

Housing Connect Front Door Service Quarterly Snapshot

December 2025



SOCIAL
ACTION &
RESEARCH
CENTRE

Too many Tasmanians can't afford a home at all

Compared to the same time last year, the number of Tasmanians seeking housing support through the Housing Connect Front Door has increased by **41%**. Among the people seeking support, the number of people who are sleeping rough is up by 64%, employed people seeking assistance has increased by 67%, and the number of people living in inadequate or substandard dwellings has increased by 70%. The number of applicants on the social housing register has risen by 11% to 5,410.

These numbers are shocking. And yet they are the predictable consequence of vacancy rates that remain below 1%, driving up rents faster than incomes. More than half of Tasmanian households do not have the income needed to afford rent in the private market and many people in this group are at risk of homelessness.

...when people experiencing homelessness get stable housing, they tend to end up in hospital less often, make fewer trips to the emergency department, and in some cases, even avoid incarceration. It's also easier to look for and hold down a job when you have a stable place to call home.

– Angela Jackson, Productivity Commissioner (2026)¹

There is no housing policy 'silver bullet' to address the affordability crisis. What we do know is that people on the lowest incomes are experiencing the most severe impacts of the housing crisis and that providing them with secure housing will deliver significant budget savings in the health and justice systems and benefit all Tasmanians. Investment in public housing and supports are critical to achieving this goal.²

Short-term measures such as private rental assistance, private rental incentive schemes, and suitable emergency and transitional accommodation are both welcome and important.

1 Jackson A (2026) 'A stronger focus on prevention could help governments rein in health care and social spending', *The Conversation*, 21 January, accessed January 2026.

2 Wood L, Flatau P, Zaretsky K, Foster S, Vallesi S and Miscenko D (2016) *What are the health, social and economic benefits of providing public housing and support to formerly homeless people?* AHURI Final Report No. 265, Australian Housing and Urban Research Institute, Melbourne.

The Housing Connect Front Door also plays a crucial role in connecting people with support (see [Ann's story](#)).

In the long term, however, housing insecurity and homelessness can only be addressed by building more houses - enough to match the number of low-income households who need them and provided at a price they can afford.

The Tasmanian government's investment to date in Housing Connect 2.0, supported accommodation and building more social housing is sound, evidence-based policy.

Anglicare Tasmania calls on the state government to scale up investment in social and supported housing to meet the task at hand.

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 October to 31 December 2025 (compared to the same period in 2024), the Front Door service has:

Responded to
12,174
enquiries from
Tasmanians seeking
housing support

14%



Assisted people
to make
1,011
new social housing
applications



Provided
1,942
periods of support to
1,765 people or families
 **41%**
people supported

Provided over **\$333,000** in financial assistance to:

 <p>Fund emergency accommodation</p>	 <p>Help people to establish or maintain a tenancy</p>	 <p>Enable people to access training, education or employment</p>	 <p>Help people access other specialist services</p>
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Responded to
347
new applications
for private rental
assistance

Met **93%**
of client needs for
support services
other than housing



Met **15%**
of client needs
for housing

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

Half of households cannot afford a private rental

The [Wellbeing Framework](#), released by the Tasmanian Government in November 2025, describes a shared vision of what really matters to Tasmanians. This includes Tasmanians having access to safe, appropriate, and affordable housing in well-designed communities and places in which:

- everyone has a safe place to call home
- rental housing is affordable and available
- Tasmanians can afford their housing without financial stress
- diverse housing options meet the needs of different households and life stages
- homes are energy-efficient, accessible, and comfortable to live in.³

Household income needed to afford private housing in Tasmania

A household in Tasmania now needs an income of \$64,100 to afford the median rent for a one-bedroom private rental. In June 2025, \$131,000 was reported as the minimum household income needed to purchase a median value dwelling in Hobart.⁴

			
Number of bedrooms	1	2	3
Median rent per week	\$370 ⁵	\$440 ⁶	\$510 ⁷
Household income needed	\$64,100	\$76,300	\$88,400

In Tasmania, over 115,000 households (53% of households) have an equivalised income of \$60,400 or less and would not be able to afford the median rent for a one-bedroom rental in the private market (see the chart on page 5). Most of these low-income households do not own their own home and are at risk of housing stress or homelessness if they are renting in the private market.

