



Annual Report 2024–25

Safe, secure, and affordable homes for
Victorian renters in a fair housing system.

50
YEARS
OF MAKING
RENTING FAIR

About Tenants Victoria

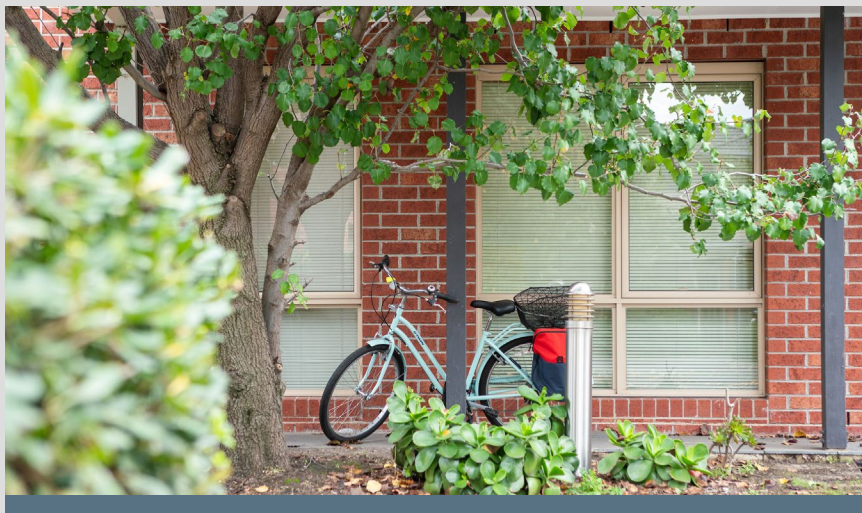


Tenants Victoria is the peak body for the state's renters, who number almost 2 million people. Our vision is for safe, secure and affordable homes for Victorian renters in a fair housing system. For many, renting is a permanent situation rather than a transition from the family home to home ownership. We believe all renters should be able to afford a home that allows them to live full lives and contribute to their communities.

Founded in the 1970s by renters, we aim to empower all renters and make sure their voices are heard in our advocacy. We work in partnership with other community legal centres and housing sector organisations, and strategically with government to inform policy development and enhance service delivery.

Our services include information, legal representation and advice, financial counselling, and outreach. We aim to make the housing system fairer in several ways. We advocate for practices and attitudes that respect renting and for policies and laws that support the rights of renters. We increase the skills of the community workers who assist renters. We provide information that encourages rental providers and real estate agents to act responsibly.

Our offices are on Wurundjeri Woi Wurrung Country. Our work gives us a special insight into the value of place and home, and we respect the Wurundjeri people's ongoing connection to Country, culture and community. We also acknowledge the connection of all First Nations peoples on whose Country Victoria is today situated. We recognise that sovereignty was never ceded and pay our respects to Elders past and present.



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Chair's report

Together with my board colleagues and CEO, I am pleased to present the annual report of Tenants Victoria Ltd for the 2024-25 year.

I joined the Board in December 2024 and am honoured to have been appointed Chair in March 2025 on the retirement of Judith Dickson, who was an exemplary leader of Tenants Victoria since 2017. Judith steered the organisation through a time of sweeping changes for renters, from the pandemic emergency measures to the revised Residential Tenancies Act implemented in 2021, and more recently the Victorian Government's Housing Statement in September 2023 announcing measures including Rental Dispute Resolution Victoria (RDRV).

The launch of RDRV in June 2025 is a landmark change in the way renters and landlords can deal with disputes through mediation without going to a hearing at Victorian Civil and Administrative Tribunal (VCAT). We are part of a robust consultation process with other stakeholders and the Victorian Government to achieve fair outcomes for renters.

Our 'Strategic Plan 2021-2026 – a time to transform' has served us well and the success is reflected in Tenants Victoria's continued growth and excellent reputation. The Board is preparing for our next Strategic Plan, which begins in July 2026.

During the year the 'Renting in Victoria: 2024 Snapshot' from the Victorian Commissioner for Residential Tenancies highlighted how tough it is to be a renter in Victoria. Key findings include:

- More renters are receiving rent increases, and the market is more unaffordable than at any time in the past 10 years
- Today's renters are older, come from more diverse cultural and linguistic backgrounds, and earn more than a decade ago – yet still face housing insecurity
- Landlords have issued 5 times more notices to vacate due to rent arrears since 2021

With so many renters under stress they need more support to deal with difficult market conditions, despite the improvements to their protection in legislation. Tenants Victoria continues to work hard to assist more renters to assert their rights. We began the roll-out of our Digital Front Door project, which makes it easier for renters to find the information they need on our website.

Our evidence-based advocacy included submissions to government on issues ranging from the supply of homes in regional Victoria to regulations on energy efficiency and safety standards. We deepened our research efforts to support advocacy and to highlight ways that services to renters can be improved.

Many factors lead to rental stress. The Board maintained its support for Tenants Victoria's integrated approach to better achieve our strategic goals. Among initiatives in the 2024-25 year we strengthened our direct support for renters by expanding our frontline team with new rental rights officers and financial counsellors.

With so many renters under stress they need more support to deal with difficult market conditions, despite the improvements to their protection in legislation.

We launched new research that aims to provide invaluable insights into the experiences of renters across the state and help us advocate more effectively for fairer policies and stronger renter protections. We also worked on improvements to our website to make it easier for renters to find the exact information they need for their circumstances.

The Board greatly appreciates the increasing support of our funders in another challenging year for renters: Consumer Affairs Victoria, the Department of Families, Fairness and Housing, Victoria Legal Aid, the Financial Counselling Foundation, the Victorian Legal Services Board and Commissioner, the Victorian Property Fund, the Victorian Law Foundation, Consumer Policy Research Centre, the Federation of Community Legal Centres Vic, Homes Victoria and StreetSmart.

The Board continues to evolve and plans to bolster our skills with the appointment of 2 new directors, one with extensive finance, risk and audit experience and the other a senior leader in the areas of stakeholder and government relations, strategy and governance.

I extend my gratitude to my colleagues on the Board, who contribute their extensive expertise to furthering Tenants Victoria's support for renters across Victoria, and do this on an entirely voluntary basis. I have joined the Board as Tenants Victoria continues to be in a robust financial state, a situation we are intent on maintaining in the coming year and beyond.

