

# Families escaping domestic and family violence need homes

## Housing Connect Front Door Service Snapshot March 2025



WORKING FOR  
A JUST TASMANIA



SOCIAL  
ACTION &  
RESEARCH  
CENTRE

# Contents

<b>Housing Connect Front Door</b>	<b>5</b>
<b>Executive summary</b>	<b>6</b>
Recommendations	8
<b>Front Door service in Housing Connect 2.0</b>	<b>9</b>
<b>Housing system indicators January to March 2025</b>	<b>10</b>
Residential vacancy rate	10
Median rent relative to income	11
Rental affordability for people on low incomes	12
The social housing register	13
Wait time for social housing	14
<b>People connecting with the Front Door</b>	<b>15</b>
The people seeking support	16
People accessing housing support	17
Housing circumstances of people seeking housing support	18
Reasons for seeking support	20
<b>Front Door response</b>	<b>23</b>
Applications for social housing	23
Private rental assistance	24
Crisis and emergency accommodation	25
Housing support	27
<b>Identifying and meeting client needs</b>	<b>28</b>
Support services	30
Housing	33
Client satisfaction	37
<b>Barriers to escaping domestic violence seen by frontline services</b>	<b>38</b>
<b>Recommendations</b>	<b>40</b>
<b>Glossary</b>	<b>41</b>
<b>References</b>	<b>45</b>

Published May 2025

# Acknowledgement of Country

Anglicare Tasmania acknowledges and pays respect to the Tasmanian Aboriginal community as the traditional and original owners and continuing custodians of this land, Lutruwita/Tasmania, on which this project has taken place. We acknowledge Elders past and present, and Aboriginal people who have participated in and are connected with this research.

## Acknowledgements

The assistance of the staff of Anglicare Tasmania's Housing Connect Front Door service in the preparation of this report is gratefully acknowledged. Thank you for the important work you do, and to the people you work with for their strength and resilience.

The assistance of Homes Tasmania in providing data is also acknowledged.

Thank you to other Anglicare colleagues for your expertise, support and guidance.



# About Anglicare Tasmania

Anglicare, in response to the Christian faith, strives to achieve social justice and to provide the opportunity for people in need to reach fullness of life.

## Our values

### Hope

Confidently reaching for fullness of life.

### Compassion

Showing empathy and care for those in need.

### Justice

Promoting the fair distribution of resources and opportunities.

### Respect

Recognising the inherent value and dignity of every person.

## Anglicare Tasmania's Social Action and Research Centre

The Social Action and Research Centre investigates how and why Tasmanians are affected by poverty and inequality. We use what we learn to advocate for changes that improve people's lives.

Our qualitative research centres on the lived experience of Tasmanians. It often features the voices of people who use Anglicare services and our frontline workers.

Our quantitative research uses data to demonstrate social trends.

We brief government and stakeholders on our research and create opportunities for networking and collaboration.

# Housing Connect Front Door

The Housing Connect Front Door is the entry point for people to access housing support, from emergency accommodation to a long-term home. This begins with an assessment to understand their individual circumstances and help match them with the most suitable options available.

Anglicare Tasmania is funded by government to deliver the Housing Connect Front Door Service statewide. This arrangement began from July 1, 2024.



People can access the Housing Connect Front Door by telephone, 24 hours a day, 365 days a year on **1800 800 588**. This is a free call.



People can also access the Front Door at these Anglicare Tasmania offices between the hours of 9.00 am and 5.00 pm, Monday to Friday:

- 159 Collins Street, Hobart
- 122 Elizabeth Street, Launceston
- 31 King Street, Devonport
- 51 Wilmot Street, Burnie.

Wyndarra Centre Inc. provides a Front Door service at 43 Smith Street, Smithton.

## The Housing Connect Front Door does not provide housing

The Front Door service links people with supports that are suited to their life stage and individual circumstances. Although the Front Door service does not provide housing, it can assist clients to apply for social housing or to secure or maintain a private rental tenancy.

For many people, the Front Door can provide the level of support they need. However, for those who require more intensive and ongoing support, the Front Door connects them with Key Development Coaches in their region.

# Executive summary

Anglicare Tasmania delivers the Housing Connect Front Door service statewide, helping Tasmanians to access the housing supports they need based on their individual circumstances and personal goals.

In the March 2025 quarter (1 January to 31 March 2025), the statewide Front Door service has:

Responded to  
**13,215**  
enquiries from  
Tasmanians seeking  
housing support  
↑  
**23%**

Assisted people  
to make  
**1,346**  
new social housing  
applications  
↑  
**8%**



Provided  
**1,423**  
periods of support to  
**1,361** people or families  
↑ **10%**

Provided over **\$139,000** in financial assistance to:



Fund  
emergency  
accommodation



Help people  
to establish  
or maintain  
a tenancy



Enable people  
to access training,  
education or  
employment



Help people  
access other  
specialist  
services

On virtually every measure, access to housing for Tasmanians, particularly those on low incomes, deteriorated this quarter, including:

- the number of people seeking housing support increasing to a record high since Housing Connect 2.0 commenced
- ongoing record low rental vacancy rates below 1% in all regions for over 6 months (Homes Tasmania 2025)
- record low rental affordability with median rents rising to a new record high (TUT 2025)
- a 21% increase in employed people seeking housing support, as a greater share of the population are experiencing housing stress
- growth of the housing register to a record 8,723 people in 5,069 households waiting for a secure and affordable home (TasCOSS 2025; Homes Tasmania 2025).

### **The most alarming finding this quarter was a 28% increase in domestic and family violence as the main reason for seeking housing support.**

Families escaping domestic violence need a pathway to safety. This requires a housing system that can provide suitable crisis and emergency accommodation, transitional medium-term accommodation and long-term housing security.

Tasmania has a shortage of housing at every point along this pathway. Front Door data shows that for housing support periods in the March 2025 quarter:

- 50% of clients' needs for crisis and emergency accommodation were unmet
- 79% of clients' needs for medium-term and transitional accommodation were unmet
- 78% of clients' needs for long-term housing were unmet.

We acknowledge the commitment and the actions that have been taken by State and Federal Governments. There has been a welcome decline in the waiting time for social housing, although it is still over one and a half years. In spite of this, the number of Tasmanians who cannot access secure, affordable housing is growing. If they are escaping domestic and family violence, their lives may be at risk.

If we want to see a different outcome, State and Federal Governments will need to ramp up the priority and scale of their response. Tasmania needs more social housing, and we need it on a scale that addresses the needs of low-income Tasmanians.

# Recommendations

Housing Connect client data for the March 2025 quarter shows that barriers to addressing domestic and family violence in North West Tasmania are ongoing. Anglicare reiterates with greater urgency the recommendations provided in [Unsafe and Unhoused](#) (Toombs 2024).

Anglicare Tasmania recommends that the Tasmanian Government:

- 1. Funds delivery of more crisis accommodation, transitional housing and social homes for domestic and family violence victim-survivors, including:**
  - a. increasing crisis accommodation **that is safe and suitable** for women and children fleeing DFV to meet demand, based on the regional prevalence of DFV
  - b. increasing the number of homes available under the Rapid Rehousing program and ensuring that they are safe and suitable for the needs of victim-survivors.

- 2. Works with the Australian Government to scale up investment in long-term social housing.**

- 3. Commits to reducing the harmful impacts of waiting for social housing by:**
  - a. establishing targets for reducing the number of applicants on the social housing register and average waiting times for applicants in the next housing action plan, in consultation with stakeholders
  - b. developing a process for providing applicants with realistic estimates of waiting times and the progress of their application.

- 4. Improves reporting and measurement of progress against the Tasmanian Housing Strategy by:**
  - a. clearly reporting how many of the 10,000 houses delivered by Homes Tasmania under the Action Plan are new dwellings which have been completed
  - b. clearly reporting how many of the 10,000 houses delivered by Homes Tasmania under the Action Plan were affordable for people in the bottom two incomes quintiles.



# Front Door service 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

– Housing Connect Practice Framework (Homes Tasmania 2024)

The statewide Front Door service is part of the Housing Connect 2.0 model being implemented and overseen by Homes Tasmania to deliver on the Tasmanian Housing Strategy. The Front Door staff have been trained in Advantaged Thinking, an approach designed to deliver person-centred, trauma-informed and evidence-based support.

The functions of the Housing Connect Front Door are:

- assessment of each person's situation and needs to ensure a tailored response
- provision of targeted housing and homelessness information, products and services, and related coaching and support (for people who need only a limited period of support)
- connecting or referring people to service system and community supports
- crisis response, including access to flexible funds for reasonable and necessary support (urgent need response)
- housing application support (Homes Tasmania 2024).

The Housing Connect Front Door is just one part of the Tasmanian Housing Connect system. The Front Door links to Housing Connect partners who are responsible for delivering services to clients (e.g. mental health services), providing longer term (level 3) support, managing the social housing register, allocating social housing, funding social housing supply, and building and leasing homes.

You can read more about how the Housing Connect Front Door operates within the Housing Connect framework in [More Houses Needed](#) (Anglicare Tasmania 2024).

# Housing system indicators January to March 2025

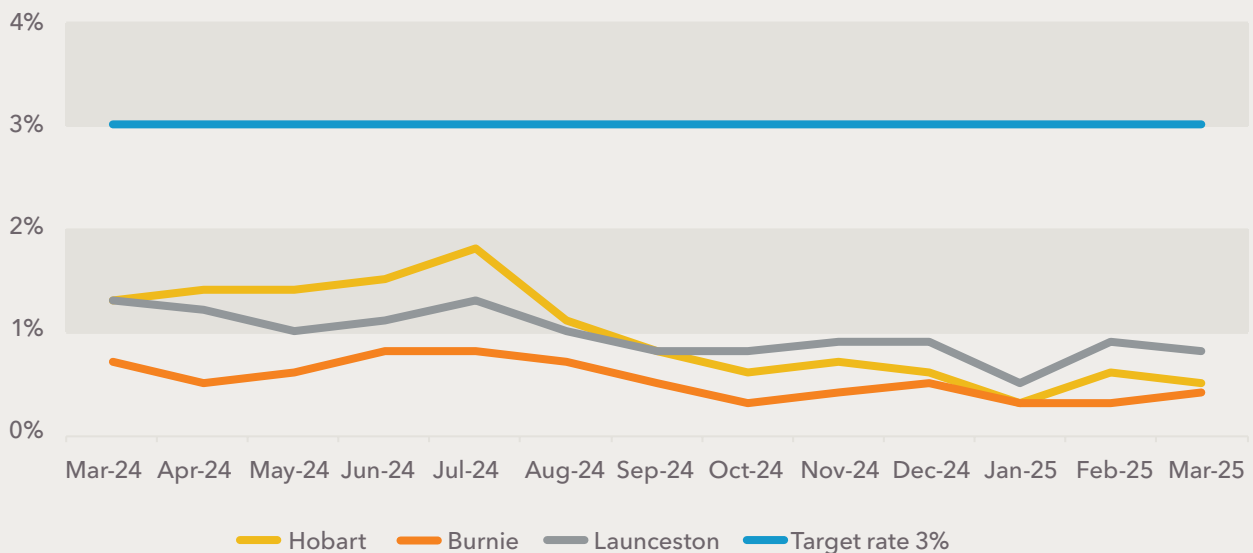
## Residential vacancy rate

A sustainable vacancy rate of around 3 per cent in the private rental market will help to stabilise rents and ultimately reduce pressure on household budgets

– Tasmanian Housing Strategy (Tasmanian Government 2023)

Vacancy rates in all regions of the state have remained below 1% since September 2024, which is far below the target of 3%. This prolonged period of extremely low rental availability is placing upward pressure on rents and increasing the number of renters experiencing financial stress.

