



2017 BOARDING HOUSE GOOD PRACTICE AWARDS

Project Report
December 2017

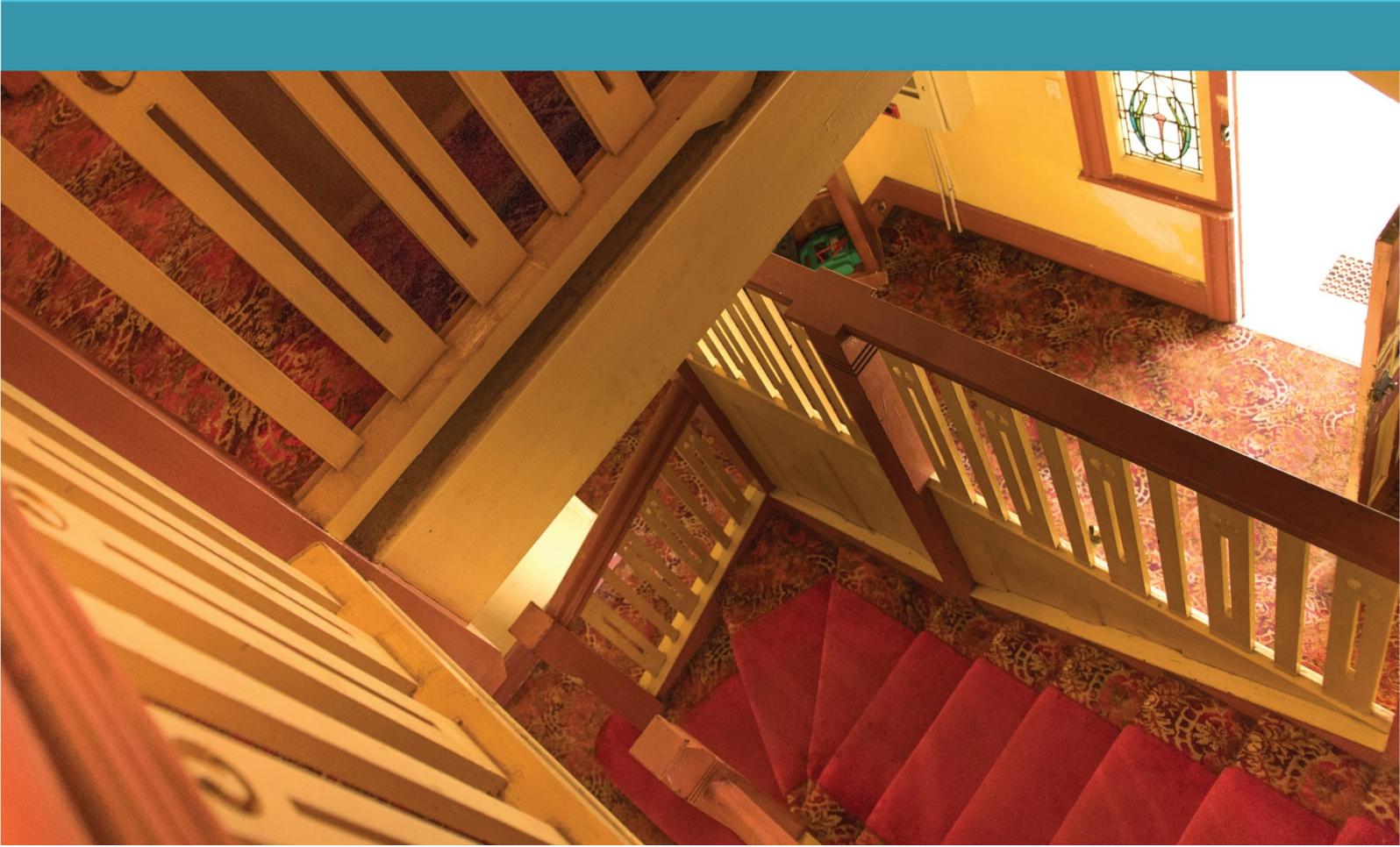


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EXECUTIVE SUMMARY

The Newtown Neighbourhood Centre's staff has been working with boarding house residents, owners and caretakers for many years. The Boarding House Outreach Service (BHOS) team is funded under the NSW Government's Specialist Homelessness Services (SHS) program to work with residents of general boarding houses in the Inner West area.

