

The Mornington Peninsula Shire Council has declared a housing crisis and is strongly advocating to State and Federal Governments for a solution that brings more social and affordable housing.

You can read more about this in the Council's [Triple A Housing Plan 2020 – 2030](#). This Housing Guide aims to help achieve the following outcomes of the Triple A Housing Plan:

Homelessness services

People without homes are treated with respect and have access to shelter, food and basic utilities in a context that prioritises health and safety, pathways into accommodation and community inclusion.

Integrated housing assistance

All housing assistance services, governments, registered housing providers and community organisations will work in a collaborative manner to both prevent homelessness and provide homelessness support services.

Active community

Homelessness is destigmatised and people who are homeless or in housing stress are readily accepted, included and assisted by the community.

If your client is homeless, or at risk of homelessness on the Mornington Peninsula, please read on. This Housing Support Guide should help you in assessing what options are available, making progress and, if needed, preparing a smooth referral pathway for expert assistance.

The Housing Support Guide supplements other guidance and resources on the [Shire's web site](#) including:

- Mornington Peninsula Integrated Assertive Outreach Planning Tool
- Mornington Peninsula Food and Other Help Guide
- Keeping Your Home and Living Safely
- [Housing - DFFH Services](#)

The Housing Support Guide has been prepared in consultation with all members of the Mornington Peninsula Housing Network including The Salvation Army Homelessness Peninsula service (the State's key specialist homelessness service for the Mornington Peninsula). Significant contributions were made by:



Peninsula
Health



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Updates are welcome for the next edition of the Housing Support Guide.

Please forward these to customer.service@mornpen.vic.gov.au for the attention of the Manager Community Partnerships.

Issue	Assessment and Action
<p>A. My client needs help with housing.</p>	<p>1. Seek help from the Victorian Homelessness Line 24/7 ☎1800 825 955 You will be accessing the Homeless Entry Point for Frankston and Mornington Peninsula <u>The Salvation Army Homelessness Peninsula</u> service. Its local office numbers are Frankston ☎ 9784 5000 or Rosebud ☎ 5986 0000.</p> <p>Encourage continued engagement with The Salvation Army Homelessness Peninsula and other relevant support services as circumstances change because housing and support needs and options may need to be re-assessed.</p>
<p>B. Affordable housing is hard to find.</p>	<p>2. How is your client going about their search? Provide education, guidance and assistance. The following messages are important:</p> <p><u>The system and how to use it</u></p> <ul style="list-style-type: none"> • The State's housing system is complex but assistance is available through the Victorian Homelessness Line 24/7 ☎ 1800 825 955. • Social housing (public housing and community housing operated by registered community housing providers) is affordable but there is a long waiting list. • The centralised waiting list for social housing is called the Victorian Housing Register. Make an application as soon as you can with the help of a homelessness service and keep it updated as your circumstances change. • Affordable housing is very hard to find and the collective effort of all is required. • There is a large range of organisations that may be able to offer direct or indirect support in specialist areas. These include Aboriginal and Torres Strait Islanders, young people, families, older people, veterans, asylum seekers, disability, rough sleeping, community health, mental health, substance abuse, gambling, legal issues, culturally and linguistically diverse communities, material aid, family violence, education, employment and pet welfare. See the possibilities in the Shire's Integrated Assertive Outreach Planning Tool. <p><u>Reform the system</u></p> <ul style="list-style-type: none"> • There is a major shortfall of social housing across Australia. The Mornington Peninsula has a less than average amount. • The Mornington Peninsula Shire Council is advocating for more social and affordable housing. • You too, can get behind the Everybody's Home Campaign or explore your client's interest in becoming a member of the Council to Homeless Persons.

