

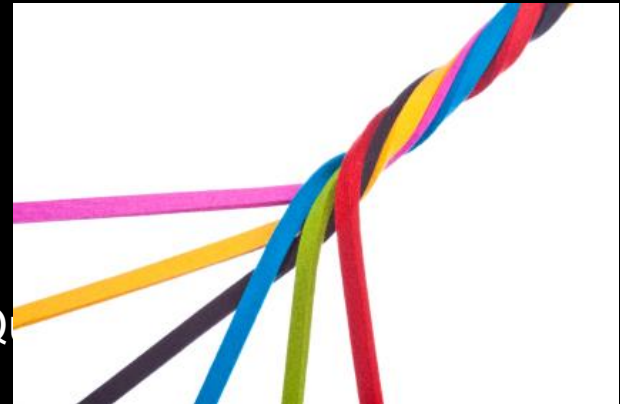
# UNDER 1 ROOF

COMMUNITY IN ACTION



# Who

- 139 Club Inc
- ~~Bric Housing Company~~
- Brisbane Housing Company
- Brisbane Youth Service
- Footprints in Brisbane
- New Farm Neighbourhood Centre
- Rotary Club of Fortitude Valley
- Queensland Intravenous Health Network (Q
- Communify Queensland
- Mission Australia
- Youth Emergency Services
- Care Housing
- Red Cross
- HHOT (attend case coordination)
- DHPW (attend case coordination)



# Integration mechanisms

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- Case coordination: fortnightly
- Managers' Meetings on quality (2 x year)
- Board (monthly)
- Workforce development:
  - Synthesis Series: reflective practice sessions
  - Training: skill development
  - Resources / kits
  - Current events are on the website.

# Results snapshot: number of clients

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	2011	2012-2013	2013-2014
	12 months	18 months	12 months
<b>Number of households referred</b>	120	167	122
<b>Number of households exited</b>	98	155	105

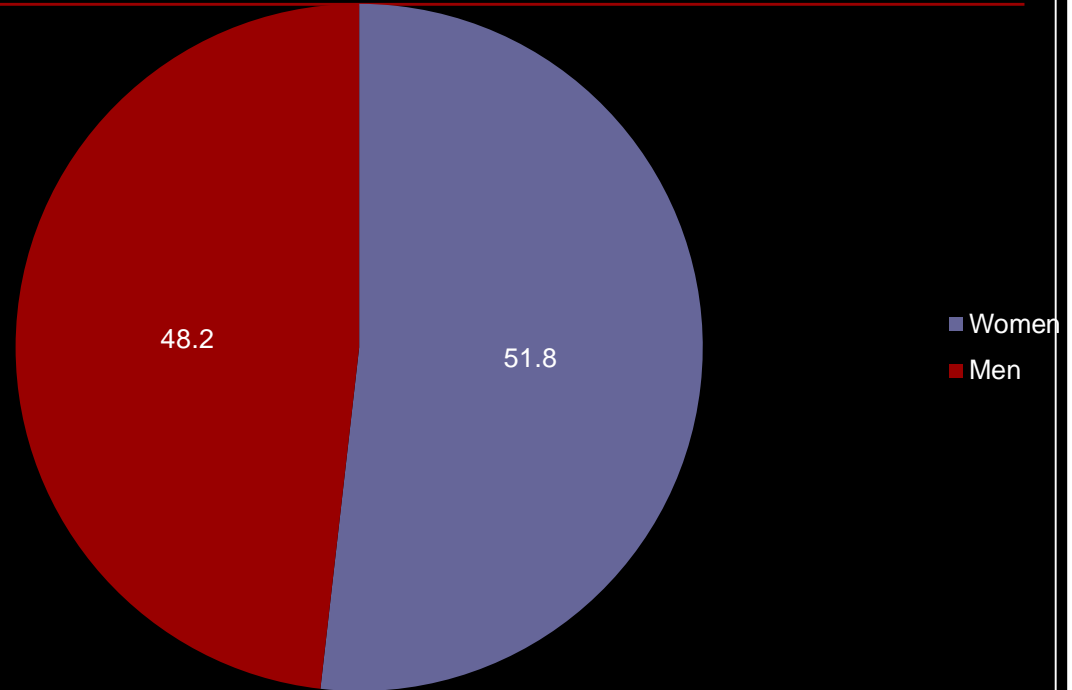
- We are sustaining the same pace of roughly 100 households per year exited from U1R
- In the last year 122 households included 151 people reflecting children and partners.

