

## ONELINK QUARTERLY REPORT ENDING DECEMBER 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

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- 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 October to December 2017, OneLink assisted an average of 508 clients per month, which is lower than 562 in the same quarter in 2016.
- New clients represent around 36% of all clients in this quarter, again, lower than 47% in the same quarter in 2016.
- The number of clients on the waiting list at the end of each month was on average 131 during this quarter, lower than the number of 204 during the same quarter in 2016.
- This quarterly report demonstrates a reduction in the number of clients, new clients, and waiting times compared to the same quarter in first year of operations (2016-17). The number was most likely higher in the first year as clients started learning about OneLink, and after that period, the number has gradually reduced during the second year. It is expected that this number will stabilise over time.
- OneLink manages closely the waiting list and undertakes a more targeted approach to ensure that clients, especially those with complex needs receive suitable and timely support.
- 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 (65%) were for those clients seeking housing support (i.e. support to sustain tenancy, access to independent housing), which is higher than the last quarter (60%); 23% for clients seeking youth and family support, lower than the last quarter (30%), and 12% for clients seeking other support, higher than the last quarter (10%).

ONE LINK QUARTERLY REPORT ENDING DECEMBER 2017

**Number of clients**

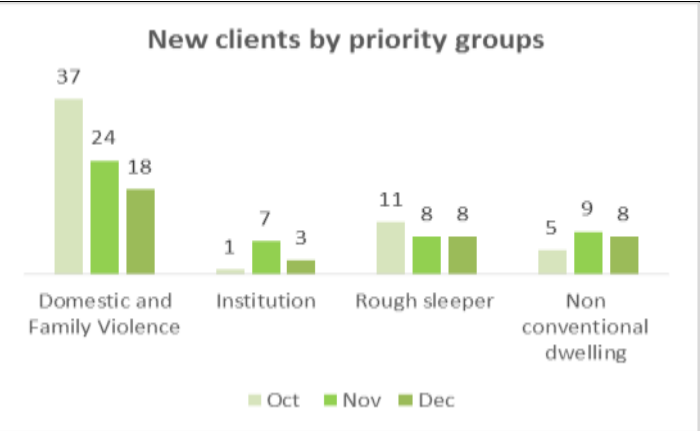
- OneLink supported an average 508 clients each month during this quarter (October, November, and December 2017). This is lower than 562 during the same quarter in 2016.
- OneLink supported 550 new clients during October to December 2017 period, lower than 801 in the same period in 2016.

*Note that new clients are those clients who contacted OneLink for the first time.*



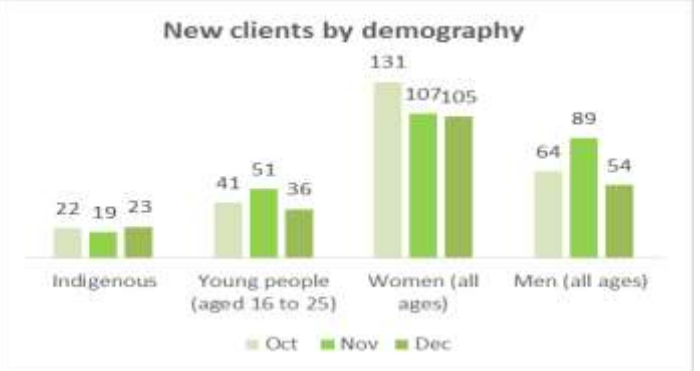
**New clients by priority groups**

- Of all **new** clients the largest single priority group was those experiencing family and domestic violence (on average 14% of new clients).



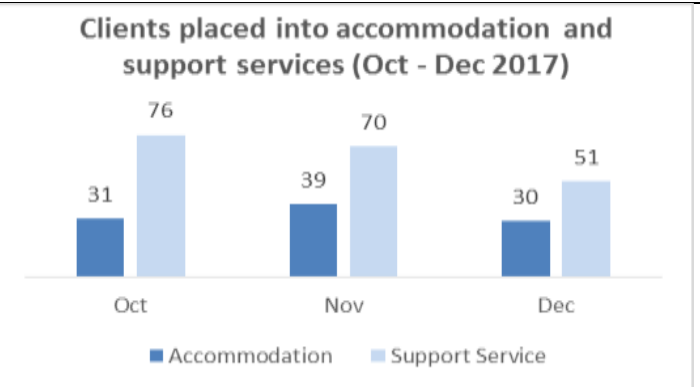
**New clients by demography**

- There were more new female clients (on average 62%) than new male clients (38%).
- Aboriginal and Torres Strait Islander people accounted for 11.6% of new clients.
- Young people accounted for 23% of all new clients.



