

Our Clients

Each year, Beyond Housing's Client Services Team provides support, advocacy, and resources to approximately 4000 people who are either homeless, at risk of homelessness, in need of crisis accommodation, or who are vulnerable.

Homelessness Services

The first point of contact at Beyond Housing for people who are homeless or at risk is our Initial Assessment and Planning (IAP) team, who provide vital support through tailored advice, access to crisis and transitional accommodation, and referrals to specialised services.

In 2024-2025, our IAP team provided more than 3200 support periods to people who were homeless or at risk of homelessness. This included over 1200 people accessing our services for the first time.

2,423 people reported housing affordability or housing crisis as their main reason for presenting to Beyond Housing.

Other key trends from this year's data include 47% of people reporting mental illness, 19% were under the age of 25, and 15% were over the age of 55.

Aboriginal and/or Torres Strait Islander Peoples are overrepresented in homelessness data with 18% of people accessing Beyond Housing's homelessness entry points identifying as First Nations



More than
3,000
support periods



415
people reported
domestic or family
violence as their main
presenting reason



More than
1,200
people were new
to our service



more than
400
people were sleeping
rough



2,423
reported housing
affordability or
housing crisis as
their main reason
for needing help



Over
11,200
nights of crisis
accommodation
provided



47%
of people reported
poor mental health as
a contributing factor
to homelessness

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54%
were women



6%
were children
presenting with
their parent/s



46%
were men



19%
were young
people



18%
identified as Aboriginal
and/or Torres Strait
Islander



15%
were people 55
and older



8%
of people were born
overseas/not born
in Australia

**“Wonderful and
amazingly friendly,
helpful people”**

Rachel, Wangaratta*

*Name has been changed



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Regional statistics

Wangaratta

- 1076 support periods
- 357 people new to our service
- 234 people under 25 years of age
- 80 reported poor mental health
- 542 reported housing affordability or housing crisis as main reason for presenting/seeking help
- 131 people sleeping rough
- 1,489 nights of crisis accommodation

Shepparton

- 1290 support periods
- 445 people new to our service
- 351 people under 25 years of age
- 491 reported poor mental health
- 374 reported housing affordability or housing crisis as main reason for presenting/seeking help
- 147 people sleeping rough
- 187 were victim survivors of family violence
- 61% women
- 6,267 nights of crisis accommodation



Seymour

- 588 support periods
- 247 people new to our service
- 251 reported poor mental health
- 313 reported housing affordability or housing crisis as main reason for presenting/seeking help
- 41 people sleeping rough
- 70% women
- 685 nights of crisis accommodation

Wodonga

- 1101 support periods
- 382 people new to our service
- 193 were under 25 years of age
- 159 reported poor mental health
- 127 were victim survivors of family violence
- 107 people sleeping rough
- 2,764 nights of crisis accommodation

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Housing Support Programs

Private Rental Assistance Programs (PRAP and PRAP Plus)

Our Private Rental Assistance Programs (PRAP and PRAP Plus) played a significant role in establishing or maintaining 440 private rental tenancies. By offering flexible brokerage, advocacy, and case management, these programs helped individuals and families navigate the private rental market, addressing financial challenges and other barriers.

Sustaining Tenancies at Risk (STAR)

Is an early intervention program that provides holistic support to people whose tenancy is sustainable but who are experiencing difficulty maintaining their tenancy.

We opened 681 periods of support to assist people maintain their current tenancy and prevent them from becoming homeless, through negotiation and advocacy with their rental provider.

Tenancy Assistance and Advocacy Program (TAAP)

Provides accessible, consistent, and effective tenancy support to financially disadvantaged Victorians and victim survivors of family violence. TAAP provides tenancy information, VCAT assistance and advocacy, negotiation and effective referral services.

Victorian Civil and Administrative Tribunal Hearing Support

TAAP attended Victorian Civil and Administrative Tribunal (VCAT) hearings for **137 clients**. While some clients had multiple hearings, this figure represents the total number of individual clients supported

Early Resolution Through Negotiation successfully negotiated and resolved **208 tenancy matters** prior to their scheduled VCAT hearings, avoiding the need for formal tribunal processes.

Family Violence Assistance

We supported **99 people/households** who identified as victim survivors of family violence. Assistance included:

- Facilitating changes to rental agreements, such as removing the renter's name if they had vacated the property or removing the name of the person using violence.
- Supporting fair outcomes in relation to liability for property damage, ensuring costs were appropriately apportioned when damages were caused by the person using violence.

Tenancy Plus program

We assisted over 200 vulnerable households, including victim survivors of family violence, to establish and maintain stable housing. This program also assisted at-risk social housing tenancies with tailored support to prevent breakdown, supported renters in unsuitable or unsafe housing—including those fleeing violence—to access transfers, and provided advocacy for complex tenancy cases at VCAT.



