

TASMANIA'S
AFFORDABLE
HOUSING

ACTION PLAN 2019-2023

March 2019



Tasmanian
Government



Department of Communities

Published March 2019

© Copyright State of Tasmania 2019

This document can be downloaded from the Department of Communities Tasmania website at: communities.tas.gov.au/housing

Cover Image:

Callum Hutchinson & Meleisa Hutchinson, New Norfolk

Meleisa and Callum have four children under the age of nine. They had been trying to buy a house for 11 years but were having difficulty saving enough for a deposit. After being alerted to the Tasmanian Government's HomeShare scheme they were able to build a five-bedroom family home.

CONTENTS

PREMIER'S FOREWORD	4
MINISTER'S CALL TO ACTION	5
TASMANIA'S AFFORDABLE HOUSING STRATEGY 2015-2025	6
OUR HOUSING AND HOMELESSNESS SYSTEM	7
OUR PRIORITIES AND TARGETS	8
KEY PRIORITY: NEW SUPPLY	11
Government Action 1 – Land Release	11
Government Action 2 – Planning Initiatives.....	11
Government Action 3 – New Social Housing in areas of high demand.....	12
Government Action 4 – New Social Housing for Tasmanians with disability.....	13
Government Action 5 – New Social Housing in regional areas	13
Government Action 6 – Homeless accommodation in the North West	13
Government Action 7 – Homeless accommodation in the North.....	13
Government Action 8 – Homeless accommodation in the South.....	13
KEY PRIORITY: IMPROVED ACCESS	15
Government Action 9 – Home Ownership.....	15
Government Action 10 – Private Rentals	16
Government Action 11 – Supported Accommodation for those experiencing Family Violence..	16
Government Action 12 – Supported Accommodation for Vulnerable Children	16
Government Action 13 – Supported Accommodation for Youth.....	17
Government Action 14 – Supported Accommodation for the Elderly.....	18
Government Action 15 – Supported Accommodation for those experiencing Mental Illness and Disability.....	18
Government Action 16 – Other Supported Accommodation for Tasmanians in Need	18
KEY PRIORITY: RESPONSIVE SERVICES	19
Government Action 17 – Housing Connect.....	20
Government Action 18 – Homelessness Support Services.....	21
Government Action 19 – Better data.....	21
SUMMARY OF ACTIONS AND TARGETS	22

PREMIER'S FOREWORD



The Tasmanian Liberal Government is working hard to reduce homelessness and ease housing stress across Tasmania.

In 2015, my Government released Tasmania's most comprehensive *Affordable Housing Strategy* to address the full spectrum of housing, from homelessness services, social and community housing, private rental as well as encouraging more Tasmanians into home ownership.

We know that our housing market is experiencing unprecedented demand and that's why we are investing \$125 million to support the second stage of the Strategy. It brings my Government's investment to almost \$200 million over eight years, the largest State Government investment into affordable housing in Tasmania's history.

Our first *Affordable Housing Action Plan 2015-2019* is on track to assist 1600 households and includes new supply of 941 affordable lots and homes to help more low-income households into home ownership and build more social housing dwellings.

In addition to this, the Housing Summit which I convened a year ago provided an unprecedented opportunity for collaboration on this important issue facing Tasmanians. The action items identified at this Summit, along with more support from the Commonwealth Government through our Hobart City Deal, will deliver a long-term plan to increase the supply of new homes to meet our growing population.

The *Affordable Housing Action Plan 2019-2023* will also continue to stimulate our construction industry and provide more jobs for Tasmanians, further boosting the sector and our economy.

Importantly, our investment will continue to break down barriers and ensure every Tasmanian has access to safe and secure housing.

Will Hodgman MP
Premier

MINISTER'S CALL TO ACTION



The *Affordable Housing Strategy 2015-2025* (the Strategy) builds upon support the Government provides every day to those in need. In Tasmania, around 12000 households live in subsidised social housing, and on average over 200 households are assisted with affordable private rentals each month through the Private Rental Assistance program.

The Hodgman Liberal Government is working hard to address housing stress in Tasmania and the *Affordable Housing Action Plan 2015-2019* (Action Plan 1) sets ambitious targets to meet in its first years. Since then, we have seen rapid growth in demand for housing, particularly in Greater Hobart, which has seen more people reach out for assistance.