The BHOS team had the idea of organising and holding an awards process to celebrate good practice in boarding houses. The thinking behind the idea was to recognise those owners who were offering good boarding house accommodation, and encourage other boarding house owners to improve the standard of accommodation they provide. It was thus decided to conduct a pilot Boarding House Good Practice Awards competition during 2017.

There were no clear guidelines in NSW as to what constituted 'good practice' beyond the "Occupancy Principles" contained in the Act. Research revealed that Consumer Affairs Victoria provides the most comprehensive approach to this concept.

Steering Committee

Given the many issues to be covered in this process, it was considered useful to have a small steering committee to provide guidance to the Housing Partnerships Officer. The role of the Awards Steering Committee was to provide guidance to the project through the discussion of ideas, strategies and options.

Objectives

The objectives of the Awards were to:

1. Identify and recognise good practice in the boarding house sector
2. Encourage a culture of continuous improvement within the private operator industry
3. Promote positive examples of boarding houses
4. Provide an opportunity to further engage with BH operators, caretakers and residents
5. Promote boarding houses as a credible option for affordable housing
6. Publicise the legislative review of the Boarding House Act 2012

Categories

1. Boarding House of the Year - Large (13 or more residents)
2. Boarding House of the Year- Small (fewer than 13 residents)
3. Community Connection (for an individual)

Judging Panel

A judging panel was formed with membership of people with a range of experience in the low-cost housing sector, as well as representatives of organisations which worked with people living in boarding houses or at risk of homelessness.

Conclusion

The 2017 Good Practice Awards were supported by the owners/ operators of boarding houses and relevant community agencies. Sufficient nominations were received to ensure competition. The Awards Presentation dinner was extremely successful with considerable positive feedback and enthusiasm for future awards being expressed.

RECOMMENDATIONS

Marketing and Communications

Recommendation 1: That BHOS develops an improved strategy on providing information to residents prior to the awards being organised again.

Recommendation 2: BHOS considers an improved and more extensive marketing plan as critical to any future awards.

Funding

Recommendation 3: That BHOS considers the issue of an improved budget in the future, including options for additional sponsorship.

Recommendation 4: In the absence of sufficient funds in the future, BHOS consider charging guests at the awards dinner, but including consideration of ensuring affordability for any boarding house residents who attend.

Awards

Recommendation 5: Options for an improved online survey instrument should be explored.

Recommendation 6: Consideration should be given in the future to providing separate nomination forms for each category, depending upon what future categories are.

Recommendation 7: In the future, the number and nature of the categories should be reconsidered, pending additional research into the ways of assessment of nominations within any categories and the resources available.

Recommendation 8: BHOS explore the desirability and practicalities of limiting the awarding of more than one prize to each person.

Planning

Recommendation 9: Newtown Neighbourhood centre should support the Good Practice Awards being organised again, in two years' time.

Recommendation 10: The process of engaging with a steering committee and independent judges' panel should be repeated.

Recommendation 13: The BHOS Manager convenes a planning session in 2018 with all relevant stakeholders to plan for the 2019 awards.

Recommendation 12: NNC should undertake a review of the Award objectives and develop measures of success that can be used to assess how well the objectives were met.



Awards' nominees with Liz Yeo, CEO and Kris Mudd, Managing Director Eastern Prudential Insurance Group (EPIG).

1. BACKGROUND

The Newtown Neighbourhood Centre's staff has been working with boarding house residents, owners and caretakers for many years.

The Boarding House Outreach Service (BHOS) team is funded under the NSW Government's Specialist Homelessness Services (SHS) program to work with residents of general boarding houses in the Inner West area, including program outcomes of:

- Intervening early with people at risk of homelessness to prevent homelessness;
- People who are in crisis are provided with safe and secure accommodation and supported to access stable housing; and,
- Having a responsive response to clients with complex needs,
- Collaboration occurs with other specialist homelessness services, mainstream service providers and housing providers.

