

# Housing Connect Front Door Service Quarterly Snapshot

September 2025



SOCIAL  
ACTION &  
RESEARCH  
CENTRE

## Do we have the right response to reality?

The Housing Connect Front Door provides a snapshot of Tasmania's housing reality.

The reality is that Tasmanians experiencing housing insecurity now include 'ideal tenants' who would not normally expect to have trouble securing a home. Meanwhile, a growing number of Tasmanians are living in conditions more commonly seen in developing countries because there is no housing they can afford.

**"...we are seeing a rise in people living in inappropriate dwellings, such as sheds, lacking essentials like running water, bathroom facilities, or kitchens" – Housing Connect frontline worker**

Compared to the same time last year, the Snapshot shows that the number of Tasmanians seeking housing support has increased by **34%**. Among the people seeking support, there has been a marked increase in the number of people who are sleeping rough (up by 88%), employed (up by 64%) and/or living in inadequate or substandard dwellings (up by 54%).

### The number of children in families seeking housing support has grown by 60%.

Over the same period, vacancy rates have remained below 1% statewide, driving Tasmanian rents up by 15% more than wages. Reduced rental affordability has led to the number of people on the social housing register increasing by 10%.

Housing is a human right and a social determinant of health. Housing security is a necessity for thriving communities and a strong economy.

The Tasmanian government's commitment to the Tasmanian Housing Strategy is welcome. However, current initiatives such as Family Violence Rapid Rehousing and the Private Rental Incentive Scheme have stalled and the number of applicants on the social housing register is set to grow to over 8,000 by 2032 based on current progress.

Anglicare calls on the Tasmanian government to act decisively to provide Tasmanians on low incomes or experiencing disadvantage with affordable and appropriate housing. This includes changing tack on initiatives that are not delivering on-ground results.

The right response to the reality experienced at the Housing Connect Front Door includes:

- committing to increase social housing sufficient to reduce the number of people on the social housing register
- effective initiatives to provide appropriate housing for people with complex needs, including those with mental health challenges or escaping domestic and family violence
- active government intervention to raise the vacancy rate toward a 3% target.

## 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.

# Support provided this quarter

From 1 July to 30 September 2025 (compared to the same period in 2024), the Front Door service has:

Responded to  
**13,127**  
enquiries from  
Tasmanians seeking  
housing support

↑  
8%



Assisted people  
to make  
**1,122**  
new social housing  
applications



Provided  
**1,785**  
periods of support to  
**1,649** people or families  
↑ 34%

Provided over **\$152,000** 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



Responded to  
**418**  
new applications  
for private rental  
assistance

Met **92%**  
of client needs for  
support services  
other than housing  
↑ up from 90%



Met **19%**  
of client needs  
for housing  
↓ down from 25%

Received an  
average rating of  
**4.9/5.0**  
for client satisfaction  
with support and  
services

# Housing strategy – areas of concern

## Social housing register projected to exceed 8,000 by 2032

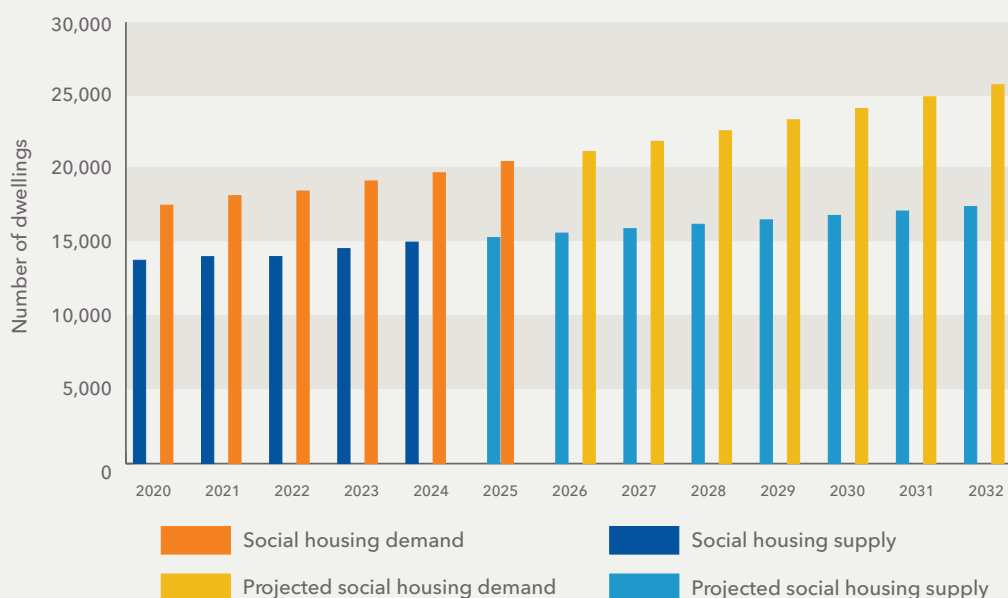
In September 2024, modelling by Anglicare’s Social Action and Research Centre (SARC) indicated that under the conditions at the time, the number of applicants on the social housing register was likely to exceed 7,000 by 2032.<sup>1</sup> The actual demand for social housing is almost certainly higher than the number of applicants on the social housing register because long waiting times discourage some eligible people from applying.

