

ONELINK QUARTERLY REPORT ENDING SEPTEMBER 2017

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



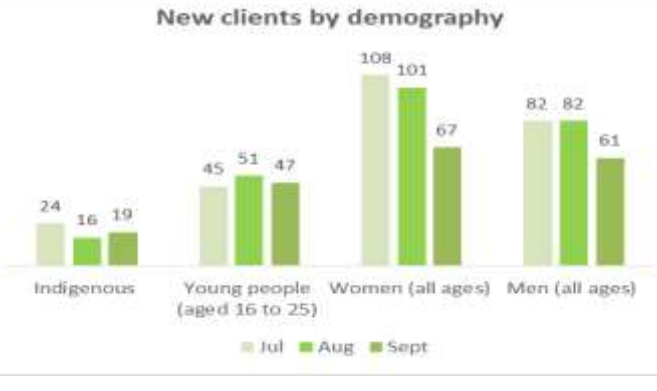
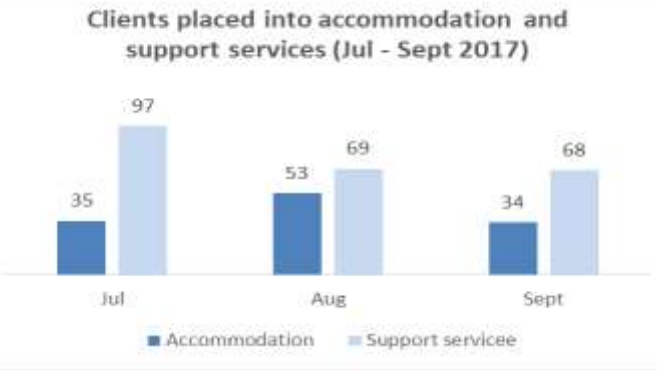
Attachment A

- 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 July to September 2017, OneLink assisted an average of 478 clients per month, which is a reduction from an average of 563 client per month during January to June 2017 period.
- New clients represent around 35% of all clients, again, a reduction from 38% during the January to June 2017 period.
- The number of clients in the waiting list reduced from an average of 200 at the end of each month during January to June 2017 period to an average of 147 at the end of each month during July to September 2017 period.
- So, we have observed the reduction in the number of clients, new clients, and waiting list in this first quarter of the second year of operations. The number of clients increased over the first few months of OneLink's operations during 2016-17 as clients started learning about OneLink services. Because OneLink closely manages the waiting list and undertakes a more targeted approach, the number of new clients and existing clients have decreased in the first quarter of the second year. If economic and social conditions remain stable, the number of clients is also expected to become stable over time. Housing ACT and OneLink will continue monitoring this 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 (60%) were for those clients seeking housing support (i.e. support to sustain tenancy, access to independent housing), 30% for clients seeking youth and family support, and 10% for clients seeking other support.
- OneLink's plan to expand the outreach services on the south side during 2017-18 is expected to help clients access the central intake service.

ONE LINK QUARTERLY REPORT ENDING SEPTEMBER 2017

<p>Number of clients</p> <ul style="list-style-type: none"> OneLink supported an average 478 clients each month. OneLink supported 501 new clients during July to September period. <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</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Total number of clients</th> <th>New clients</th> </tr> </thead> <tbody> <tr> <td>Jul</td> <td>520</td> <td>190</td> </tr> <tr> <td>Aug</td> <td>496</td> <td>183</td> </tr> <tr> <td>Sept</td> <td>419</td> <td>128</td> </tr> </tbody> </table>	Month	Total number of clients	New clients	Jul	520	190	Aug	496	183	Sept	419	128								
Month	Total number of clients	New clients																			
Jul	520	190																			
Aug	496	183																			
Sept	419	128																			
<p>New clients by target groups</p> <ul style="list-style-type: none"> Of all new clients the largest single target group was those experiencing family and domestic violence (on average 19% of new clients). 	<p>New clients by target groups</p>  <table border="1"> <thead> <tr> <th>Target Group</th> <th>Jul</th> <th>Aug</th> <th>Sept</th> </tr> </thead> <tbody> <tr> <td>Domestic Violence</td> <td>32</td> <td>40</td> <td>24</td> </tr> <tr> <td>Institution</td> <td>10</td> <td>6</td> <td>6</td> </tr> <tr> <td>Rough sleeper</td> <td>6</td> <td>10</td> <td>2</td> </tr> <tr> <td>Non-conventional dwelling</td> <td>16</td> <td>15</td> <td>8</td> </tr> </tbody> </table>	Target Group	Jul	Aug	Sept	Domestic Violence	32	40	24	Institution	10	6	6	Rough sleeper	6	10	2	Non-conventional dwelling	16	15	8
Target Group	Jul	Aug	Sept																		
Domestic Violence	32	40	24																		
Institution	10	6	6																		
Rough sleeper	6	10	2																		
Non-conventional dwelling	16	15	8																		
<p>New clients by demography</p> <ul style="list-style-type: none"> There were more new female clients (on average 55%) than new male clients (45%). Aboriginal and Torres Strait Islander people accounted for 11.7% of new clients. Young people accounted for 29% of all new clients. 	<p>New clients by demography</p>  <table border="1"> <thead> <tr> <th>Demographic</th> <th>Jul</th> <th>Aug</th> <th>Sept</th> </tr> </thead> <tbody> <tr> <td>Indigenous</td> <td>24</td> <td>16</td> <td>19</td> </tr> <tr> <td>Young people (aged 16 to 25)</td> <td>45</td> <td>51</td> <td>47</td> </tr> <tr> <td>Women (all ages)</td> <td>108</td> <td>101</td> <td>67</td> </tr> <tr> <td>Men (all ages)</td> <td>82</td> <td>82</td> <td>61</td> </tr> </tbody> </table>	Demographic	Jul	Aug	Sept	Indigenous	24	16	19	Young people (aged 16 to 25)	45	51	47	Women (all ages)	108	101	67	Men (all ages)	82	82	61
Demographic	Jul	Aug	Sept																		
Indigenous	24	16	19																		
Young people (aged 16 to 25)	45	51	47																		
Women (all ages)	108	101	67																		
Men (all ages)	82	82	61																		
<p>Number of clients placed into accommodation and support services</p> <ul style="list-style-type: none"> A total of 122 clients placed into accommodation with an average of 41 clients each month. A total of 234 clients placed into support services with an average of 78 clients each month. 	<p>Clients placed into accommodation and support services (Jul - Sept 2017)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Accommodation</th> <th>Support service</th> </tr> </thead> <tbody> <tr> <td>Jul</td> <td>35</td> <td>97</td> </tr> <tr> <td>Aug</td> <td>53</td> <td>69</td> </tr> <tr> <td>Sept</td> <td>34</td> <td>68</td> </tr> </tbody> </table>	Month	Accommodation	Support service	Jul	35	97	Aug	53	69	Sept	34	68								
Month	Accommodation	Support service																			
Jul	35	97																			
Aug	53	69																			
Sept	34	68																			

