



older
tenants
voice



HOUSING FOR THE AGED ACTION GROUP

SEPTEMBER 2017 | SPRING EDITION

ANOTHER AWARD FOR A 'TRAIL-BLAZING' SERVICE

On 13th September, HAAG received an award for Excellence in Ending Homelessness amongst Diverse Groups. The awards are presented annually at the Council to Homeless Persons (CHP) conference and recognise the exceptional efforts made by organisations and workers in the specialist homelessness service system.

The primary focus is excellence in ending homelessness and the diverse category recognises that older people, LGBTIQ, cultural and linguistically diverse and Indigenous people are over-represented in homelessness.

HAAG received many compliments on the night including such things as being 'trail blazers' and commending out innovation and commitment to CALD communities. Jenny Smith, CHP CEO, said our work was outstanding.

Congratulations to Gemma and Fiona their hard work in conducting and overseeing the project, the housing support team for supporting our CALD clients and everyone else that had input into the project making it such a success.

We congratulate Alsorts Family Access Work who also took out the award, and all of the other finalists, and thank the council to homeless persons for recognising the work of the sector. (SEE COVER PHOTO)



L to R: Jenny Smith, CEO, Council to Homeless persons, Tegan Leader and April Bragg from HAAG and ABC Radio 774 presenter Sami Shah. Photo credit: Council to Homeless Persons

Are you interested in joining our committee of management?

We will be holding our Annual General Meeting on 16 November 2017 and will be electing a Committee of Management. If you are a current member with an interest in ensuring the good management of the organisation, please consider nominating. We are looking for a range of skills and experience on the Committee, from people with a commitment to the values of the organisation.

HAAG Values are: inclusiveness, commitment, respect, integrity, solidarity and equity.

There are 8 positions for ordinary Committee members as well as four office bearers – Chairperson, Vice Chairperson, Secretary, Treasurer. People with skills and experience in management, finances, the community sector, board leadership and governance will be most welcome! Committee members should be prepared to attend monthly Committee meetings, as well as participating in sub-committees and working groups if possible. You will be provided with training and induction to the organisation, if successfully elected. Public and social housing tenants are encouraged to nominate.

Nomination forms must be signed by a current member and returned to the HAAG office by 9th November 2017. They are available on our website www.older tenants.org.au or by calling the office on 03 9654 7389.

CHAIRPERSONS WELCOME

Welcome to the warmer weather and also to our new members of HAAG.

Membership to this organisation is very important and to our many long standing members we appreciate you all and are strengthened by your loyalty and contributions over the years.

Our goal now is to continue to increase the volunteer and membership numbers and especially swell the various working group memberships. It is always interesting and fulfilling being part of the working groups where we spend time planning ways to increase the availability for housing.

Housing that must be affordable and fair to older people. HAAG relies on its volunteers and members to share their experiences, ideas and varied skills in these working groups that meet once a month.

Our working groups formally respond to the specific government minister about such recommendations like caravan park closures and the reform of the retirement housing sector to name just two important matters. We are determined to continue voicing our concerns around housing for older persons. You are welcome and encouraged to join us in discussing such matters. Meetings are productive and there's always a lovely lot of sandwiches to thank you for your presence!

The state election is coming up next year and there are urgent and serious housing matters that require attention. The government's plans to redevelop public housing stock into a mix of private-public housing with an increase of social housing of 10% need close scrutiny and responses from our organisation. Public housing has been, and still is, the standard of secure and affordable housing for many people.



There's no promise that the announced changes will continue to provide the same in the future.

Jeff Fiedler's magnificent efforts on the National Project is progressing very well. The recent piece in The Senior newspaper on his work throughout other states of Australia was published nationally and resulted in another avalanche of phone calls and emails. Congratulations to Jeff from us all for his well earned success to date.

The Geelong Region ACH position is off to a good start, with the first person from the region being housed by April this month. We are happy to be able to extend our specialist service to other in-need areas.

And finally, a huge congratulations to HAAG for the superb award from the Council to Homeless Persons (CHP). HAAG took home the award for Excellence in Ending Homelessness Among Diverse Group. I am delighted that the hard work of this organisation has once again been recognised by the industry as exemplary. Thank you CHP for your recognition and support.

