



OLDER PERSONS' HOUSING INFORMATION
AND SUPPORT SERVICE

Finding a Home



Housing options for older people in Victoria

2015



CALL 1300 765 178



Home at Last is a service provided by Housing for the Aged Action Group Inc. and is funded by the Victorian Government Department of Health & Human Services. Home at Last is also supported by the Commonwealth Government through the National Partnership Agreement on Homelessness

HAAG welcomes all regardless of race, ethnicity, religion, sexual orientation, gender or disability



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introduction

This booklet, **Finding a Home, Housing Options for Older People in Victoria**, has been developed by the Home at Last service to assist older people to make informed decisions about their housing future.

Throughout our lives we make decisions about our housing. From leaving the family home, sharing accommodation in our youth, establishing a family home in which to bring up children or organising a myriad of other housing arrangements based on personal preference, individual circumstances and relationship choices. Similarly, housing options in older age should be just another positive life choice that we make based on our changing needs and desires.

As we age we need to ensure that our home is accessible, adaptable and well located to suit our retirement years. Affordability can also become an overriding factor as we consider how we will manage beyond our working years on a limited income or aged pension.

This booklet aims to display the available options that exist for older people in Victoria in 2015. There are now a wide range of housing providers in an ever changing landscape. Broadly the types of accommodation available include public housing, social housing and a number of government funded off-shoots such as moveable units and rooming houses. There are also a number of newly developed types of housing that are aimed at retirees such as for-profit and not-for-profit retirement villages, rental villages and residential parks.

If you need a bit more support then there are also models of housing that offer independent housing with add-on services.

However, when a person has to make these decisions it can be very confusing to understand what is offered by each type of housing, what it will cost, what laws and rules govern their management and most importantly of all, how to decide what is right for you and how to go about applying. **Finding a Home** can put you on track to help you make an informed decision.

Finally, you may also need further help in making such big decisions and require assistance applying for your housing of choice. So we also invite you to step into our one-stop-shop at **Home at Last** where we can talk to you further about housing options, help you with advice and provide support to navigate your way through the maze of decision-making and application processes that are often required.

Home at Last is here to help you during that often difficult transition period of uncertainty and ensure that, if necessary, someone is there each step along the way until you achieve a home that you can call yours for the rest of your life. **So call us on 1300 765 178.**



Home at Last

older persons housing information & support service

The **Home at Last — Older Persons Housing Information and Support Service** is funded by the Victorian Government Department of Health & Human Services (DHHS). **Home at Last** is a homelessness prevention and early intervention service for older people at risk of homelessness. It aims to help as many as 87,000 older Victorians who are currently struggling to cope in private rental housing (ABS 2011).

Home at Last aims to reduce the incidence of homelessness in our community with a two-fold strategy:

1. To assist older people to plan ahead and work towards finding a satisfying long term and secure affordable housing outcome that is appropriate as they age.
2. Assist older people at immediate risk of homelessness who have received an eviction notice or who can no longer manage to cope with high rents, substandard housing conditions or housing that is not adaptable for their needs.

Home At Last provides confidential advice and information and one-to-one support to help older people get back on their feet and on the road to long term affordable housing. So please contact **Home at Last on 1300 765 178**.





**Home at Last -
you'll find a
friendly face and
all the support
you need**



your housing rights

Your rights as a tenant or resident in Victoria can be a complex and difficult area to understand. While the rights and responsibilities of tenants in public and private rental housing are reasonably clear as explained in the Residential Tenancies Act, there are now so many different forms of housing for older people that it may not always be clear what laws cover various accommodation, especially with the recent expansion of housing types such as retirement villages, rental villages and service integrated housing.

While it is possible for anyone to gain an understanding of various aspects of housing and accommodation laws to better inform themselves, most individuals just want assistance when they have a particular problem with their housing, landlord or manager.

Home at Last has integrated our housing support service with support provided by our own advocates funded by Consumer Affairs Victoria to assist older people when they have a problem with their existing housing. This can include the provision of advice about housing and accommodation law, negotiating with landlords, serving legal notices where appropriate and assisting older people when they have to appear at the Victorian Civil and Administrative Tribunal (VCAT).

So if you are having any problems with your housing please give **Home at Last** a call on 1300 765 178.