Figure 1. The rental vacancy rate is at critically low levels in all regions



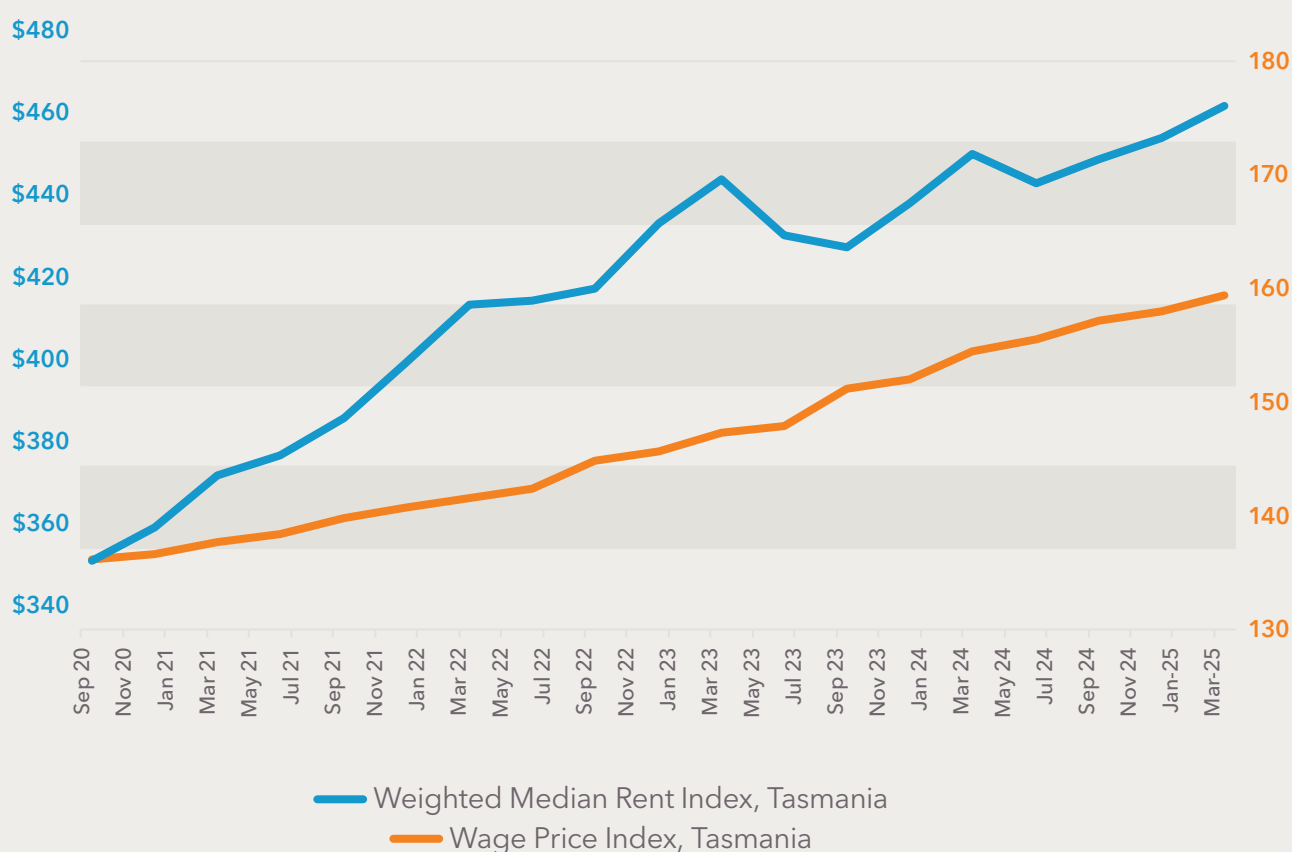
Data source: (Homes Tasmania 2025)

# Median rent relative to income

Rents grew faster in the March 2025 quarter compared to the previous quarter and they grew more than three times faster than wages. The blue plot in Figure 2 shows that over the March 2025 quarter, the Tasmanian median rent index rose by 2.9% (TUT 2025). Rents in North West Tasmania rose by an extraordinary 9.6%. This is an insurmountable increase for many renters who are already struggling with the cost of living.

Over the same period, the Tasmanian wage price index rose by only 0.9% as shown by the orange plot in Figure 2 (Australian Bureau of Statistics 2025).

Figure 2. Rents are rising faster than wages in Tasmania



Data source: (ABS 2025; TUT 2025)<sup>1</sup>

<sup>1</sup> The weighted median rent index is compiled by the Tenants' Union of Tasmania from data collected by the Rental Bond Authority.

# Rental affordability for people on low incomes

Housing... that is appropriate for the needs of very low-, low- and moderate-income households. This is generally understood to mean housing that costs no more than 30 per cent of a household's gross income

– Tasmanian Housing Strategy 2023-2043 (Tasmanian Government 2023)

Anglicare Tasmania's [Rental Affordability Snapshot 2025](#) found that rental affordability is continuing to decline (Anglicare Tasmania 2025). The Snapshot assessed the number of properties advertised for rent in late March 2025 and whether they were affordable and appropriate for 14 types of households on low incomes.

The total number of listings fell to 845 properties this year, 25% fewer than in 2024.

For 7 of the 14 low-income groups there were no affordable rentals and the gap between advertised rents and what they can afford is growing. These groups include people relying on Jobseeker, Youth Allowance, Parenting Payment Single, Disability Support Pension and Age Pension.

For other low-income households, with fewer properties advertised the number of affordable properties that are available has fallen and competition for these properties is intense. It is also less likely that an affordable property will be located where it is needed for access to services, school, employment and social supports.

The private rental market is not providing affordable, secure housing for households on low incomes.

The number of Tasmanians who cannot afford to rent in the private market is increasing.

Rental listings



25%

0%

of rentals affordable for Tasmanians relying on Jobseeker, Youth allowance, Disability Support Pension, Parenting Payment Single and those relying on Age Pension who want to live alone.



rental availability and affordability for all Tasmanian renters

# The social housing register

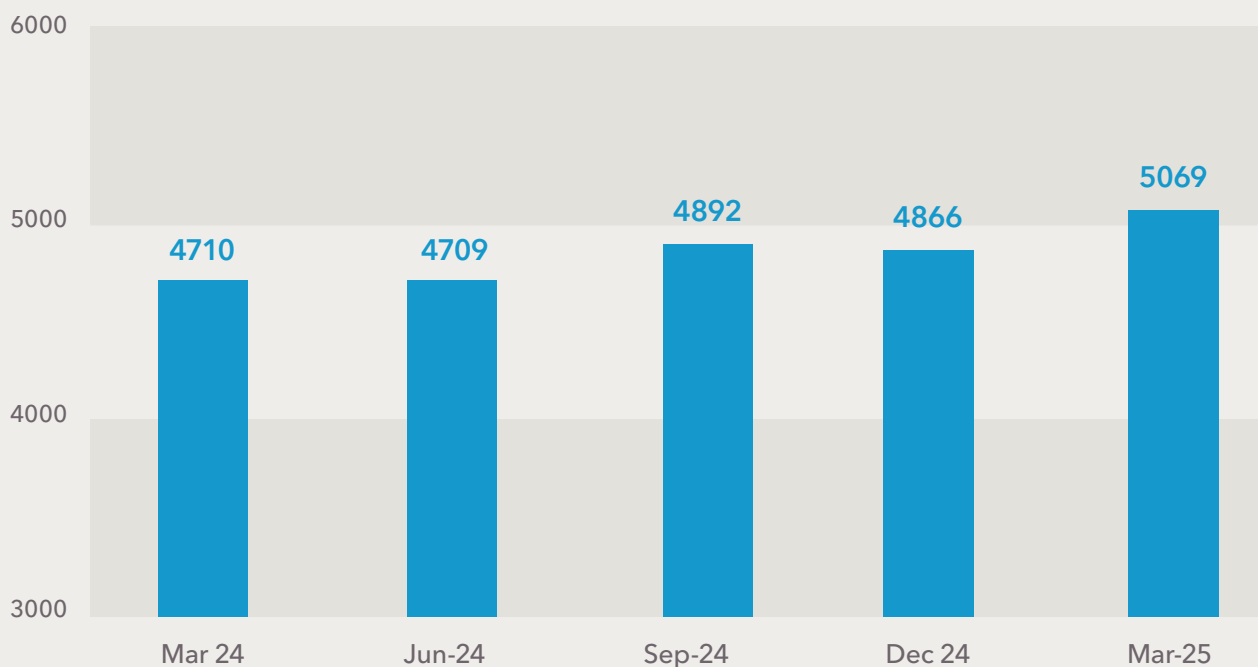
The large number of applications on the housing register indicates that the supply of social housing is inadequate. At the end of the March 2025 quarter the number of applications on the social housing register was 5,069 (Homes Tasmania 2025). The total number of people in households who are waiting to be allocated social housing is 8,723 (TasCOSS 2025).

The number of applications on the housing register has increased by 177 (4.2%) since December 2024.

Over the same period, 10 new social homes have been constructed. The portfolio of affordable rentals in the Private Rental Incentives scheme and Family Violence Rapid Rehousing program has fallen from 261 to 258 properties and remains at less than half the target capacity of 550 properties (Homes Tasmania 2025).

The total supply of social dwellings in June 2024 was 15,095 homes, which met only 76% of expressed demand for social housing at that time (SCRGSP 2025).

**Figure 3. The social housing register indicates rising unmet demand for social housing**  
Applications on Tasmanian social housing register



Data source: (Homes Tasmania 2025)

# Wait time for social housing

The impacts of waiting are profound. Waitees told of their financial struggles, not being able to feed themselves or their children adequately and cutting back on medication or forgoing necessary medical procedures ... not having an affordable and stable home combined with the endless waiting were fundamental contributors to their poor physical and mental health ... Sadly, the children of waitees were often hard-hit by their situation ... Waitees felt that their lack of stability made it difficult for them to seek or maintain employment.

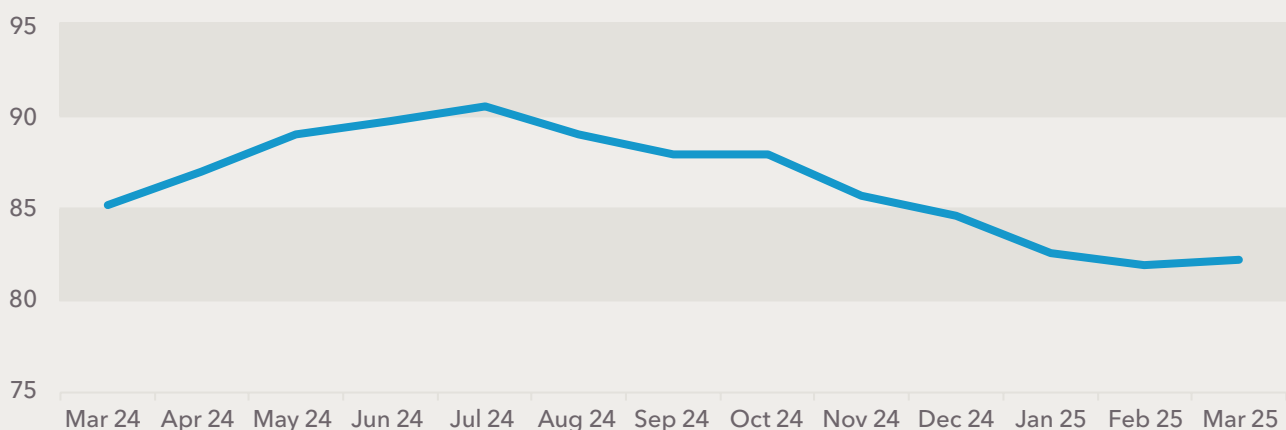
– Waithood: The experiences of applying for and waiting for social housing (Morris et al. 2023)

Over the March 2025 quarter, the average wait time for priority applicants fell by 3% to 82.2 weeks (Homes Tasmania 2025). This indicator has improved since peaking at 90.5 weeks in July 2024 (see Figure 4). However, a wait time of over one and a half years for any applicant is likely to result in adverse consequences. For priority applicants, including people escaping domestic and family violence and/or those with declining mental health conditions, the consequences can be catastrophic.

Median wait time for priority applicants and the average and median wait time for non-priority applicants (all of whom have been assessed as eligible for social housing) are not reported by Homes Tasmania.