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Housing Support Programs Continued

Aboriginal Tenants at Risk (ATAR)

This year, we supported 76 Aboriginal and/or Torres Strait Islander households to sustain existing tenancies or establish a successful tenancy. Support and case management services are person centred and provided in a culturally safe way.

Housing Case Management – Drug Court Support

Over the past year, we have provided Housing Case Management services to 31 participants engaged with the Drug Court program.

Of these, 24 participants required emergency accommodation, without which they would not have been able to commence their Drug and Alcohol Treatment Order (DATO) journey.

We successfully supported 15 of these participants with access to medium-term accommodation through Drug Court-supported housing, providing them with the stability necessary to focus on recovery and rehabilitation.

In the larger Drug Court program, four participants have completed the program this year, including two who graduated early due to exceptional behaviour and compliance.

Importantly, our support extended beyond immediate needs, contributing to long-term housing outcomes for seven households. Of these:

- Two households were supported through advocacy or referral to remain in or return to their family homes.
- Two households successfully transitioned into private rental with our assistance.
- Three households moved into Beyond Housing owned community housing properties.

Transition to Tenancy (T2T)

The Transition to Tenancy (T2T) initiative was developed via collaboration with homelessness funded services in the Ovens Murray Area, led by Beyond Housing and the Department of Families, Fairness and Housing (DFFH), to support young people transitioning from residential care in recognition of:

- the large proportion of young people leaving care who experience homelessness within the first few years of exiting care and;

- a lack of rental accommodation available in the area that is affordable for young people on a very low fixed income.

Since its launch in Ovens Murray, 21 young people have been referred to the program, with nine successfully housed. These young people now have secure tenancies and ongoing support to help them build independent living skills, laying the foundation for greater community engagement, education, and employment opportunities.

To support T2T both Beyond Housing and DFFH committed to providing social housing properties to provide stable, affordable, long-term housing to young people.

In January 2025, the program was extended to the Goulburn region, where 12 young people have been referred. Of these, four have secured stable housing through T2T.

Beyond housing

~~Not~~ homeless

BUSINESS HOURS

Monday - Friday
9.00am - 5.00pm

T (03) 5722 8000

After hours assistant
1800 825 955

ACN 085 171 428





Renter Survey

Every two years we survey our renters for feedback on their satisfaction with their homes and our services.

Hearing from the people who live in our homes helps to guide how we manage our programs and services. The feedback we receive helps us understand what is working well and where we can improve, ensuring that our decisions

reflect the real needs of the people we are helping.

Pleasingly, 88% of respondents were satisfied with their renting and housing experience. More than 86% were satisfied with housing asset repairs, and more than 87% were satisfied with Beyond Housing's renter engagement.

87.5%
overall satisfaction with
Beyond Housing

87%
were satisfied the quality
of housing repair and
maintenance

86%
satisfied with renter
engagement and
communication

Marli

Marli's life changed dramatically when she was diagnosed with Primary Progressive Multiple Sclerosis in 2019. Once a high-achieving, career-focused woman with a busy lifestyle, Marli was forced to say goodbye to the life she knew as her illness progressed. Things became even more challenging when she had to leave her home after the owners sold the property. Suddenly, Marli was faced with the overwhelming reality of having nowhere to go and being unable to afford private rental on a pension income, especially with mounting medical costs.

Fortunately, a friend recommended Beyond Housing, and Marli was able to find the support she desperately needed.

"Beyond Housing was incredible from the first interview," Marli said.

"I was very transparent that I was badly grieving the life I had and was quite overwhelmed. They were super professional, gave me my dignity and never treated me like I wasn't worthy of their help." The Beyond Housing team found Marli a spacious one-bedroom unit just outside Shepparton and worked with the NDIS to ensure her new home was safe and suitable for her condition.

Marli says it's the stability she now feels that allows her to live a happier life.

"It's amazing how much the fear of the unknown unsettles you," she said. "It's been a very positive experience and whilst I felt vulnerable and quite anxious at the time they helped me navigate through to feel secure."



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Lynne

Lynne felt the pressure of an increasingly unaffordable private rental market when she was forced to leave her home after the owner sold the property. Unable to secure another rental, Lynne worried she would have nowhere to live.

Lynne reached out to Beyond Housing for help finding a new home.

“We’d heard about Beyond Housing and we thought we’d give you guys a go,” Lynne said. The team were able to secure a brand new one-bedroom unit for Lynne, and she now feels happier and more relaxed in a secure living environment.

“My mental health has picked up. Anxiety and all that sort of stuff, it’s gone now that I know I’ve got somewhere to live and can’t be kicked out,” she said.

When she’s not babysitting her sister’s loveable dog, Lynne enjoys cooking in her new kitchen and spending time making her garden look nice for visitors.

“I’m happy as anything,” she said.