The modelling has been repeated using August 2025 data and assuming that social housing demand and net social housing supply will increase between 2025 and 2032 at the average annual rate recorded between 2020 and 2025.

Under these assumptions, social housing supply is projected to reach 17,400 dwellings and total social housing demand 25,700 dwellings by 2032.

This would result in the number of applicants on the social housing register exceeding 8,000 by 2032 with approximately 14,000 Tasmanians waiting for social housing.<sup>2</sup>

### Actual and projected social housing supply and demand in Tasmania, 2020 to 2032



1 [SARC More Houses Needed Report October 2024 - Anglicare.](#)

2 Assuming 1.74 people per application on the housing register, based on July 2024 data reported by TasCOSS [Indicators – TasCOSS.](#)

# Affordable rental programs are going backwards

In the 2024-25 State Budget, the government committed to securing additional rental properties, to expand the Private Rental Incentive Scheme (PRIS) to 400 properties and the Family Violence Rapid Rehousing (FVRR) to 150 properties.

The schemes have not come close to delivering against these targets and over the past year, the number of properties in both schemes has declined. In July 2024, just under 50% of the target was achieved with 224 out of 400 PRIS properties and 48 out of 150 FVRR properties secured for these programs.<sup>3</sup>

Between July 2024 and August 2025, the number of properties in the programs fell to:

- 211 homes in the Private Rental Incentives Scheme (53% of the 400 commitment)
- 42 properties providing Family Violence Rapid Rehousing (28% of the 150 commitment).<sup>4</sup>

The government is urged to consider adopting a different approach to effectively deliver affordable rentals and provide safe, rapid rehousing for people escaping family violence.

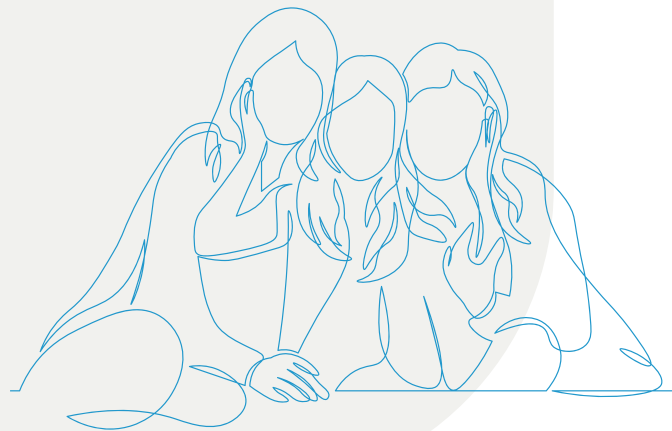
## *No housing security for 'ideal tenants'*

Katie and her two adult daughters, Sarah and Jasmine, contacted Housing Connect after Katie separated from her husband and had trouble securing a private rental. All three are employed, have strong rental histories, clean credit, and are actively applying for private rentals – yet they continue to be declined.

They are currently couch surfing with friends, which has created added pressure to get to and from work reliably. With no fixed address, daily life has become more stressful and unpredictable.

On paper, they are ideal tenants. Despite this, the family hasn't been able to secure a property.

Staff at Housing Connect confirmed that they were eligible for social housing and assisted them to apply. Katie and her daughters viewed this as a last resort. Emergency shelters are at full capacity and not a viable option at present. Housing Connect workers are providing the family with support as they continue their search for secure housing.



