



Our new organisational structure

Housing Tasmania

Background

Housing Tasmania has been reforming public housing over the last 18 months, including encouraging the growth of community housing providers. Part of Housing Tasmania's role in reform is to ensure that we are as efficient and effective as possible.

As a result, Housing Tasmania has undergone comprehensive review resulting in a new organisational structure.

The new organisational structure allows for core services to Tasmanians who need assistance with housing. But it also helps make Housing Tasmania more efficient and more sustainable, while delivering budget savings required of it by the State Government.

It's important to Housing Tasmania that our partners know what to expect from us and what changes we are making.

Our clients

We will continue to provide quality services to our clients.

This includes direct client assessment and tenancy services and our telephone services for information, maintenance and other requests.

Our way of working

We are changing the way we work.

In Housing Operations, housing and maintenance services are being integrated. By bringing together the two arms of our service delivery we can offer a more efficient response and reduce duplication.

For example organising maintenance on a vacated property will now involve less steps, fewer people and decision points and most importantly, less time to respond.

This means we will have houses vacant for shorter periods and be ready to house people in need more quickly.

We will have two streams of work in service delivery. The Client Services Stream will bring together all the work that goes on behind the scenes to support our clients. All our face to face service delivery and lease management services will be consolidated in the Tenancy Services stream.

This means that the same team will be involved with a client through their pathway from assessment into their home.

The Coordinator Tenancy Services and Coordinator Client Services are key positions in our Housing Operations structure. They will continue our work with support organisations and advocates with the shared goal of achieving good housing outcomes for our clients.



Many of our internal processes have also been duplicative and time-consuming, and this restructure will reduce some of these inefficiencies.

Through tools such as BPAY, SMS reminders for tenants and simpler rent management, tenants' access to services will be improved at the same time as staff workloads are reduced.

We will continue to improve the way we work. The introduction of the Tasmanian Housing Register next year is another example of how we will improve access for clients by sharing a common social housing application system.

We have also made changes to how we organise our functions and prioritise our work in State Administration.

Policy, reporting and performance requirements have been brought together along with capital development into their own streams. This means a more streamlined and efficient Housing Tasmania.

Our strategic relationships with partners will continue to be managed by Community Programs and our service agreement management and compliance monitoring will be the responsibility of a new Branch, Compliance and Corporate Support.

Our services in southern Tasmania

Housing Tasmania is bringing services in southern Tasmania together into one Area management structure.

Client services will continue to be provided from Glenorchy and Rosny for the time being.

Accommodation options will be canvassed over the coming months and we will ensure that clients and stakeholders are advised of any changes.

We are continuing to provide our services from Burnie and Launceston.

Our people

The majority of our people will be doing similar work in similar roles. We are changing some of the positions in our structure. Some of the people you have worked with, and have developed relationships with, may be in different roles. A small number of staff will be leaving the organisation.

We are aware of the potential personal impacts on our people and are managing this sensitively. We ask for your consideration and support as we travel down this road of change and improvement.

Our stakeholders

There will be some changes to Housing Tasmania contacts once we finalise our new structure but our key contacts are provided.

Our new structure

Our functions and key contacts can be found in the attached Organisational Chart.

Attachment 1 Housing Tasmania Organisational Chart

Attachment 2 Housing Operations Organisational Chart