



MISSION AUSTRALIA

Safe Homes Impact Report

July - December 2025



A message from Ben Carblis, Deputy CEO, Mission Australia

On behalf of the people that Mission Australia supports, thank you. Your support of the Safe Homes Campaign is life changing.

In July last year, Mission Australia launched Strategy 2030 - our bold five-year plan that will guide our efforts to deliver more safe, secure homes, expand our impact and strengthen our organisation to better meet human need in Australia. The Safe Homes Campaign is a key enabler of this Strategy – and without your support and conviction this would not be possible.

The latest report from the Productivity Commission shows the housing and homelessness crisis is worsening across Australia¹:

- 🏠 Over 2 in 5 low-income renters faced rental stress in 2024–25
- 🚫 More than 56,000 people needing crisis or longer-term accommodation couldn't access help
- 📈 Social housing waitlists exceed 254,000 households, including over 122,000 in greatest need – a 12% increase

These numbers confirm what Mission Australia sees every day: rental stress, rising cost of living, and the shortage of affordable housing are pushing more people into homelessness. Across Australia, up to 3.2 million people are at risk of losing their home from just one life shock like a rent increase, job loss or eviction.² Your support of this campaign helps individuals and families build opportunities from the foundation of stable housing.

Our latest Impact Report details some of the ways that we are working to prevent homelessness through your support. If you have any questions or would like to introduce us to others who could join us on this journey, please reach out.

Warm regards,

Ben Carblis
Deputy CEO

1. SCRGSP (Steering Committee for the Review of Government Service Provision) 2026, Report on Government Services 2026, Productivity Commission, Canberra.

2. Jackson, A. and Blane, E. (2024). Call Unanswered. Unmet Demand For Specialist Homelessness Services. Impact Economics: Homelessness Australia. Impact-Economics-Call-Unanswered.pdf

Coffs Harbour, NSW

Tailored Support Coordination and Duke Street Youth Housing

Coffs Harbour has been selected as one of the focus areas for our Tenant Outcomes Pillar, based on our strong existing housing and community services presence and the identified needs of the region.

Through the Safe Homes Campaign, Tailored Support Coordination is a key service offered to all our social housing tenants and their households to maintain stable tenancies and improve wellbeing.

Our Duke Street Youth Housing facility provides stable housing to young people experiencing or at risk of homelessness. Providing support alongside their new home helps them to sustain their tenancy whilst achieving their educational or employment goals.

We also support Tailored Support Coordination participants in developing the skills and capabilities needed to transition into the private rental market, should they choose to.

Thank you for supporting the Safe Homes Campaign. Here are just a few direct comments on how your donation has supported our tenants:

"I have somewhere to live and don't have to put up with some of the things I did when I was homeless. I have a roof over my head and a nice place to live. Because I feel better about my life now." Young Person, Duke St. Housing

"Meeting with my supports and attending the activities at Mission Australia allows me to socialise, which helps with my mental health and feeling like I belong." Social Housing Tenant.

Our Impact | July - December 2025

46 people

received support from these services in Coffs Harbour in just 6 months July-December 2025.

3 in 5

who accessed these services sought support for assistance with their housing. For example, housing crisis, housing condition issues, or housing affordability stress.

95%

received support for material/practical assistance and 93% were connected to community and/or linked to other services to support them.

2/3 people

received education support and just over half received support for their health and wellbeing.

Other reasons for seeking support included improving their health and wellbeing, mental health needs, or support with alcohol or other drugs.

Everyone who accessed these support services stayed safely and securely housed while engaged with our services.

Perth, WA

Supporting people with long-term needs in central Perth

Homelessness support services and social housing are critically important in Perth - 24% of the homeless population in Western Australia are rough sleepers, compared to the 6% national average. Rough sleeping has doubled in WA and across Perth in recent years.³

As part of our growing presence in East Perth, Mission Australia has recently been appointed as the Housing Manager and Tenancy Support Provider at the WA Government's newly constructed East Perth Common Ground. This is a purpose-built, permanent supported housing initiative for adults experiencing chronic homelessness (mostly rough sleeping), and with other complex needs. The service will be open at the end of February 2026. The Common Ground model aims to end homelessness for these very vulnerable people, through stable housing and wrap around support services.

Through The Safe Homes Initiative, your donation helps to fund on-site Peer Support Workers at Common Ground East Perth.

