



Housing Connect 2.0 Practice Framework

Stage One Implementation Release

Homes Tasmania

Building homes,
creating communities.

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The Housing Connect Practice Framework was commissioned by Homes Tasmania. The document was developed through a comprehensive consultation and co-design process with the agencies and individuals involved in the delivery of Housing Connect.

Homes Tasmania

www.homestasmania.com.au

A downloadable PDF of this Framework is available from:

<https://www.homestasmania.com.au/housing-connect-practice-framework>

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Implementation of Housing Connect 2.0

Housing Connect is being implemented in two stages:

Stage 1:

Introduces structural changes including support tailored to life stage and individual circumstance, as well as new providers and roles.

Stage 2:

Builds on the structural changes with a new service model, underpinned by new intake and assessment tools that have been embedded in a purpose-built portal and platform.

This Housing Connect Practice Framework has been developed to describe and guide practice for the new service model and therefore contains references and practices which will not be implemented until stage two.

More information about which parts of the Housing Connect Practice Framework are active during stage one, and supplementary guidance, is available in Appendix 1 – Housing Connect 2.0 Stage One Implementation Guide.



**Appendix 1 - Housing Connect 2.0
Stage One Implementation Guide**

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Introduction

About this Practice Framework

The Housing Connect Practice Framework (the Practice Framework) outlines improvements to the housing and homelessness system in Housing Connect 2.0.

Under Housing Connect 2.0, Tasmanians will get better access to housing assistance and help to develop strong connections to family and community and build their capabilities for independent living.

The Practice Framework was developed on behalf of Homes Tasmania and the Housing Connect Reform Steering Committee by the Brotherhood of St Laurence from three key sources:

- 1 Experts from key sectors.
- 2 National and international evidence of good practice in homelessness service provision.
- 3 The Housing Connect Community of Practice Working Group and other expert practitioners from the following partner organisations:
 - Anglicare Tasmania
 - Colony 47
 - CatholicCare
 - Hobart City Mission
 - Salvation Army
 - Wintringham
 - Crisis accommodation providers.

Why a Practice Framework?

To ensure Tasmanians get better access to housing assistance

Housing Connect 2.0 will provide more ways and places to get housing assistance, giving people in need of housing assistance more choice about how, where and when they reach out for help.

To guide the effective implementation of Housing Connect 2.0

Housing Connect was implemented in 2013 with the intention of reviewing and maturing the system over time. This Practice Framework outlines the changes to the service model to support partners implement Housing Connect 2.0.

To support the Housing Connect workforce

This Practice Framework will guide and support the Housing Connect workforce to consistently apply the new model and improved practices.

To enable accountability of funded services

This Practice Framework supports accountability in relation to the core purpose, practice approach and the outcomes sought in Housing Connect from funded services.

To introduce an Advantaged Thinking approach

The Practice Framework supports Advantaged Thinking, a consistent, whole-of-system practice approach. Advantaged Thinking is guided by six key organising ideas to help people build strong connections and capabilities for independent living:

- > capabilities
- > life course perspective
- > age
- > place
- > timely action and intervention
- > stewardship of resources.

Section 1: Background and context (p 3–5)

Provides the background to the development of the Practice Framework and the context for strengthening and streamlining Housing Connect.

Section 2: The practice approach (p 7–51)

Outlines the key concepts and practice approaches in Housing Connect, including:

- five key practice areas: place, people, opportunities, the deal and the campaign
 - seven tests of Advantaged Thinking
 - coaching, person-centered practice and harnessing the community effort
 - working with a life course approach
 - five key life domains: housing and living, education and learning, employment and income, health and wellbeing, and social and community connections.
-

Section 3: Operationalising the model (p 52–150)

Steps out how the core components of Housing Connect are put into practice, including:

- system flow
 - staffing model
 - key activity streams of front door and personalised support
 - tailored service-level responses by life course and household type
 - Housing Connect toolkit.
-

This Practice Framework is a living document that will be refined and built on as we collect data, conduct evaluations and incorporate feedback.

Section 1

Background and context

Background to Housing Connect reform

Housing Connect is Tasmania's entry point to housing assistance and support and helps people in need into safe and secure accommodation.

Housing Connect was implemented in 2013 with the intention of reviewing and maturing the system after several years.

During 2018-19, the Brotherhood of St Laurence Research and Policy Centre was engaged to review and provide recommendations to improve the way the Housing Connect model enables Tasmanians in housing crisis to build their capabilities and opportunities to find and keep a safe and affordable home and live a good life.

The review reflected on the range of structural, community, familial and individual issues affecting homelessness, but emphasised the root cause of homelessness in Australia is income poverty and disadvantage.

The review identified system-level issues hindering the efficiency of Housing Connect, including the need for improved integration to reduce duplication of effort, and enhanced collaboration with external service providers. It also highlighted the importance of clearer roles, tailored support to improve responsiveness, and innovative approaches to address housing market challenges for positive outcomes. Addressing these issues will contribute to a more efficient and effective system.

Changing poverty and disadvantage is possible through more effective government policy and service models and community action.

It involves increasing the supply of housing that meets a range of household types and life stages, while reducing demand by building people's capabilities and their capacity to live independently and have a good life.

The Housing Connect Reform Steering Committee was established in 2019 to oversee the reform project. The membership of this committee comprises the

existing partners group, representatives from crisis accommodation providers and Homes Tasmania, and an independent chairperson.

Housing Connect 2.0 has been co-designed by the sector and Homes Tasmania.

Tasmanians will get better access to housing assistance and help to develop strong connections to family and community and build their capabilities for independent living with the Housing Connect 2.0 service model.

Housing Connect 2.0 will:

- > provide more help
- > deliver personalised support
- > inform housing supply through the Tasmanian Housing Strategy
- > ensure staff are skilled and supported.

The Tasmanian Housing Strategy

The Tasmanian Government has developed the state's first 20-year, whole-of-system Tasmanian Housing Strategy (the Strategy). The Strategy sets the aspirational vision to end homelessness in Tasmania by providing safe, appropriate and affordable housing for all Tasmanians.

What does ending homelessness mean?

Ending homelessness is characterised by achieving 'functional zero', which is when the number of people experiencing homelessness is virtually non-existent and any instances of homelessness are rare, brief and non-recurring.



Achieving functional zero homelessness will ensure the housing and homelessness system has the capacity to identify and assist individuals and families experiencing homelessness, ensuring they are quickly provided with suitable housing and support services.

How will we achieve this?

The Strategy builds on existing initiatives, identifies new opportunities to improve the housing and homelessness system, and provides a road map to deliver the Tasmanian Government's housing plan, a net increase of 10 000 homes by 2032.

These homes will be delivered to meet the diverse housing needs of Tasmanians through crisis accommodation, supported accommodation, social housing, affordable private rentals, releases of affordable land parcels and affordable home ownership assistance.

To achieve this vision, the Strategy and Action Plan (2023-27) focus on four key priority areas:

1: Deliver more quality homes, faster

2: Support people in need

3: Improve private market affordability and stability

4: Enable local prosperity

The Strategy sets the outcome that Tasmanians have access to housing regardless of their circumstances by:

- addressing primary homelessness with a Housing First approach
- continuing to improve access to, and the availability and quality of, housing and homelessness services for Tasmanians seeking housing support
- prioritising delivery of, and access to, housing for Tasmanians who need support.

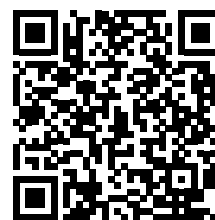
The delivery of improvements to Housing Connect services to improve access to information and supports for Tasmanians seeking housing assistance is a commitment in the Action Plan.

How these improvements will be delivered to Tasmanians is set out in this Practice Framework.



External resource

You can access the **Strategy and Action Plan** by using the QR code below:

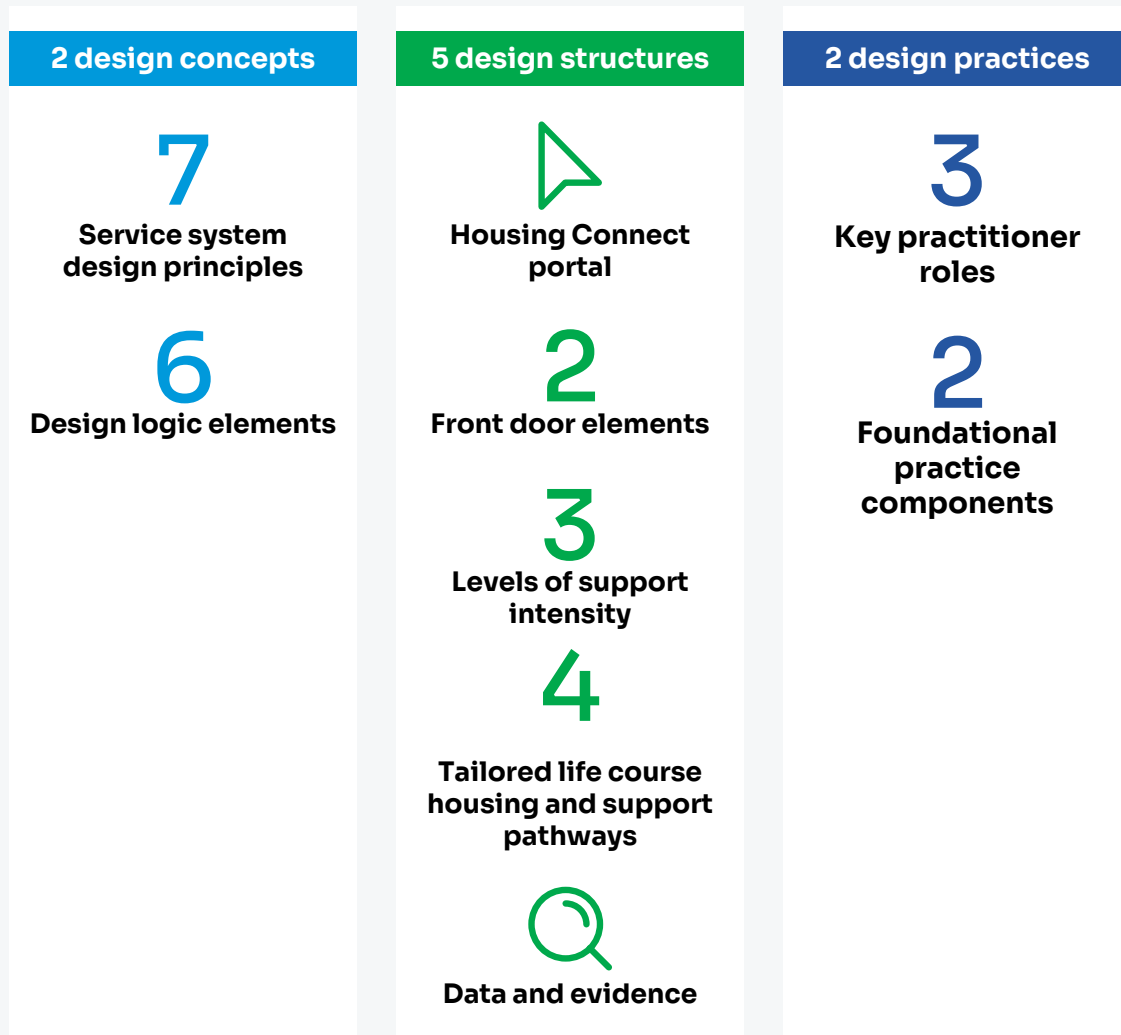


Housing Connect 2.0 design

The development of the Practice Framework has been informed by consultation and co-design with key

stakeholders across the service system. The three pillars that underpin Housing Connect 2.0 and guide the design and development of the Practice Framework, are outlined in Figure 1.

Figure 1: Three pillars of Housing Connect service system design



“ People seeking housing assistance will have more ways to access housing information and support, and more assistance to build connections that help them reach their goals. Housing Connect practitioners will be supported to engage with people seeking assistance in ways that are holistic, timely and effective. ”

Eleri Morgan-Thomas | CEO, Homes Tasmania

What will be the experience for a person accessing Housing Connect?

- ✓ I have a clear pathway to achieve my housing goals.
- ✓ I receive more support when I need it most.
- ✓ I am an equal partner in my work with Housing Connect and understand my rights and responsibilities that come with this support, which is reflected in the deal.
- ✓ I am connected with services and community resources and supports that are appropriate to my stage of life and personal circumstances.
- ✓ I receive support around personal goal setting and achieving my goals.
- ✓ I receive support to maintain my tenancy when I need it.

What will be the experience for Housing Connect practitioners?

- ✓ I can see the people I work with achieving their goals.
- ✓ I operate alongside other Housing Connect practitioners working as one towards a shared ambition, model and practice.
- ✓ I am equipped to invest in the skills, capabilities and assets of people to achieve a sustainable livelihood.
- ✓ I am supported and enabled to access mainstream services, resources and community networks to achieve positive outcomes for the people I work with.
- ✓ I have the time, trust and knowledge needed to address more complex underlying barriers that may be preventing people from obtaining stable and secure housing.
- ✓ I am aware of the most suitable housing options available to the people I work with based on stage of life and personal circumstances.
- ✓ I am supported in my practice to be able to offer enhanced support services that deliver real-world outcomes for the people I work with.
- ✓ I have the shared language and tools I need to drive effective and consistent practice.



Section 2

The Practice Approach

The Practice Approach

Housing Connect practitioners play a key role in making positive change at individual, community and systemic levels. We work to reduce the risk of people becoming homeless and provide pathways out of homelessness for Tasmanians.

Housing Connect practitioners focus on the structural and systemic factors that lead to homelessness while responding to the experiences of the people we work with. We know that people's stories reveal much about their challenges and strengths. Practitioners are proactive and reflective and skillfully use evidence-based approaches to build trusting relationships that support individuals and families to find and keep a safe, appropriate and affordable home.

The practice approach of Housing Connect is based on evidence and the extensive experience of practitioners. This section of the Practice Framework describes the Housing Connect practice approach, which is based on a capabilities approach and Advantaged Thinking and adapted to housing needs and life course groups.

Housing Connect is designed to set people on a pathway to a stable future where they can fully participate in their community and thrive. This pathway will draw upon the wellbeing domains to create a housing response that may also consider the health and wellbeing needs, employment and educational opportunities, and social and community connections that are more likely to lead to sustainable housing outcomes. The pathway should be one that people commit to because it empowers them to deal with the challenges they are experiencing.

Advantaged Thinking

Advantaged Thinking is informed by the 'capabilities approach', as well as other key social theories, including asset-based community development, strengths-based approaches and social capital. A capabilities approach is an effective response to complex social issues. First developed by Amartya Sen in 1999, the approach identifies and values people's fundamental capabilities.¹ It focuses on what people can be, rather than on their limitations or problems. However, it is not enough to focus on potential; we must also focus on the systems, policies, practices and relationships that shape people's experiences and their ability to reach their full potential.

Advantaged Thinking identifies, develops and, most importantly, invests in the skills, capabilities and assets of people so that they can establish sustainable lives.

Advantaged Thinking is a framework that supports practitioners to work with people in ways that recognise and invest in their aspirations and talents. It requires practitioners to meet each person where they are 'at'. At the heart of Advantaged Thinking is an ethos of reciprocity and a focus on empowering people to be active agents who can define their own future.

To develop and expand the capabilities of people experiencing homelessness, we must harness efforts across multiple service systems and communities. Ensuring access to the opportunities that people need including health and wellbeing services, education and job training, or social and community networks – requires contributions from specialist services and agencies.

Advantaged Thinking is brought to life via five key practice areas that shape all aspects of service delivery:

- > Place
- > People
- > Opportunities
- > The deal
- > The campaign

Place

Housing Connect recognises that a sense of ‘place’ helps shape people and service systems. This includes access to jobs, social services, public transport, hospitals, green spaces and healthy food. It helps develop and sustain community connection by drawing on family, friends and communities, and helps facilitate sustainable positive outcomes for people experiencing housing stress and crisis.

Place-based initiatives build on the assets and strengths of a local place and involve all interested groups from the community in actively contributing to and tailoring local solutions.

Housing Connect services are provided in three key regions of Tasmania: North, North-West and South as well as sites in more remote regions.

Housing Connect responds to place-based differences and targets resourcing relevant to regional demand.

Housing Connect services use places and spaces to provide information and resources, access to learning and working environments that inspire people, connect them to real-world opportunities, and enable their talents to thrive.

Practice principles of ‘place’	Key elements and practices that support these principles
<p>Reflect and adapt to local geography</p>	<ul style="list-style-type: none"> ➤ Service offerings provided in three key regions: North, North-West and South as well as in more remote regions. ➤ Housing allocations consider place (ie regional ties, place-based networks and connections). ➤ Localised data capture to understand place-based differences and target resourcing relevant to regional demand. ➤ Information and resource hub that matches the needs of the local context.
<p>Inspiring and inclusive design</p>	<ul style="list-style-type: none"> ➤ Consideration of how the physical layout and design of a building can impact its effectiveness and accessibility. ➤ Involving people who access Housing Connect services in the look and feel of communal spaces. ➤ Co-location of allied services.
<p>Mainstream and community access</p>	<ul style="list-style-type: none"> ➤ Service locations facilitate access to a range of different places and spaces in the community. ➤ External partners are encouraged to visit the sites. ➤ The portal provides ready access to front door functions in community settings, eg libraries, Neighbourhood Houses. ➤ Coaches have the flexibility to provide mobile support.
<p>Minimise power imbalances</p>	<ul style="list-style-type: none"> ➤ Design enables flow and transparency between staff and service areas, eg inclusion of shared spaces. ➤ Authentic, transparent relationships between staff and people using the service.

People

Housing Connect puts people seeking assistance together with people and networks that can provide opportunities, upskilling, coaching and mentoring. In this way, people seeking assistance are supported to participate in employment and education and their pathway to a sustainable livelihood.

Staff need to have a range of talents, skills training and life experiences to be able to source opportunities, networks and resources from the community.

Importantly, we must hold strong beliefs in the abilities and capacity of people to change their circumstances and to build sustainable lives.

The role of Housing Connect practitioners, connections coaches and key development coaches, is to engage diverse people from the community to help shape and build people's opportunities, aspirations and talents.

Connections coaches and key development coaches are experts in developing, leveraging and mobilising community and system resources, opportunities and networks to enhance the Housing Connect service response. We play a vital role in reconnecting people experiencing housing crisis and stress to community supports and resources.

Connections coaches and key development coaches are supported to do this work by senior connections managers, who mobilise system-wide resources that can be leveraged by coaches in the three regions. Coaches are also supported to develop Advantaged Thinking practice by new system practice leads. These are called senior practice managers and key development coach practice leaders.

Practice principles of 'people'	Key elements and practices that support these principles
<p>Build networks and connections</p>	<ul style="list-style-type: none"> ➤ Coaches connect people back into community networks and resources. ➤ Community members and leaders are involved in the service as mentors, supporters and connectors. ➤ Coaches leverage extended family and community networks to enhance the system response where possible.
<p>Inspiring and enabling staff</p>	<ul style="list-style-type: none"> ➤ Recruitment and development of staff who share the Advantaged Thinking ethos. ➤ Staff are supported to learn and grow their own talents and to have a positive wellbeing.
<p>Promote the voices of people accessing Housing Connect</p>	<ul style="list-style-type: none"> ➤ Use coaching to empower people to take the lead in pursuing their aspirations.

Opportunities

Housing Connect provides access to, and support for, people to take up opportunities across five key life domains:

- 1 housing and living
- 2 education and learning
- 3 employment and income
- 4 health and wellbeing and
- 5 social and community connections.

To hold high aspirations and achieve their goals, people need to have access to diverse activities and experiences. A critical part of the Advantaged Thinking approach is brokering these opportunities.

Practice principles of 'opportunities'	Key elements and practices that support these principles
Broaden horizons	<ul style="list-style-type: none"> > Encourage people to take up opportunities that they may not have experienced or considered. > Support people to take positive risks. > Facilitate interaction with mentors, community interest groups, and peer support networks.
Prioritise community participation	<ul style="list-style-type: none"> > Consider community network responses to access housing from outside the system, eg family/extended family and friends' homes. Connecting people with other community-based resources, eg Neighbourhood Houses, to support them in progressing their goals. > Ensure coaches and managers participate in communities of practice to build and strengthen relationships with services outside housing and homelessness. These may include the Housing Connect communities of practice and others across the health and wellbeing, education, and community sectors. > Ensure coaches build relationships with a range of community partners, such as businesses, employment service providers, community health services, Neighbourhood Houses, Child and Family Centres, councils and TasTAFE. > Ensure senior connections managers develop and mobilise regional system-wide partnerships and relationships that can be leveraged by Housing Connect services. Key partnerships can be used to support people seeking assistance in diverse ways. Examples of these include coaching, mentoring, work-related opportunities and experience, careers advice, and opportunities to access social, community and cultural networks. > Identify creative, safe and appropriate non-system housing opportunities, eg shared housing where suitable.
Match opportunities to goals	<ul style="list-style-type: none"> > Allocate adequate time and resources when working with people to discuss and reflect on their goals and aspirations.



The deal

The deal is aimed at giving the person accessing Housing Connect control. It does this by making clear what they are committing to, what support is available, how they can be involved in tailoring the support, and how they can grow through the process to reach a more sustainable livelihood.

The deal sets out the responsibilities of the person accessing Housing Connect and recognises that people are primarily responsible for engaging with the service. The deal also sets out Housing Connect's role in delivering services and leveraging opportunities.

Practice principles of 'the deal'	Key elements and practices that support these principles
<p>Empower people</p>	<ul style="list-style-type: none"> > Treat people as active agents of change in their lives. > Express a shared ownership of the service response. > Enable self-direction through the Housing Connect portal. > Be clear and transparent about the service offer.
<p>Express people's value through high expectations</p>	<ul style="list-style-type: none"> > The work of managing problems is balanced with investment in promoting and enabling aspirations.
<p>Foster mutual accountability</p>	<ul style="list-style-type: none"> > Clearly communicate the rights and responsibilities of coaches and people accessing Housing Connect. > Encourage personal responsibility. > Regular and transparent communication.



“Changing community perceptions involves prompting everyone to recognise people accessing Housing Connect are active and capable.”

The campaign

The campaign is about working to challenge inequality. Changing community perceptions involves prompting everyone to recognise people accessing Housing Connect are active and capable. It is also about working to change the systems and structures that impede people’s potential.

Empowering the people who use our services to view themselves as advocates for change is also key to changing community perceptions. The campaign aims to improve systems so that all people can participate fully in the social and economic life of their communities.

Practice principles of ‘the campaign’	Key elements and practices that support these principles
Enable people to be advocates for change	<ul style="list-style-type: none"> > The voices of people with lived experience are embedded within the model.
Systems working together	<ul style="list-style-type: none"> > Working towards joined-up service delivery across health, education and training, employment, housing and community services. > Housing and Homelessness Advisory Committee. > Communities of practice.

Seven tests of **Advantaged Thinking**

The seven tests help us implement Advantaged Thinking at an organisational level (including the vision, values, mission and corporate supports such as human resources and communications), at the service level and an individual level.

The tests are a series of interconnected 'lenses' we can use to explore how and where Advantaged Thinking can be applied to common organisational policies, procedures and practices.

Test 1: How you talk about people

Test 1 considers how our organisation uses language and images to identify and define people. It encourages organisations to talk about people who use our services in a way that respects their individual humanity and recognises their potential. This test is relevant to the language we use in everyday practice and the language and associated images we use in our external communications to portray the people we support.

Test 2: How you understand people

Test 2 encourages us to consider how our service understands people's support needs, while balancing these needs with their individuality, capabilities and assets. This test asks us to think about how we identify, assess and understand people based on who they are and what they can do. It is a reminder to recognise that challenges are only part of a person's situation, and that they exist alongside their skills and aspirations.

Test 3: How you work with people

Test 3 promotes a positive, person-centred approach to working with people and other practitioners and colleagues. It encourages us to reflect on how our approach builds trust and belief, grows skills, resources and capabilities, and leads to sustainable outcomes. This test encourages us to use coaching approaches in our work with people seeking housing assistance (as opposed to case management) that is focused on deepening resilience and drawing on the talents and resources of all to support authentic collaboration.

Test 4: How you invest in people

Test 4 encourages us to consider how we 'invest' in people in ways that empower them to progress through experiences of 'surviving and coping' towards more sustainable, thriving livelihoods. Investments are not just about money, they include financial, human (time and connections), physical, program and partner resources.

This test is relevant to how the housing system and services allocate and manage their resources. That is, balancing investments to help people cope or manage risk, eg brokered emergency accommodation, with those geared to individual development, eg roles and activities focused on building people's access to resources, networks and opportunities. Test 4 embraces principles from the Sustainable Livelihoods Approach, where people are enabled to take up learning opportunities that support their growth and development, eg investing in skills development or working towards goals.

Test 5: How you believe in people

Test 5 looks at how we support people to build their aspirational thinking and the aspirations we hold for them. This includes having unconditional regard for people and a determined belief in their potential. It highlights the importance of distinguishing between someone's behaviour and their identity and encourages workers to maintain high expectations and aspirations for people seeking assistance.

Test 6: How you involve people

Test 6 looks at how we involve people as active agents in their lives and service experience. This includes drawing on individual experiences and insights to shape approaches, collaborate on solutions, and ensure authenticity and accountability. This test also applies to how we work with each other and within the service system in relation to all aspects of practice and service delivery.

Test 7: How you challenge people (yourself and others)

Test 7 builds on asset-based approaches by encouraging us to consider how beliefs, systems, policies and the distribution of power shapes our work. Rather than just providing asset-based services in response to problems, Advantaged Thinking encourages us to take action and influence those things that contribute to the problems, for example if people are struggling with their housing, health, education, employment or finances, consider how attitudes, systems, policies and services contribute to their problems in these areas. What opportunities exist to challenge any of these?

Use this checklist to reflect on how you can bring Advantaged Thinking to your practice.

Advantaged Thinking checklist

Test	In practice	Checklist
1 Talk about	<ul style="list-style-type: none"> ➤ Conscious use of words, imagery, titles and signage that reinforce positive identity, belief and wellbeing, for example, role titles such as connections and key development coaches instead of case managers and assessment workers. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Rather than using the term 'homeless people', refer to 'people experiencing homelessness'. 	<input type="radio"/>
2 Understand	<ul style="list-style-type: none"> ➤ Comprehensive assessment and engagement process that considers people's abilities, resources and potential, as well as the challenges they are experiencing. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Planning and goal-setting tools that support people to set and progress goals across the five life domains. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Data reporting that enables themes and issues to be captured, in addition to outcomes. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Localised data to better understand emerging themes and issues by region. 	<input type="radio"/>
3 Work with	<ul style="list-style-type: none"> ➤ Staff are supported and developed through positive person-centred supervision and management that enable them to enact Advantaged Thinking in their everyday practice. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Differentiated levels of support tailored to age, stage of life and circumstances. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Training and workforce development opportunities to build staff expertise in Advantaged Thinking and other aligned ways of working. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Organisational and service processes and procedures that reflect an Advantaged Thinking approach. 	<input type="radio"/>
4 Invest in	<ul style="list-style-type: none"> ➤ Personalised investments that are tailored for and by the individual, for example the use of flexible funds to access opportunities and resources that assist people in managing their challenges and progressing their goals. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Mobilise resources across the service system and community to maximise people's access to resources and opportunities. 	<input type="radio"/>
	<ul style="list-style-type: none"> ➤ Reciprocity, mutual responsibility and benefit is fostered through the deal. 	<input type="radio"/>

<h2>5</h2> <h3>Believe in</h3>	<ul style="list-style-type: none"> Intensive coaching and support by key development coaches to address housing challenges, build capabilities and progress people's aspirations. 	<input type="radio"/>
	<ul style="list-style-type: none"> Persistent and trusting professional relationships to provide support and coaching for success. 	<input type="radio"/>
	<ul style="list-style-type: none"> Supervision and peer support is used to safeguard staff belief levels, while leave days, external events and spaces for team reflection provide valuable opportunities to re-energise belief. 	<input type="radio"/>
<h2>6</h2> <h3>Involve</h3>	<ul style="list-style-type: none"> Assessment and support delivered in ways that encourage individual agency and control. 	<input type="radio"/>
	<ul style="list-style-type: none"> The Housing Connect portal empowers people to have a more active role in managing their own information. 	<input type="radio"/>
	<ul style="list-style-type: none"> The service and staff are responsive to people's views and feedback on the quality and effectiveness of the service. 	<input type="radio"/>
	<ul style="list-style-type: none"> Staff are skilled at working with people in ways that encourage and challenge them, while allowing space for the individual to be involved in, and shape their own support. 	<input type="radio"/>
	<ul style="list-style-type: none"> People are encouraged to engage in active co-design, collaboration, communication, peer support and service delivery opportunities. 	<input type="radio"/>
	<ul style="list-style-type: none"> There are ways to provide formal and informal feedback at an organisational and service level. 	<input type="radio"/>
	<ul style="list-style-type: none"> Mechanisms to capture and respond to user voices are established, resourced and maintained. 	<input type="radio"/>
<h2>7</h2> <h3>Challenge</h3>	<ul style="list-style-type: none"> Governance groups are in place with system-wide representation to mobilise networks, build system connections and support, and influence changes to policies and practice that could positively impact the lives of participants and the quality of their service. 	<input type="radio"/>
	<ul style="list-style-type: none"> Communities of practice support and build the capacity of Housing Connect practitioners and partners to reflect on and promote Advantaged Thinking in ways that challenge themselves and others. 	<input type="radio"/>
	<ul style="list-style-type: none"> Practice leads work with practitioners to bring the seven tests of Advantaged Thinking to life and keep them in the foreground of daily activities. They offer appropriate training and practice support to develop Advantaged Thinking insights and behaviours, and encourage reflection and action to advance Advantaged Thinking practice. 	<input type="radio"/>

Applying Advantaged Thinking in practice

Advantaged Thinking is embedded in all Housing Connect practices, processes, strategies and tools to ensure that we recognise, value and develop people's capabilities and talents to support them to thrive. Housing Connect practitioners from all organisations share the same philosophy for working with people at risk of or experiencing homelessness.

Advantaged Thinking underpins each of the core practices of Housing Connect: coaching, person-centred practice, trauma-informed practice and harnessing community effort.



Coaching

Coaching is a way of working with people that aims to build on their existing personal and social capabilities, while focusing on fostering their agency using evidence-informed tools and techniques. Coaching invests in people's talents and skills, as opposed to a focus on 'fixing' their perceived deficits.

Coaching provides skilled and targeted support, guidance, motivation and encouragement. Coaches source opportunities that are directly relevant to people's own needs and aspirations. Outcomes are important as coaches work with people to track achievements and measure progression towards identified goals. A coach adopts a peer-to-peer approach and seeks to equalise and share power with those they are coaching.

Coaching has clear objectives and goals. It is task-oriented and future focused. It is the coach's role:

- › to build a supportive, trusting and non-judgmental relationship
- › to focus on people's strengths, interests, and dreams, rather than trying to 'fix' their problems
- › to have high expectations of what people can be and what they can do
- › to create innovative opportunities to develop skills and create change.

Coaching does not replace specialist or crisis interventions. Counselling, mentoring and other support services should be accessed where appropriate, with coaches playing a role in connecting people with the supports they need.

Housing Connect practice tools have been designed to support the coaching relationship and to respond to immediate support needs for crisis situations.

Guiding principles for a coaching relationship are defined as follows:

- 1 Coaching uses Advantaged Thinking:**
Coaches bring positive, action-oriented and change-making attitudes to their work with people.
- 2 Coaching is relational:**
The coaching relationship is built on rapport using a peer-to-peer approach, mutuality, respect and sensitivity towards a person's development, history and situation.
- 3 Coaching is not counselling:**
The coach seeks external referrals or expertise where a person requires psychological or mental health support that is outside the role.
- 4 Coaching is solution-focused:**
Coaching sessions are based on the present and future. The person develops goals and takes actions that are linked to a positive future vision.
- 5 Coaching is dynamic:**
The type of coaching a person requires will change over time as they develop new skills and their capacity increases.
- 6 Coaching is community-connected:**
The coaching process is designed to support people to access and grow their agency through new opportunities, skills, knowledge and networks. The coach facilitates community connections.
- 7 Coaching is co-produced:**
Coaching requires an authentic commitment from the coach and the person. Both parties need to be actively engaged in the process.

Coaching techniques

Technique	What this looks like
Identifying strengths and talents	<ul style="list-style-type: none"> > Asking questions that draw out the person's strengths. > Communicating how the person's strengths can support their goals.
Active listening	<ul style="list-style-type: none"> > Using appropriate eye contact with the person. > Using positive body language, eg nodding. > Showing interest in what the person is saying. > Demonstrating genuine empathy.
Open-ended questioning	<ul style="list-style-type: none"> > Asking questions that open-up conversations. For example, 'What would you like to focus on today?'; 'What would an ideal outcome of this session be?'; 'How can we get there?'
Modeling positivity and hope	<ul style="list-style-type: none"> > Demonstrating sincere interest and excitement about a person's goals. > Holding a high belief in the person's potential and ability to achieve their goals, while being practical and realistic about the steps required to realise these goals.
Summarising, clarifying and affirming	<ul style="list-style-type: none"> > Using minimal encouragers that shows interest and attention, eg 'mmm', 'yes'. > Repeating back key points of the conversation to ensure you have understood. > Asking questions for clarification.
Making space for reflection through silence	<ul style="list-style-type: none"> > Allowing the person time and space to actively participate in the conversation. > Allowing the person to have thinking time to respond to questions. > Using 'deep listening' skills, eg eye contact, non-verbal feedback, open body language.
Creating a safe space, considering environmental factors	<ul style="list-style-type: none"> > Consideration about the best environment for a coaching conversation. > Ensuring a person feels safe and comfortable.
Timing and pacing	<ul style="list-style-type: none"> > Knowing when to press on, and when to pause. > Gauging if a person is comfortable responding to questions by observing their body language.

Outcomes focused

Housing Connect practitioners work with people to identify and achieve housing outcomes and respond to an immediate housing crisis.

A focus on current needs and capabilities is fundamental, and if appropriate support is provided early people can be diverted from a situation of crisis and instead deepen their skills and resilience.

Reflection on crisis situations, including causal factors and the steps taken to resolve the crisis, can support this growth.²

However, to support people to achieve their full potential it is also important that plans are oriented towards future goals and aspirations.

To do this work, a trusting, reliable and respectful relationship must be established. This allows the individual and the coach to understand each other's perspective and to discuss openly any challenges and events that are occurring in the person's life.³

Assertive advocacy

It is important in a coaching relationship to promote self-advocacy and to support people to make informed decisions about their future. This can also help avoid or reduce reliance on the service system. To ensure that an individual's access and rights are upheld, Housing Connect workers advocate for them in a way that is empowering and helps the person build skills, for example by:

- working with people so they can be active decision makers about their housing journey
- developing people's knowledge and skills about their rights, entitlements and responsibilities
- providing information so people can make informed choices and consider alternatives
- working collaboratively with people to explore options and possible outcomes that will enable them to lead the decision-making process
- advocating with and on behalf of people to achieve mutually beneficial solutions where possible
- using professional relationships and networks to achieve the best outcomes.