**Figure 4. The average waiting time for social housing remains far too long**

Average time in weeks for priority applicants (12-month rolling average)



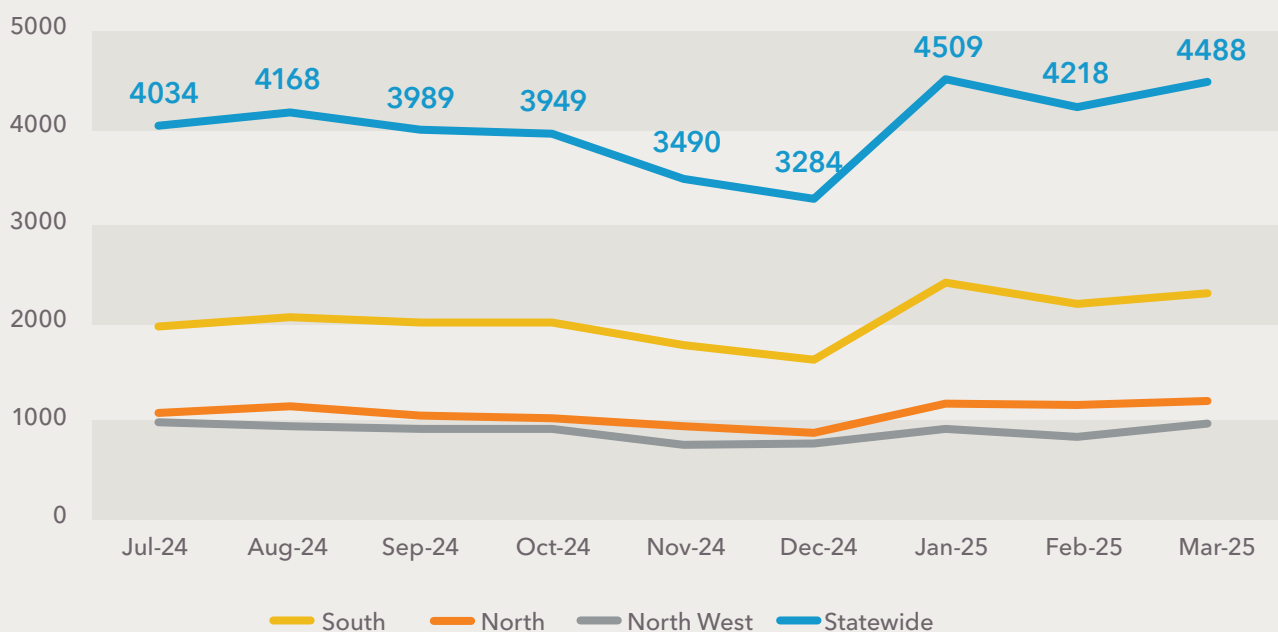
Data source: (Homes Tasmania 2025)

# People connecting with the Front Door

Between 1 January and 31 March 2025, the Housing Connect Front Door responded to a record 13,215 enquiries across the state, 23% more than in the December 2024 quarter. This was mainly due to 28% more enquiries being received in the South, although the number of enquiries increased in all regions.

The most common way people contacted the Front Door was by phone (46%) followed by email (29%) and in-person (19%).

Figure 5. Number of enquires received by the Housing Connect Front Door



Data source: Housing Connect Front Door

# The people seeking support

Housing Connect provides support to Tasmanians who are:

- homeless or at risk of being homeless
- living in unsafe housing or cannot stay where they normally live
- a safety risk to themselves or others or with a third-party threat to them or their household.

Support may also be available to people who are:

- having trouble paying their rent or bond
- moving and having trouble paying the costs
- living in a place that makes it hard for them or makes their health or mobility worse
- unable to pay for their own housing.

Compared to the Tasmanian population, people experiencing disadvantage and needing housing support were<sup>2</sup>:

**1.2 x**

more likely to  
be female

**1.4 x**

more likely to be living  
alone or in share housing

**2.4 x**

more likely to be  
a young person  
aged 16-24 years

**2.4 x**

more likely to be  
a single parent  
with children

**3.1 x**

more likely to be living  
in a private rental<sup>3</sup>

**3.1 x**

more likely to be  
an Aboriginal and/or  
Torres Strait Islander

<sup>2</sup> People needing housing support are Housing Connect clients who had an open support period between 1 January and 31 March 2024.

<sup>3</sup> Out of those clients who were long-term housed.



# People accessing housing support

In the March quarter, there was an increase in people of all genders seeking assistance and an overall increase in the share of women seeking housing support.

In the same period, there was a 21% increase in the number of employed people seeking housing support and the number of young people seeking housing support rose by 20%. The overall share of employed people and young people seeking assistance increased.

The need for housing support increased among all families with children, with single parent families seeking support increasing by 16% and two-parent families increasing by 12%. The number of children in families seeking housing support rose by 11% to 1,405 and unaccompanied children receiving housing support increased by 15% to 22.



842

women

↑ 12%



512

men

↑ 3%



356

lone parents  
with children

↑ 16%



84

couples with  
children

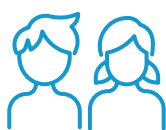
↑ 12%



1,405

children <18  
in families

↑ 11%



22

unaccompanied  
children

↑ 16%



319

people aged  
16-24 years

↑ 21



173

people in  
part-time  
employment

↑ 14%



205 people in employment ↑ 21%

# Housing circumstances of people seeking housing support

The most common housing circumstances of people receiving housing support were:



403

people renting  
in the private  
market

↑ 4%



231

people couch  
surfing

↓ 3%



168

people sleeping  
rough or in a car,  
tent, or improvised  
dwelling

↑ 18%



158

people in  
emergency  
and crisis  
accommodation

↑ 53%

Together, these four groups accounted for more than two-thirds (67%) of people accessing housing support.

## Primary homelessness

**The number of people without any housing who sought support was up by 18% in the March quarter.** This includes those who are sleeping rough, or in a car, tent or improvised dwelling. People experiencing primary homelessness accounted for a larger share of people accessing housing support compared to the December quarter.

## Other homeless and marginally housed

Just over half (721) of people seeking housing support were either marginally housed or were experiencing homelessness even though they were not sleeping rough. This means that although they had 'a roof over their heads', they did not have secure housing and were experiencing secondary or tertiary homelessness.

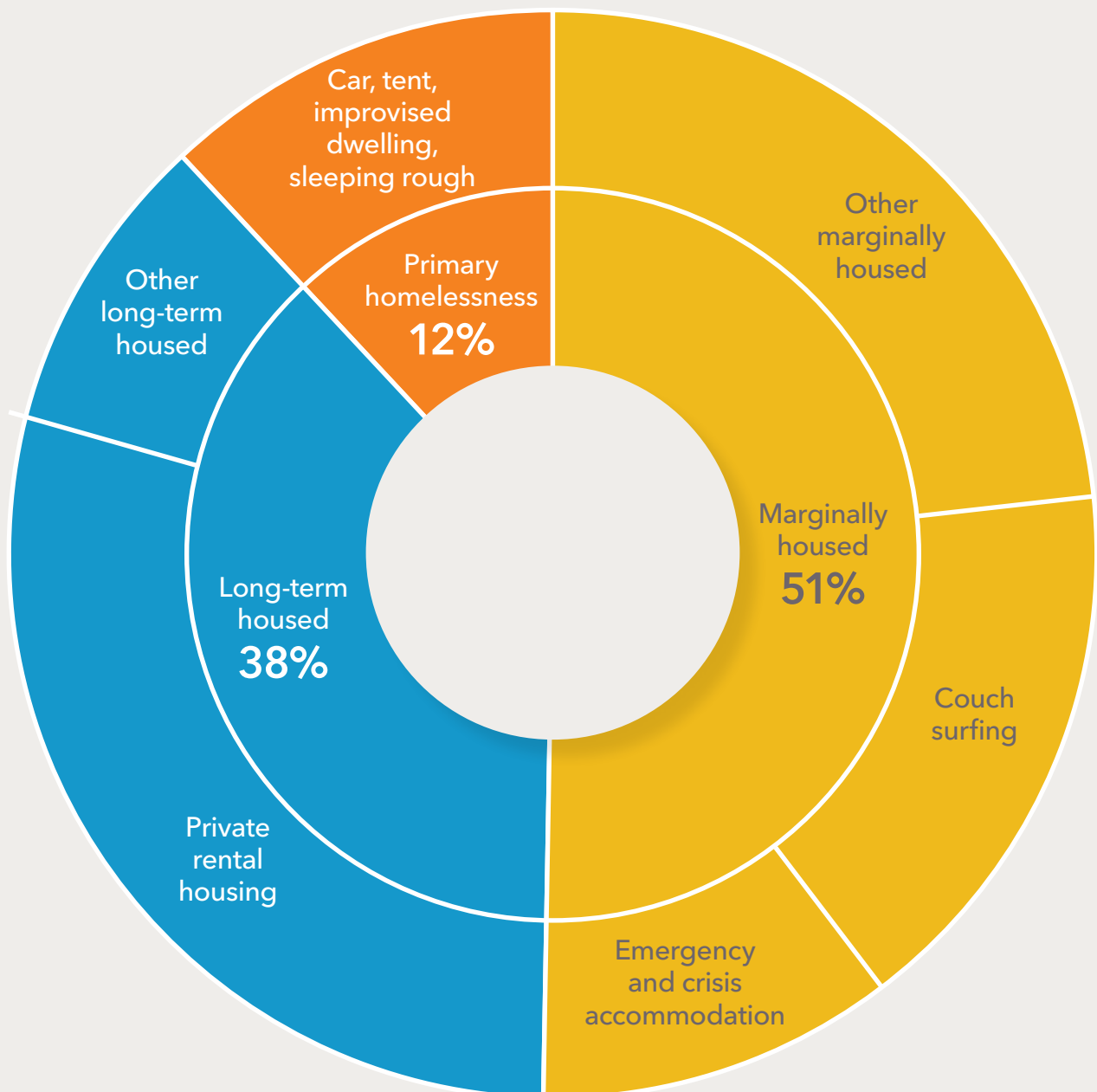
More than half of these people were couch surfing or staying in emergency or crisis accommodation (389).

Other marginally housed people were boarding (114), living with a relative fee free (82), in a hospital, rehabilitation or correctional facility (78), in transitional housing (31) or were living in a caravan, cabin or boat (27).

## Long-term housed

Fewer than 4 in 10 people seeking housing support were in long-term housing and the vast majority of these people were renting (98%). Compared to last quarter, private renters made up a larger share of all people seeking housing, reflecting the increased financial stress they were experiencing.