In recognition of these changes, the Government has boosted its investment in affordable housing for the second stage of the Strategy. In releasing the *Affordable Housing Action Plan 2019-2023* (Action Plan 2), the Government has set out the shape of our housing plan for the next four years. It focuses on constructing more affordable homes, releasing more land close to services and employment, and providing supported accommodation for targeted groups so that Tasmanians have better access to the housing and support they need.

We have consulted widely in the development of this plan and incorporated key themes that were discussed at the Housing Summit and roundtables held in each region. Importantly, as discussed with stakeholders, it will remain flexible to respond to emerging opportunities and challenges as we progress initiatives over the next few years.

Stage Two builds on the work of Stage One and brings our total investment for affordable housing to almost \$200 million over eight years. Stage Two will provide an additional 1500 new affordable lots and homes for Tasmanians, and assist around 2000 households, increasing the total number of new affordable homes to 2400, with around 3600 households assisted.

There is no doubt that homelessness, particularly for our young people, is a complex problem. Along with this new supply, I am pleased to invest more in addressing homelessness across the State. This will be a targeted approach to meet the needs of those who require it most, concentrating on providing stable outcomes and greater independence for clients.

We are committed to improving outcomes for all young people at risk in Tasmania. Youth at risk require collaborative intervention across government and non-government service sectors in order to identify risk and intervene earlier in the lives of vulnerable young people.

That's why I am committed to investing in services and accommodation options that address this as a priority, as well as measures to help prevent future youth homelessness.

We are confident that our Strategy, supported by our two Action Plans, will see the supply and demand issues adjust over time as we progress our initiatives aimed at increasing housing stock to ease the pressures for Tasmanians currently experiencing housing stress.

Roger Jaensch MP

Minister for Human Services
Minister for Housing
Minister for Planning

TASMANIA'S AFFORDABLE HOUSING STRATEGY 2015-2025



Tasmania's Affordable Housing Strategy 2015-2025 (the Strategy) is the most comprehensive strategy ever developed to improve affordable housing and help those most in need into safe and secure accommodation.

The Strategy provides direction and a clear framework for action and investment over its ten years. Specific actions and initiatives are set out in the *Affordable Housing Action Plan 2015-2019* (Action Plan 1) and in the second stage *Affordable Housing Action Plan 2019-2023* (Action Plan 2). A third action plan will be developed for the final years of the Strategy.

Underpinning each Action Plan are three strategic interventions to address housing assistance and supply across Tasmania. These are:

1. Preventing housing stress for low income earners by increasing the supply of affordable homes.
2. Targeted Early Intervention to assist Tasmanians in need who are at risk of housing stress or homelessness.
3. Rapid Response and Recovery aimed at people who are at immediate risk or experiencing homelessness to find safe and secure housing.

Action Plan 1, released under the Strategy, was supported with an investment of \$73.5 million. Action Plan 1 is due for completion in June 2019 and it is on track to assist 1600 households, including new supply of 941 affordable lots and homes.

In developing Action Plan 2, stakeholders agreed that whilst market conditions had changed significantly, the broad three key drivers of the Strategy remain relevant. Roundtables participants agreed that the Government's focus must remain on its primary role to increase the supply of social housing and supported



New disability units at Devonport constructed under Action Plan 1

accommodation options. Action Plan 2 delivers the initiatives to meet this demand. It also identifies that as conditions continue to change, the Plan must be able to react and respond appropriately.

This second stage of the Strategy has a commitment of an additional \$125 million over five years, taking the total investment in affordable housing to nearly \$200 million over eight years. This will result in a total of 3600 households assisted under both Action Plans, including the new supply of 2400 affordable lots and homes.