**Number of clients placed into accommodation and support services**

- A total of 100 clients placed into accommodation with an average of 33 clients each month.
- A total of 197 clients placed into support services with an average of 66 clients each month.



## Attachment A

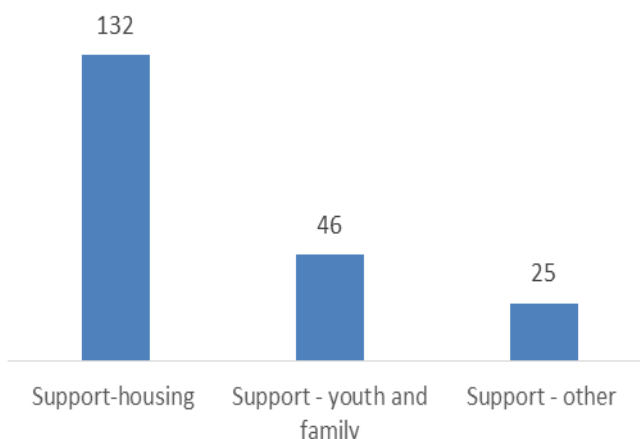
### Placement by Support Service

During this quarter, there were a total of 203 placements into support services:

- 65% provided by housing support services, which provide tenancy support, assertive outreach, access to independent housing.
- 23% provided by youth and family services.
- 12% 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 (Oct to Dec 2017)



### Waiting time for accommodation and support services

During this quarter, clients waited on average 29.47 days for placement into accommodation and 18.44 days for support 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 for accommodation and support services

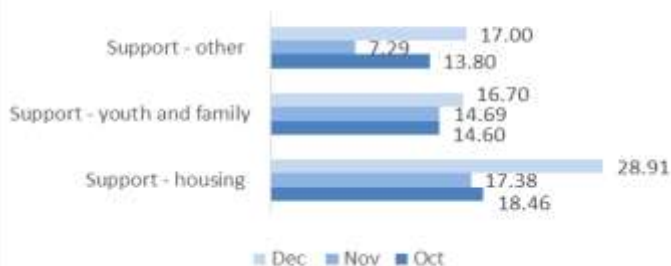


### Waiting time by type of support service

During this quarter, clients waited on average:

- 20.64 days for placement into housing support
- 15.09 days for youth and family support
- 13.00 days for other support

Waiting time by type of support service (days) (Oct to Dec 2017)

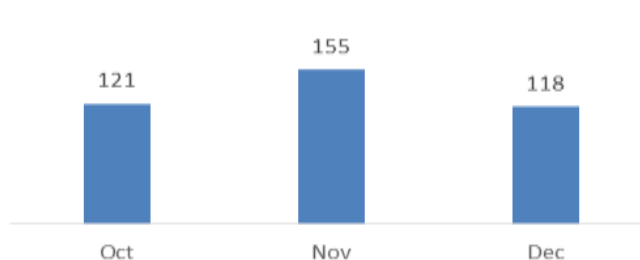


### Wait list

- At the end of December 118 clients were waiting for accommodation and/or support services.
- This is lower than the average of 131 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



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### 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"><li>• Supportive Tenancy Service( WCS),</li><li>• ASSIST (Catholic Care)</li><li>• Youth Housing Support Service(Catholic Care),</li><li>• Vinnies SVDP Family Service and Young Parents, Oasis – outreach,</li><li>• Everyman,</li><li>• YWCA,</li><li>• Beryl,</li><li>• Karinya,</li><li>• Northside, Take Hold, Assistance with Care and Housing for the Aged</li></ul>
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

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	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.