

Housing Connect Front Door Service Quarterly Snapshot

March 2026



SOCIAL
ACTION &
RESEARCH
CENTRE

All Tasmanians, including young people, deserve stable and affordable housing

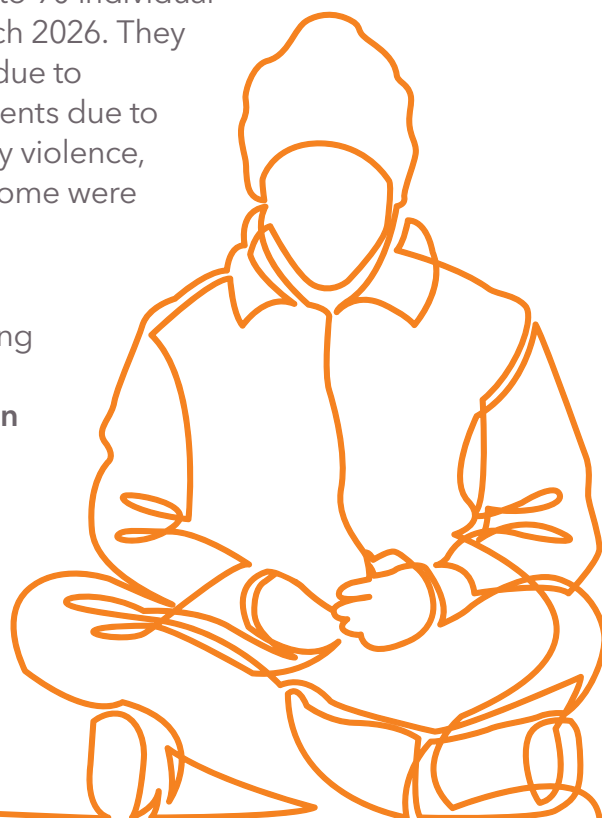
In the March quarter, 66% of all Housing Connect Front Door clients identified a need for long-term housing, yet a shortage of available and affordable homes resulted in only 12% of client need for short-, medium- and long-term housing being met. This is down from 28% for the same period last year. **This demonstrates the persistent ongoing lack of affordable housing, which impacts people on low incomes most significantly.**

Anglicare Tasmania continues to call on governments to take direct action to increase affordable housing supply, including scaling up investment in social housing properties.

The Housing Connect Front Door provided support to 90 individual 16- and 17-year-olds between 1 January and 31 March 2026. They presented for support without a parent or guardian due to reasons such as no longer being able to live with parents due to conflict, relationship breakdown, domestic and family violence, and parental alcohol and/or drug use in the home. Some were transitioning from out-of-home care.

These young people were couch surfing, living with other family members or friends or partners, or staying in dwellings such as unpowered caravans. **60% had been homeless in the last month, and 62% had been homeless in the last 12 months.**

Young people deserve secure, affordable housing and support to set themselves up for the future. A broader range of housing pathways for young people is needed.



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 January to 31 March 2026 (compared to the same period in 2025), the Front Door service has:

Responded to
13,607
enquiries from
Tasmanians seeking
housing support

3%



Provided
2,173
periods of support to
1,961 people or families

44%
people supported



Responded to
352
new applications
for private rental
assistance

Met
87%
of client needs
for support
services other
than housing



Met
12%
of client needs
for housing

Received an
average rating of
4.8/5.0
for client
satisfaction
with support
and services

People accessing housing support

Housing Connect Front Door 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.

A support period is the period of time a client receives assistance from Housing Connect Front Door.¹ A support period commences on the day a person becomes a client by receiving a direct service such as support or a referral from a Housing Connect Connection Coach and it ends on the last day on which services are provided.²

Compared to the same period in 2025, the total number of people and families receiving housing support has risen by 44%.³

The number of clients sleeping rough or in cars, tents or improvised dwellings has increased by 45%, from 191 to 277.⁴

Over the same period, the number of employed people who have accessed housing support has increased by 43% from 205 to 294. Private rentals are unaffordable for an ever-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 36% from the same period in 2025, from 440 to 597.



1 Australian Institute of Health and Welfare (2023) Specialist Homelessness Services Collection Manual – August 2023, AIHW, Australian Government.