For people on the lowest incomes, meeting housing costs is often their primary focus and they struggle to afford other basic essentials – see [Ann's story](#). Home ownership is not an option for them, even with the current assistance available.

3 Tasmanian Department of Premier and Cabinet (2025) *The Wellbeing Framework*, Tasmanian Government, Hobart.

4 News Corp Australia (2025) '[Shut out: Hobart homebuyers face \\$64k income hike](#)', *realestate.com.au News*, 7 June, accessed January 2026.

5 Anglicare Tasmania (2025) *Rental affordability snapshot 2025*, Social Action and Research Centre, Anglicare Tasmania, Hobart.

6 Tenants' Union of Tasmania (2025) *Tasmanian Rents September 2025*, TUT, Hobart.

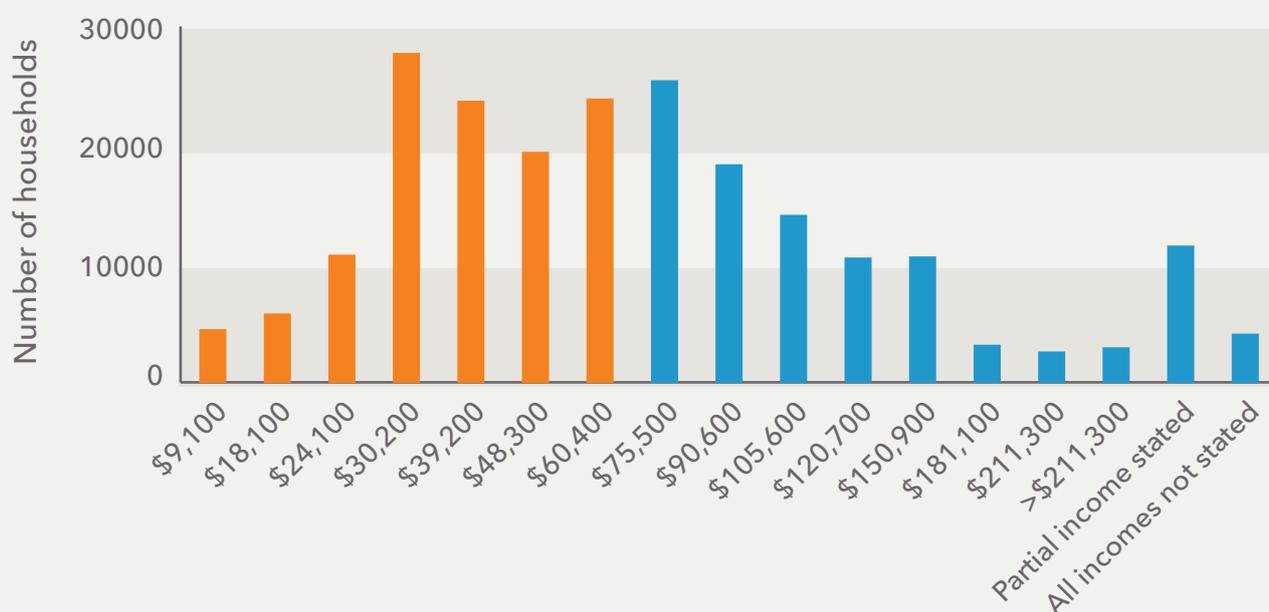
7 Tenants' Union of Tasmania (2025) *Tasmanian Rents September 2025*, TUT, Hobart.

Private rental assistance is not suitable for everyone and some people on low incomes with complex needs can struggle to maintain a tenancy without support.

Research shows that public housing is a very strong factor in reducing risks of homelessness⁸ and the 'provision of stable public housing for people experiencing or at risk of homelessness results in reduced health service use ... and associated cost savings to the health system and public purse'.⁹

Over half of Tasmanian households cannot afford a private rental

Equivalised household income (annual) of Tasmanian households, 2024 dollars



Equivalised household income (annual) of Tasmanian households.¹⁰

The upper bound of each income category is shown in 2024 dollars. Households represented by the orange bars have insufficient income to afford a one-bedroom private rental.

