

Housing Connect reform communique

Update on reform, April 2024

In this update:

- New service model to go live on 1 July 2024.
- Online learning modules nearing completion.
- Housing Connect portal and platform.

Getting ready to go live

On 1 July 2024, the new service delivery model will go live.

Support will be provided based on life stage and tailored to people's individual circumstances.

This includes linking service users to providers based on their life stage – young people, single people, families (with or without children) and older people – and the three levels of support within those life stages.

People assessed as having level 1 and 2 support needs will receive support at the Housing Connect front door. Anglicare will provide front door services in Hobart, Launceston, Devonport and Burnie.

People who need personalised or level 3 support will receive support from specialist Housing Connect support providers depending on their life stage and where they live. Personalised support services will be:

- CatholicCare for young people (statewide), single adults (North and North-West) and families (statewide)
- Hobart City Mission for single adults (South)
- Wintringham for older people (statewide).

Wyndarra will continue to provide Housing Connect services in Smithton.

These improvements will help staff concentrate on personalised support to service users and prioritise continuous service for those accessing support.

On 1 July 2024, new roles will also start:

- **connections coaches** will connect people experiencing housing crisis and stress to community supports and resources, to build their capabilities to live independently
- **key development coaches** will provide intensive support to help people with problems that can be overwhelming and get in the way of finding and keeping a home

Tenancy support in social housing will continue to be provided by social housing providers to help people keep stable housing and reduce the risk of homelessness.

Fact sheets are being developed to support Housing Connect staff during the transition to the new service model, including:

- 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
- frequently asked questions for people currently using Housing Connect services.

A fact sheet is also being prepared to explain Housing Connect 2.0 improvements to mainstream services.

Online learning modules nearing completion

Online learning modules for Housing Connect staff are being finalised and will be available in May.

The modules create an engaging online learning experience, with interactive activities, graphics and videos.

The online modules provide training and information about the new elements of Housing Connect 2.0, including the improved system structure and flow, the practice framework, the life-stages approach, and the levels of support provided under the new service model.

Housing Connect website

Improvements to Housing Connect includes a new website with two components:

- the development of a new user-friendly website (portal) for service users to find information and apply for help and
- a new IT system (platform) for Housing Connect staff that will deliver the tools such as processing online applications and data collection.

Both components of the Housing Connect website will go live after 1 July 2024 in stage 2 of the project. Issues with data quality has led to this staged approach.

High-quality data is crucial to the provision of services. The system designers are working through the technical requirements to ensure that service users' data is successfully migrated from SHIP so the portal and platform can be fully integrated and tested, then workers will be trained to use the new platform.

Go live for stage 2 will be supported by a marketing campaign to promote the website and encourage people with housing need to find information and apply for services online. This will in turn allow front door staff to focus on spending more time with people seeking housing support or assistance.

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 2.0, visit the Housing Connect website at <https://www.homestasmania.com.au/housing-and-homelessness/housing-connect>