2 Australian Institute of Health and Welfare (2023) Specialist Homelessness Services Collection Manual.

3 The increase of 44% in support periods, compared to only a 3% increase in enquiries, can be attributed to a change of procedure in July 2025 requiring support periods to be opened for low-level enquiries.

4 This has been calculated from the housing circumstance of the person *on presentation* to the Housing Connect Front Door Service. In the March 2025 Housing Connect Front Door Snapshot report, the metric used was the housing circumstance *one week prior* to presentation, which was 168.

From 1 January to 31 March 2026, housing support was provided to:



1,172
women



779
men



459
lone parents
with children



138
couples with
children



1,846
children under
18 years of age
in families

455
people aged
16-24 years



294 people in
employment



220 [of those] people in
part-time employment

And **94** periods of support were provided to children
under 18 who presented alone.⁵

⁵ This appears to be a jump from the last quarter which reported 'unaccompanied children'. The metric has been updated as the previous metric used did not capture children under 18 presenting unaccompanied who were returning clients of Housing Connect Front Door and remained linked to a parent or guardian they had previously presented with for support. This updated metric captures support periods for children who presented alone, not unique clients.

Reasons for seeking support

- Housing crisis (31%), inadequate or inappropriate dwelling conditions (20%), housing affordability stress (10%) and domestic and/or family violence (8%) were most commonly given as the main reason for seeking support.
- Other common reasons for seeking support included financial difficulties, lack of family and/or community support, and mental health issues, though these were not necessarily listed as the main reason.

Housing circumstances

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



605

people renting
in the private
market



380

people couch
surfing



125

people in
emergency
and crisis
accommodation



277

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

Identifying and meeting client needs

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

Over 40 different types of non-housing supports were needed by clients, including services to support health and wellbeing, education and employment, and developing living skills. Clients received services or a referral to address 87% of non-housing support needs.

Long-term housing was a need identified by 66% of clients.

A shortage of available and affordable homes resulted in only 12% of client need for short-, medium- and long-term housing being met. This is down from 28% for the same period last year. **This demonstrates the persistent ongoing lack of housing, which impacts people on low incomes most significantly.**

The shortage of affordable rentals means that people relying on income support payments are increasingly forced into severe housing stress, overcrowded housing, unsafe accommodation, or homelessness.⁶

