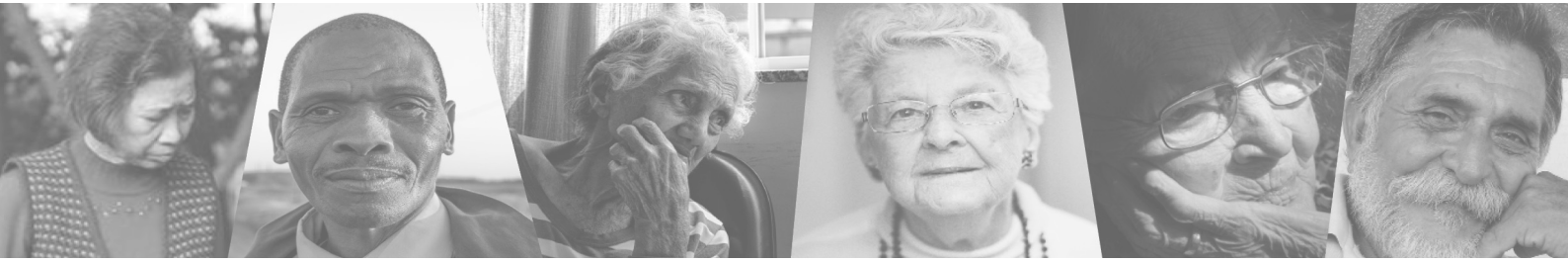


Partnership Update

March – May 2021



Our Services

Our Clients

Training Delivered

27 /91 clients supported

111 /412 legal and social work services provided

40 /59 ongoing case files open

52% /62% live with a mental or physical disability

85% /92% experience financial disadvantage

11% /10% identified as Aboriginal or Torres Strait Islander peoples

11 /43 education sessions

184 /1714 health staff trained

89 /286 secondary consultations

number for this quarter / total since July 2019

Jack's story

Jack, 90 years of age, lives alone in private rental accommodation with limited financial resources and community support. He had recently been hospitalised with a back injury. During a follow-up visit by a community health worker, Jack disclosed that he had been told by his real estate agent that he needed to vacate his rental property within a week and was worried about becoming homeless.

Jack has multiple disabilities, no transport and no phone. This meant that traditional legal services were inaccessible for Jack.

The community health worker contacted OPALS who prioritised Jack's case.

OPALS reviewed Jack's lease documentation and ascertained that Jack doesn't need to move out until the conclusion of his lease in eight months. OPALS wrote to the real estate agent to explain Jack's situation and they have since stopped pressuring Jack to vacate the property.

OPALS has linked Jack to a specialist tenancy support service for help with any future tenancy problems. The OPALS social worker and community health team are working to arrange suitable long-term housing, and means of transport and communication so Jack can access other support services.

The lack of secure housing would have placed Jack at considerable risk of abuse. OPALS early intervention and collaborative service delivery model resolved Jack's case without the need for litigation and Jack avoided becoming unnecessarily homeless.

Our referral pathways

9 /33 clients were referred by Community Health partners

10 /21 clients were referred by Logan Hospital

4 /26 clients were referred by PA Hospital

3 /9 clients were referred by QEII Hospital

1 /2 client was referred by Redlands Hospital

Thank you for your referrals and ongoing contributions to our partnership.