<sup>3</sup> Homes Tasmania, Housing Dashboard, July 2024.

<sup>4</sup> Homes Tasmania, Housing Dashboard, August 2025.

# Housing system indicators

Tasmania's housing system indicators have continued to deteriorate over the past 12 months.

Rents have continued to rise faster than incomes as the vacancy rate remains critically low. As a result, 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, leading to faster growth in the social housing register.

Anglicare Tasmania calls on the government to take a more active approach to address this market failure, including increasing affordable supply by building more social homes and through complementary measures such as appropriate regulation of short-stay accommodation.

Rents grew

## 15%

more than wages,  
June 2024 to June 2025 <sup>5</sup>

## 0%

of rentals affordable  
for Tasmanians  
relying on  
income support <sup>6</sup>

## 5,277

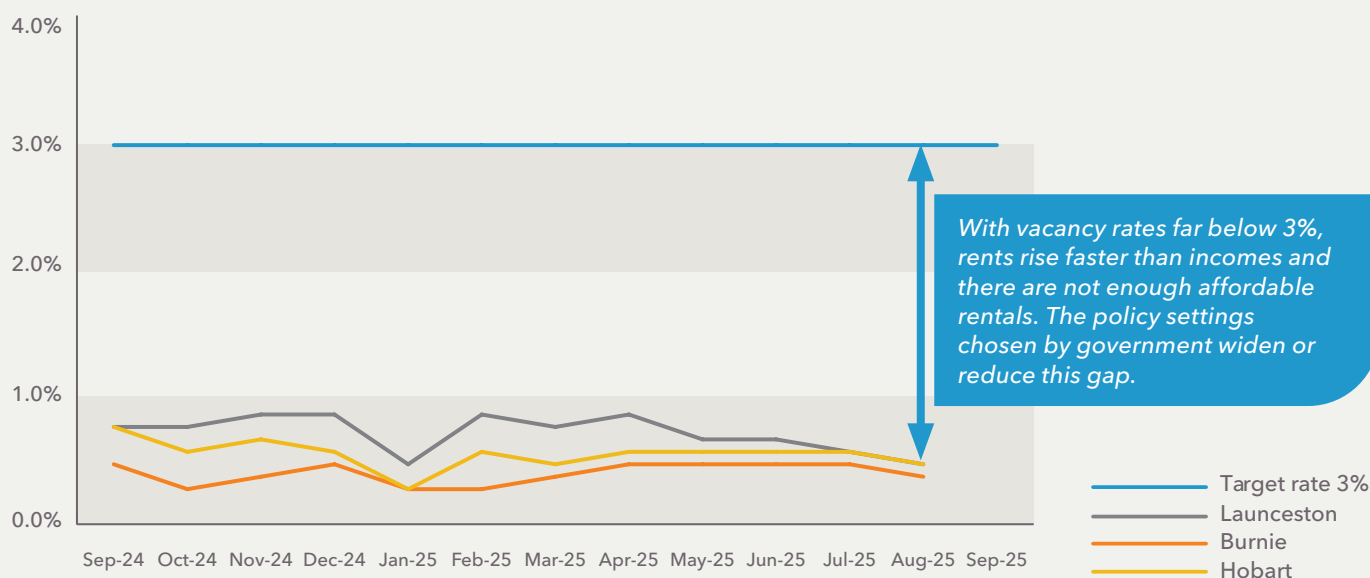
social housing  
register  
applications

↑ 10% <sup>7</sup>

## 80.8

weeks on average  
until priority  
applicants are  
housed <sup>7</sup>

## The rental vacancy rate remains critically low in all regions



Data source: Homes Tasmania

<sup>5</sup> Based on change in median Tasmanian rent index (TUT) and Tasmanian wage price index (ABS) between June 2024 and June 2025.

<sup>6</sup> Tasmanian Rental Affordability Snapshot found that 0% of properties were affordable for people receiving Jobseeker, Youth Allowance, Disability Support Pension or Parenting Payment Single as their main source of income and for people receiving Age Pension who wished to live alone.

<sup>7</sup> Homes Tasmania, Housing Dashboard, August 2025.