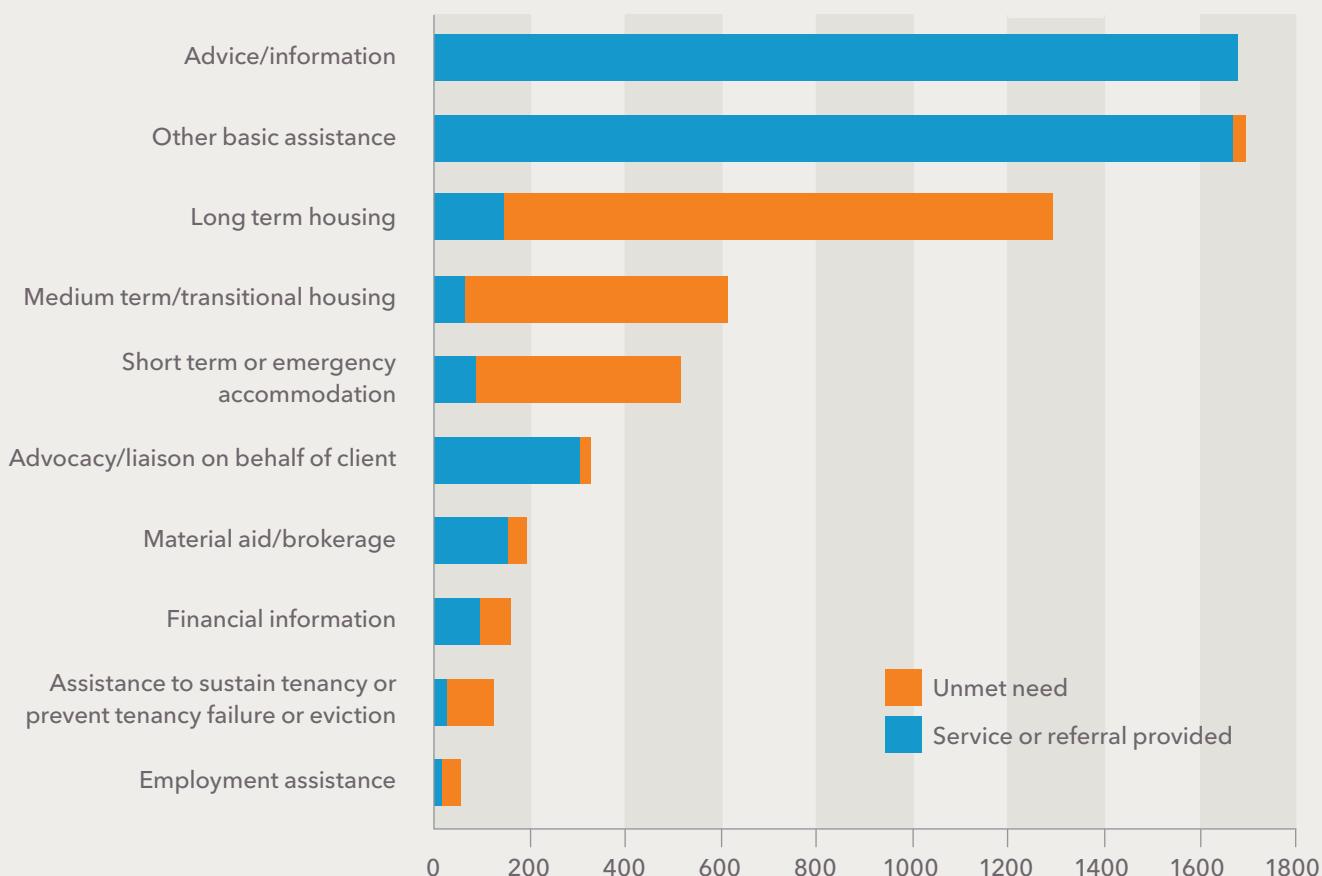


⁶ Azize M (2026) *Cost of Living Index: Income Support Payments*, Anglicare Australia, Canberra.

Key outcomes for people supported in the March quarter include:



Key needs identified and support provided for the quarter, 1 January to 31 March 2026



Data source: Anglicare Tasmania, Housing Connect Front Door

⁷ Having a lease in place and being nominated on the lease is the most secure form of leased tenure.

Housing system indicators

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

Private rents in Tasmania have increased by 1.7% over the March quarter.⁸ Rents have continued to rise faster than wages, further widening the gap between market rent and what people can afford to pay. People on low incomes are impacted most significantly by persistent low rental vacancy rates and the lack of affordable housing, with growing numbers of people experiencing homelessness.

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

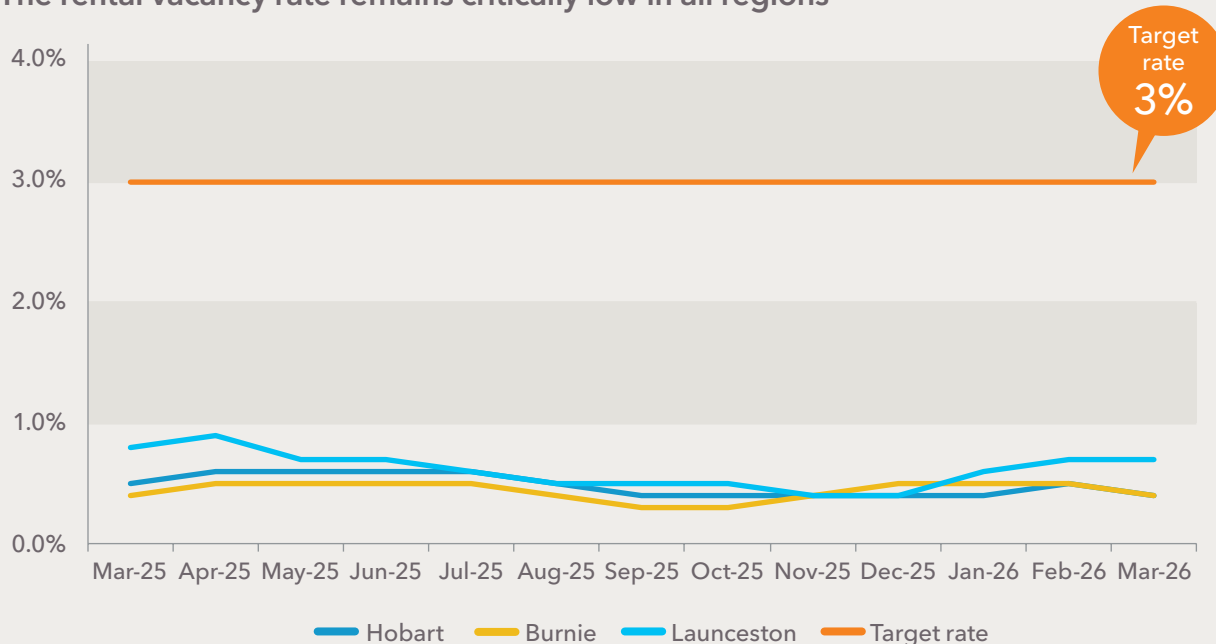
Rents grew more than
2X
faster than wages,
March 2025 to
March 2026⁹

