



**Boarding House Roundtable Minutes
22 February 2017**

Boarding House Roundtable Minutes 22 February 2017	
Present	<p>Kerri Scott – New Horizons Rebecca Baiada - Central and Eastern Sydney PHN Grace Rullis – Haymarket Foundation Digby Hughes – Homelessness NSW Rory O’Neill – FACS – Boarding House Team Janice Denehy FACS – Boarding House Team Joyce Campbell – FACS – Housing NSW Jon Atkins (IWC) Lyn George – (IWC) Tami Suzuki – SSWAHS Paul Clenaghan - SSWAHS Lisa Parcsi (Sydney Health District) Samor Zakoria (Drug health) Rebecca Baiada (CES Primary Health Network) Liz Yeo – NNC Paul Adabie – NNC (BHOS) Deb Tipper (NNC) Joel De Freitas – NNC (B&L) Michelle Apschner- NNC (BHOS) Jessie Phibbs – NNC (Student)</p>
Apologies	<p>Ruby Steele – Legal Aid Deborah Georgiou – Women’s Housing Company Dr Gabrielle Drake – ACU Maria Psalitis - CES Primary Health Network Elaine MacNish – FACS Mark Ludbrooke – Sydney Alliance Judy Pearson – Drug Health Leo Patteron-Ross – Tenants Union Megan Still – SLHD</p>
Welcome and introductions	<p>Liz Yeo opened meeting, gave acknowledgment of country and outlined the Agenda for the meeting.</p>
Confirmation of minutes	<p>No issues raised.</p>
Actions: Updated	

<p>Terms of Reference</p> <p>Roundtable Membership</p> <p>Meeting Structure and Frequency</p>	<ul style="list-style-type: none"> • Shift of terminology from “Champion” to “Good Practice” and “Best Practice” regarding Boarding House Operator awards. • There was discussion about including boarding house residents and operators at the Roundtable meeting. Paul (NNC) mentioned he had invited Fair Trading & PWD, one resident and one operator however they could not attend. Liz and Paul will prioritise this for the next meeting. • There was a suggestion from Rebecca (PHN) to invite primary healthcare workers including GP’s to the meeting. There was discussion surrounding this and whether or not GPs would have time to attend. Attempts will be made to invite them to the next meeting by Rebecca. • There was consensus and agreement on holding the Boarding House Roundtable meeting twice yearly. • Presentation from a boarding house operator would be useful
<p>Presentations:</p> <p>BH Act</p>	<p><u>Paul Adabie (NNC) on behalf of Dr Gabriel Drake (ACU)</u> <u>Boarding House Act 2012, Evaluation findings:</u></p> <p>Evaluation Framework</p> <ol style="list-style-type: none"> 1. Assess the effect of the Act on the wellbeing of BH residents 2. Assess how the Act has influenced resident rights. Are resident rights better protected? 3. Assess the influence of the Act on the sustainability of the BH sector. 4. Determine the types and levels of collaboration between departments, agencies and community organisations that work with the BH sector. <ul style="list-style-type: none"> - Research was undertaken through a series of surveys, interviews and focus groups in the Ashfield, Marrickville and Newcastle areas. - Findings show an increase in the number of registered boarding houses and a decrease in the number of assisted boarding houses since the introduction of the Act. - Issues with the enforcement of the Act. Local Government is given more responsibility however less resources for enforcing the Act. The Act is difficult to enforce and no prosecutions are known. - There may be a need for ongoing training about rights for residents under the Act, including information about dispute mechanisms. <p>Rights and Standards</p> <ul style="list-style-type: none"> - Both residents and proprietors reported an increase in receiving and providing occupancy agreements. - General increase in the number of residents receiving receipts for money given. <p>Resident Wellbeing</p> <ul style="list-style-type: none"> - In 2016 there was a slight decline across all wellbeing indicators compared with the results from 2014-2015. Despite this, 2016 findings fall within normal range for the general population. - Residents continue to report high levels of service use including (use of doctors, food services, community and neighbourhood centres,

<p>Resident well being</p>	<p>caseworkers, psychologists, psychiatrists and dentists.)</p> <p>Final year field research has commenced. Final report anticipated in 2018, and a draft released before end of 2017</p> <p><u>Rebecca Baiada (PHN) Health and Well Being group Discussion</u></p> <p>1. How does the panel feel about inviting Primary Healthcare workers to the meeting?</p> <p>There was consensus that primary healthcare providers including GPs should be invited to attend the meeting. Rebecca will distribute invitations to primary healthcare providers within her network.</p> <p>2. Do service providers have good relationships with primary healthcare providers for clients?</p> <p>Michelle (NNC) and Paul (NNC) reported they have good partnerships with GPs and healthcare providers for clients. NNC has a list of healthcare providers whom bulk bill. There was discussion about developing this list and seeking new healthcare providers. Rebecca will continue to develop this resource.</p> <p>3. What are the barriers to access?</p> <p>Physical issues were raised as a barrier to healthcare. This includes increased difficulties for those whom are frail, aged or people with disabilities.</p>
<p>Awareness raising</p>	<p><u>Deb Tipper (NNC) Boarding House awards</u> Challenging the negative narrative</p> <p>Proposed Award Categories</p> <ol style="list-style-type: none"> 1. Operator of the Year Award 2. Caretaker of the Year Award 3. Connecting to Community/ Social Inclusion Award 4. Special Achievement Award (Variable) <p>Key dates</p> <ul style="list-style-type: none"> - Submissions open: April 2017 - Submissions close: May 2017 - Judging Period: May - June, 2017 - Awards Presentation Event: July 2017 (<i>Date and Venue to be advised</i>) <p>General feedback</p> <ul style="list-style-type: none"> - Good idea but usual process is to identify 'good practice criteria' before hosting awards.... - Bring together a group of people with expertise in the area to discuss and propose what constitutes best practice in boarding houses.

