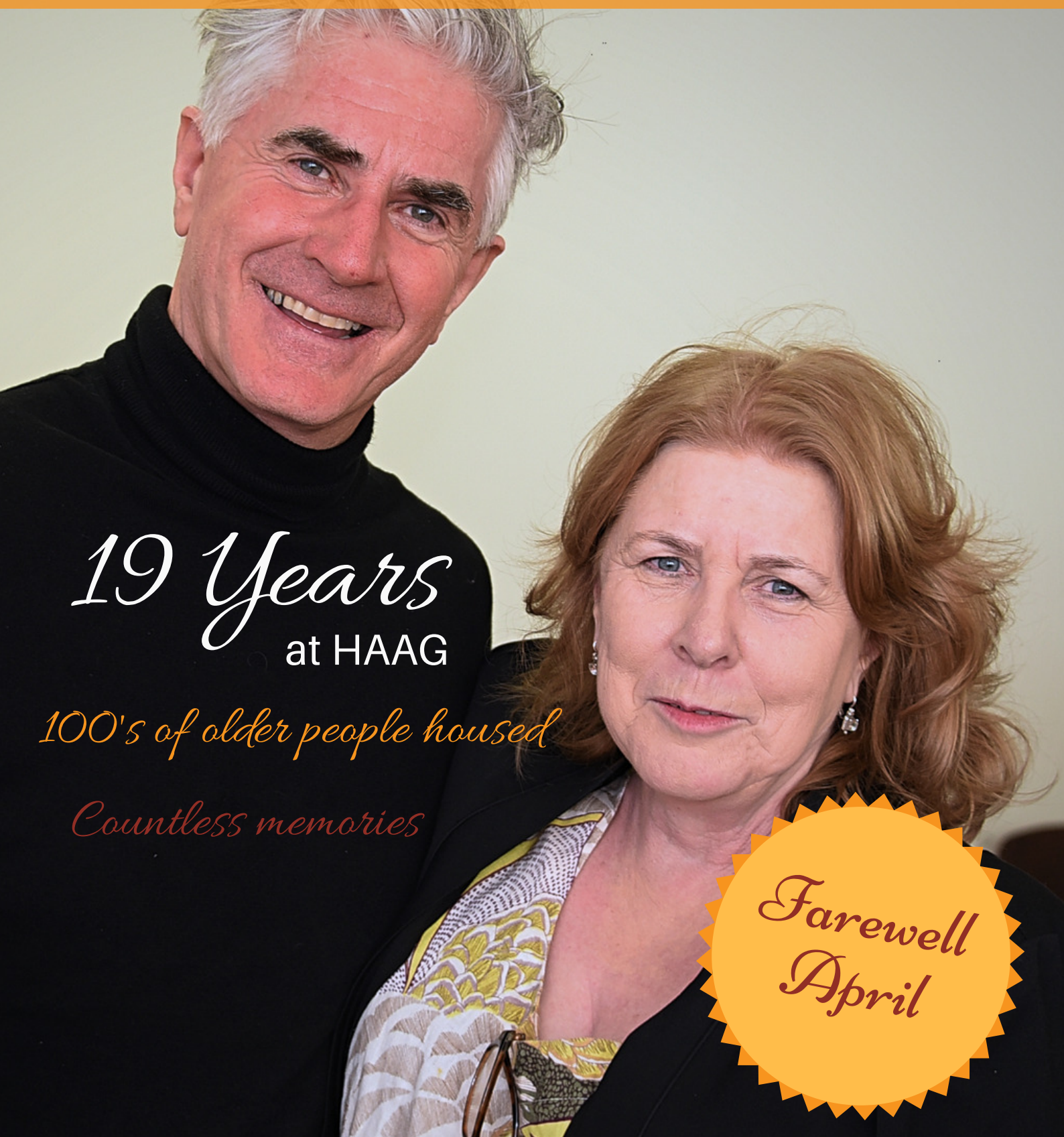




older tenants voice

Housing for the Aged Action Groups quarterly newsletter



19 Years
at HAAG

100's of older people housed

Countless memories

*Farewell
April*



HOUSING FOR THE AGED ACTION GROUP

FIGHTING FOR HOUSING JUSTICE FOR OLDER PEOPLE SINCE 1983

WHAT'S ON?