Advocacy should not diminish another person's voice. We need to be mindful that we encourage people to also

advocate for themselves. Deciding when and how to advocate for people is based on professional judgment about need, and an understanding of relevant cultural, social and family dynamics.

Person-centred practice

The best way to respond to a person's concerns and aspirations is to listen to their views.

Person-centred practice supports people to identify their needs, goals and aspirations and matches these with the supports and opportunities required to achieve them. This approach respects the individual's agency and shifts power and control from service providers to the individual. Involving the person in decision-making, and supporting their right to autonomy, develops their living skills and capacity to live independently.⁴

Seeing a person as an agent of change in their life does not mean ignoring structural factors that influence their opportunities, eg a challenging housing market, barriers to accessing resources, poverty or discrimination. Housing Connect staff recognise and attend to the interplay between personal and structural factors through their Advantaged Thinking practice and other avenues, including the Housing Connect communities of practice.

Housing Connect practitioners work in a person-centred way by ensuring tailored, flexible and timely responses to each person's circumstances. Staff are supported to work with individuals to find the right approach that will help them to move beyond their challenges, make progress and pursue opportunities.

Critical elements of a person-centred response include sustained reflective listening, learning and action, ensuring the person is at the centre of planning and can provide input on the delivery of the services they use. Their whole-of-life circumstances should be considered in the response, not just the challenges that directly affect their housing situation.

Being person-centred also means developing strong relationships built on trust. This might include designing the physical space to break down traditional power dynamics, ensuring that staff are aware of how language and processes can nurture or hinder relationships, or simply providing sufficient time for people to connect.

Understanding and responding to the needs of diverse communities

People experiencing or at risk of homelessness come from diverse backgrounds and have diverse experiences. However, some communities are more often affected by housing stress and homelessness than others. For example, people from Aboriginal and Torres Strait Islander backgrounds, people from cultural and linguistically diverse backgrounds, LGBTIQ+ people, people living with disability, or women and children who have experienced family violence are more likely to require Housing Connect services.

Good practice for all groups will begin with recognising people's strengths, resources and the supports they already have. Staff are also aware of, and sensitive to, the diverse cultural beliefs and practices that exist in our community.

Consider social inequalities such as racism, sexism, heterosexism, ableism and ageism and how they intersect and affect how people experience homelessness and their support requirements.

Good practice for all groups begins with recognising people's strengths, resources and the supports they already have. Staff are also aware of, and sensitive to, the diverse cultural beliefs and practices that exist in our community.

Trauma-informed practice

People experiencing homelessness are more likely to have multiple experiences of trauma.⁵ It is important that Housing Connect embeds trauma-informed practice across every aspect of service delivery. This includes how we perceive and interact with the people we work alongside, the delivery and type of services offered, and the physical environments where we deliver services.

Key elements of trauma-informed approaches include:

- **Trauma awareness:** Trauma-informed services view people's symptoms, behaviours and the various ways in which they choose to seek help through a trauma-informed lens. This approach is supported by staff training, consultation and supervision, with staff understanding that people are not defined by the trauma they have experienced. Trauma-informed practice means understanding the person and their experiences, challenges, gifts and strengths as a whole.
- **Safety and trust:** People who have experienced trauma can feel unsafe, and some are at ongoing risk of experiencing trauma, eg family violence. Trauma-informed services build physical and emotional safety both for the person using the service as well as the provider, as interpersonal trauma often involves boundary violations and abuse of power. Privacy, confidentiality and mutual respect should be maintained to develop an emotionally safe environment, and cultural differences and diversity, eg gender, ethnicity, sexuality, should be respected.⁶
- **Empowerment and choice:** In traumatic situations, people often experience a loss in confidence of their autonomy or control. As homelessness itself is disempowering, a trauma-informed approach is needed to emphasise the importance of choice and control. The individual strengths of people using the service are recognised, built on and nurtured, and their involvement sought in the design and evaluation of the service.

Harnessing community effort – connection to resources, networks and opportunities

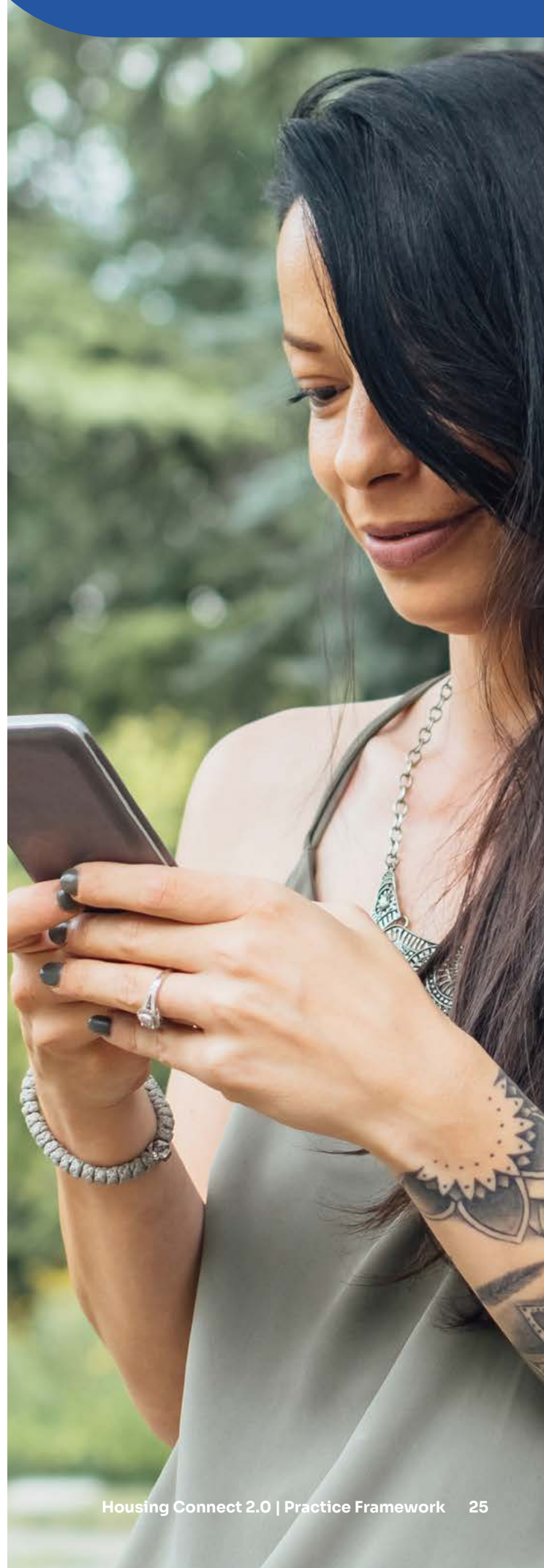
Housing Connect harnesses community effort to enhance housing system capacity, address people's needs and build their capabilities.

This involves connecting with community members and leveraging partnerships with businesses, services, governments and philanthropic organisations. These partnerships are to assist people access housing, and provide them with the opportunities, networks and resources they need to build sustainable lives.

This also values the expertise, desire to help and existing work occurring within the community.

The following core roles in Housing Connect enable this community-facing work.

- **Senior connections managers** are focused on developing and mobilising system-wide partnerships that can be leveraged by coaches in the three regions.
- **Connections coaches and key development coaches** are experts in developing, leveraging and mobilising community and broader service system resources, opportunities and networks to enhance the Housing Connect service response. Coaches have a good working knowledge of business, community services, education providers and personal networks, eg family, friends, and partners, available to connect a person in need of housing support. This connecting role both reduces duplication of effort within Housing Connect and harnesses the wider expertise and effort of our local communities.



A coaching toolkit

Experiential learning

Experiential learning is a process where individuals ‘learn by doing’ and by reflecting on the experience. It provides a supportive environment for people to engage with opportunities and builds their confidence to work through challenges and solve problems. By connecting people with hands-on experiences and opportunities, they are able to test and develop goals, explore their aspirations, and reflect on their capabilities.

The key principles of experiential learning include:

- › carefully choosing experiences with learning potential that provide opportunities for people to practice and deepen their skills, experience new situations that support growth, or learn from mistakes and successes
- › structuring experiences so they require the individual to take the initiative, make decisions and be accountable for the results
- › encouraging people to be actively engaged in asking questions, investigating, experimenting, being curious, solving problems, assuming responsibility, being creative and constructing meaning
- › developing and nurturing relationships with self, others, and with the wider community
- › ensuring that no matter a person’s goal or the life domain in focus, the underlying principle of engagement and hands-on learning guides each activity.

This work involves connecting with a range of community members, and leveraging key partnerships across local communities, businesses, services, government and philanthropic organisations to help people access housing, and provide them with the real-world opportunities, networks and resources they need to build sustainable livelihoods.

Group work

There is broad literature demonstrating the effectiveness of group work in a range of settings and fields, including homelessness, mental health and parenting.⁷

Well-conducted group work helps participants to share experiences and learnings, and to understand they are not alone in their challenges. In doing so, opportunities for learning new skills and confidence are created.

There is a diverse range of opportunities for group work, including educational, recreational, therapeutic, parenting and self-help. Connections coaches and key development coaches can link people with these so they can extend their networks in the local community, build their skills and nurture positive relationships.

Peer support

People who experience homelessness often also experience social exclusion, relationship breakdown, and loss of contact with support services. Therefore, being able to establish and maintain healthy and rewarding relationships is integral to their pathway.

Peer support refers to a process where people provide support to others based on shared lived experience. Peer support can be informal, involving ad hoc care and encouragement from one person to another, or formal with peers trained to offer support in a more structured way.

In relation to homelessness, peer support helps people to build trust, feel heard and understood, and to have hope that exiting homelessness is possible.

Formal peer worker roles should be well defined and valued, and they should be given the resources and training to succeed. Formal supports, such as regular supervision and access to professional development opportunities, can help ensure that peer workers are adequately supported and can maintain their wellbeing while performing their duties.

Group work in action: Men’s Sheds

Men’s Sheds provide a safe and supportive outlet to meet, form friendships, learn and share skills, seek support and advice regarding health and wellbeing issues, and participate in projects that benefit the broader community.

As social spaces, Men’s Sheds are an ideal place for collaborative learning. In addition to learning trade skills, Men’s Sheds can foster a broad spectrum of interpersonal and social skills, such as communication, conflict resolution and problem solving.



Life course approach

Tailoring Housing Connect practice

The life course approach provides a multi-dimensional way of understanding human development and capability. It recognises that people are shaped by their cultural and historical context as well as by their stage of life.

Housing Connect is structured around four key life stages: young people, families with or without children, single adults, and older people. Challenges that relate to someone's individual circumstances, eg mental health, family violence, exiting institutional settings, are addressed through tailored, person-centred practice.

Sustainable Livelihoods Approach

Guiding the service-level response of Housing Connect

The Sustainable Livelihoods Approach⁸ is used to guide the service response in Housing Connect. The Sustainable Livelihoods Ladder (next page) identifies four levels: surviving, coping, building, thriving.

These levels help us respond to people seeking housing assistance. The Sustainable Livelihoods Approach helps people reflect on their current situation and to consider the capabilities, resources and networks they require to access and maintain appropriate, safe and secure housing. This guides the service response by directing coaches to harness meaningful resources and opportunities that support people to thrive.

Connections to housing, employment, health and education are all important stepping stones for people's progression. Readiness to take advantage of each of these depends upon other factors such as confidence, networks, skills, and the ability or capacity to learn. Coaches work with people 'where they are at', acknowledging their existing strengths, choices and insights, and involving them in developing their talents and assets.

Tier	Capabilities	Impact
High support tier surviving	<ul style="list-style-type: none"> › System dependent livelihood. › Day-to-day sustainability. 	<ul style="list-style-type: none"> › Everything is a struggle. › A life defined by deficit. › Inadequate resources and supports. › Focus on the past and present – not planning for or imagining a future that is different. › Requiring immediate support.
Medium support tier coping	<ul style="list-style-type: none"> › Semi-dependent livelihood. › Short-term sustainability. › Managing problems. 	<ul style="list-style-type: none"> › Things are OK, but unlikely to get much better in the future. › A life limited by deficit. › Precarious resources and supports. › Focus on the past and present – not planning or imagining a future that is different.
Low support tier building	<ul style="list-style-type: none"> › Semi-autonomous livelihood. › Mid-term sustainability. › Overcoming challenges and focusing on positives and capabilities. 	<ul style="list-style-type: none"> › Things are gradually beginning to improve. › A life moving from deficit to asset. › Access to resources and supports. › Focus on the present and future. › Planning for and imagining a future that is different to the life they have at present.
Beyond service support		
thriving	<ul style="list-style-type: none"> › Autonomous livelihood. › Long-term sustainability. › Focus on positives, talents and capabilities. › Connected independence. 	<ul style="list-style-type: none"> › The individual is in a strong situation and can recover from shock. › A life defined by asset. › Well-established resources and support systems developed. › Independent yet connected adults. › Focus on the present and especially the future. › Imagining and planning for a future that is fulfilling and sustainable.

Five key life domains

To make genuine and lasting change in the lives of the people we work with, Housing Connect coaches work across the range of life domains. These include:



Housing and living

Safe and stable housing is the foundation for people to thrive and be self-sufficient.

Services work to help people find and keep a home understanding that a home is more than shelter but also has benefits for their health, wellbeing, educational and employment outcomes and financial security.



Education and learning

Education gives people the knowledge and skills they need to make meaningful connections, raise self-esteem, foster a sense of purpose and create opportunities for employment and income.

Learning is acquired in a range of settings, and there are many opportunities for informal education and life-long learning for people of all ages and abilities.



Employment and income

We help people to build a sustainable pathway to employment by connecting them with employment services and opportunities that are consistent with their age, developmental stage and experience of work.

They are also connected to any income support entitlements for which they are eligible.



Health and wellbeing

Positive health and wellbeing is essential for people to achieve their goals. This includes good physical, emotional and mental health and wellbeing, as well as stable relationships.

People are supported to connect to relevant health and wellbeing resources and services, and to take up opportunities to develop and practise the skills needed for healthy and sustainable lives.



Social and community connections

Social and community connections are an integral part of support as it builds a sense of self and connection to others, which in turn supports people's housing, health and overall wellbeing.

People are supported to build relationships within their community and, where possible, to reconnect with family and culture. They are also encouraged to pursue a range of opportunities such as volunteering, as well as interest-based activities.



The use of these life domains together creates a holistic and flexible framework for people accessing Housing Connect to engage and progress their goals and access opportunities.



Intentional partnerships and collaboration are also required across Tasmanian Government agencies, organisations and the broader community to deliver a systemic response that builds capability and opportunities for people experiencing homelessness and housing stress to thrive.

'System leads' for each of the life domains retain their leadership and accountability for delivery and outcomes across their relevant domain (see the following tables). Housing Connect workers play a critical advocacy role in connecting, referring, and developing and sustaining relationships with the system leads of the non-housing domains at a community, regional and statewide level.

The life domains help people to think about, set goals for, and engage with opportunities to suit their stage of life and circumstances. There are significant interrelationships between the life domains, and they cannot be examined in isolation from another. For example, an individual may require specialist counselling before re-engaging with the workforce, which will have implications on their income and possibly limit their opportunities to secure suitable housing.

The following tables show how the life domains, Sustainable Livelihoods Approach and Housing Connect intersect. Descriptors are listed against each domain to help illustrate what they might look like in practice. This might change over time and Housing Connect service providers are encouraged to contribute to and develop these descriptors as time goes on.

Life domain	System lead/s	Looks like...	Sustainable livelihood indicators	Housing Connect activities (direct delivery or connect to)
 <p>Housing and living</p>	<p>Homes Tasmania Housing Connect</p>	<p>Having a safe, stable home environment.</p>	<p>Surviving</p> <ul style="list-style-type: none"> ➤ Unstable housing/at risk of or experiencing homelessness. ➤ Not actively engaging in planning for accessing housing. ➤ Limited independent living skills. <hr/> <p>Coping</p> <ul style="list-style-type: none"> ➤ Unstable/insecure housing. ➤ Contemplating housing options but no clear plan. ➤ Moderate independent living skills. <hr/> <p>Building</p> <ul style="list-style-type: none"> ➤ Stable housing options. ➤ Motivated to live independently and enjoy gaining more control. ➤ Good budgeting, cooking, personal care and household management skills. <hr/> <p>Thriving</p> <ul style="list-style-type: none"> ➤ Well-developed and sustained independent living skills. ➤ In stable and sustainable housing. 	<ul style="list-style-type: none"> ➤ Knowledge of different types of housing options. ➤ Facilitating access to safe, appropriate and affordable housing. ➤ Home adaptations and modifications where required. ➤ Budgeting, cooking and household management skills.
 <p>Education and learning</p>	<p>Department for Education, Children and Young People (DECYP)</p> <p>Department of State Growth (Skills Tasmania)</p>	<p>Engaging in education and/ or accredited/ non-accredited training.</p> <p>Having literacy and numeracy skills appropriate to capacity.</p>	<p>Surviving</p> <ul style="list-style-type: none"> ➤ Incomplete schooling. ➤ Not engaged or motivated to engage in education or training. <hr/> <p>Coping</p> <ul style="list-style-type: none"> ➤ Not engaged in education or training. <hr/> <p>Building</p> <ul style="list-style-type: none"> ➤ Moderate level of educational attainment. ➤ Engaged with education or training and is exploring future opportunities. <hr/> <p>Thriving</p> <ul style="list-style-type: none"> ➤ Moderate to high level of educational attainment. ➤ Actively engaged in education and training. 	<ul style="list-style-type: none"> ➤ Training programs to develop job readiness and skills to identify, secure and retain a job. ➤ Support enrolling in formal education as well as non-accredited learning opportunities. ➤ Access to career and educational pathway guidance.

Life domain	System lead/s	Looks like...	Sustainable livelihood indicators	Housing Connect activities (direct delivery or connect to)
 <p>Employment and income</p>	<p>Department of State Growth (Jobs Tasmania)</p>	<p>Having meaningful career goals and aspirations and plans to achieve them.</p>	<p>Surviving > Not engaged in or motivated towards employment/income.</p> <p>Coping > Not engaged in employment or volunteering. > Not actively considering employment or volunteering but not opposed to it.</p> <p>Building > Has previously held paid employment or currently has a job or volunteer position, and/or is exploring future options.</p> <p>Thriving > Currently has a job or volunteer position and is open to exploring future options to build security and income.</p>	<p>> Strengthen networks and community connections to facilitate employment outcomes.</p> <p>> Facilitate access to work experience, work tasters and employment opportunities.</p> <p>> Facilitate access to ongoing employment and advancement opportunities.</p> <p>> Money management (eg financial counselling).</p> <p>> Connection to social security entitlements.</p>
 <p>Health and wellbeing</p>	<p>Department of Health</p>	<p>Managing own health needs.</p> <p>Having access to appropriate health and care services.</p> <p>Having a positive sense of self-identity and self-esteem.</p>	<p>Surviving > Unmanaged mental health challenges and/or challenges with alcohol and other drugs. > Multiple physical health challenges. > Reluctant to engage in health and wellbeing services.</p> <p>Coping > Some mental health management strategies in place. > Some physical health management strategies in place. > Infrequent engagement with health and wellbeing services or activities.</p> <p>Building > Mental health management strategies in place. > Physical health management strategies in place. > Regularly engaged with health and wellbeing services or activities.</p> <p>Thriving > Mental health management strategies in place when needed. > Physical health management strategies in place when needed. > Regularly engaged with health and wellbeing services or activities.</p>	<p>> Facilitate access to a range of health and wellbeing opportunities, including access to group work programs, one-on-one coaching, information sessions, inspirational talks and referral to specialist services.</p> <p>> Exercise and fitness.</p> <p>> Therapeutic and social groups.</p> <p>> Behavioural change workshops.</p> <p>> Alcohol and other drug support.</p> <p>> Mental health support.</p>

Life domain	System lead/s	Looks like...	Sustainable livelihood indicators	Housing Connect activities (direct delivery or connect to)
 <p>Social and community connections</p>	<p>Department for Education, Children and Young People (Child Safety)</p> <p>Department of Premier and Cabinet (Community Services)</p>	<p>Having positive, trusted relationships.</p> <p>Actively engaging with peers and community groups.</p> <p>Having a sense of belonging and value.</p> <p>Taking part in organised activities, such as sport or art.</p> <p>Engaging with broad social networks.</p>	<p>Surviving</p> <ul style="list-style-type: none"> > Few positive relationships with family or other personal support. > Not motivated to get involved in community. > Not motivated to take up opportunities. <hr/> <p>Coping</p> <ul style="list-style-type: none"> > Some personal support structures in place (friends, family, partner). > Some motivation to get involved in community activities/opportunities. > Open to taking up opportunities. <hr/> <p>Building</p> <ul style="list-style-type: none"> > Have secure relationships (friends/partner/family). > Community connections. > Feeling confident about taking up opportunities. <hr/> <p>Thriving</p> <ul style="list-style-type: none"> > Has sustained secure relationships (friends/partner/family). > Actively taking up opportunities. 	<ul style="list-style-type: none"> > Family counselling, family mediation or reunification services. > Connection to cultural and other social groups.

Housing Connect staff work with people ‘where they are at’ using the life domains as a ‘lens’ to create a supportive environment to maximise the capabilities that will enable them to thrive. The next section explores the application of the life course approach and life domains in Housing Connect.



Young people

Housing Connect identifies people aged between 16–24 years as young people. However, children and adolescents aged 12–15 are in view for the Practice Framework, noting Child Safety holds primary accountability for this group.

In response to the varying needs of children and young people within this life stage, tailored housing and support responses are guided by age ranges. These ranges may influence the service and support options available to young people working with Housing Connect:

- > children aged 12–15*
- > young people aged 16–17
- > young people aged 18–24.

** While Housing Connect does not hold primary responsibility for this group, Housing Connect staff work closely with supports and services offered by other government departments, such as the Department for Children and Young People (DECYP).*

These age ranges have different legal requirements around guardianship and income support payments.

Young people experiencing homelessness

Key drivers of youth homelessness include family violence, trauma and transitions from out-of-home care.^{9,10}

How young people's experiences of homelessness differs

Young people experience homelessness differently to other life course groups because they are more likely:

- to have experienced difficulties with home life, with an 'in and out phase' where they move away from the family home to escape problems
- to be financially, socially and otherwise dependent on adult care
- to be experiencing key physical, cognitive, social and emotional developmental stages. This can bring opportunities for positive development, or risks if not effectively supported
- to have fewer personal, social and life skills to support independent living
- to have experienced couch surfing, overcrowding, or other forms of insecure housing. May not recognise their own homelessness and support needs¹¹
- to seek, access and respond to services differently from other people experiencing homelessness.

What enables young people to thrive?

Young adulthood is a critical period in a person's life. Young people can experience rapid physical, social and emotional changes. For many, these changes occur while they are also making the transition to independence, finishing school, pursuing further training and education, entering the workforce and/or forming new relationships.

The needs of young people extend beyond access to safe, affordable and high-quality housing with a youth-specific housing response that supports them to develop socially and emotionally while also promoting life skills.

Young people have other needs in relation to community participation, including accessing age-appropriate activities and connections. These might include:

- **social and community-based activities**
eg sporting activities, school camps, volunteering and positive relationships with adults
- **independence building activities**
eg starting employment, learning to cook, getting a driver's licence, and establishing and maintaining good mental health
- **learning opportunities**
eg financial literacy, health literacy, sexuality and healthy relationships development, knowledge of the legal system, and leadership development.¹²

The unique challenges for young people experiencing homelessness necessitates a tailored, contextually appropriate intervention.¹³

The following section describes some of the key considerations needed for working with young people.

Education and learning

There is a strong correlation between leaving school early and ongoing socio-economic disadvantage, low literacy and numeracy skills, unemployment, and homelessness.

Maintaining engagement with education can benefit young people on numerous levels: with a sense of self and belonging, the opportunity to connect with peers and adult mentors, testing out interests and talents, and building social connections.¹⁴ Ongoing engagement with education can be a stabilising force that has lifelong benefits across the key life domains.

Employment and income

Education and training are critically important for building young people's pathways out of homelessness. Housing Connect focuses on promoting continued engagement in education and training for young people to prevent long-term homelessness.

Youth2Independence (Y2I) program

Y2I draws on the Education First Youth Foyer model, which provides transitional housing integrated with education and training. In collaboration with TasTAFE, teachers are based on-site to deliver the Certificate I in Developing Independence, the aim of which is to help young people to identify their skills and articulate their goals and aspirations.

Social and community connections

When young people are disconnected from relationships with family, friends and their community, they face barriers to transitioning into adulthood in a secure and supported way.

The literature shows that family conflict and breakdown are significant risk factors for young people experiencing homelessness. To provide them with effective assistance, services must consider the relationship that each young person has with their family.

Reconnect

Reconnect is an Australian Government-funded program available for young Tasmanians as an early intervention service to help them reconcile and work through issues with their family. The program includes counselling, mediation and practical support. Reconnect delivers significant positive outcomes for young people and their families, particularly in terms of housing stability and family reconciliation.

Family-based interventions before young people become chronically homeless are more likely to divert them from future homelessness and welfare dependency.¹⁵

The longer that young people stay in a situation of homelessness, the higher the risk they will continue to experience it over the course of their life.¹⁶

Being connected to family can help prevent a cycle of dependency, while also meeting basic human needs relating to identity, sense of self, belonging and cultural connection. Likewise, positive connections with peers and community structures, such as schools, social groups and churches, increase young people's wellbeing and resilience. It is the role of Housing Connect key development coaches and connections coaches to enhance these connections with young people.

By focusing on connecting young people with family or personal networks where appropriate, we also help ensure that social and transitional housing is reserved for those who cannot remain at home.

Youth ARC

Central to the City of Hobart's engagement with young people is Youth ARC (Arts and Recreation Centre), a 'safe, fun, and engaging space for all young people aged 12–25 years old'. Youth ARC hosts social and creative activities and events, such as dance, music, photography, film and cooking workshops, youth craft markets, and exhibitions, among many others. Facilities include an art studio and gallery, music studio, kitchen, versatile recreation space, a performance stage and more. Importantly, it offers a safe and fun space where young people can connect with their peers.

Health and wellbeing

The foundations of health and wellbeing are built at this time. A large proportion of young people who experience homelessness also experience mental health challenges. It is important that we provide early and ongoing health and wellbeing supports even after a young person has secured safe and stable housing.

Mental health challenges can impact young people's education pathways, workforce participation and future wellbeing. Conversely, participation in the workforce can have protective factors for mental health as it may provide a sense of purpose, personal achievement and increased social connections.¹⁷ Other protective factors for youth mental health include resilience, physical activity, internet access and diet.¹⁸

Child and Adolescent Mental Health Services

CAMHS is a free statewide service provided by the Tasmanian Health Service. The multidisciplinary service team offers assessment, education and treatment services for a range of mental health challenges and works closely with families to provide support and specialist treatment to expectant mothers, infants, children and young people up to 18 years.



Housing and living

Safe and stable housing appropriate to age, stage of life and circumstances is crucial for young people to thrive and achieve self-sufficiency. Stable housing results in reduced stress and anxiety, an improved sense of belonging and community engagement, and the ability to thrive in other life domains. A young person who is constantly worried about whether they will have a roof over their head will find it increasingly difficult to progress their education or seek meaningful employment.

Moreover, many young people experiencing homelessness have not yet developed the foundational living skills required to access and sustain a stable living situation.

Housing and living skills programs support young people to develop these skills for themselves, so they can maintain independent living.

Housing and living interventions for young people might include the provision of transitional housing or skill development to manage tenancies. In Tasmania, there are crisis accommodation and supported accommodation facilities dedicated for young people.

It is the intention that these housing interventions, alongside other non-housing supports, will enable young people to access stable, secure and affordable housing and sustain their tenancy in the longer term.

Youth2Independence Homes

Y2I Homes helps young people who are at risk of homelessness – including those exiting shelters, statutory care or youth detention – through 20 modular (cluster) homes and 10 larger public housing (share) properties.

Cluster homes provide five one-bedroom units for young people at each site along with a manager's unit. There are four sites: in Burnie, Devonport, Launceston and Hobart. Share homes (consisting of at least three bedrooms) are also available in each region.

Cluster homes are designed for young people who need 24/7 support from an on-site manager. Share homes are provided with outreach support and are for young people who are more independent.

Mapping key considerations and examples for working with young people

Life domain	Key life-stage considerations	Community-based networks, opportunities and resources*	Service-based networks, opportunities and resources*
 <p>Housing and living</p>	<ul style="list-style-type: none"> > Rental support > Shared accommodation > Transitional housing > Skill development to manage tenancies > Foundational living skills 	<ul style="list-style-type: none"> > Aboriginal Community Controlled Organisations > Migrant Resource Centre > Multicultural Council of Tasmania > Neighbourhood Houses > Orange Sky Laundry > Gran's Van 	<ul style="list-style-type: none"> > Youth2Independence (Y2I) supported accommodation program > Small Steps > Anglicare Tasmania financial counselling service > Youth shelters > Colony 47 student accommodation > Northern Youth Accommodation Coalition transitional housing properties > Young Mums 'n' Bubs
 <p>Education and learning</p>	<ul style="list-style-type: none"> > Support with school enrollment > Transport and basics including uniform, shoes and bags > Engagement with education or training 	<ul style="list-style-type: none"> > School and college-based social workers > Youth VET coordinators > TasTAFE 	<ul style="list-style-type: none"> > Flexible learning options > Y2I supported accommodation program > Reconnect – Colony 47 > Let's Get Together > Multicultural Youth Tasmania Drop-in
 <p>Employment and income</p>	<ul style="list-style-type: none"> > Pathways to employment > Employment opportunities 	<ul style="list-style-type: none"> > School and college-based careers guidance > The Troublesmiths > Build Up Tassie > Working It Out 	<ul style="list-style-type: none"> > Job hubs > Transition to work providers > Impact Communities > Mad Wheels Youth > Disability Employment services by Wise > Wellways Child, Youth and Family Engagement program
 <p>Health and wellbeing</p>	<ul style="list-style-type: none"> > Health literacy > Strong connections to mental and physical health services 	<ul style="list-style-type: none"> > Reconnect Tasmania > YMCA > Gym membership > Neighbourhood pharmacy > Local sport clubs > Neighbourhood Houses > Working It Out 	<ul style="list-style-type: none"> > Allied health services > Headspace > Child and Adolescent Mental Health Services > SPEAK UP! Stay ChatTY > Kids in Focus > Pulse Youth Health Support
 <p>Social and community connections</p>	<ul style="list-style-type: none"> > Family-based interventions > Positive connections with peers and community structures > A sense of belonging and positive identity 	<ul style="list-style-type: none"> > Mentoring, peer-mentoring and buddy programs > Local sport clubs > Local arts and music 	<ul style="list-style-type: none"> > Reconnect workers/family mediation > Men's Sheds > Youth ARC > Youth Beat > The Mish Youth Centre > Pathway Home



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Families

Families include couples, couples with children, single parents with children, blended and multi-generational family groups, and people living together due to foster and kinship care.

Families experiencing homelessness

In recent years there has been a disproportionate increase in the number of families experiencing homelessness in Australia.

“Census and service use data show that in the last few years there has been a disproportionate increase in the number of families who are homeless. This has been led by rising numbers made homeless due to experiencing domestic and family violence, poverty, and a lack of affordable and suitable accommodation.¹⁹”

Families escaping violence can be under-reported in official homelessness service statistics as they do not always seek assistance from service providers. They are more likely to live temporarily with friends, family or former partners in overcrowded homes.²⁰

How do families experience homelessness differently to other life course groups?

The experience of homelessness differs for families compared with other groups. Key issues that affect families at risk of or experiencing homelessness include the following.

- In 2021–22, more than one-third (35.7 per cent) of all people seeking support in Tasmania had experienced family violence.²¹ Women and children escaping family violence often have support needs related to trauma, safety and contact with the criminal justice system or Family Court.
- Some families experiencing homelessness sleep in cars or tents but most, if they can, stay with friends and family, often in overcrowded conditions.²²
- Family cohesion and flexibility can support the resilience and strength of those at risk of homelessness.²³
- Strict eligibility and gender criteria of some homelessness services can separate family members, including young parents, older or male accompanying children,²⁴ and heterosexual couples.²⁵
- Families often have multiple support needs related to socioeconomic disadvantage, disability, experiences of trauma, debt, and other social and financial adversity.²⁶

What enables families to thrive?

It is important to remember that the stress and trauma of homelessness affects the individual family members and the family unit as a whole.²⁷ The unique challenges for families experiencing homelessness necessitate a tailored intervention. The following section describes the key considerations for working with families.

Social and community connections

Positive social connections represent a crucial pathway to positive outcomes for families. They offer essential support, such as being there for emergency childcare or providing transport to appointments, while also addressing emotional needs. Research has demonstrated the positive impact of these social connections on individuals' health, wellbeing, and their ability to secure employment.

Social connections for parents

Both formal and informal social connections play a pivotal role for families experiencing homelessness. Families in homelessness often experience prolonged periods of upheaval and instability. They may have undergone multiple relocations or endured months in temporary housing arrangements, such as staying with friends or family, in shelters, or on the streets. This instability affects the family's capacity to establish enduring social connections. Without this social capital and positive community-based relationships, it becomes more challenging for families to transition out of homelessness.

Stress and social isolation can undermine parents' physical and emotional health and capacity for positive parenting. Social networks that are characterised by supportive and caring relationships can encourage healthy parenting and promote better outcomes for children.

It is important, therefore, that homelessness services help parents 'repair relationships and maintain productive roles in the community'.²⁸

Social connections for children

Learning to develop, manage and maintain relationships is an important developmental task for children and young people. Research shows that psychological health is supported when young people feel close and attached to at least one caring adult.²⁹

Similarly, relationships with peers help young people to develop their sense of self. Through their friendships, children and young people develop social and emotional skills, increase their sense of belonging, and decrease their feelings of stress and isolation. It is important that children and young people have access to supportive peers, networks and positive role models.

Health and wellbeing

Homelessness and housing instability can negatively impact childhood and adolescent development.³⁰ Children who are homeless experience four times the rates of developmental delays as other children and are three times as likely to experience emotional or behavioural problems. They are twice as likely to experience learning disabilities. This highlights the importance of focusing on the developmental needs of children and improving parents' skills in supporting their children's development. Connecting families to parent education, parent-child activities, and other community resources designed to support parenting will support the child and family unit to thrive.



Child and Family Learning Centres

Tasmanian Child and Family Learning Centres aim to improve the health and wellbeing, education and care of Tasmania's children under 5 years of age by supporting families and improving access to quality services in the local community. They provide a single point of entry in the community to a range of early childhood services, including universal, targeted and specialist approaches that offer support for children and/or their parents. The range of services offered spans education, health, children and youth, and community development – all delivered by a mix of government and non-government organisations and community groups.

Moreover, factors associated with homelessness, such as alcohol and other drug use, difficulty accessing resources, instability, and family violence, affect children and young people's development, mental health and overall wellbeing.³¹ For parents and children escaping family violence, secure, stable housing is critical to promoting their safety and wellbeing.