On behalf of the Board I also thank our CEO, Jennifer Beveridge, who for over 6 years now has led Tenants Victoria with vigour and flair. On her expert watch Tenants Victoria has expanded while responding to challenges and seizing opportunities,

always while focused on the interests of renters. I also thank the Senior Leadership Team for their team leadership and collaboration and dedication to bringing Tenants Victoria's vision into reality.

Finally, thank you to the staff and volunteers of Tenants Victoria. They work hard towards improvements for Victorian renters through direct services to renters including our phone services and extensive website, education and training for workers and the public, and outreach to community groups, while also pressing for systemic change. I and the Board recognise the energy and commitment they bring to their work with and for Victorian renters.

As the rental crisis continues the Board, senior management, staff and volunteers will continue their efforts to empower renters by providing the support, education and training they need to live well in their homes and make the entire housing system fairer.



Serge Sardo
CHAIR

A stylized, handwritten signature in dark ink, appearing to read 'Serge Sardo'.

Chief Executive Officer's report

Over the 2024-25 year advocacy and law reform have been a key focus for Tenants Victoria as we consulted closely with government on the implementation of the Housing Statement reforms announced in September 2023 – reforms set to make significant differences to the lives of Victorian renters.



CEO Jennifer Beveridge at Tenants Victoria's 50th anniversary celebration in July 2024.

The Consumer and Planning Legislation Amendment (Housing Statement Reform) Act 2024 was passed by Parliament on 6 March 2025, with most of the reforms starting in November 2025. Key changes include banning rent bidding, strengthening compliance with minimum standards, protection of renter privacy and requiring destruction of a renter's private information after use. The new laws will also make it mandatory to use a standard rental application form so that only relevant information is collected about renters when they apply for a home to rent.

One of the most important reforms, long championed by Tenants Victoria, is the abolition of 'no cause' evictions for all renters. Under new laws a rental provider can only seek an eviction for valid reasons such as sale of the property, moving back in or significant rent arrears. This is a win for renters, closing a gap in Victorian protections and another step towards secure housing for renters.

Other reforms allow new factors for deciding if a rent increase is excessive. Tenants Victoria has long argued for the adoption of a 'fairness formula' for rent increases. We are consulting with government as they develop these new regulations to ensure that rent increases are fair, predictable and reasonable. New laws for the registration of real estate agent representatives, such as rental property managers employed in real estate agencies and new requirements for professional development and training, will improve professionalism of rental management and assist both property managers and rental providers to understand and comply with the new laws. Again, we are working with government as it develops these laws and training requirements.

Throughout the year we also continued our strong and evidence-based advocacy to government for further reforms to the Residential Tenancies Act 1997, advocacy that is always grounded in the

evidence base that comes from the work of our multidisciplinary teams to support renters and understand their needs.

Further changes announced in late 2024 included stricter evidence requirements for rental providers claiming bond money, better access to keys in apartment buildings, caps on lease break fees and Victoria's first portable bond scheme. These reforms reflect Tenants Victoria's evidence-based advocacy, informed by the experiences of renters who contact us every day.

We also influenced new minimum standards. From March 2027, all new private rental agreements must include an efficient air conditioner, with full coverage by July 2030. Community housing providers will follow similar timelines. This reform, combined with new energy efficiency measures, will improve renters' comfort and affordability as the climate heats up. Climate justice is increasingly shaping our advocacy.

Another landmark reform is the creation of RDRV. Intended as an accessible and informal way to resolve disputes early, RDRV launched in June 2025. After government placed it within VCAT, Tenants Victoria worked closely with VCAT and the RDRV team to ensure the model responds to renters' needs. This is especially important in a tight market where renters can feel reluctant to assert their rights. Tenants Victoria was also invited to join the Parliamentary Secretary's Implementation Advisory Group, helping to oversee the delivery of RDRV and ensure it provides sound, renter-focused outcomes. We will continue collaborating with RDRV to strengthen its approach.

As we celebrated our 50th year of operations in July 2024, demand for our services remains high and beyond our capacity to meet it. We remained focused on helping Victorian renters to live securely and comfortably in their homes and our dedication to supporting and informing renters on their rights continues unabated. Yet for too many people renting is not comfortable or secure.

I commend this annual report to you and encourage you to read more about our work with, and on behalf of, Victorian renters. Renters are at the core of everything we do and our vision of safe, secure and affordable homes for all renters continues to drive our efforts. Thank you for your support in helping us achieve that vision.

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Jennifer Beveridge
CHIEF EXECUTIVE OFFICER

Reconciliation Action Plan

Our inaugural **Reflect Reconciliation Action Plan** (RAP) guided us as we learn how to better work in partnership with First Nations organisations and better support First Nations renters. We continued to build staff awareness and understanding of the impact of colonisation and First Nations peoples' experience of housing and renting challenges through formal and informal learning. This included:

- A presentation to all staff by Aboriginal Housing Victoria on Mana-na woorn-tyeen maar-takoort (Every Aboriginal Person Has a Home; The Victorian Aboriginal Housing and Homelessness Framework)
- A presentation to all staff by the First Peoples' Assembly of Victoria engagement team
- Staff attendance at NAIDOC Week events in July 2024 and at a section of the Yoorook Walk for Truth from Portland in western Victoria to the Victorian Parliament in June 2025

We turned our attention to understanding more about how our services and programs complement those of Aboriginal-controlled community organisations and other services for First Nations renters. With our Reflect RAP concluding in March 2025 we began to explore what we need to do to improve access, referrals and service approaches in future, which will be the priority for our next Innovate RAP.



Walking on Country Underneath the Stars

Artist: Mukjarawaint, Yorta Yorta

Story: The yellow oxide dots represent children and the red dots adolescents and young people. The white dots on the outer edge represent Elders guiding and the individual's journey along the way – learning about culture, lore and land.

Our impact



Information and legal services

We helped **7042 renters** in 10220 information and legal services



Advice to community organisations

We provided legal information to **343 community organisations** in **783** services



Financial counselling

We helped **489 renters** in 643 services



Social work

We helped **128 renters** in 131 services



Rooming house outreach

We helped **46 residents**, including 89 referrals to other services



Training

We conducted **42 training sessions** for community workers, with **1529 attendances**



Community connections

We engaged with **303 community leaders** and grassroots organisations

Renter feedback

71%

of renters who received legal, financial counselling or social work services were generally satisfied with our service.