1st Oct – International Day of the Older Person

8-13th Oct – Seniors Week

10-12th Oct – HAAG Seniors Week stall –
Melbourne Town Hall

15th Nov – RAAG Working group

22nd Nov- HAAG Annual General Meeting (11-1pm)

12th Dec – Volunteer Christmas Luncheon

RADIO 3CR:

City Limits

3rd Wed/Month - 9am

Raise the Roof

4th Wed/Month - 6pm

We love sharing our member's stories.

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

Contact Shane on 03 9654 7389

CHAIRPERSONS WELCOME

Dear Members,

You may be aware there is a state government election in November this year. We need you all to join with us in spirit and in person, if possible, to be sure to bring to the notice of all politicians, via your local MP, they can no longer ignore the plight of older persons at risk of homelessness.

There are only two organisations in Victoria working at homelessness for older people. They are HAAG and Wintringham and our client numbers are increasing.

HAAG is a member driven, not for profit organisation and we need to keep gaining more members to make our voices loud and long. Invite your friends to join us too.

You may already know our dear April Bragg resigns from HAAG soon. Over the last 20 years, so many people now have a secure home due to April.



April's record of selfless service to HAAG clients will never be forgotten. I will miss you my friend.

I remind you too the friend or acquaintance you meet is never going to tell you they are sleeping in a friend's garage because they're homeless. For many reasons they keep it quiet.

So watch out for your friends and other older folk looking lost and torment your local MP often.

Phyll Williams



FAREWELL ANNE

In August we said goodbye to our good friend Anne Maher, who had been with HAAG for 6 years. Anne was one of our Outreach workers and was a much loved member of the team. Recently Anne bought her first home out in the North and when an opportunity to work closer to home came up, Anne took it up. We will really miss Anne's cheer and kind nature around the office and wish her all the best in this new chapter of her career.

Farewell April

Yes, our beloved HAAG matriarch April Bragg is moving on. This edition of the Older Tenants Voice newsletter will pay tribute to the 19 years of service April dedicated to this organisation, to its clients and its staff. HAAG will never be the same without you April.



WELCOME CHRISTINE

I come to the position of Client Services Manager with a background working in the community services sector in homelessness and housing assistance services in women's, youth and generalist services. I have experience in service and program coordination, team leadership, service development and quality improvement, project work, and direct service provision including assessment, planning, advocacy and referral and crisis assistance. My most recent role was six years as team leader of a large Melbourne metropolitan homelessness Access Point service. My tertiary education includes a Masters in Social Policy, a BA with Hons and PhD (English).

I value the opportunity to work for the Housing for the Aged Action Group and look forward to contributing to the great work that the organisation has achieved over the past 30 years in drawing attention to the housing issues faced by older people and in further developing the Home at Last service to address the needs of older people experiencing housing insecurity and homelessness. I can see there has been a lot of work put into developing the Home at Last service and particularly recently, in preparation for the service to achieve accreditation under the DHHS Human Services Standards. An important part of my role will be to work with the teams to consolidate and build on this work, together with providing support for the staff in the excellent work that they do to assist older people to gain secure housing.

Farewell Comrade



Everyone at HAAG is saddened by the news that April Bragg has announced she is moving on after 19 years of service to the organisation. This decision comes at a time when HAAG has reached its most successful stage in its history with ongoing funding of our Home at Last service culminating in the recently announced Department of Human Services Accreditation that further ensures our ongoing status as a specialist older persons homelessness service, one of only three across Australia. In many ways Home at Last is the culmination of a 'job well done' by April.

Over the 19 years April has dedicated long hours towards this goal and it is now fantastic to see the way that Home at Last is operating so comprehensively as a 'one-stop-shop' of housing assistance for older people at risk of homelessness right across Victoria. Home at Last is now recognised nationally as the recommended model of assistance for older people at risk of homelessness and many state governments are contemplating the establishment of similar services. Home at Last has now housed over 800 people in its first 5 years. That's 800 lives transformed. What a legacy! With this goal achieved we can understand April's decision to move on to new challenges and also spend more quality time with her family.

On top of April's career at HAAG she has also dedicated herself to the needs of tenants and housing issues more broadly over 30 years in the housing sector. Many people know of April's work in the public tenants movement during the 1980's and 1990's with the Brunswick Public Tenants Association and the Public Tenants Union where she worked on many campaigns on issues like unfair evictions, fair rents, energy action and improvements to the design of housing on public housing estates across Victoria. This work was based on April's philosophy that tenants must have control of the processes, be fully involved in decision-making and also have a major role in the implementation of changes to laws, policies and physical infrastructure of estates.

