

# Housing Connect communique

## February 2026

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### Website portal and database update

The next stage of the Housing Connect reform project is a new on-line presence.

The Housing Connect website portal will provide clearer, more comprehensive information about housing and support services, improving transparency and helping people in housing need to understand their options and application progress. The new database will also give service providers one easy system to manage client information, streamlining applications and reducing duplication.

We are building a robust information system for Tasmania's specialist homelessness services.

Since our last communique, we have been investing in necessary systems development to ensure that it meets the appropriate data integrity and security requirements.

This was followed by a series of gap-analysis sessions in September and October 2025 with representatives from front door, personalised support and crisis and supported accommodation services to ensure the system would meet the diverse business needs of our specialist homelessness services.

Thanks to everyone involved in that process and the valuable feedback we received that helped inform the final stages of development.

### User acceptance testing

User Acceptance Testing (UAT) is the final phase of the software development, where service providers get to test the software with real-world scenarios and confirm it is ready for production.

UAT began on Tuesday, 10 February 2026. There will be seven days of UAT over a two-week period.

Participants are completing assigned test cases that reflect typical tasks and workflows, and are recording issues, defects or unexpected behaviour encountered during testing.

UAT participants include representatives from a range of services including:

- Housing Connect front door services
- Housing Connect personalised support services
- crisis accommodation and
- supported accommodation facilities.

## **Next steps**

UAT will be completed and reviewed in March 2026 to confirm the system is operating as intended. Following this, service providers will be contacted to schedule training and prepare for the system's release, including confirmation of the go-live date.

## **More information**

If you have any questions or feedback, please email [belinda.jones@homes.tas.gov.au](mailto:belinda.jones@homes.tas.gov.au)

For more information on Housing Connect visit the Homes Tasmania website at [www.hometasmania.com.au/housingconnect](http://www.hometasmania.com.au/housingconnect)