70%

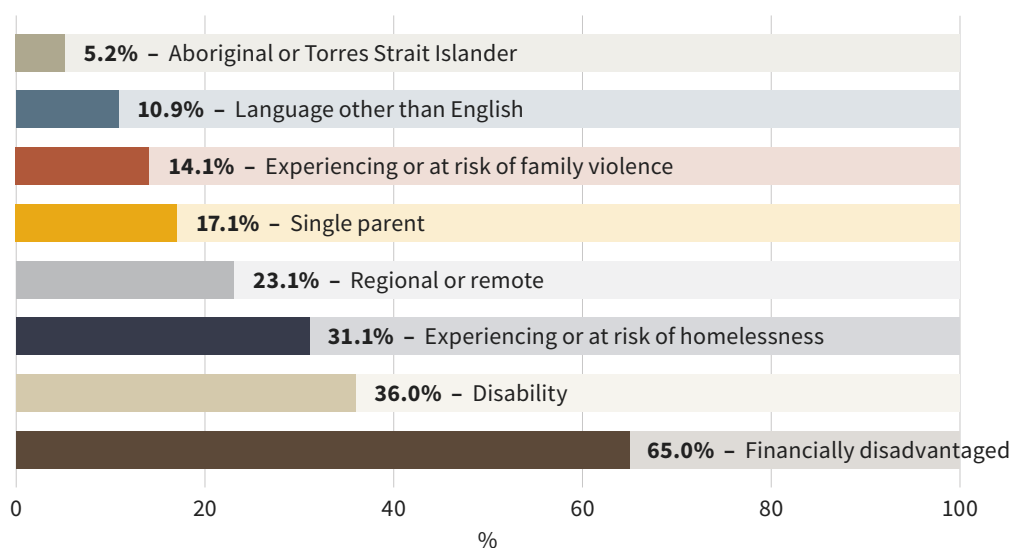
of renters reported feeling hopeful, confident, more informed or less stressed after receiving support from us.

Age range

We helped renters ranging from **15 to 85** years of age.

Renter profiles

For renters who received legal, financial counselling, social work or outreach services:



Issues renters contacted us about

Website

1.34 million page views

558,400 unique visitors to website

Top 10 topic pages by views

Topic page	Views
Ending your lease	83,538
Lease breaking	61,166
Notice to vacate	52,312
Rental home is being sold	51,542
Moving out	47,843
Compensation for renters	47,752
Bonds	42,175
Repairs and maintenance	41,569
Privacy and entry	33,113
Defending bond and compensation claims	32,008

Our services

We delivered **11,824** services to clients

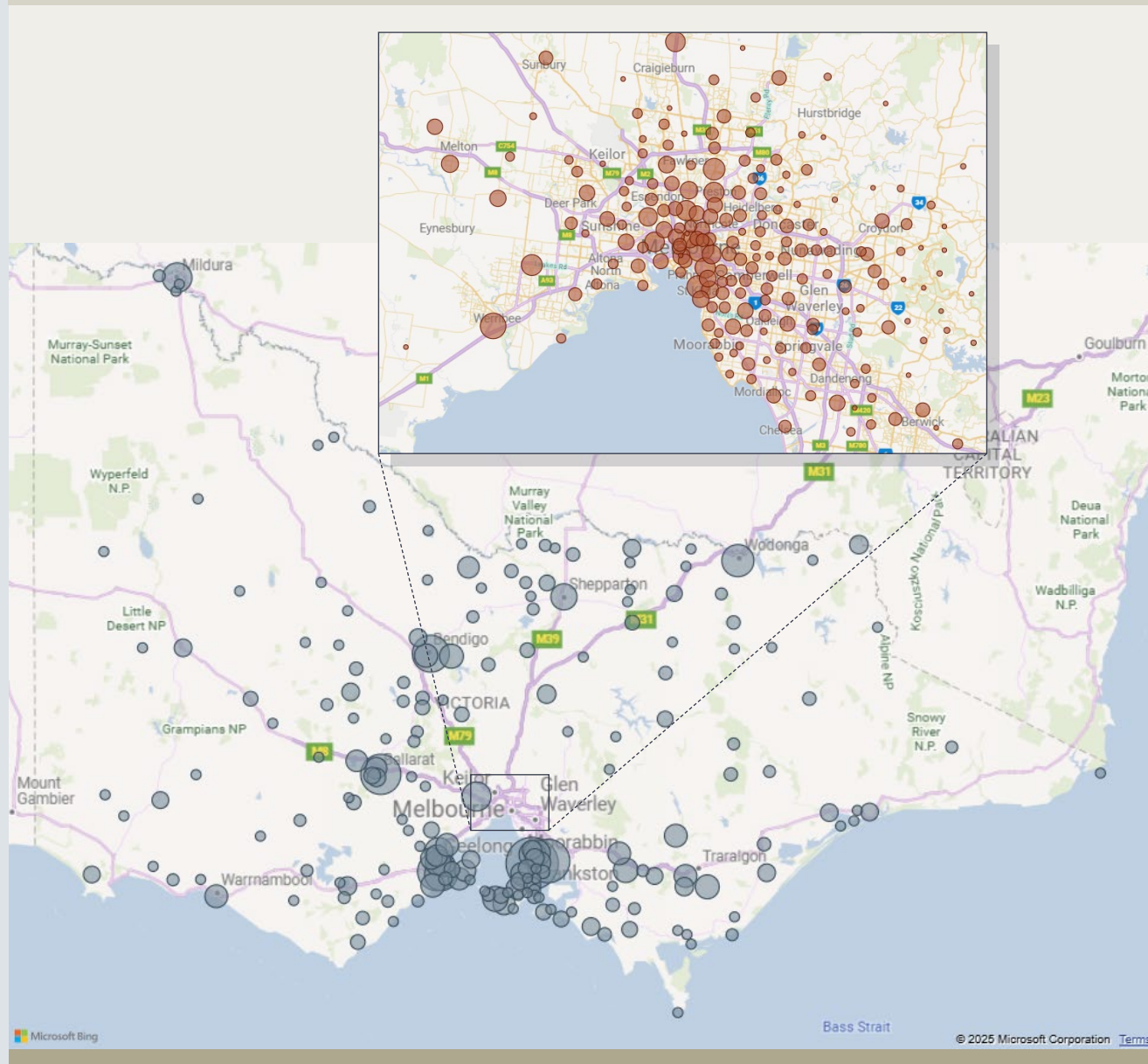
Top 10 issues raised by renters

Inquiry	Number of services	Percentage of all services
Urgent repairs	2228	18.8%
Notice to vacate	2122	17.9%
Compensation claim by renter	1256	10.6%
Bonds	1091	9.2%
Lease-breaking	960	8.1%
Rent increase	764	6.5%
Non-urgent repairs	731	6.2%
Rent arrears	634	5.4%
Assignment and subletting	513	4.3%
Breach of rental provider duties	456	3.9%

Reach of our service

20% of our clients across all our services — information, legal, financial counselling, social work and outreach — were **from regional Victoria**, an increase from 18% in the preceding 2 years.