Issue	Assessment and Action
	<p><u>Lower cost housing options on the Peninsula</u></p> <ul style="list-style-type: none"> For people on low incomes, affordable housing options on the Peninsula are very limited. Once more common, affordable rentals in caravan parks are now scarce. The most realistic options are living with family and friends, shared housing or rooming houses and then facing a long wait for social housing. <p><u>Locations with lower cost housing</u></p> <ul style="list-style-type: none"> Use the rental affordability index interactive map to compare the affordability of different sized housing in suburbs and towns across Australia.
<p>C. My client's rent is unaffordable.</p>	<p>3. Is your client capable of earning more income? Make a referral to an employment agency or for further education, or if they have had an injury preventing them from working/volunteering 15 hours per week and they are on JobSeeker, recommend they speak to their GP to consider an application for Disability Support Pension (DSP), Integrated Pain Management clinic, or referral to a Specialist for a second opinion. Peninsula Health offer bulk billed services through Outpatient's clinics if private providers are unaffordable to pensioners- referral via GP.</p> <p>4. How good is your client's budgeting and debt management?</p> <ul style="list-style-type: none"> Consider a referral to a financial counsellor. See: moneysmart.gov.au and National Debt Helpline ☎ 1800 007 007. Ask about outstanding fines. Consider assisting your client to pay, manage, appeal or contact PCLC to work off their fines. Ask about gambling harm. Consider a referral. <p>5. Do they need assistance with food and other material aid? Contact a Community Support Centre at Hastings ☎ (03) 5979 2762, Mornington ☎ (03) 5975 1644 or Rosebud ☎ (03) 5986 1285 or other local charity (Check the Shire's Food and other help guide).</p> <p>6. Does your client's home have a spare room? If appropriate, ask your client to consider sharing their home (subject to the landlord's approval).</p> <p>7. Is your client accessing all relevant government payments and services? Check your client's eligibility with Services Australia. Check their eligibility for Commonwealth Rent Assistance</p> <p>8. Is your client accessing all available concessions? Check available concessions</p> <p>9. If there is a proposed rent increase, is it lawful? Seek advice from a legal service.</p>

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	<p>10. Does your client have a plan for seeking alternative, more affordable housing before their assets are depleted to a debilitating low level? Encourage early action.</p>
<p>D. My client is rough sleeping.</p>	<p>11. Do they have a plan for ending rough sleeping? If not, seek assistance, from the Victorian Homelessness Line 24/7 ☎ 1800 825 955 (or directly to The Salvation Army – Homelessness service on 5986 0000).</p> <p>Consider the need for an assertive outreach approach with reference to the Mornington Peninsula Shire’s Integrated Assertive Outreach Planning Tool to make appropriate referrals.</p> <p>For people with health concerns who are not well engaged with a GP, consider referral to Bolton Clarke’s Homeless Persons Program or Peninsula Health.</p> <p>Referral to a Community Support Centre for assistance with food and other help including homelessness outreach and engagement programs (e.g. Splash on the Rosebud foreshore) may also be appropriate.</p>
<p>E. My client has had a relationship breakdown and needs to leave the home.</p>	<p>12. Is the client’s safety at risk? If so, and the risk is imminent advise them to call 000. If the risk is not imminent refer to Orange Door in business hours Family violence support and extra help for children and families (orangedoor.vic.gov.au) or Safe Steps 24/7, 1800 015 188, support them to locate alternative housing, or make the housing they are in safe Family Violence Protection – Tenancy Kit. If the relationship is healthy but is under stress and possibly reconcilable, seek consent to refer to a counselling or reconciliation service.</p>
<p>F. My client has been applying for rentals without success.</p>	<p>13. Is all relevant information, such as all sources of income, being provided in the rental application? For example, Commonwealth Rent Assistance.</p>
	<p>14. Is the client presenting well to real estate agents? Get feedback from an agent and provide or refer for assistance for better presentation.</p>
	<p>15. Are they looking in the right area? Assess whether the client should be guided towards looking for a more affordable type of property or a more affordable area.</p>
<p>G. My client is behind in rent</p>	<p>16. Is your client connected with a lawyer? If not, see options with Dear Landlord - A free, self-help tool to help you stay in your home. Or make a referral for other legal or advocacy help.</p>
	<p>17. Has your client received a one-off payment for rent arrears? If not, apply to Launch Housing for Private Rental Support.</p>