0%
of private rentals are
affordable for Tasmanians
relying on income
support payments¹⁰

5,533
social housing
register applications,
⬆️ 9% over 12
months¹¹

88.1
weeks on
average to
house priority
applicants¹²

The rental vacancy rate remains critically low in all regions



Data source: Homes Tasmania Housing Dashboard

⁸ Tenants' Union of Tasmania (2026) [Tasmanian Rents: March quarter 2026](#).

⁹ Calculated using Tenants' Union of Tasmania median rent index and ABS wage price index.

¹⁰ Anglicare Tasmania's 2026 [Rental Affordability Snapshot](#) found that 0% of rentals were affordable for single people receiving Jobseeker, Youth Allowance, Disability Support Pension, Parenting Payment Single or for people receiving Age Pension who wished to live alone.

¹¹ Homes Tasmania (2026) [Dashboard March 2026](#); [Dashboard March 2025](#).

¹² Homes Tasmania (2026) [Dashboard March 2026](#).

Young people need stable housing to secure hope for the future

In the March quarter, 90 individual young people aged 16-17 years old, like Ellie (below), had a support period with the Housing Connect Front Door service.¹³

Throughout this section, 'young people' refers to these young people aged 16-17.

Ellie's story

When 16-year-old Ellie walked into the Housing Connect Front Door, she had already been through more than most people her age. For the past month, she had been staying at a youth shelter, having made the difficult decision to leave her family home after it became unsafe for her.

Ellie had experienced neglect and ongoing verbal, emotional and physical abuse from her mother. Her father had previously been assessed as unable to care for her, leaving her without a safe parental figure to turn to.

Ellie showed a lot of resilience. When she first sought support, she was navigating mental health challenges due to her circumstances. Housing Connect staff connected her to a range of support services, including a youth mental health service, which was an important step toward understanding and managing her wellbeing.

Ellie received assistance to apply for Centrelink income support payments to give her a more secure financial footing. She began to build some stability and was referred to the Youth2Independence (Y2I) program. Ellie has since moved into her own unit in Y2I accommodation. In this new space, she has begun to find a sense of safety and independence.

Now Ellie is turning her attention to the future, continuing her education and exploring pathways into employment. She is moving forward with strength, building a life that looks very different from the one she left behind.



13 This data includes one young person who turned 16 during the support period, and 13 young people who turned 18 during the support period.

Circumstances of young people when presenting for support



59%
were a lone
person household

60%

had been homeless
in the last month,
and 62% had been
homeless in the last
12 months¹⁴

For **38%**,
it was more than
a month since
their last permanent
address



33%
were couch surfing

50%

had no tenure



56%
were enrolled in
education or training

71%

had government
payments as their main
source of income, and
12% had nil income

17%

were awaiting a
government benefit
when presenting

46%

had previously been
supported by Housing
Connect Front Door

¹⁴ 'Homeless' includes sleeping rough or in non-conventional accommodation, and short-term or emergency accommodation.

These 16- and 17-year-olds presented for support unaccompanied, which means they sought housing assistance without a parent or legal guardian. They were couch surfing, living with other family members (siblings, cousins, grandparents) or friends or partners, or staying in dwellings such as unpowered caravans.

Reasons young people were unaccompanied included no longer being able to live with parents due to conflict, relationship breakdown, domestic and family violence, and parental alcohol and/or drug use in the home. Some young people were transitioning from out-of-home care.