Our service reached every local government area across Victoria.



Client Services Team

Cameron Bloye

DIRECTOR OF CLIENT SERVICES AND DEPUTY CEO

Tenants Victoria's Client Services Team consists of Lawyers, Financial Counsellors, Social Workers, Rental Rights Officers and our Rooming House Outreach Worker. We provide multidisciplinary and varied support to renters according to what they need to resolve their renting issues. This includes initial information and referrals, advice and ongoing casework and representation, including representing renters in VCAT and supporting them to find and obtain a new rental when their existing rental housing is not sustainable.



Renter Support Services Manager Linda Burnett (left) and Policy Lead Annie Woodger lead a session at the Financial Counselling Victoria Housing Summit in March 2025.

In addition to direct support for renters, our Client Services Team contributes to the policy and advocacy work of Tenants Victoria. Our team supports renters to make complaints to compliance bodies, including Consumer Affairs Victoria, the Housing Registrar, and the Victorian Ombudsman. Our team also collects data and case studies on the systemic issues that Victorian renters face, helping to ensure that Tenants Victoria's policy and advocacy work is centred on the priorities and real-life experiences of Victorian renters.

So many tenants are reluctant to reach out and take action against the landlord/real estate agent due to [being] scared of the potential consequences.

Comment from survey of renters who received Tenants Victoria services

Service expansion

In 2024-25 we significantly expanded our service delivery capacity in order to better meet the extraordinary demands on our services by Victorian renters. In 2024-25 our Client Services Team provided approximately 11,000 services, an increase of 29% from 2023-24, to over 7000 renters.

Despite this expansion, we remain unable to meet the huge demands on our service, with Tenants Victoria being the place that many Victorian renters come to for help. Even with our expanded Client Services Team, only 15–20% of all calls by renters are able to get through to us for help.

Who we helped

We assisted renters from a variety of backgrounds and circumstances. We are a statewide service, with 20% of renters we helped living in regional or remote areas. Across the state 31% were experiencing, or at risk of, homelessness, 14% were experiencing, or at risk of, family violence, and 11% spoke a language other than English. The most common issues that renters sought our help with were urgent repairs, evictions and notices to vacate, compensation claims and bond claims. See pages 9 and 10 for more detail on who we helped and the issues they contacted us about.

Service transformation and innovation

In addition to the expansion of our services, in 2024-25 Tenants Victoria continued to innovate and redesign them in order to deliver more effective and impactful services, and to better meet the excess demands on our service.

Alongside the expansion of wraparound supports for renters, we also significantly invested in ‘light-touch’ supports for renters who are able to advocate for themselves with more limited support. In particular, we invested in the expansion of our Rental Rights Officer Team, which meant we were able to provide approximately 7900 information services over the phone to renters – a 44% increase from 2023-24. Evaluations of these services showed highly positive outcomes for renters, as noted below.

Alongside our Rental Rights Officers, we delivered 943 services to renters through our Repairs and Compensation Clinic, which operates with our Supervising Lawyer supporting and supervising law students to directly assist renters. This clinic commenced in January 2024 with funding from the Victorian Legal Services Board. It focuses on one-off support for renters to help them navigate the process of seeking repairs for their rental property and making applications for repairs and/or compensation at VCAT.

Looking ahead, we also invested significantly in designing the next phase of our services to renters, for implementation in 2025-26. This includes:

- Developing ‘live chat’ services to renters through our website, to go live in late 2025
- Commencing sector-wide consultation and design on what a technology-enabled, renter-centred and efficient referrals (making direct contact with other services on behalf of the renter) system for the renter-services sector could look like. We plan to start a prototype pilot by early 2026

Achieving positive outcomes for renters

Evaluation of our services to renters in 2024-25 shows that we are effectively helping renters to resolve their issues and helping them to achieve positive rental housing outcomes.

For renters who received legal services, financial counselling or social work support, our survey results showed that:

- **71% of respondents were generally satisfied** with these services
- **Renters who received multi-disciplinary services** (at least 2 of legal, financial counselling and social work support) **had generally higher satisfaction** than other renters
- Renters often felt they could use additional support from Tenants Victoria to address their rental issues
- Our more intensive services had a more positive impact on renters' feelings after receiving support from Tenants Victoria:
 - **Legal tasks:** increase in renters reporting positive feelings from 27% before receiving the service to 77% after
 - **Social work services:** increase in renters reporting positive feelings from 15% before receiving the service to 85% after
 - **Representation services** (where we took on a renter's case and sought to resolve it on their behalf, often including representing them at VCAT): decrease in respondents reporting negative feelings from 100% before receiving the service to 14% after

With the expansion of 'light-touch' services to reach more renters, a survey of renters who had just received an information service from Tenants Victoria showed that these services

are also highly effective in helping renters to resolve their own issues, even without ongoing or wraparound support:

- **81% of respondents were generally satisfied**, a very positive result, considering these renters only received one-off information services and no further support
- Respondents **felt more informed (68%) and more confident to take action (63%)** after speaking to us
- **57% of renters took steps to resolve their renting problem after calling us** through VCAT, a regulatory agency, or directly with their rental provider or real estate agent

These evaluations also showed that access to our services remains a key issue, with 69% of respondents reporting that they needed to call between 1 and 5 times to get through, while 26% had to call more than 6 times.

Supporting community workers who support renters

Tenants Victoria's lawyers provided 783 secondary consultation services to workers in other organisations that assist renters through our Community Worker Tenancy Service, supporting more Victorian renters to live in safe, secure and affordable homes.

The most common issues for renters supported by other organisations were:

- Evictions and notices to vacate
- Urgent repairs
- Family and personal violence issues
- Social housing administration and regulations
- Rent arrears

Community Engagement Team

Damien Patterson

DIRECTOR OF POLICY, ADVOCACY AND ENGAGEMENT

Tenants Victoria's Community Engagement Team is focused on supporting the Victorian community to understand the rights that renters have – and the rights renters need – so they can have safe, secure and affordable housing.

With a triple focus on engaging directly with renters, sector support and capability, and advocacy that puts renters first, in 2024-25 our Community Engagement Team expanded into new areas, grew our existing responses and helped win important improvements to Victoria's rental system that will benefit all renters.