Figure 6. Housing circumstance one week before starting a period of housing support



# Reasons for seeking support

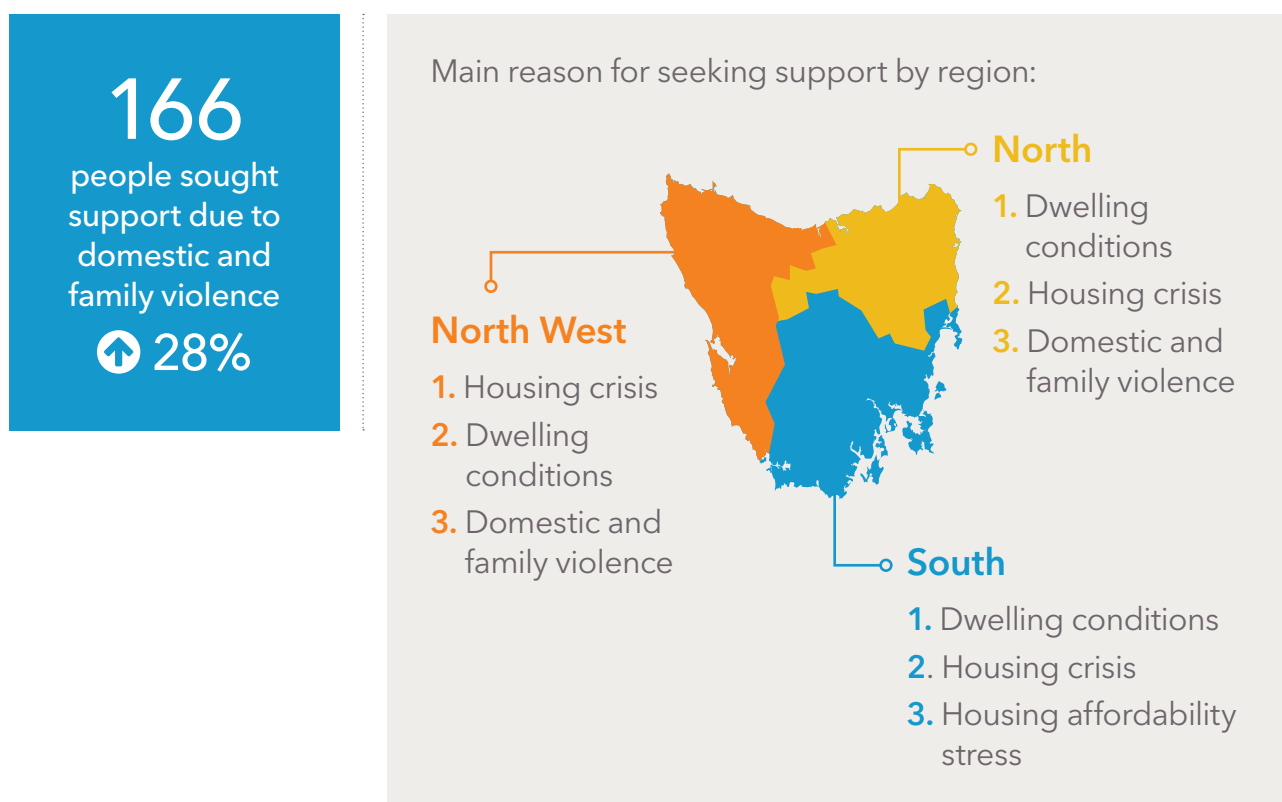
When asked to name the main reason for seeking housing support, nine in ten clients gave one of the reasons in Figure 7 overleaf. These were also the nine top reasons in the December 2024 quarter, although the order has changed.

The most significant change this quarter was a 28% increase in the number of people who said domestic and family violence was their main reason for seeking support. This was driven mainly by an increase in the North West where it was the main reason 1 in 6 clients sought housing support.

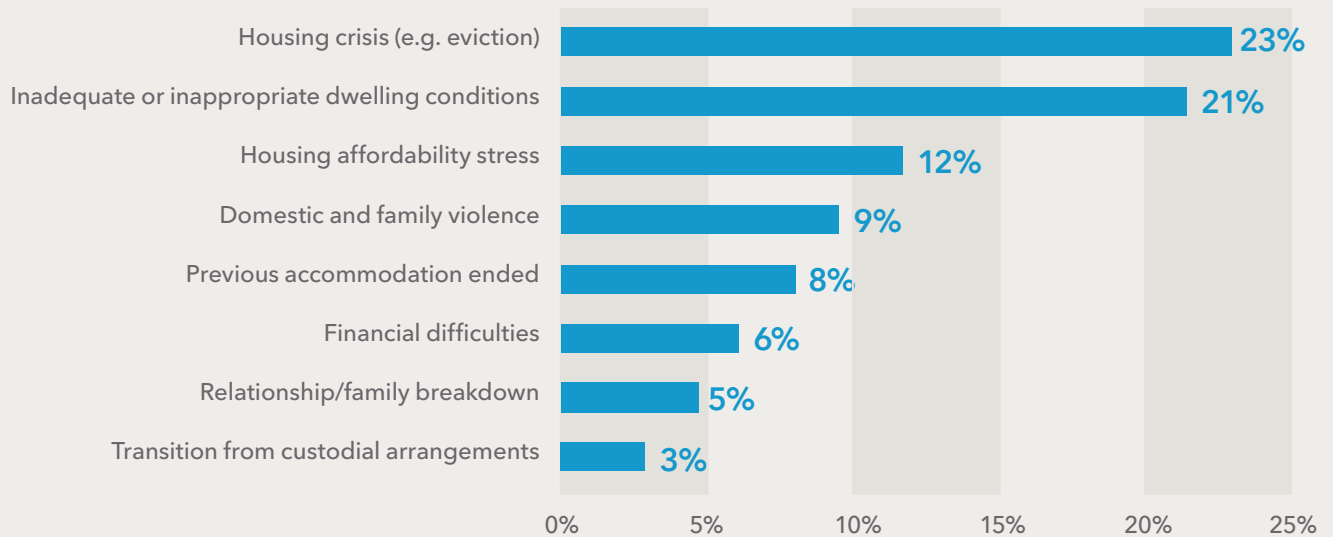
## Main reason for seeking support

A housing crisis or inadequate/inappropriate dwelling conditions were the top two main reasons for seeking support in all three regions.

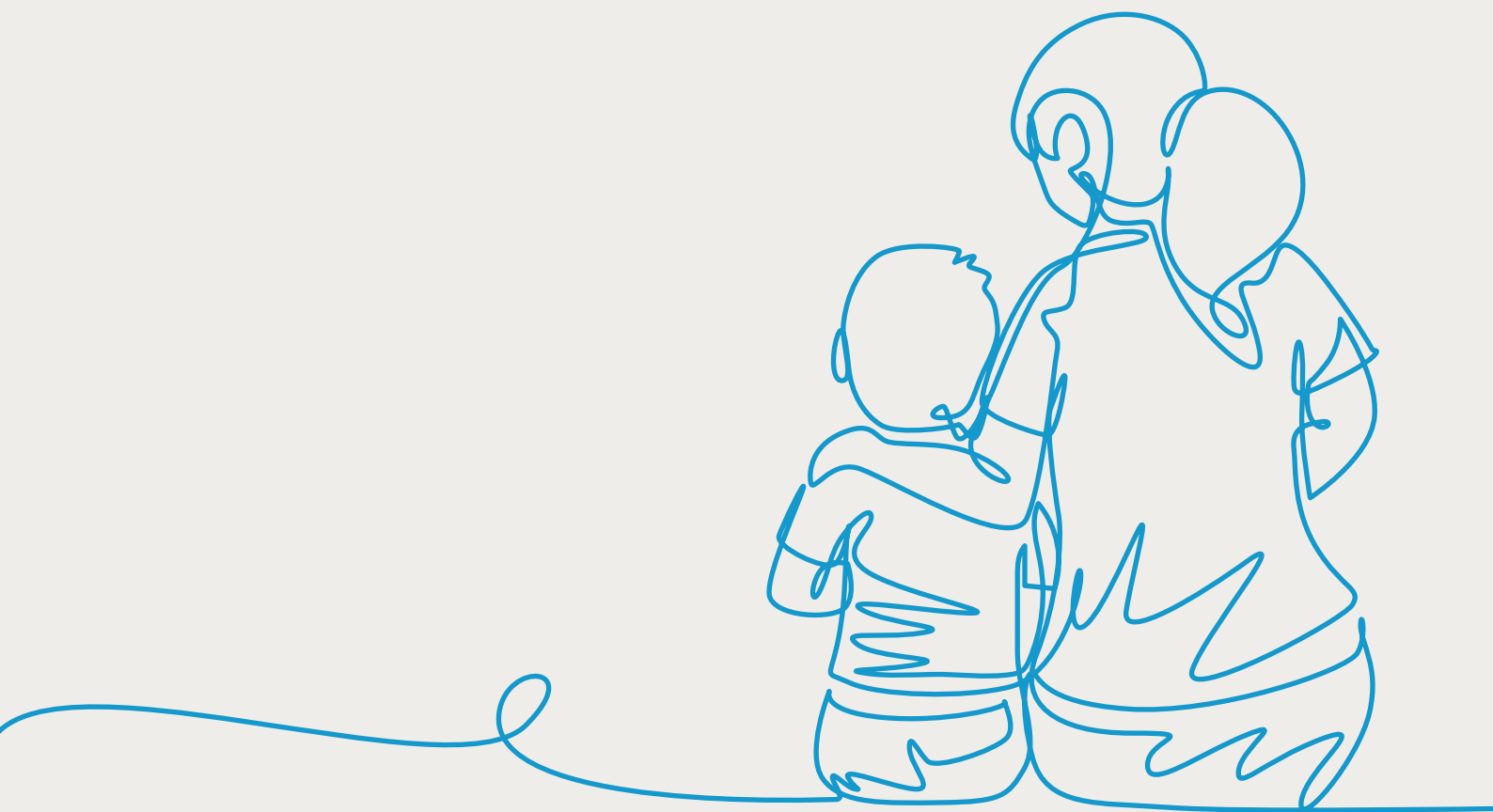
In the North and North West, the third most common main reason was domestic and family violence. However, financial difficulties and housing affordability stress were more commonly the primary reason for seeking housing support in the South.



**Figure 7. Main reasons for seeking housing support given by Front Door clients**  
% of clients with support periods, January to March 2025



Data source: Housing Connect Front Door



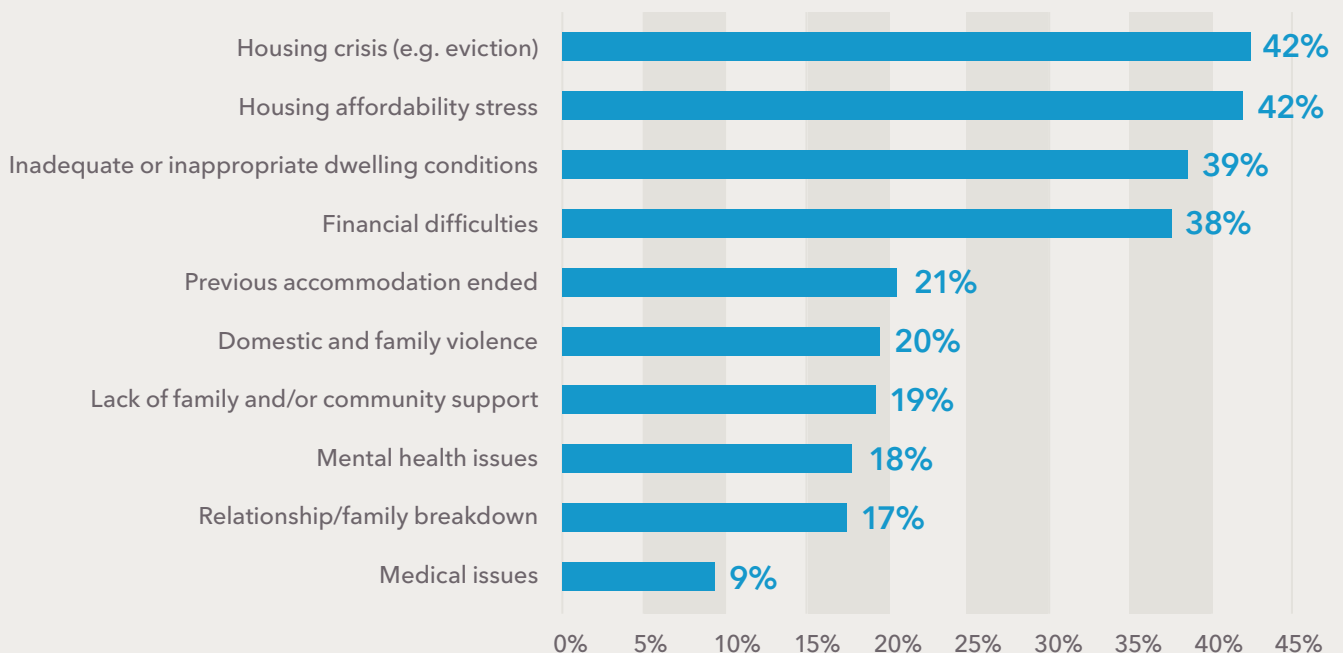
## All reasons for seeking support

Most clients had more than one reason for seeking assistance, and this data provides information about the range of challenges faced by people experiencing housing insecurity. The ten most common reasons are shown in Figure 8. Housing crisis and housing affordability stress were the most common reasons for seeking housing support, each being cited by 4 in 10 clients.

