



Snapshot of client outcomes

Under 1 Roof

2011-2014

Under 1 Roof Client Outcomes

Since March 2010, Under 1 Roof has been meeting on a fortnightly basis to work collaboratively with a focus on clients who are assessed as having complex circumstances or where a multi-agency approach would be beneficial. Between 2011 and mid-2014 the following trends and outcomes have been measured.

The number of households referred and exited from Under 1 Roof case coordination over the time period January 2011 and June 2014 are as follows

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

Over time the proportion of clients assisted to a better housing outcome has increased as follows:

Element	2011	2012-2013	2013-2014
	%	%	%
Improved housing outcome	64	67	74
No further contact		16.8	10.5

- The client group has shifted from 43% women to 51.8% women between 2011 and 2014
- In 2011 26% of clients were aged 25 years or less compared to 34.2% in 2014
- 12.3% of clients in 2012-2013 were from a language background other than English. In 2013-2014 it was 18.8%
- In 2012-2013 14.4% of clients were Indigenous and in 2013-2014, 18% were Indigenous
- 52.2% of clients in 2013-2014 were identified as having a mental health issue compared with 36.6% in 2011
- 32% of clients in 2013-2014 were identified as having a substance use issue compared to 20.4% in 2011
- 70.8% of clients in 2013-2014 presented with two or more complex issues
- 39.8% of clients in 2013-2014 presented with three or more complex issues.

Clients can be referred by any agency who will then be invited to participate in case coordination meetings and to work with the other agencies towards a successful outcome. Referral forms are available at www.under1roof.org.au.