

BeyondHousing offers a range of services to people who are homeless or at risk of homelessness. We help people find housing and support them to remain housed.

We are committed to providing quality services that are free, confidential, culturally appropriate and non-judgemental. We believe everybody, especially children should be safe, be respected and have their voice heard.

We operate throughout North East Victoria and the Goulburn Valley; taking in Wodonga, Wangaratta, Shepparton, Seymour and all the communities in between.

For more information or to access any of our services, please call any office, email us at info@beyondhousing.org.au or visit our website beyondhousing.org.au.

BeyondHousing respects your privacy, your dignity and your culture. We are a Child Safe organisation and all offices are disability accessible. Interpreter services are also available. All services are free of charge.



BEYOND
HOUSING

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Office hours
Monday to Friday
9am – 5pm

Level 4
111-133 Hume St
Wodonga
PO Box 761, 3689
(02) 6055 9000

40 – 42 Rowan St
Wangaratta
PO Box 273, 3676
(03) 5722 8000

54 Tallarook St
Seymour
PO Box 839, 3661
(03) 5735 2000

49 Stewart St
Shepparton
PO Box 923, 3630
(03) 5833 1000

For further information

Homelessness Services
1800 825 955 (after hours)

Visit our website
beyondhousing.org.au

Email us
info@beyondhousing.org.au

Follow us
[@beyondhousing](https://www.facebook.com/beyondhousing)



BeyondHousing



Homelessness Services

Initial Assessment and Planning (IAP)

We assist people who are homeless or at risk of homelessness to meet their immediate accommodation needs and find long-term housing.

Things we can help with include:

- Information and advice
- Accommodation options including transitional and social housing and private rental
- Meeting immediate needs such as food
- Referral to agencies which can help with support
- Financial assistance to secure housing.

If you need urgent assistance, please call 1800 825 955.

Outreach services are offered throughout the Ovens Murray, and Goulburn Valley.

Transitional Housing

We provide secure, partially furnished short-term housing for people experiencing homelessness. While in transitional housing, people work with a support agency to find long-term housing that suits them and learn about their rights and responsibilities when renting.

A Place to Call Home

A Place to Call Home supports eligible transitional housing renters to make lasting connections to the local community, and eventually become a public housing renter. Intensive support is provided during the tenancy to build capacity and community connections.

Housing Support Services

We assist people living in social housing or an Aboriginal Housing Victoria (AHV) property to settle into a new rental or keep an existing one.

The Aboriginal and Torres Strait Islander Support Program helps social housing renters identifying as Aboriginal or Torres Strait Islander and AHV renters.

We can help all social housing renters with:

- Explaining renter rights and responsibilities
- Liaising and negotiating with rental providers
- Developing case plans to achieve goals
- Helping with other housing needs
- Referral to specialist services
- Giving people a voice to sort out their housing issues
- Providing advocacy at the Victorian Civil & Administrative Tribunal (VCAT).

Community Housing

We offer well maintained, affordable housing for people on low to moderate incomes. We match people to properties, to suit their circumstances, as closely as possible. Our aim is to encourage sustainable long-term rentals and we work with many community organisations to provide services to renters when necessary.

Rent is based on total household income. Generally, renters won't pay more than 30% of total household income on rent. Successful applicants must be eligible for Commonwealth Rent Assistance and/or public housing in Victoria.

Applications for community housing are held with the Department of Families, Fairness and Housing which manages the Victorian Housing Register.

Private Rental Support

We assist people to find and keep their private rental, as well as advocate for renters who are experiencing issues with their rental providers or have to go to the Victorian Civil & Administrative Tribunal (VCAT).

Private Rental Assistance Program (PRAP) is for people who are struggling to pay for their private rental, live in a caravan park or rooming house and want more suitable accommodation, or who find it hard to get a private rental.

Sustaining Tenancies at Risk (STAR) is for people living in private rental at risk of losing their tenancy.

Tenancy Advocacy and Advice Program (TAAP) helps people in private rental who may be facing VCAT or who have difficulties with their rental provider.

Things we can help with include:

- Restoring people's rental history
- Finding private rental housing
- Sustaining existing rental
- Providing information on rights, responsibilities and how the Residential Tenancies Act works
- Negotiating with rental providers or Real Estate Agents
- Budgeting
- Providing brokerage if needed, and where eligible
- Reviewing and explaining documents
- Preparing documents for VCAT hearings and appearing with people at VCAT
- Referral to specialist services if needed.