Data source: ABS Census TableBuilder

8 Johnson G, Scutella R, Tseng Y-P and Wood G (2018) 'How do housing and labour markets affect individual homelessness?', *Housing Studies*, DOI: 10.1080/02673037.2018.1520819, accessed January 2026.

9 Wood L, Flatau P, Zaretsky K, Foster S, Vallesi S and Miscenko D (2016) *What are the health, social and economic benefits of providing public housing and support to formerly homeless people?*, AHURI Final Report No. 265, Australian Housing and Urban Research Institute, Melbourne.

10 Equivalised total household income is household income adjusted to facilitate comparison of income levels between households of differing size and composition. This variable reflects that a larger household would normally need more income than a smaller household to achieve the same standard of living.

Ann's children take priority

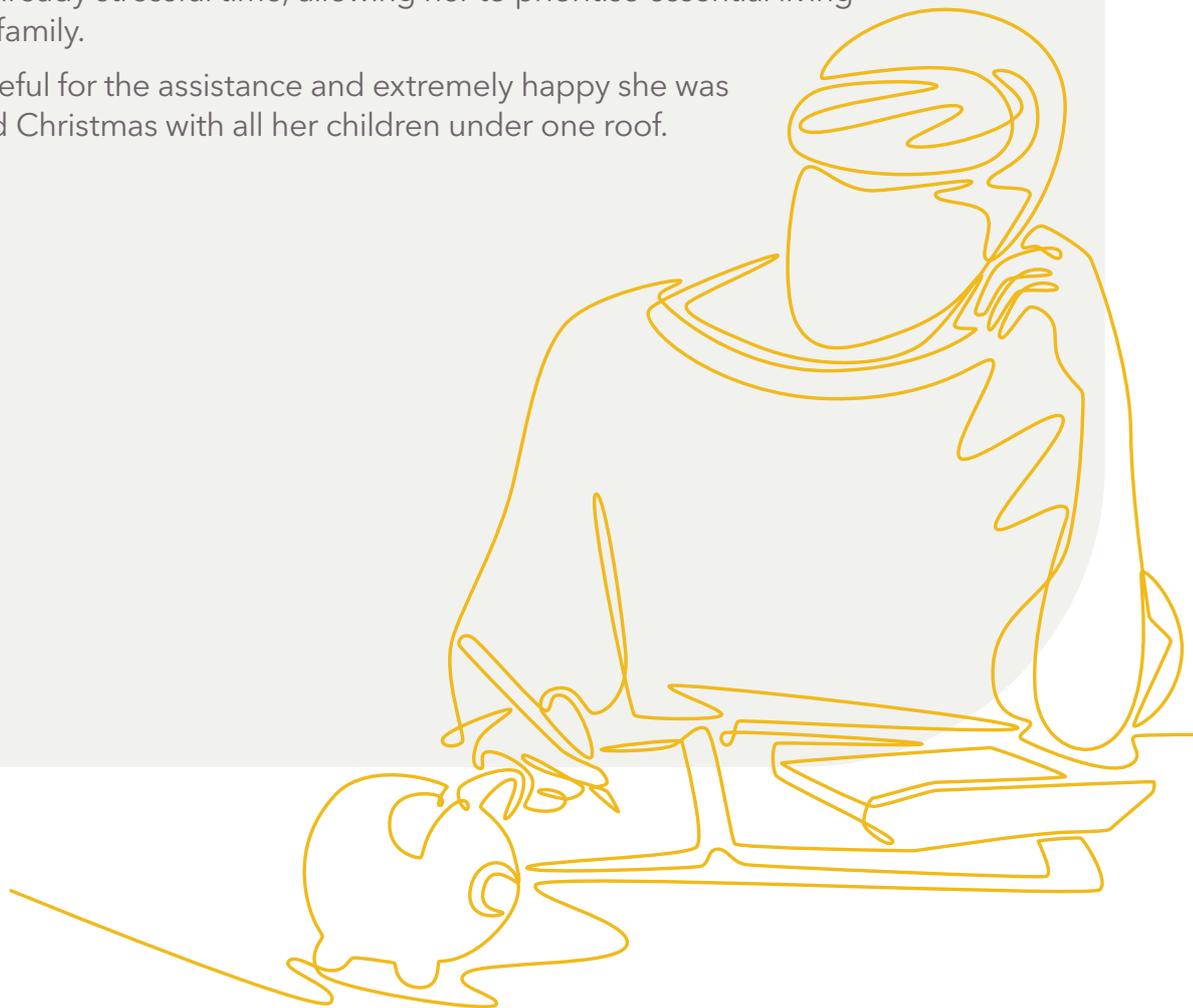
Ann reached out to Housing Connect seeking support with an overdue electricity bill due to circumstances related to family violence. Ann's primary concern was continuing to provide a safe and stable home for her four children.

