

elder  
tenants  
voice



HOUSING FOR THE AGED ACTION GROUP

MARCH 2017 | AUTUMN EDITION

## VOLUNTEER SPOTLIGHT

Visitors to the HAAG office may have noticed a new face this year. Royal Abbott has volunteered to compile a history of the organisation ahead of the 30th anniversary of incorporation in 1988.

“It’s important for all of us not to forget where we came from,” Royal says.

“To a long-standing group like HAAG it is vital because as time goes by memories fade, people pass away and the story can become lost. It would be very sad indeed if the story of how HAAG came into being and grew into what it is today became lost. It would be very sad indeed if the story of how HAAG came into being and grew into what it is today became lost simply because no-one had the time to write it down.” “What is more, HAAG’s great work with people in really tough situations is one long good news story. I want to know those stories so I can record them. Anyone with an interesting yarn to tell please get in touch and let me know,” he says.

Royal comes to HAAG after a long career as a journalist in the mainstream media, largely with AAP (Australian Associated Press). In addition he has spent several years as a media and communications officer in the community sector. Royal can be contacted at the office on 03 9654 7389 or rabbott68@yahoo.com



### RADIO 3CR:

City Limits-3rd Wed of Month - 9am

Raise the Roof- 4th Wed of Month - 6pm

We love sharing our members stories.

Want to be our next member in the spotlight? Or do you have something to say on radio?

Contact Shane on 03 9654 7389



## MANAGERS WELCOME

Welcome to the first edition of Older Tenant’s Voice for 2017! The first few months of the year have brought some unusual challenges for the Home at Last Service and the organisation. Our staff remain committed and passionate workers dedicated to housing justice. It’s my privilege to work with such a skilled and committed bunch of people, who provide unending support to each other, to the co-managers and to our clients.

A highlight of this quarter was the release of the findings into the Parliamentary Inquiry into Retirement Housing, something that our members have been working on for a long time, and the recommendations made by the inquiry reflect all of that hard work. We were delighted to work with our partner organisations Consumer Action Law Centre, Council on the Ageing and Residents of Retirement Villages Victoria on a joint media event on the steps of Parliament House.

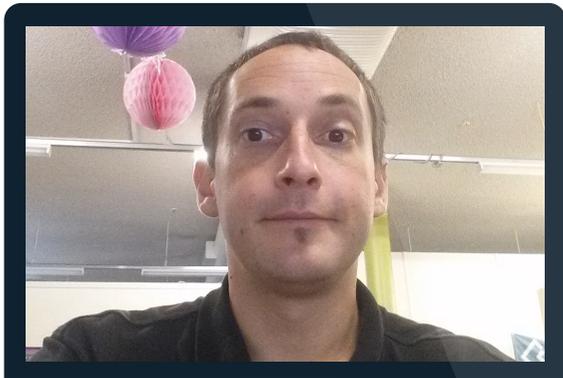
Another highlight was the announcement of growth funding from the Commonwealth, to allow us to expand our Home at Last outreach service to the Barwon region. This is a tribute to the work of April Bragg who made the submission and lobbied successfully for the funding, and we look forward to expanding the service.

We welcome back two of our workers from maternity leave – Gemma White and Shanny Gordon – who are returning to work part time after the birth of their daughters last year.

Our flexible work conditions allow us to support our valuable workers to return to work and retain a healthy work life balance. Our staff have been struggling with changes to the workplace that have been imposed on them, and with the loss of what was previously a collegiate working relationship between staff and Committee. At the time of writing, we are uncertain about how these tensions will play out but hope to bring you more positive news in the coming editions of Older Tenant’s Voice

-Fiona York, Co-Manager

## WELCOME REUBEN



Hi my name is Reuben and I'm really happy to be joining the friendly team at HAAG!

Volunteering with many community organisations, I realised that they often needed support with digital communications, and especially website design.