Peer Support Workers bring lived experience of homelessness alongside a deep, practical understanding of recovery, service systems and the challenges people face when transitioning from rough sleeping into permanent housing. Their ability to communicate from lived experience builds immediate credibility and trust with tenants, particularly those who may be wary of traditional service models or have experienced repeated system failures. This shared understanding allows Peer Support Workers to engage tenants in a way that is authentic, non-judgmental and grounded in hope, while modelling recovery, stability and community connection.

Peer Support Workers with lived expertise of homelessness will play a key role in welcoming tenants into Common Ground and supporting them through the early stages of tenancy. They will provide informal, peer-based support that helps tenants navigate the transition into permanent housing, build routines, connect with support and feel safe within their new environment. By offering consistent presence, practical guidance and relational support, Peer Support Workers help reduce isolation, promote engagement and support sustained tenancies for people with complex needs.

Mission Australia will establish the Common Ground Tenant Forum as a central mechanism for tenant voice and co-design, with the forum led and supported by our Peer Support Workers. Through this forum, tenants will be supported to provide meaningful feedback on the services, support and activities they value most within the Common Ground community.



3. ABS Census data, 2016 / 2021

Case study:

Pilot tenancy program making a difference for residents



Mission Australia NT Regional Leader Dr Paul Royce, recently spoke to the media about a new pilot integrated tenancy program in Darwin making a real difference for residents.

Early results from the pilot have demonstrated the impact of investing in prevention and early intervention. Outcomes include no evictions for tenants supported through the program, more than 2,000 tenant interactions and 600 support services delivered.

“Through this integrated tenancy program at Litchfield Court, the onsite support and security provided by Mission Australia, Territory Protective Services and our partner organisations have increased safety, particularly for women and children,” Dr Royce said.

“By supporting tenants to manage their tenancies and resolve issues early, we’re helping people stay safely housed and build more secure, long-term tenancies.”

Mission Australia NT State Director Sue Budalich said the success of the program belonged to the community itself.

The learnings from this program will help the Safe Homes Campaign to look at how we continue to engage tenants to sustain their tenancies, improve their wellbeing, ensure neighbourhood harmony and work together as a community.

“We’re incredibly grateful to the Northern Territory Government and the Department of Children and Families for backing this program,” Ms Budalich said.

“But the real stars are the residents who call Litchfield Court home. They’re embracing the support, looking out for one another, and helping to build a stronger, safer community.”

The program is having a positive impact on public housing at the complex, with the pilot program reducing rental debt by 26%, as well as a 42% increase in supported responses to anti-social behaviour, enabling earlier de-escalation.

Department of Housing, Local Government and Community Development CEO Tom Leeming said safe, well-managed public housing benefits everyone – tenants, neighbours and the wider community.

“Reducing rental debt and anti-social behaviour helps protect public housing assets and creates places people are proud to live,” Mr Leeming said.

Measuring the campaign's Social Return on Investment

Mission Australia is collaborating with ImpactLab, a New Zealand firm with sector-leading expertise in measuring social return on investment (SROI).

SROI is the estimated social impact in dollar terms that a program achieves for participants over their lifetimes. It is a challenging undertaking, as it aims to quantify social outcomes in terms of positive benefits (such as increased income or wellbeing) and avoided costs to government.

Mission Australia and ImpactLab have been collaborating over recent months to articulate the predicted SROI for aspects of the Safe Homes Campaign, assessing and collecting data and collaborating on a Theory of Change which ultimately explains how change is created in the community.

This forecast will provide a clear and quantified, evidence-based view of the long-term value of the Safe Homes Campaign, with insights to support Mission Australia's service design, implementation and advocacy. The work will leverage Mission Australia's data, including our sector leading insights around the impact of the work we do.

In addition, ImpactLab is building a complementary dataset of external data, including data around outcomes for people in the health, education and justice systems, which will help forecast the broader social benefit of the Safe Homes Campaign.

The first outputs from this analysis are expected to be completed in the coming months.



Thank you for your support of this important campaign

If you would like to find out how you can help us grow and continue this vital work, please contact:

Wendy Wilson, Campaign Director



0436 911 279



wilsonwe@missionaustralia.com.au



missionaustralia.com.au



MISSION AUSTRALIA