-Phyll Williams - Chairperson of HAAG

HELLO/GOODBYE

It is not often that we farewell someone. Very few workers actually leave. But Aoife has been offered a job with more hours than HAAG could offer her, so we understand...but we are still sad about it. We will miss having Aoife around. She did excellent work with the ILU project and in her various roles since then. We hope that Aoife enjoys her new job and has every success in the future.



Taking over Aoife's Retirement Housing Worker position is Jessica McCrickard. Starting on the 17th September, Jessica will join Shane and Shanny in the Retirement Housing Advice Service (RHAS) team and will be supporting residents of various forms of Retirement Housing as well as assisting with policy development.

Jessica holds a Bachelor of Arts (Psychology) and brings with her 11 years experience working in various community services such as Mental Health, Homelessness and Housing, Family Violence and Crisis support. We warmly welcome Jessica to the team and look forward to working with her.

Another new addition to the HAAG family is Libby Heath who will be joining Ani in the Finance team as our Finance and Administration worker. Libby is a qualified Financial

Services worker with over 11 years experience in various bookkeeping and administration roles. As her title suggests Libby will also be providing Administration support to the organisation which will encompass membership management.

Libby's last position was the Administration and Member services worker for Abbeyfield Australia (a housing provider for over 55's) so we are excited to see what skills and knowledge she will bring to her role in HAAG.



OLDER PEOPLE, HOUSING AND MONEY: WORKING TOGETHER TO FIND SOLUTIONS

On 23 August, HAAG participated in a forum in Sale, Gippsland bringing different workers from housing, community aged care and financial counselling sectors together to discuss working together to address financial disadvantage for older people in the region.

Over 80 people from six Gippsland local government areas attended, some travelling many hours to be there. HAAG was involved in organising the forum, along with the Gippsland Homelessness services, Department of Health and Human Services, Centrelink, Gamblers Help, Uniting and SalvoCare.

One of the highlights of the day for participants was hearing from HAAG volunteer Joan Lansbury, who bravely told a packed audience about her experiences of housing stress that led her to the Home at Last service, and the difference having secure housing has made to her life. Hearing directly from an older person about their lived experience, and someone who does not fit the stereotype of a "homeless person" was an invaluable learning experience for the group. Feedback from participants indicated that 95% thought Joan's story was very relevant, and the highlight of the forum.

Photo: Joan at the info table. If you might like to speak about your experience like Joan did, call Crystal 0450 773 212



NEW PROJECT: CALD COMMUNITIES CONNECTING FOR HOUSING JUSTICE

In August 2017 HAAG received a small grant from the Department of Health and Human Services under the 'Participation for CALD Seniors' program. The grant will allow HAAG to do two important things that we have wanted to do for a long time;

1. Encourage people from culturally diverse backgrounds to become HAAG members
2. Make sure that people who are isolated are still getting information about Home at Last.

Since starting work in this area in 2014, we have been providing information about Home at Last to a number of communities that were not utilising the service. Now almost half (47%) of the people Home at Last assists are from culturally diverse backgrounds, something that HAAG is very proud of. But in terms of HAAG membership though, only a very small proportion are from culturally diverse backgrounds.

So part of this CALD project will be engaging with some of the communities we have worked with to see how we can better support them to become active HAAG members.

Previously, most of the people who participated in community education sessions about Home at Last were already part of seniors groups. We are concerned that there are a lot of people from culturally diverse backgrounds who are not part of seniors groups who still need our help. This project will allow us to target those individuals who are isolated due to being pushed away from their community in order to find affordable rental housing.

YOUTH IN PHILANTHROPY

We are pleased to announce that we were successful in receiving some funding from the “Youth in Philanthropy” program of the Lord Mayors Charitable Fund.

‘Moving into Security’ will provide Home at Last with the funding for removalist costs for older people- so that they can move from insecure private rental housing to secure public and social housing- preventing them from becoming homeless.

Home at Last are the only service in the state that pay for removalist costs when we find a person secure, affordable housing. The older people we assist do not have the funds to pay for their own removal service and without our assistance would not be able to move into more affordable housing.

Moving from one house to another can be a very expensive operation -around \$400-800- not to mention exhausting, especially for older people. Due to the costs involved, many people opt to move their things themselves, but this is not an option for frail older people. If an older person is assisted by Home at Last and allocated affordable public or social housing, the Youth in Philanthropy grant will allow us to pay for their removalist costs.