In addition to mental health and alcohol and drug treatment services for parents, consideration should also be given to mainstream universal community resources and networks that support health and wellbeing, such as accessible parenting groups, neighbourhood houses, community centres and Child and Family Learning Centres.

Housing and living

Emergency accommodation may be the first response in a crisis, but a stable home in a suitable location will help families to deliver the best outcomes, including security and connections to meet their needs for employment and education. It is also important that families and children can access public health and early childhood services, schools and other supports.

Housing stability also enables children to attend school more consistently. Several studies show that, on average, students who remain in the same home or in the same community over time perform better academically and experience less stress related to frequent moves and disrupted relationships.³²

Rapid Rehousing

Rapid Rehousing provides supported transitional accommodation (leases up to 12 months) with subsidised rent for people who become homeless due to family violence. It is designed to help vulnerable people access safe and affordable housing while they transition to independent living. Rapid Rehousing is delivered via a partnership between Homes Tasmania, Centacare Evolve Housing and Housing Connect.



Employment and income

Helping parents find employment can help the family on several levels, including being able to afford basic necessities, eg healthy food, a safe place to live.

For some families, seeking employment is made more difficult or impossible by childcare responsibilities. Nonetheless, for those who are able to work, stable, secure employment with family-friendly working arrangements and sufficient working hours can reduce stress and enable more effective parenting practices. Connection to government employment services, as well as community employment resources such as the Tasmanian Regional Jobs Hubs, enables parents to take up local training and employment opportunities.



Area Connect program



Through the Regional Jobs Hub Network, Tasmanians are provided with dedicated, local employment support services to increase workforce participation in regional areas. Area Connect provides flexible transport to serve smaller and more remote communities in Tasmania where mainstream public transport is not readily available. Area Connect can assist people without private transport and/or with poor access to public transport to and from work or training. The program also connects people to existing public transport from an agreed pick-up point.

Education and learning

For some families, connection to an education or learning pathway will be key to preparing them for employment opportunities, while also supporting their skills and aspirations. Transport assistance can be an essential employment support that enables people without private transport to access opportunities.

Mapping key considerations and examples for working with families

Life domain	Key life-stage considerations	Community-based networks, opportunities and resources*	Service-based networks, opportunities and resources*
Examples			
 <p>Housing and living</p>	<ul style="list-style-type: none"> > Family and housing support in case of relationship breakdown > Proximity to schools > Inclusive accommodation for families experiencing family violence > Secure tenure in the private rental market > Family-specific living skills > Accommodating pets 	<ul style="list-style-type: none"> > Aboriginal Community Controlled Organisations > Migrant Resource Centre > Multicultural Council of Tasmania > Neighbourhood Houses 	<ul style="list-style-type: none"> > Anglicare Tasmania Financial Counselling Service > Rapid Rehousing properties > Private rental agents/body > Young Mums 'n' Bubs > Tenants' Union of Tasmania
 <p>Education and learning</p>	<ul style="list-style-type: none"> > Maintenance of children's connection to early childhood education or school > Adult family members can access skills-building activities 	<ul style="list-style-type: none"> > Child and Family Learning Centres > Neighbourhood Houses > Libraries > Schools and kindergartens 	<ul style="list-style-type: none"> > Flexible learning options > TasTAFE > Family and Schools Together > B4 Early Years Coalition > Home Interaction Program for Parents and Youngsters
 <p>Employment and income</p>	<ul style="list-style-type: none"> > Connection to income support, employment service providers > Flexible work arrangements > Access to childcare > Volunteering opportunities > Access to public transport > Financial planning advice 	<ul style="list-style-type: none"> > Neighbourhood Houses > Tasmanian Regional Jobs Hubs 	<ul style="list-style-type: none"> > ParentsNext > JobActive > Mas National

Life domain	Key life-stage considerations	Community-based networks, opportunities and resources*	Service-based networks, opportunities and resources*
 <p>Health and wellbeing</p>	<ul style="list-style-type: none"> > Safety from family violence > Specialist referrals and supports for children and parents > Health literacy 	<ul style="list-style-type: none"> > Aboriginal Community Controlled Organisations > Community Health Centres > Migrant Resource Centre > Neighbourhood pharmacy > Local sport clubs, arts and music > Working It Out 	<ul style="list-style-type: none"> > Alcohol and Other Drugs services > Mental health services > Child and Adolescent Mental Health Services > Gym membership > Family violence services > Kids in Focus > Early support for Parents
 <p>Social and community connections</p>	<ul style="list-style-type: none"> > Connection to trusted family, friends and community > Avoiding family separation where possible > Reunification in cases of involvement with child protection system 	<ul style="list-style-type: none"> > Child and Family Learning Centres > Playgroups > Parenting groups 	<ul style="list-style-type: none"> > Reconnect workers/family mediation > Support for Women and Girls in Sport > Community Kinship Program (Baptcare)



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Single adults

In Housing Connect, single adults are those aged 25-65 years, except for those who are prematurely aged 50-plus.³³ Single adults experiencing homelessness who are attached to the labour market may predominantly need connection to support services. Others who have experienced long-term and intergenerational poverty, disadvantage, and often abuse and neglect require more foundational work to build social connections, in addition to referrals to services.

Single adults in Tasmania

The household type projected to grow the most in Australia is people living alone. In 2020–21, Tasmania had the highest proportion of clients of Specialist Homelessness Services living alone (45 per cent) compared to the national rate (32 per cent).³⁴

Single adults face increasing difficulty finding and maintaining stable, independent housing. Reliance on one income makes affordability challenges more acute.³⁵ This makes it particularly difficult to buy a home and pushes people into the private rental market.³⁶

Housing pathways may be disrupted by critical life events or transitions, including:

- > household dissolution due to separation, divorce or family violence³⁷
- > transitioning out of institutions, including the criminal justice system, mental health facilities or frequent or extended stays in hospital³⁸
- > an injury, accident or health-related event³⁹
- > alcohol and other drug-related challenges.

When needs are not attended to during critical events or transition, single adults can experience housing instability.⁴⁰

What enables single adults to thrive?

Employment and income

People who become homeless are more likely to disengage with education, training and employment. Employment is key to establishing and maintaining economic independence and is a fundamental pathway out of homelessness. Research consistently shows that people who are experiencing homelessness want to work, and many pursue and take up employment opportunities with success.⁴¹ Homelessness combined with other obstacles, including physical or mental health barriers or transitioning out of institutions, can make entering or re-entering the workforce extremely challenging.

Adults who find secure employment can increase their income, reduce their reliance on income support, increase their skills and abilities, and improve their life satisfaction and health and wellbeing.

The support that Housing Connect provides must be directed towards creating opportunities that help to build a new future through employment support, training and skill development activities. What is possible will be different for each person but an Advantaged Thinking approach that builds on existing capabilities and interests of the individual is key.

Housing and living

Housing is the foundation for positive connection, participation and social inclusion, but for these benefits to be felt the housing needs to be appropriate, ie safe, in good repair, close to community infrastructure and not overcrowded.

Social connections

People who experience homelessness are particularly susceptible to social isolation and loneliness. A recent study found that they “experienced rejection from the non-homeless: the loss of critical network

members, including rejection from family and a lack of companionship, and low quality and precarious relationships within the homeless community”.⁴²

Housing Connect works to support people to strengthen their social networks and find employment because they are protective factors against homelessness.

Pets can also provide great comfort and are often very important for people experiencing loneliness as well as homelessness. Pets have been described as ‘life-changers and lifesavers’, preventing people from falling into risky behaviours.⁴³ However, they can also present a barrier to securing housing for people experiencing homelessness, especially those sleeping rough.⁴⁴

Health and wellbeing

Housing insecurity and homelessness can lead to a variety of physical deprivations relating to a lack of shelter, physical safety or access to suitable hygiene and health services.




Recent studies have shown that people who are homeless experience significantly higher rates of disability, mental health challenges and chronic illness than the general population. This is intensified for single adults who have experienced repeated and long-term homelessness.



Health and wellbeing challenges related to homelessness include:

- > poor oral health
- > trauma, violence and injury
- > mental illness
- > suicide
- > smoking, drug and alcohol use
- > chronic disease
- > poor diet.⁴⁵

People experiencing homelessness also face multiple barriers accessing health care. They may avoid seeking medical assistance due to stigma and discrimination, health literacy barriers or reduced opportunities to develop trusting relationships with health professionals.

Mapping key considerations and examples for working with single adults

Life domain	Key life-stage considerations	Community-based networks, opportunities and resources*	Service-based networks, opportunities and resources*
Examples			
 <p>Housing and living</p>	<ul style="list-style-type: none"> ➤ Support liaising with landlords and applying for and managing rent subsidies ➤ Assist in understanding tenancy obligations and basic property maintenance ➤ Support with rapid transitional rehousing from institutional settings ➤ Support to strengthen independent living skills 	<ul style="list-style-type: none"> ➤ Aboriginal Community Controlled Organisations ➤ Migrant Resource Centre ➤ Multicultural Council of Tasmania ➤ Neighbourhood Houses ➤ Working It Out 	<ul style="list-style-type: none"> ➤ Anglicare Tasmania Financial Counselling Service ➤ Tenants' Union of Tasmania
 <p>Education and learning</p>	<ul style="list-style-type: none"> ➤ Consider training and skills development at mid-life in particular 	<ul style="list-style-type: none"> ➤ Neighbourhood Houses ➤ Regional Jobs Hubs ➤ TAFE ➤ Libraries Tasmania 	<ul style="list-style-type: none"> ➤ Flexible learning options ➤ TasTAFE ➤ Mission 2 A Future
 <p>Employment and income</p>	<ul style="list-style-type: none"> ➤ Develop practical skills to find employment ➤ Maximise income support ➤ Explore financial support in case of household dissolution ➤ Seek compensation after an accident ➤ Link to professional financial planning advice ➤ Establish income security for retirement years and later life 	<ul style="list-style-type: none"> ➤ Aboriginal Community Controlled Organisations ➤ Migrant Resource Centre ➤ Multicultural Council of Tasmania ➤ Neighbourhood Houses ➤ Working It Out 	<ul style="list-style-type: none"> ➤ JobActive ➤ Tasmanian Regional Jobs Hubs ➤ Mas National ➤ Dress for Success ➤ Advanced Job Reach ➤ Career Connector

Life domain	Key life-stage considerations	Community-based networks, opportunities and resources*	Service-based networks, opportunities and resources*
 <p>Health and wellbeing</p>	<ul style="list-style-type: none"> > Link to mental and physical health support > Support during transitions out of institutional settings, eg justice system, mental health facilities, hospital, and life transitions, eg relationship breakdown, separation, divorce > Support attending to outstanding legal issues > Facilitate safety from family violence > Link to support to improve health literacy > Support to attend to issues relevant to personal safety > Consider needs related to pets 	<ul style="list-style-type: none"> > Women's Health Tasmania 	<ul style="list-style-type: none"> > Addiction support groups > Pregnant and Young Parent Integrated Family Support Service > MensLine > Healthy Shed > Self-Management and Recovery Training
 <p>Social and community connections</p>	<ul style="list-style-type: none"> > Consider social networks, particularly for those living alone > Explore family reconnection where safe and appropriate > Develop foundational social and service connection for those deeply disconnected > Encourage informal or formal community participation and contribution 	<ul style="list-style-type: none"> > Men's Sheds > Neighbourhood Houses > ACCO > Migrant Resource Centre > Multicultural Council of Tasmania > Working It Out 	<ul style="list-style-type: none"> > Good Sports program > People Staying Connected (Mission Australia) > Red Cross Place-based Community Development



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Older people

In Housing Connect, older people are people aged 65 and over. However, due to a range of factors, a person's chronological age can differ from their biological age due to a range of factors, so some people younger than 65 might be considered part of the older people life course group, depending on their particular context and circumstances.

This includes:

- > people who have prematurely aged due to long-term disadvantage, intergenerational poverty, drug and alcohol addiction, mental illness or a history of chronic homelessness are considered as older people from age 50
- > Aboriginal and Torres Strait Islander people may be considered older people from age 45 if they have prematurely aged. Otherwise they are defined as an older person from the age of 50.

Later life is often characterised by experiences of transition, including retirement and a need for increased levels of support.⁴⁶

Older people experiencing homelessness

Like elsewhere in Australia, the number of older people experiencing and at risk of homelessness in Tasmania is increasing.

How do older people experience homelessness differently to other life course groups?

There are many ways older people might experience homelessness differently to other life course groups:

- > Homelessness is often hidden with many older people living in overcrowded family situations, or in temporary or substandard family accommodation, such as converted garages or low-quality 'granny flats'.⁴⁷
- > Declining physical or mental health can make employment, tenancy management and family relationships more difficult.

- Reduced incomes and the need for accessible housing can limit available accommodation options.
- Many older people are dependent on their families for housing. Without adequate support and information, this can be a risk factor for housing crisis or elder abuse.⁴⁸
- Older people may be less able or inclined to look beyond family and personal contacts for support. Older women experiencing homelessness are also less likely to seek help from government and community services, often going to personal contacts for support instead.⁴⁹

What enables older people to thrive?

Housing Connect workers can support older people at risk of homelessness to thrive with opportunities for health, security and social participation. The services on offer must be accessible and inclusive of older people with varying needs and capabilities. The section below describes key considerations for working with older people experiencing homelessness.

Health and wellbeing

Getting older can affect a person's health and wellbeing, and older people are more likely to have multiple and/or long-term health conditions.⁵⁰ Therefore, having access to health services that are affordable and appropriate is essential for older Australians.

Some older people will need to access residential aged care, but most express their desire to remain in their home for as long as possible. Therefore, it is important that appropriate aged care and health and wellbeing services and resources are accessible for older people in the community. Older people are encouraged to take an active role in managing their health and wellbeing and (supported by health professionals) they can often manage the impacts of ageing.

The prevention of family violence and elder abuse is also pertinent to this life course group. Elder abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person. Abuse can involve financial, psychological, physical, social or sexual abuse, as well as neglect.

Housing and living

Older people may be retired or living on a reduced income and not able to rely on paid employment to provide a solution to their housing challenges. Those who continue to work in their older years often encounter age discrimination, making it difficult to find or keep work.

Affordable and appropriate housing for older people includes independent living units, rental villages, purpose-built social housing properties, living with family in high-quality backyard units and semi-independent, residential, specialist aged care housing.

It is important that older people are equipped with the support and information they need to make informed decisions about their options.

Social and community connections

Productive relationships and social networks are crucial in assisting older people to find and maintain housing.

Older people living alone can experience high rates of depression, anxiety and social isolation.




It is important that older people are connected with people and activities that increase their social interaction and opportunities to contribute to and be part of their community.



Community participation provides a sense of belonging and control over older people's lives, which in turn can have a positive impact on their health and wellbeing.

Social connections for older people

The Council on the Ageing Tasmania has a Community Activities Portal to assist older Tasmanians (aged 50 years +) with building connections and remaining active in their communities. This resource provides information on activities offered across the state, both in urban and regional areas, and includes a range of learning, social and physical activities and community events.

Mapping key considerations and examples for working with older people

Life domain	Key life-stage considerations	Community-based networks, opportunities and resources*	Service-based networks, opportunities and resources*
Examples			
 <p>Housing and living</p>	<ul style="list-style-type: none"> ➤ Access to housing that is close to community resources and services ➤ Assistance to help people move and set up their new home 	<ul style="list-style-type: none"> ➤ Council on the Ageing Tasmania (COTA Tas) ➤ Neighbourhood Houses ➤ Domestic Assistance (Help in the Home) 	<ul style="list-style-type: none"> ➤ Anglicare Tasmania Financial Counselling Service ➤ Home and Housed ➤ Supported Independent Living programs ➤ Assistance with Care and Housing
 <p>Education and learning</p>	<ul style="list-style-type: none"> ➤ Appropriate training and skills for re-employment where appropriate ➤ Education for older people about their rights, eg safety, income, and housing ➤ Financial and digital literacy programs ➤ Health literacy 	<ul style="list-style-type: none"> ➤ Local libraries ➤ School for Seniors ➤ Lifelong Learning ➤ Peer Education or MidCity School through COTA Tas 	<ul style="list-style-type: none"> ➤ Flexible learning options ➤ TasTAFE ➤ Jordan River Service ➤ CommunityCare Creativity and Wellbeing Programs ➤ Storytelling Training by Healthy Tasmania
 <p>Employment and income</p>	<ul style="list-style-type: none"> ➤ Promote employment opportunities for older people who can and want to work, particularly those aged under 65 who cannot access the pension 	<ul style="list-style-type: none"> ➤ COTA Tas ➤ Work 45+ 	<ul style="list-style-type: none"> ➤ Career Transition Australia

Life domain	Key life-stage considerations	Community-based networks, opportunities and resources*	Service-based networks, opportunities and resources*
 <p>Health and wellbeing</p>	<ul style="list-style-type: none"> > Access to good-quality housing that contributes to health 	<ul style="list-style-type: none"> > Age Well > Exercise Treatment Program > Community groups > Recreation groups, eg staying fit classes, water aerobics > Other gentle activities such as lawn bowls 	<ul style="list-style-type: none"> > Elder Relationship Service > Older Persons Mental Health Service
 <p>Social and community connections</p>	<ul style="list-style-type: none"> > Promote family connections > Promote opportunities to join and participate in existing clubs, groups, organisations and activities > Address mobility and transport issues to maintain links to friends, family and wider community 	<ul style="list-style-type: none"> > COTA Tas > Seniors Connected Program > Neighbourhood Houses > Service clubs > Lions Clubs 	<ul style="list-style-type: none"> > Volunteering > Vinnies Dining with Friends Program > Supported Community Gardening by DIGnity > Criterion House > Red Cross Place-based Community Development



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Section 3

Operationalising the model

Housing Connect is brought to life through collaborative partnerships between the following key service providers in Tasmania:

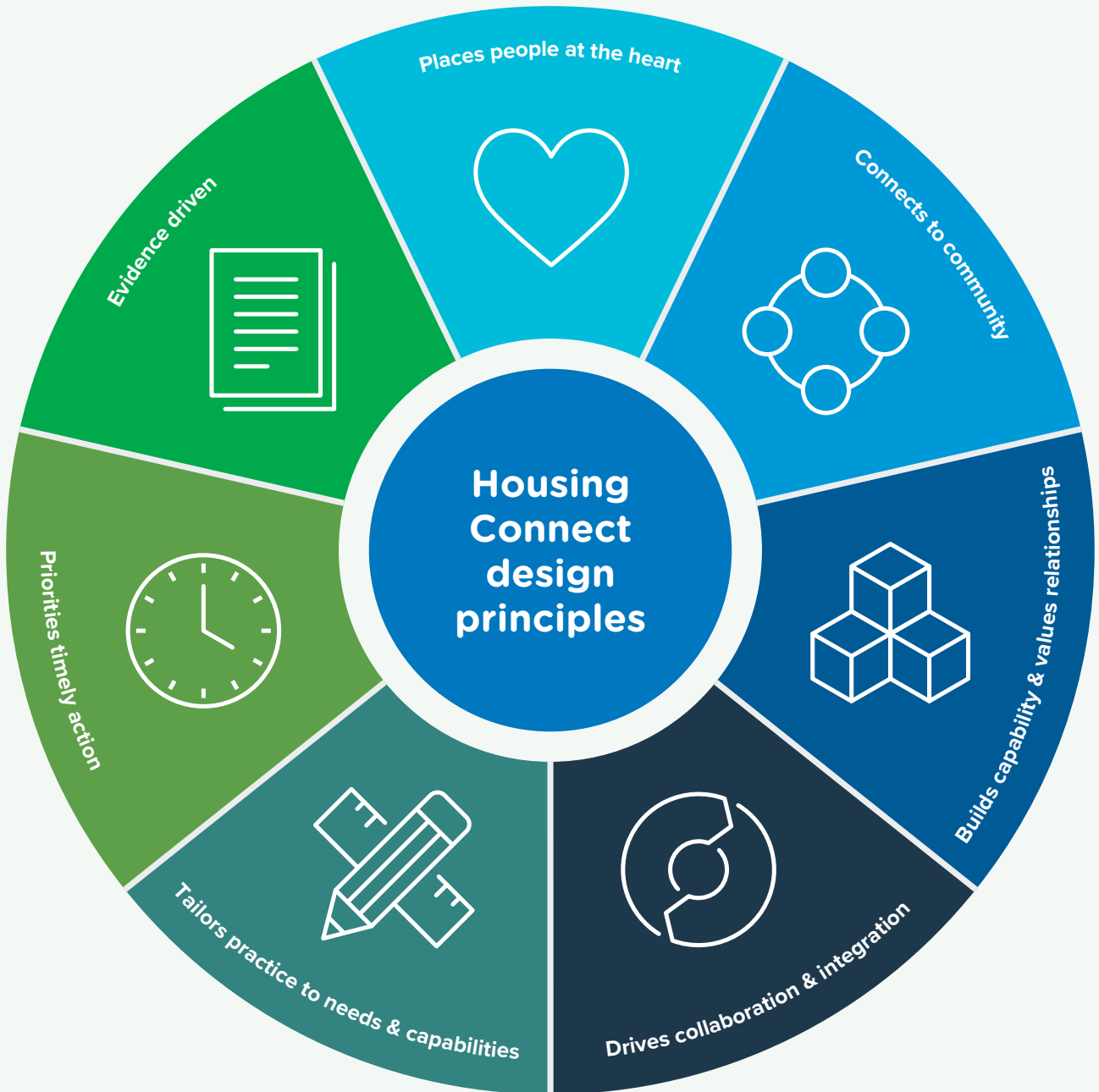
- > Anglicare Tasmania
- > CatholicCare
- > Hobart City Mission
- > Wintringham
- > Wyndarra
- > shelter providers
- > community housing providers
- > Homes Tasmania.

Housing Connect also has positive working relationships with key human service providers including:

- > education and training
- > Services Australia
- > health, including mental health services
- > aged care
- > employment
- > disability services
- > Children, Youth and Family Services.

Both the front door and personalised support services operate under the umbrella of Housing Connect as part of a cohesive system and practice approach informed by Advantaged Thinking. The intensity and scope of the service response varies, informed by assessment and practice tools, and the expertise of Housing Connect staff and people who access Housing Connect.

Core principles underlying the provision of Housing Connect services



Places people at the heart

Ensures people play a key role in shaping the services and practices that affect them, and in making and enacting choices.

Connects to community

Draws upon family, friends and communities to enhance system responses to support sustainable and positive outcomes.

Builds capability and values relationships

Connects people with the resources, networks and opportunities to find and keep a home; supports them to create belonging with family, friends, partners, communities and neighbourhoods; builds networks and contacts to achieve goals and activate support when needed; provides continuity of support.

Drives collaboration and integration

Mobilises resources across service systems, sectors and community.

Tailors practice to needs and capabilities

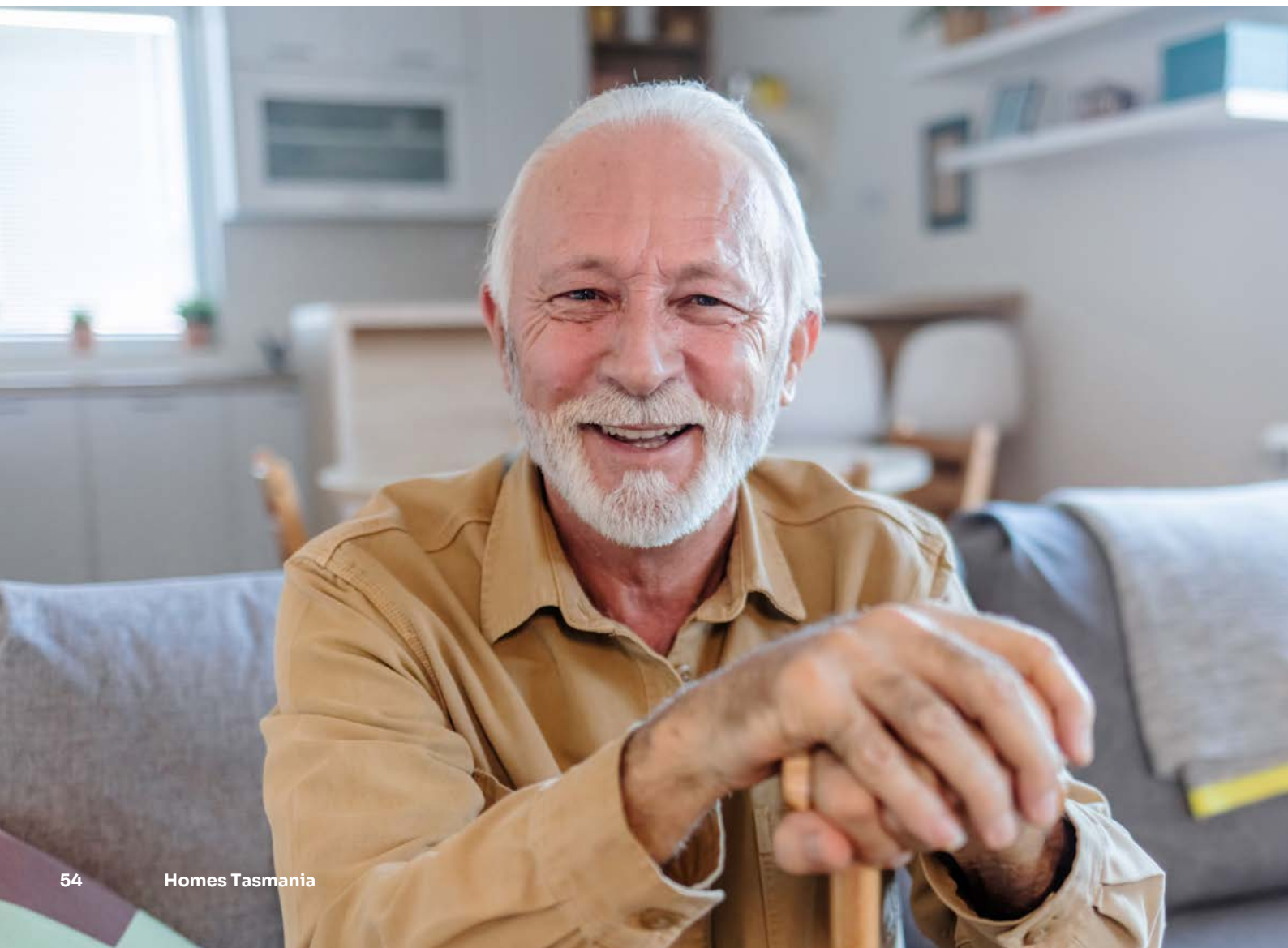
Effective stewardship over housing and homelessness system resources; shapes service responses to people's life stage while also addressing their specific circumstances; matches intensity of support and housing to capabilities and needs.

Prioritises timely action

Creates the conditions and relationships in communities so that people can thrive (prevention); addresses housing-related issues early (early intervention); and deals with any challenges as they arise (secondary intervention).

Is evidence driven

Shapes service delivery and practice based on shared expertise, data, evidence and experiential learning.



Core practices underlying the provision of Housing Connect services

Advantaged Thinking underpins the core practices of Housing Connect (see diagram opposite).

These shared service design principles and practices allow services to take a consistent approach to how we work with people accessing housing assistance on their pathway towards sustainable and secure accommodation.

The following section provides guidance for operationalising the Housing Connect system design, including staffing roles and responsibilities and the key functions and activities of front door and personalised support services. The Housing Connect Practice Framework is a living document that will be periodically reviewed and updated with learnings from the implementation of the system design, which is consistent with Housing Connect's commitment to continuous learning and quality improvement.

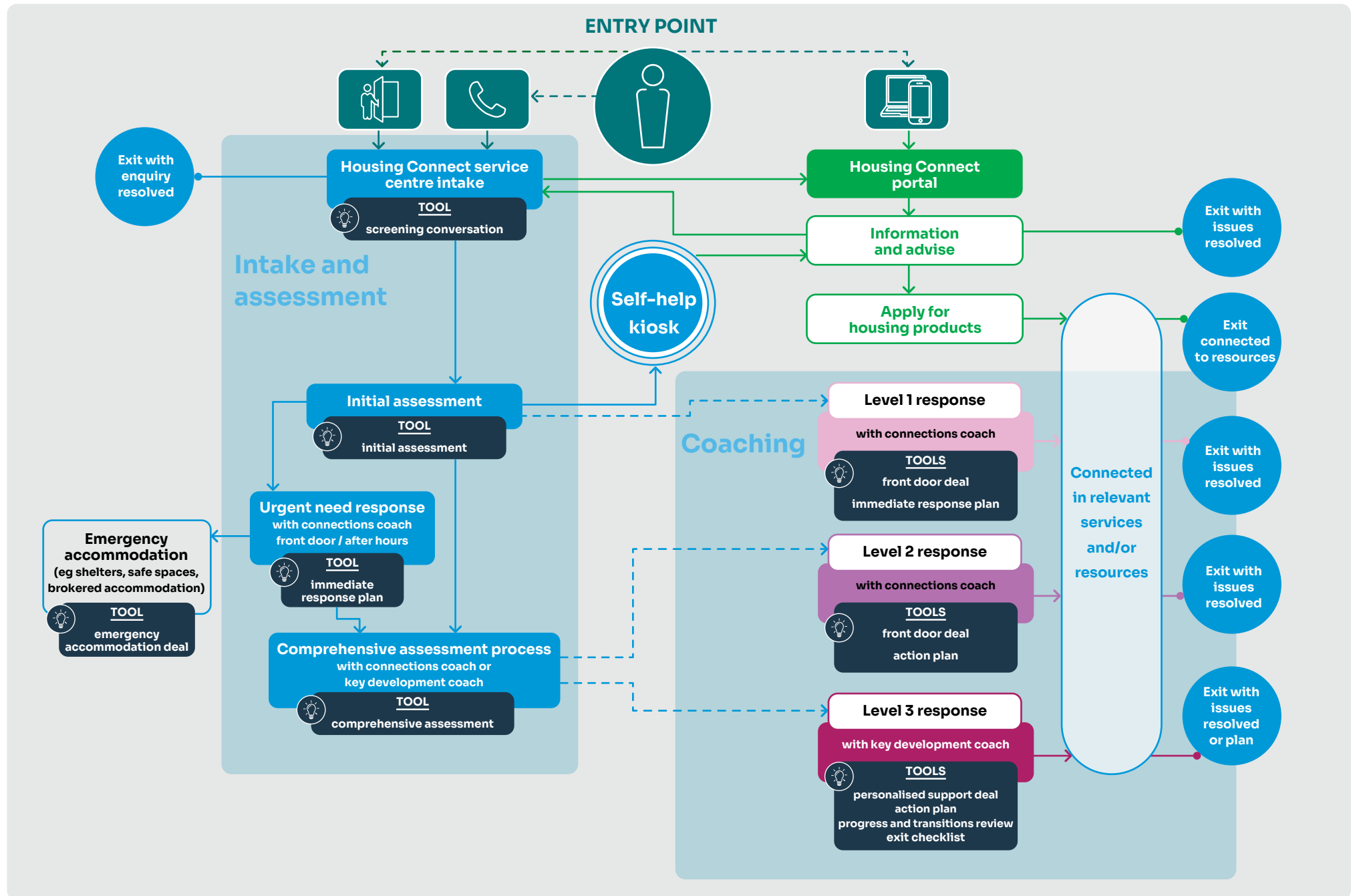


Operationalising the model: Housing Connect system flow

The redesigned Housing Connect model provides tailored services and clear pathways based on people's needs and capabilities to make it easier for people to get the help they need to find and keep a home.