The wellbeing needs of unaccompanied children and young people are developmentally intense. They require stability, including extended duration of accommodation provision and relational connection...

Participants emphasised the need for extended stays in homely environments that offer shelter, along with holistic, relational care including: facilitated access to specialist and generalist health and mental health services, support to participate in education and employment, life skills training, assistance in navigating complex welfare systems such as Centrelink, child protection and the National Disability Insurance Scheme.¹⁵

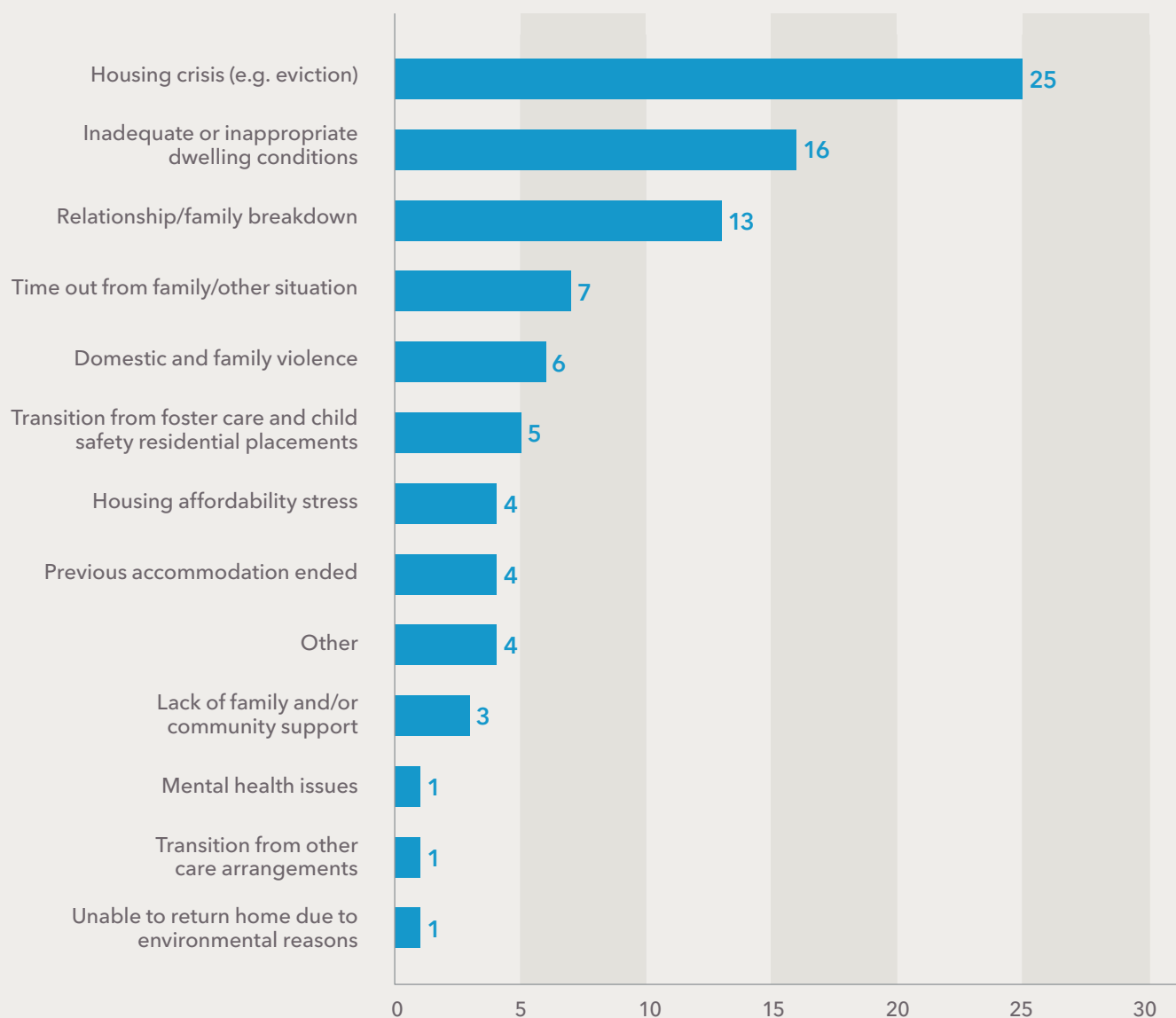


15 Robinson C, Hobbs C, Batterham D, McGregor J, Stone W (2026) *Better futures: Supported accommodation for unaccompanied children and young people experiencing homelessness*, AHURI Final Report No. 459, Australian Housing and Urban Research Institute Limited, Melbourne.