We would like to thank the Lord Mayor’s Charitable Trust and the students from Hume Secondary College who visited us to hear more about the service, and ultimately decided our project was worth funding.

GIVING COMFORT AND SMILE

In times of desperation, when you have to keep the heating off to be able to afford the bills, every little thing counts. When that little thing is the kindness of a hand crafted quilt to keep you warm, it can not only brighten your home but your heart too. HAAG member June Walkeden and her neighbour Shirley McEvey have been making and donating quilts for the clients of HAAG for years. The lucky recipients of these quilts have been overjoyed at the gift, one client saying that it brought ‘comfort and smile’!

Thank you June and Shirley for your generosity and compassion- it is so heartwarming in these difficult times. Keep an eye out for The Senior paper for a story on June and her quilting.



THE GOVERNMENTS RESPONSE TO THE RETIREMENT HOUSING INQUIRY

Since its announcement in February 2016, HAAG members have been contributing to the Victorian Parliament's Inquiry into the Retirement Housing Sector. HAAG members were also involved in campaigning for the inquiry itself.

In March 2017, the government released the Inquiry's report, which made 15 recommendations to improve the sector. On 1ST May 2017 HAAG held a forum along with Consumer Action Law Centre (CALC), Residents of Retirement Villages Victoria (RRVV) and Council on the Ageing (COTA) where 140 residents responded these recommendations. The attendees identified 5 priority areas in need of urgent attention. The government responded to the 15 recommendations on 7th September. A summary is provided below of the government's response to the 5 key areas identified at the forum.

1. An alternative dispute resolution process, such as a Retirement Housing Ombudsman - Government Response: ' Under Review'

The government report notes;
"The Review is unable to recommend the establishment of a retirement village ombudsman without considering the broader regulatory context of retirement housing generally. Any change in this area should be supported by a comprehensive cost-benefit analysis conducted with input from the industry, village residents, and advocacy groups".

HAAG is most disappointed that the Victorian Government has not committed to introducing a new alternative for low cost, timely and binding resolution of disputes in the retirement housing sector- particularly an ombudsman. We are also concerned that part of the government's response to this issue includes

the funding of our Retirement Housing Assistance and Advocacy Program.

Although our service provides assistance and advocacy to vulnerable residents of retirement housing, we cannot enforce binding resolutions so our service in no way replaces the need for low cost independent alternative dispute resolution.

2. Appropriate training for managers of retirement housing- Government Response: 'Supported in Principal'

"The Government considers it would be beneficial for there to be a dedicated, nationally recognised qualification under the Australian Qualifications Framework (AQF) available to retirement village managers, ideally at the Certificate IV, Diploma, or Advanced Diploma level...

"Many professional development opportunities are already available to people working in the retirement village sector, including programs offered by individual operators and industry bodies. It is not considered feasible or necessary for every training course offered to retirement village managers, or other staff, to lead to a qualification recognised under the AQF."

The majority of HAAG's advocacy work with individual clients could be resolved or avoided if retirement housing providers were more professional in their dealings with residents, and better aware of the laws and codes of practices available to guide their work.

Despite this, the government has not supported a recommendation to mandate accredited training for providers. Expecting the retirement industry to voluntarily undertake professional development has proven unsuccessful to

date, and the quality of industry-led programs is uncertain.

3. A process of accreditation for all retirement housing providers - Government Response: 'Under Review'

"The Government is aware of existing concerns about retirement village accreditation and assessment processes. It will examine both ways to support a rigorous and professional accreditation scheme, and options for making such a scheme mandatory for all retirement villages. Options for a mandatory scheme will need to consider the implications for retirement villages and residents where a retirement village fails to achieve or maintain accreditation".

HAAG is pleased that this recommendation is being considered, although it would like to see a more solid commitment including a timeline to beginning a process of accreditation.

4. A review of the Retirement Villages Act 1986 - Government Response: 'Supported'

'The Government acknowledges that, in this environment, there will be a need to ensure that the legislative framework established by the Retirement Villages Act 1986 (Act) is capable of facilitating the growth and innovation of the sector, while protecting the rights of persons who live in, or intend to live in, retirement villages. The government supports the recommendation that they review the Retirement Villages Act 1986, which is welcomed. However, timelines or any indication of movement of this issue are absent from their response. We need stronger indication that this will commence imminently.