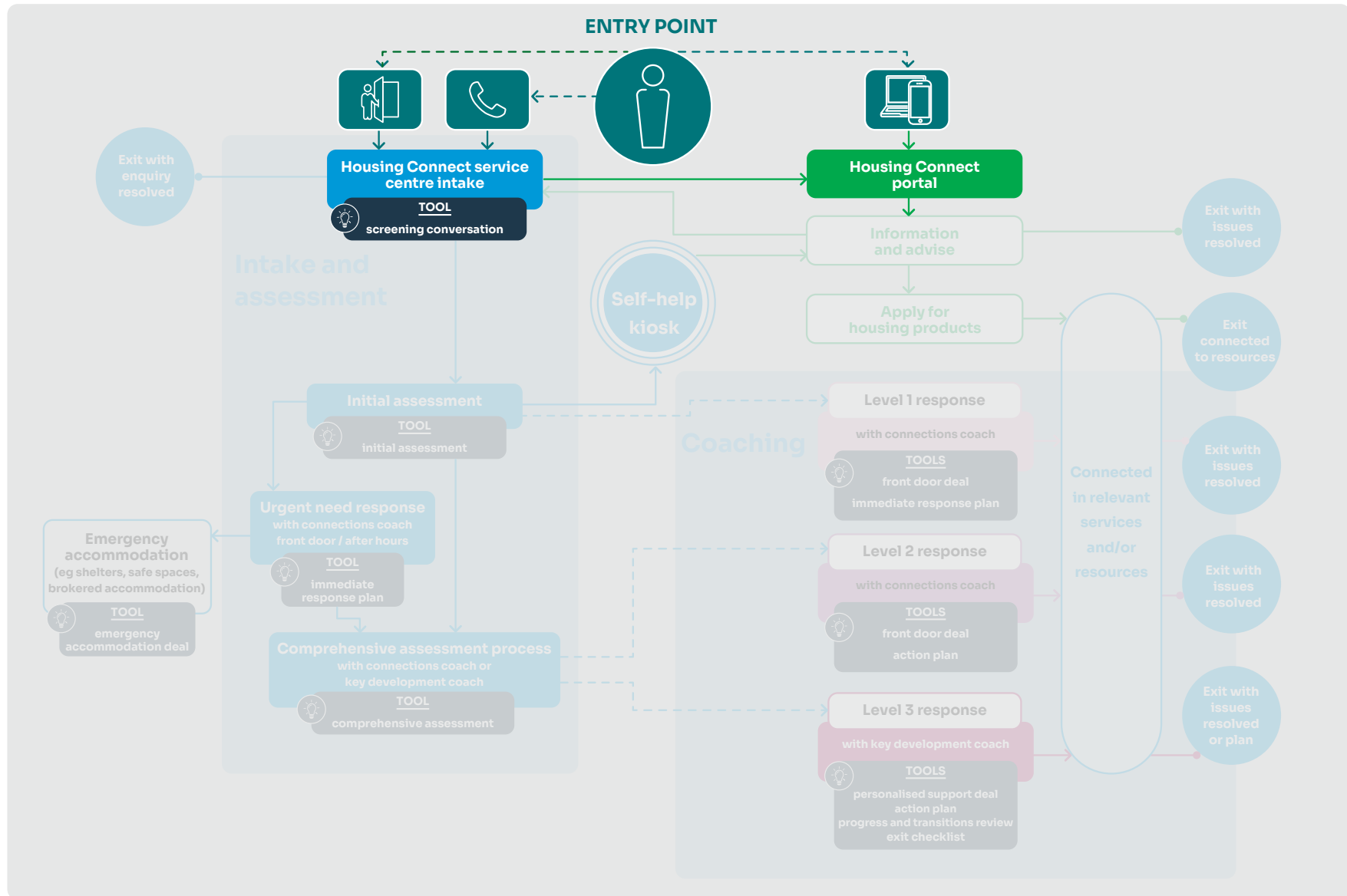


Figure 2: Housing Connect 2.0 system flow



Housing Connect: System flow explained

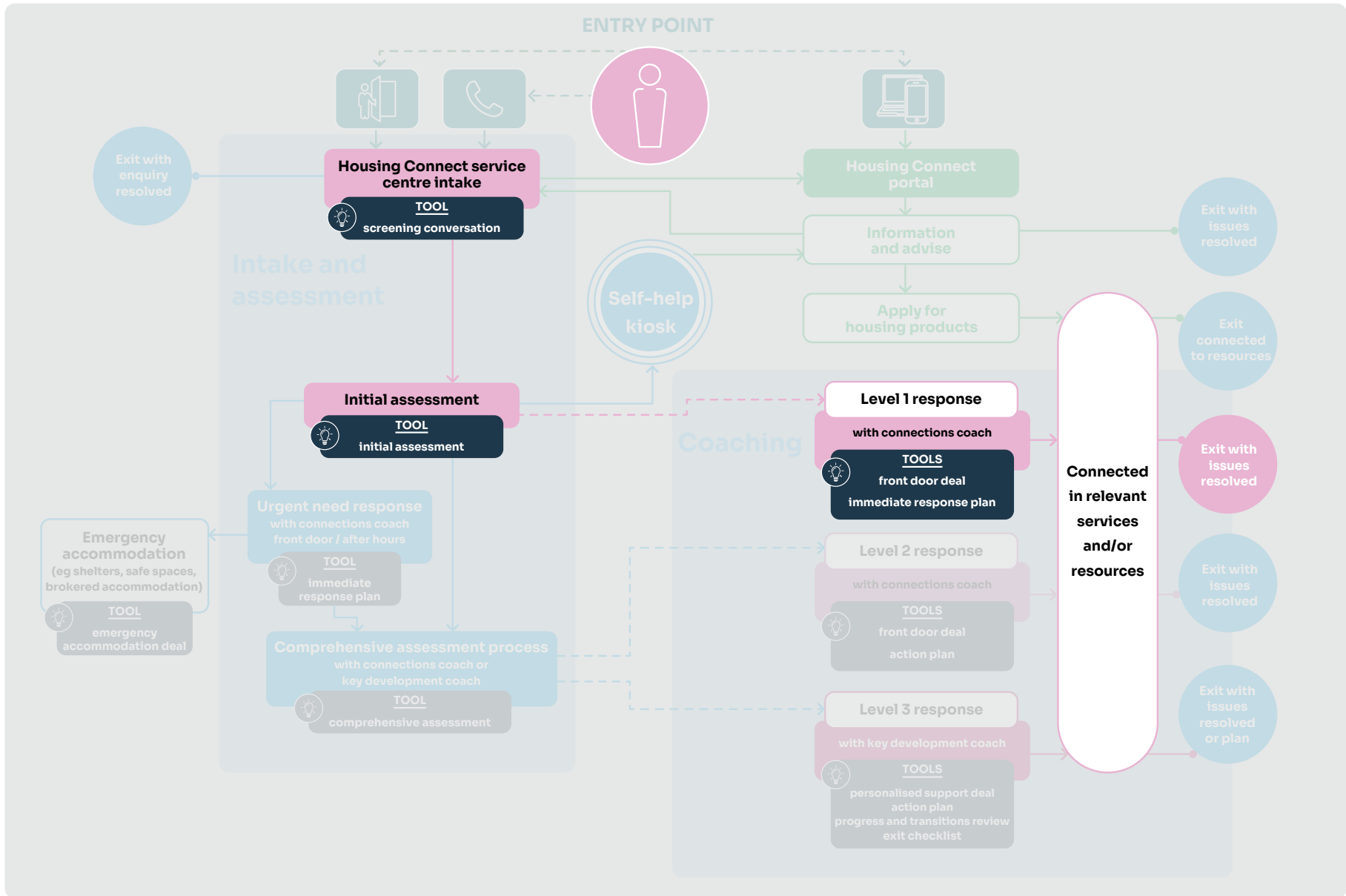
Housing Connect entry points



Housing Connect entry points

System location	Pre-system
Interaction point	System entry and screening
Purpose	To direct individual/household contacting Housing Connect to the most appropriate service or resources
With	Self-managed (Housing Connect portal)
	Service centre
	Shelter
Decision-making points/ pathway triggers	<p>Housing Connect portal</p> <ul style="list-style-type: none"> ➤ Individual/household accesses the Housing Connect portal > individual/household finds the information they need on the portal > exit with issue resolved ➤ Individual/household accesses the Housing Connect portal > information and advice found on the portal enables effective decision-making around applying for housing system product or service access > undertakes eligibility screening > relevant application/s for housing products or services made via the portal > exit with issue resolved ➤ Individual/household accesses the Housing Connect portal > individual/household is unable to find the information they need on the portal > appointment is made via the portal to attend a front door > intake assessment ➤ Individual/household accesses the Housing Connect portal > individual/household is unable to find the information they need on the portal > safety concerns identified or immediate housing crisis identified through eligibility screening > encouraged to contact police if there is an immediate safety issue or appointment made via the portal to attend a front door > comprehensive assessment
	<p>Service centre intake</p> <ul style="list-style-type: none"> ➤ Individual/household contacts a front door service centre > undertakes screening conversation that indicates individual/household does not require Housing Connect services > where required they are redirected to alternative supports or resources, eg family support services, financial counselling > exit with issue resolved ➤ Individual/household contacts a front door service centre > undertakes screening conversation and is directed to the Housing Connect portal > Housing Connect portal ➤ Individual/household contacts a front door service centre > undertakes screening conversation > individual/household only wants to apply for a housing system product (does not have capacity or desire to use the Housing Connect portal) > referred to connections coach for assistance > Applications Management ➤ Individual/household contacts service centre > undertakes screening conversation that indicates individual/household requires Housing Connect services > connected to a connections coach to undertake intake assessment for service response > initial assessment
	<p>Shelter</p> <ul style="list-style-type: none"> ➤ Individual/household presents at shelter in crisis > shelter accommodates individual/household and arranges an appointment with a connections coach > comprehensive assessment

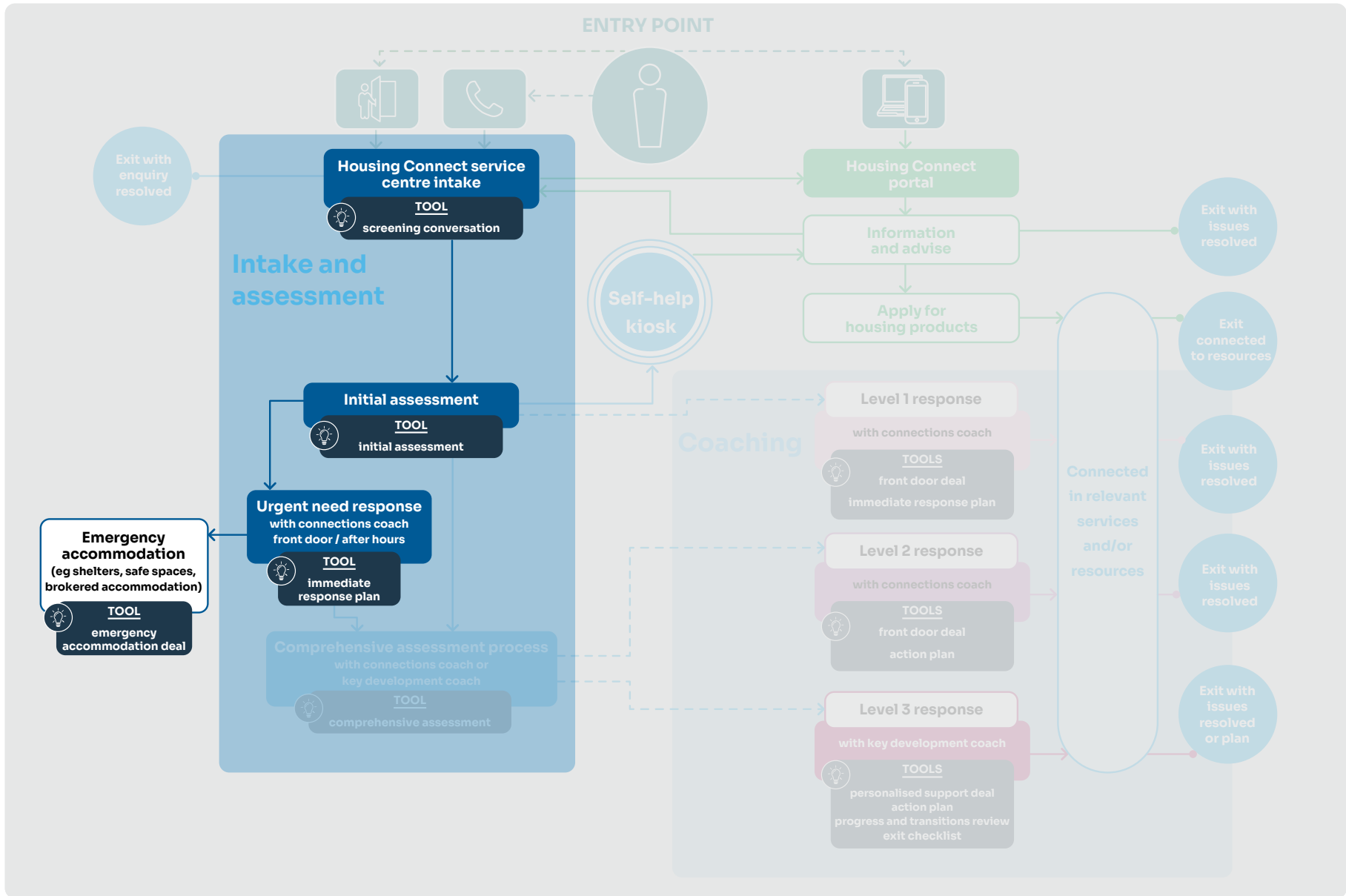
Housing Connect Level 1 response



Housing Connect Level 1 response

System location	Front door
Key interaction point	Level 1 intensity of response
Purpose	Connects people seeking housing assistance to resources and a timely, brief support intervention to exit the system with housing stabilised (current housing sustained or alternative housing secured)
Supporting practice tool/s	Front door deal Establishes the offer and expectations of both Housing Connect and the people seeking housing assistance, and fosters shared ownership of the planning, opportunities and services offered by Housing Connect
	Immediate response plan Attends to immediate needs to stabilise housing and identifies existing resources that can be leveraged while still pointing to longer-term goals to sustain positive housing outcomes
With	Connections coach (front door)
Decision-making points/ pathway triggers	Level 1 response resolves presenting issue <ul style="list-style-type: none"> > 1 to 2 housing challenges have been identified (affordability and/or insecure tenure). > 1 other unmanaged challenge has been identified. > At least 3 capabilities have been identified. Individual/household receives timely brief intervention > connected to relevant Housing Connect resources and products and/or non-housing system or community resources > housing is stabilised through Level 1 response > exit with issue resolved
	Higher level of complexity identified Individual/household receives timely brief intervention > issue not resolved and ongoing unmanaged challenges identified through Level 1 response > level of response is altered > Level 2 response

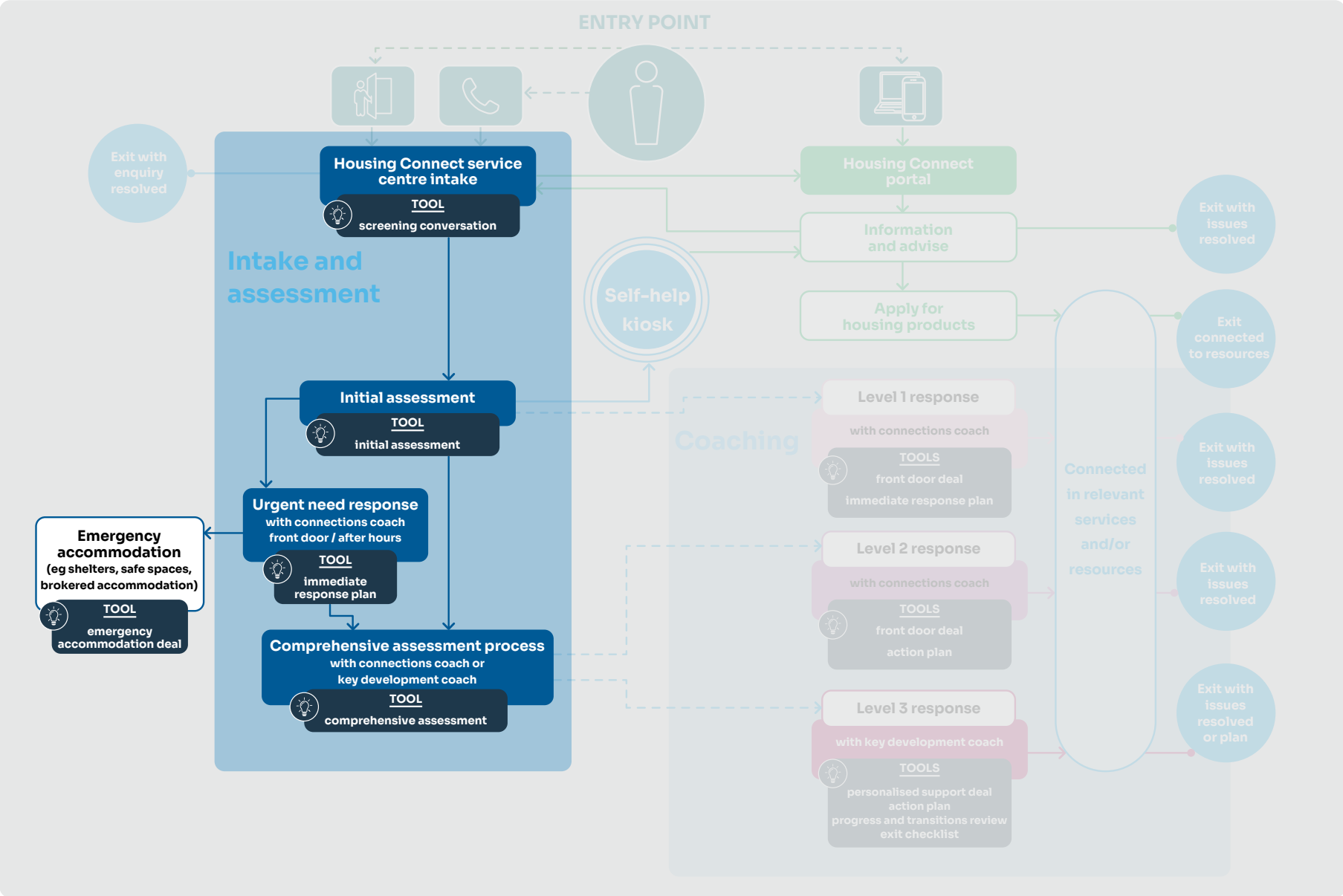
Housing Connect urgent need response



Housing Connect urgent need response

System location	Front door
Key interaction point	Urgent need response
Purpose	To facilitate access to flexible funds/system resources and support to secure a housing response to resolve the immediate housing crisis before future-focused planning for long-term housing can take place
Supporting practice tool/s	Immediate response plan Attends to immediate needs and accesses existing resources that can be leveraged during crisis while still pointing to longer-term goals
With	Connections coach (front door)
Decision-making points/ pathway triggers	Individual reports it is not safe to remain in their current housing or they are currently experiencing homelessness Individual/household assessed as requiring urgent need response > where required, connections coach facilitates connection to brokered emergency/crisis accommodation or flexible funds to enable a temporary housing response with personal networks and/or connection to other relevant resources/supports > follow-up appointment arranged for a comprehensive assessment process to determine intensity of service response > comprehensive assessment and engagement process

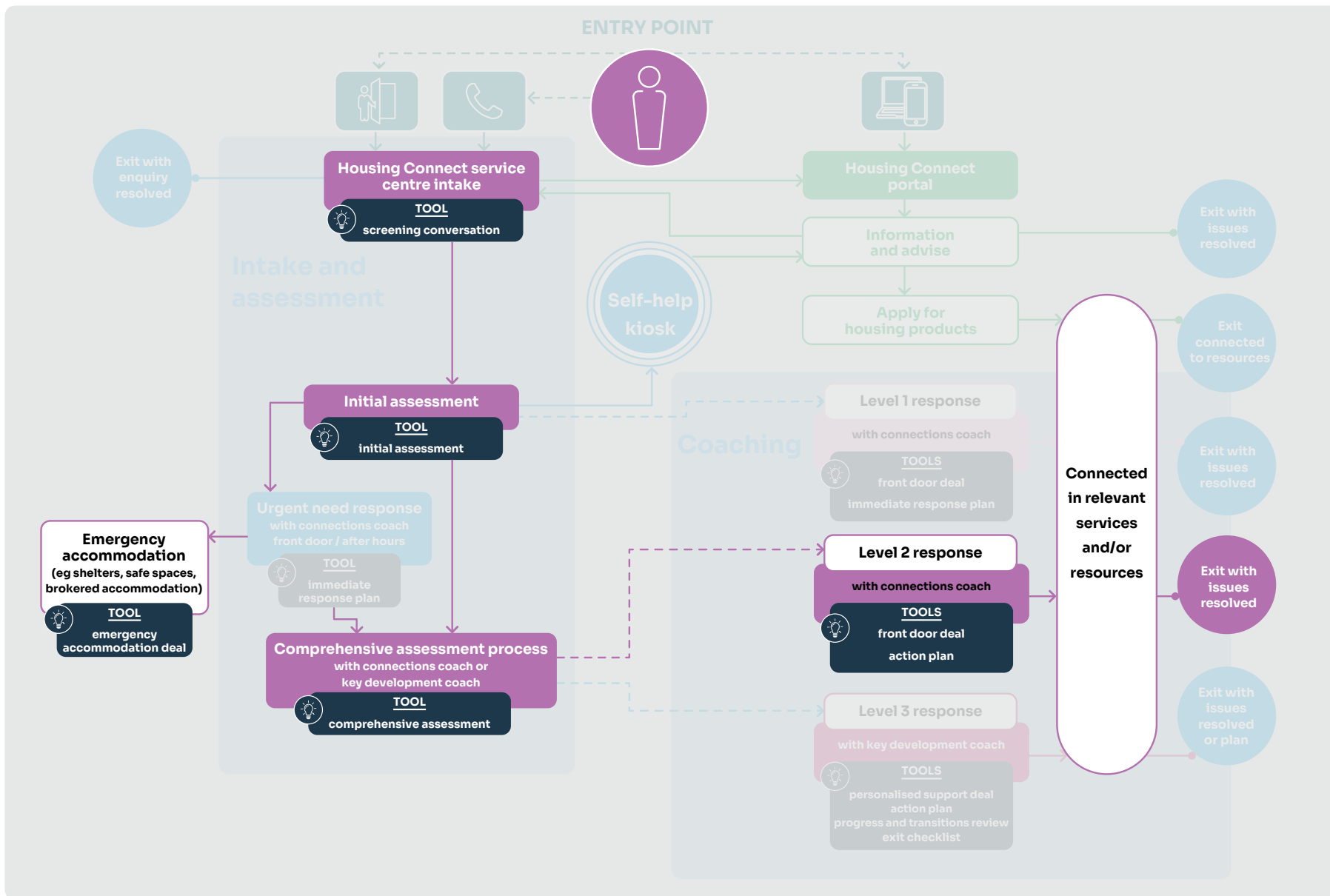
Housing Connect comprehensive engagement and assessment process



Housing Connect comprehensive assessment and engagement process

System location	Front door
Key interaction point	Comprehensive assessment and engagement process
Purpose	Gathers all relevant information to determine whether a Level 2 or Level 3 intensity of response is required
Supporting practice tool/s	<p>Comprehensive assessment</p> <p>Enables practitioners to develop a holistic and balanced understanding of the individual/household to guide decision-making around the service-level response and more effectively match them to the optimal level of support. This tool ensures a consistent, informed approach to how service pathways are identified and prioritised.</p>
With	Connections coach (front door)
Decision-making points/pathway triggers	<ul style="list-style-type: none"> ➤ 2 housing challenges have been identified (highly insecure tenure and affordability issues). ➤ 2–3 unmanaged other challenges have been identified. ➤ At least 2 capabilities have been identified. <p>Comprehensive assessment identifies individual/household is experiencing medium challenges with low to medium capability > Level 2 intensity of response deemed most appropriate > Level 2 response</p> <hr/> <ul style="list-style-type: none"> ➤ 2 housing challenges have been identified (highly insecure tenure and affordability issues). ➤ 4 or more unmanaged other challenges have been identified. ➤ At least 1 capability has been identified. <p>Comprehensive assessment identifies that individual/household is experiencing multiple challenges with low capability > Level 3 intensity of response deemed most appropriate > Level 3 response</p>

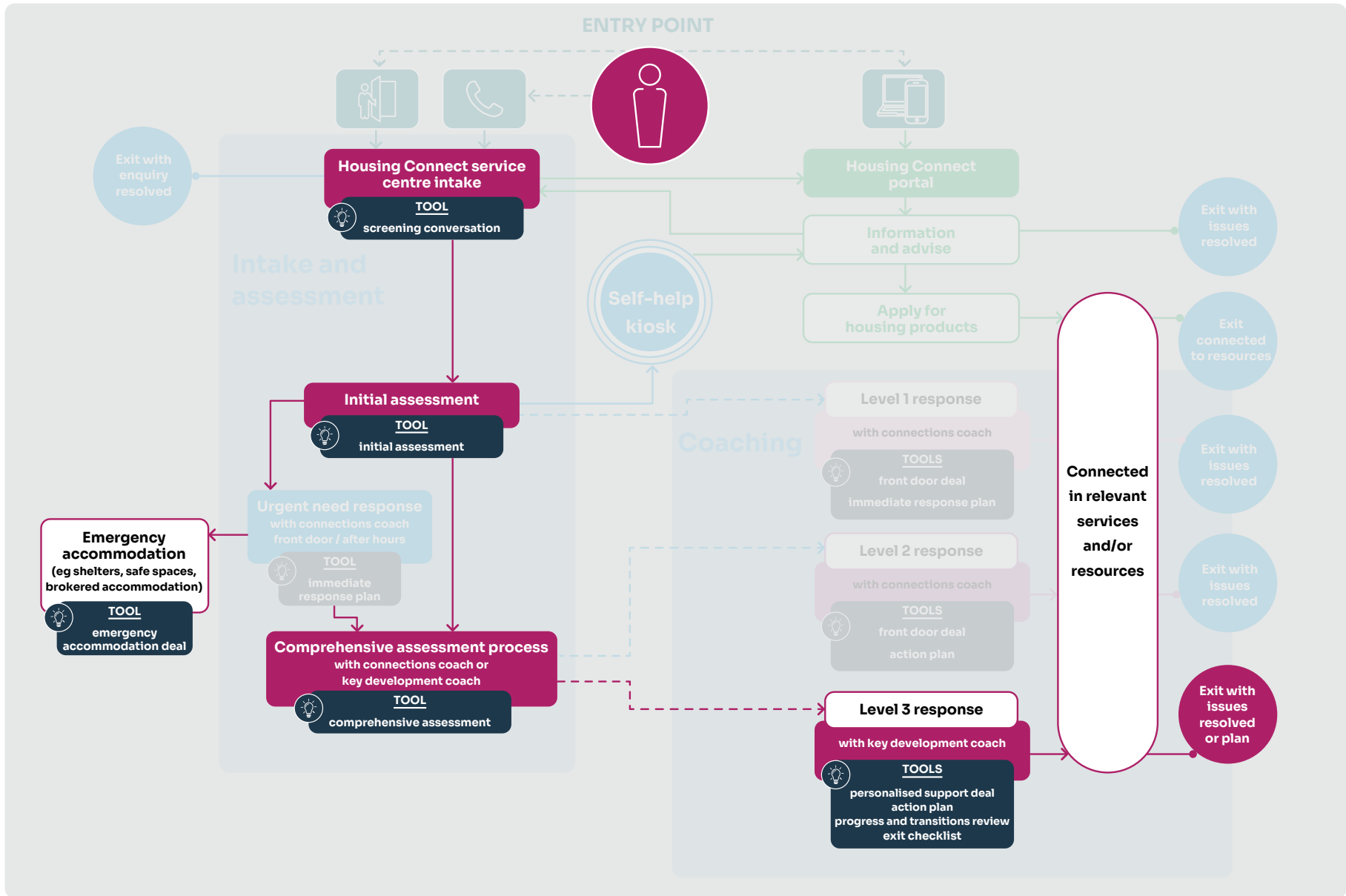
Housing Connect Level 2 response



Housing Connect Level 2 response

System location	Front door
Key interaction point	Level 2 intensity of response
Purpose	Early intervention response to prevent individual/household in housing crisis from becoming homeless. For individuals/households with the capability and motivation to work towards their housing goals to secure (or sustain) accommodation with short- to medium-support intervention from a connections coach, and connection to resources, networks and opportunities relevant to their Action Plan.
Supporting practice tool/s	Front door deal Establishes the offer and expectations of both Housing Connect and the people seeking housing assistance, and fosters shared ownership of the planning, opportunities and services offered by Housing Connect
	Action Plan Enables individuals/households to identify, prioritise and work towards goals across the life domains, promoting positive housing outcomes and improved wellbeing. It should encompass both immediate/short-term and long-term goals within prioritised domain areas
With	Connections coach (front door)
Decision-making points/ pathway triggers	Level 2 response resolves presenting issue Individual/household receives timely short to medium intervention > connected to relevant housing and non-housing resources, networks and opportunities > housing is secured (or current housing sustained) through Level 2 response > exit with issue resolved
	Higher level of complexity identified Individual/household receives timely short to medium intervention > connected to relevant housing and non-housing resources, networks and opportunities > housing not stabilised through Level 2 response and still experiencing ongoing, unmanaged non-housing challenges > warm handover made to key development coach to transition to an intensive Level 3 coaching and support response > Level 3 response

Housing Connect Level 3 response



Housing Connect Level 3 response

System location	Front door
Key interaction point	Level 3 intensity of response
Purpose	Timely and targeted intensive homelessness response to build capabilities to find and keep housing, tailored to age, stage of life and personal circumstances. For individuals/households needing intensive, longer-term coaching and practical support to attain, and sustain, longer-term housing.
Supporting practice tool/s	<p>Personalised support deal</p> <p>Establishes a collaborative relationship between the key development coach and the individual. It promotes shared ownership of the planning, opportunities and services provided by Housing Connect, highlighting mutual investment and gain and outlining steps for both parties to achieve these.</p>
	<p>Action Plan</p> <p>Enables individuals/households to identify, prioritise and work towards goals across the life domains, promoting positive housing outcomes and improved wellbeing. It should encompass both immediate/short-term and long-term goals within prioritised domain areas.</p>
	<p>Progress and transition review</p> <p>Supports a conversation between the key development coach and the person accessing the Level 3 intensity of response to focus on their achievements. It is an opportunity to review and reflect on progress towards the goals that have been set out in the person's Action Plan.</p>
	<p>Exit checklist</p> <p>Ensures the necessary connections and supports are in place (relevant to the person's goals across the life domains), before mutual agreement can be made to close a support period</p>
With	Key development coach (front door)
Decision-making points/ pathway triggers	<p>Not ready to commit to the Deal</p> <p>Individual/household reports they are not ready to commit to the Deal > advise on offer of Housing Connect in lieu of this > provide clear information on how they can get back in touch with Housing Connect if and when they are ready > exit</p>
	<p>Long-term social housing secured</p> <p>Individual/household receives timely and intensive practical support > Action Plan developed and the individual/household is connected to relevant housing and non-housing resources, networks and opportunities > social housing property secured > plan in place > warm handover made to tenancy support to support sustainable housing outcome > exit</p>
	<p>Stable long-term housing secured</p> <p>Individual/household receives timely and intensive practical support > Action Plan developed and the individual/household is connected to relevant housing and non-housing resources, networks and opportunities > stable and sustainable housing secured > plan in place > where in place, warm handover made to lead worker from another part of the service system > exit</p>

Operationalising the model: Housing Connect front door services

The Housing Connect review found:

- › much of the demand at front door services was from people with non-housing enquiries or seeking assistance with social housing applications
- › due to limited capacity to provide one-off support, front door services often referred people with low support needs to Housing Connect support services, which resulted in high caseloads that affected the quality of service provision.

With the changes to Housing Connect, front door services will more effectively manage these challenges through enhanced assessment and brief support capacity that will enable timely resolution of identified issues, thereby reducing demand for personalised support services.

The following section outlines the roles, staffing model, and key functions and activities of the front door services in Housing Connect, which provide staff with the necessary guidance and tools to deliver services in line with the new service model and practice approach.



Role of front door services in Housing Connect

Front door services provide an entry point for people to connect to the Housing Connect service system, and are one of two main entry points into the system, the other being the Housing Connect portal. Front door services offer two levels of support intensity across four

tailored life course pathways aligned to age, life stage, household composition and circumstances.

Front door teams play a vital role within the system, providing support and assistance to those most in need, while allowing for a less intensive/self-directed response for those with lower support needs and higher capability.

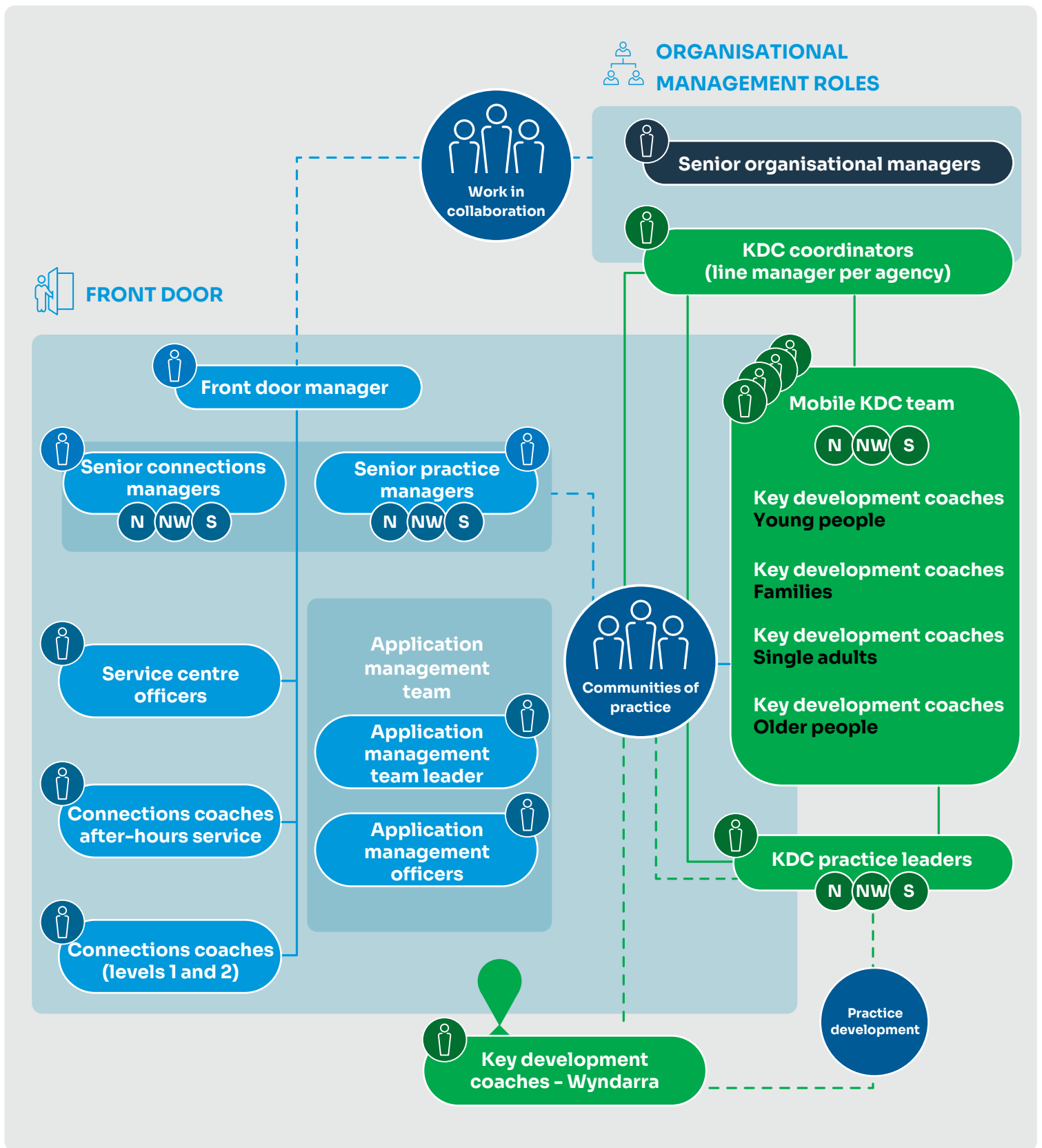
Key functions of front door services in Housing Connect

	<p>Assessment to ensure tailored service response (age, life stage, household composition, circumstances)</p>
	<p>Provision of targeted housing and homelessness information, products and services, and related coaching and support (Level 1 and 2 intensity of response)</p>
	<p>Access to timely service system and community support</p>
	<p>Crisis response, including access to flexible funds for reasonable and necessary support (urgent need response)</p>
	<p>Housing applications support</p>



[Download a printable pdf poster of the Key functions of the front door](#)

Housing Connect 2.0 staffing model



Role	Overview	Key responsibilities and activities
Front door manager	<p>The front door manager provides high-level oversight of the Housing Connect front doors. The manager is also responsible for the seamless integration of the Housing Connect portal to other front door processes</p>	<ul style="list-style-type: none"> ➤ Has responsibility for the overall operations of the Housing Connect front door ➤ Provides high-level advice and guidance to senior Housing Connect staff to develop, implement, refine and continuously improve front door services ➤ Ensure that statewide system partnerships are in place and are used ➤ Provide high-level advice, support and supervision to the senior staff at the front doors ➤ Ensure statewide consistency of services provided in the front doors, while promoting opportunities for innovation and place-based responses where needed
Senior practice manager	<p>Senior practice managers are accountable for strategic oversight and management of the Housing Connect front doors.</p> <p>They are responsible for coordinating practice, ensuring practice coherency and consistency, and model fidelity at the front door.</p> <p>They hold deep practice expertise and knowledge of the housing and homelessness system and how this operates in their region.</p>	<ul style="list-style-type: none"> ➤ Oversee the day-to-day practice at the Housing Connect front door ➤ Work closely with teams to embed new and existing tools and processes in their service delivery ➤ Provide practice support and professional mentoring for all front door-based staff ➤ Lead the connections coach practice, tool and resource development agenda at Community of Practice forums ➤ Have line management responsibilities ➤ Hold joint responsibilities for front door operations with the senior connections manager
Senior connections manager	<p>Senior connection managers play a vital role in developing and managing a range of system-wide partnerships for Housing Connect across government, business, community services, philanthropy, education providers and with other key external stakeholders.</p>	<ul style="list-style-type: none"> ➤ Develop and maintain collaborative working relationships and partnership opportunities ➤ Lead the agenda around identifying, mobilising and sustaining regional system-wide partnerships at Community of Practice forums ➤ Develop and maintain private housing market connections ➤ Hold joint responsibilities for front door operations with the senior practice manager ➤ Contribute to the development and implementation of data collection processes ➤ Facilitate the action learning approach in the Housing Connect communities of practice

Role	Overview	Key responsibilities and activities
<p>Connections coach</p>	<p>Connections coaches hold deep knowledge and expertise of the housing and homelessness system, and associated housing assistance options.</p> <p>In addition to connecting people to housing and housing assistance, they play a vital role in reconnecting people experiencing housing crisis and stress to community supports and resources.</p> <p>Connections coaches harness the broader community effort beyond the service system to address people's needs and build their capabilities to forge a good life, tailored to their stage of life.</p>	<ul style="list-style-type: none"> ➤ Undertake intake and comprehensive assessment processes to determine the intensity of response ➤ Address immediate needs, including access to flexible funds for reasonable and necessary support ➤ Provide information and advice (this will include information on the range of offers at the front door or redirection to other services where relevant) ➤ Deliver Level 1 intensity of response (brief intervention), Level 2 intensity of response (short- to medium-term intervention), and urgent need response ➤ Reconnect people experiencing housing crisis and stress to community supports and resources
<p>Applications management team leader</p>	<p>The applications management team leader holds knowledge and expertise of Housing Connect services and housing products.</p> <p>They provide support and guidance to the applications management team in their decision-making processes and adherence to Housing Connect criteria and guidelines, to ensure consistency and equity.</p> <p>They play a vital role in managing enquiries and workflows from the Housing Connect portal and liaising with key stakeholders.</p>	<ul style="list-style-type: none"> ➤ Approve the application of discretion for housing assistance ➤ Establish and maintain good relationships with real estate agents and private landlords ➤ Oversee payments to the Rental Deposit Authority, private accommodation providers and removalist companies ➤ Provide advice, guidance and resources to support the work of the applications management officers ➤ Provide oversight of the constituent enquiries process ➤ Coordinate the collecting and recording of data and information

Role	Overview	Key responsibilities and activities
Applications management officer	<p>The applications management officer performs essential administrative functions at Housing Connect front doors. They play a vital role in managing enquiries and workflows from the Housing Connect portal and front door and liaising with key stakeholders such as real estate agents, the Rental Deposit Authority and private accommodation providers about applications for assistance and brokered accommodation.</p>	<ul style="list-style-type: none"> ➤ Process or lodge applications for housing system products, including those submitted via the portal ➤ Provide advice on supporting documentation needed to complete applications ➤ Manage applications-related enquiries and provide accurate and relevant information ➤ Liaise with real estate agents, and private landlords, accommodation providers and removalist companies ➤ Process payments to the Rental Deposit Authority, private accommodation providers and removalist companies ➤ Lodge Private Rental Assistance bond applications and facilitate bond returns
Service centre officer	<p>The service centre officer provides the first level of engagement and brief initial screening for people contacting the Housing Connect service centre seeking information or assistance.</p> <p>They assess and direct enquiries to the most appropriate system location.</p>	<ul style="list-style-type: none"> ➤ Provide brief screening, information/advice and referrals to the appropriate and relevant service that will best meet the needs of the person seeking information or assistance ➤ Provide information (if appropriate) about how to access the Housing Connect portal ➤ Schedule appointments with relevant regional services ➤ Escalate calls that need an immediate response ➤ Collect relevant data to assist Housing Connect to monitor demand and respond appropriately





Front door activity streams

Assessments

Housing Connect uses assessment at the front door to determine and prioritise the intensity of service response in order to use resources as effectively as possible.

