

Housing Connect Communique

April 2025

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Database and website portal go-live update

Tasmania's integrated housing support system will be more efficient and accessible with the implementation of the integrated Housing Connect website portal for service users and database for service providers.

Testing conducted over the last month has highlighted that more work is needed to ensure the new Housing Connect database and website portal is fit for purpose.

We are committed to ensuring that the migration of client information is completed with the highest standards of data integrity and validity.

We are also committed to delivering automated workflows that ensure our service users receive seamless and efficient housing assistance.

This is why we are building in more time to finalise the database and website portal and will not be going ahead with the proposed 1 May 2025 go-live date.

We also want to ensure that we complete rigorous testing of these improvements before we schedule an updated go-live date. Homes Tasmania and Housing Connect partners will continue to work together to complete the required system testing.

Importantly, we are also building in additional time to allow us to plan and deliver more training at your convenience.

We will keep you up to date as we progress through the final development and testing stages including an updated go-live date once we are confident the database and website portal will meet the needs of our service users and staff.

Thank you for your patience while we work to finalise the remaining issues.

We know that you are as keen as we are to start using the database that will free services up to spend more time with people who need it, and the website portal will make it easier for people to find and apply for the housing services they need.

More information

If you have any questions or feedback, please contact your Homes Tasmania contract manager or email hsp@homes.tas.gov.au