


One Stop One Story Hub[👋]

A world-first cross-sector digital platform, the One Stop One Story (OSOS) Hub enables frontline workers in corporate and community organisations to connect and refer their clients to a range of supports through a single, secure access point.



About Thriving Communities Partnership:

 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.



Over 2000 referrals to date

Participating Service Providers:



Co-designed with lived experience and over 30 organisations. 

Support provided includes:

- ★ Safety checks including safe call times and preferred contact methods
- ★ Clear pathways back for ongoing support
- ★ Tailored financial support and case management



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.

One organisation reported that

87%

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

"It's really rare to have this many organisations across so many sectors come together and unite around a common cause. It's really inspiring to see."



- Tim Costello,
Chief Advocate, Thriving Communities Partnership

The Human Impact:



People only have to tell their story once, reducing potential 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"

SHARED VALUE AWARDS
HIGHLY COMMENDED
—2021



SHARED VALUE AWARDS
WINNER
—2022

To learn more, or get involved, reach out to Thriving Communities Partnership at contact@thriving.org.au

