

## Media release

Wednesday, 6 August 2025

CEO Eleri Morgan-Thomas

### **Housing Connect delivering better housing outcomes**

Homes Tasmania is continuing to improve the delivery of services and support to Tasmanians in need of housing assistance.

Homes Tasmania CEO Eleri Morgan-Thomas said the latest Housing Connect Snapshot shows that the improvements to the Housing Connect system are delivering better housing outcomes for people seeking help.

"The report shows that over the past 12 months, the support delivered by Housing Connect has been able to reduce primary homelessness among people seeking assistance," Ms Morgan-Thomas said.

"This is a significant achievement and shows that the improvements to Housing Connect are working and they are improving people's lives."

Ms Morgan-Thomas said she acknowledged the findings in the Snapshot that many Tasmanians who are seeking housing assistance will also need support in other areas of their lives, including with their mental health.

"An important part of our service delivery is ensuring people in housing need can receive appropriate support before and after they move into their new home," Ms Morgan-Thomas said.

"That is why we improved the Housing Connect system, which is delivering better outcomes for people in housing need through personalised support that is tailored to their individual circumstances.

"This includes connecting people to appropriate services and resources, such as mental health services, to help them build their capabilities and plan and achieve their goals."

Ms Morgan-Thomas said Homes Tasmania was also delivering new homes for people living with long-term mental illness, meeting a critical community need.

"Last financial year we completed work on two new supported accommodation facilities that are specifically designed to provide homes for Tasmanians living with mental illness," Ms Morgan-Thomas said.

"Importantly, these facilities were developed with input from people with lived experience of mental illness to ensure they are fit-for-purpose for the residents, ensuring they have safe, supported and appropriately designed accommodation to call home."

The 24-unit facility in Bellette Place, Chigwell, and the 14-unit Glenison Place facility in Claremont provide 24/7 care in a home-like environment that allows residents to live independently with support.

Both facilities are managed and staffed by Richmond Futures, a recognised support provider that has been successfully providing independent living and other community mental health services in Tasmania for nearly 40 years.

Ms Morgan-Thomas said it was particularly pleasing to see the high levels of satisfaction reported by people who received face-to-face support at a Housing Connect office – 94.9 per cent were very satisfied and 4.3 per cent were satisfied.

“This is a testament to the professionalism, commitment and hard work of all Housing Connect staff, and I would like to thank them all for their dedication to improving the lives of Tasmanians in need,” Ms Morgan-Thomas said.

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