The passing of the Boarding Houses Act 2012, was a significant milestone in the reform of the sector.

Part 1, Clause 3 of the Act states that the object of this Act is to establish an appropriate regulatory framework for the delivery of quality services to residents of registrable boarding houses, and for the promotion and protection of the wellbeing of such residents, by:

- (a) providing for a registration system for registrable boarding houses, and
- (b) providing for certain occupancy principles to be observed with respect to the provision of accommodation to residents of registrable boarding houses and for appropriate mechanisms for the enforcement of those principles, and
- (c) providing for the licensing and regulation of assisted boarding houses and their staff (including providing for service and accommodation standards at such boarding houses), and
- (d) promoting the sustainability of, and continuous improvements in, the provision of services at registrable boarding houses.

The BHOS team had the idea of organising and holding an awards process to celebrate good practice in boarding houses. As the BHOS team visits many boarding houses which are of poor standard, the thinking behind the idea was to recognise those owners who were offering good boarding house accommodation, and encourage other boarding house owners to improve the standard of accommodation they provide. Such a project would provide a chance to further engage with BH operators and caretakers, to offer public recognition of good practice and/ or improved practice, and indirectly offer an incentive to operators.

It was thus decided to conduct a pilot Boarding House Good Practice Awards competition during 2017.

2. PROCESS

The idea was discussed at the Boarding House Roundtable, an initiative of Newtown Neighbourhood Centre, which hosts a twice-yearly gathering of people who are interested in working together to improve the quality of boarding houses in the City of Sydney and Inner West Council areas (*For further information, see <http://www.newtowncentre.org/boarding-house-outreach-service.html>*). In this discussion it was recommended that an important part of the awards' project was to engage with a range of other community organisations. The assumption was that there are many relevant organisations which could contribute valuable knowledge and expertise to the process. The involvement of other agencies would also enhance the credibility of the project.

It was also decided that whilst NNC would organise the awards, staff would play no part in nominating or judging the nominated boarding houses or people, nor could they be nominated for any awards. The Partnerships Officer would facilitate the process.

2.1 Sponsorship

The Managing Director of Eastern Prudential Insurance Group (EPIG) Mr Kristopher Mudd, had previously made contact with the Boarding House Outreach Service, had given a presentation at an Operators' forum and had expressed interest in supporting the work of the organisation. The Housing Partnerships Officer met with him and discussed the work of the team, as well as the ideas about the awards. From very early on the EPIG representative offered to financially support the awards through sponsorship, as well as other ways where possible. This partnership has resulted in a positive ongoing relationship with EPIG.

2.2 Steering Committee

Given the many issues to be covered in this process, it was considered useful to have a small Steering Committee to provide guidance to the Housing Partnerships Officer. The role of the Steering Committee was to provide guidance to the project through the discussion of ideas, strategies and options.

Meetings were held monthly between February and June 2017, with additional email and telephone collaboration as required.

Membership of this committee was:

- Deb Tipper, Housing Partnerships Officer, Boarding House Outreach Service, NNC
- Jon Atkins, Inner West Council Housing Affordability Officer
- Kerri Scott, Senior Project Officer, Better Pathways to Housing for People with Severe and Enduring Mental Illness Project
- Digby Hughes, Senior Policy and Research Officer, Homelessness NSW and Board Member, Newtown Neighbourhood Centre
- Elaine Macnish, Community Program Officer, Sydney, South Eastern Sydney and Northern Sydney District, Department of Family and Community Services
- Dr Gabrielle Drake, Deputy Head of School, School of Allied Health, Australian Catholic University

2.3 Evaluation

The Steering Committee developed evaluation measures to be considered at the completion of the project. These were:

1. Original objectives (*See 3. below*)
2. Awards Process was focussed on good practice in boarding houses developed and completed.
3. Level of support for nominations in the awards (Receive at least 4 nominations for each category)
4. Appropriateness of identified categories; scope and implications for future
5. Level of support from community agencies for awards (e.g. involvement in process; support through publicity)
6. Attendance at awards ceremony
7. Engagement with owner/ operators (e.g. nominations received; willingness to be involved)
8. Marketing undertaken and publicity received

Other identified areas for consideration in Project Report

- Resources: time and money spent
- Key challenges

- Feedback received from range of people
- Lessons learned and Future actions

This report reflects these suggested areas for evaluation. A survey was sent to all members of the Steering Committee and Judge’s Panel seeking their feedback.