Maintaining an effective online presence has become increasingly critical to getting our message out to the world, as well as for organising ourselves. So I set out to learn these skills, and share them with grassroots groups through my business Back to Front Design. Coming from a non-technical background I found I'm able to take IT concepts which are often shrouded in a mysterious 'cloud' and translate them into human-friendly ideas.

Computers are supposed to be a tool to make all of our lives easier, so if they're giving you a headache please feel free to ask and maybe I can help!

I'm looking forward to putting these tools to good use helping with the essential work of ensuring safe and affordable housing for older people across the country!

## WELCOME BACK WOMEN!

We are so happy to welcome back Ani from leave, as well as Shanny and Gemma who have returned from Maternity leave.

Ani will continue in her role as finance worker. Shanny will return to her role as retirement housing information worker, and Gemma will return as our community education worker, working along side our communications team.

Aoife, who has been fulfilling the retirement housing information position in Shanny's absence will continue with this work as Shanny transitions back into her full role. Aoife will also be working with the community education/communications team until June.

Assisting workers to transition back into the workforce remains a priority for HAAG as it is an acknowledgment of the dedication and commitment workers continually demonstrate to the organisation.

## CONGRATULATION CARLOS

HAAG would like to congratulate Carlos Humphrey in his completion of his placement with our Home at Last service, Carlos was a valued member of our housing support team. He showed a professionalism and competence in the work making us confident to send him out in the world of social work- Well Done Carlos!

## Get well soon Wayne!



We would like to wish our valued removalist Wayne Dyson a speedy recovery.

Wayne found himself in hospital last week and may be off duty for a while. He is in his ever-cheeky spirits still and was very thankful for the flowers received from our office.

Wayne has made arrangements to cover all of the removals we have booked in so that HAAG won't be adversely effected by his down-time.

Wayne provides the removalist service for practically all of our Housed clients. To date that would be somewhere in the order of 900 moves- We think that probably deserves some bed-rest!

## HAAG History Project

Have you collected clippings,  
photos or other memorabilia from  
HAAGs colorful history?  
Maybe some old campaign  
material?

Do you have a story you would  
like to tell about the past?

Please contact Royal at the office  
on 03 9654 7389 or send him an  
email at rabbott68@yahoo.com

## SPECIAL EDITION NEWSLETTER

Production is almost complete on the special edition newsletter Home and Housed. This newsletter aims to showcase the unique, integrated work of HAAG through case studies of clients who've been housed by HAAGs Home at Last service. Over 500 people have been permanently housed thanks to the work of HAAG. With only 15 workers we are pretty proud of this! We would also like to apologise for the lateness of this publication which, along with other pressing matters caused the postponement of the March General Meeting. Like all not-for-profits, sometimes we must do a bit of juggling to ensure the things that are most critical to the work of HAAG and its clients are attended to first.

## APRIL BRAGG - A LOCAL HERO

Congratulations to April who has been recognised by the Streetsmart committee as a local hero.

Streetsmart raise funds to finance a wide variety of local responses to homelessness.

Each year Streetsmart invite 4 local heroes to their annual fundraising dinner as a way to say thank you for all of their hard work.

We thank Streetsmart for their support of HAAGs work in preventing homelessness.



## VALE CARMEL MCMENNEMIN

Just last edition we reported on awarding Carmel McMennemin a life-membership after her 20 years of support for HAAG, only the second person, after Molly Hadfield, to be given this honour. Now we are very sorry to announce to our members, that on 17th February just 3 days before her 85th birthday, Carmel has passed away.

Carmel was an original tenant of the Housing Commission in Broadmeadows who moved into her home in 1956. She passionately supported her community in Broadmeadows and was on a number of community committees over many decades including the Broadmeadows Legal Service, the Broadmeadows Progress Association, Broadmeadows Residential Advisory Team, senior citizens' organisations and Dallas Neighbourhood house.

Carmel was one of HAAGs longest serving, most passionate members and attended just about every meeting, including long stints as a member of HAAG's Management Committee. Carmel was also very close to some of HAAG's founding members such as Molly Hadfield and Edith Morgan. On many occasions this group of strong women visited country Victoria to meet with older people in rental housing to discuss housing issues with them. This included a 4 day bus trip across the Wimmera and the Mallee to Mildura and down through Bendigo.