In Housing Connect there are three assessment types:

sc	a screening conversation
ia	an intake assessment and
ca	a comprehensive assessment

Each assessment uses an assessment tool that guides decision-making about the level of service response required.

Screening conversation

The screening conversation assesses the nature of the person's enquiry and directs them to the appropriate person or service.

SC

Screening conversation

Delivered by	Service centre officer (Housing Connect service centre)/connections coach (front door)
With	All people contacting the Housing Connect service centre or front door seeking assistance
Description	Brief screening to direct enquiry appropriately
Duration	Less than 10 minutes
Key activities	Brief screening, information provision and referral to relevant service/s
Practice tool/s to support activity	Screening Conversation Tool
Expected outcomes	<ul style="list-style-type: none">➤ Direct person seeking assistance to relevant non-housing services or supports➤ Direct person seeking assistance to the information or resources they require on the portal➤ Direct person seeking housing assistance to the intake assessment to determine Housing Connect service response



Intake assessment

The intake assessment gathers relevant information for an initial determination around the Housing Connect response. It also supports data collection for the national minimum data set.

ia

Intake assessment	
Design principles in practice	Timely action Reduces the flow of people with low needs from the front door into support services, maximising system capacity and resources to support those most in need
	Tailors practice to needs and capabilities Differentiates service responses around four pathways combining life stage with household type: young people, single adults, families (adult couples with or without children), and older adults
Delivered by	Connections coach (front door)
With	All people contacting the front door seeking assistance who are eligible and suitable for Housing Connect services
Description	Initial engagement and assessment of individuals and households seeking housing assistance
Duration	Approximately 30 minutes
Key activities	<ul style="list-style-type: none"> ➤ Intake assessment provides an initial engagement to support prioritisation when person presents to front door ➤ Connections coach uses the Initial Assessment Tool to determine suitable system pathway for individual/household
Practice tool/s to support activity	Initial Assessment Tool
Expected outcomes	<ul style="list-style-type: none"> ➤ Direct person seeking assistance to the information or resources they require on the portal ➤ Indicate presenting issue/s that can be resolved through brief and timely Level 1 response ➤ Direct people to the comprehensive assessment to determine suitability for Level 2 or 3 intensity of response ➤ Identify that a person is experiencing crisis and requires an urgent need response

Comprehensive assessment and engagement process

The comprehensive assessment and engagement process gathers all relevant information to determine whether a Level 2 or Level 3 intensity of response is required. The comprehensive assessment establishes a positive first interaction with Housing Connect, capturing information across key life domains to develop a holistic and balanced understanding of the individual/household. It supports effective matching of support intensity and provides information to inform initial planning and goal setting. It is an evidence-informed tool that facilitates greater consistency and trust in how we assess and prioritise system pathways for people accessing housing assistance.

ca

Comprehensive assessment	
Design principles in practice	<p>Timely action, places people at the heart</p> <p>Tailors housing and support response through the comprehensive assessment and engagement process</p> <p>Reduces the flow of people with low needs from the front doors into support services, maximising system capacity and resources to support those most in need</p>
	<p>Tailors practice to needs and capabilities</p> <p>Differentiates service responses around four pathways combining life stage with household type: young people, single adults, families (adult couples with or without children) and older adults</p>
Delivered by	Connections coach (front door)
With	People assessed from the screening conversation
Description	<p>The comprehensive assessment supports decision-making around whether a Level 2 or Level 3 intensity of response is required</p> <p>It establishes a positive first interaction with Housing Connect</p>
Duration	Approximately 1–3 hours, may need to be undertaken over more than one session
Key activities	<ul style="list-style-type: none"> ➤ Conversation covering key life domains to develop a holistic and balanced understanding of the individual/household ➤ Determination of readiness/fit for a range of housing and housing assistance options
Practice tool/s to support activity	Comprehensive Assessment Tool
Expected outcomes	<p>The comprehensive assessment will either:</p> <ul style="list-style-type: none"> ➤ connect someone to a short- to medium-term Level 2 response delivered by a connections coach at the front door, or ➤ trigger a referral to personalised support for an intensive Level 3 response

Based on the screening and/or comprehensive assessment, a Level 1, 2 or 3 response will be initiated. These are summarised in the table below.

Response	Range of capabilities	Housing challenge	Other challenges*
Level 1	<p>Income (at a minimum this would involve connection to eligible income support)</p> <p>⊕ at least 3 capabilities Could include:</p> <ul style="list-style-type: none"> > recent or sustained history of employment or participation > Year 12 or equivalent and/or post-secondary educations > identifiable and supportive social connections > managed health and wellbeing 	<p>1–2 housing challenges:</p> <ul style="list-style-type: none"> > affordability <p>and/or</p> <ul style="list-style-type: none"> > insecurity of tenure 	<p>1 unmanaged challenge Could include:</p> <ul style="list-style-type: none"> > unemployment > debt > low-level independent living skills > health and wellbeing challenges (eg physical/ mental health, use of alcohol and other drugs) > disability > involvement in the legal/criminal justice system > child support/access
Level 2	<p>Income (at a minimum this would involve connection to eligible income support)</p> <p>⊕ at least 2 capabilities</p>	<p>1–2 housing challenges:</p> <ul style="list-style-type: none"> > affordability <p>and</p> <ul style="list-style-type: none"> > highly insecure tenure 	<p>2 – 3 unmanaged challenges Could include:</p> <ul style="list-style-type: none"> > unemployment > debt > low-level independent living skills > health and wellbeing challenges (eg physical/ mental health, use of alcohol and other drugs) > disability > involvement in the legal/criminal justice system > child support/access
Level 3	<p>Level of income (at a minimum this would involve connection to eligible income support)</p> <p>⊕ at least 1 capability</p>	<p>1–2 housing challenges:</p> <ul style="list-style-type: none"> > affordability <p>and</p> <ul style="list-style-type: none"> > no secure tenure 	<p>4 or more unmanaged challenges Could include:</p> <ul style="list-style-type: none"> > safety and security issues > multiple health and wellbeing challenges > disability > lack of income or insecure (low) income > debt > involvement in the legal/criminal justice system > child support/access

While many people coming into Housing Connect may be unemployed, have some level of debt and/or some health and wellbeing issues that are being addressed or managed in some capacity, this looks specifically at unmanaged challenges that are significantly affecting their capacity to keep or find housing. Managed challenges are those that are being addressed through connection to a relevant service provider (eg employment services, NDIS provider, family support services), professional (eg lawyer, GP, psychiatrist, psychologist, counsellor), medication or pharmacotherapy.

Crisis response, including access to flexible funds for reasonable and necessary support.

Urgent need response	
Design principles in practice	<p>Timely action safety and wellbeing Delivers flexible, targeted brokerage linked to a Deal to prevent homelessness and expand housing options and outcomes</p> <hr/> <p>Connects to community Where possible, identifies and leverages personal, familial and community-level housing and related networks that can support the person/household to find solutions to their housing and related needs</p>
Delivered by	Connections coach (including after-hours service)
With	People presenting in crisis
Description	Rapid response to resolve the immediate crisis before future-focused planning for long-term housing can take place
Duration	Length of intervention will be dependent on the individual situation.
Key activities	<ul style="list-style-type: none"> > Develop immediate response plan to attend to immediate needs > Work with the individual/household to identify personal, familial and community-level housing and related networks that can support them to find solutions to their housing and related needs > Where required, facilitate access to secure immediate housing response with personal networks or brokered emergency/crisis accommodation > Commit to future engagement
Practice tool/s to support activity	Immediate Response Plan
Expected outcomes	<ul style="list-style-type: none"> > The immediate crisis situation is stabilised and the foundations are laid for more future-focused work to occur at subsequent meetings



Targeted housing and homelessness response

Provision of targeted housing and homelessness information, products and services, and related coaching and support; Access to timely service system and community support.

Level 1 intensity of response

Design principles in practice	<p>Tailors practice to needs and capabilities, places people at the heart Structures service responses around four pathways combining life stage with household type: young people, single adults, families (adult couples with or without children) and older adults Delivers flexible, targeted brokerage linked to a Deal to prevent homelessness and expand housing options and outcomes</p>
	<p>Timely action Intervenes early through targeted brief intervention at the front door designed to divert people from the homelessness system</p>
	<p>Collaboration and integration, builds capability and values relationships Develops and sustains intentional partnerships between the front door and key parts of the service system (including child safety, justice, education, health and employment)</p>
	<p>Connects to community, builds capability and values relationships Connects people to community-level opportunities, resources and networks relevant to their goals</p>
Delivered by	Connections coach (front door)
With	People with medium to high capability, medium challenges

Level 1 intensity of response

Description	<p>A brief, early intervention response, tailored to the life course group you are working with in terms of the housing and housing assistance options explored and the types of networks, resources and opportunities they are connected with to build capabilities</p> <p>Note: <i>More information about the response to specific life course groups can be found in: Operationalising the model: Service-level responses by life stage and household type</i></p>
Duration	<p>Typically 1–10 hours*</p>
Key activities	<ul style="list-style-type: none"> ➤ Outline the offer of Level 1 response ➤ Develop an Immediate Response Plan for keeping or finding housing, and other key life domains that identify and attend to the causal factors for coming to Housing Connect ➤ Map existing and potential supports and connections that can be creatively leveraged (friends, family and community resources) ➤ Where required, provide information and advice about housing options and supports (eg tenancy information, tenancy rights, market guidance, relevant housing system products) ➤ Where required, facilitate initial referrals and connections to other services, supports and community resources (eg family support services, Neighbourhood House, Migrant Resource Centre, employment hub) or specialist providers (eg financial literacy/counselling, allied health providers, education services, counselling) to support positive housing outcomes ➤ Where required (eg rental arrears, debt, fines), facilitate access to brokerage or other housing system products to assist the individual/household to sustain or secure alternative housing
Practice tool/s to support activity	<p>Front door deal</p> <p>Immediate Response Plan</p>
Expected outcomes	<ul style="list-style-type: none"> ➤ Divert from housing and homelessness system into familial or community-level supports through timely, brief and targeted intervention to sustain current housing (or in some cases assist to secure alternative housing)

* Note: timeframes are a guide and will be tested in practice. These may be influenced by wider systemic or structural barriers (such as capacity of other systems/services to pick up referrals).

Adjusting the intensity of response

If during the brief Level 1 response it emerges (or the situation changes) that the individual or household is experiencing two to three unmanaged other challenges, in addition to the one or two housing challenges, the connections coach can alter the level of response to Level 2.

Level 2 intensity of response

Design principles in practice	<p>Tailors practice to needs and capabilities, places people at the heart</p> <p>Structures service responses around four pathways combining life stage with household type: young people, single adults, families (adult couples with or without children) and older adults</p> <p>Delivers flexible, targeted brokerage linked to a Deal to prevent homelessness and expand housing options and outcomes</p>
	<p>Timely action</p> <p>Delivers targeted short- to medium-term intervention at the front door designed to prevent sustained engagement with the homelessness system</p>
	<p>Collaboration and integration, builds capability and values relationships</p> <p>Develops and sustains intentional partnerships between the front door and key parts of the service system (including child safety, justice, education, health and employment)</p>
	<p>Connects to community, builds capability and values relationships</p> <p>Connects people to community-level opportunities, resources and networks relevant to their goals</p>
Delivered by	Connections coach
With	People with low to medium capability, medium challenges
Description	<p>Short- to medium-term intervention of tailored planning and support*. This response will be tailored to the life course group you are working with in terms of the housing and housing assistance options explored and the types of networks, resources and opportunities they are connected with to build capabilities.</p> <p><i>Note: More information about the response to specific life course groups can be found in: Operationalising the model: Service-level responses by life stage and household type</i></p>



Level 2 intensity of response	
Duration	Up to 12 weeks*
Key activities	<ul style="list-style-type: none"> > Outline the offer of Level 2 response > Develop an Action Plan for finding or (where possible) keeping housing that also considers goals the person might have in other areas of their life across the key life domains > Map existing and potential supports and connections that can be creatively leveraged (friends, family and community resources) > Facilitate connections across the life domains relevant to the Action Plan (eg income support, employment services, specialist services, community resources) > Connect to a range of skills-building activities, relevant to the Action Plan (eg housing and living skills-building workshops delivered at a front door – either by connections coaches or external providers, neighbourhood houses, community centres, regional jobs hubs, child and family centres) > Continually review and progress priority goals identified in the Action Plan
Practice tool/s to support activity	Front door deal Action Plan
Expected outcomes	<ul style="list-style-type: none"> > Prevent sustained engagement with the housing and homelessness system through short to medium intervention that assists the individual or household to develop a plan to secure housing, or where possible sustain existing housing

* Note: timeframes are a guide and will be tested in practice. These may be influenced by wider systemic or structural barriers (such as capacity of other systems/services to pick up referrals).

Intensity of support can be altered up or down according to the needs of the individual or household. Throughout the response, connections coaches may identify additional risk factors or protective factors that necessitate adjusting the level of intensity of response.

The following indicators show that the Level 2 response can be adjusted to phone check-in to ensure the outcome is sustained:

- > existing housing was stabilised in Phase 1
- > connections have been made to address other unmanaged challenges (including follow-up to confirm outcome of referrals)
- > a plan is in place.

The following indicates that a Level 2 response needs to be adjusted to a Level 3 response:

- > after each of the Level 2 response activities have been enacted, the housing situation has not been stabilised
- > the person/household is experiencing 2–3 ongoing unmanaged other challenges (ie that have not been effectively managed through the Level 2 response)*.

In this case, a warm handover should be made to a key development coach to transition to an intensive Level 3 response.

* Noting a range of mechanisms will be established to enable this response: co-location and in-reach to front door from other parts of the service system through intentional partnerships with allied services; flexible funds for reasonable and necessary support; lining up reforms occurring elsewhere in the service system to support this effort; the Campaign; and life domain champions at the front door (suggestion).

Housing application support

Applications management	
Design principles in practice	<p>Tailors practice to needs and capabilities</p> <p>Enhances the effectiveness of the Housing Register by minimising routine registrations by non-priority service users at the front door or support services</p>
Delivered by	Applications management officer
With	People who have been assessed as eligible for housing or housing assistance products and for whom suitable housing products relevant to their goals and circumstances have been identified through assessment and planning with a connections or key development coach
Description	The applications management team assists with all housing product application-related enquiries that come through the front door, including lodgment or processing of housing product applications, and guidance and support pertaining to housing applications
Duration	As required to support the application management process
Key activities	<ul style="list-style-type: none"> ➤ Manage applications-related enquiries, providing information and advice pertaining to application processes and timeframes, including using the Housing Connect portal to complete applications ➤ Lodge and process applications, including those lodged via the portal, ensuring all relevant documentation is in place to support the application ➤ Stakeholder liaison and payment processing functions to support applications
Practice tool/s to support activity	Housing Connect portal
Expected outcomes	<ul style="list-style-type: none"> ➤ Applications are lodged and maintained with all relevant information and documentation included ➤ Systems are streamlined and effective ➤ Individuals/households seeking housing assistance are clear on the process and expected timeframes ➤ Coaches' administrative workload decreases

Operationalising the model: personalised support

The Housing Connect review found that current housing support caseload levels do not enable the provision of quality, intensive service responses for those who need it most. The review also found that the lack of integration of crisis and transitional services within Housing Connect results in a lack of clarity around roles and accountabilities. This leads to duplication and inconsistency of support provision to people in these settings, who are often experiencing multiple or complex issues.

The new Housing Connect service model provides greater clarity around roles and accountabilities during the provision of support, as well as reconfiguring personalised support capacity to more closely match the intensity of support to the needs and capabilities of

service users. Personalised support provides intensive coaching and practical support from a key development coach that is relevant to a person's capabilities and needs. The response is tailored to the individual and connects them with relevant opportunities, resources and networks according to their stage of life and goals, and builds their capabilities to find and keep housing.

The following section outlines the roles, staffing model, and key functions and activities of personalised support services in Housing Connect. It provides staff with the guidance and tools needed to deliver personalised support services in line with the service model and practice approach.








Role of personalised support

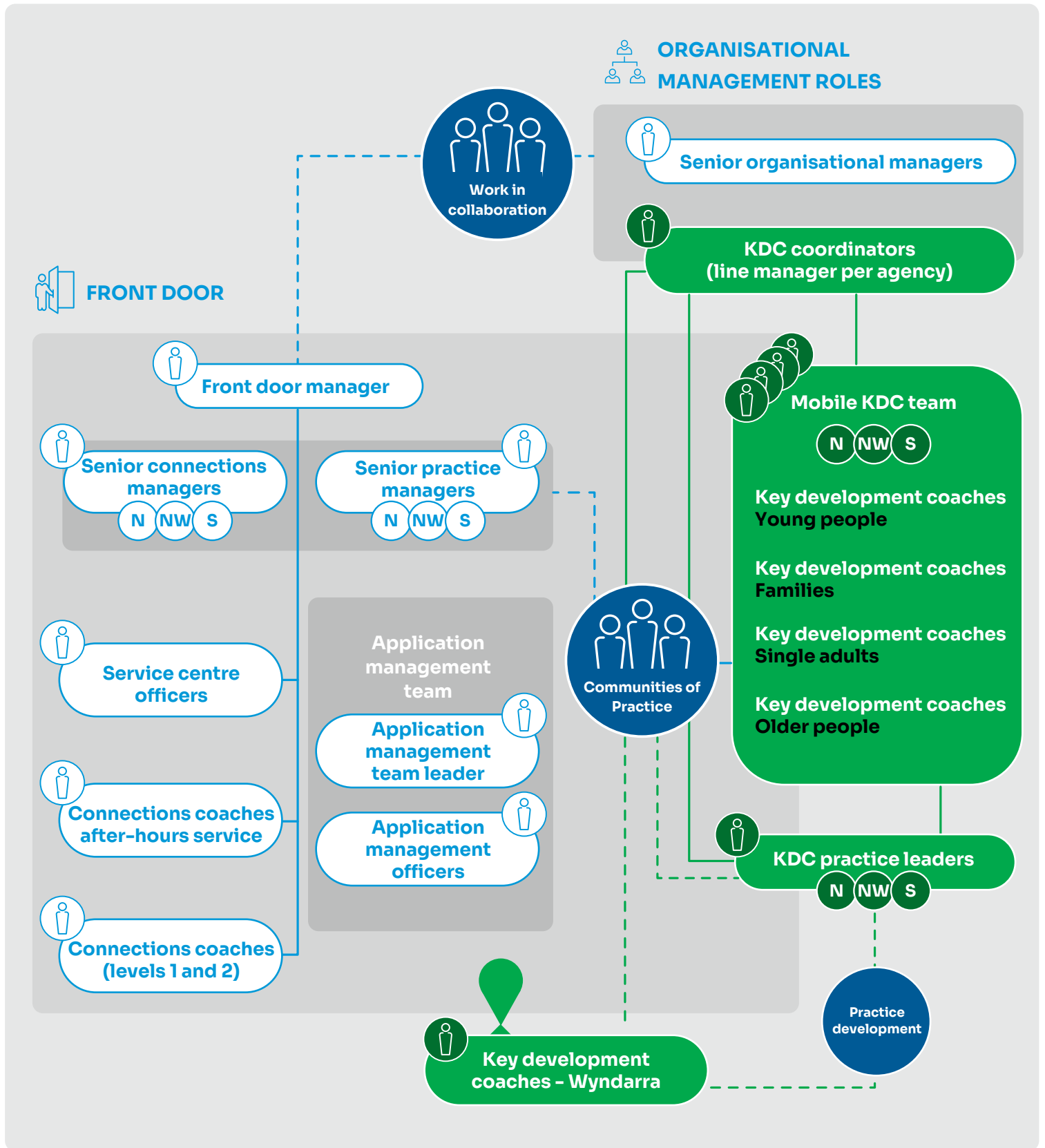
The role of personalised support in Housing Connect is to build people’s capabilities for a future out of the homelessness system. It is the most intensive system response, providing relational and consistent support to people who are experiencing high-level or multiple challenges and have low capabilities. Personalised

support goes beyond attending to an individual’s immediate crises and basic needs; it identifies and addresses the causal factors of their homelessness to maximise their capacity to attain and sustain long-term housing.

Key functions of personalised support

	<p>Comprehensive assessment to ensure tailored service response (age, life stage, circumstances)</p>
	<p>Timely crisis response, including rapid connection to short-term accommodation (where required) and mobilisation of service system and community-level supports (urgent need response)</p>
	<p>Provision of timely and targeted intensive homelessness response to build capabilities to find and keep housing, tailored to age and stage of life and personal circumstances (Level 3 intensity of response)</p>

Personalised support staffing model



Role	Overview	Key responsibilities and activities
<p>Key development coach practice leader</p>	<p>Key development coach practice leaders are responsible for coordinating practice, ensuring practice coherency and model fidelity across regional personalised support services teams.</p>	<ul style="list-style-type: none"> ➤ Work closely with teams to embed new and existing tools and processes in their service delivery and ensure quality and fidelity of the model and approach ➤ Provide oversight and quality assurance of key practice elements delivered by key development coaches in line with the Housing Connect model, including engagement and assessments, coaching, coordination, and practical support ➤ Develop and maintain working relationships and partnership opportunities that span government, business, community services, philanthropy, education providers and other key external stakeholders ➤ Lead the key development coach practice, tool and resource development agenda at Community of Practice forums ➤ Collect and record data and information as required to enable the action learning approach in the Housing Connect Communities of practice
<p>Key development coach coordinator</p>	<p>Key development coach coordinators are agency-based roles responsible for day-to-day line management and support of their organisation's key development coaches. They are responsible for meeting the contractual obligations of their grant deed with Homes Tasmania, including financial management responsibilities.</p>	<ul style="list-style-type: none"> ➤ Oversee the day-to-day service delivery of the organisation's or service's personalised support team, including the development of life-stage expertise in liaison with the key development coach practice leaders ➤ Recruit and induct new staff, provide organisational supervision and debriefing, workload management and quality reviews, manage leave arrangements, and undertake performance management ➤ Develop and maintain working relationships and partnership opportunities that span government, business, community services, philanthropy, education providers and other key external stakeholders ➤ Oversee the collection and reporting of performance data ➤ Be responsible for reporting against Housing Connect, financial and organisational requirements

Role	Overview	Key responsibilities and activities
<p>Key development coach</p>	<p>Key development coaches provide continuity of support as people move through the Housing Connect system, tailoring responses for people based on their individual needs, and leveraging the opportunities, resources and networks appropriate to their stage of life and goals.</p>	<ul style="list-style-type: none"> ➤ Undertake a comprehensive assessment with people identified as requiring a Level 3 response ➤ Introduce the Deal conversation to set up a working relationship between the key development coach and the individual ➤ Attend to immediate needs, including facilitating access to flexible funds for reasonable and necessary support and connecting people to an immediate accommodation response, where required ➤ Provide flexible and tailored coaching, and tangible, practical assistance to support positive, sustainable housing outcomes and build individual capability for a future out of the homelessness system ➤ Coach and support people to develop and progress an Action Plan for finding and keeping housing, and other key life domains ➤ Support people to build community and personal contacts and networks to facilitate the development of social capital and access to resources relevant to their housing and other goals ➤ Work closely with connections coaches to harness local and system expertise, knowledge, and networks to assist matching individuals to opportunities

Personalised support activity streams

Comprehensive assessment to ensure tailored service response.

Comprehensive assessment and engagement process	
Design principles in practice	<p>Tailors practice to needs and capabilities, places people at the heart</p> <p>Provides a comprehensive assessment that matches the person's/household's capabilities and needs with the optimal level of support and more targeted housing options, tailored to stage of life household type</p>
Delivered by	Key development coach
With	<p>People assessed during the screening conversation</p> <p>People entering the system via a shelter or Safe Space service</p>
Description	The comprehensive assessment when delivered by a key development coach assumes the person requires a Level 3 intensity of response, either determined by the screening conversation (based on assessment criteria) or the point of entry to the system (eg shelter, Safe Space service)
Duration	Approximately 1–3 hours, may need to be undertaken over more than one session
Key activities	<ul style="list-style-type: none"> > Conversation covering key life domains to develop a holistic and balanced understanding of the person/household > Determination of readiness/fit for a range of housing and housing assistance options
Practice tool/s to support activity	Comprehensive Assessment Tool
Expected outcomes	<ul style="list-style-type: none"> > Build an understanding of the person's needs, capabilities, challenges and risks to enable a tailored Level 3 response and targeted matching of housing products and services

Timely crisis response and mobilisation of service system and community-level supports

Urgent need response	
Design principles in practice	<p>Timely action, safety and wellbeing</p> <p>Delivers flexible, targeted brokerage linked to a Deal to prevent/attend to immediate homelessness and expand housing options and outcomes</p>
	<p>Connects to community</p> <p>Where possible, identifies and leverages personal, familial and community-level housing and related networks that can support the person/household seeking assistance to find solutions to their housing and related needs</p>
Delivered by	Key development coach
With	People who are experiencing crisis and currently working with a key development coach
Description	<p>Provide responsive and flexible support to people experiencing housing crisis, including connecting people to an immediate accommodation response</p> <p>Once the immediate crisis is resolved, key development coaches work with the person to develop their capacity to find solutions to their housing and related needs, including identifying personal, familial and community-level housing and related networks that can support them</p>
Duration	The length of the intervention is dependent on the individual situation
Key activities	<ul style="list-style-type: none"> ➤ Develop an immediate response plan to attend to immediate needs ➤ Where required, facilitate access to an immediate housing response with personal networks or brokered emergency/crisis accommodation ➤ Work with the individual/household to identify personal, familial and community-level housing and related networks that can support them to find solutions to their housing and related needs ➤ Facilitate reflection and learning around strategies that assisted in recovery from the crisis situation
Practice tool/s to support activity	Immediate Response Plan
Expected outcomes	<ul style="list-style-type: none"> ➤ Person is connected with immediate housing response to resolve housing crisis, where required ➤ Other immediate needs (eg family violence or mental health) are addressed ➤ Through coaching and reflection with their key development coach, the individual is able to reflect on their crisis situation, understand the underlying issues that contributed to the situation, and identify management strategies for the future

Provision of timely and targeted intensive homelessness response to build capabilities to find and keep housing, tailored to age, stage of life and personal circumstances

Level 3 intensity of response	
Design principles in practice	<p>Places people at the heart, builds capability and values relationships</p> <p>Tailors response and builds people's access to opportunities, resources and networks according to their stage of life and personal circumstances</p>
	<p>Collaboration and integration, builds capability and values relationships</p> <p>Develops and sustains intentional partnerships between Housing Connect and key parts of the service system (including child safety, justice, education, health and employment) and community to connect people to opportunities, resources and networks relevant to their immediate and long-term goals</p>
	<p>Connects to community, collaboration and integration</p> <p>Connects people to community-level supports by creating intentional partnerships with communities, community agencies and groups as well as family and extended networks to sustain housing</p>
	<p>Collaboration and integration, timely action</p> <p>Provides targeted support to sustain social housing tenancies, to prevent tenancy breakdown that may lead to homelessness, and reduce system churn</p>
Delivered by	Key development coach (personalised support)
With	People with high-level or multiple challenges, low capability
Description	<p>Intensive, longer-term coaching and practical support intervention. This response will be tailored to the life course group you are working with, in terms of the housing and housing assistance options explored and the types of networks, resources and opportunities they are connected with to build capabilities to find and keep housing</p> <p>The coaching and support period aims to identify and address the causal factors of a person's homelessness, including their lack of adequate housing and related social and health challenges</p> <p><i>Note: More information about the response to specific life course groups can be found in: Operationalising the model: Service-level responses by life stage and house-hold type</i></p>
Duration	6–18 months

Level 3 intensity of response

Key activities	<ul style="list-style-type: none">› Undertake regular weekly contact. Depending on existing supports in place, this could initially be up to four hours a week (direct engagement and follow-up) to gradually build trust and rapport› Ensure relevant housing system product applications have been made› Broker relevant specialist referrals to improve health and wellbeing (eg mental health, alcohol and other drug services, primary health providers) and provide regular follow-up and check in with specialist providers› Provide practical and tangible support to develop housing and living skills and build key contacts and networks relevant to the goals in the Action Plan (eg Centrelink, legal) and support engagement with these› Provide regular follow-up advocacy to housing providers and explore other housing options if rapid access is not achieved› Provide tapered down transitional support if a housing outcome has been secured to support ongoing progress with their plan and to equip the person or household to sustain the housing outcome› Facilitate access to opportunities relevant to goals and connect to skills-building activities relevant to the Action Plan (eg delivered at front door, neighbourhood houses, regional jobs hubs, child and family centres), employment services, education providers, work experience opportunities, social enterprise initiatives, peer support initiatives (eg parenting groups)
Practice tool/s to support activity	Personalised Support Deal Action Plan Progress and Transition Review Exit Checklist
Expected outcomes	<ul style="list-style-type: none">› Longer-term intensive coaching and practical support intervention to prepare the person or household for housing opportunity, ensuring they have appropriate housing and living skills, service and community-level supports and connections in place to take up and sustain the housing offer when it becomes available

Adjusting the intensity of response

Intensity of support can be altered according to the needs of the person or household. Throughout the response, key development coaches may identify additional risk factors or protective factors that necessitate the adjustment of the level of intensity of response.

The following indicators show that the Level 3 response can be decreased or closed:

- If the support needs of the person or household lessen due to capabilities built (eg reduction in number of challenges and/or increase in capabilities), the key development coach will continue to work with the person but at a lower intensity. This is to ensure continuity of support in recognition of the relationship built.
- If a social housing outcome is secured, instigate a phased handover between the Housing Connect key development coach and tenancy support worker to ensure that the housing outcome is sustained. This should include sharing the Action Plan and steps to build a relationship with the tenancy support worker before the support period is closed.
- Once in stable housing (ie not social housing, no tenancy support attached), if a lead worker has been identified from another part of the service system, the Action Plan should be handed over. The key development coach may have an ongoing role providing support to progress housing and living skills goals to support sustainability of the housing outcome.
- If the person demonstrates they are not ready to commit to the Deal, by not engaging with their key development coach, the Deal can start with a commitment to engage with their key development coach to begin developing a trusting relationship. If the person is not ready for the Deal, advise on what Housing Connect is able to offer (eg crisis accommodation) and what they are not able to offer (eg planning and support for long-term housing) without this commitment. Ensure the person understands how they can get back in touch with Housing Connect if and when they are ready.



Operationalising the model: service-level response by life stage and household type





Young people

Level 1 response

For: Young people aged 21–25 years who are experiencing an episode of housing stress and require brief intervention to address short-term needs to meet their housing goals.

Coming from Living with family/extended family, private rental – single or shared occupancy

Life course considerations Home, access to education and/or training as a pathway to employment, income, health and wellbeing

- Scenarios**
- Living in a share house (private market rental), hours of employment drastically reduced for the month and unable to meet costs of rent for the month.
 - Living in a shared house (private market rental) and studying full-time on youth allowance, but a recent rental increase is causing financial hardship and placing the tenancy at risk.


This pathway may not always be linear. Young people may move through it differently according to their needs and circumstances.











The activities outlined in each of the service-level responses should be considered a best practice guide for this life course group and can be adapted and further tailored in line with our person-centred practice. Communities of practice will provide a mechanism for coaches to reflect on and refine the core activities for each life course group.