Booklets regarding your rights under the Retirement Villages Act or the Residential Tenancies Act can also be obtained from Home at Last or Consumer Affairs Victoria on 1300 55 81 81.

housing options for older people

home owners

Many older people have a stable home situation where they own their home outright. However, as they age they may find there are a number of issues that arise regarding their ability to continue living in their home.

Home ownership provides the two most important benchmarks of appropriate housing for older people: Security of tenure and affordability. However, the home that was perfect for families as they have grown, may or may not be suitable for an ageing couple or single person.

Some Issues to consider:

Location – Is your home located well for you to have access to services such as shops, medical facilities, and other services? This may become a particular issue if you have been used to driving a car but may not be able to any longer.

Design – Is your home adaptable? If your mobility changed and you needed an aid like a walking frame or wheelchair, would it cost a small fortune to adapt your home to these needs?

Maintenance – Can you manage the upkeep? You may live in a 3 bedroom home with a big back yard. Are the chores of keeping your home in good condition getting you down?

Housing Costs – Can you afford the regular costs associated on a pension? Owning your home means you are responsible for all the maintenance, some of which can be very expensive. Could you afford to pay \$10,000-\$20,000 for re-painting or re-roofing your home?

The Future - Consider planning ahead and ask yourself whether you can cope in your home in the future. If you want to stay for as long as possible are there ways you can manage. For example, could you access funds if you needed to get renovations done?

private rental housing

Private rental housing is the most immediately accessible form of rental housing, if you can afford it. There is a massive shortage of affordable accommodation in this category. Older people, particularly those who have to manage on the aged pension, are forced to compete with younger people on working incomes for the lower rent housing. This means that many older people are paying more than 70% of their income in rent and relying on family and welfare organisations to survive.

The reality that there is a lack of availability of affordable and secure housing means that for periods of time some older people will be forced to live in private rental accommodation.

The golden rule of private rental housing is: Keep looking for more affordable and secure housing options during your tenancy so that you are the one who decides to vacate, not your landlord!

Some basic pointers about private rental accommodation are as follows:

- Rents are higher the closer you are to the inner metropolitan area and services.
- Payment of a bond is required. Bond up-front is usually equal to four weeks rent.
- It is standard to pay four weeks rent in advance.
- The landlord pays for repairs and they must accept the cost of 'fair wear and tear' over the time of your occupancy.
- There are no minimum housing standards so it is often a matter of 'what you see is what you get'. This can mean that a cheaper rental property may be expensive in the long term if it has poor heating, lack of insulation and is draughty.
- Make sure you know your rights: Ensure you have an accurate Condition Report, your Bond is lodged with the Residential Tenancies Bond Authority (RTBA), obtain receipts for all your rent payments and take out a lease for 6 or 12 months to ensure that you have some level of security and that your rent is frozen for a period of time.

finding private rental housing

If there are no immediate affordable housing options available then many people have to live in private rental housing for a period of time until their preferred housing option becomes available. If this is necessary then the following points are tips for finding private rental accommodation:

- Look in the 'To Let' columns of daily and local newspapers.
- Contact Real Estate Agents in your preferred area.
- Bond Assistance is available for older people on low incomes from the Office of Housing. This is an interest-free loan returnable at the end of the tenancy by the landlord. Contact **Home at Last** for information about the documentation required when you attend an interview.

Remember, **Home at Last** has a Tenancy Advice Worker who can help if you are having problems with your landlord.

Legal Rights

Private rental accommodation is covered by the Residential Tenancies Act. Booklets regarding your rights under this legislation can be obtained from Home at Last or Consumer Affairs Victoria on 1300 55 81 81.

public housing

The Office of Housing, a division of the **Department of Health & Human Services**, manages **public housing**. There is a variety of housing available for older persons. Generally it is affordable (25% of income), well designed, in good locations and can be modified if required, at no expense to the tenant. For older people on low incomes it is the preferred housing type because of its affordability and security of tenure. There is public housing specifically provided for people 55 years of age and over so it is most likely you can be housed amongst a community of people in your age group.

Eligibility for public housing is based on low income (automatic qualification for aged pensioners) and with assets of less than \$30,000. Assets generally include money in the bank, shares and mobile homes.

We can help you understand the difference between the types of public housing available and assist you in completing the application forms.

While waiting lists can be long in the Melbourne metropolitan area and regional cities in particular, it may be possible to be given priority by applying for Early Housing on the Segmented Waiting List. Please ask **Home at Last** for further information about this if this you are in this situation.