3. OBJECTIVES

The objectives of the Awards were to:

- Identify and recognise good practice in the boarding house sector
- Encourage a culture of continuous improvement within the private operator industry
- Promote positive examples of boarding houses
- Provide an opportunity to further engage with BH operators, caretakers and residents
- Promote boarding houses as a credible option for affordable housing
- Publicise the legislative review of the Boarding House Act 2012

3.1 Risk Assessment

A risk assessment of the Awards Project was undertaken by the Housing Partnerships Officer, with input from the Steering Committee. (See Appendix A)

3.2 ‘Good Practice’

A key goal of this project was to promote ‘good practice’ in boarding house management. In researching the way by which a boarding house could be judged, it became apparent that the NSW Boarding Houses Act 2012, does not include guidelines for good practice. Its main guidelines relate to ‘Occupancy Principles’ with which Owner/ Operators are required to comply. However, there is no guidance for NSW beyond this base standard to seek to meet higher standards.

The situation in other states varies, with Victoria having the most comprehensive information about best practice in Australia.

For further information on the NSW Boarding Houses Act 2012, please go to:

http://www.fairtrading.nsw.gov.au/ftw/Tenants_and_home_owners/Boarding_houses.page

Victoria

Victorian legislation explicitly outlines the minimum standards expected of rooming houses in Victoria. From 31 March 2013, rooming house operators (similar to NSW boarding houses) were required to comply with minimum standards set out in the Residential Tenancies (Rooming House Standards) Regulations 2012, which relate to the Residential Tenancies Act 1997.

However, Consumer Affairs Victoria provides additional information on ‘good practice guidance’ which are steps operators can take to ensure their rooming house meets high standards. Consumer Affairs Victoria encourages operators to make the suggested changes to their premises. (See Appendix B)

In 2016, new legislation, the *Rooming House Operators Bill 2015* further developed the requirements of rooming house operators by introducing a requirement that they are licensed from 26 April 2017, including meeting a “fit and proper person” test, and it became a criminal offence to operate a rooming house without a license, with significant penalties applying if anyone is successfully prosecuted for this offence.

‘Good Practice’ and the awards

In considering how to assess good practice for the Boarding Houses Good Practice awards, the project referred primarily to the NSW Occupancy principles, whilst also identifying other provisions and actions which might contribute to improving a resident’s experience of living in a boarding house.

An issue which arose was the inconsistencies where an operator might score highly on one criteria, but not be a strong in another - hence a scoring system was introduced to ensure an assessment across all criteria.

(See Appendix C)

Alicia Tindall receives her award from NNC Board Chair, Karen Walsh.



4. AWARD CRITERIA AND CATEGORIES

4.1 Categories

There was considerable discussion regarding the type of categories and how many categories to have. Because this was a pilot project, it was decided to restrict the number of categories.

Initial consideration was given to including a range of award categories, including:

- Operator of the Year Award (large and small) – a large BH would have more than 15 rooms and a small BH less than 15 rooms.
- Caretaker of the Year Award -
- Connecting to Community/ Social Inclusion Award
- Special Achievement Award (Variable) - e.g. Women's Safety, Commitment to supporting people with mental health issues; Most Improved.