Carmel's influence was far and wide and perhaps this all began with her work as a nurse at the Sacred Heart Hospital in Coburg, the Moreland Hall Alcohol and Drug Treatment Centre and a Glenroy aged care centre.

Hume Council is looking to hold an annual award in Carmel's name each year on International Women's Day.

This will be the third such honour for a HAAG member. With Molly Hadfield who has been recognised at Darebin with the Victoria-wide Molly Hadfield award in public housing, and Edith Morgan whose name has been honoured for a student research scholarship at the ACU.

Carmel represented the members who are, and have always been, the true spirit of HAAG.

These women are HAAGs trailblazers, and we are dedicated to staying true to their path.





## RETIREMENT HOUSING SECTOR REFORM

What is currently happening in the retirement housing space?

We are currently at a crucial time when it comes to policies and law reform surrounding retirement housing. To clarify when we speak of retirement housing we include: Independent Living Units (ILUs), Not-For-Profit and self-funded retirement villages, caravan and residential parks and rental villages.

HAAG has been working with Consumer Action Law Centre (CALC), Council on the Ageing (COTA), Residents of Retirement Villages Victoria (RRVV) and Justice Connect for a couple of years now to push forward much needed reform in the retirement housing sector.

Along with the work undertaken over many years by HAAG's Caravan and Residential Parks and Villages (CARPAV) and ILU working groups, and the lobbying undertaken by many of HAAG's members, a parliamentary inquiry into retirement housing was achieved.

The inquiry was completed on 1 March 2017 and investigated all the forms of housing mentioned above. The final report and recommendations were released on 7 March 2017.

A total of 766 submissions were received by the parliamentary committee responsible for conducting the inquiry, along with 90 witnesses heard at public hearings. Those that submitted responses and spoke at hearings came from industry, community organisations and from parks and villages around Victoria.

HAAG was one of organisations invited to speak at the public hearings to give evidence. Shanny Gordon, HAAG's retirement housing worker, presented information on behalf of HAAG's working groups to further expand on HAAG's written submissions.

Upon the release of the report HAAG met with our partner agencies and various group members to discuss the recommendations. CALC organised a "door stop" press >



< conference on the steps of parliament on the day of the release to highlight the importance of the recommendations and the need for ongoing work to progress this sector.

A number of HAAG staff and members attended the press conference and spoke to media about the success of the process so far and the need for a strong strategy moving forward to ensure the government acts upon the recommendation. Those recommendations that are of particular importance to HAAG and that we have been working towards for many years include:

- A review of the Retirement Villages Act 1986,
- Clearer disclosure of ingoing fees and Deferred Management Fees (DMFs), as well as better regulation of the latter,
- Mandatory accreditation for retirement housing operators,
- Improved design of retirement housing to enable people to live independently for longer, and;
- An alternative, low cost dispute resolution process to be introduced, such as an ombudsman.

The inquiry ran alongside the review of the Residential Tenancies Act 1997 which also looked at caravan and residential parks, ILUs covered by the RTA and rental villages. Unfortunately the inquiry recommendations do not touch upon these and the government had not yet released an options paper about these alternative forms of tenure as they were awaiting the inquiry outcome. Now that this has occurred we can expect a release of an options paper, hopefully in the near future, that addresses these areas.

As a result of the current interest in retirement housing, and the current reforms taking place, **HAAG will be holding a retirement housing forum on 1 May 2017**. This will be held in conjunction with CALC, COTA and RRVV and looks to create a strong campaign strategy to ensure the inquiry recommendations are seriously considered and acted upon in future reform.

If you are interested in attending please contact Shanny Gordon or Aoife Cooke on 9654 7389 for more information.

## HAAGS ACH (OUTREACH) SERVICE TO EXPAND INTO BARWON REGION

We are very pleased to announce that we have been selected as a provider to deliver our Assistance with Care and Housing (ACH) Service in the Barwon- South West region. We have been granted the tender for the Barwon – South Western region as part of the Commonwealth Home Support Programme (CHSP) Growth Funding Round.