Ironically the success of true tenant-led community development actions, led by April and others, that demanded greater responses by government to build more public housing and implement fair management practices, saw across the board de-funding of tenant groups, regional housing councils and the Public Tenants Union in the mid-1990's. It was no coincidence that this extreme reaction by the state government to silence the voice of tenants occurred at a time when the privatisation push began in earnest and the dismantling of public housing began.

In many ways HAAG has been the last bastion of tenant involved housing policy action in the community sector and this enabled April to continue her vital work on behalf of tenants. Working in partnership with many inspirational leaders at HAAG such as Edith Morgan, Molly Hadfield and John O'Dea, April has had a considerable impact on making tangible changes to the way older people at risk of homelessness are acknowledged and assisted in Victoria.

Most recently, April achieved, through extensive lobbying, the ground-breaking policy reform by the Victorian Government to provide

priority housing access at 55 years of age that provides a direct pathway for older people to access public housing. To highlight the significance of this reform, consider that in NSW a person must reach 80 years of age to attain a similar entry point.

Over her time at HAAG April has played a major role in organising a number of forums, actions and events highlighting the problems of older people in housing poverty and the need for more public housing. Some of these included the Having Our Say Forum at Melbourne Town Hall in 1999, Having Our Say Again in 2002, Back to the Future in 2004, Ageing In Place? in 2008, Ageing on the Edge in 2011 and Home at Last in 2013. The Home at Last forum held in Federation Square brought together older people, government and the community sector to create momentum for change that led to the funding of the Home at Last service.

As well as her community and campaigning work April's other major contribution that will provide an enduring legacy at HAAG is her incredible advocacy work for older people at risk of homelessness. April has assisted literally thousands of older people living in unaffordable, insecure, unhealthy and in some cases dangerous housing conditions and found them housing solutions for life. Her philosophy, based on the human right to decent housing, always saw her challenging unfair government policies, advocating and lobbying to the highest levels of government and seeking housing justice for individuals in a tireless approach that has left no stone unturned in her efforts to get the best possible outcome for every person she has assisted. April has often joked about how hard and lengthy this work can be and that each successful outcome on an individual basis "is no way to house the nation" as she recognised that accessing housing is so difficult because governments have progressively tightened the supply of affordable housing.

April's continual success in the face of this mounting opposition is all the more remarkable.

Another important area of April's work has been lobbying for improvements to the Assistance with Care and Housing (ACH) Program where she has made a significant national contribution to the development of effective services for older people. Over many years April has continually lobbied for more resources, improving guidelines for the program's operation and ensuring that all services operate with an effective model of housing outcomes and allied care. In 2011 April, in conjunction with past HAAG ACHA Worker Ena Ahern, organised and hosted the first national meeting of ACHA workers in Melbourne. This was followed by the second national ACH Conference organised by April that was held in Melbourne in 2013. This saw the ACH Program move to be funded under the Commonwealth Home Support Program which has ensured a secure future for ACH and recent growth funding that saw an expansion of services across Australia. Again, what a legacy you have achieved April! April was also linked closely with Dr. Maree Petersen from the University of Queensland on the development of vital research into older people at risk of homelessness that incorporated case data and experiences of ACHA services across Australia. This work culminated in a report for the Australian Housing and Urban Research Institute (AHURI) that provided valuable evidence to encourage governments to support the development of housing services for older people.

And so, we farewell April with a heavy heart. We must ensure that her legacy lives on in the way we continue to provide services to older Victorians and campaign for housing justice (or as April often said when we were alone in our battles, "Just Us!").

ELECTION PLATFORM

In November 2018, Victorians go to the polls. An election provides the opportunity to show leadership about the issues that matter.

