Home at Last

HAAG's service arm is the Home at Last Service which provides a one-stop shop of housing information, support, advice and advocacy. Two main levels of assistance are provided:

1. Information services are provided to older people needing to implement a future housing plan.

2. Intensive ongoing case assistance provided to older people who have become homeless or are at risk of homelessness.

The service includes intake and referral, outreach housing support, tenancy and retirement housing advice.

To advocate for improved housing for older people, you may consider joining Housing for the Aged Action Group. Contact us for more information about membership.

HOME at last

haag

HOUSING FOR THE AGED ACTION GROUP INC.

Housing for the Aged Action Group

247-251 Flinders Lane,
Melbourne 3000
Phone: 9654 7389
Fax: 9654 3407
Home at Last: 1300 765 178
haag@oldertenants.org.au
www.oldertenants.org.au

Housing for the Aged Action Group

Client brochure

You have the right to:

- Respect for your individual human worth, dignity and privacy.
- Be informed about available services
- Have services match your ongoing needs and goals & to choose from available alternatives
- Be consulted about your needs and preferences.
- Involve an advocate of your choice.
- Access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age.
- Privacy and confidentiality
- See any information about yourself held by the service in their files (and to correct any wrong information).
- Express grievances and seek redress without fear of it affecting decisions relating to the assistance you receive.
- Refuse a service (and refusal should not prejudice your future access to services).

Client rights, responsibilities, privacy and feedback



Your responsibilities

- Respect as individuals everyone involved in the service.
- Respect the rights of others including their rights to confidentiality and privacy
- Inform staff of your needs
- Read, understand and agree to any agreement before signing
- Let the service know if you are not available for an appointment.
- Let the service know if your circumstances change
- Act in a way which respects the rights of other clients and staff.
- Take responsibility for the results of any decisions you make.
- Seek a fair resolution of any complaints.

Your privacy is important

We will only use your information in accordance with relevant privacy and other laws. For us to provide services to you effectively, we may need to share your personal information with others, such as government departments. If you choose to remain anonymous, we may be unable to deliver the full range of services you require.

What information we collect

The type of information we collect and hold includes personal information, including sensitive information, about:

- Your income and assets.
- Your housing situation.
- Your health.

How long do we keep your information?

Your personal information that is no longer required will be de-identified or destroyed.

Concerns about privacy

If you have any concerns, complaints or you think there has been a breach of privacy, then please contact the co-manager who will first talk with you, usually over the phone. If we have not dealt satisfactorily with your concerns we will meet with you to discuss further. If you are not satisfied with our response to your complaint within 30 days from this meeting then you can refer your complaint to the Office of the Australian Information Commissioner via:

- enquiries@oaic.gov.au
- tel: 1300 363 992
- fax: +61 2 9284 9666

For compliments or complaints about our service, please contact Housing for the Aged Action Group office on 1300 765 178 and ask to speak to a co-manager.

Written and verbal feedback is welcome and used to improve our service.