



Inquiry into annual and financial reports 2024–2025

Answer to question taken on notice

Asked by: Miss Laura Nuttall MLA

Addressed to: Minister for Homes, Homelessness and New Suburbs

In relation to: Housing assistance policy and services and Central intake data - under 15 years old

Hearing: 10 November 2025

Uncorrected Proof Transcript p 17

Transcript provided: 14 November 2025

Answer Due: 21 November 2025

MISS NUTTALL: Does—well, now First Canberra and previously OneLink, gather the information of how many young people under 15 actually approach and ask about services or—like, can you get a breakdown by age? Do you get information on how many times they try to access the central services before they are ultimately successful?

Mr Balaretnaraja: I am happy to take that question on notice.

Ms Yvette Berry MLA: The answer to the Member's question is as follows:

There are very few young people under the age of 15 who contact OneLink/Central Intake Service for support. OneLink has indicated that in 2024-25, there were two young people under the age of 15 who contacted the service.

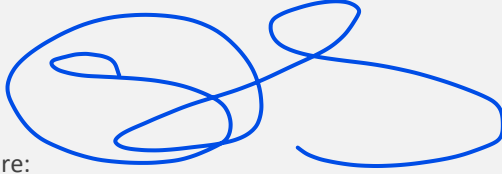
The Central Intake Service collects some limited client information, including the reason they are seeking support.

Due to the low numbers and OneLink's handling process, it is unlikely children recontact OneLink until they are aged 15 years or over. When a person under the age of 15 contacts OneLink/Central Intake Service, the engagement with these clients includes the following steps:

- a) Providing the young person with information regarding eligibility, including the limitations of the service with regard to young people under the age of 15;
- b) Outlining how the Central Intake Service is able to support them, including assistance with connection to other services such as Ruby's House; and
- c) Liaising with the in-team Child Youth and Family Liaison Officers to provide advice to the young person, including determining an appropriate support pathway for discussion with the young person.

OFFICIAL

Approved for circulation to the Standing Committee on Social Policy

A stylized, handwritten signature in blue ink, consisting of a large, loopy 'S' followed by a horizontal stroke and a small loop.

Signature:

Date:

19/11/25

By the Minister for Homes, Homelessness and New Suburbs, Ms Yvette Berry MLA