Legal Coverage

*Public rental accommodation laws are covered by the Residential Tenancies Act. Booklets regarding your rights under this legislation can be obtained from **Home at Last** or Consumer Affairs Victoria on 1300 55 81 81.*



Public housing comes in many shapes and forms. It is generally very good quality housing that is adaptable for older people as they age.



social housing

Social housing providers are private not-for-profit companies which develop, own and manage many forms of rental housing for low to middle income Victorians. This type of housing, once known as community housing, is known in Victoria as social housing and may be owned and managed by organisations called Housing Associations. These providers have an ever increasing portfolio supported by growth funding from the Victorian government.

Some of the housing owned and managed by Housing Associations are long term rental, rooming houses, transitional housing, housing co-operatives, group housing and the management of some public housing stock. Almost 5,000 properties are currently owned or leased by registered housing associations in a range of locations throughout Victoria.

A number of different funding models have been used to build or purchase social housing. For this reason rents charged may vary considerably. Some rents are based on a percentage of private rents in that particular area (called a market rent) while others charge between 25% to 30% of combined household income plus 100% of Commonwealth rent assistance. Eligibility and the process of applying for social housing can vary with each provider. If you are interested in knowing more or how to apply for social housing contact Home at Last for more details.

Legal Coverage

*Social housing accommodation is generally covered by the Residential Tenancies Act. Booklets regarding your rights under this legislation can be obtained from **Home at Last**, or Consumer Affairs Victoria on 1300 55 81 81.*



A number of new social housing developments have been built that provide a good standard of accommodation specifically designed for the needs of older people.



moveable units (granny flats)

Separate, self-contained dwellings may be rented from the Office of Housing and installed in the backyard of a friend or relative. This type of housing suits older people and their families who want to live in close proximity to each other. They are small but pleasant dwellings that have a lounge-room, kitchenette, bedroom and bathroom. A stove, heater and a hot water service are also provided. Walls and ceilings are fully insulated, and vinyl floors are fitted in the kitchen and bathroom areas with carpet in lounge and bedroom. Two bedroom units are also available for couples with demonstrated medical need.

The waiting time for Movable Units is approximately 3-6 months and all connections such as sewerage, electricity and gas are supplied at no charge by the Office of Housing.

The eligibility guidelines are the same as mainstream public housing (see the relevant section) and the rental charged is 25% of income.

The owner of the property of the main house must make the application and they hold a lease with the Office of Housing. When the Movable Unit is no longer required it is removed and either demolished or relocated to another home.

How do I apply?

Application forms are available from any of the Department of Human Services, Housing Offices or by calling Movable Units on: (03) 9096 1269 or 1300 655 049 (local call cost).

Legal Coverage

*Tenants in Movable Units are not covered by the Residential Tenancies Act and do not have strong rights under Victorian law. For more information on laws that govern living in a Movable Unit contact **Home at Last** on 1300 765 178.*



Moveable Units suit older people who want to live close to family and/or friends, but also have their own independent accommodation.



**Two designs available for
Moveable Units**



not for profit retirement villages (independent living units)

There are about 6000 not-for-profit retirement village dwellings, otherwise known as Independent Living Units (ILUs) throughout Victoria that are managed by about 350 different non-profit and charitable organisations. The RSL, service clubs like Lions, the churches and a wide range of other philanthropic organisations continue to operate this form of housing. Comprised mainly of self-contained, one bedroom and bedsitter units, they are available for single older people and couples.

These units are usually of a reasonable standard and may be in medium-rise/low-rise or in single-storey clusters. With a concentration around the inner-ring suburbs of Melbourne, they are also found scattered across the Melbourne metropolitan area and in many towns in country Victoria.

Eligibility for Independent Living Units is as varied as the number of organisations that manage them. Generally they are available for people over 60 years of age who have retired from full-time employment. The vast majority of residents are on the aged pension.

There are many variations of financial requirement to enter an ILU such as one-off donations, deferred management fees or in many cases an ongoing payment is not required where providers focus on the needs of older people on low incomes.

Home at Last has access to a comprehensive directory of the type and location of this accommodation that is maintained and updated regularly by Seniors Information Victoria (SIV). So contact **Home at Last** or SIV directly on 1300 13 50 90.

Legal Coverage

Independent Living Units may be covered by the Residential Tenancies Act or the Retirement Villages Act, depending on the village structure. Many factors can determine your rights so speak to Home at Last for information.



