



**Take the first
step towards a
secure home.**

Housing and
Homelessness
Services

Uniting

This booklet provides general information on our Housing and Homelessness Services. We hope this information will answer your questions about our programs designed to help you find a home.

Contents

Find a place to call home	3
Homelessness support	4
Community housing	5
Support when you need it most	6
Prison exit	8
Tenant support	10
Other useful Uniting services	11



Find a place to call home

Our housing and homelessness services can help you to maintain your current housing or to secure alternative housing, and refer you to additional support options. Our services are open to singles, couples, families and young people who need assistance with a range of housing issues, or who may be at risk or experiencing homelessness.

Homelessness support

If you're experiencing homelessness, we can help you. Our Homelessness Support program connects you with the services and support you need to start your journey toward safe housing.

We can help you if you are sleeping rough, couch surfing, or living in insecure or overcrowded housing. We can assist with housing information, including referrals and advice in finding crisis, transitional and long-term accommodation. We also offer advice on how to keep on top of bills, rental arrears, rental bonds and advance rent so you can rebuild your life.

Our Homelessness Support program also helps you connect with community services like education, employment and training in your area.

Emergency Housing

If you're going through a relationship or family breakdown, lost your job, been handed an eviction notice, or whatever other circumstance that means you need emergency accommodation, we can help.

In addition to a safe place to live, we offer case management support so that the emergency housing is a stepping stone to long-term accommodation.

While in emergency housing, we can offer you intensive support to help you achieve long-term housing, employment, education, good health and wellbeing.

Our service is open to families, individuals and young people and is offered free of judgement. Our emergency housing provides somewhere to stay while you find something more lasting.

Transitional Housing

If you're experiencing homelessness, our Transitional Housing program can help you find a place to stay while you find a stable home. We manage transitional housing in regional and metropolitan Victoria through the Victorian Government's Transitional Housing Management Program.

Transitional Housing is a form of social housing to help people experiencing or at risk of becoming homeless to move into long-term rental accommodation. We offer you a safe and stable place to live in the medium term while you find something permanent. As part of our other services, we also connect you with the services and advocacy in your area to help you get back on your feet.



Community housing

If you're looking for public or community housing in Victoria, we can help you to find a place that's right for you.

We manage government-subsidised social and affordable housing properties in a range of locations around Victoria.

We can also help you to apply for public and community housing through the Victorian Housing Register.

You may be able to access government-subsidised housing if you are:

- An individual, couple or family living on a low income
- Needing to remove yourself from an unsafe or family violence situation
- Someone who has recently experienced homelessness or is at risk of becoming homeless
- Aged over 55 and looking for affordable housing.

Support when you need it most

If you're experiencing homelessness, we can connect you to people who can help.

Sometimes it just takes one life challenge – like a relationship breakdown, job loss or illness – to end up at risk of losing your home or homeless.

We can help you to establish and maintain appropriate, secure and sustainable housing and work towards a brighter future.

Entry Point

If you're experiencing or at risk of experiencing homelessness, our Entry Point program can help you access the services and support you need. Under Entry Point we can give you connections with accommodation, education and training, advocacy, outreach, employment and a range of health services.

Private Rental Assistance Program (PRAP) and PRAP Plus

If you're looking for a home in the private rental market, we can give you the support and financial help you need to find and maintain a rental home. We can also assist with rapid rehousing.

You're eligible for PRAP if you are at risk of losing your current home, are experiencing homelessness but have an opportunity to enter into the private rental market with short-term assistance, or if you need support to move from transitional or social housing.

Housing Establishment Fund (HEF)

If you need help establishing and maintaining rental accommodation, we can help you through our Housing Establishment Fund. Our team of support staff will work closely with you to find the right type of housing for you and give you the advice and support you need to keep it.

HEF can help you with rent in advance or arrears for private rentals or community managed housing. We can also help you with coming up with private rental bond, storage costs, removal expenses, lock changes, essential furniture and appliances as well as health related items.

Extended support

If you are living with complex needs and are homeless or at risk of becoming homeless, we offer you intensive case management and tenancy support to improve your situation.

Tenancy Plus

If you're an Office of Housing tenant or are registered for social housing through the Victorian Housing Register, we can help you establish and keep your tenancy. We act as your advocate and give you support to reduce your risk of homelessness.

Family Support program

If you're part of a family who is homeless or at risk of becoming homeless, we offer early intervention, outreach, advocacy, referral, counselling and other support and practical help needed to find and secure long-term housing.



Prison exit

If you are about to leave Hopkins Correctional Centre or Langi Kal Kal Prison, or about to go on parole, we can help you find short-term accommodation or social housing.

Our Prison Exit service offers two programs that can help you secure accommodation on your release.

Straight release

Our straight release support offers you access to rooming houses, supported residential services and up to 4-weeks of rent to secure your accommodation when you're released. Contact us 1 month prior to your end discharge date to start planning.

