

# Seniors Rights Victoria - Annual Snapshot

Financial Year 2021 - 2022

**Helpline**  
Contacts



**3487** Helpline Contacts in 21/22.

**59%** Helpline Contacts were in the last 6 months.


**56%** Helpline Contacts took approximately 30-60 minutes.



**423** Secondary Consultations were provided to external organisations.



**Advice**  
Clients



**321** Advice appointments

**27** Monthly advice appointments on average.

**201** Advice clients had two or more problems identified.



**3 wks** Advice clients were waiting up to 3 weeks for an appointment during peak periods.



**Case**  
Clients

**116** Cases opened



**36%** Advice clients were opened as cases.

**102** Cases closed



**\$1.5** Million dollars in client financial gain.



**64** Cases had two or more problems identified.



**505 days** Average days a case was open for.



**17** Cases had a court/tribunal outcome.



**29** Cases had a legal and advocacy outcome.



**Our**  
Clients



**19%** Are homeless or at risk of homelessness

**Living on a** government pension **76%**




**32%** Of clients live in regional areas.



**96%** Of clients indicated they are living with a disability.



**16%** Required an interpreter.



**73** Spoke a language other than english at home.



**Engagement** and education **73**



**Community** education sessions with a total of 766 attendees

**20** Professional education sessions with a total of 660 attendees.