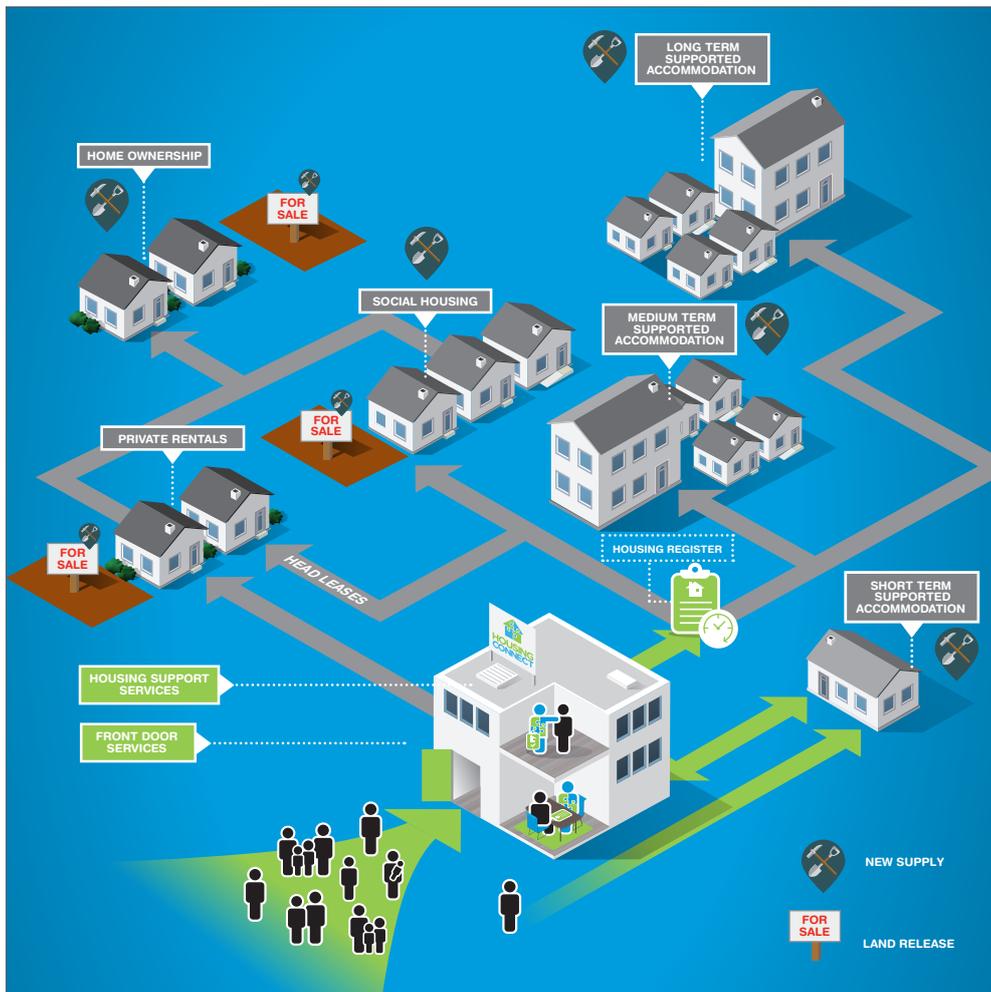
OUR HOUSING AND HOMELESSNESS SYSTEM

Tasmania has the most integrated housing and homelessness system in Australia. Housing assistance ranges right across the entire housing spectrum, from homelessness services to home ownership assistance, and is aimed to match tailored solutions to a person's individual needs.

The Tasmanian Government, through Housing Tasmania, manages over 12000 social housing properties. Around 7400 of these are public housing and Aboriginal housing. The remaining properties are community housing. This includes around 3900 homes managed by community housing providers under the Better Housing Futures initiative. We also assist over 200 households a month with private rental assistance.

Housing assistance can be accessed through Housing Connect's Front Door Service. Housing Connect is where people go for housing assistance and support, and provides one assessment for everything from emergency accommodation to a long-term home.

As depicted in the diagram below, there are many pathways into housing. People can apply for private rental assistance, social housing and supported accommodation, or they can be safely housed during a time of crisis. Housing Connect can also provide people with housing related support and information, advice and referral to other support services available to them in Tasmania.



Tasmania's Housing and Homelessness System 2019

OUR PRIORITIES AND TARGETS

Under Action Plan 1, we remain on track to assist 1600 households, including new supply of 941 affordable lots and homes by 30 June 2019.

Over the last four years we have been delivering on new supply of social housing and the release of new lots to the market for Tasmanians to build affordable homes. We have partnered with private developers and the community sector under Action Plan 1 to increase supply and to construct more supported accommodation to help Tasmanians in need. Opportunities under Action Plan 1 have helped many Tasmanians into home ownership and affordable private rentals.