5. Clarification of deferred management fees and clearer contracts - Government Response: 'Under Review'

"The Act and the then, Retirement Village (Records and Notices) Regulations 2005 (R&N Regulations) were amended in 2014 to require operators to better disclose to prospective residents the costs of entering, living in and leaving the village as part of their pre-contract disclosure obligations....

These changes have only been in place for three years, and their impact needs to be assessed. Their adequacy will form part of a future review of the Act, as contemplated in the response to recommendation 2."

This recommendation has not been fully supported by the government, although it will be looked at as part of an overall review of the Act. HAAG is very disappointed as we have made strong and urgent calls for management and control of deferred management fees, which can often be financially exploitative.

In summary, the Victorian Government has now responded to the Parliamentary Inquiry into the Retirement Housing Sector. From HAAG's perspective, the response has been weak and many of the most important recommendations from the Inquiry have been brushed aside completely.

Other recommendations that the government has agreed to act upon have been given no timelines or solid commitments. HAAG members must continue to push for action on these issues if we wish to see real change.

THE PUBLIC HOUSING 'RENEWAL' PROJECT

The state government are planning on handing 9 public housing estates over to the private sector (Community Housing Providers) as part of its public housing "renewal" program. The sites are in Brunswick, North Melbourne, Heidelberg West, Clifton Hill, Brighton, Prahran, Hawthorn, Northcote, Ascot Vale.

There has been no consultation with the people affected by the program and the public tenants we have spoken to are very concerned.

HAAG are concerned about the hand-over of public housing stock. There are 33,000 applications currently on the public housing wait list. The government's proposal would increase the pool of public housing stock by just 1100 properties, and would come at the cost of 9 parcels of prime land that can never again be used for public development. Where will the rest of the public housing we need be built when this land is gone?

HAAG are also concerned that conditions for people in "community" housing aren't the same as in public housing. Rent is more expensive, tenants are hand-picked, rather than coming from the top of the wait list and there is no guarantee that tenants can stay there forever.

If you would like to join the campaign against the hand-over please phone the HAAG office on 9654 7389.

HAVE YOUR SAY

The Victorian Parliament is holding an inquiry into the Victorian Government's Public Housing Renewal Program. If you want to influence the handover of yet another public asset into private hands please make a submission to the upcoming Parliamentary Inquiry.

Submissions close Friday 3rd of November 2017

You can write the submission yourself or you can share your story with HAAG and we will put it in our submission. Please contact us particularly if you will be affected by the transfer process.

You can email your submission to phrp@parliament.vic.gov.au, or post it to:

The Secretary
Legal and Social Issues Committee
Parliament House, Spring Street
EAST MELBOURNE VIC 3002

The Committee will conduct public hearings throughout the latter part of 2017.

AGEING ON THE EDGE- NATIONAL PROJECT

Our first major report was released on the 18th September. This research, a partnership between Housing for the Aged Action Group (HAAG) and The University of Adelaide's Centre for Housing Urban and Regional Planning (CHURP) and funded by The Wicking Trust, has found that a significant number of older people in the private rental market in South Australia are living in housing poverty. The latest 2016 Census data also shows that there has been a rapidly rising number of older people at risk of homelessness in South Australia.

Our report proposed that strategies to help older people successfully age-in-place must be a priority for governments. The provision of early intervention services like HAAG's Home at Last service, that can help older people to access secure and affordable housing, saves lives and avoids the enormous cost of crisis health and housing, including premature entry into residential aged care.

The report has been sent to the Housing Minister in South Australia and every member of Parliament in that state as well as Federal South Australian MP's. The report is not the end result of our work but just the beginning as we now start to lobby for change based on the report's recommendations. This will begin with a series of workshops in December involving the community, agencies and government. Council on the Ageing, Shelter South Australia and the Ageing on the Edge Project are continuing to meet to facilitate change.

Following on from our work in South Australia the project is moving its focus to New South Wales where the most acute housing problems are faced by older renters.

A Reference Committee has been organised by the NSW Federation of Housing Associations, Homelessness NSW and includes a number of key agencies who are providing advice on our activities in NSW.

We'll be launching our report on NSW at the National Housing Conference in Sydney on the 29 Nov 2017. If you're able to attend the event you can RSVP online or by giving us a call on 96547389.

