



Impact report Neami housing and homelessness services

At Neami, we're big believers in everyone having the opportunity to live a full life. Our housing and homelessness services are dedicated to supporting peoples' safety and wellbeing, and contributing to healthier, more connected communities.

We provide street-based assertive outreach and supportive housing programs that assist people to find and maintain safe, long-term housing. Recognising the complex challenges that come with homelessness, we connect people with the physical, financial and emotional care they need.

Our integrated teams include case managers and outreach workers, AOD senior case managers, Lived Experience workers, First Nations workers and community health nurses. These diverse perspectives allow us to respond holistically to the complex realities of homelessness.

Outcomes and value

Working across the housing journey from crisis to stable housing and sustaining tenancy, we offer flexibility, consistency and compassion that translates into:

- increased housing stability
- improved mental and physical health
- enhanced social connectedness and community participation

Our approach prioritises:

- trust-based relationships that support long-term engagement
- flexibility and consistency to meet people where they're at
- compassionate support that fosters dignity and autonomy

“Our work in homelessness is deeply connected to other areas, including mental health, youth wellbeing and support for families escaping domestic and family violence. When we help someone into stable, secure housing, the benefits reach far beyond just that individual, but to the broader family and community.”

— James Bell, Neami Director Safety and Homelessness

Partnerships and collaboration

We work in close partnership with local health services, housing providers, First Nations community organisations and other stakeholders to deliver coordinated, culturally responsive supports. Our shared care approach allows us to build a stronger understanding of what people in our communities are facing, and to respond in timely and effective ways that truly make a difference.

“Being in a position to make a difference in someone’s life is an incredible honour. To do so in a way that’s grounded in cultural understanding makes the journey more balanced and meaningful. That’s why working with Neami has been so positive. They listen – really listen – and they don’t try to reshape our cultural practices to fit a predefined model. Instead, we find ways to walk side-by-side.”

Aunty Alison Croall, Tharawal Housing Manager, reflecting on the Neami and Tharawal partnership to deliver the Campbelltown Sustaining Tenancies in Social Housing program

NSW housing and homelessness services

In the 2024–25 financial year, our NSW services supported over 1,800 people, achieving high rates of tenancy establishment and sustained housing – key indicators of long-term impact.

“In the past 12 months, 70–80% of people finished our program with stable housing and feeling supported. The program works and that’s evident in the outcomes.”

Hannah Yeo, Service Manager – STEP B

Supported Transition and Engagement Program (STEP) A

STEP A helps people transition off the streets and into safe permanent homes, with the support of GPs, health and community service support.

161

people supported in 2024–25

15

people housed in 2024–25*

7

years in operation

* Majority of people supported were currently in housing. Tenancy retention data unavailable.

Supported Transition and Engagement Program (STEP) B

Taking a Housing First approach, STEP B provides wraparound support, helping people improve life skills, connect with services and stay confidently housed.

287

people supported in 2024–25

208

people housed in 2024–25

75%

tenancy rate

7

years in operation

Sustaining Tenancies in Social Housing (STSH)

STSH provides assistance to sustain tenancies for people in supported housing. We assist tenants to access support, brokerage, advocacy and other services.

STSH Penrith/Blacktown

211	98.6%	4
people supported in 2024-25	tenancy retention rate	years in operation

STSH Mascot

140	98.6%	4
people supported in 2024-25	tenancy retention rate	years in operation

STSH Campbelltown (Home to Stay)

183	98%	6
people supported in 2024-25	tenancy retention rate	years in operation

Way2Home

Way2Home is an assertive outreach service that supports rough sleepers to access long term housing and other supports.

382	79	15
people supported in 2024-25	people housed in 2024-25	years in operation

Macarthur Accommodation and Access Program (MAAP)

MAAP offers support for single men and couples with no dependent children, who are experiencing or at risk of homelessness.

176	83	11
people supported in 2024-25	people housed in 2024-25	years in operation

Single Adults Support Specialist Homelessness Program (SAHS)

Support for people sleeping rough to secure long-term housing and access wrap-around support to remain housed.

276	172	2
people supported in 2024-25	people housed in 2024-25	years in operation

Together Home Program (THP)

THP delivers outreach support to people who previously experienced homelessness. The program supports people to sustain their tenancy and build a meaningful life in community.

Neami delivered THP in the Port Macquarie, Wollongong, Central Coast and Hunter* regions.

51	100%	5
people supported in 2024-25	tenancy retention rate [#]	years in operation

*Until service closure in March 2025

[#]Wollongong, Central Coast and Hunter; Port Macquarie data unavailable



Extending our impact across Victoria and South Australia

In Victoria and South Australia, Neami supports people experiencing or facing homelessness to secure housing, improve health outcomes, and strengthen community ties – delivering measurable impact across multiple domains of wellbeing.



“We are delighted with the outcomes of the Homelessness Access Program so far, which has met health needs in a difficult to reach population. We are incredibly proud of this project and what it is providing to individuals who often have chronic health issues and would otherwise struggle to receive care.”

Craig Wilding, Western Victoria
Primary Health Network CEO

Towards Home+ (TH+)

Towards Home+ provides intensive, flexible and specialist support for people who are currently experiencing homelessness and sleeping rough.

TH+ Geelong (Vic)

125

people supported in 2024–25

67

people housed in 2024–25

6

years in operation

TH+ Frankston (Vic)

93

people supported in 2024–25

49

people housed in 2024–25

6

years in operation

Homelessness Access Program (Vic)

Working closely with our Towards Home+ Geelong team, the Homelessness Access Program specialises in helping people experiencing homelessness with health assessments, treatment and referrals to physical health services, such as GPs and dentists.

44

people supported in 2024–25

1

years in operation

Geelong Zero Project (Vic)

Neami is a major partner in the Geelong Zero Project. Taking a Housing First approach, the project brings together local organisations with the goal to reduce homelessness and end rough sleeping in Geelong.

150

rough sleepers housed since launch

3

years in operation

Wadamba Wilam (Vic)

Wadamba Wilam (Renew Shelter) provides intensive outreach support to Aboriginal and Torres Strait Islander people who are experiencing homelessness and enduring mental health challenges.

43

people supported in 2024–25

13

years in operation

Safe and Secure Housing Program (SSHP) (SA)

SSHP provides a specialist homelessness response to support women and families impacted by domestic and family violence.

187

people supported in 2024–25

76

people housed in 2024–25

4

years in operation