# People accessing housing support

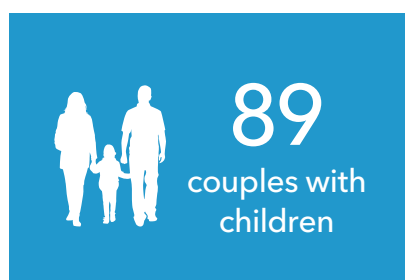
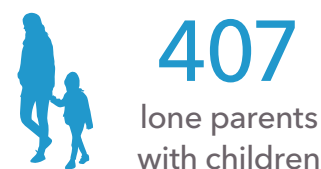
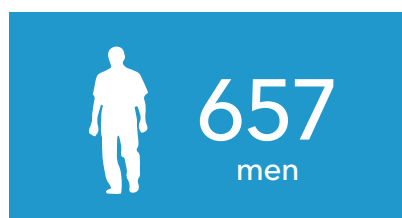
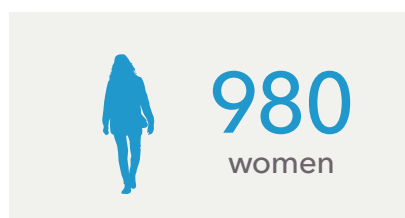
Housing Connect provides support to people who are homeless or at risk of being homeless, or who cannot stay where they normally live, including for safety reasons. Support may also be available to people having trouble paying for housing or moving costs.

Since September 2024, the total number of people and families receiving housing support has risen by 34%. The housing circumstances of these people have also deteriorated with the number experiencing primary homelessness at presentation increasing by 88%.

Over the same period, the number of employed people who have accessed housing support has increased by 64% from 144 to 236. Private rentals are unaffordable for a growing share of the community, which is resulting in more employed Tasmanians needing housing support.

Particularly concerning is the number of children in families accessing housing support, which has risen by 60% from 1,277 to 2,038. Families accessing housing support are likely to be experiencing housing insecurity and under stress. This has significant impacts for the children both now and for their long-term future.

From 1 July to 30 September 2025, housing support was provided to:



## Reasons for seeking support

- The four main reasons for seeking support were housing crisis (26% of people accessing support), inadequate or inappropriate dwelling conditions (20%), housing affordability stress (11%) and domestic and/or family violence (10%).
- Although not their main reason for seeking support, other reasons for seeking support included financial difficulties (32% of people accessing support), lack of family and/or community support (21%), and mental health issues (17%).

## Housing circumstances

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



## Identifying and meeting client needs

Working with a Connections Coach, people receiving housing support identify their needs, which can be multiple.

After advice/information and basic assistance, **long term housing is the most common need identified and is sought by almost 2 out of 3 people.**

A shortage of suitable and affordable homes resulted in only 19% of clients' needs for short-, medium- and long-term housing being met. This is down from 25% for the same period last year.

Despite the lack of housing, the Front Door Service provided support to clients such that by the end of their support period their housing security overall was as good as or better than at the start.