Due to the age of many Independent Living Units the quality of the housing can vary widely.



for-profit retirement villages

Retirement Villages have been expanding in number and type since the mid-1980's. They are an attractive form of accommodation for many older people who have substantial assets that can be converted into either a strata-title purchase or long term lease arrangement. Retirement Villages are generally provided by large companies who offer a range of services such as a community centre, swimming pool, gymnasiums and other lifestyle focused services in a semi-gated community. The accommodation is generally developed on a medium to large scale with landscaped environments and private roads.

Retirement Villages suit older people who want to live in a socially interactive environment in a 'constructed community' with people of similar interests.

The short history of retirement villages has been characterised by an unequal arrangement between a powerful business sector and individuals with little understanding of the complex legal contracts they had entered into. Even where prospective residents have sought skilled legal advice they have been captive to the terms of the contracts. Many people have been forced to accept the trade-off of an attractive lifestyle provided today, for the substantial 'back-end' costs of deferred management fees that are levied at the end of the arrangement.

A review of the Retirement Villages Act in 2005/06 has significantly improved the process involved in resolving disputes that may arise in retirement villages. Internal dispute resolution procedures, the development of residents committees, the availability of conciliators at Consumer Affairs Victoria, and access to low cost arbitration at the Victorian Civil and Administrative Tribunal have for the first time provided avenues for dealing adequately with problems in villages.

Legal Coverage

*Retirement villages are covered under the Retirement Villages Act. Many factors within residents' contracts can determine your rights so speak to **Home at Last** for further information.*



For-profit retirement villages are lifestyle based housing developments that suit older people with assets to invest, who like to live in older persons specific communities.



caravan and residential parks

One of the fastest changing forms of accommodation for older people, there are estimated to be 10,000 permanent residents in caravan and residential parks in Victoria.

There are two main forms of this type of accommodation:

Many older people live permanently in designated areas within traditional caravan parks. Living in converted caravans or transportable homes, they provide a lower cost retirement living arrangement in a chosen lifestyle environment such as beachside or country town. Many older parks are operated on a personalised basis with the caravan park owner. Residents may pay about \$40-100,000 for a transportable home. A weekly site rental is also paid and is subject to market related rises in rents. However, few traditional caravan parks offer long term leases that might protect the resident from a sale of the land.

Secondly, purpose built residential parks have arisen as a new form of retiree accommodation in recent years. Looking like retirement villages, they may have facilities like a community centre, bowling green, bar facilities, libraries and even a mini-cinema. Current entry prices between \$100,000 to \$400,000 per dwelling. Residents are offered long-term leases of varying lengths from month to month, 1 year and up to 99 years and also pay a weekly site rental.

Legal Coverage

*Caravan and residential parks are generally covered by the Residential Tenancies Act 1997. Different sections of this Act apply depending on the type of accommodation, such as a caravan or movable dwelling, and whether you rent the dwelling or just the site. Contact **Home at Last's** Retirement Housing Worker for more assistance.*



There are a wide range of accommodation options in residential parks



rooming houses and boarding houses

There are 300 registered rooming houses in Victoria, most of which are in the inner urban areas of Melbourne.

There are two main types:

- Rooming houses funded by the Office of Housing that are managed by community-based organisations and where rents are charged in the range of 25%-30% of income.
- Private rooming houses and boarding houses that have varied physical conditions and where rents are charged on a commercial basis. In many cases standard three and four bedroom homes have been converted into rooming houses simply by establishing separate lockable rooms within the home.

Residents generally have a single room and share facilities such as kitchen and bathroom. Well managed rooming houses may suit older people who like a semi-furnished home with little upkeep required.

If you are interested in rooming house living then consider the following points:

- Check whether the rent covers electricity, cleaning, maintenance and any additional service costs.
- Ask about security of tenure. The government-funded rooms may have lifetime security of tenure whereas the private boarding houses are subject to the notice provisions of the Residential Tenancies Act.
- Does it seem to be a safe environment?
- Is it registered and does it seem well managed?