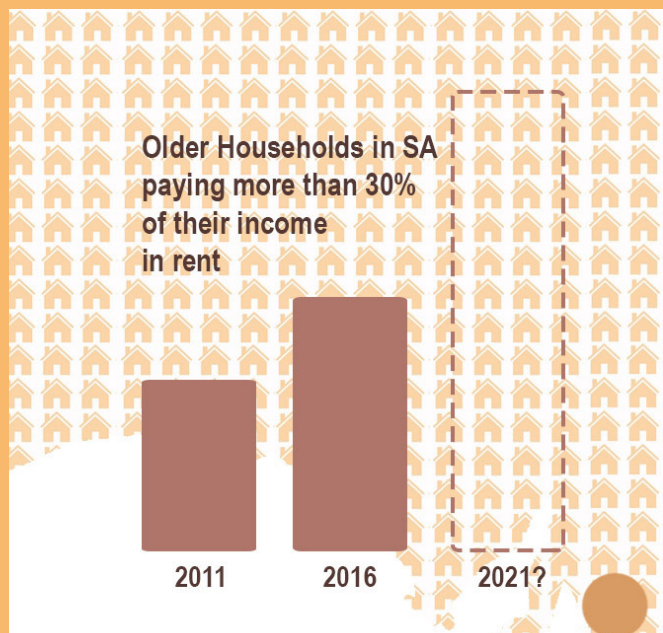
Over 4600 Older Households in SA are in rental stress.

If you're in SA and struggling to make rent please call

13 *** **

Older Renters in SA need co-ordinated, specialist services

as part of an Older Persons Housing Strategy



CALLING ALL VOLUNTEERS- WE NEED YOU!

HAAG has 4 new types of volunteers. We would like to build these groups as key elements of HAAG's communications and community education work in the coming years. If you are interested in any of the below positions please call the HAAG office on 9654 7389. Travel expenses with volunteer work will be reimbursed and morning teas and light lunches are often provided at mail-outs, meetings and other events.

Culturally Diverse Volunteers

We are looking for a group of HAAG members from culturally diverse backgrounds who can guide our current project that aims to get information to isolated people from various backgrounds.

The group would also provide advice on HAAG events and our every-day work and how we can make them more culturally appropriate. The group will meet monthly.

For more information or to apply call Gemma on 96547389 (Tuesdays and Thursdays).

Events & Mail-out Volunteers

HAAG needs more hands on deck when it comes to doing mail-outs and information stalls.

Mail outs occur every few months and information stalls need staffing periodically, but especially around Seniors Week in October.

If you would like to participate in either of these activities call Gemma on 9654 7389 (Tuesdays and Thursdays)

Media Volunteers

We are looking for a group of volunteers who will be trained to speak to media about their experiences of housing stress, homelessness, retirement housing issues or using the Home at Last service. The group will receive training and then be called upon as needed. For more information or to apply call Crystal on 9654 7389

Peer Educators

In January 2018 HAAG will begin a new peer education program. To participate in this program you will have;

- Personal experience of housing stress or homelessness
- An interest in speaking to groups of older people about your experience
- A passion for raising awareness about the issue of homelessness for older people
- A desire to help others in similar situations

As part of this role you will be provided training and support.

If you are interested please contact Gemma on 9654 7389 (Tuesdays and Thursdays).

UPDATE ON HAAG'S SERVICE REVIEW

In July this year, the Department of Health and Human Services engaged two consultants to undertake a service review into HAAG's Home at Last Service, following concerns that were raised to our funders by the previous Committee of Management. The review closely examined governance, financial management and service performance, and included interviews with staff, members, current and former Committee members and clients. The service review was handed down in early September, and HAAG's Committee of Management responded on 28th September.

The service review made a number of suggestions for improvement to our governance and financial management processes and drafted an action plan. There were a number of inaccuracies in the report, but despite this and its negative tone, we are committed to working with the Department to continue to improve our service delivery.

We have already made progress in implementing recommendations and are broadly committed to reviewing our staffing structures, strategic plan, governance and financial management processes without losing sight of our core values, vision and mission. We strongly believe that our unique model provides a holistic and effective solution to housing crisis for older people, and are proud of our demonstrated outcomes and strong advocacy in this area.

Despite the upheaval that the organisation has experienced this year, we are looking forward to moving ahead with our service in the coming months and to a closer working relationship with our funders. There will need to be some changes to our internal processes, but we're confident that we can take on these challenges, with the support of our Committee, management, staff and members, and be able to continue to provide the great service to older people in housing crisis that we are known for.