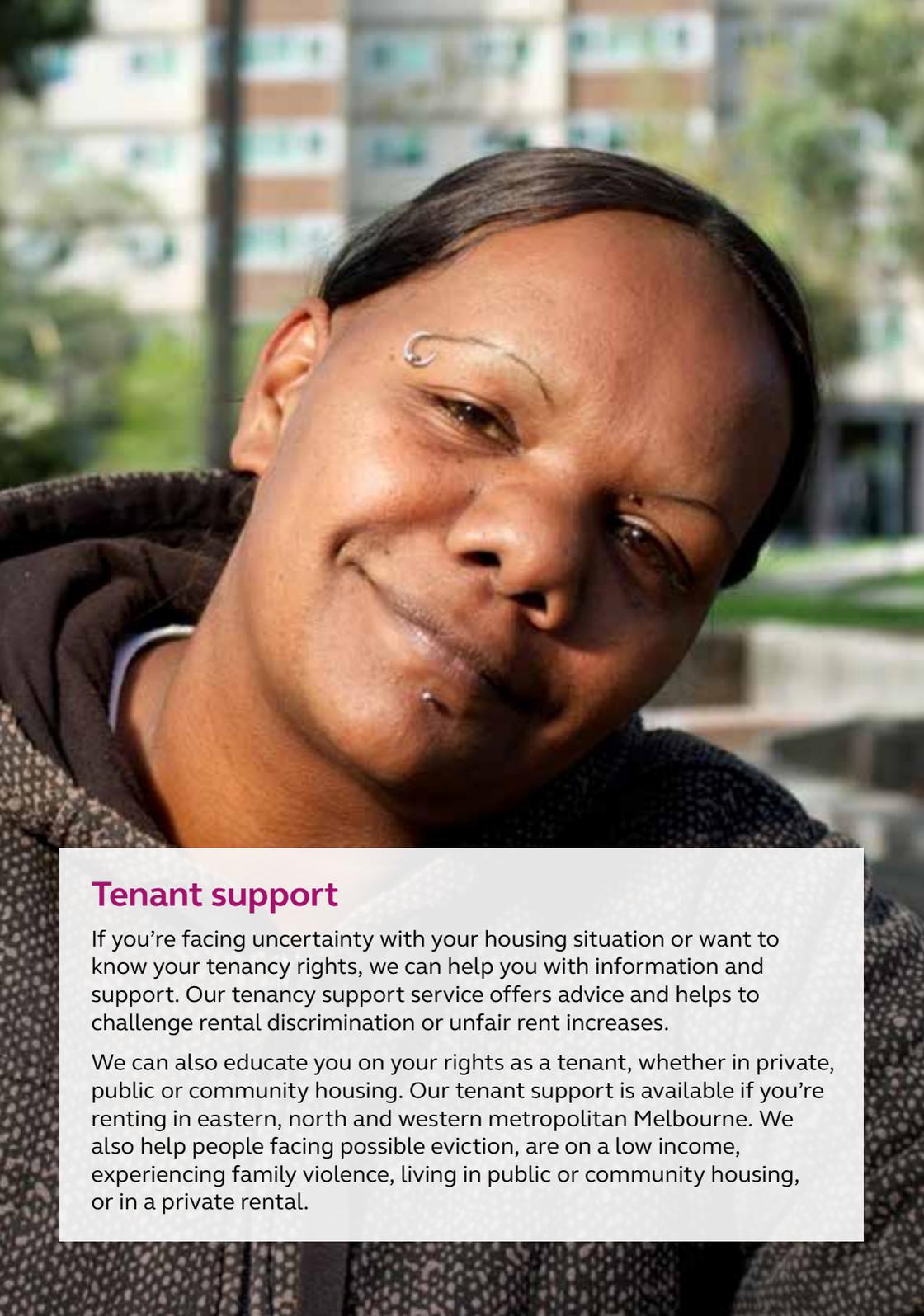
Parole

Ahead of your parole, we can help you with supported residential services and act as a point of contact to keep you informed of your suitability assessments. To be eligible for this program, you must have reached your end discharge date, completed your required programs, achieved a positive indication from your Parole Board and have no other accommodation available.



To access these programs ask for a referral by calling **1800 195 114** or emailing **wimmera.intake@unitingvictas.org.au** for information.





Tenant support

If you're facing uncertainty with your housing situation or want to know your tenancy rights, we can help you with information and support. Our tenancy support service offers advice and helps to challenge rental discrimination or unfair rent increases.

We can also educate you on your rights as a tenant, whether in private, public or community housing. Our tenant support is available if you're renting in eastern, north and western metropolitan Melbourne. We also help people facing possible eviction, are on a low income, experiencing family violence, living in public or community housing, or in a private rental.

Other useful services

Victorian Housing Register

housing.vic.gov.au/victorian-housing-register

24hr Victorian emergency crisis line

T 1800 825 955

housing.vic.gov.au/crisis-emergency-contacts

Uniting has a wide range of supporting services that can help you through hard times.

We can help with food, vouchers and material aid, community meals, financial support and education, and mental health counselling.

Get in touch to see how we can help or visit unitingvictas.org.au to find out more.



About Uniting

Uniting has stood with local communities in Victoria and Tasmania for more than 100 years, delivering services to people of all ages.

We work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Where to get help

Our programs vary region to region. Call your local Uniting location to find out what is available to you.

Sale

T 03 5144 7777

Ringwood

T 03 8870 4020

Mt Waverley

T 03 9051 3000

Ballarat

T 03 5332 1286

Horsham

T 03 5362 4000

Werribee

T 03 9051 2000

24/7 Crisis Line

T 1800 825 955

Visit

unitingvictas.org.au/homelessness-housing

Interpreters available on request.