# Results snapshot: client outcomes

	<b>2011</b>	<b>2012-2013</b>	<b>2013-2014</b>
	%	%	%
Improved housing outcome	64	67	74
Lost contact		16.8	10.5

# Gender

%



Compared to 2012-2013:

- 50.9% women
- 49.1% Men

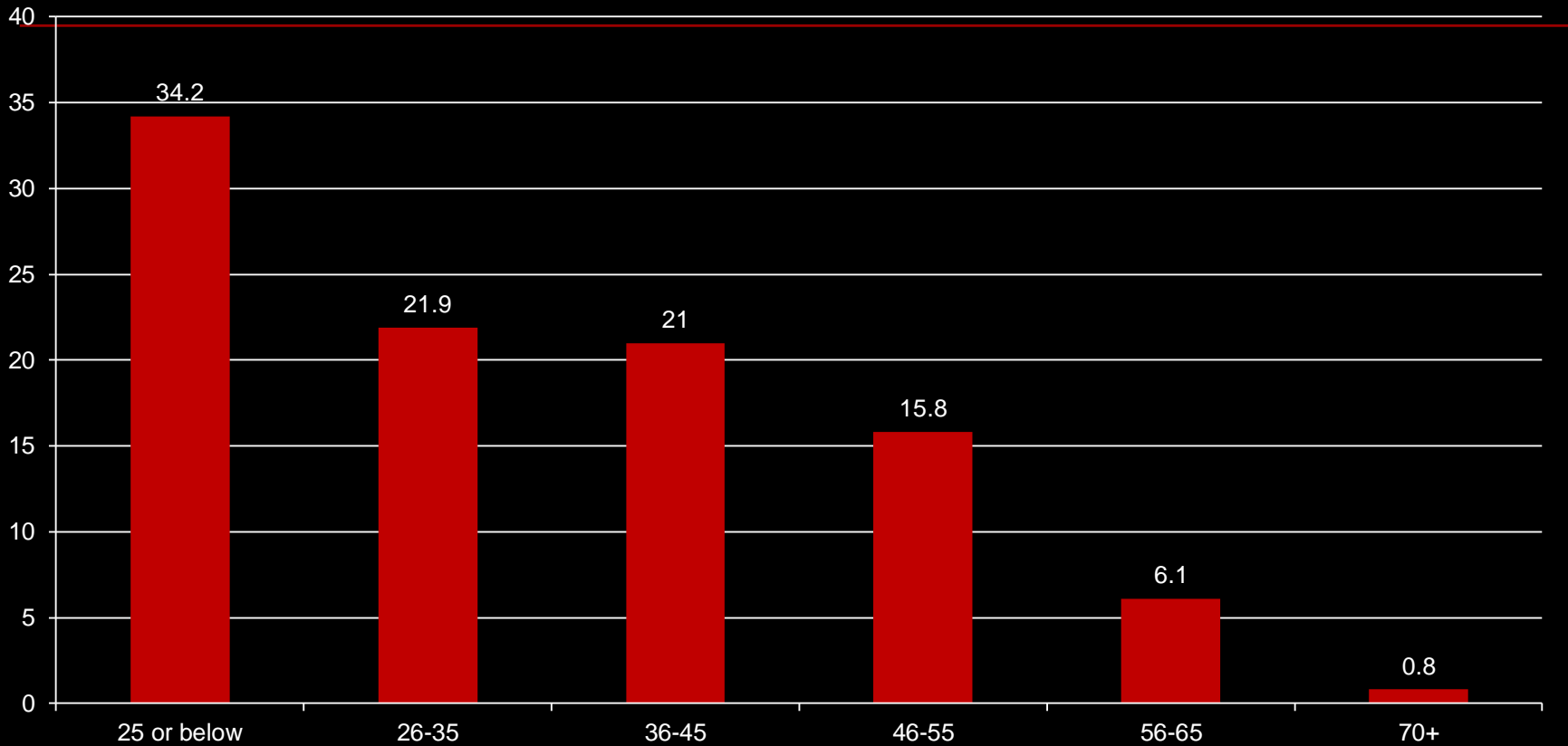
Compared to 2011:

- 43% women
- 57% men

Steadily increasing proportion of women being presented at case coordination

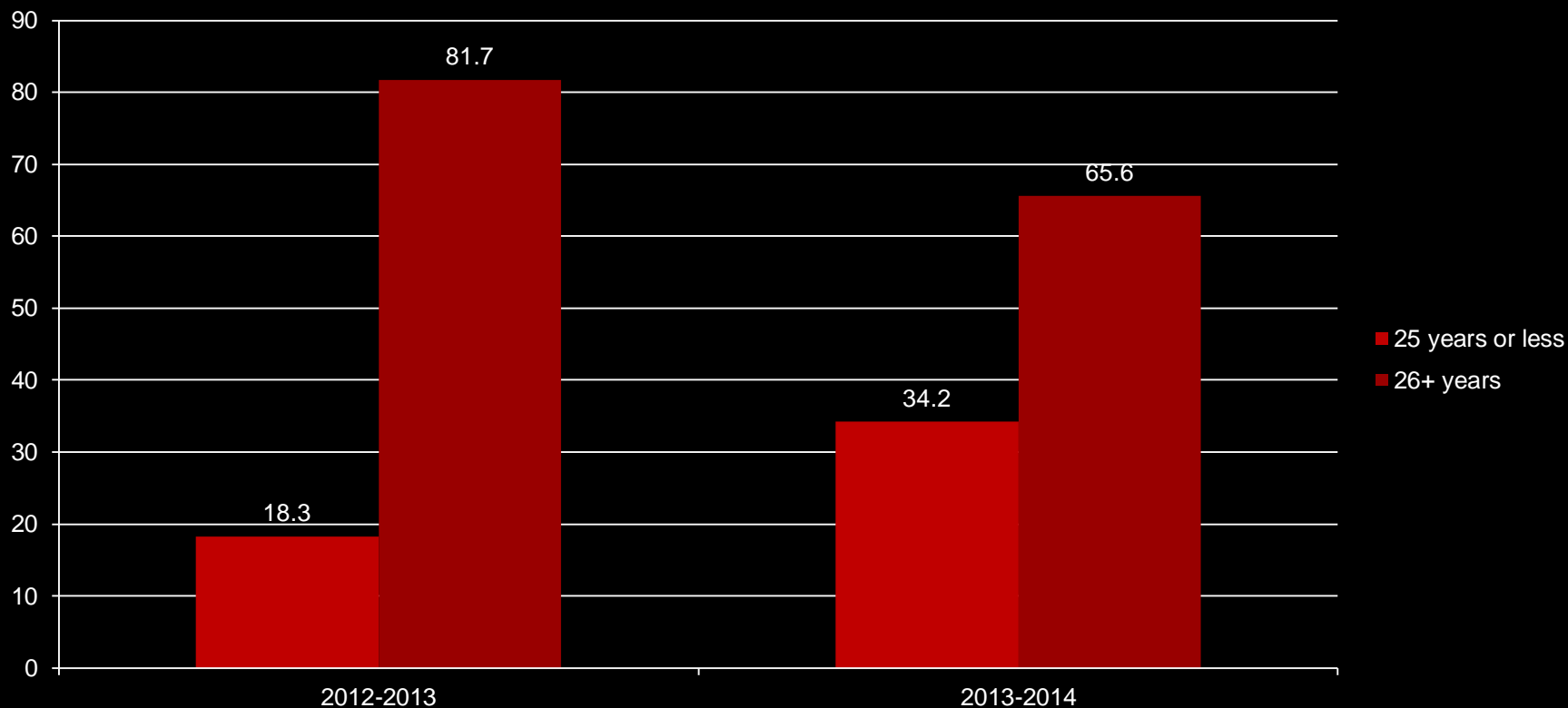
# Age of clients 2013-2014

Age (%)



