

Housing Connect reform communique

Update on reform, May 2024

In this update:

- Practice Framework completed and published.
- Online learning modules go live.
- Start date nears for stage one of Housing Connect 2.0.

Practice Framework published

The Housing Connect Practice Framework, which provides a comprehensive overview of the Housing Connect 2.0 model, has been finalised and published.

Housing Connect 2.0 is being implemented in two stages, starting from 1 July 2024.

To help practitioners during this transition, the Practice Framework includes a Stage One Implementation Guide that outlines the staged implementation and highlights the parts of the Practice Framework that will apply from 1 July 2024.

It also includes an Interim Assessment and Referral Guide, which outlines how to assess the level of support required by a person seeking assistance and how to make referrals during the transition to the full implementation of Housing Connect 2.0.

The Practice Framework can be downloaded from www.homestasmania.com.au/housing-connect-practice-framework

Online learning modules now available

Sprout Labs has completed work on the Housing Connect learning program, with the online training modules now available for staff.

Six of the nine modules are available during stage one of the implementation of Housing Connect 2.0; the remaining three modules are for elements that will be going live in stage two of Housing Connect 2.0 and will be available once the full implementation occurs.

The modules create an engaging online learning experience for all current and future Housing Connect workers, with interactive activities, graphics, custom animations and videos.

Housing Connect senior staff have been given a brief overview of how the learning program operates and individual logins to the program are in the process of being set up.

Housing Connect staff can expect to receive communications from their manager shortly with details on how they can log in to the training program.

The learning modules can be accessed here: hclearning.homestasmania.com.au

Start date nears for stage one of Housing Connect 2.0

Stage one of the implementation of Housing Connect 2.0 is on track to go live on 1 July 2024.

Stage one includes the structural changes that will be introduced in Housing Connect 2.0, including:

- a statewide front door that will provide more support to people (Level 1 and Level 2 support)
- personalised support services (Level 3 support)
- new roles (including connections coaches and key development coaches)
- a life course approach to providing services (young people, single people, couples and families, and older people).

These improvements will help staff concentrate on providing personalised support to people using services and prioritising continuous service for those accessing support.

A range of fact sheets have been distributed to Housing Connect staff and mainstream services to support them during this transition, including:

- frequently asked questions for people currently using Housing Connect services
- how to refer service users who require a level 1 or 2 response during the transition
- connecting service users to Level 3 support during the transition
- a fact sheet for services explaining the improvements being delivered under Housing Connect 2.0.

These fact sheets are available on the Homes Tasmania website:

www.homestasmania.com.au/housing-connect-reform

Homes Tasmania would like to thank all our Housing Connect partners for their continued support and commitment to helping Tasmanians as we make the transition to Housing Connect 2.0.

More information

If you have any questions or feedback, please contact Belinda Jones at

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For more information on Housing Connect 2.0, visit the Housing Connect website at

www.homestasmania.com.au/housing-connect