The minister for Aged Care, Ken Wyatt AM, MP said in their press release on 10th May, “The CHSP supports more than 640,000 older people across Australia to live at home and maintain their independence. These services assist older Australians to live at home longer and enjoy all the benefits of being in their local community.”

The CHSP growth funding round will provide \$115 million in extra aged-care funding support to selected agencies. There were 628 applications nationally and 245 selected to be providers of the various CHSP programs.

This is a very exciting breakthrough with this program, and along with Jeff’s project, it means we can now formally trial the expansion of our model into a regional area. If we make a success of this opportunity it holds us in good stead to obtain further growth funding in other regions, both in Victoria and interstate, in 2018.

Negotiations are still to take place to confirm the amount we will be granted, but we requested two full time workers and administrative costs, so hopefully this is what we will receive.

HAAG would like to thank co-manager April Bragg who submitted this tender and acknowledge the hours of additional work it took her to achieve this win for the organisation.

### THE "HAAG CLAUSE"

Last year it was announced that, thanks to the relentless lobbying of HAAG and particularly April Bragg, older people would be given priority in the new Victorian Housing Register system. Earlier changes to the asset limits for public housing meant that people applying under the priority segment 2 (which includes the majority of Haag clientele) could now only have a max of \$5000 in assets to be eligible. This limit used to be \$30000. Obviously this was not ok with HAAG. >

## A CRITICAL TIME IN VICTORIAN HOUSING POLICY

On 23rd February HAAG attended a social housing briefing by Minister for Housing Martin Foley where he announced the government's social housing growth initiatives. A summary of these are below, and more information can be found online at: <https://dhhs.vic.gov.au/social-housing-growth-initiatives>

### **The social housing growth fund**

A dedicated fund will be established to support innovative partnerships between the Victorian Government and consortia involving the community housing, private, not for profit and local government sectors.

### **The plan to increase financial capacity of the community housing sector**

The Victorian Government will make a variety of loans available to registered housing associations commencing in the 2017-18 financial year

### **Management transfers**

4,000 public housing dwellings to registered community housing agencies on a long term basis.

### **Tenant allocations framework**

Which brings together public and community housing applications for housing so that people only need to apply once for social housing.

Along with the NAHAs instability (see page 11-12) this is a critical time for housing policy. HAAGs concerns remain about stock transfers from public housing to social housing due to the lack of transparency and accountability in tenancy management – where social housing providers can pick and choose or evict tenants – and the added layer of complexity that this brings for people wanting to transfer from one property to another. We will continue to cultivate good working relationships with social housing providers for the benefit of our clients, while continuously advocating for more public housing.

< A special clause, known colloquially as the “HAAG clause” has now been included in the Victorian Housing Register guidelines to allow older people with more than \$5000 in assets to still be eligible for public housing, in acknowledgement of savings such as funeral funds. The clause is also now being included in the revised Supported Housing guidelines to ensure that all housing workers are aware of it.

When announcing this, Assistant DHHS Director Tony Newman acknowledged that this allowance for older people would never have happened without April's constant work in advocating for it.

## NEW STUDY REVEALS THE PITFALLS OF RENTING IN AUSTRALIA

A detailed new survey of Australian renters has confirmed what HAAG has always said – that the private rental market lacks security and that tenants put up with substandard conditions for fear of eviction if they complain.

As the Andrews government considers its options for the ongoing Residential Tenancies Act review, we hope they will take this on amid the growing evidence that we need to radically revamp rental laws to make sure that everyone can enjoy a safe and secure home.

