

Fact sheet

Improving Housing Connect for you

From 1 July 2024, we will be making some improvements to how we provide housing assistance in Tasmania. This fact sheet provides information about what this might mean for you.

Where can I find Housing Connect services?

From 1 July 2024, there will be a new address for the Housing Connect front door office in southern Tasmania because it will be run by Anglicare Tasmania. The front door locations in the North and North-West will remain the same.

Here are all the addresses:

	Addresses
Hobart	159 Collins St, Hobart
Launceston	118 Elizabeth Street, Launceston
Devonport	31 King Street, Devonport
Burnie	51 Wilmot Street, Burnie
Smithton	Wyndarra Centre, 43 Smith Street, Smithton

The office locations for other Housing Connect service providers – CatholicCare, Hobart City Mission, Wintringham and Wyndarra – will remain the same.

Who will provide housing support?

From 1 July 2024, Housing Connect will provide you with better support because the right amount of support will be matched to your life stage and your needs and capabilities.

Tailored support will be provided for:

1. young people
2. single adults
3. families (with or without children) and
4. older people.

Most support will be provided by Anglicare at the Housing Connect front door.

If you have a range of support needs, you may be eligible for personalised support.

From 1 July 2024, this will be provided by support services based on your life stage and the region where you live:

	North and North-West	South
Young people	CatholicCare	CatholicCare
Single adults	CatholicCare	Hobart City Mission
Families	CatholicCare	CatholicCare
Older people	Wintringham	Wintringham

Will my support provider change?

To help you get the best support possible, your support provider may change.

If you will still need support after 1 July 2024, your current support provider will speak to you about your ongoing support arrangements, including if you need to be transferred to a new support provider.

If you won't need support from Housing Connect after 30 June 2024, there won't be any change. You will continue to see your current support provider until then.

Will I need to complete a new social housing application?

No. If your housing application is complete, it will remain active. If you are in the process of applying, your Housing Connect worker will help you to complete the application.

What if I haven't finished my application for housing assistance?

You can continue working with your local Housing Connect office to finish any applications you have started for housing assistance, including social housing applications, private rental assistance and rapid rehousing.

In the south, Colony 47 will help you until 30 June 2024. If your application won't be finished before 1 July 2024, Anglicare will be in contact to help you.

What can I do if I'm not happy with my support provider?

If you are not comfortable receiving support from your current worker for any reason, please talk with them about how you feel. They will talk with you about your concerns and escalate them to the manager if needed.

There is only one statewide front door provider and one personalised support service based on your life course, but you may be able to change to another worker at the same provider.

Where do I go for more information?

You can read more about Housing Connect on the Homes Tasmania website at www.homest Tasmania.com.au/housingconnect or call Housing Connect on 1800 800 588.