

COMMUNIQUE

December 2021



Update on Reform

During 2021, the Housing Connect Reform project has:

- *developed the operational framework including mapping the current service delivery functions to new roles in Housing Connect 2.0*
- *continued to work collaboratively to co-design Housing Connect 2.0 through the Community of Practice working group, the demand data project, and ongoing work on the Housing Connect portal.*

Personalised Support

Housing Connect 2.0 will improve how support is provided to service users.

This year, the Community of Practice working group co-designed new ways of working for Housing Connect 2.0.

This included:

- embedding Advantaged Thinking into the practice framework that describes how we will provide future services
- describing key support functions and roles of the new model and
- developing the tools and resources to support the implementation of Housing Connect 2.0 including:
 - mapping the client journey with the Housing Connect 2.0 System Flow
 - core assessment and practice tools
 - Housing Connect 2.0 Theory of Change to guide the Developmental Evaluation.

During 2022, the Community of Practice will progress this work, focusing on:

- tailoring the core practice tools to the life course and intensity of support need
- finalising the Housing Connect 2.0 practice guide and
- providing input into evaluation measures.



Skilled and Supported Staff

Advantaged Thinking is the core philosophy and central practice approach to Housing Connect 2.0.

Advantaged Thinking focuses on identifying, developing, and investing in the talents, capabilities, and skills of people so that they can live a good life.

Co-delivered by the Brotherhood of St Laurence and the Community of Practice working group, online Advantaged Thinking workshops held in December explored the approach and its practical application in Housing Connect 2.0.

There will be more opportunities to participate in Advantaged Thinking professional development in 2022.

Responding to Need

The focus of Housing Connect 2.0 on life stages and circumstances will also focus actions to increase housing assistance options.

In May, the Department of Communities Tasmania engaged SGS Economics to develop a tool to map current need and project demand for Housing Connect services.

Representatives from across the sector participated in consultation sessions to provide feedback on the tool and data assumptions. The demand tool and key findings were endorsed by the Reform Steering Committee in November.

The project demonstrated an increase in demand for housing and support by region, life stage and level of support intensity. The data was supported by the sector members who were part of the consultation and will be used to inform the allocation of resources in Housing Connect 2.0.

More Help

A dedicated online portal will make it easier and more convenient for people to find information and apply for services online. It will give people in need more choice about how and when they reach out for help.

This year, the procurement documentation and process for the IT developer was finalised after the recruitment of Jane Philpott who will manage the online Housing Connect portal project.

The Portal will be delivered in three phases as outlined.

1. Web presence which will provide information, eligibility tools, housing wait time calculator and initial reporting functions for staff.
2. Initial service user capabilities allowing clients to update information and complete six-monthly reviews. This phase will also provide a staff login section to access current policies, procedures, forms, and templates.
3. Integrated online services allowing client login and online applications, secure login for authorised services to share information and integration with SHIP-Tasmania for private rent assistance and social housing applications.



Work on the portal will significantly increase next year with:

- sector consultation on the portal content design
- appointment of the portal developer and the
- development of the portal to SHIP- Tasmania architecture design.

More information

If you have any questions or feedback, please contact Belinda Jones at belinda.jones1@communities.tas.gov.au

For more information on the Housing Connect Reform visit <https://www.communities.tas.gov.au/housing>

The project team wishes you a very safe and merry Christmas.

Enjoy a break with your family and friends.

We look forward to another busy year of working together in 2022.

Thank you everyone.