### LONG TERM LEASES

Shane McGrath, HAAGs Tenancy worker spoke on ABC 774 on 2nd March regarding long-term leases. A summary of HAAGs position on the issue is below:

- Longer leases are one important step to improve security of tenure for older renters and it's encouraging that the government is working on this
- Longer leases in themselves do not improve security of tenure, so it's important to see the details of the plan before we get too excited
- We continue to call on the government to abolish no-reason notices to vacate and build more public housing to provide real improvements in security of tenure for older renters

### RTA REVIEW

The Residential Tenancies Act review continues to move forward... slowly. Early this year the state government published its Options Paper, listing over 200 possible changes to Victorian rental laws – some good, some bad, and some you could only call ugly. Following consultation with our members, HAAG responded with a lengthy submission on the reform needs of older tenants, and began the follow-up process of consultations and lobbying.

One frustrating aspect of this is that the Options Paper included only tenancies and rooming houses. They specifically excluded caravan and residential parks, saying they didn't want to pre-empt the recommendations of the Parliamentary Inquiry. When the Inquiry finally released its report, the Inquiry said they weren't going to make any recommendations about caravan or residential parks because the RTA Review was dealing with that. Consumer Affairs has now said they'll release a second options paper for parks issues later this year.

Elsewhere in this issue you'll find details of a campaign called Make Renting Fair, which is lobbying state MPs to make renting fairer and safer for all Victorians. HAAG will continue its own lobbying but we also encourage members to sign up with Make Renting Fair and contribute to making better laws for older tenants.

## WHAT YOU NEED TO KNOW ABOUT THE NATIONAL AFFORDABLE HOUSING AGREEMENT (NAHA)

The Federal Government has announced the most momentous proposed change in Australia's housing sector since WW2: The end of the National Affordable Housing Agreement (NAHA) and it plans to do this in the May 2017 budget.

**Scrapping this agreement is akin to the Government axing Medicare, or axing funding from immunisation programs because people still get sick.**

What is the NAHA?

The National Partnership Agreement on Homelessness is the only funding mechanism for all public and community housing in Australia. The NAHA is the current iteration of a long running agreement between the federal and state & territory governments about the provision of public and social housing in Australia. The first iteration was the 1945 Commonwealth State Housing Agreement. The 2009 NAHA guides the all levels of government in the delivery of services across the housing and homelessness services sector to tackle the problem of housing affordability. It is supported by National Partnership Agreements on Social housing, Homelessness (NPAH) and Indigenous Australians living in remote areas.

Why are they doing this?

The Commonwealth Government have reported that the States and Territories have not met the benchmarks set out in the 2009 agreement. For years, community groups have insisted that the funding provided for Public Housing has not been enough to cover growing demand. Yet the Commonwealth government have decreased its contributions to the NPAH over time. That the states and territories have not been able to keep up with demand should come as no surprise. The Housing and Homelessness sector have long been in agreement that the NAHA was hastily drawn and lacked scrutiny. But this is not an excuse to throw it out altogether without a well consulted upon, workable replacement that caters to the most vulnerable in the community. We know that according to recent announcements, the Victorian government spent about \$440 million on the provision of new Public housing stock in the last 7 months. We are awaiting the state governments' response to the claims that they have not met the NAHA benchmarks.

What will replace the NAHA?

The government intend to replace this vital agreement with a bond aggregator model, geared to investors, that necessarily does not cater for welfare recipients.

The model utilises the bond market to provide lower interest, long-term loans to not-for-profit community housing providers (CHPs) for developing housing for lower income households.

But a recent report by AHURI explains that these housing developments:

..."would be targeted at people working in lower paid jobs or those who otherwise can generate an adequate income (such as self-funded retirees). As a consequence, the properties are unlikely to be available for households who have no income apart from government welfare payments."

What does it mean for affordable housing and housing/homelessness services?

The sector has been led to believe that developing a community housing sector would increase housing supply by complimenting the continued federal investment in to Public housing. Instead the government intend to abdicate itself from this responsibility and put perhaps the most >

< important provision in any society 'affordable housing' into the hands of investors. This will only continue to see high-end investment into favorable areas where there is more demand. History has proved this does not equate to increased affordable rentals. Scrapping the NAHA would leave vulnerable the three agreements that are designed to support and be supported by the NAHA. This includes the NPAH (National Partnership agreement on homelessness). HAL is funded under the NPAH, along with other housing and homelessness services.

