

Housing Connect Front Door Service Quarterly Snapshot

June 2026



SOCIAL
ACTION &
RESEARCH
CENTRE

Two years of Housing Connect 2.0

1 July 2025 to 30 June 2026 was the second year of operation of the Housing Connect 2.0 model.

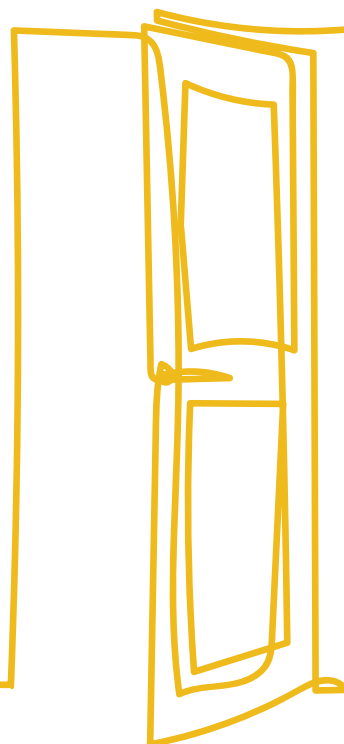
Over the year, the Housing Connect Front Door responded to 52,273 enquiries.

In that time, the social housing register increased by 9.5% to 5,655 applications, and housing system indicators continued to deteriorate, with no improvement in rental vacancy rates.

Over the year, about half of all support periods involved people who had been homeless within the last 12 months.¹ Episodes of homelessness are a consequence of the ongoing lack of available and affordable housing and continued deterioration in housing system indicators.

Government responses should include:

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



¹ Homelessness includes sleeping rough or in non-conventional accommodation, and short-term or emergency accommodation.

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.

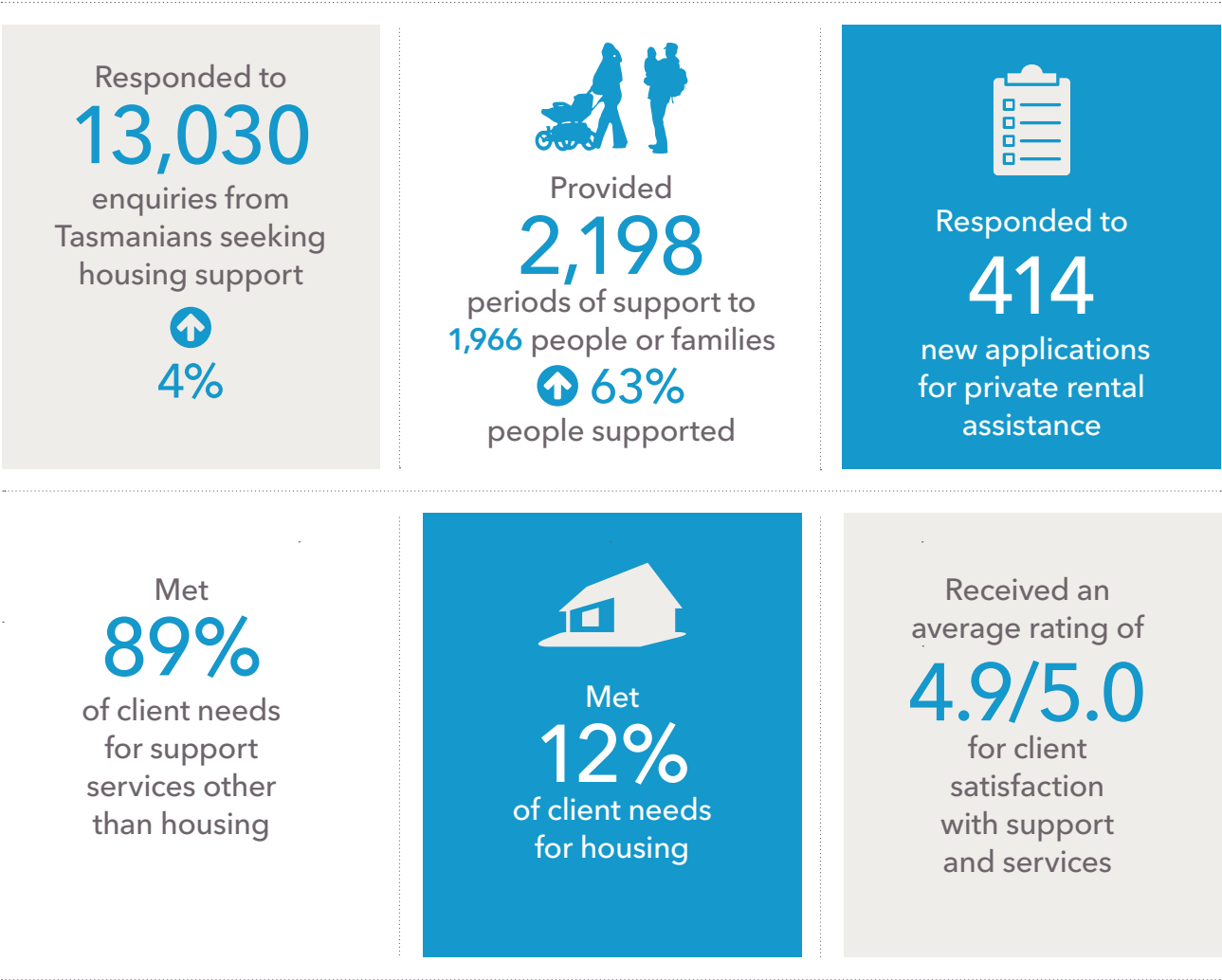
The Housing Connect Front Door does not provide housing

