



GLEN EIRA
CITY COUNCIL

Homelessness Fact Sheet

Homelessness is not a choice. Homelessness is one of the most potent examples of disadvantage in the community, and one of the most important markers of social exclusion.

There is a [range of services](#) in Glen Eira that offer homelessness support, from housing to financial help and referrals. This *Fact Sheet* offers information and resources for residents who would like to understand more about homelessness.

Types of homelessness

- Persons living in improvised dwellings, tents or sleeping out
- Persons in supported accommodation for the homeless
- Persons staying temporarily with other households
- Persons living in boarding houses (referred to as rooming houses in Victoria)
- Persons in other temporary lodgings
- Persons living in 'severely' crowded dwellings

A person can become homeless for many reasons:

- Family violence
- A shortage of social and affordable housing
- Physical/mental health issues
- Unemployment or job loss
- Drug and alcohol addiction/abuse
- Family and relationship break down
- Not feeling safe at home

Homelessness can affect anyone, and it doesn't discriminate.

Homeless people in Victoria and in Glen Eira

According to the *2016 Australian Bureau of Statistics Census*, there are 24,825 homeless people in Victoria. Youth homelessness (aged 12 to 24) accounts for 24 per cent.

In Glen Eira, 584 identified as homeless in 2016:

- 260 living in supported accommodation for homeless
- 237 living in severely crowded dwellings
- 56 living in boarding houses
- 31 living in temporary lodgings/couch surfing

How can I help?

Services:

- Launch Housing: 1800 825 955 or <https://www.launchhousing.org.au/contact-us>
- Star Health: 9525 1300 or <https://www.starhealth.org.au/contact-us/>
- A full list of community support services in Glen Eira can be found on Council's website at <https://www.gleneira.vic.gov.au/services/community-support>

I want to offer face-to-face help to a rough sleeper in my area.

Although you may want to offer face-to-face help to a person you have seen sleeping rough, it is important to remember that the best point of call is a professional who works in the field. If you are concerned about someone sleeping rough, please call Launch Housing on 1800 825 955 or Star Health on 9525 1300 for support and advice.

I have seen someone who is in need of assistance due to an illness or injury, or might be unconscious.

Call 000 immediately.

I've previously provided someone with services but they are still sleeping rough.

A person experiencing homelessness may not be using services for a number of reasons. They may have had a bad experience with shelters, or it may be unsafe for them to use. It is always a person's choice whether they use these services or not.

Someone I know is experiencing homelessness.

There is stigma around homelessness, and someone experiencing it may feel embarrassed, vulnerable and hopeless — and may not reach out for help. If you suspect that someone you know is experiencing any of the types of homelessness above, the most important thing is to offer support in a caring and non-judgemental way. While offering your support will show you care, it is also important to remember to let them be in control of the situation to feel empowered.

If safe and you feel comfortable to do so, ask them if they have access to the contact information of local support services. If not, let them know they can call the free 24-hour Crisis Line at 1800 825 955. A housing and support worker will take their call and refer them to help in their local area. You can also refer them to Council's [list of community services](#) for support.

I have seen a homeless person being harassed.

Call 000 immediately.

How do I get more involved?

There are many ways you can get more involved to help people facing homelessness.

• Donate

If you are in the position to do so, you can donate money or goods to many homeless services in Victoria:

- Launch Housing: <https://www.launchhousing.org.au/take-action/donating-goods>
- Star Health: <https://www.starhealth.org.au/getting-involved/donate-now/>
- Australian Red Cross: <https://www.redcross.org.au/services/homelessness-services/>
- St. Vincent de Paul Society (Vinnies): https://www.vinnies.org.au/page/Donate/Offline_Donations/
- Mission Australia: <https://www.missionaustralia.com.au/take-action>

• Volunteer

You can offer your time and help by volunteering at Launch Housing or Star Health, or looking into many volunteering opportunities through [Volunteering Victoria](#) and [VolunteerVic](#). Volunteering is an essential part of supporting those facing homelessness.

• Advocate

You can still make an impact by advocating for homeless services in Victoria. To search for your local MP who you can contact to advocate for homeless support and services, visit <https://www.parliament.vic.gov.au/about/people-in-parliament/members-search>