

FACT SHEET

Housing Connect 2.0

Housing Connect 2.0 is the new and improved way of providing housing assistance.

With 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.

There will be four major changes:

- 1 **More help**
- 2 **Personalised support**
- 3 **Informed supply**
- 4 **Skilled and supported staff**



1. More help

Housing Connect 2.0 will provide more ways and places to get housing assistance.

Online help

A dedicated online portal will make it easier and more convenient for people to find information and apply for services online.

It will give people in need more choice about how and when they reach out for help.

More places to get help

In addition to the three Front Door services in the north, south and north west there will be more places to get housing assistance including:

- information kiosks available in community services
- mobile response that travels to those people who cannot get to a service
- housing assistance co-located with other services such as safe space services and youth hubs.

Comprehensive assessment

People accessing services will get a more thorough assessment to understand their needs, skills and potential and help match them to the best housing and support options for them.



2. Personalised support

Housing Connect 2.0 will provide services shaped for the different circumstances and life stage of each person who will benefit from support.

Connection coaches

Connection coaches will provide the comprehensive assessment for people in need.

This vital role will connect people experiencing housing crisis and stress to community supports and resources, to build their capabilities to live independently.

Key development coaches

Key development coaches will provide intensive support to help with the hard problems that can be overwhelming and get in the way of them finding and keeping a home.

Tenancy support in social housing

Tenancy support to help people keep stable housing and reduce the risk of homelessness will be provided by Tasmania's five major social housing providers: Housing Tasmania, Community Housing Limited, Housing Choices Tasmania, Centacare Evolve Housing and Mission Australia Housing.

Advantaged Thinking

Advantaged thinking believes that we are more than the problems we face. It is a way of working with people which recognises that each person:

- has opportunities and resources that can be developed
- has the right to make their own decisions
- should be supported to work through the things that have limited them

all so they can enjoy a good life.

3. Informing Supply

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

New look new supply

Increasing the range of supported accommodation options and homelessness accommodation for people in crisis.

Focusing new supply so that it addresses population level demand including life stage, household type, circumstances and key population groups eg family violence, mental health, and those exiting statutory care.

4. Skilled and supported staff

Housing Connect 2.0 will develop new tools and training in Advantaged Thinking practice.

A state-wide community of practice will be formed to consolidate and refine new ways of working.

Better data collection and evaluation will be used to assess and support ongoing improvements in practice and the Housing Connect 2.0 service model.

More information

Housing Connect 2.0 has been designed with and by Housing Connect services based on their learnings and advice and evidence-based practice.

The fact sheet – About Housing Connect Reform has more information on Housing Connect and the background to the reform project.

Visit <https://www.communities.tas.gov.au/housing>