

## COMMUNIQUE

# Housing Connect 2.0 August 2022



*Since our last update:*

- *local IT firm Geometry has been contracted to develop the portal*
- *a partner Change Agents team has been established to support the transition to Housing Connect 2.0*
- *the policy framework and the mapping of service delivery practice, roles and tools from Housing Connect 1.0 to 2.0 has progressed.*

## Housing Connect portal

Tasmanian software development company Geometry has been contracted to develop the Housing Connect portal.

A working group has been set up to help the project team develop portal prototypes. A prototype is an early sample or model of a product built to test how the portal will work.

The working group includes members from the Housing Connect Front Door, support and crisis/transitional accommodation providers, the Brotherhood of St Laurence (BSL), Communities Tasmania and Geometry.

## Practice framework

Working groups with representatives from the five delivery partners and the sector, BSL and Communities Tasmania are completing the Housing Connect 2.0 practice framework.

This involves mapping the changes from Housing Connect 1.0 to 2.0 including:

- services design and delivery
- practice framework guidelines
- service delivery roles, tools, and templates.





There are eight core service delivery tools being developed:

- Front Door deal\*
- initial action plan\*
- personalised support deal\*
- individual action plan\*
- assessment tools – screening, comprehensive assessment and fit
- immediate response plan
- progress and participation review
- transition checklist.

Four\* of eight core service delivery tools have been tested by Front Door and support services across the four life stage groups. Data and feedback from the working group has been used to improve the tools.

During August the core tools will be tested further including getting feedback from a client focus group before commencing testing of the remaining tools.

## Procurement and resource allocation

Communities Tasmania is finalising the Request for Grant Proposal (RFGP) for Housing Connect 2.0 and progressing the resource allocations for the new services.

## Change management

The project's Lead Change Manager is joining with five partner Change Agents to create workforce transition plans to support sector staff with Housing Connect 2.0 changes.

This will include providing regular information updates and opportunities for employee input.

- Partner Change Agents meet monthly.
- Communicate updates will continue.
- Fact sheets will be developed.
- Information briefings about the Housing Connect 2.0 practice framework, tools, services and portal will begin after resource allocations for new services is finalised.

## Policy development

New policies to guide Housing Connect 2.0 are being drafted and will be circulated to service providers for feedback soon. This includes:

- Housing Connect Front Door policy
- Housing Connect Personalised Support policy
- Flexible Funds (brokerage) policy.

## Further information

If you have any questions or feedback relating to the Housing Connect 2.0 project, please email: [housingconnect@communities.tas.gov.au](mailto:housingconnect@communities.tas.gov.au)