

Housing Connect communique

November 2024

In this update:

- Housing Connect 2.0 implementation.
- Launch of the Housing Connect website and platform.
- Platform testing and training.

Implementation of Housing Connect 2.0

On 1 July 2024, stage one of Housing Connect 2.0 introduced structural changes to the Housing Connect service model, including:

- a statewide front door that provides 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).

Congratulations to all the services who have ensured this has been a smooth and successful transition.

Launch date nears for website and platform

Stage two of Housing Connect 2.0 is on track to go live in March 2025 with the launch of the new IT system:

1. **the Housing Connect website:** a user-friendly website (previously referred to as the portal) where people can find information and apply for Housing Connect products and services, and
2. **the Housing Connect platform:** a worker-friendly information management system that replaces the Specialist Homelessness Information Platform (SHIP).

The platform will allow Housing Connect service providers to deliver their services more effectively by:

- incorporating Advantaged Thinking into screening and assessment tools
- reducing duplication for people who have multiple applications
- efficiently recording support provided to people seeking assistance
- ensuring National Minimum Dataset requirements are met.

Service providers will be supported to migrate from SHIP to the platform in February 2025.

Platform testing and training

Current SHIP users will be invited to take part in testing and training for the platform, which will occur during January and February 2025.

The Portal and Platform Working Group members will commence testing in late January to identify any issues with the new system.

People who will be using the platform will be invited to attend a training session in February.

Homes Tasmania will provide more information about the testing and training, including dates and times, in December.

More information

If you have any questions or feedback, please contact Belinda Jones at belinda.jones@homes.tas.gov.au

For more information on Housing Connect visit the Housing Connect website at www.homestasmania.com.au/housingconnect