



Celebrating 5 years of Case Coordination and

launching the Triage Project Report

by Kent Maddock.

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I am pleased to welcome you all to this celebration of two important milestones for Under 1 Roof:

- Five years of case coordination work
- The completion of a trial triage project – the report for which is being launched today

First of all I would like to acknowledge the traditional owners of the land where we are gathered and to also pay my respects to Elders past, present and emerging.

Front line workers from across the U1R agencies and our partners have been dedicated to the work of case coordination for five years now. Case coordination was launched at the 139 Club on the 30 March 2010 – almost to the day, five years ago.

Their hard work is to be congratulated and has resulted in significant client outcomes leading to a reduction in homelessness. This and the triage project involve a commitment of time and effort – and a willingness to try new ways of doing things which can of course be challenging to resource and find time for.

I am happy to say we are joined by representatives from Under 1 Roof Ipswich and also the Brisbane North Case Coordination Group which have emerged and are flourishing also. We are particularly pleased to celebrate the emergence of Under 1 Roof Ipswich and we are aware of other groups interested in this way of working and in replicating some of these approaches. We will be continuing to work with them to support this emergence and to provide any materials and resources we can to strengthen and extend this approach to service integration. We also hope to more formally acknowledge and structure our relationships with these emerging groups to harness both the unity and diversity of Under 1 Roof and its commitment to service integration.

We are pleased to welcome Stephen Hawkins from Brisbane North Case Coordination Group and Andy Denniss from Under 1 Roof Ipswich together



with Annmaree Callander representing U1R Brisbane to say little about what has been learned and what has been achieved.

We will also present a summary of directions emerging from the Trial Triage Project. We acknowledge and thank North Brisbane Partners in Recovery, the Australian Government and Metro North Brisbane Medicare Local for funding to run this trial project which has helped us to refine some ideas for a triage system. Innovation funding is rare and we congratulate the thinking behind creating a set of opportunities which enable innovation to be tested and shared for further discussion. We are pleased that MNBML are represented here today by Jeff Cheverton, Paul Martin and Pauline Coffey.

As we formally launch this report, on behalf of the board we hope it provides useful food for thought. It highlights ways in which existing service system elements can be harnessed for improvements. It doesn't seek to reinvent the wheel but instead to capitalise on existing momentum as a higher platform from which to meaningfully impact on the future. It adds strength to a diversified, decentralised yet well-structured system which does the work of ensuring that people can get as quickly as possible to the outcome they need.

We will be doing two things to further discussion about its findings:

- Providing a formal briefing to the minister
- Convening a round table involving organisational leaders across government and the community sector to explore and advance the report's finding.

Under 1 Roof has a few changes at the helm which we would like to acknowledge. David Cant, long standing co-chair is stepping down and a new co-chair to work with me is in the process of being appointed. Fiona Hunt and Chris Miller will also be leaving the board and we sincerely thank them for their contributions. The board now includes a representative from the Australian Red Cross and Churches of Christ Care Queensland and is developing a plan for the future to reflect the addition of Churches of Christ Care, Red Cross and Youth Emergency Services to our mix.

We would like to acknowledge David, Fiona and Chris with a small token of our appreciation. Many thanks to all of you for your leadership and for being champions of Under 1 Roof.



On a day like today as we look back to our beginnings we can't help but sincerely acknowledge and thank the Rotary Club of Fortitude Valley. Under 1 Roof was started by ordinary citizens through Rotary as a vehicle. We only exist because of their early work and the capacity for case coordination is supported every year through their philanthropy. On behalf of U1R we thank Michael Bailey as president and Julie Heckenberg who is on the U1R board. Please extend our thanks to Rotary for your initial vision, your hard work and continued support. The outcomes presented today are a direct consequence of your commitment.

I hope you can join us now for refreshments. Thank you for coming and for your continued support. Please contact U1R to refer clients or if you have ideas about how we can all work together more.

Kent Maddock

Co-chair – Under 1 Roof.