Reasons young people sought support

The main reasons young people sought support were housing crisis, inadequate or inappropriate dwelling conditions, and relationship/family breakdown.

Young people aged 16-17: main reason for seeking support from Housing Connect Front Door, 1 January 2026 to 31 March 2026



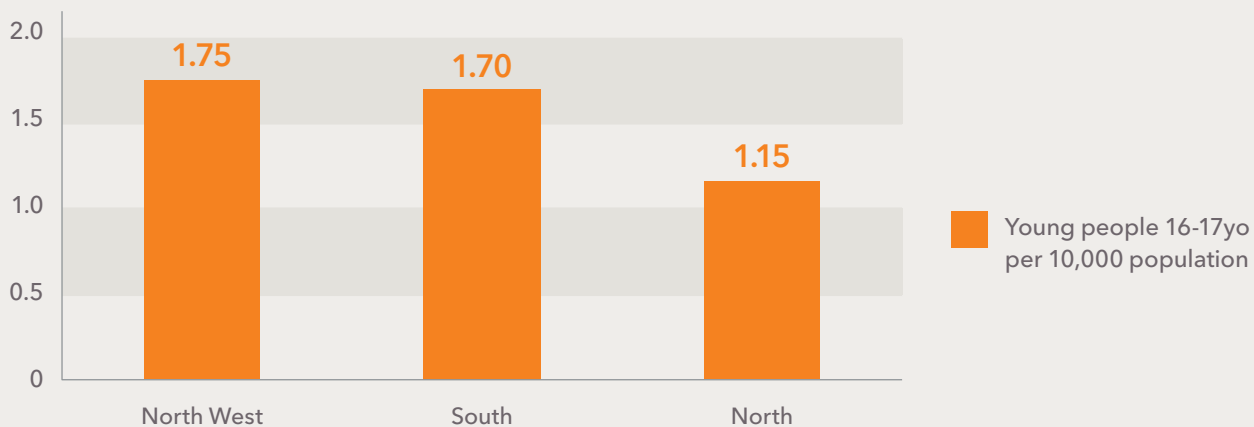
Data source: Anglicare Tasmania, Housing Connect Front Door

Financial difficulties were a common reason for seeking support (listed by 14 young people), however no young people listed it as their main reason.

Regional prevalence

The North West region had the highest prevalence of young people 16-17 years old who presented to Housing Connect Front Door in the March quarter.

Housing Connect Front Door clients aged 16-17 per 10,000 population,
1 January 2026 to 31 March 2026



Data source: Anglicare Tasmania, Housing Connect Front Door



Housing options for young people

Accommodation options for young people presenting to Housing Connect Front Door include youth crisis shelters, supported accommodation facilities, social housing and private rentals.

Crisis accommodation

There are a range of crisis accommodation facilities around Tasmania, including youth shelters which may be single or mixed gender. Capacity varies by region and can be limited, especially due to the lack of longer-term options for young people to transition into.

If a young person presents to Housing Connect Front Door, they will be supported to apply for all available and appropriate housing options. If the young person cannot get into crisis accommodation or is unwilling to go due to previous experiences or other reasons, their immediate options may be limited to staying with family, friends or associates or sleeping rough.

Crisis and supported accommodation options may be conditional on adherence to house rules around perceived risky behaviours and may require unaccompanied young people to reach a high threshold of 'housing readiness'.¹⁶

Both young people and practitioners gave clear, corresponding accounts of how unaccompanied children and young people with these more complex needs become 'stuck' in cycles of crisis and medium-term service provision, where: exits home are not safe or well-supported, exits into transitional supported accommodation services, social housing or private rental remain impossible due to young age, low income, and higher support needs.¹⁷

16 Robinson C, Hobbs C, Batterham D, McGregor J and Stone W (2026) *Better futures: Supported accommodation for unaccompanied children and young people experiencing homelessness*, AHURI Final Report No. 459, Australian Housing and Urban Research Institute Limited, Melbourne.