Direct engagement with renters

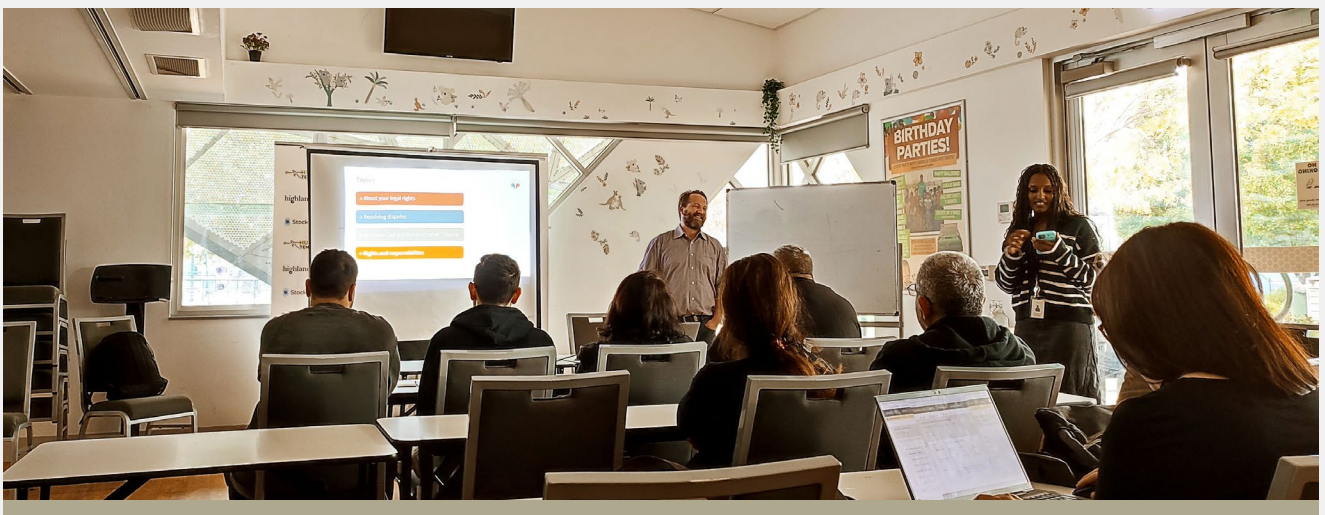
Victoria's rental laws include substantial rights for renters. It is an essential part of Tenants Victoria's mission to support renters and the broader Victorian community to understand and uphold these rights.

In 2024-25 when renters wanted to understand their rights or learn more about their dispute, they came to Tenants Victoria, starting with our website.

Tenants Victoria's website had 558,000 unique visitors in 2024-25, which is almost one website visit for every renting household in Victoria.

At Tenants Victoria, we know that newly arrived migrants are more likely to rent, and less likely to know Victorian residential tenancy law. This is why our multilingual community engagement team builds relationships with multicultural communities – and the support organisations and community leaders that multicultural renters go to first for advice. Over the year, our outreach included 3 large online rental-rights forums delivered in partnership with the Victorian Multicultural Commission, along with a regional online forum for new migrants and refugee communities in the Gippsland region. We also held an in-person forum in partnership with the Wyndham Humanitarian Network, which provided live translation in Karen, Somali and Oromo languages.

Ben Cording, Lead Lawyer for Community Education, with Reham Ishag, Intake Coordinator from Spectrum Migrant Resource Centre, at a session on renter rights in Craigieburn.



We also held 13 small-group discussions with grassroots multicultural community organisations. Other sessions included introductions to renting in Victoria for international postgraduate students at the University of Melbourne. In total we recorded 821 attendances across 20 community sessions. Our community-language resources continued to expand with a new ‘Finding a rental’ factsheet translated into Arabic, Chinese, Dari, Hindi and Punjabi.

Renters whose homes have been impacted by disasters were also a major focus. When floods or bushfires affect a community it can be hard to know what to do – and what the consequences will be. Our new website page, **When disaster strikes – FAQs for renters**, includes a helpful checklist. We also developed a suite of video resources to guide renters in this trying time, set to be launched soon.

Tenants Victoria speaks every day to renters who want to assert their rights, but for whom VCAT appears too daunting. Supporting renters’ ability and willingness to assert their rights is core to Tenants Victoria’s DNA. Our new set of explainer videos, **Going to VCAT**, are a visually appealing way for renters to understand VCAT, and we hope they help renters to feel empowered to take this next step.

Key to asserting rights is knowing what they are. Tenants Victoria continues to promote information on rental rights and responsibilities on the platforms renters use every day. Whether it is our accounts on Instagram, Facebook, LinkedIn or X, or straight to inboxes in our 2 newsletters, The Renters Review and Multicultural Matters, Tenants Victoria continues to expand our audiences to bring renters the information they need about their rights.

Sector support and capability

In the 2023-24 year we were successful in advocating for funding from the Victorian Government for an expansion of renter support services across Victoria for workers who help renters every day. To meet the needs of this enlarged workforce in 2024-25 we increased our training offer through our sector support and capability program. We launched a new one-on-one service that supports workers in the expanded services with in-depth consultation, advice and legal research. We also launched 2 new training products: ‘financial hardship and renters’, and ‘navigating assistance available to renters’.

Tenants Victoria continues to play a critical role in training renter support workers across Victoria. This includes a focus on both knowledge of Victoria’s complex residential tenancy laws and skills for supporting renters who are in dispute. New training sessions on complaints, regulations, internal appeals and evictions complemented existing tenancy sector training such as our long-running Communities of Practice. In 2024-25, we delivered 52 training sessions, primarily for Tenancy Advocacy and Assistance Program and Tenancy Plus workers, community legal centre advocates and community support workers.

Expanding our program also provided us with the opportunity to consider how else our sector support can be improved. We launched a new **quarterly calendar** so that people can browse upcoming sessions, and we are improving our evaluation of sessions to better understand what is working for our audience – and how to target upcoming training offers.

Advocacy that puts renters first

Renters won significant new rights in 2024-25 with the passing of the Consumer and Planning Legislation Amendment (Housing Statement Reform) Act 2024. Removing the remaining ‘no reason’ eviction has been a key priority for Tenants Victoria and renters for many years, and means renters are better able to assert their rights, such as asking for repairs, without the anxiety of being evicted for no clear grounds. The Act also banned rental bidding, extended notice periods for rent increases or evictions, and formally established the previously announced rental mediation body RDRV.