Compared to the previous quarter, domestic and family violence, poor dwelling conditions and financial difficulties were more commonly reported as reasons for seeking assistance (even if it was not the main reason) with:

- 278 people citing domestic and family violence, ⬆18%
- 548 people citing inadequate or inappropriate dwelling conditions, ⬆13%
- 535 people citing financial difficulties, ⬆12%

**Figure 8. All reasons for seeking housing support given by Front Door clients**  
% of all support periods, January to March 2025



Data source: Housing Connect Front Door

# Front Door response

Housing Connect's Front Door service helps Tasmanians:

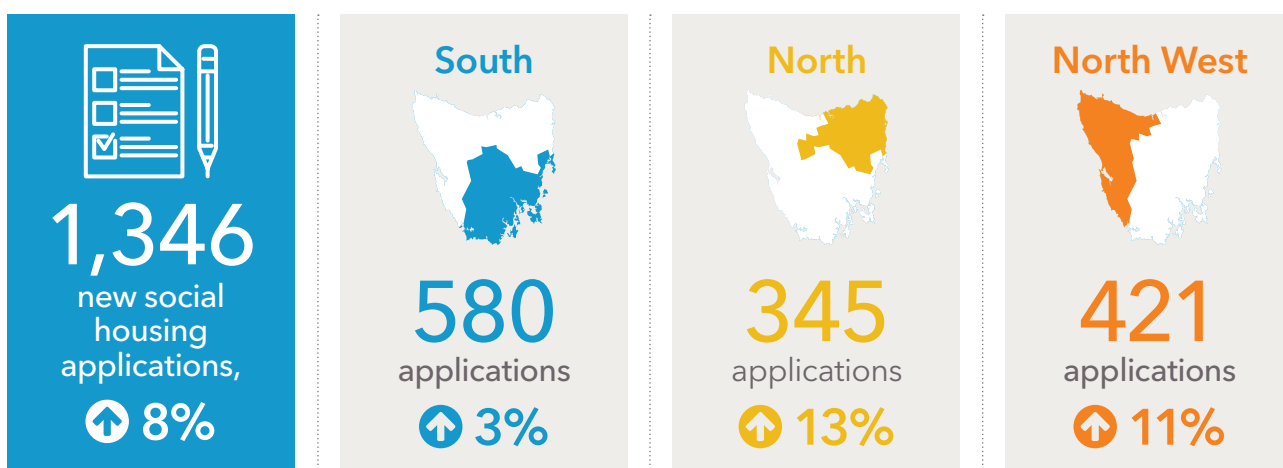
- to apply for social housing or update their application if their circumstances have changed
- to apply for private rental assistance such as bonds and rent arrears
- to find a bed for the night, including referral to crisis accommodation
- to access supports following family violence, including rapid rehousing
- with support and advice on how to keep their tenancy
- with referrals to other support services.

## Applications for social housing

Between 1 January and 31 March 2025, Anglicare's Housing Connect Front Door assisted **1,346 people** with new applications for social housing, an increase of 8% on the previous quarter. This was driven mainly by a 13% increase in applications in the North and 11% increase in the North West. 580 applications (45%) were in the South, 421 (30%) in the North West and 345 (24%) in the North.

The Front Door also assesses new applications to ensure they fit the required criteria and subsequently assists applicants to update their circumstances and ensure that their application remains current.

The Front Door service does not allocate housing and is unable to provide clients with advice about how long they may wait to be allocated housing.

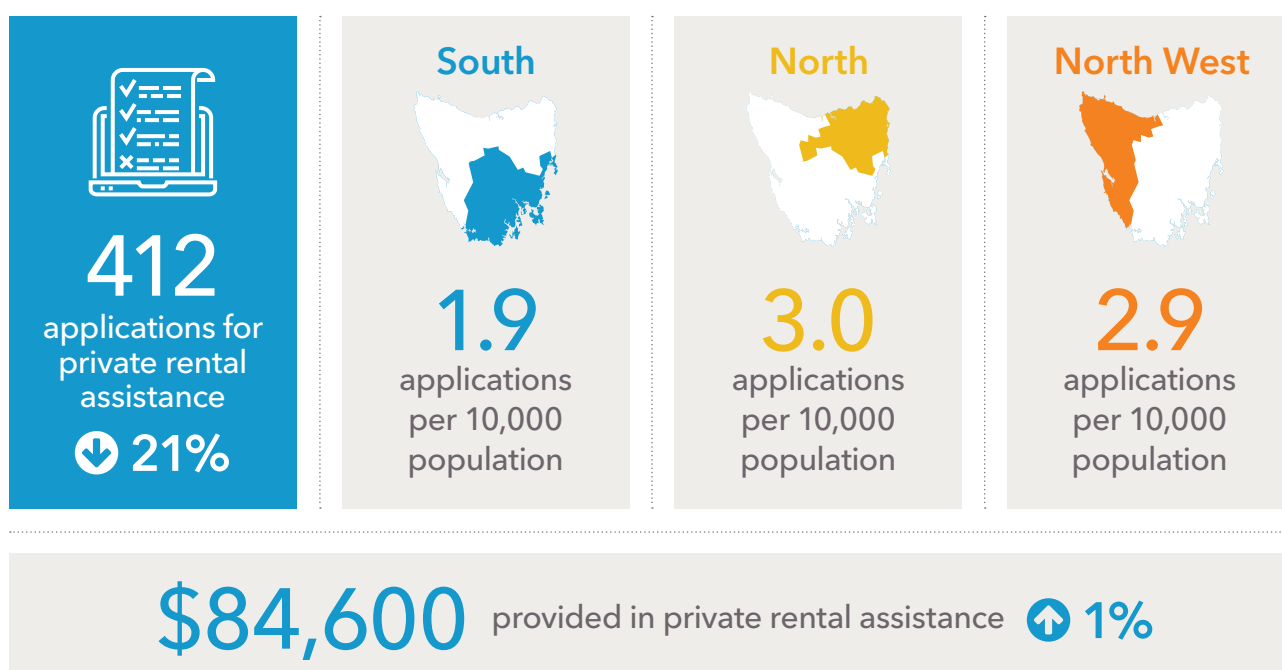


## Private rental assistance

Between 1 January and 31 March 2025, the Front Door service provided over \$84,600 in financial assistance to help people establish or maintain a private tenancy. These payments included assistance to pay rental bonds, rental arrears or moving costs.

Compared to the previous quarter, the number of new applications for private rental assistance fell. However, the average financial assistance provided to each applicant increased.

Although the total number of PRA applications was highest in the South, on a per capita basis there were 50% more applications in the North and the North West.





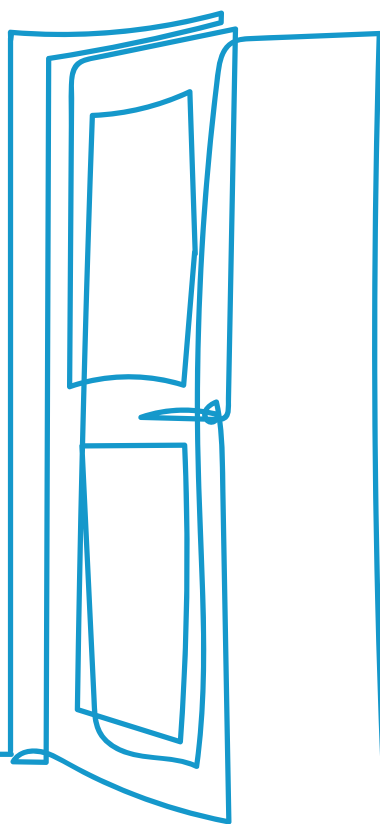
# Crisis and emergency accommodation

Crisis and urgent responses include finding or brokering emergency accommodation and providing reasonable urgent financial assistance.

Over the March quarter, the Front Door organised 336 nights of short-term or emergency accommodation with \$38,800 spent on emergency accommodation.

Brokering emergency accommodation is becoming increasingly difficult, particularly in Launceston where short-stay accommodation is frequently at full occupancy. It is rare to be able to book consecutive nights in the same accommodation on weekends and sometimes there is no accommodation available at all. Amy's experience shows how this can be a barrier to escaping domestic and family violence ([see page 26](#)).

Brokered accommodation is often not suitable and safe. The purpose of most commercial short-stay accommodation is to house people who are travelling for business or pleasure. It is not designed to provide safe, secure housing for traumatised families who are escaping domestic and family violence and providing such a service may conflict with the needs of the accommodation business.



## No reliable, safe, emergency accommodation

When Amy left her violent relationship, she wanted to go somewhere she and her three kids would be safe. Now that she had taken the first difficult step to leave, she needed some space and support to work out her next steps.

Unfortunately, it wasn't that simple. On that Thursday night, there were no beds in shelters and Housing Connect could not book safe accommodation for Amy's family anywhere in town. There was funding available to broker accommodation, but there was not accommodation available that was suitable and safe for a mother with three children.

Amy organised to stay with friends that night. On Friday, Amy returned to the Housing Connect Front Door where Housing Connect assessed that she and her family needed high level, personalised, ongoing support. They arranged a referral appointment for the Monday, where a Key Development Coach would help Amy plan her next steps, including access to wrap-around supports and transitional housing.

Now that Amy had a plan in place, Housing Connect worked to arrange suitable and safe short-term accommodation for the family, up to and including the night following the referral appointment. Unfortunately, as is often the case, it was not possible to book four nights' accommodation in a single hotel at short notice. However, they did manage to book two nights in one hotel and the next two nights in another.

The abuse that Amy experienced had left her traumatised, fearful and overwhelmed. On Sunday morning it was pouring with rain and there was nothing to do that did not involve spending money. After packing up their belongings and checking out of the hotel, the only refuge the family had for the next few hours was their car as Amy did not want to rely on her friends again. Amy struggled to keep positive. Her kids were tired, irritable, bored and wanted to go home. Today, it all felt so hard.

Even with a plan in place, Amy decided to return to the house she had left and where she risked further violence and abuse. The lack of appropriate short-term accommodation and uncertainty about securing a home in the long term were almost certainly a factor in that decision. Housing Connect is still there to provide Amy with support.



# Housing support

For clients requiring short- or medium-term support, Front Door Connections Coaches provide or refer clients to the services they need during a support period. Clients such as Amy ([see page 26](#)) who need more intensive, longer-term support are referred to partner organisations to work with Key Development Coaches.

## The Housing Connect Front Door Service



The Housing Connect Front Door provided a housing support period to 1,361 clients, 9% more than in the previous quarter. The total number of active support periods increased by 10% to 1,423.

Support periods lasted 5 and ½ weeks on average with around half of clients receiving between 2 and 14 weeks of support. The average support period was longer in the North and North West, reflecting the increased proportion of clients with more complex needs, including clients escaping domestic and family violence.

The number of clients with a case management plan in place increased to 83% in the March quarter, up from 72% the preceding quarter. The main reason the remaining clients did not have a case plan was because the support period was too short.

Compared to the December quarter, the percentage of clients achieving their goals remained steady. 57% of clients achieved all of the goals in their plan by the end of their support period and a further 15% achieved more than half their goals. The percentage of clients who achieved none of the goals in their case plan fell from 8% to 5%.