Attachment A

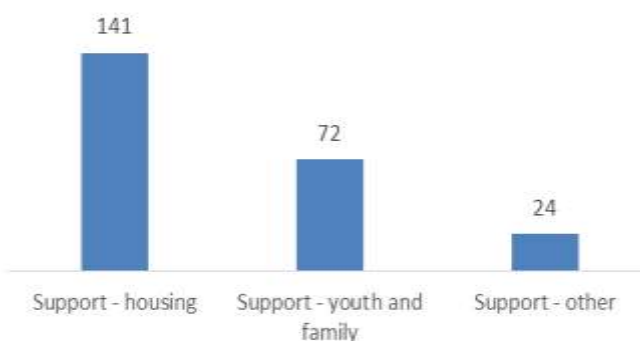
Placement by Support Service

There was a total of 237 placements for 234 clients into support services:

- The majority of placements (60%) were provided by housing support services that provide tenancy support, assertive outreach, access to independent housing.
- 30% provided by youth and family services.
- 10% 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 (Jul to Sept 2017)

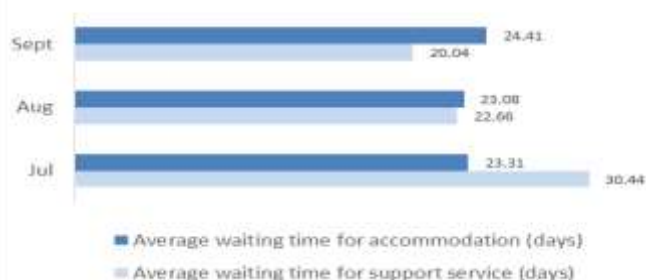


Waiting time for accommodation and support services

Clients waited on average 23.52 days for placement into accommodation and 25.16 days for support services.

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

Waiting time for accommodation and support services

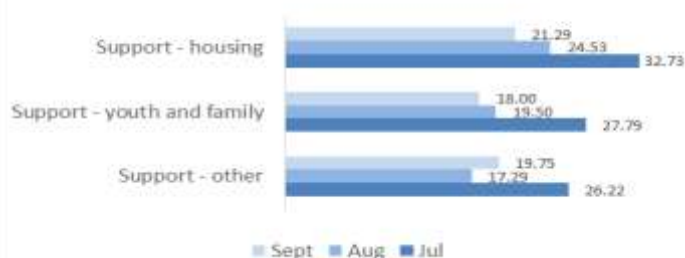


Waiting time by type of support service

Clients waited on average:

- 26.91 days for placement into housing support
- 22.96 days for youth and family support
- 21.46 days for other support

Waiting time by type of support service (Jul to Sept 2017)

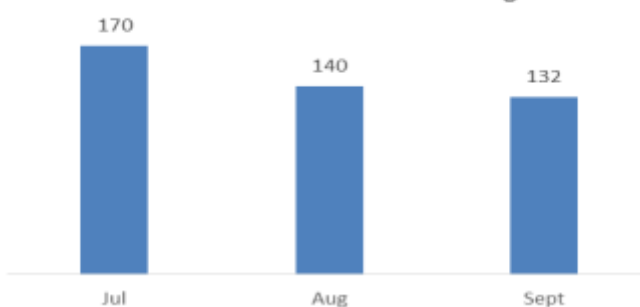


Wait list

- At the end of September 132 clients were waiting for accommodation and/or support services.
- This is lower than the average of 147 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
Assistance to access independent housing Tenancy support	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
Short term or emergency accommodation	Samaritan House, Youth Emergency Accommodation Network (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 Society of ST Vincent de Paul, Salvation Army, Uniting Care Kippax
Domestic/family violence support	Domestic Violence Crisis Service, Tara’s Angels Beryl, Doris, YWCA, and Toora provide domestic and family violence support as part of crisis accommodation
Youth Support	Youth Engagement Teams, St John’s Care – Youth Care Note – services specific to homeless youth should be included under Assistance to access independent housing or Tenancy

Attachment A

	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	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)

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.