Ann has lived in her rental property since 2018 and has consistently maintained her tenancy. More recently, Ann found herself in an abusive relationship, in which she experienced financial control and coercion that limited her independence and placed her under enormous financial pressure.

When her electricity was disconnected, Ann sought support from her family and friends so that she and her children had somewhere safe to stay. Not being together under one roof was challenging and Ann reached out for assistance to resolve the situation and return to her property as soon as possible.

Housing Connect provided financial assistance so that Ann could have the electricity reconnected and her family could return to the safety and stability of their own home. This support has also eased the financial pressure she is facing at an already stressful time, allowing her to prioritise essential living costs for her family.

Ann was grateful for the assistance and extremely happy she was able to spend Christmas with all her children under one roof.



Housing system indicators

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

The rate of increase in private rents slowed over the December quarter. However, rents still rose faster than wages, and so the gap between private rents and what people on low incomes can afford to pay continues to grow. The number of Tasmanians who are priced out of the private rental market is continuing to rise.

Anglicare Tasmania continues to call on the government to take direct action to increase affordable supply by building more social homes.

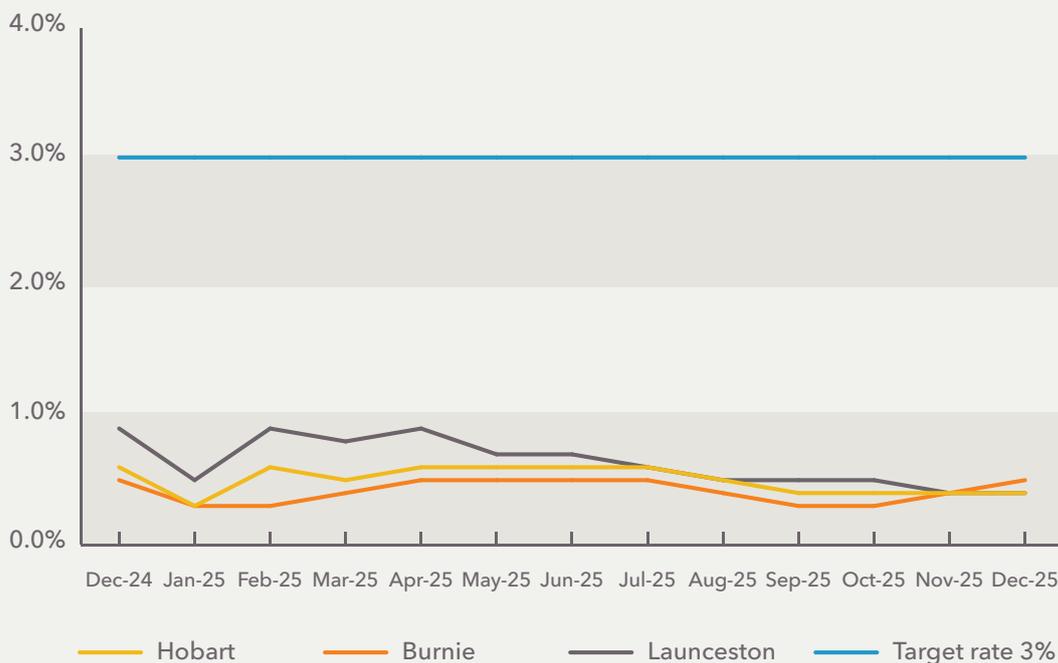
Rents grew
1.2X
more than wages,
September 2024 to
September 2025¹¹