The Tasmanian Government's investment in the Strategy will assist 3600 households overall under both Action Plans. This includes new supply of 2400 homes and lots. Action Plan 2 builds on the success of Action Plan 1 and will deliver more affordable homes for Tasmanians. Around 2000 additional households will be assisted under Action Plan 2 by 30 June 2023. This includes new supply of more than 1500 homes and affordable lots for Tasmanians.

Below sets out our overall targets for the Strategy under the two current Action Plans.



Total assistance under both Action Plans

OUR PRIORITIES AND TARGETS

Action Plan 2 demonstrates the Tasmanian Government's ongoing commitment to deliver new supply, improve access to affordable homes and to deliver more responsive services to Tasmanians seeking housing assistance. This will be achieved through 19 Government actions and 51 specific initiatives.

In summary, Action Plan 2 will deliver a number of targets across three strategic elements as set out below:

New supply

- o more **land release** with capacity to supply around 380 new lots that will deliver new affordable homes
- o the review and introduction of new **planning policies** and mechanisms to increase the supply of affordable homes
- o 607 **social housing dwellings** constructed in areas of high demand with universal design features to flexibly meet housing needs
- o 88 **homeless accommodation units** to address increasing demand for homeless Tasmanians in immediate need of accommodation

Improved access

- o 287 households assisted into affordable **home ownership** under the HomeShare or Streets Ahead schemes. This includes new supply of 215 homes
- o 200 tenancies which will assist low income households into long term, affordable **private rentals**
- o 418 people or families assisted into **supported accommodation**. This includes new supply of 137 homes

Responsive services

- o continuous improvement of **Housing Connect** and **Homelessness** services for Tasmanians seeking housing assistance
- o **better housing data** to forecast changing demand for services, as well as better reporting to the community on the demand and supply changes in the market





KEY PRIORITY: NEW SUPPLY

New supply of affordable homes to prevent low income Tasmanians from falling into housing stress and insecurity is a key pillar of the Strategy. The Tasmanian Government will continue its focus on new supply for both private rental and home ownership by strategically releasing land. We will also develop overarching policies that will support our sustainable economic growth, protect the values that make Tasmania unique and plan for the future needs of our community.

Releasing more land in areas close to services is fundamental to achieving these targets. This will enable more Tasmanians to own their first home and allow for further construction of social housing and purpose-built homes for people who need support with accommodation.

Government Action 1 – Land Release

Surplus government-owned land will be released to generate supply of affordable homes which are located close to services, transport and employment opportunities.

An overall total of 670 lots will be supplied under Land Release by 30 June 2023, of which 290 lots are expected to be released under Action Plan 1. Each lot has the potential for one or more homes to be built.

Action 1.1 Utilise the *Housing Land Supply Act 2018* for **site preparation of lots** suitable for affordable housing. The Act provides for the identification, assessment and rezoning of land to provide for residential use and development through assigning the land under the *Homes Act 1935*. Specifically, the process allows for faster rezoning and potential adjustment of planning controls where the land meets specific criteria including the proximity to services and transport options.

Action 1.2 **Release to market** new lots or parcels of government-owned land that secure affordable housing outcomes and achieve mixed developments within the community.

Government Action 2 – Planning Initiatives

New planning policies and other initiatives are being progressed to complement the *Housing Land Supply Act 2018*, which will improve the effectiveness of land release and promote affordable housing.

Action 2.1 Make provisions for settlement and liveability through **development of new Tasmanian Planning Policies** and ensure the policies are fully implemented in the expected reviews of the three regional land use strategies and the State Planning Provisions.

Action 2.2 **Planning mechanisms will be reviewed** to promote a greater array of housing options in new developments, including affordable housing, to determine those best suited to the specific Tasmanian regulatory, social and economic context.



Land release at Devonport under Action Plan 1

- Action 2.3** Work with the Affordable Housing Working Group under the **Hobart City Deal** to review planning mechanisms that consider **sensible densification** in urban centres and along growth corridors.
- Action 2.4** Ensure the planning framework adequately considers a **greater array of affordable housing options**, including in-fill housing and density requirements; current residential development standards operating under Planning Directive 4.1 and in the State Planning Provisions; the subdivision provisions of the *Local Government (Building and Miscellaneous Provisions) Act 1993*; and the urban growth issues within the Southern Tasmanian Regional Land Use Strategy.
- Action 2.5** Monitor the application of the State Planning Provisions that provide for more flexible use of commercial properties above the ground floor to promote conversion of **shop-tops**.