Legal Coverage

*Rooming house accommodation laws are covered by the Residential Tenancies Act. Information on your rights under this legislation can be obtained from **Home at Last**, or Consumer Affairs Victoria on 1300 55 81 81.*



Rooming and boarding houses range from well run premises owned by not-for-profit organisations to dodgy rooms let by unscrupulous profit-mongers.



shared housing

You may wish to share a house for company and/or to cut costs. There are varying arrangements possible. For example, some people who own their own dwelling are looking for a renter to share their home who will pay a fair rent, or trade their costs for housework or even companionship. It is a good idea to know the sort of person you wish to share with. Ensure you meet the person and spend some time with them to assess your compatibility.

Establish the legal nature of your share arrangement. If you rent with another person and have your name included on the Tenancy Agreement you are classified as a 'co-tenant' and you share the same legal rights of occupancy as the other person. If you do not do this you are legally termed to be a 'resident' and have less rights than the tenant. So establish the level of responsibility and security of tenure you require and negotiate the terms accordingly with the person you are sharing.

Also, establish the way you wish decisions to be made with the running of the home. For example, how will bills be paid and how do you share the cleaning?

Share accommodation is advertised in daily and local newspapers. There are other programs such as Wesley HomeShare that can be contacted on 9794 3000 or look up share accommodation websites.

Legal Coverage

Share accommodation is covered by the Residential Tenancies Act. Disputes between sharing tenants are not covered by any tenancy legislation. If you have a breakdown in your relationship you need to work it out. If all else fails you can contact the Dispute Settlement Centre on 9603 8370 (Melbourne Metropolitan region) or 1800 658 528 (toll free for regional callers).

Moving in with friends/family

Many older people choose to move in with family members or friends to have access to supports and care as they age. These arrangements may be suitable for some older people but there are some issues that can arise.

Here are some things you might want to consider:

- Establish the legal nature of your agreement to ensure there is an equal distribution of rights, responsibilities and costs. Sometimes a formal agreement, even between family and friends, can be helpful so that every person involved understands the nature of the situation.
- How decisions will be made in the home in relation to bills, chores, cleaning, and other duties and expenses.
- What level of care and support you can expect to receive from your friends/family so that you can make arrangements if need be.
- How much privacy and independence you will have within the house.
- What your financial investment will be (if any) from the beginning so you retain financial stability and independence.
- Establish your security of tenure to ensure it is a sustainable long-term agreement.
- How disputes will be resolved if relationships begin to breakdown.
- Who you will be living with and whether relationships are strong and healthy from the start.
- Check if you have room to bring your pets and your belongings with you.

If you have any doubts or concerns about making this decision then seeking independent advice could help you choose what is right for you. It is important to take your time when making this decision.

Seniors Rights Victoria (SRV) can assist you if you would like to know more about the legal and social implications of this housing situation. Call Seniors Rights Victoria on 1300 368 821.

supported residential services

Supported Residential Services (SRS) provide accommodation and support for people who need assistance in everyday life such as people who are frail or have a disability. There are about 160 SRS registered with the Department of Health ranging from small facilities to larger facilities with up to 90 residents.

There are two main forms of SRSs that are often called pension-only or pension-plus. Pension-only facilities are provided for people with few assets and accommodation is often basic but homely. Pension-plus SRSs are more akin to retirement villages and require ingoing financial contributions to be paid, they may have higher weekly fees and may have considerable services and facilities.

SRSs are privately operated services. They do not receive government funding but must be registered with the State Government and are monitored to ensure they provide certain standards of personal support and accommodation.

All SRS provide some level of personal support to each resident. This may include:

- assistance with personal hygiene/showering, toileting or dressing
- provision of meals, and assistance with eating and maintaining adequate nutrition where required
- assistance or supervision in taking medication
- assistance to achieve and maintain mobility
- support to have contact with GP and other health providers, social networks, family and friends, and to participate in community activities and events.

Home at Last can provide advice and assistance for people considering living in an SRS or if you are experiencing a problem when you are living in an SRS. The Department of Health also have authorised officers who can inspect SRSs and investigate complaints from residents.

Legal Coverage

*The Department of Health and Human Services has responsibility for administration of the legislation governing SRSs under the Supported Residential Services (Private Proprietors) Act 2010. Changes to legislation from July 2012 have improved tenants' rights in SRSs. Contact the **Home at Last** Tenancy Worker on 1300 765 178 for more information, advice and support.*

not for profit rental villages — Abbeyfield

Abbeyfield Housing can be found in a number of locations around Melbourne. In appearance this type of housing looks like an extended version of a share house. Residents furnish their own bed-sitting rooms that have ensuite and tea-making facilities. All other facilities are shared. There is a guestroom for visits by friends and family. They are usually near medical facilities, shops and transport. There is considerable interaction with other residents, which may suit some people, who have been somewhat socially isolated, while privacy is also available.

