



Outcome 7: Amplifying client and community voice

Lois and Harry's story: 'We didn't know where to turn'

Lois* and Harry*, both in their 70s, were told in early 2025 they had 60 days to leave their rental. The interstate landlord was selling and a Notice to Vacate arrived without warning.

It was a devastating blow. Their modest home in regional Victoria held deep ties – it was once owned by Lois's parents and hosted their wedding reception. They'd lived there for six years after being forced to sell their family home when a builder went bankrupt.

Now, they were out of time and options. The search for a new home fell to Lois. Harry is illiterate and had recently lost an eye. Lois has hypertension, arthritis and sciatica, but still applied for 25 properties by hand. Every application was rejected.

When the deadline passed and a Possession Order was lodged, Lois contacted ARC Justice. Through our Housing Justice program, the couple was supported by a multi-disciplinary team. Lois spoke face-to-face with intake staff, then with a housing advocate.



A lawyer took their case to the Magistrates' Court, arguing the eviction was not "reasonable and proportionate" and won. A social worker followed up with health and housing referrals and ongoing support.

ARC's Communications Lead met with Lois, listened to her story and made sure her voice came through clearly in pieces they produced about their work with ARC, including quotes like **"We didn't know where to turn"**.

Both the internal and public versions of this case study were de-identified but reflected Lois's real words and experiences.

Lois and Harry's story didn't just inform our advocacy – it became part of it. We shared their experience with MPs to show why legal protections matter.

The "reasonable and proportionate" test that helped keep them housed came from earlier law reform. This is what impact looks like: a law we helped shape was used in court to stop an unfair eviction.

**Names changed*