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<p>H. My client is about to be evicted or lose their home.</p>	<p>18. Is the eviction date lawful or can it be extended? Know your rights here Notice to vacate - Tenants Victoria or with the person's consent, refer to Tenants Victoria ☎ 9416 2577 Mon to Fri 9.30am -1.30pm; Peninsula Community Legal Centre or other legal service to check. Services generally prefer to speak to clients directly.</p>
	<p>19. Is the client at risk of being evicted from social housing? Contact WAYSS Tenancy Plus who can assist tenants to sustain their social housing tenancies including assistance with VCAT hearings, rent arrears, tenancy breaches and hoarding.</p>
	<p>20. Does your client have several risk factors that are impacting their tenancy?</p> <p><u>Risk factors:</u> Family violence, mental health, hoarding, disability, substance use, forensic history, and anti-social behaviours, socially isolated.</p> <p>If the above applies to your client contact the DFFH Complex Clients and High-Risk Tenancies team via Complex.ClientsBP@DFFH.vic.gov.au to discuss possible referral pathways. This requires client consent, unless you believe duty of care principles need to be applied.</p> <p>The principle of duty of care is that you have an obligation to avoid acts or omissions, which could be reasonably foreseen to injure or harm other people. This means that you must anticipate risks for your clients and others and take care to prevent them [from] coming to harm.</p> <p>Please note, the program is mainly for public housing tenants however, we can provide consultation for clients not in a public housing property. Only public housing tenants are eligible for funding through the program.</p>
	<p>21. Has temporary accommodation with family or friends been explored? Help client consider and approach members of their extended networks.</p>
	<p>22. Is your client thinking about a caravan park? For this option, check the client has a good reference, the closest possibility may be Frankston or further afield. Find a park listed by the Victorian Caravan Parks Association.</p>
	<p>23. Are there lower cost motel options? Motel accommodation and private rentals for people on limited incomes are becoming unaffordable, cheaper options are currently available in areas such as Dandenong, Melbourne CBD and north-west Melbourne.</p>
<p>I. My client needs financial help to shift.</p>	<p>24. Has your client sought financial assistance? Consider helping them with:</p> <ul style="list-style-type: none"> • Applying for a RentAssist Bond Loan.

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<p>I. My client needs financial help to shift.</p> <p><i>(continued)</i></p>	<ul style="list-style-type: none"> • Applying for a Private Rental Support, including Rent in Advance through Launch Housing (Rent in Advance cannot be provided for social housing tenancies including public and community housing.). • Applying for a No Interest Loan through Good Shepherd ANZ. • Helping them approach family or friends. • If there is a mental health issue, applying to Mentis Assist. • For caravan parks and privately operated rooming houses (excludes ones managed by community housing providers), clients can be assessed for Housing Establishment Funding (HEF) by The Salvation Army Homelessness – Peninsula Service. • Applying for HEF from Peninsula Health Mobile Integrated Health Program, if there are no other options and your client is: <ul style="list-style-type: none"> - Over 50 years and Aboriginal or Torres Strait Islander - Over 65 years, homeless and in need of case management. 												
<p>J. My client needs shared housing.</p>	<p>25. What type of shared housing is suitable?</p> <p>Help your client to explore options for a suitable flatmate / share home arrangement. They include:</p> <ul style="list-style-type: none"> • Supported accommodation in a room with shared facilities in one of the three supported residential services (SRS) at Hastings, Mornington and Mount Eliza. (see Referrals by service providers to SRS or, Mental health services and supported residential services). No pets • A room or bed in one of the Peninsula’s eight rooming houses located in Capel Sound, Hastings, Mount Martha and Rosebud Browse registered rooming houses - Consumer Affairs Victoria, Victoria • For eligible people with a disability, NDIS Specialist Disability Accommodation. • A home share arrangement in the private rental market. Look for these through real estate agents or on social media. Your client may need help to search, assess and apply for a home share through a real estate agent or social media. Or perhaps help to create a post to team up with others to apply for a rental. Social media includes the following: <table border="0" style="margin-left: 20px;"> <tr> <td>- Facebook’s Fairy Floss</td> <td>- The Room Xchange</td> </tr> <tr> <td>- Flatmates</td> <td>- Civic</td> </tr> <tr> <td>- Snug</td> <td>- OzFlatmates</td> </tr> <tr> <td>- Flatmate Finders</td> <td>- Homestay</td> </tr> <tr> <td>- Gumtree</td> <td>- Senior flatmates</td> </tr> <tr> <td>- Housing Hub</td> <td>- Rentola</td> </tr> </table> 	- Facebook’s Fairy Floss	- The Room Xchange	- Flatmates	- Civic	- Snug	- OzFlatmates	- Flatmate Finders	- Homestay	- Gumtree	- Senior flatmates	- Housing Hub	- Rentola
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	(This social media list is provided for information purposes only and is not exhaustive - others are welcome to apply for a listing. The Mornington Peninsula Shire does not endorse or recommend any of these services.)
K. My client has too much stuff.	26. Is it a downsizing issue? Can the client afford professional help? If not, give assistance or help client approach others for financial or other help.
	27. Is there a mental health issue? Make a referral to a GP or mental health service Frankston Mental Health Services - Peninsula Health . People may be eligible for a GP Mental Health Plan (GPMP) with subsidised supports, the South Eastern Melbourne Primary Health Network (SEMPHN) also offers funded supports for eligible clients, familiarise yourself with their services and how to refer here Access and Referral
	28. Is there a fire safety or public health issue? Contact the Mornington Peninsula Shire.
L. My client requires support to live independently or requires Residential Aged Care	29. Are they an older person who needs support? Make a referral to My Aged Care for an assessment for new or changed support to live at home or access aged care.
	30. Are they eligible for the NDIS? Learn about NDIS Home and supported living options . For support with NDIS access contact: <ul style="list-style-type: none"> • Brotherhood of St. Laurence (the Local Area Coordinator) <ul style="list-style-type: none"> ☎ 1300 275 634 ☒ ndis.info@bsl.org.au • Peninsula Health Disability Services.
	31. Does their NDIS Plan need review? If so, provide guidance. Help is available from the Brotherhood of St. Laurence on 1300 275 634. Other assistance maybe through Peninsula Health Disability Services or the client's relevant NDIS Plan Nominee or Support Coordinator.
	32. Is health-related support needed post a hospital stay? Check with the hospital.
	33. Are your clients in need of extra support? Make a referral to MI Health program, Peninsula Health ACCESS on 1300 665 781 for eligible clients who could fall through the cracks due to isolation; communication or cognitive issues; or a history of past experiences with institutions or Government. Eligible clients are people who: <ul style="list-style-type: none"> • are over 45 years and Aboriginal; or • over 50 years