Social Housing Supply

More new social housing will be constructed to meet the diverse housing needs of Tasmanians. All new social housing properties will be universally designed and suitably diverse for a range of tenants including the elderly, those living with disability, families or singles.

An overall total of 1155 new homes will be delivered under this initiative by 30 June 2023, of which 372 new homes was the original target under Action Plan 1.

Government Action 3 – New Social Housing in areas of high demand

- Action 3.1** Release an **indicative program of tenders** for supply projects over the term of the Action Plan to help inform and build capacity of the construction industry to prepare for investment.
- Action 3.2** **Community housing grants** and/or the sale of suitable land will continue to be made available to registered providers to construct new social housing.
- Action 3.3** Reinvestment in public housing by **redeveloping existing sites** to construct new social housing and realign the portfolio will continue.
- Action 3.4** The **purchase of strategic sites** for new social housing will continue. This includes completing construction of a 25-unit social housing complex on an inner-city site at Goulburn Street in Hobart. The site is located close to services and will be built specifically for older residents and people living with disability. This strategic site acquisition demonstrates a partnership between the City of Hobart and the Tasmanian Government to deliver better housing outcomes.

Government Action 4 – New Social Housing for Tasmanians with disability

Action 4.1 Allocate at least 70 new homes to suitable applicants from the Housing Register who are National Disability Insurance Scheme (NDIS) participants. This commitment is part of the Government's broader plan to improve the wellbeing of Tasmanians living with disability and their carers, which includes a dedicated investment of \$20 million over three years to deliver more suitable homes.

Government Action 5 – New Social Housing in regional areas

Action 5.1 Grants to local governments and community organisations will continue to be made available to construct suitable housing in regional and rural areas where demand and affordability is demonstrated and value for money is shown. This could assist older people or people living with disability to stay in their community, or deliver new supply in areas where there is demand for affordable accommodation for key workers.

Homeless Accommodation

The Tasmanian Government will invest in more short-term accommodation to ensure there is adequate crisis and transitional accommodation for those who need it, when they need it. This includes more investment in crisis beds for women and family-style accommodation as identified in the Government's election commitment to plan for additional homeless accommodation where there is demonstrated need.

An overall total of 121 new units of Homeless Accommodation will be supplied by 30 June 2023, of which 33 units are expected to be completed under Action Plan I.

Where practical, the accommodation of small pets belonging to residents will be incorporated into the design of these projects.

Government Action 6 – Homeless Accommodation in the North West

Action 6.1 This Government will invest in new homeless accommodation for **men** (with or without accompanying children) in the North West. This investment includes support funding to assist residents out of crisis accommodation into more stable living arrangements.

Action 6.2 Work with Youth Family and Community Connections to replace their site for homeless **youth** accommodation at Cooee to be co-located at the site of the new purpose-built Burnie Youth Foyer, thereby improving service delivery and capacity.

Government Action 7 – Homeless Accommodation in the North

Action 7.1 Expand Magnolia House at Launceston to increase support for **women** to move out of crisis and into stable accommodation.

Action 7.2 A **Youth at Risk Centre** in the North will be introduced, similar to Colville Place in Moonah, to provide short term accommodation for vulnerable children and young people aged under 16 years-old.

Government Action 8 – Homeless Accommodation in the South

Action 8.1 Work with the Hobart City Mission to co-invest in new homeless accommodation units for **older men** in the South to assist residents into more stable accommodation.

Action 8.2 Work with CatholicCare to co-invest in new homeless accommodation units for **women** (with or without accompanying children) in the South.

Action 8.3 Work with Bethlehem House to develop a new facility for homeless **men** on a new site that will improve service delivery and co-invest to increase capacity.



KEY PRIORITY: IMPROVED ACCESS

The Strategy sets out the pathways for better access to a range of affordable housing options to avoid housing stress that can lead to homelessness. The Tasmanian Government will facilitate improved access into suitable homes using early intervention strategies. These include assistance into affordable home ownership, private rentals and supported accommodation to help Tasmanians in need into stable accommodation that matches their individual circumstances.