We know that housing for older people has become a significant problem that needs to be addressed urgently by the Victorian State Government. We are calling on all political parties to implement the following measures:

1. Increase affordable housing options for older people

- Set targets for an increase in public housing and report on progress against these targets
- Support amendments to the Residential Tenancies Act Bill
- Halt the Public Housing Renewal Program pending the implementation of the recommendations of the Parliamentary Inquiry, and ensure that all public land currently used for public housing is retained for renewal and expansion of public housing.
- Ensure any new housing development on public land is 100% affordable housing.
- Support the not-for profit Independent Living Unit sector to regenerate and expand
- Ensure any new developments on private land include at least 30% affordable housing
- Explore models of low cost housing, based on Finland's "Housing First" model

2. Improve service responses

- Support collaboration between the aged care, homeless and housing, and family violence sectors to develop early identification and service integration for older people at risk of homelessness.
- Embed an older persons' specialist housing worker in homelessness services and Family Violence Support and Safety Hub.
- Work with Home at Last to improve access to accurate and relevant information on housing options, including retirement housing options.
- Ensure community housing providers are subject to the same benchmarks for tenancy management as public housing and that these benchmarks be publically available.

3. Make retirement housing fair and affordable

- Establish a retirement housing ombudsman
- Put a stop to excessive fees, which are unregulated and exploited by operators
- Introduce mandatory minimum training and accreditation standards
- Reduce the complexity of contracts

4. Recognise elder abuse as a contributing factor to homelessness for older people

- Recognise affordable housing as both early intervention and prevention of elder abuse.
- Quantify the additional need for housing for elder abuse victims
- Report annually on the extent of unmet housing demand among people affected by elder abuse, and proposed actions for meeting the continuing housing demand
- The Victorian Government encourage the Commonwealth Government to broaden the definition of family violence in the Migrations Regulations 1994 (Cth) to ensure that people seeking to escape elder abuse are entitled to crisis payments (regardless of their visa status)

WE NEED YOUR HELP!

CAMPAIGN WITH US

1/ Join our retirement housing campaign.

Tell your local MP that retirement housing matters.

2/ Please sign on to our election platform vision. This tells the major parties that people want to see action on housing for older people.

3/ Please support us with a donation. We are frugal and strategic and will use any funds received to achieve maximum outcomes.

4/ Stay involved. Check our events page for details on our election events
www.older tenants.org.au/events



WILL YOU HELP US FOR SENIORS WEEK?

Do you have a few hours to spare on the 10th, 11th or 12th of October?

HAAG need volunteers to help man a stall for Seniors Week at Melbourne Town Hall.

Please call 03 9654 7389 or email haag@oldertentants.org.au with your availability.

JOIN OUR COMMITTEE OF MANAGEMENT

Do you believe that safe, secure and affordable housing is a human right?
Do you have about 5 hours a month to commit to a community group working towards housing security for older people?

Nominations are open for the HAAG Management Committee and if you have time and passion to contribute we'd love to hear from you. You can read more about the positions that will be available in November by visiting:
www.older tenants.org.au/Vacancies.

To inquire, please call 03 9654 7389 or email haag@oldertentants.org.au.

PARITY LAUNCH

In July 2018 HAAG participated in a special older persons edition of Parity, a national journal on homelessness issues. As well as including articles from key workers in our Home at Last service, this edition, entitled Responding to Older Persons Homelessness: What Works, also had a range of contributions from people working on the latest research and service practice initiatives that aims to make a real difference to the lives of older people at risk of homelessness in Australia.

From HAAG's point of view Fiona Waters wrote about the challenges facing the dwindling supply of independent living units; Tegan Leeder's article focused on the negative impact that the current public housing redevelopments in Victoria are having on our Home at Last service's ability to access housing for people we are assisting; Gemma White focused on the importance of providing services for older people from Culturally and Linguistically Diverse Backgrounds and Jeff Fiedler, with Dr Debbie Faulkner, provided an update on the latest work being done by the Ageing on the Edge-Older Persons Homelessness Prevention Project. Executive Officer Fiona York, provide an Opinion piece as an overview of the key issues.

The launch of the edition was held at Wintringham on July 16 and launched by the Federal Shadow Housing Spokesperson, Doug Cameron and a special presentation of the key problems facing older people by Dr Debbie Falkner.

You can view the articles by HAAG on our website at www.older tenants.org.au or please call our office on 03 96547389 and we can send them to you by mail.

ENDING HOMELESSNESS TOGETHER - NATIONAL HOMELESSNESS CONFERENCE

The National Homelessness Conference is an event held every two years to bring together individuals and agencies from across Australia to discuss and debate one of the major issues confronting Australia today. This year the event was held at the MCG on the 6-7 August and the theme was Ending Homelessness Together.