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 April to 30 June 2026 (compared to the same period in 2025), the Front Door service has:



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.

Compared to the same period in 2025, the total number of people and families receiving housing support has risen by 63%.²

The number of clients sleeping rough or in cars, tents or improvised dwellings has increased by 54%, from 170 to 262.³

Over the same period, the number of employed people who have accessed housing support has increased by 60% from 194 to 310. Private rentals are unaffordable for an ever-growing share of the community, which is resulting in more employed Tasmanians needing housing support.

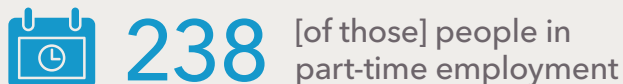
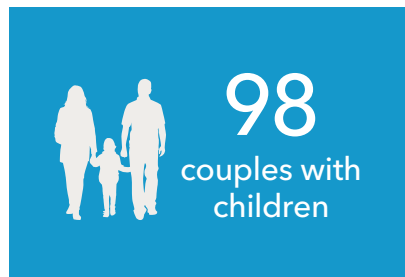
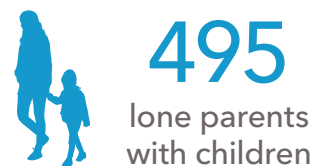
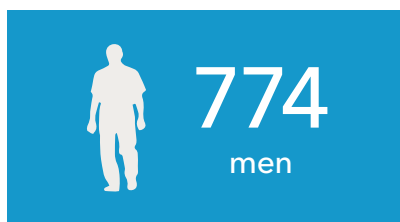
The number of families with children accessing housing support increased by 62% from the same period in 2025, from 366 to 593.



2 The increase of 63% in people supported, compared to only a 4% increase in enquiries, can be attributed to a change of procedure in July 2025 requiring support periods to be opened for low-level enquiries.

3 This has been calculated from the housing circumstance of the person on presentation to the Housing Connect Front Door Service. In the June 2025 Housing Connect Front Door Snapshot report, the metric used was the housing circumstance one week prior to presentation, which was 155

From 1 April to 30 June 2026, housing support was provided to:



And **121** periods of support were provided to children
under 18 who presented alone.⁴

⁴ This metric captures the number of support periods for children who presented alone, not unique clients. A support period is the period of time a client receives assistance from Housing Connect Front Door (AIHW (2023) *Specialist Homelessness Services Collection Manual*).