# Age comparison

## Age comparison between 2013 to 2014

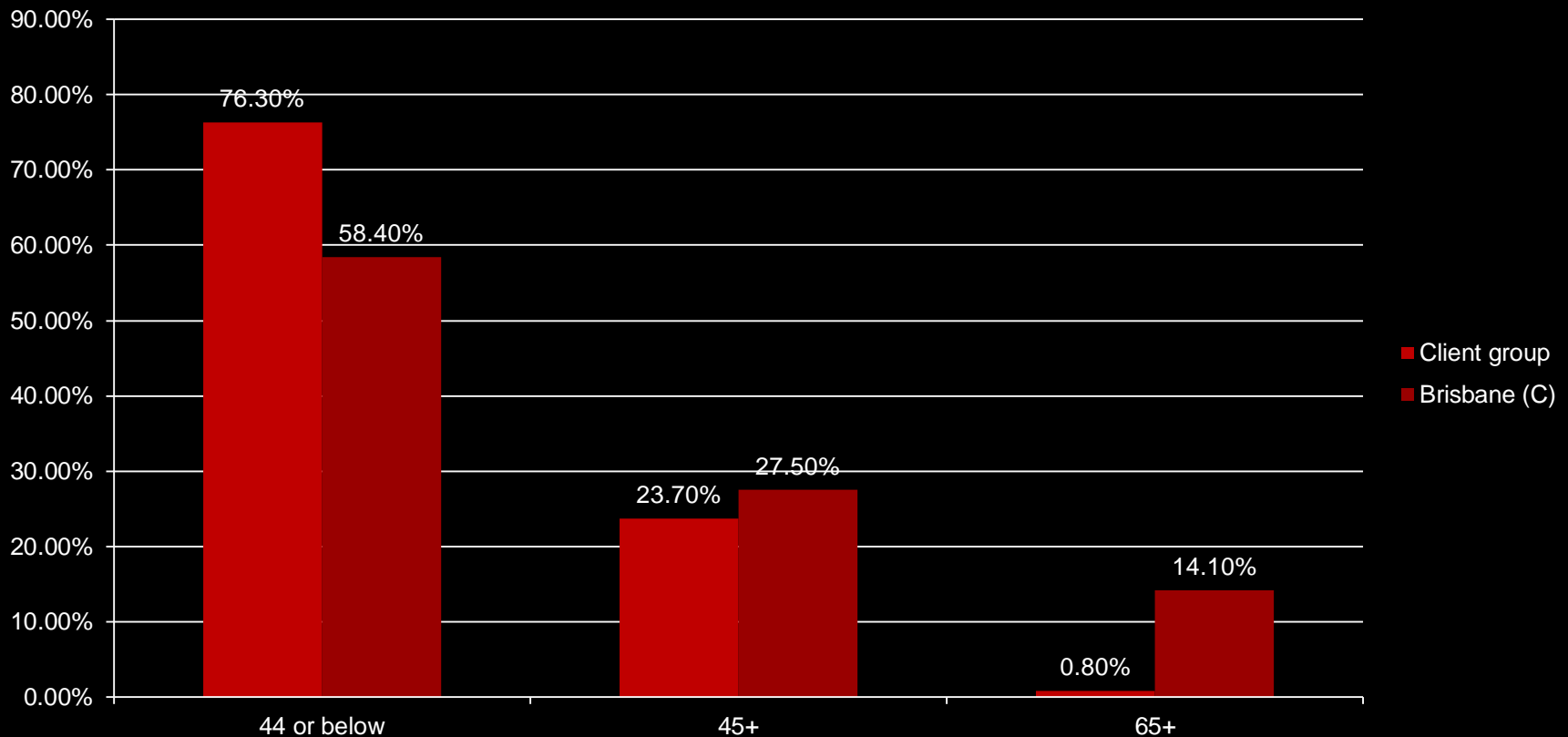


2011: 26% of clients were 25 or younger



# Age of clients compared to Brisbane's population (2013-2014)

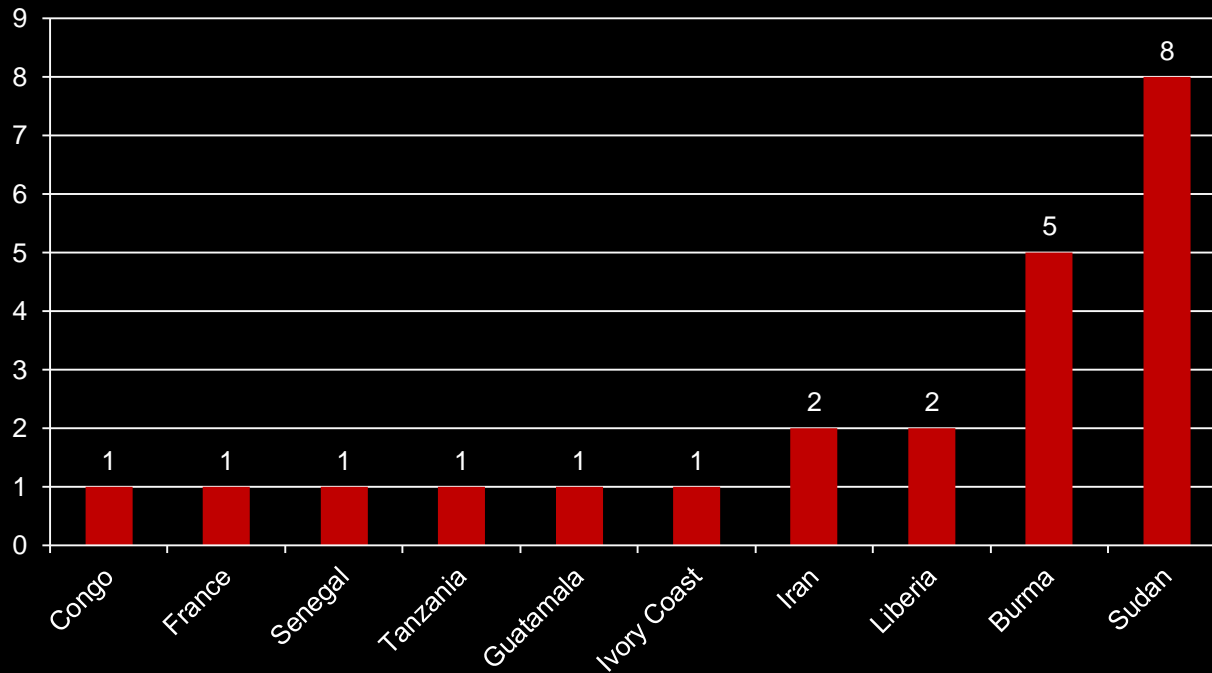
Age of client group compared to Brisbane (C)



May reflect exit to aged care services including HACC or may reflect early mortality: an area for more research

# Language other than English

Number of clients from non-English speaking backgrounds



18.8% Compared to 12.3% in 2012-2013

Emerging significant group: NZ citizens

# Indigenous status

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- 22 households or 18% were Indigenous (compared to 14.4% in 2012-2013)

# Presenting issues

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- 52.2% (mental health issue) (51.5% - 2013 and 36% in 2011)
- 32% (substance use issue) (26.35% - 2013 and 20.4% in 2011))
- 70.8% presented with two or more complex issues (2013-2014)
- 39.8% presented with three or more complex issues (2013-2014)

# Key developments

- We continue to use case coordination for referrals of clients with complex needs: we are meeting that target group and getting better at focussing on the highest needs
- We have improved the strength of actual housing outcomes with a higher proportion of clients exiting to a positive housing outcome
- We have reduced the number of people who become disconnected from services before an outcome is achieved

# Trends

- More young people aged 25 or less
  - Women are referred slightly more than men
  - Age compared with Brisbane shows fewer older people which may indicate increased mortality (consistent with world-wide data that life expectancy is in the 40s)
  - Good access by people from non-English speaking backgrounds and Indigenous people.
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- More NZ citizens

# What we have learned

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- A learning and development approach is important
- Quality improves through integrated service delivery: better ideas and more persistence emerge.
- Structure is important to support relationships between agencies: case coordination meetings, learning events, the board: minimal structure for the task
- While resources and systems issues are very real, there is also a lot we can do with practice to improve outcomes
- Leadership makes a difference: leadership at every level

# Acknowledgements

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- Queensland Government for program funding across the agencies
- Rotary Club of Fortitude Valley for continued funding support
- Brisbane City Council for project funds
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- Participating agencies for contributions of funds and time.



# Contact

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