

What is **Home at Last**?

Home at Last is a free and confidential housing service. We can provide you with information, advice and support that can help you to find your housing solution.

There are four services provided:

- Information, intake and referral
- Outreach care and housing
- Tenancy Support
- Retirement Housing Options

Home at Last is a service provided by Housing for the Aged Action Group Inc. HAAG works towards the introduction of policies and laws which will provide long term, secure and affordable housing tenure. Older people are encouraged to join HAAG and help achieve these aims.

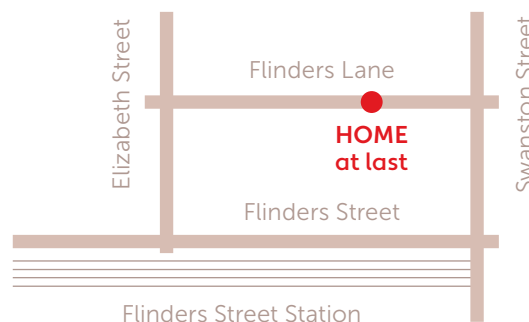
Home at Last Community Education workers are available to speak to community groups about housing options for older people and the services that can help.

Our staff can also speak to community agencies that may be interested in linking with **Home at Last** services to enhance their knowledge of older persons housing, use the expertise of Home at Last and refer clients. Staff training is available and standard protocols can be developed to address older clients needs.

Please call us on 1300 765 178 to arrange a visit.

Diversity statement

HOME at Last: We do not discriminate regardless of race, ethnicity, religion, sexual orientation, gender, or disability.



HOME at Last

1st Floor, Ross House
247 Flinders Lane, Melbourne 3000
Telephone 03 9654 7389
Email haag@oldertenants.org.au
www.oldertenants.org.au



HOME at last is an Innovation Action Project, funded by the Victorian Government through the Victorian Homelessness Action Plan. ABN 80 348 538 001
REG A0017107L Telephone 03 9654 7389 Facsimile 03 9654 3407



HOME
at last



**OLDER PERSONS'
HOUSING INFORMATION
AND SUPPORT SERVICE**

Telephone 1300 765 178
10am—4pm

Printed on 100% recycled paper.

Home at Last - here to help

Home at Last aims to ensure older people have access to secure, affordable and appropriate housing that can be enjoyed for the rest of a person's life. If you need help to attain this goal then we can assist.

Home at Last offers free and confidential advice, support and advocacy to older people who are homeless, at risk of homelessness, or are wanting to plan their housing future.

Home at Last is available to any older person in Victoria on a low income with low assets. We will provide one-to-one assistance to you, or link you into a service that can help.

Call **Home at Last** on **1300 765 178** or drop in to our Housing Information Centre at 1st Floor, Ross House, 247-251 Flinders Lane, Melbourne. Our Centre is open 10am to 4pm Monday to Friday. The Centre provides information on a range of housing options and housing rights. An appointment can be made to see one of our housing workers.

Home at Last Services

Information, Intake & Referral

Our Information, Intake & Referral Service is the main contact point for older people with a housing query or problem. Call us on 1300 765 178.

Some of the issues we can help you with are:

- Information on long term housing options that are secure, affordable and appropriate to your needs as you age, including information on eligibility and how to apply.
- One-to-one support from our caring workers to help you navigate your way through the housing systems.
- Link to Home at Last's Assistance with Care and Housing for the Aged (ACHA) service that provides a flexible package of assistance to frail older people (funded by the Commonwealth Department of Health & Ageing).
- Referral to other specialist housing support services where it is available and more convenient for you.
- Ensure your housing, health and aged care needs are integrated to provide complete support for your retirement years.

Additional Home at Last Services

Home at Last is a one-stop-shop. All your housing needs are addressed here including the following:

Tenancy Support

Do you need to know your rights as a tenant? Trouble with your landlord? Have you received a Notice to Vacate? Received a rent increase that is too high? Have you got a tribunal (VCAT) hearing?

Our tenancy support service can help you negotiate with your agent or landlord and take action to solve a problem with your housing.

Retirement Housing Service

Our retirement housing worker provides information and support to older people on low incomes/low assets who are interested in, or live in, retirement housing. This includes lower cost retirement villages, residential parks and rental villages.

Call Home at Last on 1300 765 178

The Tenancy and Retirement Housing services are funded by Consumer Affairs Victoria.