One of the highlights of the Conference was a presentation given by Juha Kaakinen, CEO of the Y Foundation in Finland. His country's refreshing approach to addressing homelessness is based on a very simple but sound principle: Provide affordable housing for all people linked with the provision of support workers, only where necessary, to help people with complex issues to avoid falling back into homelessness. The result of this strategy is that Finland is the only country in Europe that has reduced its number of people experiencing homelessness. If you provide people with good quality, affordable housing, you reduce homelessness. How hard is that for our government's to understand! It is also of note that this is the basic philosophy of HAAG's Home at Last service that focuses on assisting older people to move into long term affordable housing, and we know the positive impact this has on the hundreds of people we have assisted over the past few years.

HAAG was also pleased that Jeff Fiedler was given the opportunity to develop the older persons section of the conference. The session was attended by over 100 people who heard talks given by Penny Leemhuis (Older Women Lost in Housing), Emma Power (University of Western Sydney), John Berger (St. Bartholomew Housing, WA) and Dr Debbie Faulkner (The Ageing on the Edge Project). Most importantly there was an extensive panel discussion involving the audience and many people linked up at the end of the session to continue working together to create change to address the problem of older people at risk of homelessness. Importantly, there was political interest as Senator Doug Cameron also attended the session.



NOPHN Member from Brisbane, Diane Fraser (left) with Maria Cozzie (HAAG Housing Support Worker)

NATIONAL OLDER PERSONS HOUSING NETWORK

The National Older Persons Housing Network Organising Committee has held two meetings with 10-15 people participating in each meeting with four states represented. As well as the Organising Committee there are about 45 members in total at this stage.

The aims of the Network are to bring together older people from across Australia to become a housing lobby group for older people and by older people at a national level.

So far the group has developed its terms of reference that includes its official role as a HAAG working group that it is protected and also bound by HAAG's constitution etc. and all members have agreed to be bound by HAAG's decision-making processes.

It is currently working on a log of claims that are covered under the following headings:

- Australia needs more public and community housing to provide for an ageing society
- There is a need for a service system that provides information, support and assistance for older people at risk of homelessness
- Older people need a wide variety of social housing choices to suit their needs
- We challenge the stigma of homelessness for older people
- Homelessness is caused by the impact of government policy on affordable housing supply and access to social housing
- There are many varied circumstances that can lead to an older person being at risk of homelessness
- We challenge the stigma of older people being a burden on society and promote the values of ageing such as independence, good health, support for families, volunteerism and contributors to society

Once the NOPHN has finalised its log of claims it will begin promoting its aims and objectives, expanding its membership and start campaigning for housing reform. This will include directly lobbying federal governments and political parties.

A funding application has also been submitted to The Mercy Foundation to employ a 12 month part-time worker to support and expand the group.

AUGUST GENERAL MEETING

On Thursday 23 August 2018 35 HAAG members and 12 HAAG staff and students attended our third General Meeting for the year.

Chairperson Phyll Williams welcomed the members and made the sad announcement of April Bragg's retirement from the Home at Last service. You can read part of what she said in this newsletter.

The meeting was an opportunity for us to launch the second edition of our Home and Housed newsletter, which collates our client data for the year with some stories from clients. Fiona York spoke about the trends in the client data this year, which include that more people are being housed in "social" rather than "public" housing, there is an increase in younger clients, a higher number of people in housing crisis and an increase in elder abuse. We continue to have high numbers of CALD clients.

April Bragg introduced two of the people featured in the newsletter, Vanessa Heart and Mary Ann Wright, who spoke eloquently about their personal stories, how the service had helped them find a home, and how their lives have improved with having stable housing. Vanessa spoke of the work her and her neighbours do on their estate to support each other, and Mary Ann spoke about the stigma surrounding homelessness. An audience member also asked to speak and told her story, provided feedback on gaps in the service and was later supported to address these in a follow up meeting with staff.

We also launched the HAAG state election platform and Shane McGrath spoke about the changes to the Residential Tenancies Act, both of which you can read about in this edition of the newsletter.

Gemma White gave an update on HAAG's community education program, which is a key part of the Home at Last early intervention model. She explained that we are delivering four types of community education – information to service providers, general community education by request, bilingual community education and information on housing options in partnership with COTA volunteers. Gemma introduced Vijay Laxmi, one of the members of the Cultural Diversity Reference Group, which is made up of community leaders and an important way for HAAG to build trust in culturally diverse communities.