Reasons for seeking support

Housing crisis (27%), inadequate or inappropriate dwelling conditions (19%), housing affordability stress (11%) and domestic and/or family violence (7%) 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, previous accommodation ended, mental health issues, and relationship/family breakdown, though these were not necessarily listed as the main reason.

Housing circumstances

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



561

people renting
in the private
market



434

people
couch- surfing



262

people in
emergency
and crisis
accommodation



172

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.

Long-term housing was a need identified by 53% of clients.

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 89% of non-housing support needs.

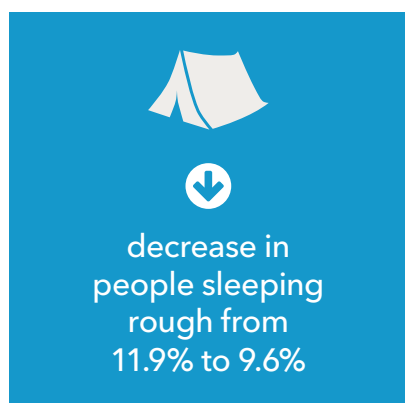
A shortage of available and affordable homes resulted in only 12% of client need for short-, medium- and long-term housing being met. This is down from 23% for the same period last year. **This demonstrates the persistent ongoing lack of housing, which impacts people on low incomes most significantly.**

When people lack access to one critical infrastructure, like secure, appropriate housing, the risks that they face compound. For example, people living in insecure or inappropriate housing often find it difficult to access other essential services that they require, and it can cost more to meet other needs, like food.⁵