Key:

 Direct delivery

 Referral/connection point

 Boxed in blue: Activity to be considered, subject to capacity

Phase	Practice activities	Housing offer
Phase 1	<p>Develop and implement Immediate Response Plan, attending to immediate needs and goals</p> <ul style="list-style-type: none">  Determine immediate needs and goals, map existing supports and tailor assistance to minimise engagement with service system  Identify causal factors and ensure they are being addressed through the response  Where required, facilitate access to flexible individualised funds to stabilise housing and for other reasonable and necessary support linked to a Deal (eg debt, fines, material aid); Private Rental Assistance <hr/> <p>Information and advice</p> <ul style="list-style-type: none">   Provide or link to housing and income options and supports, ie tenancy information, real estate brokers, market guidance, income support (youth entitlements) <hr/> <p>Mobilise and/or develop family connections</p> <ul style="list-style-type: none">  Where possible, identify and leverage resources through personal networks (extended family and friends)  Referral to other services and supports, eg family mediation, mental health/AOD support services, employment services <hr/> <p>Plan in place, active support period closed</p>	<p>Stabilise current housing where possible or secure accommodation response through personal networks</p>
Phase 2	<ul style="list-style-type: none">  Phone contact provided by connections coach for up to three months (frequency tapered down as required) to check in on circumstances and reactivate support if required 	
 <p>Critical partnerships</p>	<ul style="list-style-type: none"> > TAFE/education > Youth specialist employment services > Services Australia (income support) > Health (mental health services, drug and alcohol services, sexual health services) > NDIS > Child Safety/Youth Justice > Family reunification/mediation services > Community resources (sporting clubs, identity groups, recreational services and facilities) 	
 <p>Housing destination</p>	<p>Residence is sustained (private rental or family home) through intervention</p> <hr/> <p>Young person is supported, through planning, connections and access to funding, to secure alternative housing option with extended network, or private market housing option (private rental – shared or single occupancy)</p>	



Level 2 response

For: Young people who are experiencing housing crisis or are at risk of homelessness (couch surfing, unsafe living conditions) and who require tailored support and are planning to achieve sustainable housing.




Coming from Family home; living with extended family, friends/their family, partner/their family; shared accommodation






Life course considerations Home, access to education and/or training as a pathway to employment, income, health and wellbeing

- Scenarios**
- > Living in family home, but due to parents' substance use issues and conflict in the home needs to find alternative housing. Is currently unemployed and has been unable to find affordable private market accommodation on JobSeeker payments.
 - > Couch surfing with a range of friends and extended family, with no permanent place to stay/frequent moves due to overcrowding.

This pathway may not always be linear. Young people may move through it differently according to their needs and circumstances.

Key:

-  Direct delivery
-  Referral/connection point
-  Boxed in blue: Activity to be considered, subject to capacity

Interim housing offers to prioritise	16–20 years	21–24 years	Interim housing offers to prioritise
Pause (week 1)			
<p>Remain in place with attached support (supported accommodation with family or friends – see below)</p> <p>Youth shelter – embedded support and brokerage attached to meet immediate needs</p> <p>Emergency accommodation (hotel/motel/cabin), only those aged 18–20</p>	<p>Health and Wellbeing</p> <ul style="list-style-type: none">  Notify Child Safety, identify resources and supports that can be leveraged (only for those aged 16–17) Cool off period – provide breathing space while connecting to support  Establish connection with connections coach – provide outreach to place where possible <p>Housing and living</p> <ul style="list-style-type: none">  Enact immediate accommodation response, try to sustain (or leverage networks for) non-system housing option where possible, or broker temporary emergency response  Facilitate access to flexible funds/brokerage to meet immediate needs <p>Health and wellbeing</p> <ul style="list-style-type: none">  Facilitate relevant specialist referrals to improve wellbeing (eg mental health, family violence, trauma, AOD services) utilising digital service/e-health where required to ensure rapid access 	<p>Remain in place with attached support (supported accommodation with family or friends)</p> <p>Emergency accommodation (hotel/motel/cabin)</p> <p>Youth shelter – embedded support and brokerage attached to meet immediate needs</p>	
System exit point: Week to cool down / connect to support enables return to home / residence			

What is Supported accommodation with family or friends?

Supported accommodation with family or friends falls within the community network response, leveraging networks (family, friends) that can provide bridging accommodation until a more sustainable option can be secured.

Key elements

- › 1–4 weeks' stay while working with a coach to plan for sustainable housing; to be renegotiated/revisited if longer stay required
- › Linked to a Deal: Matched financial contribution between individual/other part of service system (eg Child Safety, NDIS) and Housing Connect to contribute to household and living expenses for duration of stay (eg food and utilities, hygiene products) and bedding if required (pillow and sleeping bag)
- › Agreement drawn up with the support of the coach to ensure clarity/understanding by both parties around the arrangement (agreement could outline: length of stay, weekly \$ contribution, sleeping arrangements/household expectations around cleaning/cooking, 'deal breakers')

Critical conditions

- › Residing with trusted individual
- › Adequate conditions (adequate sleeping, cooking and toilet facilities, electricity and running water)
- › Some control over personal space

Benefits/indicators of success








- › Avoids deeper system engagement/entrenchment
- › Alleviates further pressure on social housing register/emergency accommodation
- › Avoids some of the negative impacts that can occur in emergency accommodation settings
- › Informal social support provided by friends/family while capability is built to access sustainable housing

Interim housing offers to prioritise	16–20 years	21–24 years	Interim housing offers to prioritise
Reflect (week 2)			
Remain in place with attached support (supported accommodation with family or friends)	<p>Education and learning (16–18 years)</p> <p>Check in with school:</p> <ul style="list-style-type: none"> ➞ Establish key contact at school (eg school-based social workers) ➞ Determine whether attending school, what supports are required to sustain engagement ➞ If not attending, ensure school is initiating plan for re-engagement and requisite supports ➞ Identify and refer young people to any available educational supports <p>Education and learning (18–20 years)</p> <ul style="list-style-type: none"> 🕒 Establish education and/or employment status ➞ Identify relevant supports to remain engaged or re-engage in education or training 	<p>Education and/or employment</p> <ul style="list-style-type: none"> 🕒 Establish education and employment status ➞ Identify relevant supports to remain engaged or re-engage with education, training and/or employment ➞ Refer to Commonwealth and state-based youth employment initiatives 	Remain in place with attached support (supported accommodation with family or friends)
Youth shelter – embedded support and brokerage attached to meet immediate needs	<p>Employment and income</p> <ul style="list-style-type: none"> ➞ Ensure connected to income support 🕒 Refer to Commonwealth and state-based youth employment initiatives <hr/> <ul style="list-style-type: none"> 🕒 Introduce and commit to the Deal <hr/> <p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> 🕒 Initial planning is more directive, with the key activities to be attended to and aligned to life stages across the life domains <hr/> <p>Housing and living</p> <ul style="list-style-type: none"> 🕒 Assess appropriate and flexible youth-focused housing options and, where required, prepare applications with a focus on priority eligibility and access <hr/> <p>Social and community connections</p> <p>Activate networks that can be creatively leveraged:</p> <ul style="list-style-type: none"> 🕒 Establish connection with trusted individual (family, extended network) 🕒 Map other key connections: extended family, family friends, peers (and potentially their family), partner (and potentially their family), trusted teacher/contact at school, other support workers with established relationship 🕒 Undertake initial planning and scoping around what is required for reconnection 	<p>Income</p> <ul style="list-style-type: none"> ➞ Ensure connected to income support 	Youth shelter – embedded support and brokerage attached to meet immediate needs




Interim housing offers to prioritise	16–20 years	21–24 years	Interim housing offers to prioritise
<p>Health and wellbeing</p> <p>➡ Check in on engagement with specialist wellbeing supports (eg mental health, family violence, trauma, AOD services)</p>			
<p>Motivate (week 3)</p>			
<p>Remain in place with attached support (supported accommodation with family or friends)</p>	<p>Education and learning</p> <p>➡ Check in on supports to sustain engagement with education or training</p>	<p>Education and/or employment</p> <p>➡ Check in on supports to sustain engagement with education or training as a pathway to employment</p> <p>➡ Check in on engagement with Commonwealth and state-based youth employment initiatives*</p> <p>* <i>Note, this check in is to ascertain whether this connection is working well for the person and does not relate to whether the person is meeting their mutual obligation requirements.</i></p>	<p>Remain in place with attached support (supported accommodation with family or friends)</p>
<p>Youth shelter – embedded support and brokerage attached to meet immediate needs</p>	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> 🕒 Review and progress goals identified in Action Plan 🕒 Exploration activities and group work (eg connect into Youth2Independence [Y2I] activity calendar) relevant to goals <hr/> <p>Housing and living</p> <ul style="list-style-type: none"> 🕒 Begin to co-develop a plan to return home (where possible) or with a member of extended network 🕒 Where not possible, provide regular follow-up advocacy (eg Y2I providers, housing providers, real estate agents, landlords) on behalf of the person and explore any further housing options <hr/> <p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Facilitate access to family reunification activities (where appropriate): family meetings, mediation, family counselling ➡ Ensure adequate resources to enable rapid access (eg priority access if government funded, brokerage to access private practitioners) <hr/> <p>Health and wellbeing</p> <p>➡ Check in on engagement with specialist supports</p>		<p>Youth shelter – embedded support and brokerage attached to meet immediate needs</p>

Interim housing offers to prioritise	16–20 years	21–24 years	Interim housing offers to prioritise
Plan (week 4)			
<p>Remain in place with attached support (supported accommodation with family or friends)</p> <p>Youth shelter – embedded support and brokerage attached to meet immediate needs</p>	<p>Housing and living</p> <ul style="list-style-type: none"> ⦿ Planning and support with extended network to facilitate non-system housing outcome if a return home is not feasible at this stage or to support staged return home <p>Education and learning</p> <ul style="list-style-type: none"> ➡ Ongoing focus on engagement or re-engagement with education or training <p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> ⦿ Develop a comprehensive future-focused Action Plan, setting goals across five key life domains ⦿ ➡ Facilitate access to range of skills building activities tailored to goals <p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Ongoing access to, and support to engage in, family mediation, family meetings or counselling <p>Health and wellbeing</p> <ul style="list-style-type: none"> ➡ Check in on engagement with specialist wellbeing supports (eg for mental health, family violence, trauma, AOD services) 	<p>Housing and living</p> <ul style="list-style-type: none"> ⦿ Planning and support with extended network to facilitate non-system housing outcome if a return home is not feasible at this stage 	<p>Remain in place with attached support (supported accommodation with family or friends)</p> <p>Youth shelter – embedded support and brokerage attached to meet immediate needs</p>
Reconnect			
<p>Return to home or sustainable accommodation with extended family, friends, or partner as either a bridge to home or as home</p> <p>Transition to Y2I facility (congregate)</p>	<p>Housing and living</p> <ul style="list-style-type: none"> ⦿ Connect with assistance to reconcile belongings, pack and relocate (where required) ⦿ Assist with orientation to new accommodation and area, including linkages to relevant community supports and services (where required) <p>Plan in place, active support period closed</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> ⦿ Phone contact provided by connections coach for up to three months (frequency tapered down as required) to check in on circumstances </div>		<p>Return to home or sustainable accommodation with extended family, friends, or partner as either a bridge to home or as home</p> <p>Transition to Y2I facility (congregate, modular)</p> <p>Shared accommodation</p>
System exit point			

Planning and goal setting (weeks 5–12)

Remain in place with attached support (supported accommodation with family or friends)	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none">  Weekly one-to-one coaching sessions to progress goals in Action Plan across five key life domains  Access to opportunities relevant to goals   Connect to skills-building and personal development opportunities tailored to goals  Facilitate access to Capabilities Fund to enable participation in community-based activity linked to goals or interests 	Remain in place with attached support (supported accommodation with family or friends)
Youth shelter – embedded support and brokerage attached to meet immediate needs	<div style="border: 1px solid #0070C0; padding: 5px; margin-bottom: 5px;">  Facilitate access to flexible funds to enable participation in community-based activity linked to goals or interests </div> <p>Health and wellbeing</p> <ul style="list-style-type: none">  Check in on engagement with specialist wellbeing supports (eg mental health, family violence, trauma, AOD services) 	Youth shelter – embedded support and brokerage attached to meet immediate needs

Reconnect

<p>Housing and living</p> <ul style="list-style-type: none">  Connect with assistance to reconcile belongings, pack and relocate (where required)  Assist with orientation to new accommodation and area, including linkages to relevant community supports and services (where required) 	<p>Plan in place, active support period closed</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;">  Phone contact provided by connections coach for up to three months (frequency tapered down as required) to check in on circumstances </div>	
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Housing Destination

<ul style="list-style-type: none"> > Return to home > Living with extended family, friends/their family, partner/their family > Y2I facility > Shared accommodation 	<ul style="list-style-type: none"> > Return to home > Living with extended family, friends, partner > Y2I facility > Shared accommodation > Private rental secured (utilising PRA funding or Private Rental Incentives (PRI)/head leasing, linked to a Deal) 	
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Level 3 response

For: Young people who are experiencing housing crisis, are at risk of or are experiencing homelessness (couch surfing, unsafe living conditions, leaving institutional settings, rough sleeping) and who require tailored support and planning to achieve sustainable housing. They are less likely to be able to return home, and the length of time needed to return home is likely to require longer and more intensive work.




Coming from Family home, couch surfing arrangements, institutional settings (eg residential care, youth justice facility)

Life course considerations Home, access to education and/or training as a pathway to employment, social connections, income, health and wellbeing

- Scenarios**
- Leaving youth justice setting and unable to return to the family home due to previous violence. Couch surfing with unsafe individuals and no current income.
 - Forced to leave the family home, with no other family supports that can be relied upon. Experiencing mental health challenges and no current income.

This pathway may not always be linear. Young people may move through it differently according to their needs and circumstances.

Key:

-  Direct delivery
-  Referral/connection point
-  Boxed in blue: Activity to be considered, subject to capacity

Phase

16–20 years

21–24 years

**Pause
(week 1)**

Cool off period – provide breathing space while connecting to support

- 🕒 Establish connection with key development coach, providing outreach to place

Housing and living

- 🕒 Enact immediate accommodation response, leverage networks for non-system housing option where possible, or broker urgent temporary emergency response
- 🕒 Facilitate access to flexible individualised funds for reasonable and necessary support (package of financial support relevant to the needs of the young person)

Health and wellbeing

- ➡ Facilitate relevant specialist referrals to improve wellbeing (eg mental health, family violence, trauma, AOD services) utilising digital service/e-health where required to ensure rapid access

Health and wellbeing

- ➡ Notify Child Safety, identify resources and supports that can be leveraged (16–17 years)

Interim housing offers to prioritise

- Remain in place with attached support (supported accommodation with family or friends)
- Youth shelter – embedded support and brokerage attached to meet immediate needs
- Emergency accommodation (hotel/motel/cabin), only for 18–20 years

- Remain in place with attached support (supported accommodation with family or friends)
- Youth shelter – embedded support and brokerage attached to meet immediate needs
- Emergency accommodation (hotel/motel/cabin)

Cooling off period enables young person to think about their next steps and/or return home

Reflect
(week 2)

Engagement and support

- 🕒 Introduce and commit to the Deal
- 🕒 Initiate first stage of planning using the Action Plan. Initial planning is more directive, with key activities to be attended to and aligned to life stage across the life domains

Housing and living

- 🕒 Assess appropriate and flexible youth-focused housing options and, where required, prepare applications with a focus on priority eligibility and access

Health and wellbeing

- ➡ Check in on engagement with specialist wellbeing supports (eg mental health, family violence, trauma, AOD services)

Social and community connections

Activate networks that can be creatively leveraged:

- 🕒 Establish connection with trusted individual (family, extended network)
- 🕒 Map other key connections: extended family, family friends, peers (and potentially their family), partner (and potentially their family), trusted teacher or other contact at school, other support workers with established relationship

Social and community connections

Activate networks that can be creatively leveraged:

- 🕒 Establish connection with trusted individual (family, extended network)
- 🕒 Map other key connections: extended family, family friends, peers, partner, other support workers with established relationship

Education and learning (16-18 years)

Check in with school:


- 🕒 Establish key contact at school (eg school-based social workers)
- ➡ Determine whether the person is attending school and what supports are required to sustain engagement
- ➡ If not attending, ensure school is initiating plan for re-engagement and requisite supports
- ➡ Identify and refer young people to any available educational supports



Education and/or employment (18-20 years)

- 🕒 Establish education/training and/or employment status
- ➡ Identify relevant supports to remain engaged or re-engage in education or training
- 🕒 Refer to Commonwealth and state-based youth employment initiatives (where relevant)

Income

- ➡ Ensure connected to relevant income support entitlements



 Motivate
(week 3)
Coaching, planning and goal setting

-  Review and progress goals identified in Action Plan
-  Exploration activities and group work (eg connect into Y2I activity calendar) relevant to goals



Health and wellbeing

-  Check in on engagement with specialist wellbeing supports (eg mental health, family violence, trauma, AOD services)



Housing and living

-  Undertake initial planning and exploration around housing options with key individual/s in network, including supports required to get them into a living situation with family or extended network



Social and community connections

-  Facilitate access to family reunification activities (where appropriate): family meetings, mediation, family counselling
-  Ensure adequate resources to enable rapid access (eg priority access if government funded, brokerage to access private practitioners)

Education and/or employment

-  Check in on supports to sustain engagement with education or training
-  Check in on engagement with Commonwealth and state-based youth employment initiatives

Education and/or employment

-  Check in on supports to sustain engagement with education or training as a pathway to employment
-  Check in on engagement with Commonwealth and state-based youth employment initiatives*

* *Note, this check in is to ascertain whether this connection is working well for the person and does not relate to whether the person is meeting their mutual obligation requirements.*

Interim housing offers to prioritise

Remain in place with attached support (supported accommodation with family or friends)

Youth shelter – embedded support and brokerage attached to meet immediate needs

Plan
(weeks
4–6)

Coaching, planning and goal setting

- 🕒 Develop a comprehensive future-focused Action Plan focused on key life domains to enable young people to explore aspirations and develop a plan for their next steps
- 🕒 Exploration activities and group work (eg connect into Y2I activity calendar) relevant to goals

Housing and living

- 🕒 Planning and support with extended network to facilitate sustainable housing outcome/establish support infrastructure if a return home is not feasible or to support a staged return home
- 🕒 Where a return home is not possible, provide regular follow-up advocacy (eg Y2I providers, housing providers, real estate agents, landlords) on behalf of the person and explore any further housing options

Social and community connections

- ➡ Ongoing access to, and support to engage in, family mediation, family meetings or counselling

Education and/or employment

- ➡ Check in on supports to sustain engagement with education or training
- ➡ Check in on engagement with Commonwealth and state-based youth employment initiatives

Education and/or employment

- ➡ Check in on supports to sustain engagement with education or training as a pathway to employment
- ➡ Check in on engagement with Commonwealth and state-based youth employment initiatives or employment status

Health and wellbeing

- ➡ Check in on engagement with specialist wellbeing supports (eg mental health, family violence, trauma, AOD services)

Phase

16–20 years

21–24 years

Planning and goal setting

Intensive coaching, planning and goal setting

- Weekly one-to-one coaching sessions focused on key life domains to enable young people to explore aspirations, progress goals and develop a plan for their next steps
- Access to opportunities relevant to goals
- Building an address book of contacts that can assist in achieving goals
- Exploration activities and group work (eg connect into Y2I activity calendar) relevant to goals
- Connect to skills building and personal development opportunities tailored to goals

Reconnect

Housing and living

- Connect with assistance to reconcile belongings, pack and relocate (where required)
- Assist with orientation to new accommodation and area, including linkages to relevant community supports and services (where required)

Housing destination

Living with extended family, friends/their family or partner/their family with active key worker support for up to six months

Y2I facility, share or cluster homes

Shared accommodation

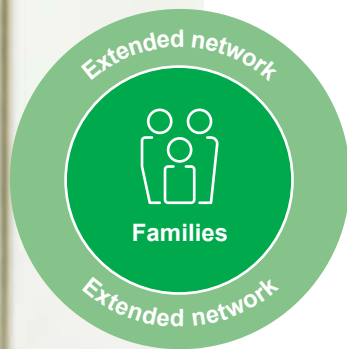
Living with extended family, friends or partner with active key worker support for 3–6 months

Y2I facility, share or cluster homes

Shared accommodation (Y2I modular homes)

Private rental secured (utilising PRA funding or PRI/head leasing, linked to a Deal)

Social housing (with tenancy support or key worker in place)



Families




Level 1 response











For: Families with or without children who are experiencing an episode of housing stress and require brief intervention to address short-term needs to meet their housing goals.

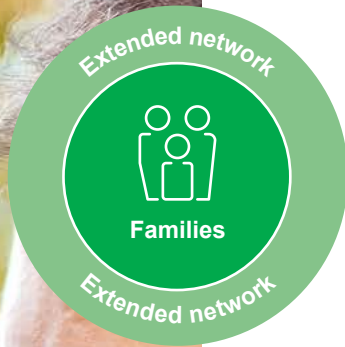
Coming from	Home ownership, private rental, social housing, living with extended family
Life course considerations	Home, income, access to employment and/or education and training (parents, older children), access to childcare/schools (younger children)
Scenarios	<ul style="list-style-type: none"> > Unable to find secure tenure in private rental market, leading to frequent moves and social dislocation, especially for children. > Unable to find suitable private rental property due to discrimination from private landlords (particularly single parents, families with young children). > Family experiencing temporary hardship due to change in employment or relationship status, require interim financial support or assistance towards mortgage or rent payments. > Family (especially for families with children) unable to maintain mortgage or afford home purchase.

This pathway may not always be linear. Families may move through it differently according to their needs and circumstances.

Key:

-  Direct delivery
-  Referral/connection point
-  Boxed in blue: Activity to be considered, subject to capacity

Phase	Practice activities	Housing offer
Phase 1	<p>Develop and implement an Immediate Response Plan for parents and child(ren), attending to immediate needs and goals</p> <ul style="list-style-type: none">  Determine immediate needs and goals for the family, including children; map existing supports and tailor assistance to minimise engagement with service system  Identify causal factors and ensure they are being addressed through the response  Where required, facilitate access to flexible individualised funds to stabilise housing and for other reasonable and necessary support linked to a Deal (eg debt, fines, material aid); Private Rental Assistance <hr/> <p>Information and advice</p> <ul style="list-style-type: none">   Provide or link to housing and income options and supports, ie tenancy information, income support (entitlements for families), tenancy rights, market guidance <hr/> <p>Mobilise and/or develop family connections</p> <ul style="list-style-type: none">  Where possible, identify and leverage resources through personal networks (extended family and friends)  Specialist providers, eg financial literacy/counselling, children’s therapies, family support programs   Referral to other services and supports, eg child and family centres, tenancy support, private market case workers – North/North-West, and community resources (eg neighbourhood houses, parenting groups) <hr/> <p>Plan in place, active support period closed</p>	<p>If required, broker access to emergency accommodation to prevent transition to Level 2 (hotel, motel)</p>
Phase 2	<div style="border: 1px solid blue; padding: 5px;"> <ul style="list-style-type: none">  Phone contact provided by connections coach for up to three months (frequency tapered down as required) to check in on circumstances and reactivate support if required </div>	
<div style="border: 1px solid blue; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <p>Critical partnerships</p> </div>	<ul style="list-style-type: none"> > Education (schools) > Services Australia (income support) > TAFE/VET > Employment services > Child Safety > Integrated family support services > Justice system > Police, legal and family violence services > Health (mental and primary health services, drug and alcohol services, dental health) > Community resources (Child and Family Centres, childcare, recreational services, neighbourhood houses and facilities) 	
<div style="border: 1px solid blue; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <p>Housing destination</p> </div>	<p>Residence is sustained (private rental or family home) through intervention</p> <hr/> <p>Family is supported, through planning, connections and access to funding, to secure alternative private market housing option (private rental, home ownership through MyHome)</p>	



Level 2 response

For: Families with or without children* experiencing housing crisis or at imminent risk of homelessness and who require immediate tailored support and planning to find a home.

** Housing Connect does not hold primary accountability for children in this response but needs to connect them to child-focused system leads or supports who have accountability for this age group (within DECYP).*

Coming from	Private rental, social housing
Life course considerations	Home, income, access to employment and/or education and training (parents, older children), access to childcare/schools (younger children)
Scenarios	<ul style="list-style-type: none"> ➤ Current rental property being sold or lease coming to an end (more or less immediately) with no option to renew. Unable to secure alternative affordable family-sized property and manage living costs. ➤ Family dissolution or breakdown requiring one parent to secure alternative accommodation with suitable space for children. Cannot find affordable option on single income. ➤ Family has acquired social housing debt/rental arrears they are unable to pay due to income level. Other health or wellbeing challenge/s identified through comprehensive assessment. Loss of tenancy imminent with lack of alternative options due to existing debt/arrears.

This pathway may not always be linear. Families may move through it differently according to their needs and circumstances.

Key:




Direct delivery





Referral/connection point


















Boxed in blue: Activity to be considered, subject to capacity






Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
 Stabilise (week 1)	Social and community connections ➤ Broker access to childcare where required	Employment and income ➤ Ensure family is connected to income support and relevant employment services (where relevant)	Supported accommodation with family or friends (extended family if with child/ren)
	⦿ Introduce and commit to the Deal		Brokered emergency accommodation (hotel, motel or cabin) or shelter
	Housing and living ⦿ Stabilise existing housing, if possible (rent arrears, landlord negotiation, Magistrates Court support/representation – Tasmanian jurisdiction, bills/debt assistance), leverage networks for non-system housing option, or broker a temporary emergency response if needed ⦿ Facilitate access to flexible individualised funds for reasonable and necessary support (package of financial support relevant to needs of parent/s and child/ren)		
Health and wellbeing ➤ Facilitate specialist referrals for parent/s and child/ren (eg mental health, alcohol and drug services, financial counselling, children’s therapies) utilising digital servicing/e-health/telehealth where possible to ensure rapid access			

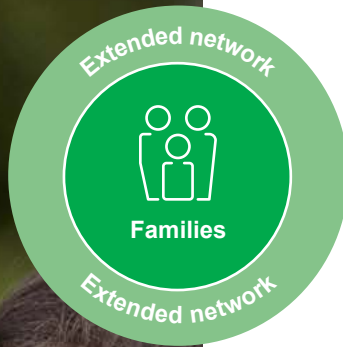
Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
 <p>Engage (week 2)</p>	<p>Education and learning</p> <ul style="list-style-type: none"> Establish key contact at child/ren's school or early childhood centre (eg school social workers for school-aged children in government schools, role of child and family centres for non-school-aged child/ren) 	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> Initiate first stage of planning using Action Plan; initial planning is more directive, with key activities to be attended to and aligned to life stages across the five key life domains^ 	<p>Supported accommodation with family or friends (extended family if with child/ren)</p>
	<p>Health and wellbeing</p> <ul style="list-style-type: none"> Connect to child and family centres to enable access to relevant specialist expertise in relation to child/ren's needs (children 5 and under) Notify Child Safety (only when child/ren deemed at risk) 		<p>Brokered emergency accommodation (hotel, motel or cabin) or shelter</p>
	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> Initiate first stage of planning using Action Plan for carer and child/ren; initial planning is more directive, with key activities to be attended to and aligned to life stages across the five key life domains^ <p><i>^ See other domains for guidance around activities.</i></p>		<p>Package of support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds)</p>
	<p>Housing and living</p> <ul style="list-style-type: none"> Assess appropriate and flexible housing options and prepare applications with a focus on priority eligibility and access Regular follow-up advocacy to real estate agents/landlords/housing providers on behalf of the family and explore any further housing options 		
	<p>Social and community connections</p> <p>Activate networks that can be creatively leveraged:</p> <ul style="list-style-type: none"> Map key connections: family, friends, community resources 		

Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
 <p>Motivate (week 3)</p>	<p>Planning and goal setting</p> <ul style="list-style-type: none"> 🕒 ➡️ Connect to relevant child-focused system leads and supports with accountability to progress child/ren's component of plan 	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> 🕒 Review and progress goals identified in the Action Plan (parent/s and family Action Plan) 🕒 ➡️ Facilitate access to a range of skills-building activities tailored to goals 	<p>Supported accommodation with family or friends (extended family if with child/ren)</p>
	<p>Education and learning</p> <ul style="list-style-type: none"> ➡️ Establish regular communication channels for children with school social worker/child and family centre worker (other child-focused supports depending on place-based differences) 	<p>Social and community connections</p> <ul style="list-style-type: none"> ➡️ Connect to peer support initiatives (eg parenting groups) 	<p>Brokered emergency accommodation (hotel, motel or cabin) or shelter</p>
		<p>Employment and income</p> <ul style="list-style-type: none"> ➡️ Check in on engagement with employment services (where relevant)* ➡️ Volunteering (eg through regional jobs hubs, Volunteering Tasmania) <p><i>* Note, this check in is to ascertain whether this connection is working well for the person and does not relate to whether the person is meeting their mutual obligation requirements.</i></p>	<p>Package of support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds)</p>
	<p>Housing and living</p> <ul style="list-style-type: none"> 🕒 Regular follow-up advocacy to real estate agents/landlords/housing providers on behalf of the family and explore any further housing options 		
	<p>Health and wellbeing</p> <ul style="list-style-type: none"> ➡️ Check in on engagement with specialist supports ➡️ Check in on family-focused work (eg family counselling, family support programs) 		

Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
 <p>Plan (week 4)</p>	<p>Planning and goal setting</p> <ul style="list-style-type: none"> ➡ Ensure a comprehensive Action Plan has been developed with child/ren by relevant child-focused supports (eg child and family centre worker, school social worker), setting goals across five key life domains 	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> 🕒 Develop a comprehensive future-focused parent/family Action Plan, setting goals across five key life domains 🕒 ➡ Facilitate access to range of skills-building activities tailored to goals <p>Education and learning</p> <ul style="list-style-type: none"> ➡ Connect to education options linked to individual goals, aspirations and capabilities <p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Check in on connections to peer support initiatives (eg parenting groups) <p>Employment and income</p> <ul style="list-style-type: none"> ➡ Check in on engagement with employment services (where relevant) <p>Health and wellbeing</p> <ul style="list-style-type: none"> ➡ Check in on engagement with specialist supports ➡ Check in on family-focused work (eg family counselling, family support programs) 	<p>Supported accommodation with family or friends (extended family if with child/ren)</p> <p>Brokered emergency accommodation (hotel, motel or cabin) or shelter</p> <p>Package of support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds)</p>
 <p>Reconnect</p>	<p>Housing and living</p> <ul style="list-style-type: none"> 🕒 When a housing offer is made, accompany the family for viewing and sign-up 🕒 Connect with assistance to reconcile belongings, pack and relocate (where required) 🕒 Assist with orientation to new accommodation and area, including linkages to childcare/school and other support services <p>Plan in place, active support period closed</p>	<p>Phone contact provided by a connections coach for up to three months (frequency tapered down as required) to check in on circumstances</p>	<p>Remain in home, immediate risks to tenure resolved, a plan for sustainability is in place.</p> <p>Private rental secured (utilising PRA funding or PRI/head leasing, linked to a Deal)</p> <p>Social housing</p> <p>Medium-term transitional housing (eg community tenancies)</p>
System exit point			

Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
 Planning & goal setting (weeks 5-12)	Planning and goal setting  Check in with child-focused supports around child/ren's comprehensive Action Plan	Coaching, planning and goal setting  Review and progress goals across five key life domains (parent/family Action Plan)  Weekly one-to-one coaching sessions  Access to community-based opportunities relevant to goals   Facilitate access to a range of skills-building and personal development activities tailored to goals* <i>* For example, external skills-building activities delivered by neighbourhood houses, community centres, libraries, councils, regional jobs hubs or skills-building activities offered at the front door, either delivered by or brokered through the front door (eg financial literacy, budgeting, applying for housing online).</i>	Medium-term transitional housing (eg community tenancies)
		Social and community connections  Check in on connections to peer support initiatives (eg parenting groups)  Volunteering (eg through regional jobs hubs, Volunteering Tasmania)	Social housing
		Employment and income  Check in on engagement with employment services (where relevant)	Private rental secured (utilising PRA funding or PRI/head leasing, linked to a Deal)
	Health and wellbeing  Check in on engagement with specialist supports  Family-focused work (eg family counselling, family support programs)		
		 Facilitate access to flexible funds to enable participation in community-based activities linked to goals or interests	

Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
 <p>Reconnect</p>	<p>Housing and living</p> <ul style="list-style-type: none">  When a housing offer is made, connect with assistance to reconcile belongings, pack and relocate (where required)  Assist with orientation to new accommodation and area, including linkages to childcare/school, and other support services <hr/> <p>Plan in place, active support period closed</p> <hr/> <ul style="list-style-type: none">  Placed on active hold, phone contact provided by connections coach for up to three months (frequency tapered down as required) to check in on circumstances 		
<div style="display: flex; align-items: center;">  <div> <p>Private rental secured (utilising PRA funding or PRI/head leasing, linked to a Deal)</p> <hr/> <p>Social housing (community or public housing)</p> </div> </div>			




Level 3 response

For: Families with or without children who are presenting as homeless or at serious risk of homelessness (sleeping in car, couch surfing, living with extended network in unsuitable or unsustainable arrangement) and who require intensive tailored support and planning to achieve sustainable, safe and secure housing.


Coming from	Private rental, family home (home ownership), social housing
Life course considerations	Home, income, health and wellbeing (parent and child/ren), access to employment and/or education and training (parents, older children), access to childcare/schools (younger children)
Scenarios	<ul style="list-style-type: none"> > Single parent leaving domestic/family violence situation, unable to reside in the family home, immediate safety concerns present. > Single parent and child/ren have been living with extended family or friends after leaving domestic/family violence situation, arrangements not suitable/sustainable for the needs of the family. > Large dual-parent family with children evicted from social housing property due to arrears, property damage and failure to adhere to payment plan. Significant complexity across the family unit identified in comprehensive assessment.












This pathway may not always be linear. Families may move through it differently according to their needs and circumstances.



