Our Place and Friendly Landlord programs, Everyman, Northside Community Service and Karinya House.

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 Community Assistance and Support Program (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).