	<ul style="list-style-type: none"> - Joyce Campbell (FACs) will suggest Elaine MacNish from FACs be involved <p>1. Who can nominate?</p> <p>Anyone who has an interest in Boarding Houses in the Inner West Local Government area.</p> <ul style="list-style-type: none"> - <i>Concern about pressure being placed on residents to nominate a particular boarding house owner/ operator?</i> - <i>Issue of knowledge versus coercion</i> <p><i>Feedback</i></p> <ul style="list-style-type: none"> • Go ahead and allow residents to be involved in nominating/ seconding. <p>2. Criteria</p> <p>Rent is considered fair and represents value for money</p> <ul style="list-style-type: none"> - <i>What is fair? Variable? Difficult to judge \$190 Newstart; around \$250 for Pension</i> <p><i>Feedback</i></p> <ul style="list-style-type: none"> • Language could be changed- ‘value for money’; difficult to judge. • No real agreement • Jon Atkins raised the issue of identifying appropriate criteria for assessing boarding houses, and suggested that Choice may have an interest in this field. They have, for example, done surveys/studies of residential aged care facilities e.g. https://www.choice.com.au/health-and-body/healthy-ageing/ageing-and-retirement/articles/choosing-a-nursing-home Why not boarding houses? Thinks it would be really beneficial if they took boarding houses on as a project. It would also help answer many of the questions raised at the meeting. <p>3. Who presents/ sponsors the awards</p> <p>Possible sponsorship of the Boarding House Roundtable?</p> <p><i>Feedback</i></p> <ul style="list-style-type: none"> • Allow NNC to sponsor, too difficult for government agencies to receive approvals. • Concerns about risks to agencies’ reputations; time it would take to get approvals to endorse. • General consensus that there is a possibility for services to endorse the awards after the pilot stage of the project.
<p>Sector Update</p>	<p><u>Rory O/Neill (FACS), NDIS and future of Assisted Boarding Houses</u></p> <ul style="list-style-type: none"> • Currently 20 authorised assisted boarding houses (ABH) with 330-340 residents (capacity = 405) <p>NDIS</p> <ul style="list-style-type: none"> • Roll out of the NDIS will commence on 1 July 2018. This transition will be completed by 30 June 2018.

	<ul style="list-style-type: none"> • Residents under 65 years who meet the access criteria will be eligible to receive NDIS funding. To date eligible ABH residents have generally received NDIS packages equivalent to or greater than the current level of funding provided by ADHC. • Residents whom are not eligible for funding will be covered under Continuity of Support (CoS) arrangements administered by the Commonwealth Department of Health. <p>Boarding House Act and Regulation</p> <ul style="list-style-type: none"> • Boarding Houses licensed under the now repealed Youth and Community Services (YCS) Act were given until 1 July 2018 to comply with two new requirements under the BH Regulation 2013: • Maximum number of boarding house residents must not exceed 30 (this affected four boarding houses, one of which has now closed.) • Maximum number of residents to occupy a single room is one person per room. Residents may continue to share a room if they both consent to this. <p>There was discussion about the effectiveness of the BH Act and Regulation and what happens to residents when there is a BH closure.</p> <p><u>Joel De-Freitas (B&L) Boarders and Lodgers Project (NNC)</u></p> <p>The Boarders and Lodgers Project is a social support Project founded in 2003.</p> <ul style="list-style-type: none"> - Clients may be frail, socially isolated, have a disability, may be 'room bound' or vulnerable. - In addition to social support, the B&L project may assist clients with Healthcare, Centrelink and Tenancy issues, Welfare checks, and basic needs such as food. - The service is unique, no other service provides this type of support to these clients due to WH&S concerns. <p>The future of the program is uncertain due to the changes in funding with the NDIS. There was discussion about the future of the program and the vulnerable position this will leave clients in.</p>
<p>Other Issues</p>	<p>Informing the group and sharing information – Jon A. mentioned that this could be done by setting up a page on NNC's website that only members of the Roundtable could access i.e. members would need a password to access the page i.e. it wouldn't have public visibility. This would allow information to be shared by members (i.e. members could email notices, documents etc. to the person in charge of the website so that relevant files could be uploaded). It would allow meeting announcements, agendas, minutes etc. to be listed. News and updates could also be a feature.</p> <p>Liz queried if the website had the flexibility for a members' page to be established and offered to look into it. If it does, it would be a valuable resource to have in place. Not sure what software the website is based upon, but setting up a members' page in WordPress, for example, is relatively easy.</p>

Proposed Next Steps

Action	Responsibility	Due	Status
PHN will invite primary healthcare providers to Boarding House roundtable meetings. Rebecca will begin to compile her own list of healthcare providers that bulk bill.	Rebecca Baiada	Ongoing	
NNC will post any relevant research and developments regarding Boarding Houses on the NNC website.	Liz, Paul and Deb	Ongoing	
NNC will investigate capacity and implications of NNC website to host members only page.	Liz, Paul and Deb	April 2017	
Joyce Campbell (FACs) will suggest Elaine from her office to be involved in the Boarding House Operator awards.	Joyce Campbell	July 2017	
Paul and Liz will continue to invite BH residents and Operators to attend the BH Roundtable meetings.	Liz and Paul (NNC)	Ongoing	
NNC will convene next meeting around September / October & seek Operator to make presentation	Paul NNC	Sept 2017	