0%
of rentals affordable
for Tasmanians relying
on income support¹²

5,410
social housing
register applications
⬆️ **11% over 12 months**¹³

84.4
weeks on average until
priority applicants are
housed¹⁴

The rental vacancy rate remains critically low in all regions



Data source: Homes Tasmania Housing Dashboard

11 Based on change in median Tasmanian rent index (TUT) and Tasmanian wage price index (ABS) between September 2024 and September 2025.

12 Tasmanian Rental Affordability Snapshot 2025 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.

13 Homes Tasmania Housing Dashboard December 2025

14 Homes Tasmania Housing Dashboard December 2025

People accessing housing support

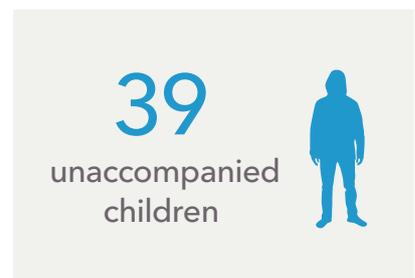
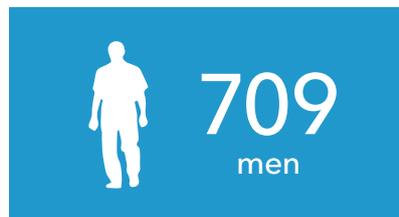
Housing Connect provides support to people who are homeless or at risk of being homeless, or who cannot stay where they normally live, including for safety reasons. Support may also be available to people having trouble paying for housing or moving costs.

Compared to the same period in 2024, the total number of people and families receiving housing support has risen by 41%. The housing circumstances of these people have also deteriorated with the number experiencing primary homelessness at presentation increasing by 64%.

Over the same period, the number of employed people who have accessed housing support has increased by 67% from 169 to 282. Private rentals are unaffordable for a growing share of the community, which is resulting in more employed Tasmanians needing housing support.

The number of families with children accessing housing support increased by 42% over the 12-month period from 374 to 531.

From 1 October to 31 December 2025, housing support was provided to:



Reasons for seeking support

- Housing crisis (27% of people accessing support), inadequate or inappropriate dwelling conditions (21%), housing affordability stress (10%) and domestic and/or family violence (9%) were most commonly given as the main reason for seeking support.
- Other common reasons for seeking support included financial difficulties (29% of people accessing support), lack of family and/or community support (17%), and mental health issues (16%), although these were less commonly the main reason for seeking support.

Housing circumstances

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



Identifying and meeting client needs

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

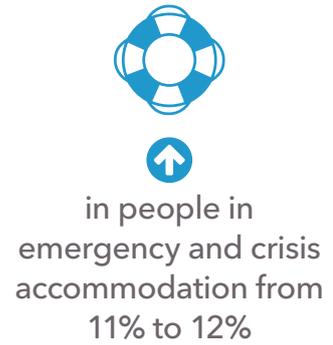
After advice/information and basic assistance, **long-term housing is the most common need identified.**

A shortage of suitable and affordable homes resulted in only 15% of client need for short-, medium- and long-term housing being met. This is down from 30% for the same period last year.

