

## Minutes of Boarding House Roundtable meeting 19<sup>th</sup> September 2017

item	<u>Present</u>
1	<p>CES Primary Health Network Homelessness NSW Sydney Health District FACS (Boarding House Compliance) FACS (Boarding House Compliance) NSW Finance, Services &amp; Innovation Inner West Council Inner West Council Legal Aid (NSW) Marrickville Legal Centre Partners in Recovery Property Owners Association Boarding House Owner Boarding House Owner Newtown Neighbourhood Centre Newtown Neighbourhood Centre Newtown Neighbourhood Centre NNC (ILC Project) Independent Consultant Sydney Health District Tenants Union Drug Health Haymarket Foundation Placement student Placement student</p> <p>Rebecca Baiada Digby Hughes Paul Clenaghan Rory O'Neill Janice Denehy Lachlan Malloch Jon Atkins Erla Ronan Phillipa Danile Julia Murray John Downie Peter Dormia Tom Petrovski Umberto De Andrada Liz Yeo Paul Adabie Mischa Gwaspari Julie Dardel Lindy Ryan Tami Suzuki Leo Patterson-Ross Samar Zakaria Paul Tratt Jemima Walters (minutes) Hanalei Thirza-Bickley</p>
2	<p><b>Apologies</b> Sydney Health District Anglicare Sydney Health District FACS FACS Anglicare</p> <p>Lisa Parcsi Sheryl Plunkett Megan Still Cecilia Wan Joyce Campbell Sheryl Plunkett</p>
3	Liz Yeo opened meeting, gave acknowledgement of country, and confirmed minutes of last meeting
4	<b>Discussion of minutes and actions arising in last meeting</b>
4.1	PHN- Map GP and bulk billing services in area- has not been carried out yet, process is underway.
4.2	NNC- Publish research and developments on NNC Website- has not been carried out. NNC website is currently overcrowded. But will distribute research and articles to relevant stakeholders. (noted <i>the case for last resort housing</i> university of Melbourne)
5	<b>Reports from agreed priority areas:</b>
5.1	<p><b>Legislation- Rory O'Neill- Section 105- Statutory review of BH Act.</b></p> <ul style="list-style-type: none"> <li>▪ 3 Interim reports have been published, 4th report due early next year.</li> </ul>

<p>5.2</p>	<ul style="list-style-type: none"> <li>▪ Review timetable under discussion. Argument that it may be premature, need to wait for 4th report to be published prior to beginning statutory review.</li> <li>▪ Part 4 of act will be in effect soon</li> <li>▪ NDIS- would be good to capture how this effects BH tenants</li> <li>▪ At the moment, unsure of when the review will begin.</li> <li>▪ <i>4th report conducted by ACU-</i> field work has been completed- currently in report writing stage, draft should go out soon.</li> </ul> <p><u>Action 1:</u> Rory will circulate timing of when BH review will begin.</p> <p><b>Health and Wellbeing of BH residents- Rebecca Baiada- PHN</b>  Healthy strong communities- helping people with Mental health issues live safely  3 priority areas:</p> <ul style="list-style-type: none"> <li>▪ Legislative and Policy</li> <li>▪ Building partnerships with health providers</li> <li>▪ Better pathways to housing</li> </ul> <p><b>Feedback from health SDR: Interviews with BH residents re unmet health needs:</b>  <b>Issues identified:</b>  Social Isolation- most common, while living in BH and post-transition, High rates of mental illness, High rates of chronic illness, High chronic pain, Drug and Alcohol, Poor nutrition, could be attributed to lack of equipment and cooking facilities in BH, Unsafe living conditions, Issues with transgender, Dental issues, Eyesight issues, Hearing loss, Sexual health, Poor medication</p> <p><b>Service Issues/ issues with service providers</b>  Lack of bulk billing services, Accessing out-patient services, Services for people with brain injuries, Issues accessing drug and alcohol services, Difficulty gaining trust with GP, long-term GP, Pharmacists- reminding residents of prescriptions, High use of ED for chronic conditions, Anxiety around approaching GP, particularly when BH resident in crisis, discussing mental illness. The need for GP's to better navigate this.</p> <p><i>-Discussion of project-</i> want to avoid overanalysing/duplicating data on the issues of health and wellbeing for tenants as these issues have been raised before. Want to ensure that we focus on assessment about service providers, barriers to accessing services, how GOV reforms such at NDIS, my Aged Care impacts usage.</p> <p><b><u>Follow-up for past Action: Mapping GP's and bulk billing services for BH residents.</u></b></p> <ul style="list-style-type: none"> <li>▪ It has been difficult, the scope of the project,</li> <li>▪ Waiting for ethics approval before project can begin</li> <li>▪ Discussion around how will be distributed- through a resource booklet, electronic and physical.</li> <li>▪ Also want to provide education training groups for GP – PHN providing tools and resources for GP's to understand and navigate appropriate services e.g. AOD, Mental health, etc.</li> <li>▪</li> </ul> <p><u>Action 2:</u> Rebecca will send through details for follow-up contact regarding who will be taking over project. (Noted Rebecca is leaving)  We will follow-up next meeting to see how the mapping GP project is progressing.</p>
<p>5.3</p>	<p><b><u>Awareness raising/challenging the narrative of BH:</u></b></p>

