



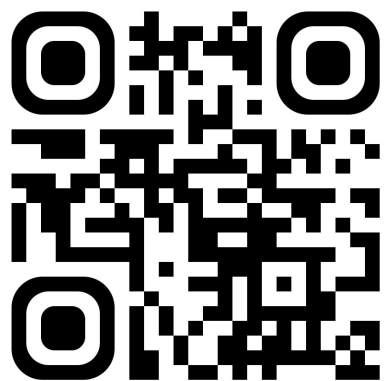
Thrivning
Communities
Partnership

one stop
one story
hub

The One Stop One Story Hub

Ciara Sterling

CEO, Thriving Communities Partnership





TCP was founded in Naarm in Wurundjeri Woi Wurrung Country. As an organisation, and as humans, we pay our respects to the Traditional Custodians of the lands on which we all work and live, and to the elders of these lands; past, present and emerging.

TCP recognises and celebrates the rich values of knowledge sharing, storytelling, connected ecosystems and human/ community-centred thinking that has been a part of Aboriginal and Torres Strait Islander cultures for thousands upon thousands of years.

We also recognise the concept of Community, with a capital C, and through our connection and appreciation for lived experience and emphasis on true collaboration and unity, we aim to honour this tradition of Community.



- Pre covid less than 1% of the population were accessing corporate assistance (hardship) programs.

- Concurrent events such as COVID, natural disasters and rising cost of living highlights that anyone can experience vulnerability.



- Barriers to access are preventing people from receiving the support they need and are entitled to.

- These barriers include a lack of awareness, mistrust of organisations and embarrassment about having to ask for help.

We need long term solutions to make support easy to access

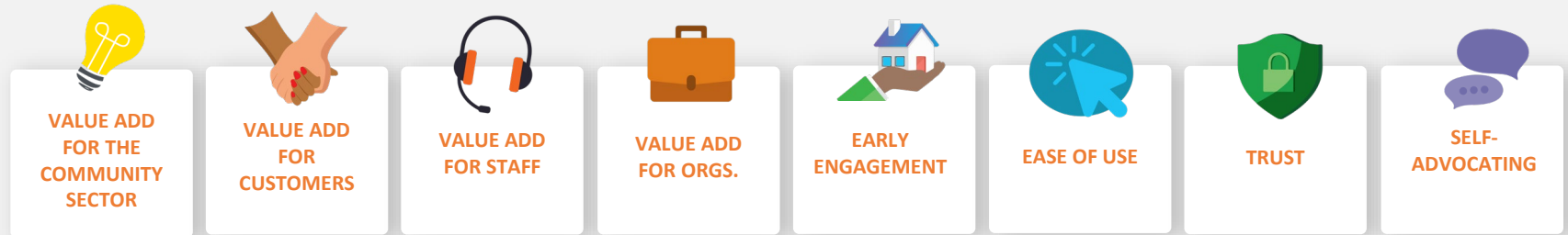


The challenge is not to fix people, rather to unite and shape a system around what works better for people.

The idea was catalysed at our vulnerability roundtable in 2016 - how do we make it easier for people to access the support they are eligible for and for the advocate working on their behalf.

The One Stop One Story Hub technology and processes were co-designed with over 30 government, community, corporate, regulators and ombudsman organisations as well as people with lived experience over 18 months.





- The OSOS Hub enables frontline workers across corporate, community and government organisations to connect people to support across all sectors
- People only have to tell their story once to access a range of supports
- This digital triage system is a simple and efficient way to navigate assistance programs
- It supports people in our community impacted by Family and Domestic Violence and/or financial hardship and vulnerability
- It provides safe and secure access to a multi-referral system
- Responses can be provided to either the customer or an advocate on their behalf
- Access to a directory of over 400,000 community support services across Australia

The One Stop One Story (OSOS) Hub online portal provides a seamless process for customers or their representatives to notify the right team at multiple essential service providers of financial difficulty/ vulnerability while meeting privacy obligations.

This unique cross-sector Partnership launched in 2021 assisting customers who were impacted by Family and Domestic Violence (FDV), and expanded to general hardship in August 2022.

2021

SHARED VALUE AWARDS 2021
HIGHLY COMMENDED

2022



SHARED VALUE AWARDS WINNER 2022

Organisations currently participating in the OSOS Hub:



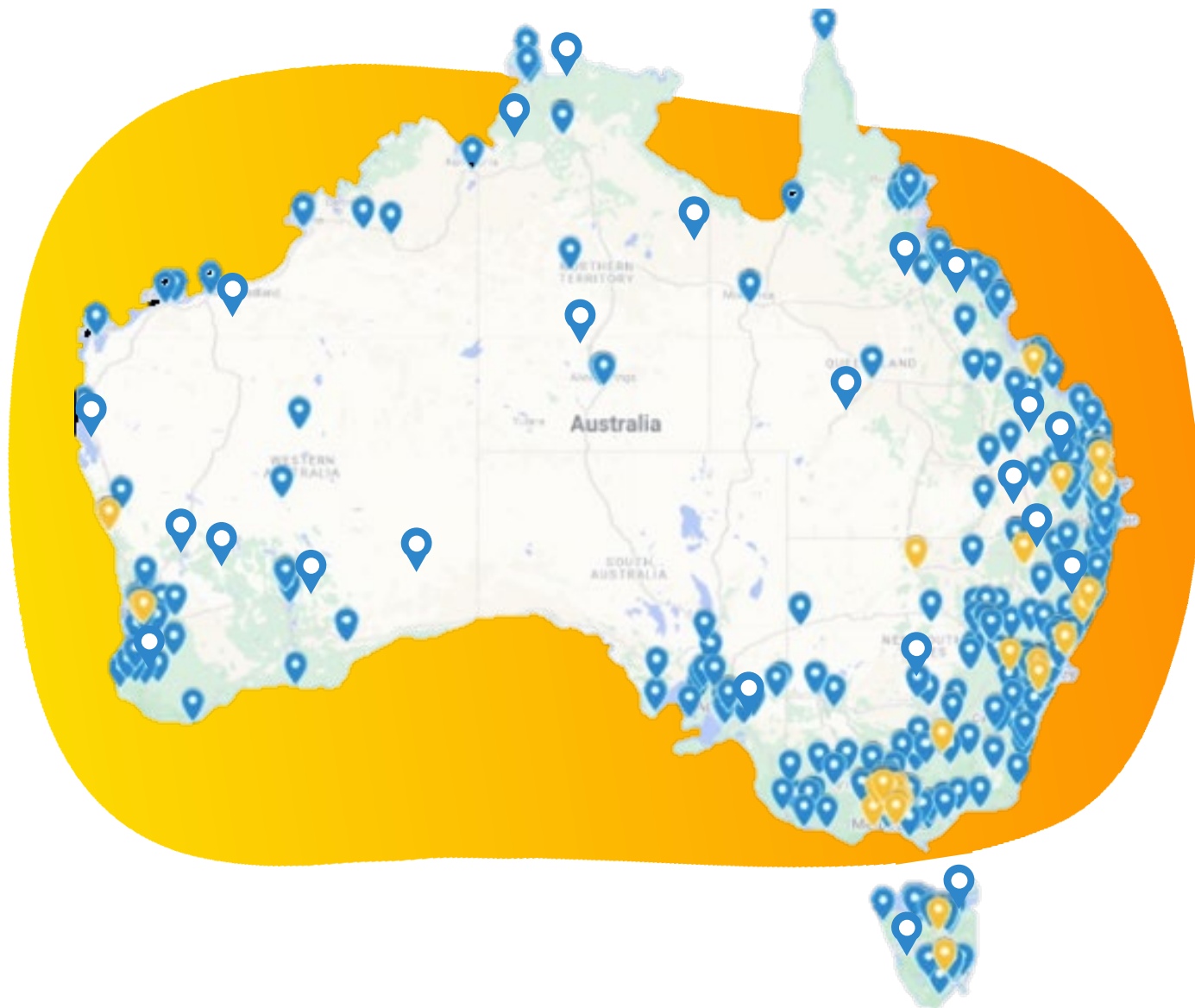
Co-designed with lived experience and over 30 organisations



One organisation reported that

87%

of the referrals they receive are from **customers who haven't reached out for help before.**



Organisational Benefits:

Early engagement

Build a holistic understanding of your customers by connecting and supporting those who otherwise wouldn't reach out.

Trust

Foster sustainable trust across sectors with aligned organisations and with the communities you serve.

Staff benefits

Reduce vicarious trauma and inspire pride and confidence in staff by offering support beyond your individual organisation.



“This has been a massive highlight in my career as I can hear the customers’ gratitude when we refer to them.”

OSOS Hub User

The Human Impact:



People only have to tell their story once, reducing stigma and re-traumatisation



Receiving holistic support faster, reducing anxiety and stress



Supporting safe and simple pathways for self-advocacy



Humans are “grateful”, “respected and heard” and “relieved that it's one less call to make”





“It’s really rare to have this many organisations across so many sectors come together and unite around a common cause.”

Tim Costello
TCP Chief Advocate

“This is about making it easier for people to interact with companies. And making it easier for companies to interact with people and community organisations.”

Fiona Guthrie
CEO, Financial Counselling
Australia

“It really is so rewarding knowing the customer will be made aware of support available from participating services without having to retell their story... Can’t wait to see more participation from other large corporations!”

Commonwealth Bank



Thriving Communities Partnership (TCP) is a charitable, for-purpose organisation that enables collaboration across multiple sectors including business, academia, government, NGO's and those with lived experience.

Our approach focuses on understanding the often-complex influencing factors of vulnerability using co-design and other community-led solutions that reduce the barriers to access and embedding sustainable and effective change.



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