Fiona York gave a quick overview of highlights from the National Homelessness conference, including a panel called "Ageing with No Address" hosted by Jeff Fiedler and Finland's Housing First model. April Bragg gave an update on behalf of Jeff on his national work, which included the launch of research into older women homelessness in Canberra, called Retiring into Poverty, and the new National Older Persons Housing Network.

Finally, we celebrated the birthdays of chairperson Phyll Williams, who turned 80, and Gemma's daughter Mia, who turned 2, with a joint birthday cake and lunch.

Our next meeting for members will be the Annual General Meeting on 22nd November.



RAAG WORKING GROUP

The Retirement Accommodation Action Group or RAAG has been running under this name since it was decided in the group's March meeting this year. RAAG's current membership is comprised of retirement accommodation residents, many who have previously contributed to the ILU and CARPAV working groups HAAG has been running since 2009. ILU and CARPAV groups have different housing types, are covered by different legislation, and often have different concerns and priorities. Despite these differences, all attendees have found common ground as a foundation for collective support and action to champion the needs, rights and voices of all people living in retirement accommodation.

In the June, July and August meetings a recurring topic of discussion involved issues related to Embedded Networks; their charges, management and the lack of choices afforded to residents within them. Embedded Networks often exist in residential parks, retirement villages, caravan parks and other forms of retirement housing. The owner or manager registers as an 'exempt seller', allowing them to buy energy in bulk, and on sell it to residents. RAAG members discussed the difficulties experienced within this system including; understanding what they were being charged and why it often seemed unfairly inflated, uncovering embedded network management fees hidden in maintenance or rent charges and the barriers to leaving an embedded network and choosing their own energy providers. These discussions came about after the announcement that EWOV (Energy and Water Ombudsman Victoria) would now be able to resolve disputes for customer-residents involved in Embedded Networks.

Across all meetings the biggest priority for all residents is working towards attaining a Retirement Housing Ombudsman to

ensure impartial, fair and legally binding dispute resolution between retirement accommodation residents and owners or management. RAAG members old and new have been contributing their experiences, skills, voices and time to workshopping ideas, writing letters and meeting with local, state and federal members of parliament, speaking on local radio stations, and many other lobbying actions to push for an Ombudsman. HAAG and RAAG are aiming for bipartisan support of an Ombudsman in the upcoming November State election so lobbying efforts are increasing!

A recent success that RAAG members lent their voices to was the 'Make Renting Fair' Campaign. This campaign was working to push the Amendments to the Residential Tenancies Act (RTA) through parliament's upper house. These amendments will increase the security of tenure to older people living in caravan parks and other retirement accommodation options covered in Part 4A. RAAG members at the end of the August meeting emailed their local members via the 'Make Renting Fair' website stating the need for the amendments approval.

Membership has been increasing over the last three months. RAAG hopes in the future to have enough members to split off again in to two working groups again; ILU and CARPAV, allowing more specific issues to be targeted in more depth.

If you are a member of HAAG then you are welcome to join our next meeting of the RAAG.

Please contact Fiona Waters on 9654 7389 or email Fiona.Waters@oldertenants.org.au.

RTA AMENDMENT BILL

Over the last few years, HAAG members and staff have been very active in lobbying the government for better rights for older renters as part of the Residential Tenancies Act review. Many of you reading this will have come to meetings to help us understand your experiences as tenants – in private rental, caravan and residential parks, independent living units and rental villages – so we could advocate for the most important changes.