17 Robinson C, Hobbs C, Batterham D, McGregor J and Stone W (2026).

Social housing

People over 16 may be eligible for social housing,¹⁸ however there can be barriers to access, including long waiting times and the young person's limited income and earning capacity. To be able to pay rent in social housing young people require sufficient income, such as the 'independent' rate of Centrelink payments. The independent rate is determined based on the young person being 'unable to live at home due to extreme circumstances'.¹⁹ Some young people may still be classed as 'dependent' by Services Australia despite their living circumstances and can have difficulty changing their assessed rate.

Private rentals

Private rentals are unaffordable for people on income support payments. Anglicare Tasmania's 2026 Rental Affordability Snapshot found that 0% of properties were affordable for a person on Youth Allowance.²⁰ This includes share house listings. Even for a single person earning minimum wage, the average room in a share house is unaffordable.²¹ Young people may also be overlooked by landlords in favour of higher-earning applicants. If they can secure a rental, they may not have enough left over for other essentials, like food, transport and utilities.

The ongoing lack of affordable private rental accommodation leads to increasing numbers of people applying for social housing and experiencing homelessness.

The Tasmanian Government is introducing a levy on short-stay accommodation.²² When announcing the levy, Premier Rockliff stated '...there is no doubt that the increasing number of houses on the short stay market has reduced the availability of long stay rentals and contributed to higher rents.'²³

The Australian Housing and Urban Research Institute (AHURI) found that 63% of short-term rental accommodation in the Hobart Local Government Area between 2018-2023 had previous history as long-term rental housing. They also found total listings in Tasmania were up 5.4% in the first quarter of 2024 compared to the previous quarter.²⁴

The short stay levy will produce a new stream of revenue for the Tasmanian Government. Anglicare Tasmania has called on the Government to directly target the revenue towards Tasmanians least able to afford housing.²⁵

18 Homes Tasmania (2024) [Social Housing Policy](#).

19 Services Australia (2022) [If it's unreasonable for you to live at home](#).

20 Anglicare Tasmania (2026) [Rental Affordability Snapshot](#), Social Action and Research Centre, Hobart.

21 Anglicare Tasmania (2026) [Rental Affordability Snapshot](#).

22 Tasmanian Government (2026) [Short Stay Levy Bill tabled in Parliament](#).

23 Tasmanian Government (2026) [Making it easier for Tasmanians to own their own home - 5% Short Stay Levy](#).

24 Gurran N, Buckle C, Troy L, Nasreen Z, Crommelin L, Phibbs P, Shrestha P, Redmond D and Harrison, J (2026) *Short-term rental accommodation: models, impacts and policy responses*, AHURI Final Report No. 460, Australian Housing and Urban Research Institute Limited, Melbourne.

25 Anglicare Tasmania (2026) *Submission to consultation on Short Stay Levy Bill 2025*.

Supported accommodation

Supported accommodation for youth includes the Youth2Independence (Y2I) program, which comprises facilities, cluster homes (higher needs) and group homes (lower needs) funded by Homes Tasmania.²⁶ The Y2I program provides accommodation and support for young people aged 16-24 who are experiencing or at risk of homelessness. Each pathway – cluster homes, group homes and facilities – can provide accommodation for up to 2 years.

A key requirement of the Y2I model is that the young person is engaged in education or training, based on the Education First Youth Foyer model. To be eligible for a Y2I, a young person is also required to agree to 'The Deal', which is an agreement between the young person and the Y2I service provider, outlining the roles and responsibilities of both the young person and the service provider.²⁷

Y2Is are a vital housing option, providing important support to young people like Ellie, above. However, there can be a gap for young people who have disengaged from education due to their circumstances and are not yet ready to re-engage. Such circumstances may include domestic and family violence, youth justice involvement, mental health issues and alcohol and drug use.

As set out above, 56% of the young people who presented to Housing Connect Front Door in the March quarter were engaged in education or training. A broader range of housing options and pathways for young people who are not yet ready to re-engage in education is required. This could include increased resourcing for a broader range of Youth Foyers and transitional housing that can cater to young people with additional needs who are not able to meet the readiness assessment for the Education First Youth Foyer model.