It is unclear at this point exactly how the NPAH would be affected by the axing of the NAHA. What is clear is, if the NAHA was replaced by the government's preferred model (bond aggregator), it will have dire consequences for all services dealing with pensioners, job seekers, students and refugees.

Basically anyone on a government pension would NOT be eligible for the affordable housing this model produces (explained in AHURI report) and as this is designed to replace public housing -and likely to fund social housing developments as well- the only option left for our most vulnerable would be the private rental market- the most volatile of all the housing options.

More info to come on HAAGs plan to address this issue. To get involved call 9654 7389

## MAKE RENT FAIR

Assist in the campaign by the Tenants Union Victoria (TUV)

The Victorian Government is currently reviewing the Residential Tenancies Act (RTA), which controls safety, security and privacy for 1.2 million people across the state. This is a rare opportunity to make positive changes to these laws, but we are also at risk of seeing consumer protections for tenants weakened. If this happens, the most vulnerable people will be hit hardest.

People aged over 55 are the fastest growing group in the rental market, and older Victorians especially need housing that is safe, stable, and affordable.

Help the TUV to Make Renting Fair for older Victorians by signing the petition here:

<http://www.makerentingfair.org/petition-rta>  
and sharing it using the #makerentingfair hashtag.

You can also like the campaign on Facebook <https://www.facebook.com/makerentingfair/>  
The TUV also need tenants to tell their stories to help us convince decision makers.

Get in touch if you have a story to tell: [supporters@makerentingfair.org](mailto:supporters@makerentingfair.org)

## CARAVAN PARK CLOSURES

HAAG has received news of closures across Victoria of caravan parks and not-for-profit retirement villages.

- Central City Caravan Park in Bendigo, formerly home to 90 residents, most of whom are older people, is closing as the land owner wants to redevelop the land.
- Wantirna Caravan Park in the City of Knox was bought by a private developer with 171 residents facing eviction.
- The Victorian Caravan Park in Daylesford will remain open as a tourist park, but the long-term residents need to find a new home.

There are smaller numbers of residents facing eviction at:

- Hobsons Bay Caravan Park in Williamstown
- BP Caravan Park in Werribee.
- Carrington Caravan Park in Rosebud.

Retirement Villages:

- Grace Court ILUs in Kew are closing with the loss of homes for 15 people
- Sunrise Village in Hoppers Crossing, with 28 residents, is being turned into an aged care facility.
- Mayflower ILUs in Reservoir is closing with 21 people in the process of being re-housed.
- Orange Lodge ILUs in Box Hill are also closing.

We are supporting some groups and individual residents involved, and also advocating at state level to prevent further closures and secure permanent suitable homes for older people. Please call us if you are interested in working on this issue with us.

## JOIN HAAGS CAMPAIGNS & POLICY WORKING GROUP

Would you like to be part of a small group working towards changing Australian housing policy? HAAG run monthly meetings for members to plan and run campaigns to improve the housing outcomes for older Australians. A few issues we will be looking at in the coming months are:

- The proposed axing of the National Affordable Housing Agreement (NAHA)
- The recommendations into the reform of the retirement housing sector
- The recent and continued wave of caravan park closures
- The review of the Residential Tenancies Act (RTA)

If these issues interest you please contact Shane or Tegan at HAAG on 03 9654 7389 or [haag@oldertenants.org.au](mailto:haag@oldertenants.org.au)

# CASE WORK SUMMARIES

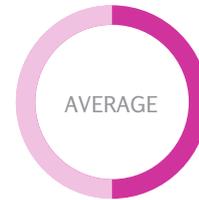
## RETIREMENT HOUSING ADVICE SUMMARY

### Greatest Success

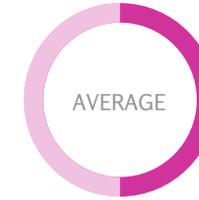
Challenging repeated breach notices directed at a couple facing serious illnesses.