Abbeyfield suits older people who are looking for a bit of extra help with their day-to-day living. A housekeeper provides two meals a day and all gas and electricity bills are included in the rental cost which is 75% of the aged pension plus, rent assistance.

Contact Abbeyfield on (03)9419 8222

Legal Coverage

*Abbeyfield Housing is defined legally as rooming house accommodation and is covered by the Residential Tenancies Act. Booklets regarding your rights under this legislation can be obtained from **Home at Last**, or Consumer Affairs Victoria on 1300 55 81 81.*



Abbeyfield Waverley (left)



Abbeyfield Dingley (right)

for-profit rental villages

For profit rental villages have some similarities to Abbeyfield Housing except that they are provided by private companies such as Sunny Cove, Village Life, Garden Villages, Cedar Creek etc. This housing is built in clusters of 40 to 100 dwellings and can be found in a number of locations, mainly outside the Melbourne Metropolitan area and in regional Victoria. Residents are provided with a semi self-contained one-bedroom unit with limited facilities such as a bar fridge and a microwave oven. Residents are provided with three meals a day that can be eaten in a dining room or taken back to their unit. Rents are charged on average at the rate of 85% of the aged pension and this also includes a linen service. Residents are responsible for paying utility charges and any telephone costs. All residents are required to claim Commonwealth Rent Assistance and must forward 100% of the subsidy to the rental village.

Some concerns have been raised from time to time about the quality of the food provided in some villages. In HAAG's experience the crucial factor is the quality and stability of on-site management. So ensure you meet the managers and ask plenty of questions about services, menus etc.

It is also important to note that, with only 15% of the aged pension available after the rent is paid, it is difficult for residents to survive in rental village accommodation unless they have some additional savings on hand. Other costs need to be factored in such as additional food of choice, toiletries, medicines, transport and recreation.

Legal Coverage

Rental Villages are generally legally defined as rooming house accommodation and are covered by the Residential Tenancies Act. For advice or booklets regarding your rights under this legislation can be obtained from HAAG, or Consumer Affairs Victoria on 1300 55 81 81.



For-profit rental villages provide cluster-type housing with added services such as meals. They are particularly located in many rural areas of Victoria.



residential aged care accommodation

Housing for the Aged Action Group's **Home at Last** service can assist anyone who lives in, or wishes to live in, independent accommodation. This refers to housing where the tenant or resident has full rights to live in their housing and do not receive personal support services, particularly aged care, that is provided as part of the accommodation service. All of the housing types described in this guide fit this criteria.

Beyond independent housing options there are a range of supported housing types that are covered by legislation that provides rights in regard to care as well as housing. Some examples include residential care or hostels and nursing homes. If you require supported or aged care accommodation then there are other organisations that can help you with your enquiries and respond to your housing needs. See list of organisations on the following page.



other organisations that can help

Seniors Information Victoria 1300 135 090

Seniors Information Victoria offers free information as an independent service, supported by the state government, on a wide range of issues

Seniors Rights Victoria 1300 368 821

Specialist legal and advocacy service for people at risk of elder abuse

Elder Rights Advocacy 1800 700 600 or 9602 3066 from mobile

Elder Rights Advocacy offers a free, confidential and independent service to older people (or their representatives) who are receiving an Australian Government subsidised aged care service in Victoria

Consumer Affairs Victoria 1300 55 81 81

Advice on a wide range of consumer and tenancy issues

Justice Connect Seniors Law 1800 606 313

Free legal advice for older people

Wintringham 03 9376 1122

Specialised welfare company that provides housing and care to elderly, frail men and women who are homeless or at risk of homelessness.

WIRE Women's Information 1300 134 130

WIRE Women's Information provides Victorian women with free and confidential support, information and referrals on any issues statewide

Gay and Lesbian Switchboard 9663 2939 (Melb) 1800 184527 (country Vic)

Telephone counselling, information and referrals

Office of the Public Advocate 1300 309 337

Established by the Victorian government to protect and promote the interests, rights and dignity of people with a disability

Victorian Aboriginal Legal Service 1800 064 865

The Victorian Aboriginal Legal Service Co-operative Limited provides legal advice and representation for the Koorie community

Housing Resource and Support Service (03) 9340 5100

Helping people with disabilities and their families to understand their choices, access the supports they need and live life to their fullest potential.

what else does housing for the aged action group do?