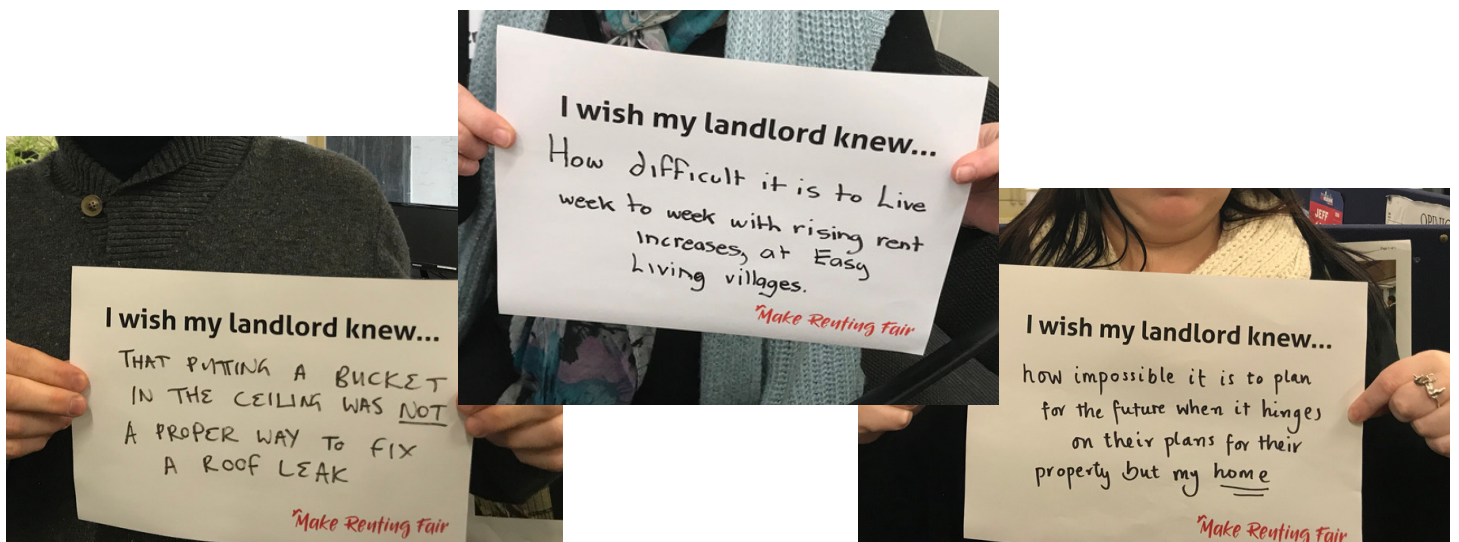
During that process I've often felt cynical about the possibilities for useful change. Next to my desk, I pinned up the cover from HAAG's Summer 1997 newsletter, released just after the last time the government reformed tenancy laws. The headline was 'Tenancy Law Disaster' and the news was bad: "There are a number of changes which will mean dire straits for all private tenants, in particular those who struggle to cope already in the rental market".

The news today is much better. The government's Residential Tenancies Act Amendments Bill includes changes HAAG has been demanding for years or decades, including better security of tenure, minimum standards for rental properties including heating, the right to install disability modifications, the removal of no-reason notices to vacate. Caravan and residential park residents will have better access to repair processes, and a right to compensation if the parks close. Landlords will have to provide better evidence to evict tenants, and bad landlord will be placed on a database to warn off future tenants. Overall, older renters will be much better off – and this is largely because of the hard work done over many years by people like yourself.

During the debate on the RTA Amendment Bill, HAAG and Wantirna Residents Action Group got a mention by Upper House MP Rachel Carling-Jenkins.

On the 6th September, the bill was passed and will come into effect in 2020! Well done to all involved this is a fantastic outcome and why we do what we do.

HAAG will continue to bring the same passion and dedication that got us this far in demanding better options and outcomes for older tenants.



CASE WORK SUMMARIES

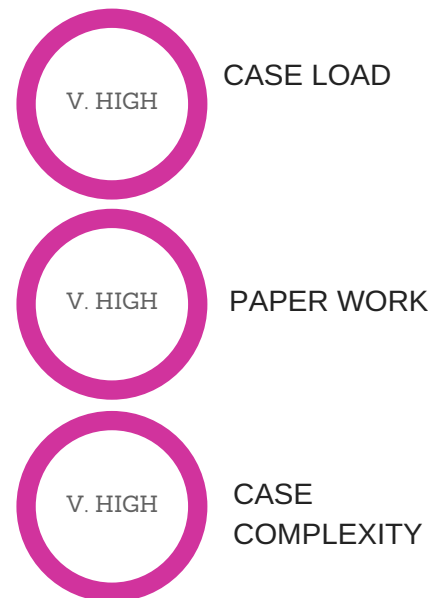
RETIREMENT HOUSING ADVICE SUMMARY

Greatest Success

The introduction of the Residential Tenancies Amendment Bill represents the culmination of several years of work on behalf of the Retirement Housing Service (and the Tenancy Advice Service before that.) The continuing expansion of the Retirement Accommodation Action Group continues this work into the future.

