

Juno's Rapid Response Clinic (RRC): An effective early intervention initiative



Key Elements of RRC

The Rapid Response Clinic is an early and brief intervention initiative operated as a helpline and drop-in clinic. It provides women (trans and cis) and non-binary people who are experiencing early housing stress with connection to key information and practical support on housing and financial relief.

There is a strong need for early intervention support and this clinic has provided an opportunity for Juno to provide support to women and non-binary people before crisis hits. There is evidence that the Rapid Response Clinic is an effective initiative for people experiencing housing stress and has provided an insight into the benefits of this intervention.

Through in-person and telephone support, RRC Workers provide information and practical support, including:

- Rental coaching and advice (access to a private rental pack)
- Information on financial assistance and counselling
- Information around Centrelink entitlements and income support
- Assistance with Register of Interest social housing applications
- Information on and connection to other support services
- Support to understand your rights as a tenant and linkage to support
- Information on where to get material aid such as food relief, furniture, white goods, phone credit and clothing.

"Rapid Response gave me all the contacts I needed to get me back on my feet."

"Juno linked me in with [a service] where I was able to get a case worker who has assisted me with finding social housing...and will be moving in next week sometime. They have helped more than anyone else possibly could."

History of RRC

Established during the peak of the COVID-19 pandemic, the Rapid Response Clinic provided a critical service to women and non-binary people who were experiencing housing stress and family violence risk.

Juno is extremely grateful to the doTERRA Healing Hands Foundation for their generous investment to establish this program and continue this pilot.

Participant Outcomes

The participant surveys post-program (delivered at least three months after accessing the service) demonstrated strong results for a service that provided a brief intervention as opposed to long-term support. These included findings that:

- 58% of callers felt less stressed about their housing situation after contacting the Rapid Response Clinic
- 58% knew how to access homelessness and family violence services when they needed them.
- 55% knew how to access the financial support options available to them

The cost of living and private rental in Melbourne has increased dramatically and it is predicted that more people, particularly on low and single incomes, will experience housing stress. RRC is an effective mechanism to inform and empower this community with information and connect women and non-binary people with critical support when they most need it.

For inquiries about RRC please contact Christina Hotka, Community Development and Partnerships Manager, on christina@juno.org.au or 0423 918 701.

To learn more visit <https://juno.org.au/rapid-response-clinic/>