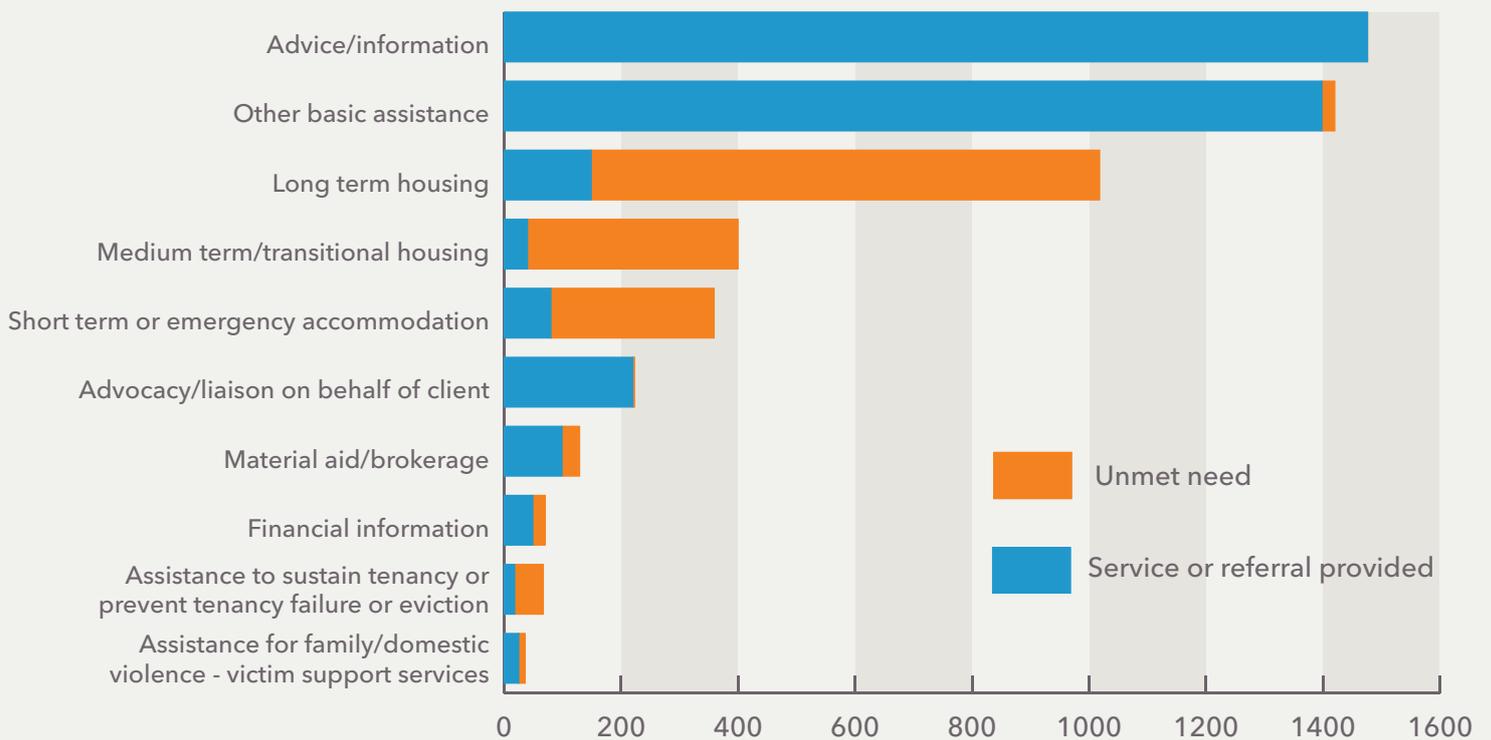
Despite the lack of housing, the Front Door Service provided support to clients such that by the end of their support period their housing security overall was as good as or better than at the start.

Over 40 different types of non-housing supports were needed by clients, including services to enable or support social and community connectedness, health and wellbeing, education and employment, and developing living skills. Clients received services or a referral to address 93% of non-housing support needs.

Key outcomes for people supported in the December quarter include:



Key needs identified and support provided for the quarter, 1 October to 31 December 2025



¹⁵ 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:**

- investing in crisis accommodation that is safe and suitable for people living with mental health conditions
- additional investment in transitional and long-term supported accommodation to meet the needs of people living with mental health conditions
- increasing crisis accommodation that is safe and suitable for women and children fleeing DFV to meet demand, based on the regional prevalence of DFV
- ensuring that housing made available to victim-survivors of DFV is safe and suitable for their needs.

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:

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

4

5. 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.

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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:

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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