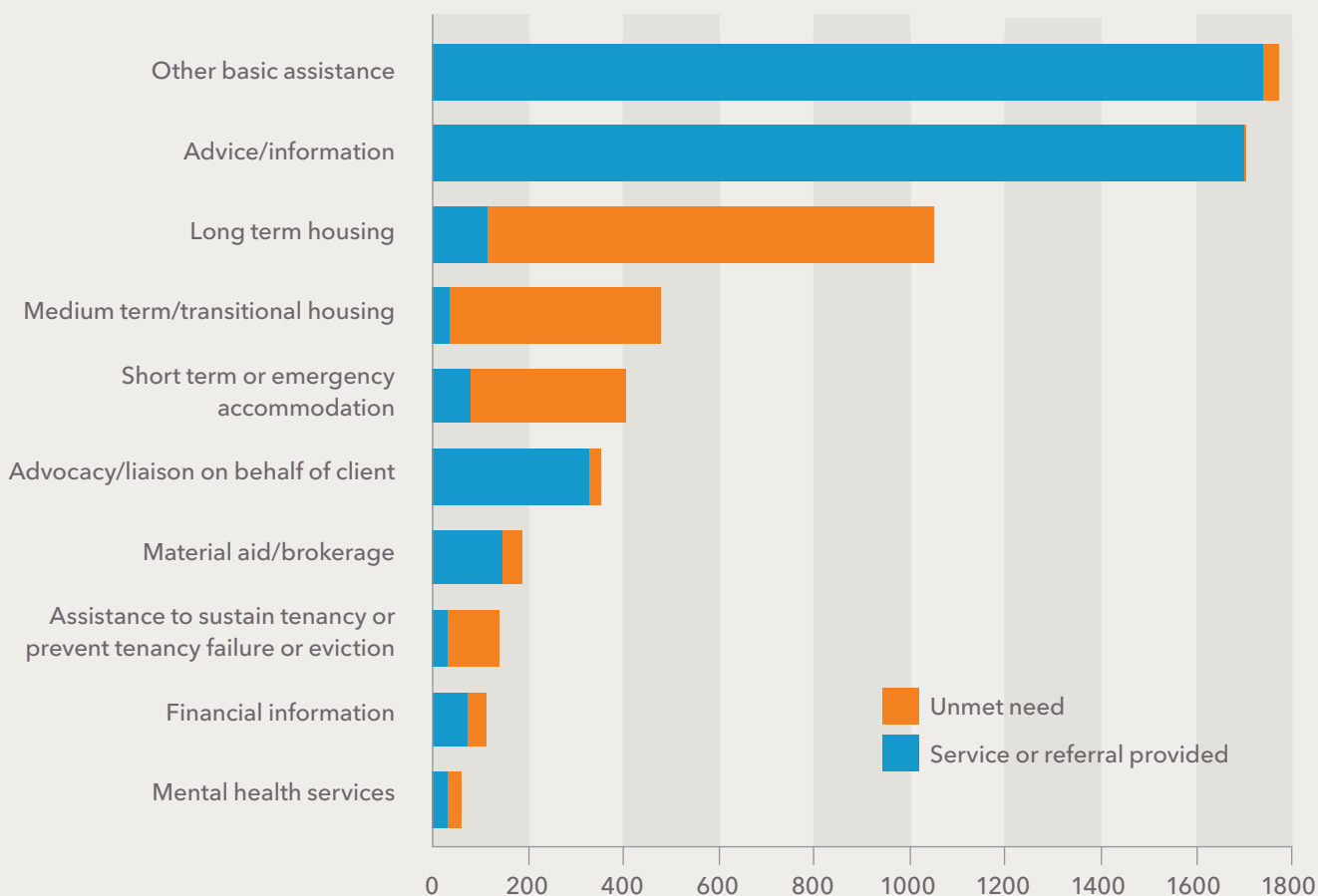


⁵ Power E R, Mitchell E, Wiesel I and Mee K J (2026) Surviving in a cost-of-living crisis: Australia's fraying care infrastructures, Western Sydney University.

Key outcomes for people supported in the June quarter include:



Key needs identified and support provided for the quarter, 1 April to 30 June 2026



Data source: Anglicare Tasmania, Housing Connect Front Door

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 June quarter.⁶ 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 housing.

Rents grew more than

3X

faster than wages,
June 2025 to
June 2026⁷

0%

of private rentals are
affordable for Tasmanians
relying on income
support payments⁸

