

# Housing Connect Reform Communique

## Update on reform, July 2023

### Since our last update:

- Work begins on testing of the Housing Connect Portal.
- The development of the Housing Connect 2.0 Practice Framework nears completion.
- Work starts on a review of the Housing Connect content on the Homes Tasmania website.

## Housing Connect Portal

The Housing Connect Portal has started its first testing cycle using software to run test cases and scenarios. The testing ensures the Portal is stable and error free ahead of user acceptance testing in coming weeks. This testing will include Homes Tasmania, the Portal working group and target members of the community.

Work has also started on development of the Housing Connect Portal's series of information videos. The topics of the videos have been informed by Housing Connect staff to answer their most frequently asked questions.

These videos aim to make content and information more accessible for people using Housing Connect. This is intended to reduce the number of enquiries to Housing Connect and will support self-direction for many users.

## Practice Framework

Brotherhood of St Laurence (BSL) reviewed the Housing Connect system in 2018-19 and recommended ways to improve Housing Connect that would enable it to better help Tasmanians in need of housing.

BSL has been working in partnership with Homes Tasmania and the sector to finalise the Practice Framework and key elements of Housing Connect 2.0.

BSL's contract with Homes Tasmania finishes on 30 June 2023.

They have played an integral role in developing the Housing Connect 2.0 model and we thank them for their very significant contribution to this work.

## Updates to Housing Connect web pages

A strategic review of all Housing Connect web pages on the Homes Tasmania site is being undertaken to consolidate the current information under a new, more user-friendly structure. These updates will improve the user experience for the people who use Housing Connect services as well as service providers.

## **Development of e-learning modules continues**

Sprout Labs is continuing to develop the storyboards for the nine modules being produced as an online learning experience for Housing Connect workers.

The Steering Committee has been asked to endorse the storyboard for Module 3 - The Advantaged Thinking Approach, which explains the ideas and theories that underpin Advantaged Thinking and how it is applied in Housing Connect 2.0. The content for the e-modules is being developed in consultation with the Working Group.

## **Information for staff on Request for Grant Proposal**

A Request for Grant Proposal will soon be released seeking proposals from organisations to deliver the services required under Housing Connect 2.0.

To support the RFGP process, a fact sheet will be produced for current staff to explain the RFGP process, including what is changing and why, what it means for them, what are the changes of roles, and the benefits of the reform.

## **More information**

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

For more information on Housing Connect 2.0, visit the Housing Connect website at <https://www.homes Tasmania.com.au/housing-and-homelessness/housing-connect>