Helping people to buy an existing property or build a new home has positive flow on effects right across our economy, housing market and building sectors. Likewise, assisting eligible tenants to secure private rental properties will alleviate the stress of finding housing in a tighter market and reduce competition for available social housing. Helping Tasmanians who have been homeless into supported accommodation assists them to reconnect with their community and provides a pathway back to independence.



Government Action 9 – Home Ownership

We will continue to make it easier for more low and middle income Tasmanians to purchase their own home under the Government's HomeShare and Streets Ahead programs. The HomeShare program is an important part of our plan to help those on lower incomes into home ownership by reducing the initial cost of buying a house and the monthly cost of owning it, with the cost shared with the Director of Housing.

An overall total of 657 households will be assisted into Home Ownership by 30 June 2023, of which 370 are expected to be assisted under Action Plan 1.

New supply is generated under the HomeShare program. Of those assisted into home ownership, **an overall total of 389 new homes will be supplied under HomeShare** by 30 June 2023, of which 174 homes are expected to be completed under Action Plan 1.

- Action 9.1** Undertake a **review** in the first year of Action Plan 2 of our home ownership products to ensure they meet the needs of Tasmanians seeking assistance into home ownership.
- Action 9.2** Subject to the review, continue to provide **deposit assistance** under Streets Ahead to assist eligible people to purchase their home from ex-public housing properties.
- Action 9.3** Subject to the review, continue to provide **shared equity assistance** under HomeShare to assist eligible people to purchase their home from either newly constructed dwellings, house and land packages, or public housing properties that are no longer needed.

Government Action 10 – Private Rentals

We will continue to assist low income households into secure private rental accommodation at an affordable rent in partnership with community housing providers.

An overall total of 310 tenancies will be secured by 30 June 2023, of which 110 are expected under Action Plan 1.

Action 10.1 Complete an **evaluation of the Private Rental Incentives Pilot** to ensure it meets its objectives and the needs of low-income Tasmanians seeking affordable rental accommodation.

Action 10.2 Subject to this evaluation, a **revised Private Rental Incentive Program** will continue to encourage property owners to make their homes available for affordable rent to low income earners from the Housing Register.



Supported Accommodation for Tasmanians in need

Safe and secure housing is a fundamental need and remains a priority under Action Plan 2. For Tasmanians who require more intensive support that meets their individual needs, Action Plan 2 will expand supported accommodation facilities across the State.

An overall total of 263 households will be assisted into Rapid Rehousing by 30 June 2023, of which 191 are expected to be assisted under Action Plan 1.

An overall total of 424 households will be assisted into longer-term Supported Accommodation by 30 June 2023, of which 78 households are expected to be assisted under Action Plan 1.

New Supported Accommodation will be constructed under Action Plan 2. Of those assisted into longer-term supported accommodation, **an overall total of 169 new units will be supplied under Supported Accommodation** by 30 June 2023, of which 32 units are expected to be completed under Action Plan 1.

‘Youth at risk’ is a complex problem that requires collaborative intervention across government and non-government service sectors in order to identify risk and intervene earlier in the lives of vulnerable young people.

Government Action 11 – Supported Accommodation for those experiencing Family Violence

Action 11.1 Continue **Rapid Rehousing** to safely assist families experiencing family violence by partnering with the community sector to head-lease suitable and affordable private rental properties.

Government Action 12 – Supported Accommodation for Vulnerable Children

Action 12.1 Establish a **Taskforce** with representatives of the community sector to identify and prioritise care for children who are under 16 years old, at risk of homelessness and are not in out-of-home care. The Taskforce will examine a variety of options, including working intensively with these children and their families to keep them housed; assisting them into suitable and secure accommodation in a family home environment with therapeutic support in place; and improving access to special care and secure accommodation.



This will complement a suite of actions including intensive family engagement and other youth support services, short-term 'time-out' accommodation in Youth at Risk Centres and Youth Foyers for older youth.

Government Action I3 – Supported Accommodation for Youth

The Tasmanian Government will construct more **Youth Foyers**, like Trinity Hill, Thyne House and Eveline House, for young Tasmanians to increase the excellent outcomes currently being achieved from this type of housing in Tasmania. New facilities will be located in urban centres that are close to education and employment services. This is in addition to the new Youth at Risk Centre to be built in the North.