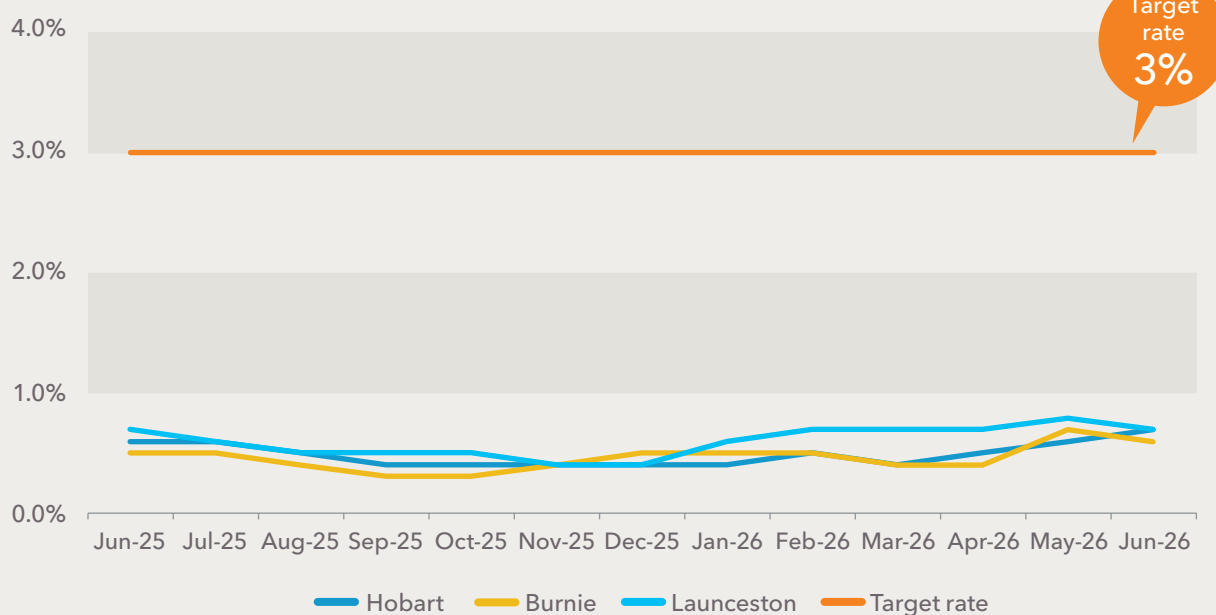
5,655

social housing
register applications,
↑ **9.5% over 12
months**⁹

88.6

weeks on
average to
house priority
applicants¹⁰

The rental vacancy rate remains critically low in all regions



Data source: Homes Tasmania Dashboard

⁶ Tenants' Union of Tasmania (2026) TasRents June 2026

⁷ Calculated using Tenants' Union of Tasmania median rent index and ABS wage price index.

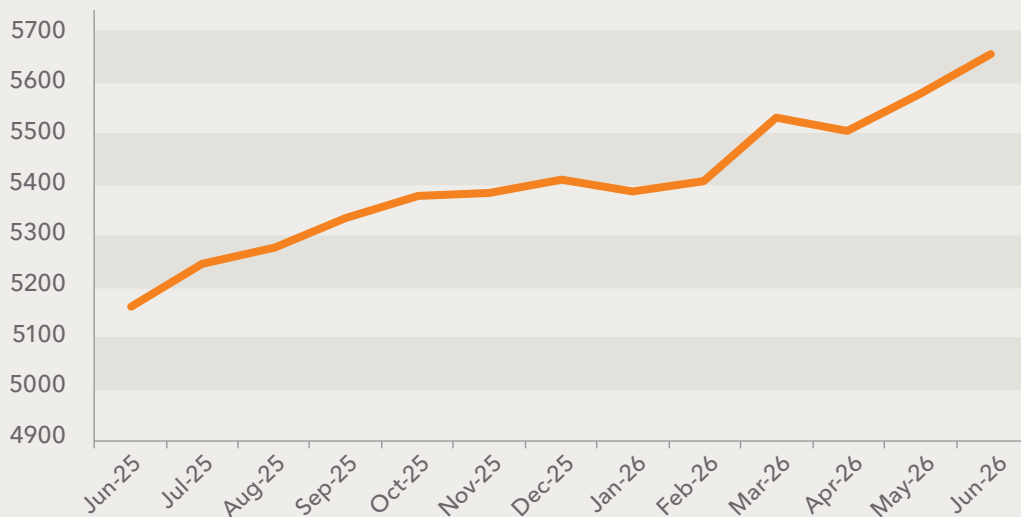
⁸ Anglicare Tasmania's 2026 [Rental Affordability Snapshot](#) found that 0% of rentals were affordable for single people receiving Jobseeker, Youth Allowance, Disability Support Pension, Parenting Payment Single or for people receiving Age Pension who wished to live alone.

⁹ Homes Tasmania (2026) Dashboard June 2026

¹⁰ Homes Tasmania (2026) Dashboard June 2026

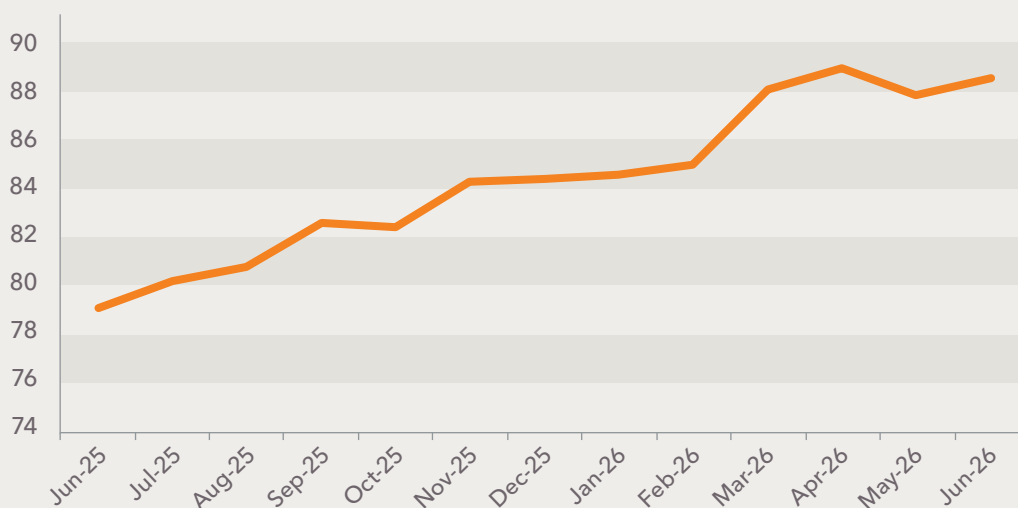
Over the year, applications on the Housing Register have increased by 9.5%, and the average time to house priority applicants has also steadily increased:

Applications on Tasmanian Housing Register



Source: Homes Tasmania Dashboard

Average time to house priority applicants (rolling 12-month average), in weeks



Source: Homes Tasmania Dashboard

The 2025/26 year in review

1 July 2025 to 30 June 2026 was the second year of the Housing Connect 2.0 model.



South

In the South of the state, the Housing Connect Front Door has increased outreach activity over the past year, with a stronger focus on proactively engaging with the local community and reducing barriers to accessing the service. This has included fortnightly outreach in the Huon Valley, as well as twice-weekly outreach at Safe Space. The Safe Space outreach has been particularly focused on supporting people who may find it difficult to transition from an existing service or environment and engage with a new service.



North

In the North, the Front Door have continued to attend walk throughs of adult supported accommodation sites, temporary stay houses and Safe Space locations to familiarise the Connections Coaches with their sites. Valuable information on referral process was discussed and shared to best benefit Housing Connect Front Door clients and their referrals to these locations.

The North have also started a trial with outreach to National Job Link, to support clients who feel safe attending the National Job Link site for Housing Connect Front Door appointments to bridge the gap in missed servicing and to support the clients to eventually feel comfortable attending the Housing Connect Front Door. A similar trial with Safe Day Space has also commenced.



North West

Providing equitable access to services across Tasmania's remote West Coast communities has long been a challenge. Significant staff travel, unpredictable weather, road closures, and safety concerns can all affect service delivery. At the same time, many people face barriers of their own, including limited transport, communication difficulties, and a lack of trust in services that are not consistently present in their community. Together, these challenges can make it difficult for people to access the Housing Connect Front Door support they need. Recognising these realities, Housing Connect Front Door has been working alongside local communities and service providers to find new ways of bringing services closer to people.

Housing Connect Front Door North West has established partnerships with Rural Health Queenstown and Rosebery Community House to launch a weekly Video Consultation Trial. These organisations will act as Video Consultation Host Sites, providing a welcoming and private space where clients can connect directly with Housing Connect Front Door workers.

Unlike a phone call, video consultations allow face-to-face interaction, helping to build trust and strengthen relationships. Workers can observe body language, facial expressions, and emotional responses, leading to a better understanding of each person's circumstances and needs. The combination of trusted local host sites and face-to-face video engagement offers a middle ground between traditional outreach and telephone-based support, preserving the human connection that is essential for building trust while overcoming the barriers of distance and travel.

The six-month trial, running from September 2026 to March 2027, represents an opportunity to test a more accessible, flexible, and sustainable model of service delivery. The project will assess community demand for video consultations and their effectiveness in improving access to services and client outcomes. Success will mean more people receiving support when they need it, fewer barriers caused by distance and travel, stronger partnerships between local services, and valuable insights into how technology can enhance future service delivery across Tasmania's remote communities.

Support provided in 2025/26

From 1 July 2025 to 30 June 2026, the Housing Connect Front Door:

Responded to
52,273
enquiries


7%
(compared
to 2024/25)



Provided
7,125
periods of support
to 5,306 Tasmanians



Provided
331
periods of support
to children under 18
who presented alone

The main reasons people sought support over the year were:

- housing crisis (1943)
- inadequate or inappropriate dwelling conditions (1417)
- housing affordability stress (752)
- domestic and family violence (579)
- financial difficulties (469).