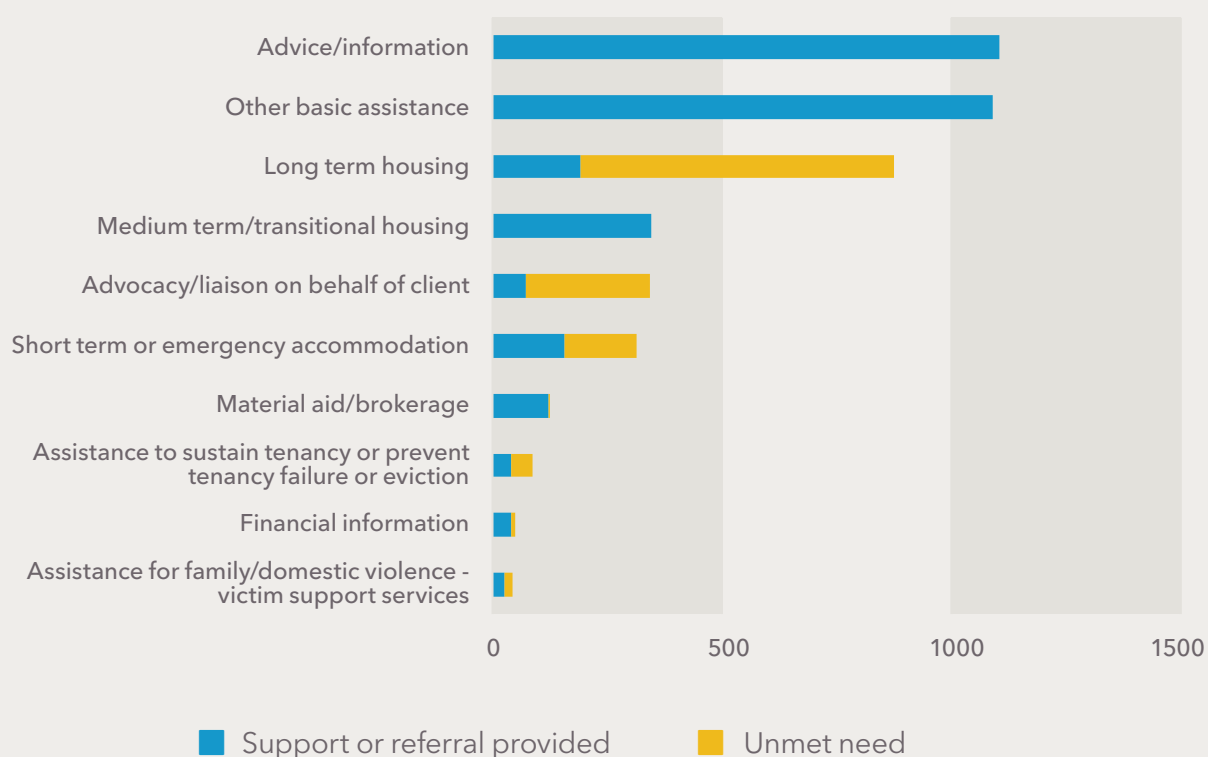
## Housing support periods provided by the Front Door Service:



# Identifying and meeting client needs

Working with a Connections Coach, clients identify their needs, which can be multiple. Figure 9 shows the most common needs of people seeking housing support were advice or information, basic assistance, long-term housing, advocacy, medium-term and transitional housing, and short-term or emergency accommodation. The blue part of each bar in the chart shows client needs that were met and the yellow part of the bar indicates unmet needs.

**Figure 9. Key client needs identified, and support provided, January to March 2025**



*Data source: Housing Connect Front Door*

Although the Housing Connect Front Door connects people with housing and with support services, it does not actually provide housing and specialist support services (although some are provided by Anglicare Tasmania).

However, Front Door service data on the outcomes achieved by clients can provide critical information about shortfalls or gaps in the supply of housing and specialist supports.



# Support services

These include services to enable or support social and community connectedness, health and wellbeing, education and employment, and living skills (see Figure 10). A comprehensive list of these client needs and support services is provided in [More Houses Needed](#) (Anglicare Tasmania 2024).

In the March quarter, Housing Connect provided or referred clients to supports to meet 94% of these needs (compared to 90% in the December quarter).

Advice/information, basic assistance, advocacy and material aid were the four most common needs other than housing. 100% of these support needs were met, with 94% provided by the Front Door Service and 6% met through referral to other providers.

29 other supports were needed across a total of 256 clients. 60% of these needs were met with 31% provided directly by the Front Door and 28% provided through referrals. However, 40% of these support needs remained unmet at the end of the support period.<sup>4</sup>

Support gaps resulted in significant unmet client need in the following areas:



Psychological services

0%  
needs met



Psychiatric services

0%  
needs met



Assistance for domestic and family violence - perpetrator support services

0%  
needs met



Intellectual disability services

0%  
needs met



Legal information/ advice

<15%  
needs met



Training and employment assistance

<15%  
needs met

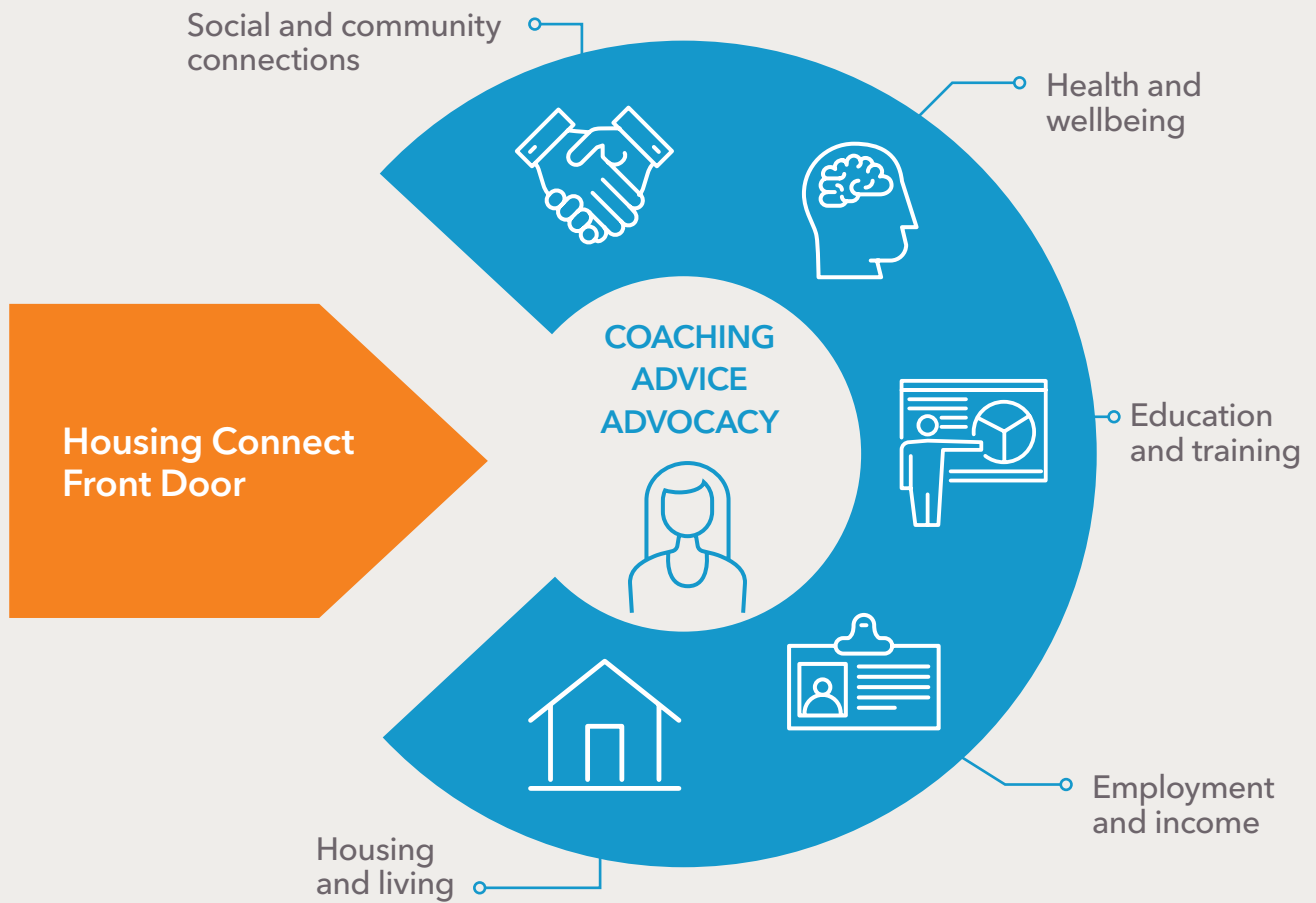


Alcohol and drug counselling

<30%  
needs met

<sup>4</sup> Percentages do not sum to 100% due to rounding.

Figure 10. Supports provided to clients working with Connections Coaches



## John maps his pathway for the future

Late one Friday afternoon, John walked into the Housing Connect Front Door. He had never contacted Housing Connect before and was able to see a Connections Coach straight away.

John told the Connections Coach that he had recently split up with his fiancée, Bria. He didn't have anywhere to live and was couch surfing, apart from the occasional night when he stays at Bria's place to look after their two young children. John opened up about his ongoing mental health issues and how he had previously worked as an apprentice chef, but struggled in the fast-paced, high demand environment.

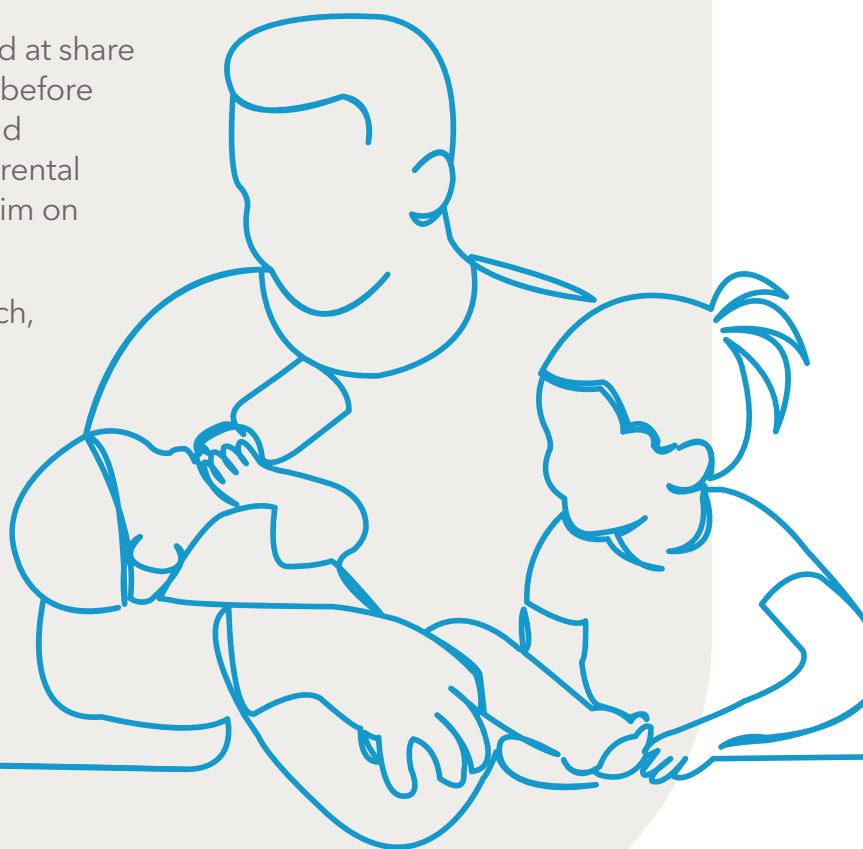
However, John was optimistic about the future. He told the Connections Coach about a documentary he had seen about an athlete who 'came from nothing' and became quite successful. It inspired John to set some health and fitness goals.

On Monday, he and the Connections Coach looked up gyms in Hobart. They found one with an intro to boxing class and Housing Connect was able to fund a four-week trial for \$100. They also researched some training and nutrition plans together on the Australian Institute of Sport website.

With his Connections Coach, John looked at share house options, to give him a stable base before looking for a private rental where he could have split custody of his children. Private rental options, however, were out of reach for him on JobSeeker payment.

With support from the Connections Coach, John was successful in finding a casual job and worked his first shift the following week.

He does not have housing yet, but with support, John is building the foundations to get his life back on track.





# Housing

In the March quarter, long-term housing remains the primary need of most Front Door clients and in 78% of cases this need remained unmet.

Compared to the December quarter, the number of clients needing long-term housing increased and the capacity to meet those needs did not.

- 874 clients needed long-term housing, ↑7%
- 682 clients had unmet needs for long-term housing at the end of their support period, ↑10%

More social and affordable housing is needed to achieve better outcomes and a secure housing future for all Tasmanians.