²⁶ Homes Tasmania, [Youth2Independence](#).

²⁷ Homes Tasmania, [Youth2Independence](#).

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. Directly targets the revenue from the short-stay levy towards Tasmanians least able to afford housing, better addresses the negative spillover impacts of the short-stay rental market on rental affordability, and avoids further escalating house prices by:**
 - a. directing 100% of the revenue from the levy to fund the construction of social housing and homelessness services
 - b. imposing a levy of 7.5% (an increase from the proposed 5%)
 - c. ensuring that revenue from the levy does not assist the purchase of existing homes.

1

- 2. Funds delivery of more crisis and transitional accommodation and long-term homes, including a broader range of housing pathways for young people.**

2

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

3

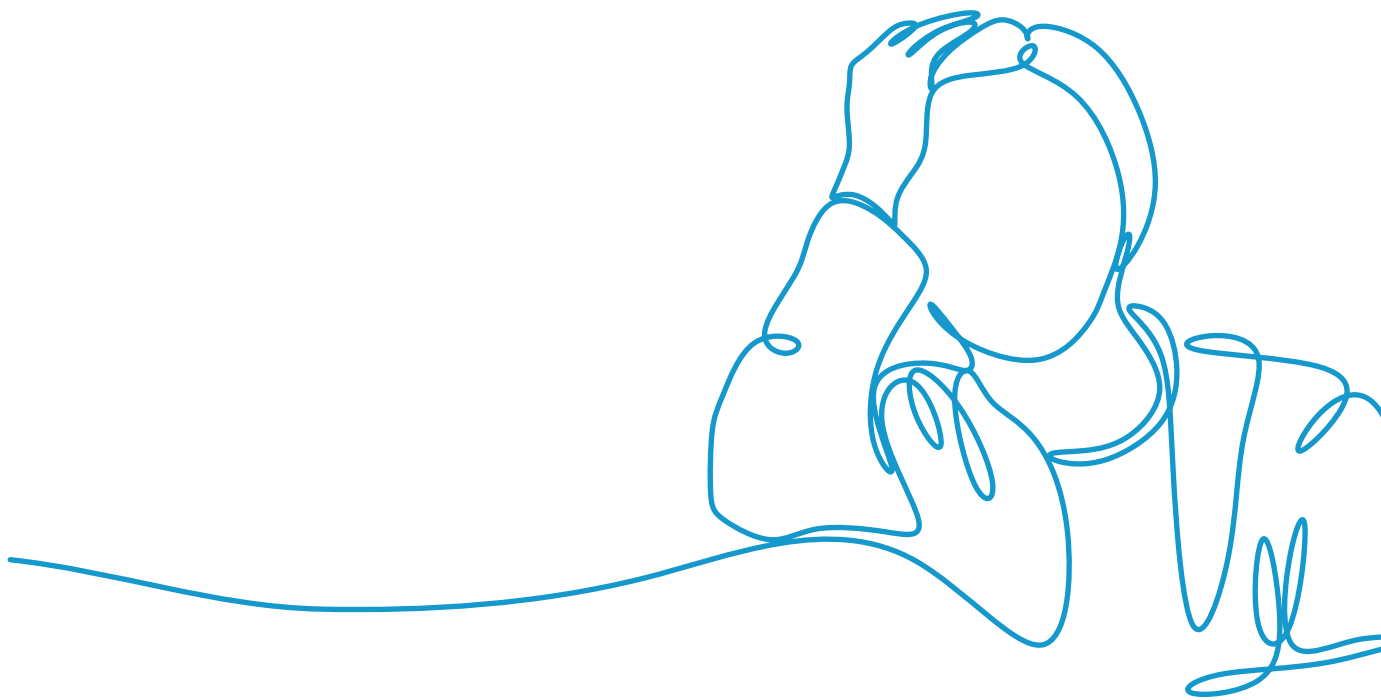
- 4. Commits to reducing the harmful impacts of waiting for social housing by:**
 - a. establishing targets in the next Housing Strategy Action Plan for reducing the number of applicants on the social housing register and average waiting times for applicants, in consultation with stakeholders
 - b. developing 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:

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

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

c.jones@anglicare-tas.org.au

Phone: 1800 243 232

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