Youth Foyers are more than just supported accommodation facilities, they are integrated learning and accommodation settings for young people, who are at risk of or are experiencing homelessness or exiting out-of-home care. Working with the community sector, they take a holistic approach to meeting the needs of young people and focus on empowering them, so they can build better lives for themselves, and achieve genuine independence.

Action I3.1 Deliver new supply by constructing an additional **Youth Foyer in the North West** in Burnie.

Action I3.2 Deliver new supply by working with Anglicare Tasmania to complete the **expansion of Thyne House** in Launceston.

Action I3.3 Deliver new supply by constructing an additional **Youth Foyer in the South** in Hobart.

Action I3.4 Work with Anglicare Tasmania to transition Tasmania's three current youth supported accommodation facilities into **Education First Youth Foyers** based on 'advantage-thinking' models of best practice.



Community training at Eveline House Youth Foyer in Devonport, constructed under Action Plan 1

Government Action 14 – Supported Accommodation for the Elderly

Action 14.1 Work to complete construction of the **Wirksworth Integrated Aged Care facility** in the South to deliver new supply and provide much needed safe, affordable accommodation for around 50 elderly Tasmanians who are homeless or at risk of being homeless.

Action 14.2 Provide an **in-home support service** for older residents who live in social housing in the South to improve their stability of tenure and health and wellbeing.

Government Action 15 – Supported Accommodation for those experiencing Mental Illness and Disability

Action 15.1 **Identify** the housing and support needs for people with mental illness in inpatient care to plan for more suitable accommodation and greater choice to live well in the community.

Action 15.2 Deliver new supply by constructing **community homes** in small groups of units for people with chronic mental illness, to provide secure lease terms and long term



clinical and psycho-social support to help them sustain their homes and live within their community.

Action 15.3 Work with community housing providers to deliver **Rapid Rehousing** for people with mental illness in inpatient care who have lower support needs to transition them into independent living with appropriate supports in place. This action complements the Government's Housing and Accommodation Support Initiative Trial to link housing with clinical and psycho-social rehabilitation supports for Tasmanians with mental illness.

Action 15.4 Construct new homes that are purpose-built for those participants of the National Disability Insurance Scheme with **exceptional needs** who require a tailored form of integrated housing and support.

Action 15.5 Release a **portfolio plan** for Government's Specialist Disability Accommodation following an audit of the portfolio and a review of forecasted demand and supply.

Government Action 16 – Other Supported Accommodation for Tasmanians in Need

Action 16.1 Work with community housing providers to deliver **Rapid Rehousing for prisoners** and assist them with reintegration support to transition them into independent living within their community.

Action 16.2 Work with community housing providers and Housing Connect to deliver a more **coordinated approach to housing and support** for applicants on the Housing Register with complex needs to support their transition to independent living and sustained tenancies.



KEY PRIORITY: RESPONSIVE SERVICES

The Strategy sets out the Tasmanian Government's role in responding quickly to Tasmanians who are experiencing housing stress and homelessness. Working with our housing partners we can increase supply, improve access and deliver more responsive services.

The Tasmanian Government will continue to partner with the community sector under Better Housing Futures and deliver an integrated housing and homelessness system under Housing Connect.

Action Plan 2 will prioritise the delivery of more outreach and more responsive services by Housing Connect and recognises the need for better housing data to meet future demand.

Government Action 17 – Housing Connect

Housing Connect is a 'front door' service that provides the first point of contact for Tasmanians requiring a range of housing assistance. It provides immediate assistance, assessment and referral for Tasmanians in need. Housing Connect identifies and prioritises peoples' housing needs, provides information about their housing options and choices and connects them to additional services as required.

The Government is committed to improving the Housing Connect model to ensure it streamlines our response and better integrates services.

Action 17.1 Complete a **review of the Housing Connect model** to ensure it continues to meet the scale and complexity of needs of Tasmanians seeking housing assistance.

Action 17.2 Continue to deliver Housing Connect services and work with our partners to **evolve the Housing Connect model**. Consideration will be given to a number of elements including governance arrangements; more tailored assistance; improving caseload management; transparent reporting and consistent service delivery.