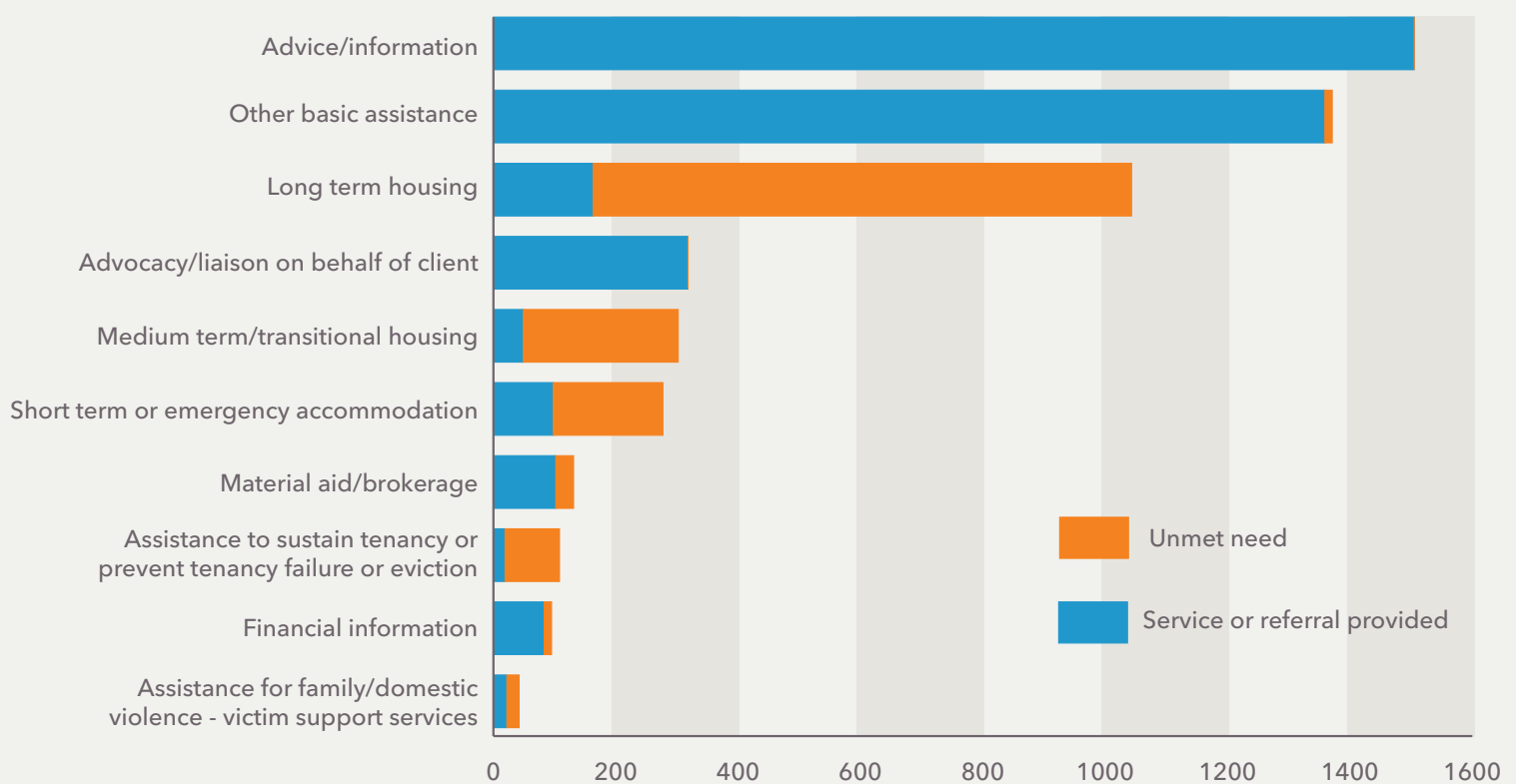
Over 40 different types of non-housing supports were needed by clients with 92% of these needs being addressed by providing the service directly or arranging a referral. These include services to enable or support social and community connectedness, health and wellbeing, education and employment, and developing living skills.



Key outcomes for people supported in the September quarter include:



### Key needs identified and support provided for the quarter, 1 July to 30 September 2025



<sup>8</sup> Having a lease in place and being nominated on the lease is the most secure form of leased tenure.

# Recommendations

Anglicare Tasmania continues to recommend that the Federal Government increases income support payments above the poverty line.

Anglicare Tasmania recommends that the Tasmanian Government:

- 1. Works with social housing and supported accommodation providers to improve social housing allocation to make more supported accommodation available to people who need additional support, including people living with a mental health condition.**

1

- 2. Funds delivery of more crisis accommodation, transitional housing and social homes, including:**

- a. investing in crisis accommodation that is safe and suitable for people living with mental health conditions
- b. additional investment in transitional and long-term supported accommodation to meet the needs of people living with mental health conditions
- c. increasing crisis accommodation that is safe and suitable for women and children fleeing DFV to meet demand, based on the regional prevalence of DFV
- d. 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 of DFV.

2

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

3

#### **4. Commits to reducing the harmful impacts of waiting for social housing by:**

4

- 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.

#### **5. Improves reporting and measurement of progress against the Tasmanian Housing Strategy by:**

5

- 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.



## 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.

# 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 investigate how and why Tasmanians are affected by poverty and inequality. We use what we learn to advocate for changes that improve people's lives. To request information or arrange a meeting, contact us:

## Office of the CEO

Anglicare Tasmania

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You can find out more about the **Social Action Research Centre** and access our online library of **Anglicare Tasmania research** by visiting [www.anglicare-tas.org.au](http://www.anglicare-tas.org.au)