FIRST PERSON HOUSED UNDER NEW REGIONAL PROGRAM

Congratulations to Mary Ann for being the first person we have housed under our newly funded regional ACH Program. Originally from Melbourne, Mary Ann moved to regional Victoria in search of more affordable private rental accommodation. Mary Ann moved to outer Geelong some five years ago and whilst regional rents were cheaper at the time, Mary Ann's rent has steadily increased to the point to where a rent increase earlier this year took the rent to over 100% of her income.

Frantic with the thought of becoming homeless Mary Ann sought assistance and was referred to our Home at Last service. When we met Mary Ann she also told us living in an outer regional area had become difficult for her in terms of the physical and social isolation, ideally, she hoped she could return to Melbourne but never thought this could be possible. We have been working with Mary Ann for the last month, specifically aiming to relocate her back Melbourne, and are delighted we have been successful in achieving this outcome. Mary Ann is currently planning her move into an inner Melbourne social housing unit where the rent will be only 25% of her income.

Mary Ann says it feels like a new stress-free beginning after many years of housing stress and insecurity. (Mary Ann is pictured next page with Carl from Housing Choices Australia)



HISTORY PROJECT

Have you collected clippings, photos or other memorabilia from HAAG's 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

MORE SHONKY PARK MANAGERS TAKING ADVANTAGE

Mr and Mrs Heffenfluffer* recently came to the office to talk about problems they're having in the park where they live. About five years ago they bought a moveable unit in a residential park, where they rent the land it sits on. 18 months ago they decided they needed to move closer to family and other supports in the city, and asked the park to help them sell the unit.

The Heffenfluffers wouldn't be able to afford to leave until the unit was sold, but their unit was clean and in great condition and the park soon started bringing prospective buyers through – they were sure it would sell in no time. Sure, it was annoying that the park brought the buyers through without notice (which is unlawful), and demanded the couple leave their home while they took the buyers through (also unlawful). But over time, they realised they had a problem – the park was treating their unit as a model home and, because it looked so good inside, using it to convince prospective buyers to purchase other homes in the village. And why wouldn't they? The Heffenfluffers were going to keep paying rent until it sold, while the unsold units weren't bringing in any income. It was in the park's interests to sell the empty units first, even though they convinced the Heffenfluffers to sign an exclusive contract for the park to sell their unit.

This is a surprisingly common sort of situation – parks often convince residents the park is best placed to sell their unit, but then keep acting in the park's interests, not the residents'. If you hired a real estate agent to sell a home and they kept selling everyone else's house but yours, you'd sack them and find someone else – but people often feel stuck using the park to arrange the sale.

HAAG's retirement housing advice service (RHAS) is now trying to help the Heffenfluffers to untangle their situation and get out of the park. If you're having problems with selling a moveable unit – or any other problem in a residential park – please feel free to give our Retirement Housing workers a call, and we'll see if we can help you out.

* - Not their real name

CASE WORK SUMMARIES

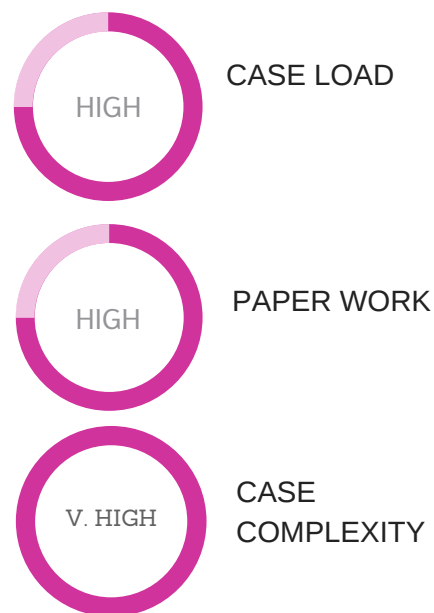
RETIREMENT HOUSING ADVICE SUMMARY

Greatest Success

The greatest success for the team this quarter has been in getting the new and expanded Retirement Housing Advice Service up and running.

Greatest Challenge

At risk of getting repetitive, the hardest challenge this quarter has been getting our heads around the new and expanded Retirement Housing Advice Service.