Housing for the Aged Action Group's philosophy is that older people should have access to safe, secure and affordable housing. This is why we operate the **Home at Last—Older Persons Housing Information & Support Service**. We also advocate that, based on their wealth of life experiences, older tenants have a right to be involved in the development of ideas, plans and decisions about their housing. To this end we are also a member based group.

We encourage anyone who would like to help our organisation campaign for more public and social housing to get in touch with us.

To promote the involvement of HAAG members there are regular general meetings held during the year, there are a number of activities, forums and community education events and you can join one of our three working groups.

Housing Justice Working Group

The working group is highlighting to governments and the general public the plight of many older people living in private rental housing and the increasing numbers of older people reaching retirement age in this predicament. This working group is campaigning for increases in secure affordable housing for older people and more suitable housing options.

Caravan, residential parks and villages

Since 2005 HAAG has campaigned for improvements to the housing conditions and rights of older people living in caravan parks, residential parks and residential villages. In 2011 HAAG achieved a major milestone with the introduction of a new section of the Residential Tenancies Act. However there is much more work that needs to be done.

Independent Living Units

Older people living in Independent Living Units in not-for-profit retirement villages are campaigning for improvements to the legislation that covers their accommodation. Unlike retirement village residents in for-profit villages, ILU residents have few rights set out in legislation. The ILU working group has so far met with government representatives and produced a report about their needs.

So contact HAAG on 03 9654 7389 and get involved!



CALL HOME AT LAST ON 1300 765 178

**Home at Last is funded by the Victorian Government
and the Commonwealth Government
through the National Partnership Agreement on Homelessness**

HAAG also gratefully acknowledges the support of

**Consumer Affairs Victoria for funding our tenancy and retirement housing
services under the Tenants Advice & Advocacy Program**

and our

**Outreach Care and Housing services funded under the
Assistance with Care and Housing for the Aged (ACHA) Program
by the Commonwealth Department of Social Services**



Housing for the Aged Action Group

ABN: 80 348 538 001 Reg: A0017107L

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Phone: 9654 7389 Fax: 9654 3407

Email: haag@oldertenants.org.au

Website: www.oldertenants.org.au



Call Home at Last on 1300 765 178 to talk about your housing needs or come in and speak to us. Interpreter services are available.

اتصلوا بنا على الرقم 1300 765 178 للحديث عن الاحتياجات السكنية الخاصة بكم أو تعالوا وتحدثوا معنا. خدمات الترجمة الفورية متوفرة.

Nazovite nas na 1300 765 178 da porazgovarate o svojim stambenih potrebama ili dodite lično i razgovarajte s nama. Na raspolaganju su vam usluge tumača.

Nazovite nas na 1300 765 178 da biste porazgovarali sa nama o vašim potrebama za smještajem ili navratite osobno. Dostupne su i usluge tumača.

Για να συζητήσετε τις στεγαστικές σας ανάγκες, καλέστε μας στο 1300 765 178 ή περάστε να μας μιλήσετε. Παρέχονται διερμηνείς.

Chiamaci al numero 1300 765 178 per discutere dei tuoi bisogni abitativi o vieni di persona a parlare con noi. E' a disposizione un servizio interpreti.

Јавете се на 1300 765 178 за да разговараме за вашите потреби од домување или дојдете на разговор. Ќе биде обезбеден преведувач.

请致电1300 765 178或前来我们的办公室，与我们商讨你的住房需要，我们可提供口译服务。

Zadzwoń do nas pod numer 1300 765 178, by porozmawiać na temat twoich potrzeb mieszkaniowych, lub przyjdź do nas porozmawiać. Dostępna jest pomoc tłumacza.

Вы можете поговорить с нами о ваших жилищных проблемах, позвонив по номеру 1300 765 178 или придя к нам в офис. Предоставляются услуги переводчиков.

請致電1300 765 178或前來我們的辦公室，與我們商討你的住房需要，我們可提供口譯服務。

Hãy gọi chúng tôi số 1300 765 178 để nói chuyện về nhu cầu về chỗ ở của bạn, hoặc ghé vào và nói chuyện với chúng tôi. Chúng tôi có thể sắp xếp thông dịch viên.