HOUSING CONNECT

Action 17.3 Continue the Winter Package investment in **outreach support** for Tasmanians experiencing homelessness as an integrated part of Housing Connect. Housing Connect staff regularly visit a number of sites working with clients who need support, sourcing suitable accommodation as a matter of priority. They connect eligible Tasmanians to safe and secure housing assistance and services, including private rental assistance, supported accommodation, crisis and transitional accommodation, after hours assistance and Housing Support services.

Action 17.4 Introduce **more detailed information** available to clients at the Housing Connect Front Door to help applicants make better informed choices about their housing options. This may include indicative wait time information.

Government Action 18 – Homelessness Support Services

Taking a more client-centric approach to those accessing support and finding appropriate accommodation is a key to addressing homelessness. Action Plan 2 will focus on the way specialist homelessness services engage with their clients to provide better outcomes.

Action 18.1 Continue to roll-out **IT enhancements** to the Specialist Homelessness Information Platform to streamline service integration, business practices and data collection. A Self-Service Portal will be developed to enable more user-friendly options for clients. Future releases will also include capacity for:

- Multiple applications
- Area preferences
- Sharing information between housing providers and support providers
- Vacancy register.

Action 18.2 Continue to roll-out outcome-based **performance reports** for funded services, with the release of Public Report Cards.

Action 18.3 Work with Shelter Tasmania to deliver a **workforce development plan** to build the capacity and capabilities of the homelessness sector workforce to be deliver best practice, positive outcomes for clients.

Government Action 19 – Better data

Data collection and access to housing information will be improved to reflect the changing demand for services and forecast appropriate housing responses.

Action 19.1 Introduce a **Point of Contact** to enhance the information now available at the communities.tas.gov.au/housing website. It will be a reference point for those in our community, who have an interest in developing or providing affordable housing, to easily find information relating to where and what types of housing are in greatest need.

Action 19.2 Improve the type of information that is received through the **MyBond System** to enable a better understanding of the private rental market.

Action 19.3 Review the **Housing Dashboard Measures** used by the Department of Communities Tasmania to ensure we are measuring meaningful progress and are consistent with national performance indicators under the National Housing and Homelessness Agreement.



SUMMARY OF ACTIONS AND TARGETS

The overall target to assist 3600 households, including new supply of 2400 homes and affordable lots, by 30 June 2023 is listed by region below.

Progress against the Action Plan is released by Government each quarter in the Quarterly Housing Report found at: communities.tas.gov.au/housing/tasmanian_affordable_housing_strategy

GOVERNMENT ACTIONS		Total Assistance under both Action Plans						
		Supply (regional split)				All Supply	All Access	Total Assistance
		TBD ¹	S	N	NW			
NEW SUPPLY								
1	Land Release	82	364	108	116	670		670
2	Planning Initiatives							NA
3	New Social Housing in high demand areas	372	450	83	146	1051	104	1155
4	New Social Housing for Tasmanians with disability							
5	New Social Housing in regional areas							
6	New Homeless Accommodation in the North West							
6.1	New supply for men							
	6.2 Relocate Youth Shelter							
7	New Homeless Accommodation in the North	90	23	8		121		121
7.1	Expand Magnolia House							
	7.2 New Youth at Risk Centre							
8	New Homeless Accommodation in the South							
8.1	New supply for older men							
8.2	New supply for women							
	8.3 Relocate Bethlehem House							
IMPROVED ACCESS								
9	Home Ownership	247	103	16	23	389	268	657
10	Private Rentals						310	310
11	New Supported Accommodation for those experiencing Family Violence	17	75	25	52	169	518	687
12	New Supported Accommodation for Vulnerable Children							
13	New Supported Accommodation for Youth							
13.1	New Burnie Youth Foyer							
13.2	Expand Thyne House							
13.3	New Hobart Youth Foyer							
14	New Supported Accommodation for Elderly							
15	New Supported Accommodation for those experiencing Mental Illness and Disability							
16	Other supported accommodation for Tasmanians in need							
RESPONSIVE SERVICES								
17	Housing Connect							NA
18	Homelessness Support Services							NA
19	Better Data							NA
All Actions by 30 June 2023²		732	1082	241	345	2400	1200	3600

¹ Regional split of some programs is not yet known and will be subject to responses to market demand

² Numbers include combined targets under Action Plans 1 and 2