The Housing Connect Front Door team work to achieve the best outcomes for clients that they can despite the continued lack of affordable housing and decreasing private rental affordability.

Virtually all clients ended their support period with their housing tenure and type of dwelling at least 'as good' or 'better than' on presentation.

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Key outcomes achieved over client support periods include:



in renters  
nominated on lease  
from 34% to 41%<sup>5</sup>



in people  
sleeping rough  
from 12% to 6%



in people  
accommodated in a  
house/townhouse/flat  
from 68% to 71%

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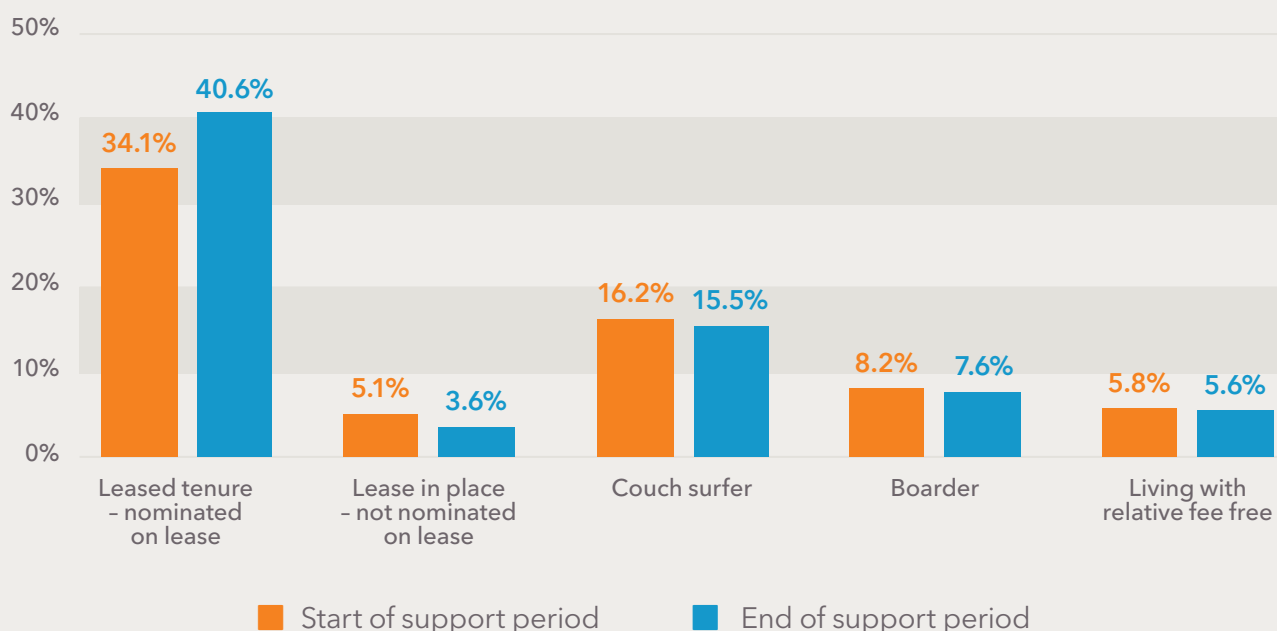
<sup>5</sup> Having a lease in place and being nominated on the lease is the most secure form of leased tenure.

## Housing security and tenure

Figure 11 shows housing tenure at the start and end of the support period, which provides an indication of the changes in housing security over the support period. The chart shows an increase in a secure form of housing tenure (leased tenure – nominated on lease) and a decrease in the other forms of housing tenure, which are generally less secure. Overall, at the end of their support period, clients' housing security was as good or better than at the start.

**Figure 11. Housing tenure at start and end of support periods**

% of clients January – March 2025

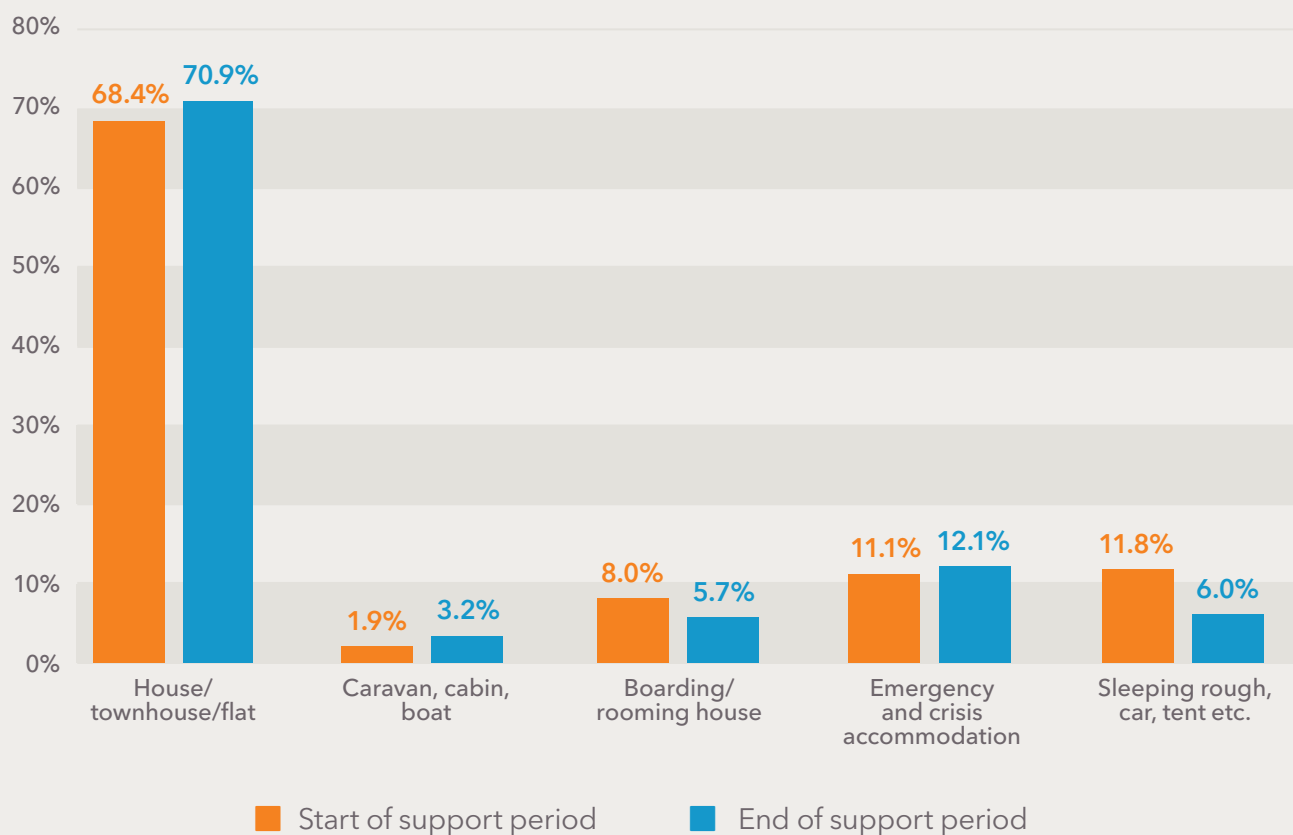


Data source: Housing Connect Front Door

Figure 12 shows the percentage of clients in different types of dwelling at the start and end of their support period. The share of clients sleeping rough almost halved during their support period. The share of clients living in boarding houses also decreased. Over the course of support, the share of clients living in houses, caravans and emergency accommodation increased slightly. Taken together, these changes reflect an overall improvement in the housing situation of clients receiving support.

**Figure 12. Type of dwelling at start and end of support period**

% of clients January – March 2025



Data source: Housing Connect Front Door

## There is no such thing as 'just leaving'

Since leaving her husband to escape domestic violence, Michelle has faced obstacle after obstacle for over a year now and she and her five children still don't have a safe, secure place to live as a family.

Her ex-husband has continued to threaten her safety and security. She battled him through the courts: first in relation to domestic violence, then for custody of the kids, and now for child support. He has stalked her and damaged her car. He jeopardised her employment by coming to her workplace where he engaged in conflict. Michelle has now lost her job, lives in constant fear for her safety and has experienced a decline in her mental health.

Michelle is not going back but she hasn't been able to find anywhere for her family to live together. She and the younger children eventually secured accommodation at a women's shelter. However, her sons who are over 16 are not allowed to stay at the shelter with Michelle and are couch-surfing. The situation is not ideal for her three younger children either because the family is separated, they are unable to have friends to stay, and they are not sure how long they will be going to their current school.

Michelle says the staff are amazing and supportive but living in the shelter is not without its challenges. She spent most of her crisis payment on kitchen things so she can cook meals for the family rather than heating pre-prepared meals.

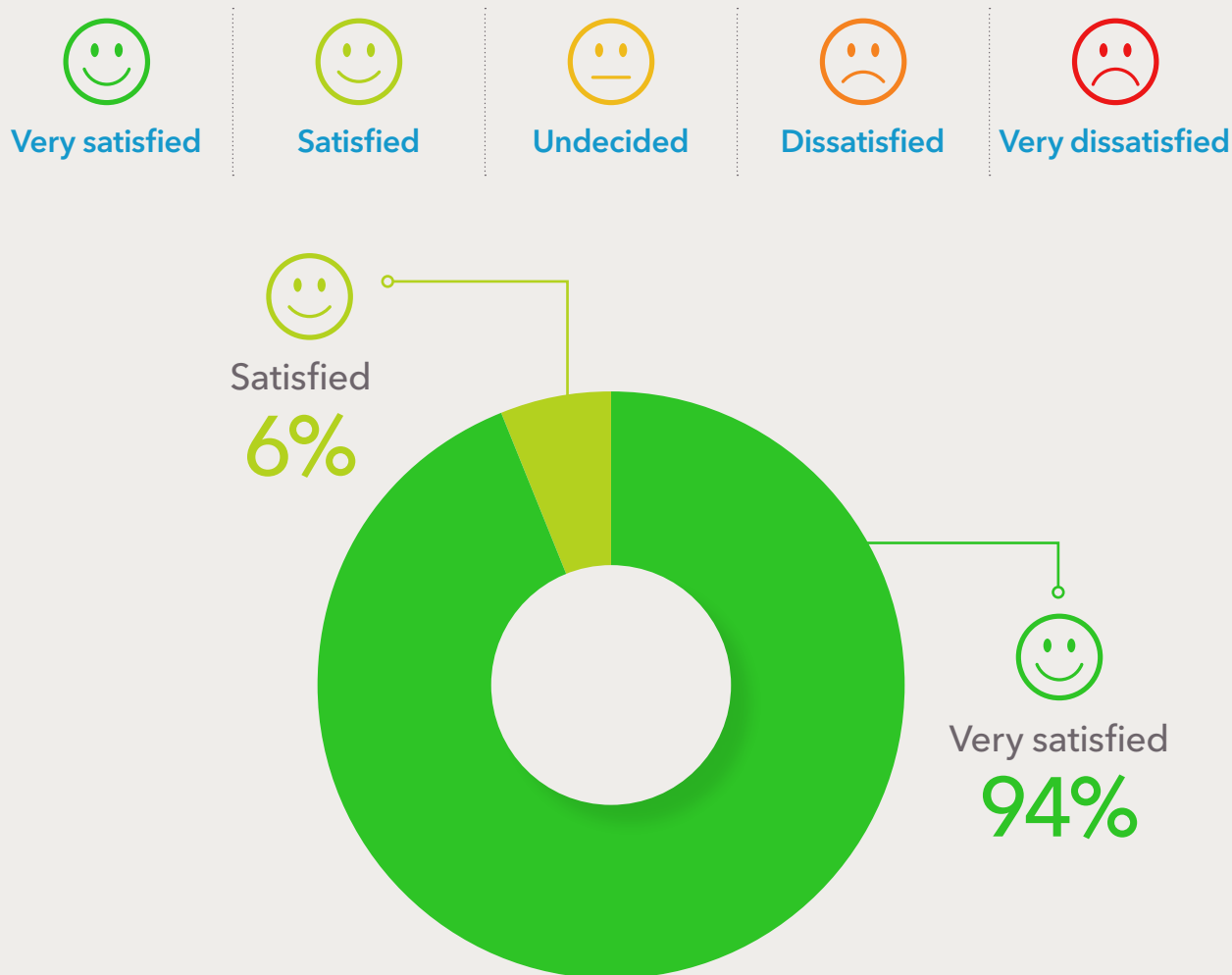
Security is a key consideration for Michelle and the shelter provides excellent security. Michelle is anxious about security wherever she goes next. She is struggling to find a house that is affordable, safe and large enough so she can have all her kids back under one roof. She's already had to turn down one property because it was not in a safe location.