Key:



 Direct delivery




 Referral/connection point

 Boxed in blue: Activity to be considered, subject to capacity

Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
Stabilise (week 1)	Health and wellbeing  Check in on Child Safety involvement		Shelter
	Housing and living  Enact immediate accommodation response, leverage networks for non-system housing options where possible, or broker urgent temporary emergency response  Facilitate access to flexible individualised funds for reasonable and necessary support (package of financial support relevant to needs of parent/s and child/ren)		Brokered emergency accommodation with risk assessment and safety plan in place where there are safety concerns (hotel, motel or cabin)
	Health and wellbeing  Where required, facilitate immediate family violence response (specialist family violence providers, police) to develop safety plan and risk assessment		Supported accommodation with family or friends with risk assessment and safety plan in place where there are safety concerns (extended family only)
Engage (week 2)	Education and learning  Establish key contact at child/ren's school or early childhood centre (eg school social workers for school-aged children in government schools, role of child and family centres for non-school-aged child/ren)	Employment and income  Ensure family is connected to income support	Shelter
	Health and wellbeing  Broker access to childcare where required, ensure safety planning in place for child/ren if required  Connect to child and family centres to enable access to relevant specialist expertise in relation to child/ren's needs (children 5 and under)		Brokered emergency accommodation with risk assessment and safety plan in place where there are safety concerns (hotel, motel or cabin)
	Engagement and support  Establish connection to key development coach  Introduce and commit to the Deal (evolving the Deal as capabilities are built)  Initiate first stage of planning using the Action Plan (for carer and child/ren); initial planning is more directive, with key activities to be attended to and aligned to life stages across the five key life domains		Supported accommodation with family or friends, with risk assessment and safety plan in place where there are safety concerns (extended family only)

Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
	<p>Housing and living</p> <ul style="list-style-type: none"> ⦿ Assess appropriate housing options and prepare applications seeking fast-track priority access <hr/> <p>Social and community connections</p> <p>Activate networks that can be creatively leveraged:</p> <ul style="list-style-type: none"> ⦿ Map key connections: family, friends, community resources <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> ⦿ Facilitate specialist referrals for parent/s and child/ren (eg legal assistance, counselling services – child, parent, family, financial counselling) 		
	<p>Planning and goal setting</p> <ul style="list-style-type: none"> ⦿ ➡ Connect to relevant child-focused system leads and supports with accountability to progress child/ren's component of plan <hr/> <p>Education and learning</p> <ul style="list-style-type: none"> ➡ Establish regular communication channels for children with school social worker/child and family centre worker (other child-focused supports depending on place-based differences) <hr/> <p>Housing and living</p> <ul style="list-style-type: none"> ⦿ Regular follow-up advocacy to real estate agents/landlords/housing providers on behalf of the family and explore any further housing options if rapid access is not achieved <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> ➡ Check in on engagement with specialist supports <hr/> <p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Connect to relevant community resources <hr/> <ul style="list-style-type: none"> ⦿ Facilitate access to flexible funds to enable participation in activities linked to passions or goals 	<p>Engagement and support</p> <ul style="list-style-type: none"> ⦿ Regular weekly contact: up to four hours to gradually build open and trusting relationship ⦿ Flexible, tailored support: practical, concrete coaching and tangible support to build their contacts and networks (legal, education, health, Centrelink) ⦿ Review and progress goals identified in the Action Plan (parent/family) <hr/> <p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Connect to peer support (eg parenting groups) 	<p>Shelter</p> <hr/> <p>Brokered emergency accommodation with risk assessment and safety plan in place where there are safety concerns (hotel, motel or cabin)</p> <hr/> <p>Supported accommodation with family or friends with risk assessment and safety plan in place where there are safety concerns (extended family only)</p>

Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
 Plan (weeks 4-6)	Planning and goal setting <ul style="list-style-type: none"> ➤ Ensure a comprehensive Action Plan has been developed with child/ren by relevant child-focused supports (eg child and family centre worker/school social worker), setting goals across five key life domains ➤ Check in with child-focused supports around child/ren's comprehensive Action Plan 	Intensive coaching, planning and goal setting <ul style="list-style-type: none"> ⦿ Develop a comprehensive future-focused parent/family Action Plan, setting goals across five key life domains ⦿ ➤ Facilitate access to a range of skills-building and personal development activities tailored to goals 	Rapid Rehousing
		Education and income <ul style="list-style-type: none"> ➤ Refer to Commonwealth or state-based employment services (where relevant) 	Social housing
		Social and community connections <ul style="list-style-type: none"> ➤ Check in on connections to peer support initiatives (eg parenting groups) 	Private rental (using funding from flexible support packages to establish tenancy, PRA funding, or other PRI/head leasing arrangements linked to a Deal)
	Housing and living <ul style="list-style-type: none"> ⦿ Regular follow-up advocacy to real estate agents/landlords/housing providers on behalf of the family and explore any further housing options if rapid access is not achieved 		
	Health and wellbeing <ul style="list-style-type: none"> ⦿ ➤ Collaboration with other services/specialist supports (eg co-delivery with family violence, mental health, justice) 		
 Planning & goal setting	Planning and goal setting <ul style="list-style-type: none"> ➤ Check in with child-focused supports around child/ren's comprehensive Action Plan 	Intensive coaching, planning and goal setting <ul style="list-style-type: none"> ⦿ Regular one-to-one coaching sessions ⦿ Access to opportunities relevant to goals 	Rapid Rehousing

Phase	Child(ren)*	Adult/s	Interim housing offers to prioritise
 <p>Planning & goal setting (continued)</p>		<p>Education and learning</p> <ul style="list-style-type: none"> ➡ Connect to education opportunities (where relevant) 	Social housing
		<p>Employment and income</p> <ul style="list-style-type: none"> ➡ Check in on connection to employment services (where relevant) ➡ Connect to work experience opportunities (eg through connection to regional jobs hubs) 	Private Rental (using funding from flexible support packages to establish tenancy, PRA funding, or other PRI/head leasing arrangements linked to a Deal)
	<p>Health and wellbeing</p> <ul style="list-style-type: none"> 🕒 ➡ Collaboration with other services/specialist supports (eg co-delivery with family violence, mental health, justice) 		
	<p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Check in on engagement with relevant community resources 		
 <p>Reconnect</p>	<p>Housing and living</p> <ul style="list-style-type: none"> 🕒 When a housing offer is made, accompany for viewing and sign-up 🕒 Connect with assistance to reconcile belongings, pack and relocate (where required) 🕒 Assist with orientation to new accommodation and area, including linkages to childcare/school, and other support services 		
	<p>Plan in place, active support period closed</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> 🕒 Phone contact provided by key development coach for up to six months (frequency tapered down as required) to check in on circumstances </div>		
 <p>Housing destination</p>	Medium-term transitional housing (eg Rapid Rehousing or community tenancies properties)		
	Social housing (community or public housing)		
	Private rental (in some instances using transitional head-lease arrangements, building capability to take over lease independently)		



Single adults




Level 1 response










For: Single adults (aged 25–64 years) experiencing an episode of housing stress who require brief intervention assistance to meet their goals.


Coming from	Home ownership, private rental, social housing, living with extended family
Life course considerations	Income, access to employment and/or education and training, health and wellbeing
Scenarios	<ul style="list-style-type: none">➤ Historical rental debt prohibiting successful private rental applications.➤ Change of employment or change to employment hours, requires rental assistance during transitional period.

This pathway may not always be linear. People may move through it differently according to their needs and circumstances.

Key:

-  Direct delivery
-  Referral/connection point
-  Boxed in blue: Activity to be considered, subject to capacity

Phase	Practice activities	Housing offer
Phase 1	<p>Develop and implement Immediate Response Plan attending to immediate needs and goals</p> <ul style="list-style-type: none">  Determine immediate needs and goals of the individual, map existing supports and tailor assistance to minimise engagement with service system  Identify causal factors and ensure they are being addressed through the response  Where required, facilitate access to flexible individualised funds to stabilise housing and for other reasonable and necessary support linked to a Deal (eg debt, fines, material aid); Private Rental Assistance <hr/> <p>Information and advice</p> <ul style="list-style-type: none">   Provide or link to housing and income options and supports, eg tenancy information, income support, real estate brokers, market guidance <hr/> <p>Mobilise and/or develop family connections</p> <ul style="list-style-type: none">  Where possible, identify and leverage resources through personal networks (extended family and friends)  Specialist providers, eg financial literacy/counselling, children's therapies, family support programs   Referral to other services and supports, eg financial literacy/counselling, state or Commonwealth employment services, counselling <hr/> <p>Plan in place, active support period closed</p>	<p>A small number (< 5%) may need a very brief brokered emergency accommodation response to prevent transition to Level 2 (hotel, motel, caravan park)</p>

Phase 2	<ul style="list-style-type: none">  Phone contact provided by connections coach for up to three months (frequency tapered down as required) to check in on circumstances and reactivate support if required
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<p>Critical partnerships</p>	<ul style="list-style-type: none"> > Services Australia (income support) > Employment services > TAFE/VET > Health (mental and primary health services, drug and alcohol services, allied health providers) > Justice > NDIS > Family reunification/mediation services > Community resources (peer initiatives, neighbourhood houses)
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<p>Housing destination</p>	<p>Residence is sustained (private rental – shared or single occupancy, family home) through intervention</p> <hr/> <p>Individual is supported, through planning, connections and access to funding, to secure alternative private market housing option (private rental, home ownership through MyHome)</p>
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Level 2 response

For: Single adults (aged 25–64 years) experiencing housing crisis or at imminent risk of homelessness who require tailored support and planning to stabilise their living situation.




Coming from Private rental (single occupancy or shared), family home, social housing

Life course considerations Income, access to employment and/or education and training, health and wellbeing, social connections

- Scenarios**
- > The person is experiencing partner violence and is remaining in unsafe living situation due to a lack of alternative affordable housing options.
 - > Rental property sold, unable to find affordable alternative private rental option, at risk of entering homelessness.
 - > Recent loss of employment and no savings, tenancy at serious risk without financial assistance to meet mortgage or rental payments until the person finds new employment.



This pathway may not always be linear. People may move through it differently according to their needs and circumstances.



Key:

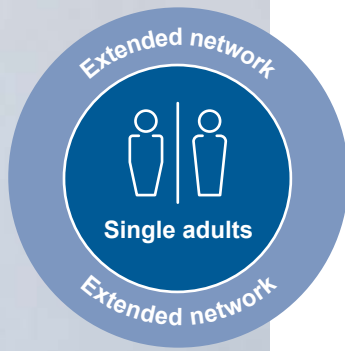
-  Direct delivery
-  Referral/connection point
-  Boxed in blue: Activity to be considered, subject to capacity

Phase	Practice activities	Interim housing offers to prioritise
Stabilise (week 1)	<p>⦿ Introduce and commit to the Deal</p> <hr/> <p>Housing and living</p> <p>⦿ Stabilise existing housing, if possible (rent arrears, landlord negotiation, Magistrates Court support/representation – Tasmanian jurisdiction, bills/debt assistance), leverage networks for non-system housing option, or broker a temporary emergency response if needed</p> <p>⦿ Facilitate access to flexible individualised funds for reasonable and necessary support</p> <hr/> <p>Employment and income</p> <p>➡ Ensure the person is connected to income support and relevant employment services (where relevant)</p> <hr/> <p>Health and wellbeing</p> <p>➡ Facilitate specialist referrals (eg mental health, family violence, financial counselling) utilising digital servicing/e-health/telehealth where possible to ensure rapid access</p>	<p>Supported accommodation with family or friends</p> <hr/> <p>Support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds)</p> <hr/> <p>Brokered emergency accommodation (hotel, motel or cabin) or shelter</p>
Engage (week 2)	<p>Coaching, planning and goal setting</p> <p>⦿ Initiate first stage of planning using the Action Plan; initial planning is more directive, with key activities to be attended to and aligned to life stages across the five key life domains</p> <hr/> <p>Housing and living</p> <p>⦿ Assess appropriate and flexible housing options and prepare applications with a focus on priority eligibility and access</p> <hr/> <p>Social and community connections</p> <p>Activate networks that can be creatively leveraged:</p> <p>⦿ Map key connections: family, friends, community resources</p>	<p>Supported accommodation with family or friends</p> <hr/> <p>Support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds)</p> <hr/> <p>Brokered emergency accommodation (hotel, motel or cabin) or shelter</p>

Phase	Practice activities	Interim housing offers to prioritise
Engage (week 2) (continued)	<p>Housing and wellbeing</p> <ul style="list-style-type: none"> ➡ Check in on engagement with specialist supports ➡ Connect to family-focused work where relevant (eg family counselling, mediation, family support programs) <hr/> <p>Employment and income</p> <ul style="list-style-type: none"> ➡ Check in on engagement with employment services (where relevant) 	
Motivate (week 3)	<p>Planning and goal setting</p> <ul style="list-style-type: none"> 🕒 Review and progress goals identified in the Action Plan (parent/s and family Action Plan) 🕒 ➡ Facilitate access to a range of skills-building activities tailored to goals 🕒 Facilitate access to flexible funds to enable participation in community-based activities linked to goals or interests 	Support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds)
	<p>Housing and living</p> <ul style="list-style-type: none"> 🕒 Regular follow-up advocacy to real estate agents/landlords/housing providers on behalf of the person and explore any further housing options 	Supported accommodation with family or friends
	<p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Connect to peer support initiatives (eg clubhouse, Men's Shed, parenting groups) 	
	<p>Health and wellbeing</p> <ul style="list-style-type: none"> ➡ Check in on engagement with specialist supports ➡ Check in on family-focused reconnection work, where relevant (eg family counselling, mediation, family support programs) 	
	<p>Employment and income</p> <ul style="list-style-type: none"> ➡ Check in on engagement with employment services (where relevant) 	

Phase	Practice activities	Interim housing offers to prioritise
	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> 🕒 Develop a comprehensive future-focused Action Plan, setting goals across five key life domains <hr/> <p>Housing and living</p> <ul style="list-style-type: none"> 🕒 Regular follow-up advocacy to real estate agents/landlords/housing providers on behalf of the person and explore any further housing options <hr/> <p>Education and learning</p> <ul style="list-style-type: none"> ➡️ Connect to education opportunities linked to goals/interests in the Action Plan <hr/> <p>Employment and income</p> <ul style="list-style-type: none"> ➡️ Check in on engagement with employment services (where relevant) ➡️ Facilitate connections that provide access to volunteering and real-world employment opportunities (eg regional jobs hubs) <hr/> <p>Social and community connections</p> <ul style="list-style-type: none"> ➡️ Check in on connections to peer support initiatives (eg clubhouse, Men's Shed, parenting groups) <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> ➡️ Check in on engagement with specialist supports ➡️ Check in on family-focused reconnection work, where relevant (eg family counselling, mediation, family support programs) 	<p>Support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds)</p> <hr/> <p>Supported accommodation with family or friends</p>
	<p>Housing and living</p> <ul style="list-style-type: none"> 🕒 When a housing offer is made, connect with assistance to reconcile belongings, pack and relocate (where required) 🕒 Assist with orientation to new accommodation and area, including linkages to community supports and other services <hr/> <p>Plan in place, active support period closed</p> <hr/> <div style="border: 1px solid #0070C0; padding: 5px;"> <ul style="list-style-type: none"> 🕒 Phone contact provided by a connections coach for up to three months (frequency tapered down as required) to check in on circumstances </div>	<p>Remain in place: tenancy stabilised through intervention, planning undertaken for sustainability</p> <p>Return to family home</p> <hr/> <p>Social housing</p> <hr/> <p>Private rental secured – single/shared occupancy (utilising PRA funding or PRI/head leasing, linked to a Deal)</p>
System exit point		

Phase	Practice activities	Interim housing offers to prioritise
 <p>Planning & goal setting (weeks 5-12)</p>	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> 🕒 Review and progress goals across five key life domains 🕒 ➡ Weekly one-to-one coaching sessions ➡ Access to community-based opportunities relevant to goals 🕒 ➡ Facilitate access to a range of skills-building and personal development activities tailored to goals <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> ➡ Check in on engagement with specialist supports ➡ Check in on family-focused reconnection work, where relevant (eg family counselling, mediation, family support programs) <hr/> <p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Check in on connections to peer support initiatives (eg clubhouse, Men's Shed, parenting groups) <hr/> <p>Employment and income</p> <ul style="list-style-type: none"> ➡ Facilitate connections that provide access to volunteering and real-world employment opportunities (eg regional jobs hubs) 	<p>Support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds)</p> <hr/> <p>Supported accommodation with family or friends (agreement with household reviewed)</p>
 <p>Housing destination</p>	<p>Private rental secured – single/shared occupancy (utilising PRA funding or PRI/head leasing, linked to a Deal)</p> <hr/> <p>Social housing (community or public housing)</p> <hr/> <p>Return to family home</p> <hr/> <p>Home ownership through MyHome</p>	



Level 3 response

For: Single adults (aged 25–64 years) who are presenting as homeless or at serious risk of homelessness (unsuitable/unsafe couch surfing arrangements, unsafe living conditions, rough sleeping) and who require tailored support and planning to achieve sustainable housing.

Coming from Rough sleeping, assertive/street-based outreach, Safe Space service, prison, mental health/AOD residential settings, emergency accommodation, unsafe or unsuitable couch surfing arrangements, sleeping in a car

Life course considerations Income, health and wellbeing, social connections (particularly family)

Distinct groups

Group 1

- > Had a long history of sustained abuse, neglect, and/or violence
- > May have left home early (before 16)
- > May have had multiple periods of homelessness
- > May have disconnected prematurely from education and may have been in and out of low-skilled work

Group 2

- > Series of one or more concurrent life events that have propelled them into housing or income insecurity, mental illness and disconnection
- > May often have had an education
- > May or may not have been in low- to medium-skilled employment

Scenarios

- > Experiencing partner violence and is remaining in unsafe living situation due to a lack of alternative affordable housing options.
- > Rental property sold, unable to find affordable alternative private rental option, at risk of becoming homeless.
- > Recent loss of employment and no savings, tenancy at serious risk without financial assistance to meet mortgage or rental payments until they find new employment.

This pathway may not always be linear. People may move through it differently according to their needs and circumstances.

Key:



Direct delivery






Referral/connection point



Boxed in blue: Activity to be considered, subject to capacity

Phase	Practice activities	Interim housing offers to prioritise
<p>Pause (week 1)</p>	<p>⦿ Provide breathing space while connecting to resources</p> <hr/> <p>Non-directive support from key development coach</p> <p>⦿ ➡ Connect to supports/resources that address basic needs (food/shelter/medical/showers)</p> <p>⦿ Connect to relevant services</p> <hr/> <p>Housing and living</p> <p>⦿ Urgent intervention to access safe, secure emergency accommodation</p>	<p>Safe Space service</p> <hr/> <p>Brokered emergency accommodation (hotel, motel or cabin) or shelter</p>
<p>Reflect (week 2)</p>	<p>Engagement and support</p> <p>⦿ Establish connection to key development coach</p> <p>⦿ Introduce and commit to the Deal (evolving Deal as capabilities built)</p> <p>⦿ Vision mapping</p> <hr/> <p>Housing and living</p> <p>⦿ Assess housing options and prepare applications with a focus on rapid priority eligibility and access</p> <hr/> <p>Employment and income</p> <p>➡ Broker access to childcare where required, ensure safety planning in place for child/ren if required</p> <hr/> <p>Health and wellbeing</p> <p>➡ Facilitate specialist referrals to improve wellbeing (eg mental health/AOD services) and health (primary health providers)</p>	<p>Safe Space service</p> <hr/> <p>Brokered emergency accommodation (hotel, motel or cabin) or shelter</p>

Phase	Practice activities	Interim housing offers to prioritise
 <p>Motivate (weeks 3-8)</p>	<p>Engagement and support</p> <ul style="list-style-type: none"> Regular weekly contact: up to four hours to gradually build open and trusting relationship. Support is driven by individual's priorities as outlined in their Action Plan and aims to identify and address the causal factors of their homelessness and poor wellbeing Flexible, tailored support: practical, concrete coaching and tangible support to build their contacts and networks (health, Centrelink, legal) <div style="border: 1px solid #0070C0; padding: 5px;"> <ul style="list-style-type: none"> Motivate and inspire: undertake an 'act' relevant to vision aspirations. Facilitate access to brokerage or other resources to enable this </div>	<p>Supported transitional housing options</p>
	<p>Housing and living</p> <ul style="list-style-type: none"> Regular follow-up advocacy to housing providers on behalf of the person and explore any other housing options if rapid access is not achieved <hr/> <p>Social and community connections</p> <ul style="list-style-type: none"> Mediated reconnection to family and loved ones <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> Collaboration with other services/specialist supports (co-delivery with mental health/AOD services, family violence, justice, NDIS) 	

Phase	Practice activities	Interim housing offers to prioritise
	<p>Intensive coaching, planning and goal setting</p> <ul style="list-style-type: none"> 🕒 Regular one-to-one coaching sessions 🕒 Access to opportunities relevant to the person's goals. Provide time, support and resources to try things out and expand the boundaries of what they can and cannot do 🕒 Facilitate access to a range of skills-building and personal development activities tailored to goals ➡️ Connect to group work opportunities <hr/> <p>Social and community connections</p> <ul style="list-style-type: none"> ➡️ Connect to family reunification resources/initiatives ➡️ Check in on connections to peer support initiatives (eg clubhouse, Men's Shed, parenting groups) <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> 🕒 ➡️ Collaboration with other services/specialist supports (co-delivery with mental health, AOD, family violence, justice, NDIS) <hr/> <p>Employment and income</p> <ul style="list-style-type: none"> ➡️ Connect to Commonwealth or state-based employment services, volunteering opportunities, work experience opportunities (eg through regional jobs hubs), social enterprise initiatives <hr/> <p>Education and learning</p> <ul style="list-style-type: none"> ➡️ Connect to education opportunities (where relevant) <hr/> <p>Housing and living</p> <ul style="list-style-type: none"> 🕒 When a housing offer is made, connect with assistance to reconcile belongings, pack and relocate (where required) 🕒 Assist with orientation to new accommodation and area, including linkages to community supports and other services <hr/> <p>Plan in place, active support period closed</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> 🕒 Phone contact provided by key development coach for up to six months (frequency tapered down as required) to check in on circumstances </div>	<p>Supported transitional housing options</p>
	<p>Social housing with tenancy support in place (community or public housing)</p> <hr/> <p>Supported Accommodation Facility</p> <hr/> <p>Return to family home, where appropriate</p>	



Older adults

Level 1 response

For: Older adults (aged 65+ or prematurely aged 50+ or Aboriginal and Torres Strait Islander people aged 45+) experiencing an episode of housing stress who require brief intervention assistance to meet their goals.

Coming from Private rental (housing stress due to affordability - paying more than 30 per cent of income in rent)

Life course considerations Income (moving from working income to JobSeeker, age <67), disability support pension, age pension with dwindling savings and superannuation, majority singles (75 per cent, so economically self-reliant), social connections (often limited social networks to rely on for support), health (declining health needing medium-term appropriate housing solution to assist)

- Scenarios**
- Person whose life and career trajectory has allowed them to attain home ownership but who has been forced to sell due to a range of factors such as loss of employment, financial troubles, health problems or relationship breakdown.
 - Long-term single renter in low-paid employment all their lives. Unable to attain home ownership but also due to their working incomes have not been eligible for social housing.
 - Single female who has spent many years caring for their family. As a result, has had an interrupted career, moving in and out of casual work, with lower levels of savings and superannuation to enable them establish a secure home.

This pathway may not always be linear. People may move through it differently according to their needs and circumstances.

Key:













Direct delivery





Referral/connection point




Boxed in blue: Activity to be considered, subject to capacity

Phase	Practice activities	Housing offer
Phase 1	<p>Develop and implement Immediate Response Plan attending to immediate needs and goals</p> <ul style="list-style-type: none">  Determine the immediate needs and goals of the individual, map existing supports and tailor assistance to minimise engagement with the service system  Identify causal factors and ensure they are being addressed through the response  Where required, facilitate access to flexible individualised funds to stabilise housing and for other reasonable and necessary support linked to a Deal (eg debt, fines, material aid); Private Rental Assistance  Exploration of housing options, including advocacy to providers, assistance with applications, assistance with sign-up and relocation <hr/> <p>Information and advice</p> <ul style="list-style-type: none">   Provide or link to housing and income options and supports, ie tenancy rights, housing options, home-based supports, available government assistance and supports, My Aged Care, Assistance with Care and Housing program, Elder Abuse hotline <hr/> <p>Mobilise and/or develop family connections</p> <ul style="list-style-type: none">  Where possible, identify and leverage resources through personal networks (extended family and friends)  Specialist providers, eg health and aged care services   Referral to other services and supports, eg tenancy advice services (including Tenants' Union), home-based aged care services, regional assessment services, material aid, community resources or activities, Assistance with Care and Housing program, health linkages, Veterans' Affairs <hr/> <p>Plan in place, active support period closed</p>	<p>Stabilise current housing where possible as emergency relocation can have serious health consequences, especially for women</p>

Phase 2	<ul style="list-style-type: none">  Phone contact provided by connections coach for up to three months (frequency tapered down as required) to check in on circumstances and reactivate support if required
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 <p>Critical partnerships</p>	<ul style="list-style-type: none"> > Aged care (home-based and residential aged care, regional assessment services, Assistance with Care and Housing providers, aged care navigators) > Services Australia (income support) > health (primary health services, counselling, allied health providers) > NDIS > community resources (peer initiatives, neighbourhood houses, recreational services and facilities)
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 <p>Housing destination</p>	<p>Residence is sustained (private rental – shared or single occupancy, family home) through intervention</p> <p>While the focus is on stabilising the current home, this level of support also involves developing a pathway for more age-appropriate accommodation through submitting multiple housing applications. Housing must have secure tenure, be affordable and in good condition, suitably designed for ageing (few steps, suitable bathroom, etc), good location for accessing shops and services</p>
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Level 2 response

For: Older adults (aged 65+ or prematurely aged 50+ or Aboriginal and Torres Strait Islander people aged 45+) experiencing housing crisis or at risk of insecure housing and homelessness, and who require tailored support and planning to stabilise their living situation.

Coming from	Private rental, living with family and friends after being evicted, not able to sustain their tenancy, or their housing is no longer adaptable for ageing.
Life course considerations	<ul style="list-style-type: none"> > Income (moving from self-sustaining life to reliance on pension or benefit, singles most at risk, especially female, threat to tenancy by rent rise). > Health and wellbeing (health decline exacerbated by poverty and stress). > Suitable/affordable housing (notice to vacate due to sale, house structure prohibitive for ageing/disability, 75+ years of age at high risk due to increasing disability mixed with stress and deprivation).
Scenarios	<ul style="list-style-type: none"> > People in the private rental market who have lived 'conventional' lives who are housed but entering extreme housing stress often paying more than 50 per cent of their income on rent due to loss of employment or ending working due to ageing factors, health incident, end of savings, or market factors such as rent rise, warning of future sale by landlord, etc. They may be able to maintain the cost of a private rental home for a period of time but can only survive by limiting food, heating, medical needs, transport, etc. The situation creates an increasing toll on their health.

This pathway may not always be linear. People may move through it differently according to their needs and circumstances.

Key:





Direct delivery






Referral/connection point

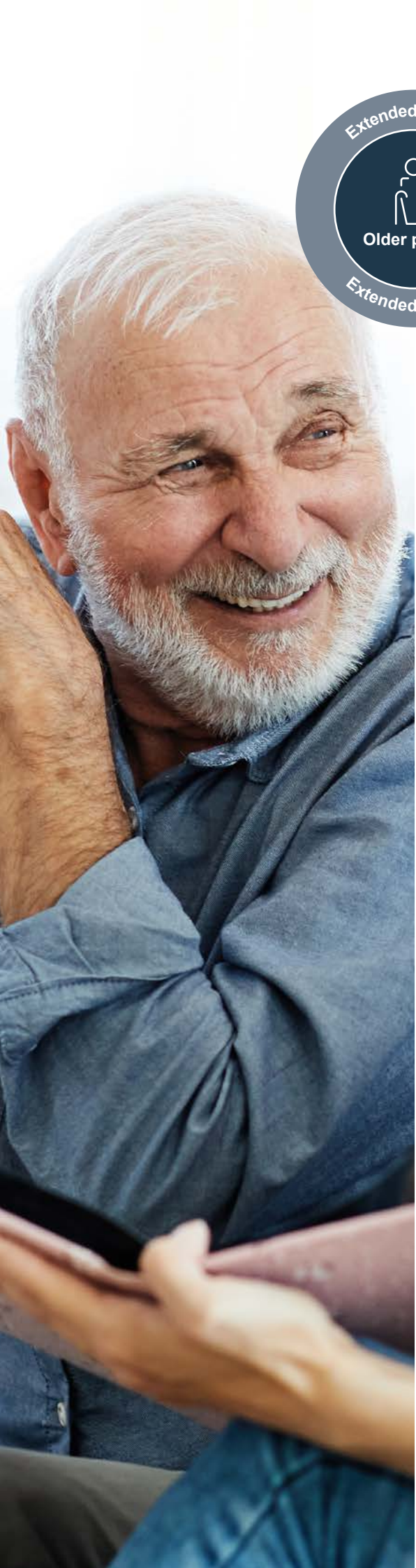


Boxed in blue: Activity to be considered, subject to capacity

Phase	Practice activities	Interim housing offers to prioritise
 <p>Stabilise (week 1)</p>	<p>Engagement and support</p> <ul style="list-style-type: none"> ⦿ If possible, it is always better to home visit older clients on the first occasion to ensure best communication (problems with hearing, cognitive impairment, etc), maintain trust through client-worker bond, worker assessment of an older person's home environment as the person may not reveal the full extent of any problems (privacy and autonomy to be protected as part of the process) <hr/> <p>Housing and living</p> <ul style="list-style-type: none"> ⦿ Enact urgent interventions to stabilise housing, where relevant and where possible (rent arrears, landlord negotiation, Magistrates Court support/representation –Tasmanian jurisdiction) ⦿ Facilitate access to flexible individualised funds for reasonable and necessary support, eg assistance with bills <hr/> <p>Housing and wellbeing</p> <ul style="list-style-type: none"> ➡ Facilitate specialist referrals (eg primary health, aged care) <hr/> <p>Employment and income</p> <ul style="list-style-type: none"> ➡ Ensure connection to income support entitlements (where relevant) 	<p>Support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds), home-based aged care package</p> <hr/> <p>Supported accommodation with family or friends*</p>
 <p>Engage (weeks 2-4)</p>	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> ⦿ Initiate first stage of planning using the Action Plan; initial planning is more directive, with key activities to be attended to and aligned to life stages across the five key life domains <hr/> <p>Housing and living</p> <ul style="list-style-type: none"> ⦿ Assess appropriate and often necessarily flexible housing options and prepare applications with a focus on priority eligibility and access ⦿ If a tenancy fails at any phase, identify appropriate emergency housing options, including family/friends, or temporary hotels or short-term accommodation that are appropriate for an older person <hr/> <p>Social and community connections</p> <p>Activate networks that can be creatively leveraged:</p> <ul style="list-style-type: none"> ⦿ Map key connections: family, friends, community resources <hr/> <p>Housing and wellbeing</p> <ul style="list-style-type: none"> ➡ Check in on engagement with specialist supports 	<p>Support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds), home-based aged care package</p> <hr/> <p>Supported accommodation with family or friends</p>

Phase	Practice activities	Interim housing offers to prioritise
 <p>Connect (weeks 5-12)</p>	<p>Coaching, planning and goal setting</p> <ul style="list-style-type: none"> ⦿ Review and progress goals identified in the Action Plan <hr/> <p>Housing and living</p> <ul style="list-style-type: none"> ⦿ Regular follow-up advocacy to real estate agents/landlords/housing providers on behalf of the person and explore any further housing options <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> ⦿ Check in on engagement with specialist supports <hr/> <p>Social and community connections</p> <ul style="list-style-type: none"> ➡ Connect to peer support initiatives and community resources relevant to the person's goals and interests (eg neighbourhood houses, recreational services and facilities) 	<p>Support to remain in place: time-limited, capped access to funds to stabilise tenancy, linked to a Deal (eg PRA funding, flexible funds), home-based aged care package</p> <hr/> <p>Supported accommodation with family or friends</p>
 <p>Reconnect</p>	<p>Housing and living</p> <ul style="list-style-type: none"> ⦿ When a housing offer is made, accompany the person for viewing and sign-up ⦿ Connect with assistance to reconcile belongings, pack and relocate, with personal support for those who are frail, aged or health compromised ⦿ Assist person with orientation to new accommodation and area, including linkages to aged care and other support services <p>Plan in place, active support period closed</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <ul style="list-style-type: none"> ⦿ Phone contact provided by a connections coach for up to three months (frequency tapered down as required) to check in on circumstances </div>	
 <p>Housing destination</p>	<p>Social housing Public and community housing units for use by older persons should have, as a minimum, basic designs suitable for ageing (data to understand existing stock tailored for this group)</p> <hr/> <ul style="list-style-type: none"> > Independent Living Unit > Aged care-linked housing (existing small clusters at local government area level) > Semi-independent housing > Residential aged care (utilising homelessness supplement) > Rental villages, either private (eg Eureka Villages) or not-for-profit (eg Abbeyfield Australia houses) 	

* While staying with family and friends may be the best option for many older people, problems can arise when exit points do not exist (problematic in instances of elder abuse).



Level 3 response

For: Older adults (aged 65+ or premature aged 50+, or Aboriginal and Torres Strait Islander people aged 45+) who are presenting as homeless or at serious risk of homelessness (unsuitable/unsafe couch surfing arrangements, unsafe living conditions, rough sleeping) and who require tailored support and planning to achieve sustainable housing.

- | | |
|--------------------|--|
| Coming from | <ul style="list-style-type: none"> > Prematurely aged: rough sleeping, boarding houses, shelters, makeshift accommodation > First-time homeless: staying with family/friends, sleeping in cars (women), boarding houses (men), caravan parks |
|--------------------|--|

Life course considerations	Health, income, housing, social connections
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Distinct groups	<p>Prematurely aged</p> <p>Drug and alcohol use, mental illness, chronic homelessness history, rough sleeping, boarding houses, homeless shelters. Often lifetime connection and disconnection to community services but increasing health problems with age requiring either independent living with ongoing community supports or residential aged care-level accommodation and services.</p>
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First-time homeless


Have had a rental housing shock leading to loss of home due to landlord selling, rent rise, financial loss, relationship breakdown, spousal death, health incident affecting ability to stay. Often couch surfing with family or friends (especially women), in a holding pattern without any pathway to housing options.



This pathway may not always be linear. People may move through it differently according to their needs and circumstances.

