

FACT SHEET

The Housing Connect System

Housing Connect is where people go for housing assistance and support. It provides one assessment for everything from emergency accommodation to a long term home.

What assistance does Housing Connect provide?

Housing Connect helps low income Tasmanians, including people who are homeless or at risk of homelessness, to find or maintain appropriate and affordable homes.

Through Housing Connect people can apply for affordable private rentals, social housing and supported accommodation, or they can be safely housed during a time of crisis. Housing Connect can also provide people with housing related support and information, advice, and referral to other support services available to them in Tasmania.

Who provides Housing Connect services?

Front Door services

Front Door services are provided by two lead organisations; Colony 47 in the South and Anglicare in the North and North West. Front Door services provide the first point of contact for Tasmanians requiring housing and housing related support. They provide immediate assistance, assessment and referral for people who need help with housing or who are homeless.





Front Door staff identify and prioritise peoples' housing needs and provide information about their housing options and choices. Front Door staff connect eligible Tasmanians to appropriate housing assistance and services including:

- Affordable Private Rentals
- Social housing
- Supported accommodation
- Crisis and Transitional Accommodation
- Material assistance
- After-hours assistance
- Housing Support services.

Front Door services connect people to the service they need. They do not directly house people.

Housing Support services

Housing Support services provide support to Tasmanians who need more intensive help to access or maintain housing. Sometimes, this might involve connecting people with other specialist services. Housing Support is available for as long as needed, regardless of whether the person moves house.

Housing Support services are only accessed via referral from a Housing Connect Front Door service.

Housing Support services are provided by six organisations – Anglicare (statewide), CatholicCare (statewide), Colony 47 (south), Hobart City Mission (south), Salvation Army (south), and Wyndarra Centre (Circular Head).

Crisis and Transitional Accommodation services

Crisis and Transitional Accommodation services provide emergency accommodation to Tasmanians who are in housing crisis (homeless or at high risk of homelessness).

Crisis and Transitional Accommodation services can be accessed directly or via referral.

Crisis and Transitional Accommodation services provide short term accommodation, support and assistance to address a person's immediate needs. They work with Housing Support services to help people find safe, longer term accommodation that suits their needs.



A list of Crisis and Transitional Accommodation Services is provided below:

| Target Group | South | North | North West |
|--|---|--|---|
| Unaccompanied children 12-15 | Colville Place – boys and girls 12-15 | | |
| Youth 13-20 | A.K. (Annie Kenney) – young women 13-20 Mara House – young women 13-20 Pathways Launch – young men 13-20 Youthcare – young men 13-20 | Youth Futures – young men 13-20 Karinya Young Women's Service – young women 13-20 | Youth Family Community Connections Burnie – young men and women 13-20 Youth Family Community Connections Devonport – young men and women 13-20 |
| Women with or without Children | Hobart Women's Shelter Jireh House McCombe House | Launceston Women's Shelter | Warrawee Inc. Oakleigh Accommodation Services |
| Men with children | DIY Dads – single men with kids | Launceston City Mission | |
| Men 18+ | Bethlehem House | Launceston City Mission | The Salvation Army |
| Young women with or expecting a child | Hobart City Mission – Small Steps Program | Karinya Young Mums N Bubs – pregnant teenagers and young parents age 15 - 19 | |



Contacting Housing Connect

Housing Connect can be contacted 24 hours a day, 7 days a week on (free call) **1 800 800 588**. Housing Connect Front Door offices are open from 9am – 5pm weekdays. Housing Connect offices are located at:

| Hobart | Rosny | Launceston | Devonport | Burnie | Smithton | Zeehan |
|--|---|---|--|---|---|---|
| Colony 47 Level 3, 181 Collins Street | Colony 47 Suites 3 & 4, 13 Bayfield Street | Anglicare 118 Elizabeth Street | Anglicare 31 King Street | Anglicare 51 Wilmot Street | Wyndarra Centre 43 Smith Street | Anglicare 102 Main Street |

The **Housing Connect After Hours Service** operates from 5pm – 9am weekdays and 24 hours on weekends. It provides emergency assistance including accommodation, information, advice and referral to people in crisis.

Our contact details



Housing Connect – 1800 800 588



TTY users phone 133 677, then ask for 1300 13 55 13.
Speak and Listen users phone 1300 555 727 then ask for 1300 13 55 13. Internet relay users connect to the NRS then ask for 1300 13 55 13.



Housing Connect – housingconnect@communities.tas.gov.au



www.communities.tas.gov.au/housing