# Client satisfaction

All clients receiving face to face support from a Connections Coach or Applications Management Officer are invited to complete a single question satisfaction survey which asks:

Overall, how satisfied are you with the support and services you received from Housing Connect Front Door?



**Figure 13. Client satisfaction**

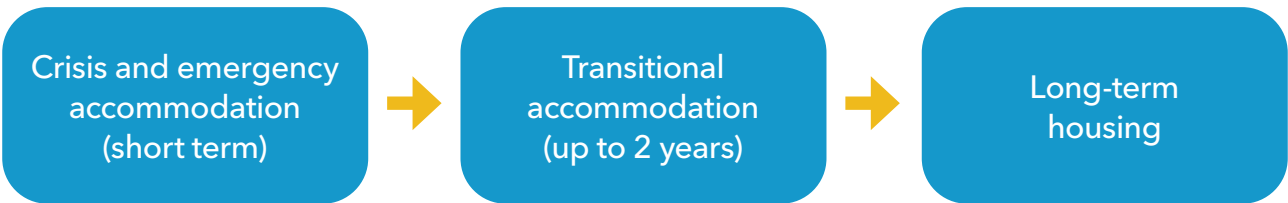
Statewide, 176 clients responded to the survey with responses indicating that 94% were very satisfied and 6% were satisfied. Although 100% of clients were satisfied or very satisfied, the response rate has fallen and options to improve response rates are being developed.

# Barriers to escaping domestic violence seen by frontline services

Anglicare’s report [Unsafe and Unhoused](#), released in October 2024, detailed the barriers to addressing domestic and family violence in North West Tasmania (Toombs 2024).

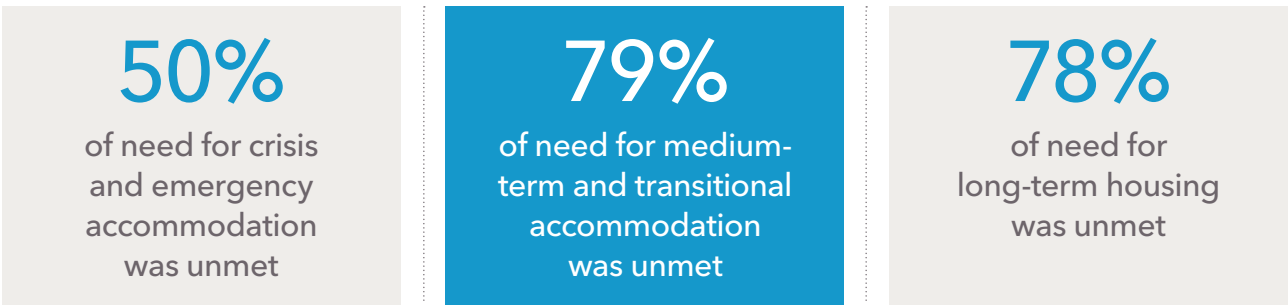
Unfortunately, Housing Connect Front Door data shows an increase in the number of people (the vast majority of whom are women) in the North and North West of the state who are seeking housing support mainly due to domestic and family violence.

Fundamental to creating a pathway to safety is a housing system that can provide suitable crisis and emergency accommodation, transitional medium-term accommodation and long-term housing security.



A shortage of housing at any point along this pathway to safety results in people becoming ‘stuck’, leading to a further decrease in the availability of housing for people seeking to escape family violence (see Michelle’s story on [page 36](#)). For women like Amy ([see page 26](#)), it can present an insurmountable barrier to leaving and result in women and children returning to a dangerous situation.

**Tasmania has a shortage at every point along this pathway. Front Door data shows that for housing support periods in the March 2025 quarter:**



The supply of properties for the Private Rental Incentives scheme and Family Violence Rapid Rehousing program has fallen and remains at less than half the target capacity. Brokered accommodation was difficult to access in the March quarter.

Of the housing options available, many are unsuitable due to:

- not being able to house the family together
- the property itself lacking adequate security
- the property being in an unsafe location that would allow the perpetrator to easily find or contact the family
- not being near the supports, work and/or schools needed by all members of the family, adding to the trauma and impact of escaping domestic and family violence.

Front line data this quarter also reveals ongoing unmet need for support services for families dealing with domestic and family violence including:

- victim/survivor support services (41% of need unmet)
- perpetrator support services (100% of need not met).



# Recommendations

Housing Connect client data shows that barriers to addressing domestic and family violence in North West Tasmania are ongoing. To remove these Anglicare reiterates with greater urgency the recommendations provided in [Unsafe and Unhoused](#) (Toombs 2024).

Anglicare Tasmania recommends that the Tasmanian Government:

- 1. Funds delivery of more crisis accommodation, transitional housing and social homes for domestic and family violence victim-survivors, including:**
  - a. increasing crisis accommodation **that is safe and suitable** for women and children fleeing DFV to meet demand, based on the regional prevalence of DFV
  - b. increasing the number of homes available under the Rapid Rehousing program and ensuring that they are safe and suitable for the needs of victim-survivors.

- 2. Works with the Australian Government to scale up investment in long-term social housing.**

- 3. Commits to reducing the harmful impacts of waiting for social housing by:**
  - a. establishing targets for reducing the number of applicants on the social housing register and average waiting times for applicants in the next housing action plan in consultation with stakeholders
  - b. developing a process for providing applicants with realistic estimates of waiting times and the progress of their application.

- 4. Improves reporting and measurement of progress against the Tasmanian Housing Strategy by:**
  - a. clearly reporting how many of the 10,000 houses delivered by Homes Tasmania under the Action Plan are new dwellings which have been completed
  - b. clearly reporting how many of the 10,000 houses delivered by Homes Tasmania under the Action Plan were affordable for people in the bottom two incomes quintiles.



# Glossary

## Community housing

Housing owned or managed by non-government organisations for people on low to moderate incomes. Community housing rent is typically set below market rate. Residents in community housing are eligible for their rent to be subsidised by Commonwealth Rent Assistance.

## Homelessness

The **Australian Bureau of Statistics** defines homelessness as when a person does not have suitable accommodation alternatives. They are considered homeless if their current living arrangement:

- is in a dwelling that is inadequate
- has no tenure, or if their initial tenure is short and not extendable
- does not allow them to have control of, and access to, space for social relations (ABS 2021).

In practice, the ABS classifies the following groups of people as experiencing homelessness:

- people living in improvised dwellings, tents or sleeping out
- people living in supported accommodation for the homeless
- people staying temporarily with other households
- people living in boarding houses
- people in other temporary lodgings
- people living in 'severely' crowded dwellings (ABS 2021).

Some people in the following groups may be marginally housed but are not classified as homeless:

- people living in other crowded dwellings
- people in other improvised dwellings
- people marginally housed in caravan parks (ABS 2021).

The homelessness sector often uses the cultural categories of primary, secondary and tertiary homelessness (Mackenzie and Chamberlain 2008; Homelessness Australia 2023).

***In this report***, people without long-term housing are classified into two mutually exclusive groups: 'Primary homelessness' and 'Other homelessness and marginally housed'. Housing insecurity may also be experienced by people in long-term housing due to housing stress.

How these different categories of homelessness and housing insecurity relate to each other is shown in Table 1 on [page 44](#).

See also: *Primary homelessness, Secondary homelessness, Tertiary homelessness, Marginally housed, Other homelessness and marginally housed*.

<b>Homes Tasmania</b>	The statutory authority established in 2022 under the <i>Homes Tasmania Act 2022</i> and responsible for delivering improved housing services and increasing the supply of social and affordable homes by delivering the Tasmanian Government's 10-year housing package.
<b>Housing affordability</b>	Housing affordability refers to the relationship between expenditure on housing (prices, mortgage payments or rents) and household incomes. For households in the bottom 40 per cent of the income distribution, housing is affordable if they spend no more than 30 per cent of their gross income on rent or mortgage repayments. The concept of housing affordability is different to the concept of 'affordable housing' used in the Tasmanian Housing Strategy. See also <i>Housing stress</i> .
<b>Housing stress</b>	Experienced by households in the bottom 40 per cent of the income distribution who pay more than 30 per cent of their gross income on rent or mortgage repayments.
<b>Marginally housed</b>	<p>People who experience housing insecurity but are not classified by the ABS as homeless, including:</p> <ul style="list-style-type: none"> <li>• people living in crowded dwellings but needing fewer than 4 additional bedrooms to house the residents without crowding</li> <li>• people in other improvised dwellings</li> <li>• people marginally housed in caravan parks.</li> </ul>
<b>Other homelessness and marginally housed</b>	<p>People who are not experiencing primary homelessness but are experiencing homelessness or severe housing insecurity, including:</p> <ul style="list-style-type: none"> <li>• people living in supported accommodation for the homeless</li> <li>• people staying temporarily with other households</li> <li>• people living in boarding houses</li> <li>• people in other temporary lodgings</li> <li>• people living in 'severely' crowded dwellings</li> <li>• people living in other crowded dwellings</li> <li>• people in other improvised dwellings</li> <li>• people marginally housed in caravan parks.</li> </ul> <p>This group includes all people classified by the ABS as marginally housed and homeless other than people living in improvised dwellings, cars, tents or sleeping out.</p> <p>This group includes people experiencing secondary and tertiary homelessness. It does not include people experiencing primary homelessness.</p>

<b>Primary homelessness</b>	Living circumstance experienced by people without conventional accommodation including people who are living in improvised dwellings such as derelict buildings, cars, tents or sleeping out.
<b>Secondary homelessness</b>	Living circumstance experienced by people who move from one temporary shelter to another, e.g. crisis shelters or couch-surfing.
<b>Tertiary homelessness</b>	Living circumstance experienced by people staying in accommodation that falls below minimum community standards, e.g. boarding houses or caravan parks.
<b>Public housing</b>	Affordable housing that is owned and managed by the State Government or public housing authority that is available for rental by people who are unable to afford or access suitable accommodation in the private rental market. It does not include social housing that is supplied by community housing providers. Rents are set as a proportion of household income.
<b>Sleeping rough</b>	State of sleeping with no shelter on the street, in a park, in the open, or in a motor vehicle.
<b>Social housing</b>	Affordable housing to assist people who are unable to afford or access suitable accommodation in the private rental market. It includes public housing, state-owned and -managed Indigenous housing and community housing. Rents are set as a proportion of household income.
<b>Tenure</b>	The legal, financial and social arrangements under which someone has the right to live in a dwelling or on a piece of land. Tenure arrangements include the rights and responsibilities of occupants and owners and may influence the stability and security of housing. The main categories of tenure are ownership and renting, but there are many forms of tenure, including those that provide little or no security.
<b>Trauma-informed</b>	An approach to care and service delivery that recognises and responds to the impact of trauma on individuals and communities.

**Table 1. The meanings of different descriptions of people experiencing homelessness and/or housing insecurity**

Living circumstances	This report	ABS classification	Cultural definitions
people living in improvised dwellings, tents or sleeping out	Primary homelessness	Homelessness	Primary homelessness
people living in supported accommodation for the homeless	Other homelessness and marginally housed		Secondary homelessness – people who move from one temporary shelter to another
people staying temporarily with other households			
people in other temporary lodgings			
people living in boarding houses			Tertiary homelessness – people staying in accommodation that falls below minimum community standards
people living in ‘severely’ crowded dwellings			
people living in other crowded dwellings			
people living in other improvised dwellings	Marginally housed		
people marginally housed in caravan parks			

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