### Greatest Challenge

Supporting large groups of residents facing eviction due to caravan park closures



CASE LOAD



PAPER WORK



CASE COMPLEXITY

## HOUSING SUPPORT SUMMARY

### Greatest Success

A number of offers were received from independent living unit and social housing providers, the fact that we are approached with these is testament to the good work our housing support team does and to the reputation of HAAG overall, it also ensures housing choice for our clients

### Greatest Challenge

As always keeping up with data requirements is difficult for housing support staff



CASE LOAD



PAPER WORK



CASE COMPLEXITY

## TENANCY ADVICE SUMMARY

### Greatest Success

Finishing HAAG's submission to the RTA Review Options Paper was a big achievement but as always, working with individuals produces the greatest successes and rewards. I was very happy to help prevent the eviction of a vulnerable elderly man targeted by a vindictive rooming house owner out in Dandenong. The argument at the Tribunal was fierce and complex but the outcome was that he remains housed while he looks for a better place to live.

### Greatest Challenge

Maintaining a high quality of casework while the entire staff is going through a challenging time.



CASE LOAD



PAPER WORK



CASE COMPLEXITY

## HAAG Communications

This quarter sees the beginning of the Communications team. A work group of staff seconded onto the communications 'portfolio' alongside our existing communications worker Crystal. This team has been formed to get to work on the Communications strategy formulated by the Communications working group which ceased its meetings in February 2017. The working group had achieved its purpose in laying the groundwork for HAAGs communications and now what is needed is workers 'on-the-job'.

The area of communications is vast and we are finding it cross over into all other work areas. So, HAAG workers with particular skill or interest in this area have come on board to help HAAG achieve its communications objectives. It is this kind of innovative working practice that enables HAAG to achieve its mission and give workers greater job-satisfaction. Crystal welcomes Reuben (see page 2), Gemma (Community Education), Tegan (Intake) and Fiona (co-manager) to the Communications team.

So far, Gemma has been working on implementing changes to the website that make it more accessible for people of various languages. You will now notice there are in-language buttons on the front page that lead to an extensive list of resources in each of the 13 different languages. We hope that our CALD members, clients and agencies find these resources useful.

Media has slowed a little in the new year but we are steadily seeing HAAG in media around 1-3 times a month. Watch out soon for HAAG featuring in the Australian Women's Weekly.

### HAAG SERVICE DATA 01 DEC - 28 FEB 2017

Total new Clients	289
Needing Housing support	238 (82%)
Needing Information Only	45 (18%)

#### Main reason for seeking assistance (top 3)

Inappropriate/Inad. Housing	90 (31%)
Housing Crisis eg: NTV	94 (32%)
Housing Affordability Stress	39 (13%)

#### Client Demographics

Average Age	66
Predominate Gender	Female (70%)

#### Referrals to Housing Support/Information

HAAG Services	112
External Services	149

#### HAAG Housing Outcomes

Clients Housed	23
Offers made	45
Average time to Rehouse	3-6 months

#### Tenancy Service data

Tenancy Clients	11
Top issue (37%)	NTV 60days
VCAT representations	3

#### Retirement Info Service data^

Retirement Info Clients	45
Average Age	70-79
Predominate Gender	female
Residents at Info. sessions	70

#### Secondary Consultations\*

Total	6
Total hours spent on SC	1
Consult. requested by other agency	16%

\*Cannot be counted as clients due to eligibility etc.

^Retirement Info data 01Jan-31Mar2016

### Want to stay connected?



[twitter.com/HAAGHomeAtLast](https://twitter.com/HAAGHomeAtLast)



[facebook.com/HousingfortheAgedActionGroup/](https://facebook.com/HousingfortheAgedActionGroup/)



[www.older tenants.org.au](http://www.older tenants.org.au)

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Fighting for Housing justice  
for Older people since 1983

HAAG also offers FREE confidential advice and  
support to over 55's

Housing Options Information

Outreach care and housing support

Private renters assistance and tenancy advice

Retirement housing advice and support