

For the past two decades, Peninsula Community Legal Centre Inc has been committed to providing flexible and responsive advocacy services to private renters, caravan park and rooming house residents.

IMPACT REPORT

TENANCY ASSISTANCE & ADVOCACY PROGRAM (TAAP)

1 July 2018 - 30 June 2019

1711



renters assisted

1406



client matters opened

42%



VCAT hearings

55%



eviction prevented

21%



bond/comp claims reduced

18%



advice & referral

69%



matters resolved

13%



renters accessed Intake Assessment Response service

9%



urgent matters - same day service

19%

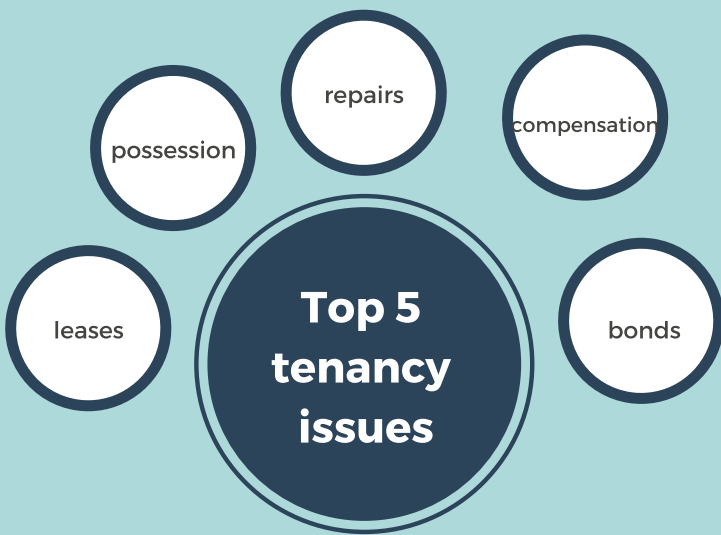


renters accessed VCAT duty service



Peninsula
Community
Legal Centre

441 Nepean Highway, Frankston Vic 3199
t 9783 3600 f 9770 5200 e pclc@pclc.org.au



Our clients

35%

experiencing financial hardship



27%

disability



21%

mental health



48%

life event



16%

experiencing family violence



Client Story

Bebe was a married CALD client with two dependent children who had recently arrived in Australia. Her husband had seriously injured which impacted on the household income and they fell into arrears.

Bebe's rental provider issued a Notice to Vacate and lodged a Possession, Rent and Bond application with VCAT. Bebe then made contact with PCLC through its general intake, requesting for assistance. The Advocate perused all supporting documents including Bebe's rental provider's materials on which they were intending to rely, assessed her case and then advised her accordingly.

Following our Advocate's submissions, the Member was persuaded that the majority of the rental provider's claims were in fact, attempts to recover renovation costs and not rent arrears. This resulted in the claim against Bebe being significantly reduced from \$5,000 to \$1,500, which was less than the original bond.

Bebe and her family were able to move onto the next stage of their lives. Bebe was also prevented from being listed in the National Tenancy Database.

Without the Assistance of PCLC, Bebe and her family may have been subject to an adverse outcome.

VCAT matters

Earlier and better outcomes for renters