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<p>L. My client requires support to live independently or requires Residential Aged Care</p> <p><i>(continued)</i></p>	<p>and who need intensive support to:</p> <ul style="list-style-type: none"> • understand and access aged care services; or, • connect with other supports (e.g. health, housing services, social support). <p>34. Is mobility an issue?</p> <p>Remember simple supports to make housing more supported and sustainable such as referral to an occupational therapist (OT) for minor home modifications, a specialist OT for orientation and mobility assistance.</p> <p>There is also assistance with transport options for people who don't own a car/or don't drive that include Public Transport & Community Transport - Mornington Peninsula Shire (e.g. Dial a bus).</p> <p>If your client is able to use Public transport but has a disability, cognitive impairment or mental health condition affecting their access, consider applying for an Access Travel Pass - Public Transport Victoria (ptv.vic.gov.au) or Multi Purpose Taxi Program Commercial Passenger Vehicles Victoria (cpv.vic.gov.au)</p> <p>If they have difficulty walking, consider a referral to a physiotherapist to strengthen lower limbs/balance or prescribe a walking aid.</p> <p>If falls with harm are making housing unsuitable consider a referral with consent to the Peninsula Health Falls and Balance Clinics at Frankston, Mornington or Rosebud, services for eligible people are low cost or bulk billed.</p> <p>If they have a foot deformity and require specialist shoes to assist with mobility, consider consent to refer to a podiatrist. Services for eligible people are low cost or bulk billed.</p> <p>35. Are their family, friends and GP aware of the problem?</p> <p>Help plan for safer living including making referrals and helping to strengthen supports.</p>
<p>M. My client wants to move to the Peninsula.</p>	<p>36. Are they aware of the scarcity of affordable housing on the Peninsula?</p> <p>Encourage awareness. Information is available on the Shire's website.</p>
<p>N. My client has multiple and complex needs.</p>	<p>37. Is there a need for a coordinated service response that is beyond your capacity?</p> <p>Consider eligibility for complex need services. MACNI - Multiple and Complex Needs Initiative. This requires consent from the client or their legal guardian appointed through VCAT (if under 18). You can contact Complex.ClientsBP@DFFH.vic.gov.au to discuss potential referrals.</p>

Issue	Assessment and Action
O. Where can I find training for myself?	<p>38. What training is available? Council to Homeless Persons' Specialist Housing Services Learning Hub contains information about the Housing Sector, skill development in trauma informed care, case management etc and Frameworks SHS Learning Hub – Online Training Portal (kineoportal.com.au)</p>
P. I want to keep up to date with what is happening in the sector	<p>39. How do I keep up with changes? Sign up to the Southern Homelessness Services Network (SHSN) newsletter</p>
Q. I would like to network with others on the Mornington Peninsula.	<p>40. How do I join a network? Consider joining one of the following networks:</p> <ul style="list-style-type: none"> • Peninsula Housing Network • Peninsula Service Providers Network • Peninsula Material Aid Network • Community Plate • Frankston Mornington Peninsula Elder Abuse Prevention Network • Student Wellbeing Coordinators Association • Youth Services Network • Respecting Seniors Network <p>Contact the Shire's Community Partnerships Team on 5950 1000 for further information.</p>