

# Housing Connect reform communique

## Update on reform, December 2023

### In this update:

- Procurement outcomes
- Transitioning planning
- Wishing our service delivery partners a merry Christmas.

### Procurement outcomes

Homes Tasmania released a RFGP on 16 August 2023 inviting proposals from Housing Connect providers to deliver Housing Connect 2.0 services under seven funding packages:

- front door – statewide
- young people – north/north-west
- young people – south
- single adults – north/north-west
- single adults – south
- couples and families – north/north-west
- couples and families – south.

The evaluation process, which included an independent probity advisor, has been completed and Homes Tasmania is close to finalising funding contracts with proponents as follows:

- Anglicare to deliver Housing Connect front door services statewide
- CatholicCare to deliver:
  - personalised support for young people in the north/north-west and south
  - personalised support for couples and families in the north/north-west and south
  - personalised support for single adults in the north/north-west
- Hobart City Mission to deliver personalised support for single adults in the south.

Wyndarra will continue to provide services in the Circular Head area.

Homes Tasmania is working with Wintringham to finalise arrangements to deliver services to older people in the north/north-west.

## Transition to Housing Connect 2.0

Housing Connect partners will begin the transition when we return after the New Year with Housing Connect 2.0 to be fully implemented by 1 July 2024. Housing Connect partners and Homes Tasmania will continue to work closely together to support the transition to the new service model with the implementation of the Housing Connect 2.0 practice framework.

The practice framework will help improve outcomes for people who access Housing Connect services with new ways of working based on an Advantaged Thinking and life stage approach. It will include examples of practices that support the implementation of new service delivery principles and will help Housing Connect practitioners deliver Housing Connect 2.0.

Housing Connect practitioners will be supported with a web-based version of the practice framework, specifically designed to make content easy to search, highly accessible, intuitive to navigate, and built to help regular engagement. Housing Connect practitioners will also be supported with nine e-learning modules designed to create an engaging online learning experience with interactive activities, graphics, custom animations, and videos.

Staff training on the practice framework via the e-modules is scheduled to begin in March 2024 with training on the new Housing Connect portal to begin in May 2024.

The Housing Connect portal is a key feature of the new model allowing Tasmanians to get assistance online and at their convenience, improving their access to services and to get help sooner.

The development of the portal will continue to involve Tasmanian community members with lived experience of the Housing Connect system who will undertake testing of the portal to ensure it is easy to use, accessible and fit for purpose.

Homes Tasmania would like to take this opportunity to thank Colony 47 and Salvation Army Housing for their work and commitment under the current Housing Connect model and for their continued commitment to helping Tasmanians in need as we transition.

Each organisation will engage with employees directly about workforce changes. More information will be available in the new year.

## The end of another busy year

It has been another very eventful year with many significant milestones reached as we work our way towards the introduction of Housing Connect 2.0.

We would like to extend our sincere thanks to everyone involved in the process, and indeed all the people currently delivering Housing Connect services, for your commitment and ongoing engagement and contributions over the past year.

Wishing you all a very merry Christmas and a festive season filled with joy and celebrations with your family and friends. And may you all enjoy a happy and prosperous new year.

## 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 [www.homestasmania.com.au/housingconnect](http://www.homestasmania.com.au/housingconnect)