Behind the scenes we continue to advocate for further improvements to residential tenancy laws. Informed by the work we do with renters every day, we coordinated input from across the statewide renter support sector to produce a detailed analysis of the current Residential Tenancies Act and priorities for future reform, with some progress, as noted in the CEO’s report on pages 6 and 7. We continue to share our ideas with government to address the power imbalance in the rental market.

We were pleased to see the launch of the previously announced rental mediation body, Rental Dispute Resolution Victoria, in late June 2025. This new approach, characterised by professional mediators hearing from both parties and seeking to identify an agreed solution, provides renters with the pathway they have been calling for to resolve disputes without the need for a VCAT hearing. Throughout the development process, Tenants Victoria coordinated input from a range of renter services. This included providing thorough submissions on our priorities for renters, and tracking progress towards a new, and less adversarial, system for when renters need repairs, to contest bond claims or to challenge a rent increase.

The work of the Community Engagement Team is supported by Tenants Victoria’s strong representation on behalf of renters in the media. Whether advocating for a fairer housing system or improving the community’s knowledge of the rights renters currently have and how to get them applied, we put forward the case for renters to the media in 100 stories in the past financial year.

I cannot recommend reaching out to Tenants Victoria enough. I wish I’d done it a long time ago. They taught me I have renters rights and not to be scared to use them.

Comment from survey of renters who received Tenants Victoria services



Sector Support Lawyer Agata Nabaglo and Senior Social Worker Johnny Radas at a Community of Practice for renter support workers in May 2025.

Impact and Innovation Team

Carman Parsons

DIRECTOR OF IMPACT AND INNOVATION

The Impact and Innovation Team supports Tenants Victoria's service delivery to renters, workers and the community and its work to advocate for and advise government on renting system improvements through:

- Data visualisations and analysis
- Gathering feedback from renters and analysing trends in the data
- Renter-informed research
- Research, design and functional support to support our website users' experience
- Renter-centred service design support and internal capacity building

Designed and launched website Digital Front Door

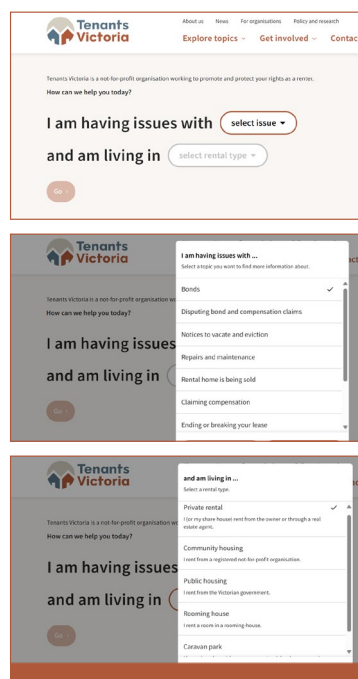
These new improvements made it simpler for renters to explore the **Tenants Victoria website** and connect with the most relevant information and services. After speaking with a range of Victorian renters we designed, tested and implemented several updates, including:

- A refreshed homepage with 'smart navigation' that guides renters to information based on their renting situation: private rentals, community housing, public housing, rooming houses and caravan parks. And for those who prefer it, our existing navigation via the menu or the search function is still available
- A new contact page that outlines both Tenants Victoria's and external support services, with the option to filter by rental type
- Topic pages that are easier to scan and understand – covering common issues such as repairs, bonds, notices to vacate, evictions and ending leases



Discussing the 'Restricted, resilient, resourceful' report are (from left) Andi Sebastian, from Council of Single Mothers and their Children, and Hannah Gray and Carman Parsons from Tenants Victoria.

These improvements are part of our commitment to improving renters' experience by making access to information, tools and support easier. We will continue to improve the resources, usability and tools on our website.



Navigation on Tenants Victoria's website now guides renters to information based on their renting situation.

Research

Restricted, resilient, resourceful: Legal help-seeking among single-parent renters

Our research on this group of renters set out to better understand the help-seeking journeys of single parents who rent in Victoria. In June 2025 we published the report on the research, **Restricted, resilient, resourceful: Legal help-seeking among single-parent renters**.

For many single parents renting in Victoria, deciding which pathway to take when addressing a rental or related legal problem often means overcoming additional challenges, including limited resources and time and access to suitable housing options. We interviewed 19 single parents renting in Victoria to better understand the pathways they take when faced with a rental issue.

We found that legal capability tends to fluctuate among renters over time due to intersecting individual, environmental and structural factors that enable or restrict their ability to engage with their rights as renters, take on legal information and take legal action.

Existing service practices that help improve legal knowledge, confidence and literacy are instrumental in aiding the development of skills needed to address rental legal problems. However, services should go further – by placing greater emphasis on acknowledging, accommodating and combatting external factors through a multidisciplinary approach that addresses complex and interconnected legal, financial, health and housing issues.

Carman Parsons, Director of Impact and Innovation, says: ‘This project helped us realise the value of embedding research into our practice. It’s shifted how we think about service delivery and opened doors to more collaborative, evidence-based approaches.’

Setting the price

We worked with the Consumer Policy Research Centre on research about practices property managers and rental providers use when setting rent increases in the private market. The report on the research will be published in September 2025.

Fantastic service – I felt extremely supported and confident in my rights. Really impressed and reassured to know such a service exists to ‘look after the little guy’.

Comment from survey of renters who received Tenants Victoria services

Data-driven impact

We created a suite of service data visualisations and upskilled senior leaders and managers on finding and interpreting service data trends.

We designed a new approach to getting feedback from renters who receive our services and ran this process twice this year. We used the findings for evaluation, reflection and service improvement work.

We also made some improvements to how we collect and analyse service data – moving our client data infrastructure to a secure cloud base and automating phone service analytics.

During the year organisational data literacy and capacity was boosted. This included deploying a suite of 13 new dashboards for the business analytics platform Power BI across all work areas and training an expanded team of 16 Power BI users, thus upskilling staff in interpreting data insights for their work. The Data Working Group was established, which brings together staff from across the organisation.

Looking ahead

The Impact and Innovation team will support service improvements through building capacity in evaluation and impact, improved data collection and reporting for education, communications and policy activities, and supporting managers to build skills in data analysis and data-based decision making.

The team will help improve organisational efficiency through improved digital workspaces for finding resources, record keeping and collaboration.

We will provide staff, volunteers and partners with workshops and other opportunities to reflect, ideate improvements, and work together to test, refine and improve our impact.