5.4	<p>Trying to change the negative perceptions/narrative of Boarding house sector. And BH operators, offer a different storyline. One strategy has been the <u>Boarding House Good Practice Awards project</u>.</p> <p>16 nominations received (IWC area) 12 eligible</p> <ul style="list-style-type: none"> <li>▪ Awards given to large BH, small BH, and community connections</li> <li>▪ Winners announced- 10<sup>th</sup> October, Dinner</li> <li>▪ A media release will go out soon</li> </ul> <p><b>New BH Models/Challenging the Business Model:</b></p> <p>Anglicare- New model of BH- targeting over 55's with low needs was identified</p> <ul style="list-style-type: none"> <li>▪ Shared Kitchen, rooms with en suite, rent at 25% income</li> <li>▪ Tier 1 community housing</li> <li>▪ Reports from clients have been positive</li> <li>▪ Growing models- similar to this</li> <li>▪</li> </ul> <p><i>Summer foundation:</i> pilots of units funding with SDA- new model of support for people living with a disability.</p> <p><u>Action 3:</u> Invite Sheryl from Anglicare to next meeting to discuss new BH model</p>
6 6.1  6.2  6.3	<p><b>Discussion/Presentation- The landlord's perspective:</b></p> <p>6.1 Circulation of operator experiences from BH act evaluation field work study</p> <p>Biggest challenges identified by operators: Managing and responding to residents behaviour and personalities, resident drug use and issues, chasing up rental payment, dealing with local councils and difficulties keeping rents affordable and in line with Centrelink income</p> <ul style="list-style-type: none"> <li>▪ Shift in client groups- more working people, students</li> </ul> <p>6.2 <b>Individual landlords</b></p> <ul style="list-style-type: none"> <li>▪ Umberto- BH operator- variety of tenants in BH, tends to have long-term tenants. Rewarding industry- emphasis on respect to tenants. Working with NNC when tenants have issues.</li> <li>▪ Tom- BH operator- biggest issue in BH industry- expanding business. Challenges faced due to council restrictions regarding room size and property development. Profile of tenants- low-income workers, new category- working holiday visa, backpackers</li> <li>▪ Operators discuss new model of transferring to real estates. However, both operators noted the importance of having a caretaker or someone on site.</li> </ul> <p>6.3 <b>Representative from the property owners association:</b></p> <ul style="list-style-type: none"> <li>▪ Traditional BH sector dying</li> <li>▪ Rise in new generation BH- high rents. Low-cost sector suffering</li> <li>▪ Issues raised particularly in established areas of Sydney: <ul style="list-style-type: none"> <li>○ Problems with illegal, unregistered BH's giving sector bad name</li> <li>○ Legislation needs to better address this, enforcement of the BH act, responsibilities of local council</li> <li>○ Property prices in Sydney so high that the traditional model of BH is no longer viable</li> <li>○ Issue with non-registration- provide better capacity for local council to enforce. Current resource limitation in local council</li> <li>○ Suggestions of there being a separate council body that can oversee compliance, registration and enforcement.</li> </ul> </li> </ul>

6.4	<p><b>Themes arising from presentation:</b></p> <p>Also evidence from review fieldwork that some operators intend to stay in business, and demand is strong High value of land in inner city major influence on future</p>
	<p><b>Final Comments:</b></p> <ul style="list-style-type: none"> <li>▪ Next round table will focus on residents: their perspectives, story</li> <li>▪ Issue with unregistered BH- Key issue- due to requirements that go along with registration, fire compliance, costs, etc. A lot of operators not bothering..</li> </ul> <p>Issue of reporting unregistered BH's- in unaffordable housing market BH can provide an alternative to homelessness for many people. Need to recognise the complexity of the situation.</p> <ul style="list-style-type: none"> <li>▪ Questions arising: whose role is it to enforce the Act, report unregistered BH's? Council? But lack of resources/provisions from government.</li> </ul> <p>Discussion of implementing a state body to enforce, provide guidance to BH operators and tenants, assist BH operators with procedures and requirements.</p> <ul style="list-style-type: none"> <li>▪ Need to address: fire costs, fire upgrade grants, growth options- land tax, property prices, affordable rents in highly established areas, how BH operators will continue to run and turn a profit in current housing climate.</li> <li>▪ Inner West Council: Focus on boosting affordable housing. Addressing issues of housing unaffordability in the area. Negotiating with state and federal government. Public housing/social housing has not been increase in supply - excess demand for housing.</li> <li>▪ Group homes being closed down, sold off- how this will impact vulnerable people in institutions. How can we respond to address their needs?</li> </ul> <p><b>Future Agenda items:</b></p> <ul style="list-style-type: none"> <li>▪ Unregistered BH's- what role can us and others play. The impact of legislation, addressing broader issue of affordable housing</li> </ul>

#### Action Table

	Item	Note
	Phn Mapping GP's and bulk billing services for BH residents	From previous meeting
<u>Action 1:</u>	Rory will circulate timing of when BH review will begin.	
<u>Action 2:</u>	Rebecca will send through details for follow-up contact regarding who will be taking over project.	
<u>Action 3:</u>	Invite Sheryl from Anglicare to next meeting to discuss new BH model	
<u>Action 4:</u>	NNC to convene next meeting February 2018 (focus on resident experience)	