Key:

-  Direct delivery
-  Referral/connection point
-  Boxed in blue: Activity to be considered, subject to capacity

Phase	Practice activities	Interim housing offers to prioritise
<p>Stabilise (week 1)</p>	<p>Housing and living</p> <ul style="list-style-type: none"> 🕒 Evaluate the risk of the person's current living environment 🕒 Provide urgent intervention to access safe and secure emergency accommodation 🕒 Facilitate access to flexible individualised funds for reasonable and necessary support (package of financial support) 🕒 Identify aged care resources and supports that can be leveraged <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> ➡ Facilitate specialist referrals (eg primary health, aged care) and check in with existing service/support connections <hr/> <p>Employment and income</p> <ul style="list-style-type: none"> ➡ Ensure connection to income support entitlements (where relevant) 	<p>Prematurely aged: Key aim is to assist people who are rough sleeping to access immediate temporary accommodation in a shelter, Safe Space service or brokered emergency accommodation</p> <hr/> <p>First-time homeless: Supported accommodation with family or friends: If living with family/friends, assess with the individual if the arrangement can continue until a housing solution is found Seek fast-track priority social housing or, as a last resort, appropriate, safe temporary brokered emergency accommodation.</p>
<p>Engage (week 2)</p>	<p>Engagement and support</p> <ul style="list-style-type: none"> 🕒 Establish connection to key development coach 🕒 Provide personal support <hr/> <p>Housing and living</p> <p>First-time homeless</p> <ul style="list-style-type: none"> 🕒 Provide any urgent interventions to stabilise current temporary housing, if applicable. Seek temporary accommodation for those in dangerous circumstances such as cars, boarding houses, hotels 🕒 Assess housing options and prepare applications with a focus on rapid priority eligibility and access <p>Prematurely aged</p> <ul style="list-style-type: none"> 🕒 Assess appropriate housing or residential care options 🕒 Prepare appropriate priority or residential care applications <hr/> <p>Social and community connections</p> <p>Activate networks that can be creatively leveraged:</p> <ul style="list-style-type: none"> ➡ Map key connections: family, friends, community resources <hr/> <p>Health and wellbeing</p> <ul style="list-style-type: none"> 🕒 ➡ Collaboration with other services/specialist supports (co-delivery with mental health, health, aged care) 	<p>Prematurely aged: Key aim is to assist people who are rough sleeping to access immediate temporary accommodation in a shelter, Safe Space service or brokered emergency accommodation</p> <hr/> <p>First-time homeless: Supported accommodation with family or friends</p>

Phase	Practice activities	Interim housing offers to prioritise
 <p>Connect (week 3 onward)</p>	<p>Engagement and support</p> <ul style="list-style-type: none"> Regular weekly contact: up to four hours to gradually build open and trusting relationship. Support is driven by individual's priorities as outlined in their Action Plan and aims to identify and address the causal factors of their homelessness and poor wellbeing Flexible, tailored support: practical, concrete coaching and tangible support to build their contacts and networks (health, aged care, counselling, community resources) 	<p>Prematurely aged: Key aim is to assist people who are rough sleeping to access immediate temporary accommodation in a shelter, Safe Space service or brokered emergency accommodation</p>
	<p>Housing and living</p> <ul style="list-style-type: none"> Regular follow-up advocacy to housing/residential care providers on behalf of the person and explore any further housing options 	<p>First time homeless: Supported accommodation with family or friends: If living with family/friends, assess with the individual if the arrangement can continue until a housing solution is found</p>
	<p>Health and wellbeing</p> <ul style="list-style-type: none"> Collaboration with other services/specialist supports (co-delivery with mental health, health, aged care) 	
	<p>Social and community connections</p> <ul style="list-style-type: none"> Connect to peer support initiatives and community resources relevant to the person's goals and interests (eg neighbourhood houses, community centres, libraries, Men's sheds, council) 	

Phase	Practice activities	Interim housing offers to prioritise
	<p>Housing and living</p> <ul style="list-style-type: none"> 🕒 If an independent housing offer is made, accompany the person for viewing and sign-up 🕒 Assist with orientation to new accommodation and area, including linkages to aged care/health and other support services 🕒 Connect with assistance to reconcile belongings, pack and relocate, with personal support for those who are frail, aged or health compromised <hr/> <p>First-time homeless</p> <p>Plan in place, follow-up support once the person is housed can be quickly tapered as key action is to link with local health and aged care services for case handover</p> <p>Prematurely aged</p> <p>Plan in place, ongoing face-to-face support required for this high-need, vulnerable group until the person is appropriately housed with supports in place. Tapering is not appropriate until this has occurred as consequences of reduced support before this can be dire</p>	
	<p>Prematurely aged</p> <p>Specialist residential aged care and independent living units with support</p> <hr/> <p>First-time homeless</p> <ul style="list-style-type: none"> > Independent Living Unit > Aged care linked housing (existing small clusters at local government area level) > Semi-independent housing > Residential aged care (utilising Homelessness Supplement) > Rental villages, either private (eg Eureka Villages) or not-for-profit (eg Abbeyfield Australia houses) 	

Operationalising the model: Collaborative system-wide stewardship

The literature on reform and systems change emphasises that governance is critical to the effectiveness of human service systems. This is because the effectiveness of these systems depends on all stakeholders fulfilling their specific leadership roles, responsibilities and accountabilities.

Responsibilities

Government is responsible for the creation of public value through effective leadership and stewardship of operational capacity.

Leadership roles include:

- › setting a clear strategic direction through policy
- › stewardship of public resources through effective commissioning
- › growing capability across the whole system that enables continuous learning informed by relevant and up-to-date data, in collaboration with intersecting government agencies, sectors and community
- › set and monitor effective outcomes and service efficiency.

Providers are responsible for leading practice development and service innovation that delivers value through the production of high-quality public goods and services, including:

- › informing and implementing policy set by government
- › being accountable for achieving government-set outcomes that have been informed by providers and the community
- › service development, innovation and delivery that is responsive to the needs of families and local conditions.

Community is collectively responsible for the wellbeing of individuals and families through formal and informal support, informing government and community services about the policies and programs that affect their lives, and participation in processes that underpin continuous system improvement.



“ Good governance requires the establishment and maintenance of effective mechanisms to hold all key stakeholders to account. ”

Housing and homelessness stewardship model

Tasmania’s housing and homelessness stewardship model enables capacity building, collaboration and accountability across the relevant human service systems and sectors. The stewardship model identifies the contribution and accountabilities of different service systems across the key life domains, and is aligned to the Tasmanian Government’s Wellbeing Framework. Ultimately, the stewardship model enables a systemic response that builds the capability of Tasmanian communities and recognises the role of each of these systems.

The top-down, bottom-up approach to stewardship is informed by research and policy evidence that partnering and collaboration between government and community sector organisations leads to more holistic, streamlined and innovative initiatives and best practice service delivery.

As Professor Peter Shergold notes in *Towards a More Effective and Sustainable Community Services System*,⁵¹ multi-level collaboration offers many opportunities to deliver better outcomes to people, including:

- › evidence-based policy informed by all parties involved in community services
- › better integrated service delivery with reduced duplication
- › increased innovation and sharing of best practice
- › greater effectiveness, efficiency and accountability based on shared outcomes.

Effective and enduring collaborative structures are critical to the success of a systemic change agenda, which is contingent on the integrated and coordinated contribution of a range of community-level and statewide stakeholders. To maximise the effectiveness, efficiency

and quality of Tasmania’s housing and homelessness service system, it is essential to clarify the roles and accountability of government, all governance groups and the relevant stakeholders. Good governance requires the maintenance of effective mechanisms to hold to account all those involved.

The stewardship model and groups will evolve to meet the needs of the maturing service model. The stewardship model will foster an effective collaboration between government and community that leads to better outcomes for people experiencing homelessness and housing stress.

The service system design and practice will be refined over time through a process of co-design and co-production with all key stakeholders

Through the establishment of Homes Tasmania, the Tasmanian Government has evolved its governance mechanisms for housing and homelessness services so that it can deliver the necessary reforms and integrate them with a multi-level system and sector-wide governance structure.

The following approach describes a fit-for-purpose system stewardship model that can drive systemic reform across government and communities.

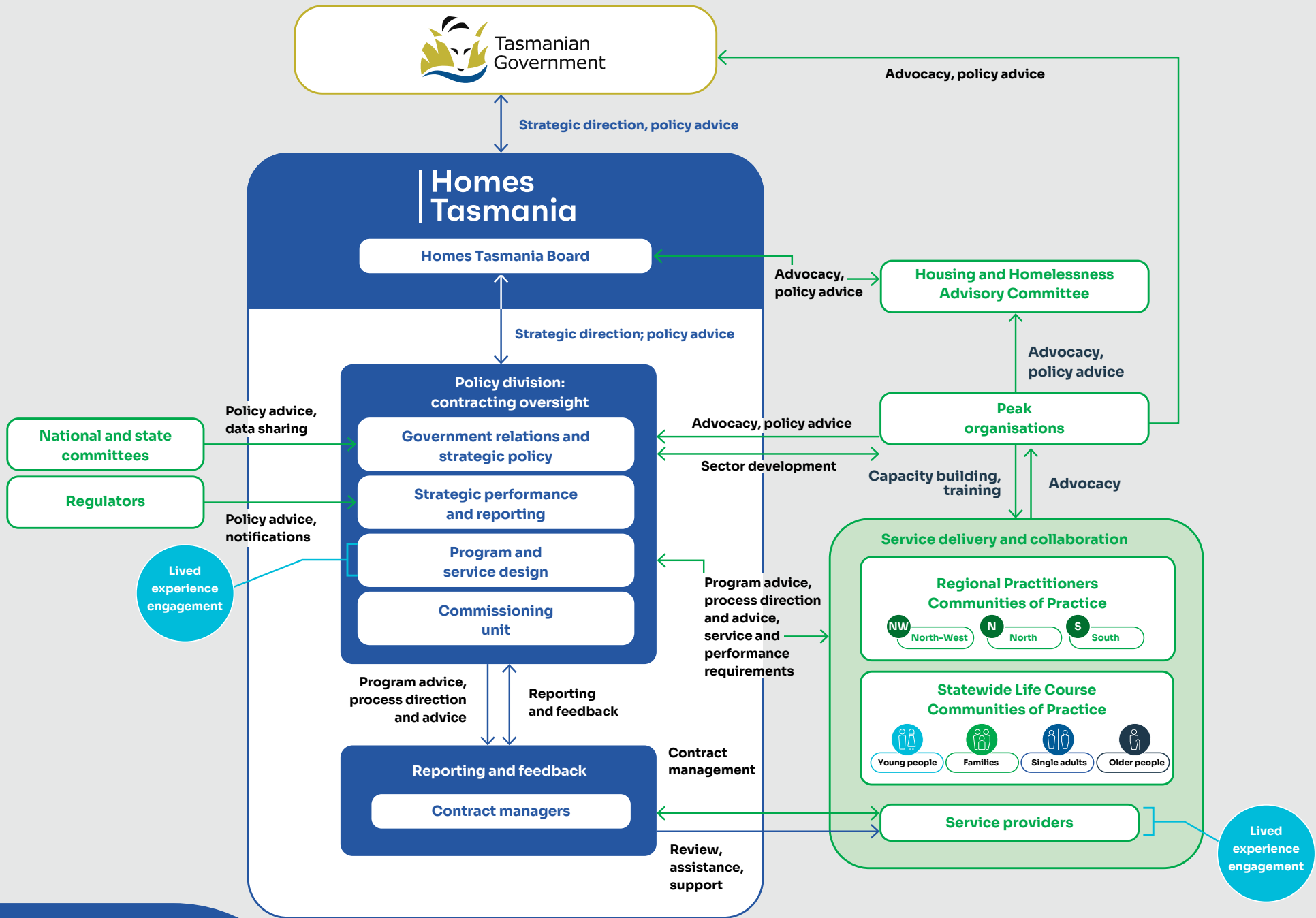
Structure

The key structures involved in the stewardship model are:

- › Homes Tasmania Board
- › Homes Tasmania contract management framework
- › Housing and Homelessness Advisory Committee
- › Life Course Communities of Practice (statewide)
- › Regional Practitioners Communities of Practice

The following diagram sets out the operational elements of the stewardship model.

The stewardship model



Homes Tasmania Board

Homes Tasmania is governed by a skills-based Board, appointed by the Minister for Housing.

The Board oversees how Homes Tasmania exercises its functions and powers to ensure it meets the requirements of the *Homes Tasmania Act 2022*, including the Ministerial Statement of Expectations and delivery of the Tasmanian Housing Strategy 2023-2043.

As part of its role, Homes Tasmania undertakes the design, commissioning and reform of homelessness services in Tasmania. Homes Tasmania also provides the contract management for its commissioned services.

Housing and Homelessness Advisory Committee

Three advisory committees, comprising independent and suitably qualified people from relevant sectors and organisations, have been established. The advisory committees will report and provide advice to the Homes Tasmania Board to inform its decision-making. Each committee has its own charter outlining its powers and responsibilities.

The Housing and Homelessness Advisory Committee provides advice to the Board by leveraging the expertise and resources of front-line service providers (including Housing Connect), researchers, policy and advocacy bodies, and other stakeholders to address Tasmania's housing and homelessness crisis.

The Committee comprises two Board Directors and three external members. The Director – Housing Policy and Programs is the Homes Tasmania representative reporting to the Committee.

Life Course Communities of Practice (statewide)

The statewide Communities of Practice provide and develop life course practice expertise and drive policy and practice reform that improves the lives of people experiencing homelessness and housing stress.

The Communities of Practice build the workforce capabilities and leverage practice expertise to inform further service and practice developments and drive service system change.

Membership of the Communities of Practice includes senior Housing Connect, government and community sector representatives, focusing on particular life stages or issues, eg the Youth Housing and Support Services Community of Practice.

Regional Practitioners Communities of Practice

The Regional Practitioners Communities of Practice are forums for practitioners and workers to contextualise practice expertise to place (place-based resources, opportunities and networks) to benefit people using housing and homelessness services.

The membership of the Regional Practitioner Communities of Practice include Housing Connect connections and key development coaches, representatives from shelters and social housing providers, and other workers in community or government services working with people accessing Housing Connect services.



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Appendix 1

Housing Connect 2.0 Stage One Implementation Guide

This document provides guidance for Housing Connect service providers during stage one of the Housing Connect 2.0 implementation, which starts from 1 July 2024. This guide should be read alongside the Housing Connect Practice Framework (the Practice Framework), which describes the key elements of the Housing Connect 2.0 model.

The portal and platform will be implemented in stage two of Housing Connect 2.0, which includes the full suite of tools and resources.

Release of the Practice Framework

The Practice Framework describes the Housing Connect 2.0 model and refers to tools that will go live with the portal and platform in stage two. The structural changes described in the Practice Framework that will be implemented in stage one include:

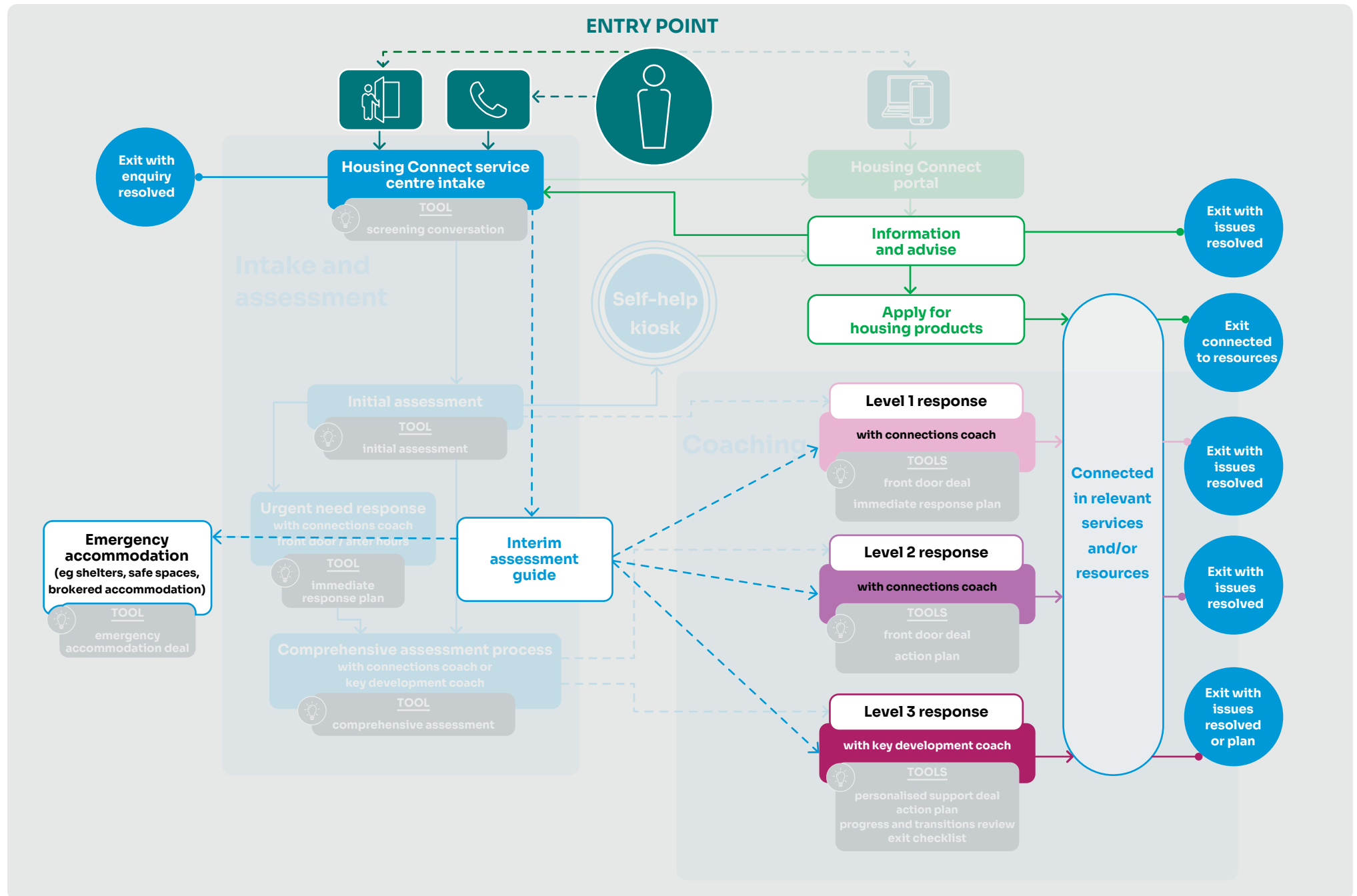
- › the life course approach and key life domains **(pages 27-51)**
- › three levels of support **(pages 80 and 97-146)**
- › statewide front door services providing Level 1 and 2 support and personalised support services providing Level 3 support **(pages 70-75 and 87-91)**
- › the collaborative system-wide stewardship model **(pages 147-150)**
- › the Advantaged Thinking approach, including the importance of place, people and opportunities **(pages 11-14 and 17-20).**

To support the structural changes being implemented in stage one, an interim system flow (figure 1) replaces the system flow and activities described on pages 56-69, 76-86 and 92-96 of the Practice Framework.

Interim Assessment Guide

The Interim Assessment Guide provides assessment and referral information for connections coaches to assess the appropriate support people need to find and keep a home and provides guidance on making a referral based on that assessment.

Figure 1: Stage one system flow



Assessment

The assessment aims to identify which level of support people need and tailoring a response to their stage in life, capabilities and challenges. You can read more about the levels of support in the Practice Framework (pages 97-146).

Figure 2: The table below provides a guide for determining the levels of support required to meet people’s needs.

Response	Range of capabilities	Housing challenge	Other challenges
Level 1	Income (at a minimum this would involve connection to eligible income support) (+) at least 3 capabilities	1–2 housing challenges: > affordability and/or > insecurity of tenure.	1 unmanaged challenge
Level 2	Income (at a minimum this would involve connection to eligible income support) (+) at least 2 capabilities	1–2 housing challenges: > affordability and > highly insecure tenure – imminent need to vacate, safe couch surfing arrangement.	2 - 3 unmanaged challenges
Level 3	Level of income (at a minimum this would involve connection to eligible income support) (+) at least 1 capability	1–2 housing challenges: > affordability and > no secure tenure – sleeping rough, crisis accommodation, unsafe living situation	4 or more unmanaged challenges

Examples of challenges and capabilities are provided in Table 1 (on page VI) and the case studies (on page VIII) demonstrate the practical application of the assessment.

Challenges can either be managed or unmanaged. While people accessing Housing Connect may be unemployed, have some level of debt and/or some health and wellbeing issues, some of those people will already be engaged with support and/or managing these challenges. Challenges are:

- > managed if a person is accessing and engaged with a relevant service provider (eg employment services, NDIS provider, family support services), professional (eg lawyer, GP, psychiatrist, psychologist, counsellor), on medication or pharmacotherapy, or has other strategies in place

- > unmanaged if a person is not accessing or engaged with support, is unable to limit the impact of the challenge on their life and is experiencing negative impacts from the challenge.

The assessment is focused on unmanaged challenges that are significantly affecting people’s capacity to keep or find housing. Managed challenges are important for a support provider to understand as part of a holistic assessment but they may not require additional support or intervention.

Assessment procedure

All Housing Connect services will continue to discuss consent, safety concerns, and privacy and confidentiality with people presenting to Housing Connect services, as well as:

- › the reason for seeking support from Housing Connect
- › the questions from the National Minimum Data Set
- › developing an understanding of their life course and individual circumstances
- › details relating to the last time they had stable housing (if appropriate)
- › the support they need to find or keep a home.

During the discussion:

- › identify the person's capabilities and challenges, including those which are managed and unmanaged
- › record the relevant information into SHIP-Tas.

Using Figure 2 in the previous section and the indicative list of capabilities and challenges on page VI, make an initial assessment of which level of support is appropriate. While making your assessment, keep in mind that:

- › challenges may vary in severity – for example a person may have a health condition that flares up or is currently impeding their ability to work, while another may have multiple interacting conditions
- › challenges may be interrelated or able to be resolved together – for example, someone may be experiencing financial hardship and unaffordable insecure tenure due to debts, and resolving their debt would address both tenure and their broader financial wellbeing challenges
- › capabilities and challenges will look different across the life courses – for example, a supportive network may enable a young person to secure accommodation or engage positively with education, while it may be important for supporting ageing in place for an older person or enabling engagement with employment for families.

Once you have completed the assessment (noting this may occur over more than one meeting), outline the recommended level of support including:

- › the issues for which support has been identified
- › possible activities and services which may be included
- › outcomes the person is seeking to achieve
- › work undertaken to date (eg referrals made to other services).

Provide information to the person about the level of support you are recommending and what they can expect from the support. If the person needs Level 1 or 2 support, they should continue to work with the same connections coach who undertook their assessment.

Answer any questions the person has about the level of support intensity or next steps. If the person would prefer a lower level of support than they are assessed for, discuss what this would look like and what they will receive as part of that support. You should note this discussion occurred in the person's file notes and as part of any referral.

Once the person is comfortable with the proposed outcome, progress to Referral (if required).

Referral

Referrals for support will usually only be made for people who need and accept Level 3 support, however, there are some exceptions, for example, where people may need a referral to another region.

The referral connects the person with the correct service provider for the person's stage of life and the level of support intensity.

Referral procedure

Using the SHIP-Tas notes section and the prompts in the pro-forma in Figure 3 below, record your assessment and rationale for referral. See the referral note on page XII for a completed example. Select the support provider to refer to in SHIP noting that people requiring a Level 1

or 2 response will likely stay with the connections coach who undertook the assessment. For Level 3 responses, the appropriate support provider will be:

- > young people statewide, families statewide, single people in the north and north-west – CatholicCare
- > single adults in the south – Hobart City Mission
- > older people statewide – Wintringham
- > people in the Circular Head area – Wyndarra.

Complete the referral using the SHIP referral function, with reference to the information contained in the pro-forma handover note in SHIP (Figure 3 below).

Figure 3: Pro forma handover note for inclusion in SHIP notes section

*** ASSESSMENT SUMMARY for referral**

Personal and family history:

Current circumstances:

Previous housing history:

Education and employment:

Health and wellbeing:

Social and community connections:

Assessment:






Short-term recommendations:

Contact arrangements:

Indicative challenges and capabilities

Table 1 below provides examples of capabilities and unmanaged and managed challenges, grouped by domain. This list is not exhaustive and is intended as a guide to support staff decision-making.

Table 1: Indicative challenges and capabilities

Life domain	Capability	Unmanaged challenge	Managed challenge
 Housing and living	<ul style="list-style-type: none"> > In stable and sustainable housing > Well-developed or good independent living skills such as budgeting, cooking, personal care and household management 	<ul style="list-style-type: none"> > Primary, secondary or tertiary homelessness > Insecure tenure > Unaffordable housing > Limited independent living skills 	<ul style="list-style-type: none"> > Has capacity to live independently and secure a home but not currently in stable housing > Engaged with support for independent living skills (eg Meals on Wheels)
 Education and learning	<ul style="list-style-type: none"> > Year 12 or equivalent and/or post-secondary educational attainment > Active engagement in education and training > Literacy and numeracy skills appropriate to capacity 	<ul style="list-style-type: none"> > Incomplete schooling > Lack of engagement or refusal of education or training > Low literacy 	<ul style="list-style-type: none"> > Engaged in plan to address lack of school engagement (eg with school social worker) > Enrolled in adult education such as TAFE or university study > Engaged in adult literacy program via 26TEN
 Employment and income	<ul style="list-style-type: none"> > Recent or sustained employment > Stable and sufficient income – including connection with income support > Previously held employment or volunteer position 	<ul style="list-style-type: none"> > Unemployment > Debt > Low, insecure or unstable income 	<ul style="list-style-type: none"> > Engaged in options to secure employment > Debt repayment plan in place > Engaged in job skills or training program
 Health and wellbeing	<ul style="list-style-type: none"> > In good physical and mental health > Engaged with health and wellbeing services and activities such as therapeutic, behavioural, social or exercise groups > Positive sense of self-identity, self-esteem and own capability 	<ul style="list-style-type: none"> > Mental or physical health, or alcohol and other drug (AOD) challenge with either no engagement with relevant support or non-adherence to strategies or plans > Disability (without appropriate support in place) > Safety or security concern in home, relationships or other environment 	<ul style="list-style-type: none"> > Maintained sobriety or abstinence from substances > Engaged with relevant support for their health challenge and adheres to strategies or plans > Disability, with appropriate NDIS or other supports > Engaged with relevant support for family violence (eg counselling, Intensive Family Engagement Service)
 Social and community connections	<ul style="list-style-type: none"> > Supportive family > Identifiable, sustained, secure relationships with support network > Engaged with community or social groups 	<ul style="list-style-type: none"> > Isolated with no identifiable positive relationships or supports > Low interest or understanding of possible social, family or community opportunities > Engagement with justice or child protection systems 	<ul style="list-style-type: none"> > Willingness to engage with opportunities and identified options for building connections > Engagement with family counselling, mediation or reunification services > Adherence to requirements of bail, parole or other court orders

Case studies

Case study 1 – Evangeline

Evangeline is a 32-year-old single mother of two young children. She is the sole carer of her children.

She is currently renting privately and is up to date with her rent, but her rent is due to increase next month and she is concerned she will struggle to keep up. Evangeline is receiving the correct income based on her circumstances and entitlements, but she does not have time for additional employment or training due to caring for her children.

Evangeline has several small loans and regular payments for furniture and other items she needed to set up her home. She is up to date on her payments but cannot afford to pay off the debts entirely.

Capabilities

1. Current and sustained history of employment
2. Good rental history and is up to date on rent
3. Managed health and wellbeing

Unmanaged challenges

1. Lack of affordable housing leading to insecurity of tenure
2. Debt
3. Need for greater support with children

Assessment

Evangeline requires a level 2 response and can be supported through the front door. The connections coach can support her to access a local financial counselling service, may provide brokerage to pay off her small debts and connect her with the local Neighbourhood House.

Case study 2 – Ben

Ben is 26 years old and non-binary. They are struggling with rental affordability.

Currently, Ben is living in a one-bedroom flat with a 12-month lease. They are receiving JobSeeker allowance and finding their rent unaffordable. One of Ben's parents is helping with food every now and again, but it is not an option for Ben to move in with them.

Ben is a qualified pastry chef and has had two previous paid jobs. The most recent was for five years as a baker. They left the job not long ago due to bullying after they identified as transgender and started transitioning.

Through conversations with Ben, they demonstrate that they are strong and independent, despite a lot of challenges. They know about and access a variety of external supports by themselves, including finding support to pay for power and phone bills.

Ben says if they had a job, they would be fine, and they are contacting a friend about potential opportunities as a pastry chef.

Capabilities

1. Recent and sustained employment
2. Current tenancy
3. Identifiable and supportive social connections

Unmanaged challenges

1. Unemployment

Assessment

Ben requires a level 1 response and can be supported through the front door. The connections coach can support them to engage with an employment service provider to support them to find a job to sustain their current tenancy.

Case study 3 – Samantha

Samantha is a 21-year-old woman living with her parents. She is looking for new accommodation due to a difficult family situation.

Samantha has a regular income but no savings. She is safe at home but is finding it crowded with younger siblings. She otherwise has good relationships with her family, has good independent living skills such as cooking, cleaning and budgeting, and has good social supports.

Samantha has found somewhere to move to but can't afford the bond and rent in advance. She also needs some help to buy a fridge and a washing machine.

Capabilities

1. Employed
2. Independent living skills
3. Strong social supports

Unmanaged challenges

1. Affordability of bond and white goods

Assessment

Samantha requires a level 1 response and can be supported by the front door. The connections coach can support her to apply for Private Rental Assistance to cover her bond and rent in advance, schedule an appointment to access the No Interest Loans Scheme, which could assist with buying white goods, and identify local benevolent shops and community groups to engage with.

Case study 4 – Williams family

The Williams family comprises Ian (61), Pat (52), Xavier (18), Shannon (16), Sharni (10) and Emma (9). They are living in a motorhome parked at their cousin's home, which is a social housing property.

A week ago, they were evicted from a three-bedroom community housing property the family had lived in for 18 years. The eviction was due to outstanding rent and property damage charges totalling \$5 800.

The family has been in rent arrears many times before this. After not following through with a final repayment plan, the housing provider progressed an eviction. Ian had offered to pay back half the rent owed. The housing provider had made many attempts to engage the family with their tenancy support officer and Housing Connect, but Ian and Pat had not responded, therefore the housing provider would not reconsider the decision to evict the family.

Ian reported that he lost his job at a factory six months ago because his declining health was affecting his ability to perform his work. He is receiving treatment for diabetes, morbid obesity, depression and chronic obstructive pulmonary disease but is struggling to complete the required treatments, therapies and medication regimes. His income dropped but he didn't notify his housing provider and so the rent was not reduced.

Ian claims that the damage bill was unfair. He said that the house was in disrepair due to its age and lack of maintenance. Ian said the family shouldn't be charged for paint or new carpet.

Ian said with his weight it is not easy in the motorhome. They have to go into their cousin's house to use the bathroom and laundry. Ian's cousin has told him the family can't keep staying there as they would face a threat of eviction themselves if the family remained on the property in the motorhome.

Ian said things were tense and they were thinking of going to camp somewhere. Ian has moved all their belongings into a shipping container.

Xavier had left for a couple of nights. He was staying with some friends on the street. Pat was worried he was getting into drugs. Shannon goes to high school three or four days a week. Emma and Sharni go to primary school about four days a week. Pat drives them a 50 minute trip each way.

Capabilities

1. History of employment (Ian)
2. Some savings
3. Family network/support

Housing challenges

1. No secure tenure

Unmanaged challenges

1. Debt
2. Unemployment
3. Children are not attending school each day
4. Ian's health (multiple complex issues)

Assessment

The Williams family requires a level 3 response and should be referred to CatholicCare who are the personalised support provider for families under Housing Connect 2.0.

Case study 5 – Helen

Helen is a 47-year-old woman who has experienced a relationship breakdown due to domestic violence. She identified that she needed to leave due to this violence and is currently staying on her friend's couch but cannot stay with them indefinitely. She does not have any children or pets.

Helen does not work and receives the Disability Support Pension. She explained that she has an intellectual disability, which makes it challenging for her to arrange and attend appointments. Helen explained that she requires support to carry out some day-to-day living activities, but it is not clear yet what level of support is required.

Helen is not connected with the NDIS.

Capabilities

1. Identifiable and supportive social connections (her friends)

Housing challenges

1. No secure tenure

Unmanaged challenges

1. In the process of leaving a relationship with domestic violence
2. Intellectual disability
3. No connection to NDIS
4. No employment history

Assessment

Helen requires a level 3 support response due to the number of unmanaged challenges she is experiencing. As she is a single adult, the personalised support provider she should be referred to will depend on where she is based – CatholicCare if she is in the north or north-west, or Hobart City Mission if she is in the south.

Case study 6 – Sophie

Sophie is a 38-year-old woman who wants to save her tenancy. She and her three children – Max, 6, Jack, 11, and Tiffany, 13 – have lived in their current rental property for seven years.

Sophie has received a final Notice to Vacate due to rental arrears of more than \$3 000. She has less than three weeks remaining before she must move out.

Sophie has been to open homes for rental properties but there have been around 30 other people going through each one. She has put in applications but has never heard back. She does not know where the family will live and is worried about homelessness.

Sophie said she has fallen behind with rent a few times before but has always paid it back. She explained that these rent arrears were due to her mother's illness and subsequent death, which resulted in a brief lapse in Sophie's sobriety. Sophie was previously a disability support worker, but it was all getting too much when her mother was sick.

Sophie explained that there are other things worrying her within the family. Her youngest son, Max, has mild autism spectrum disorder and is linked in with support services. Also, Tiffany has not been going to school. The school social worker has been working with Sophie and Tiffany to address this problem.

Sophie has visited her doctor about her own health and has been prescribed anti-anxiety medication. She also mentioned that she had a notice from a collection agency for an outstanding dental bill.

Capabilities

1. Recent employment – Sophie worked as a disability support worker
2. Managed health – she is receiving treatment for anxiety

Unmanaged challenges

1. Unemployed
2. Financial situation – rent arrears and dental debt with collection agency
3. Grieving after loss of mother

Assessment

Although Sophie's circumstances are complex, three of her challenges are currently managed – Max is linked with support, Tiffany is engaged with a social worker and Sophie is maintaining her sobriety. She has at least two capabilities (recent employment and managed health). As a result, **Sophie needs a level 2 response** and would receive support through the Housing Connect front door service in her region under Housing Connect 2.0.

Example referral note

*** ASSESSMENT SUMMARY for referral**

Personal and family history:

Kasey and her three school-aged children – the younger two children are being assessed by St Giles, Kasey considers they are likely to have ADHD and be on the spectrum (ASD).

Current circumstances:

The family has been transient for 18 months; she has been living at friends' places in overcrowded conditions. She is now staying at Jireh House but is worried that she will have nowhere to go when her six-week lease is up. She is not currently on the social housing waitlist.

Previous housing history:

The last time the family had stable housing was a private rental two years ago which resulted in eviction for rental arrears. Kasey states this was due to her ex-partner not paying rent.

Education and employment:

Kasey accesses the Parenting Payment and has not attempted to find employment due to living situation and need to support children.

Health and wellbeing:

No regular GP, Kasey self-reports a diagnosis of CPTSD and that she struggles with uncertainty. Kasey is on an opiate substitution program on a stabilised dose and has 4-weekly appointments with A&OD service. SFSK involvement - Worker: James. No NDIS for children – consider application.

PFVO in place against children's father – details recorded on SHIP, order expires in Dec 2024 – offender currently incarcerated due to repeated breaches of order. Previously linked with family violence services but reports still needing more support. She is currently awaiting an outcome of a referral to IFES. No imminent safety risks.

Social and community connections:

Kasey has experienced a breakdown in the relationship with her family and extended family due to longstanding conflict. Minimal connections or support.

Assessment:

Level 3 response required. Capabilities – stable income, managed personal health. No secure tenure. Unmanaged challenges – multiple health/disability challenges in family, SFSK/child protection involvement, disengaged from employment, isolated with minimal support.

Short-term recommendations:

- 1. Register Kasey for social housing*
- 2. Connect with Jireh to ensure tenancy stable and explore options for tenancy extension – expressed some concern about being able to pay rent*
- 3. Explore private housing options – expressed hesitancy*
- 4. Resolve health service connection – consider NDIS application, stable GP, and seek more information on A&OD support*
- 5. Support IFES, SFSK, other referrals to maintain safety*

Contact arrangements:

Kasey requested texts and face-to-face engagement – do not call without warning, she will not answer.



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