People and Corporate Services

Kylie Betts

DIRECTOR OF PEOPLE AND CORPORATE SERVICES

People and Corporate Services underpins all Tenants Victoria's support for renters and work for systemic change through developing staff and internal culture and shaping organisational capability.

Judith Dickson Housing Justice Internship awarded

To celebrate the remarkable legacy of Judith Dickson, who served with distinction as both Director from 2017 and later Chair of Tenants Victoria's Board from 2018 to 2025, we are proud to honour her exceptional leadership and longstanding commitment to practical legal training through the creation of the annual Judith Dickson Housing Justice Internship.

Judith's contribution to Tenants Victoria and her passion for developing the next generation of legal professionals through mentoring, education and hands-on experience has left an enduring mark on both the organisation and the wider legal sector.

The inaugural internship has been awarded to Chamodhi (Charm) Polwatta, a dedicated student volunteer at our Repairs and Compensation Clinic who is studying for a Bachelor of Law and a Bachelor of Commerce. Charm has already demonstrated a deep commitment to supporting renters and a keen interest in the intersection of law, policy and community wellbeing.

This paid internship provides Charm with the opportunity to work alongside our experienced legal team, develop practical skills in tenancy law, and contribute directly to improving housing outcomes for renters across Victoria. The internship program also reflects Judith's vision that emerging professionals gain not only legal expertise but also a strong sense of social justice and empathy for those they serve.



From left, Supervising Lawyer Luke Scully, Housing Justice Intern Charm Polwatta and Managing Lawyer Elly Hayes-Childs.

This paid internship provides Charm with the opportunity to work alongside our experienced legal team, develop practical skills in tenancy law, and contribute directly to improving housing outcomes for renters across Victoria.

Mental Health First Aid for Legal Professionals course

Looking after mental wellbeing is not just good practice. It's essential to delivering compassionate, effective services to renters across Victoria. Two staff members from our Client Services Team successfully completed the Mental Health First Aid for Legal Professionals course. This specialised training equips them with the skills and confidence to recognise the signs of mental health challenges in the workplace, provide initial support, and guide colleagues towards appropriate professional help. Now accredited, they have taken up the formal roles of Mental Health First Aid Officers.

At Tenants Victoria, we recognise that the legal profession can be demanding not only for those delivering services, but also for the people we serve, many of whom are experiencing stress, anxiety or hardship. By investing in mental health first aid training we are building a workplace culture where mental health and wellbeing are valued just as highly as professional expertise.

We are proud of our staff for taking on this important learning and for contributing to a healthier, caring workplace for us all.

Emerging Leaders Program

In May 2025 we commenced our 5-month comprehensive and transformative Emerging Leaders Program. In an immersive leadership journey, the program brings together workshops, coaching sessions and peer partner groups, where peers meet regularly to reflect and share learnings. This bespoke program, developed in collaboration with a trusted learning partner, was carefully designed to strengthen the skills, confidence and strategic thinking of our team of emerging leaders, equipping them to deliver on our ambitious organisational goals.

Over the 5 months, participants engaged in a blend of interactive learning, reflective practice and real-world application. The program fostered stronger team connectedness and encouraged a collaborative, interdependent way of working, building trust, mutual respect, and a shared sense of purpose.

Together, we explored and workshopped critical leadership topics, including:

- Leadership mindset and presence – understanding how to inspire, guide and empower others
- Effective communication – fostering clarity, influence and empathy in interactions
- Coaching for growth – unlocking potential in individuals and teams through constructive feedback and support
- Leading teams and managing conflict – navigating challenges with confidence and building unity through differences
- Motivation and engagement – creating environments where people thrive and bring their best selves to work
- Strategic thinking – shaping decisions with long-term vision and organisational impact in mind

This investment in our people reflects our belief that strong, collaborative and inspired leaders are essential to driving meaningful change for the communities we serve.

Financial report

This financial year, Tenants Victoria delivered another solid result, achieving a surplus of \$795,308.

Total income rose to \$6.35 million. This significant increase not only reflects a strong political commitment to addressing rental challenges, but also demonstrates the timely and responsive allocation of additional funding by our key partners — a direct result of sustained advocacy highlighting the urgent needs of renters. A portion of this funding will be carried forward into the next financial year, with clearly defined expectations for the delivery of additional services.

Funding from Consumer Affairs Victoria, the Department of Families, Fairness and Housing, Victoria Legal Aid, and the Financial Counselling Foundation, contributed 92% of our revenue. We were also pleased to receive funding from the Federation of Community Legal Centres, and the Consumer Policy Research Centre.

Sound financial stewardship further strengthened our position. The introduction of a new Cash Investment Policy delivered a solid increase in interest income from reserves. Equally important has been the generosity of our donors, whose support was especially meaningful during our 50th anniversary celebration in July 2024 — a milestone for both our organisation and the renters we proudly serve.

With income growth came a 45% rise in expenditure, reaching \$5.56 million, up from \$3.83 million the previous year. Of this, 80% was invested in expanding and strengthening our staffing resources, ensuring the expertise and capacity needed to meet the ongoing demand for renter support services (79% in the financial year 2023-24). A further 8% was allocated to direct project costs, up from 3% in the prior year.

By June 2025, Tenants Victoria held cash reserves of \$3.19 million, a 28% increase on the previous year. This growth reflects disciplined expenditure management alongside the continued receipt of advance grant funding at levels consistent with 2023-24. Our reserves are managed prudently, held in transaction and short-term savings accounts to provide flexibility for both operational needs and future strategic priorities. These arrangements are now formally governed by our Cash Investment Policy.

From this year, project-level financial data has been recorded directly within our accounting system, allowing faster, more detailed reporting with less administrative effort and improved transparency. At the same time, we have strengthened our bottom-up approach to budgeting and reforecasting, engaging project managers and the Senior Leadership Team from the outset. By providing insights and taking ownership of their budgets, teams have enhanced planning accuracy while reinforcing operational accountability and alignment.

Tenants Victoria enters the 2025-26 financial year with a sound financial position and a reinforced mandate to represent, support, and uphold the rights of renters across Victoria through evidence-based policy, advocacy, and service delivery.