Greatest Challenge

Managing high and complex caseloads



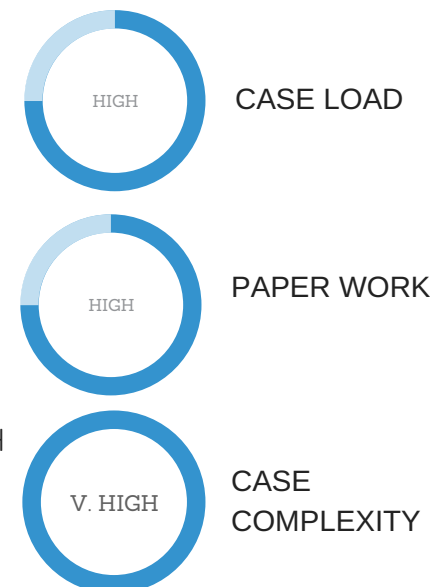
HOUSING SUPPORT SUMMARY

Greatest Success

Emily had great success with regional service coordination for a woman with suicidal ideation; the woman was very distressed when calling HAL for urgent housing support. Emily had her picked up immediately by the ACH service in the woman preferred area, as well as coordinating mental health supports. The woman is doing so much better now and very grateful for the prompt and caring response she received.

Greatest Challenge

Continuing to be the hardest challenge for intake is the demand for ACH services across the state, meaning many people can't be seen by a worker for 6-8 weeks and placing pressure on us to make sure that people have proper supports in the meantime.



SEEKING LGBTIQ+ ELDERS

To ensure we are committed to safe and inclusive services for all, HAAG is in the process of becoming rainbow tick accredited. If you are a member of the LGBTIQ+ community and interested in sharing your experiences of accessing mainstream services as well as your understanding of housing options for older people, then this is for you.

We are seeking people who want to be heard and be active around housing issues for older LGBTI people. This would mean attending regular meetings and undertaking various projects. In addition, we are also seeking your ideas and suggestions about how HAAG can become more approachable for the LGBTIQ+ community.

We look forward to having you along and chatting further about what we can achieve together.

HAAG in Media

The media frenzy around retirement housing continued to prevail this quarter, with the majority of our media presence on this topic. There were two articles in the Weekly Source (4/7/18 and 6/8/18) on the need for an Ombudsman and Fairfax media did a story (9/8/18) on the retirement village operator in Patterson Lakes who was charged after abandoning residents. This article mentioned the joint submission by CALC, COTA, RRVV and HAAG and its criticism of the draft code, that it “is not a genuine attempt to improve industry standards or respond to the key concerns of residents”.

Jeff Fiedler’s Ageing on the Edge national project was also in the spotlight again for the launch of the latest special older persons edition of the Parity journal. The edition was launched at Wintringham Aged Care on Monday 16 July with guest speaker The Hon Doug Cameron, Shadow Federal Housing Minister. Jeff even managed to get onto Jon Faine’s ABC radio program, a feat which has eluded HAAG for years. Jeff spoke eloquently with Jon on the latest research on the problems facing older people at risk of homelessness, but as is the pace of morning mainstream radio, there was little time to explain the complex problems involved.

There was also a fantastic article in The Senior (4/7/18) where April slams the public housing sell off and the effect it has had on the wait list. April (in true April-style) is quoted as calling the findings of the Inquiry into the Public Housing Renewal Project “Outrageous” and saying that the giving away of public land forever is madness.

HAAG SERVICE DATA 01 JUN-31 AUG '18

Total new Clients 315

Services provided to all new clients

Info Only 18%

Info & Referral 58%

HAL Outreach 24%

Main reason for seeking assistance (top 3)

Housing Crisis eg: NTV 130 (41%)

Inappropriate/Inad. Housing 55 (17%)

Housing Affordability Stress 69 (22%)

Client Demographics

Average Age 66

Predominate Gender F(56%)

CALD clients 48%

Referrals to Housing Support/Information

HAAG Services (Outreach & RHAS) 100

External Services 115

HAAG Housing Outcomes

Clients Housed 31

Offers made 47

Average time to Rehouse >6 Months

Retirement Info Service data

Retirement Clients 57

Average Age 65

Predominate Gender Female

Residents at Info Sessions 45

Secondary Consultations*

Total 0

Total hours spent on SC 0

Consult. requested by other agency 0

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



@HAAGHomeAtLast



@HousingfortheAgedActionGroup



www.older tenants.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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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