All part of the Service. Pictured here is one of our Outreach workers, Anne Maher who, along with Darwin Cheng, (also Outreach), assisted two clients to move to a Social housing property in Werribee. After 3 months of advocacy work, Anne secured a suitable property for her clients and arranged for all their aged care supports to be carried over, as well as a removalist to relocate them. Anne and Darwin also did 4 trips in the car to move the clients, and their fragile items, which included 100 pot plants!

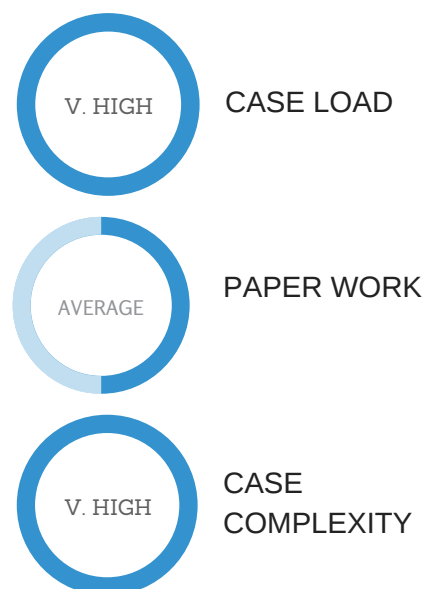
HOUSING SUPPORT SUMMARY

Greatest Success

One of the greatest successes of the quarter would be the outcome obtained for our clients mentioned above. This was a very resource-intensive case and was pulled off beautifully resulting in very happy clients.

Greatest Challenge

Hardest challenge increase in the number of longer term homeless clients and as a result have more complex needs.



HAAG Communications

At the beginning of this quarter, there was a lot of media around Retirement Housing, particularly on questionable park operators, such as AVEO. This really kick-started the quarter and much of the media attention since still focus on this area.

We put out some ABS Census data for 2016, and this has also gained some attention. It is great to see the statistical evidence that supports our work in the media. Particularly in Jeff's National Project report for SA, which got national press, and radio on 3CR. Well done Jeff!

During Homelessness week in August, we hit Social Media hard, sharing a new client story every day from our home and housed newsletter. This got a lot of good feedback.

We were also very happy to have one of our clients, Doris Perkin on Insight SBS, sharing her story of housing stress. Doris told us that she really enjoyed the experience of flying to Sydney and going on TV. We are so thankful to Doris (seen in the pic below, on right, on the Insight panel) for her time, but particularly her bravery. Sharing her story like that helps people struggling at home to realise that there are other options and hope.

If you would like to share your story with media please contact Crystal on 03 9654 7389



HAAG SERVICE DATA 01 JUNE - 31 AUG 2017

Total new Clients	242
Needing Housing support	205 (85%)
Needing Information Only	36 (15%)

Main reason for seeking assistance (top 3)

Inappropriate/Inad. Housing	64 (26%)
Housing Crisis eg: NTV	84 (35%)
Housing Affordability Stress	42 (17%)

Client Demographics

Average Age	67
Predominate Gender	Female (57%)
CALD clients	42%

Referrals to Housing Support/Information

HAAG Services	62
External Services	154

HAAG Housing Outcomes

Clients Housed	32
Offers made	48
Average time to Rehouse	1-3 months

Tenancy Service data (June only)

Tenancy Clients	4
Top issue (30%)	Compo
VCAT representations	0

Retirement Info Service data[^]

Retirement Info Clients	41
Average Age	74
Predominate Gender	Female
Residents at Info. sessions	none yet

Secondary Consultations*

Total	8
Total hours spent on SC	2
Consult. requested by other agency	12%

*Cannot be counted as clients due to eligibility etc.

[^]Retirement Info data 01Jul - 30 Sept2017



3CR 855AM City Limits-3rd Wed/Month- 9am
Raise the Roof- 4th Wed/Month - 6pm



twitter.com/HAAGHomeAtLast



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



www.oldertenants.org.au

Housing for the Aged Action Group Inc.

1st Floor, 247-251 Flinders Lane,
Melbourne 3000.

ADMIN: 9654 7389

Home At Last: 1300 765 178

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SURFACE

POSTAGE
PAID
AUSTRALIA

www.older tenants.org.au 1300 765 178 haag@older tenants.org.au



**Fighting for Housing Justice
for older people since 1983**

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

Housing Options Information

Outreach Housing Support

Retirement Housing Advice & Support

Research and Policy Development