On average, the Front Door:

- met 90% of non-housing client needs
- met 15% of client need for short-, medium- and long-term housing.

Over the year, about half of all support periods involved people who had been homeless within the last 12 months.¹¹ The story of Kris and Tim, below, provides an example of an experience of homelessness prior to reaching out to the Housing Connect Front Door.

Episodes of homelessness are a consequence of the ongoing lack of available and affordable housing and continued deterioration in housing system indicators set out above. Government responses should include:

- Increasing social housing sufficiently to reduce the number of people on the social housing register.
- Active intervention to raise the vacancy rate toward a 3% target.
- Effective initiatives to provide appropriate housing for people with complex needs including those with mental health challenges or escaping domestic and family violence.

¹¹ Homelessness includes sleeping rough or in non-conventional accommodation, and short-term or emergency accommodation.

Kris and Tim's story

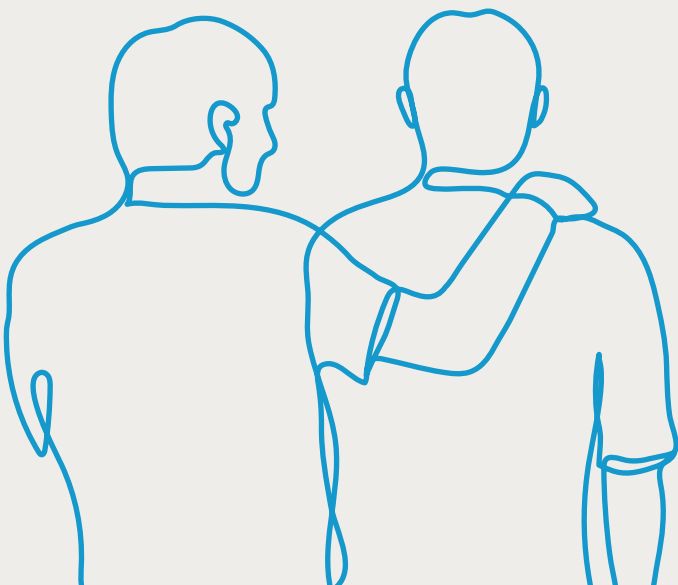
Kris* and his cousin Tim* were good mates growing up. Later they lost touch and ended up living in different states. Kris went through a hard time and spent years struggling to keep a roof over his head. For a while he slept rough in a mainland city, and he was staying in a crisis shelter when he heard through family that his younger cousin Tim had just become homeless in Tasmania.

Tim left a family violence situation that had become unsafe, knowing he had nowhere to go. He had no idea how to live day to day or where to start with getting help. His elderly grandparents were worried about him, but frail and living in residential care, there was little they could do. When Kris rang them to find out more about the situation, he realised he could help. He had a little money saved – not enough for housing, but enough for a cheap flight.

Soon Kris was in Tasmania, looking for his cousin. He tracked Tim down and helped him find a safe place to sleep. His experience with the service system led him to Housing Connect Front Door, where the cousins each worked with a Connections Coach. Tim's Connections Coach suggested the cousins team up to get a private rental together, as this would be more economical than living separately. The Connections Coach had a good professional relationship with a local real estate agent and advocated for the cousins to be considered for a private rental. Housing Connect Front Door helped them with bond assistance, two week's rent in advance, and some essential furniture.

With help and support, Tim was able to settle into the private rental after being homeless for a few months, while Kris realised that a fresh start in a new state opened up the possibility of finding employment.

**Names and some details changed to protect privacy.*



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

1

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

- a. options that are safe and suitable for people living with mental health conditions
- b. increasing options that are safe and suitable for victim-survivors of domestic and family violence to meet demand, based on the regional prevalence of domestic and family violence.

2

- 3. 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.

3

- 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 were affordable for people in the bottom two income quintiles.

4

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