Jason Yao, CPA
CHIEF FINANCIAL OFFICER

Financial statements

Statement of Profit or Loss and Other Comprehensive Income

for the year ended 30 June 2024

	2025 \$	2024 \$
Revenue from continuing activities	6,351,069	3,959,763
Employee benefit expenses	(4,262,871)	(2,921,730)
Project expenses	(461,816)	(109,881)
Information and communication technology expenses	(226,301)	(170,274)
Organisational improvement and consultancy expenses	(71,687)	(194,919)
Administration expenses	(264,490)	(150,839)
Occupancy expenses	(27,972)	(21,417)
Membership and affiliation expenses	(12,742)	(10,945)
Legal fees	(1,664)	(7,693)
Depreciation and amortisation expenses	(206,276)	(213,342)
Interest expenses	(19,943)	(30,274)
Surplus/(Deficit) before income tax	795,307	128,449
Income tax expense	-	-
Net surplus/(deficit) for the year	795,307	128,449
Other comprehensive income		
Other comprehensive income for the year, net of tax	-	-
Total comprehensive profit/(loss) for the year	795,307	128,449

Statement of Financial Position

as at 30 June 2024

	2025 \$	2024 \$
Current assets		
Cash and cash equivalents	1,854,690	1,795,110
Trade and other receivables	218,474	47,494
Financial assets	1,229,239	595,077
Other current assets	85,364	129,498
Total current assets	3,387,767	2,567,179
Non-current assets		
Trade and other receivables	210,420	185,359
Plant and equipment	85,034	36,400
Right of use assets	172,243	360,144
Total non-current assets	467,697	581,903
Total assets	3,855,464	3,149,082
Current liabilities		
Trade and other payables	295,679	224,879
Tax liabilities	92,449	91,447
Provisions - employee entitlements	255,900	166,181
Lease liabilities	256,637	260,031
Other current liabilities	775,000	792,547
Total current liabilities	1,675,665	1,535,085
Non-current liabilities		
Provisions - employee entitlements	117,729	90,597
Lease liabilities	-	256,637
Total non-current liabilities	117,729	347,234
Total liabilities	1,793,394	1,882,319
Net assets	2,062,070	1,266,763
Equity		
Retained surplus	2,062,070	1,266,763
Total equity	2,062,070	1,266,763

Statement of Changes in Equity

for the year ended 30 June 2025

	Retained Surplus \$	Total \$
Balance as at 1 July 2023	1,138,314	1,138,314
Comprehensive Income		
Surplus for the year	128,449	128,449
Other comprehensive income	-	-
Total comprehensive loss	128,449	128,449
Balance as at 30 June 2024	1,266,763	1,266,763
Balance as at 1 July 2024	1,266,763	1,266,763
Comprehensive Income		
Surplus for the year	795,307	795,307
Other comprehensive income	-	-
Total comprehensive profit	795,307	795,307
Balance as at 30 June 2025	2,062,070	2,062,070

Statement of Cash Flows

for the year ended 30 June 2025

	2025 \$	2024 \$
Cash flow from operating activities		
Receipts from government and other sources	6,729,879	4,732,340
Payments to suppliers and employees	(5,774,857)	(3,935,285)
Interest received	86,855	31,220
Interest paid	(19,943)	(30,274)
Net cash provided by operating activities	1,021,934	798,001
Cash flow from investing activities		
Payments for plant and equipment	(68,161)	(9,065)
Payments for term deposits	(634,162)	(18,076)
Net cash used in investing activities	(702,323)	(27,141)
Cash flow from financing activities		
Repayments of lease liabilities	(260,031)	(165,099)
Net cash used in financing activities	(260,031)	(165,099)
Net increase/(decrease) in cash held	59,580	605,761
Cash and cash equivalents at beginning of financial year	1,795,110	1,189,349
Cash and cash equivalents at end of financial year	1,854,690	1,795,110

Our people

Board

Judith Dickson

CHAIR

Appointed: 23 January 2017
Special responsibilities: Chair from 24 September 2018, and Member of the Governance Committee from 16 November 2020. Retired 24 March 2025.

Serge Sardo

CHAIR

Appointed: 10 December 2024
Special responsibilities: Chair from 25 March 2025; Member of the Governance Committee

Jolene George

Appointed: 1 December 2023
Special responsibilities: Member of the Audit, Finance and Risk Committee

Jiayue Li

Appointed: 19 August 2019
Special responsibilities: Chair of the Audit, Finance and Risk Committee to 1 January 2025, then on leave

Clinton Licht

Appointed: 1 December 2021
Special responsibilities: Member of the Audit, Finance and Risk Committee, and Chair from 1 January 2025

Andrew Ogbourne

Appointed: 5 March 2018
Special responsibilities: Chair of the Governance Committee

Eila Pourasgheri

Appointed: 1 December 2023
Special responsibilities: Member of the Governance Committee

Shane (Harry) Smith

Appointed: 1 December 2023
Special responsibilities: Member of the Governance Committee

Company Secretary

Bettina Wachsmuth

Appointed: 24 June 2024
Special responsibilities: Member of the Audit, Finance and Risk Committee from 25 November 2024

Patron

Professor the Honourable Kevin Bell AO KC

Partners

Community

Aboriginal Housing Victoria
Community Housing Industry
Association Victoria
Consumer Policy Research
Centre
Council of Single Mothers and
their Children
Everybody's Home
Financial Counselling Foundation
National Association of Renters'
Organisations (NARO)
National Shelter
Safe and Equal
StreetSmart
Victorian Council of Social
Service
Victorian Public Tenants
Association

Community Legal Centres

ARC Justice
Barwon Community Legal
Service
Eastern Community Legal Centre
Federation of Community Legal
Centres
Inner Melbourne Community
Legal
Justice Connect
Peninsula Community Legal
Centre
Victorian Aboriginal Legal
Service
West Heidelberg Community
Legal
Westjustice

Legal

Matthew Albert (pro bono
support)
Allens (pro bono support)
Annabelle Ballard (pro bono
support)
Ben Bromberg (pro bono
support)
Dexterity Law (pro bono support)
Hall & Wilcox (pro bono support)
Holding Redlich (pro bono
support)
HWL Ebsworth (pro bono
support)
King & Wood Mallesons (pro
bono support)
Law Institute of Victoria
Maddocks (pro bono support)
Joshua Sheppard (pro bono
support)
Victoria Law Foundation
Victoria Legal Aid
Victorian Legal Services Board
and Commissioner

Government

Commissioner for Residential
Tenancies
Consumer Affairs Victoria
Department of Families, Fairness
and Housing
Victorian Civil and Administrative
Tribunal

Research

Monash University
The University of Melbourne
The University of Sydney
RMIT University
University of NSW

Industry

Real Estate Institute of Victoria
Kolmeo



Tenants Victoria

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