After careful consideration, the final categories decided upon for the pilot project were:

1. Boarding House of the Year - Large (13 or more residents) - This award recognised the boarding house which is known to provide good standards in step with occupancy principles of the Boarding Houses Act 2012 and which reflects a commitment to professionalism, fairness, responsibility and responsiveness.
2. Boarding House of the Year- Small (fewer than 13 residents) - This award will recognise a boarding house which is known to provide good standards in step with occupancy principles and the Boarding Houses Act 2012 and which reflects a commitment to professionalism, fairness, responsibility and responsiveness.
3. Community Connection - This award recognises the individual within general boarding house environments (i.e. resident, owner/operator/ caretaker/ manager or staff member of an external agency) who shows a commitment to encouraging a sense of belonging amongst residents with the community, external services and/or between residents.

4.2 Eligibility Criteria for Nomination

The 2017 awards covered the Inner West local government area, comprising the former LGAs of Leichhardt, Marrickville and Ashfield. Boarding houses had to be located within this area.

Boarding houses also had to be registered with Fair Trading and have the appropriate approvals with local government.

4.3 Eligibility to be a Nominee

Nominations for the awards could be made by anyone who had involvement with Boarding Houses in the Inner West. Self- nomination was acceptable, but the staff and Board of Newtown Neighbourhood Centre were excluded from making nominations.

4.4 Nomination process

Nominations could be made online via a website link to a Survey monkey form, or through email using a downloadable Word form of the survey, or using a hard copy available through BHOS staff or at the front counter of Newtown Neighbourhood Centre.

5. JUDGING PROCESS

5.1 Judges' Panel

A decision was made to form a judges' panel whose membership included people with a range of experience in the low-cost housing sector was sought, as well as representatives of organisations which worked with people living in boarding houses or at risk of homelessness. In recognition of the large number of people affected by mental health who live in boarding houses, we also wanted mental health consumer representation.

This panel ensured transparency and independence from Newtown Neighbourhood Centre. Two judges were appointed to each award category, with a reserve judge also named for each category.

The panel of judges were:

- Julie Harrison, CEO, Metro Community Housing
- Paul Clenaghan, Community and Partnerships Manager, Mental Health, Croydon CHC, SWS Local Health District
- Edward Curtis, Carer Engagement Officer, Mental Health Carers' NSW Inc, (MHCN)
- Dr Gabrielle Drake, Associate Professor Gabrielle Drake, Deputy Head of School (Strathfield), School of Allied Health, ACU
- Ben Gray, Senior Minister, All Saints Anglican Church Petersham

5.2 Assessing the Nominations

These steps included:

1. Nomination form submitted by nominator
2. Validation forms initiated By Partnerships Officer (PO) for each nomination, and completed according to process below. The validation form included a checklist of steps to be taken for each nomination and information gained through that process, prior to the nomination being passed to judges and key contacts.

Steps included:

- Boarding House of the Year (Large and Small)
 - i. Partnerships Officer checked basic data, including confirmation that Boarding House was appropriately registered, and that it was in the geographic area.
 - ii. Nominee was contacted and informed of the nomination, asked if they wanted to be part of the process, and if so, requested that 2 people could visit the Boarding House to complete a checklist and conduct a short interview with the person.
 - iii. Site visits undertaken to each Boarding House site by Partnerships Officer and 1 other person (either Judges' Panel or Steering committee member).
 - iv. Information from both people attending site visits compiled by Partnerships Officer. All information for each nomination added into single document.
- Community Connection
 - i. Nominee was contacted and informed of the nomination, asked if they wanted to be part of the process, and if so, asked for permission to visit them and to participate in a short interview.



Paul Clenaghan (Awards' Judge) and Kerri Scott (Steering committee member).



Kris Mudd from EPIG presents Julie and Kevin Webster with their award.

- ii. Visit and short interview by Partnerships Officer and 1 other person (either Judges' Panel or Steering committee member).
- 3. A follow-up phone call or email was made to each nominator, giving them an opportunity to add any further comments to their nomination.
- 4. All information from Steps 2-3 added to completed nomination form for each nominee.
- 5. A Judge's Pack and information about each particular nomination was sent to judges for the category they were judging.
 - The Judge's Pack included information on the steps in the judging process which had already occurred, next stages of judging, timeframe, information and contact details of all judges and categories they were judging.
 - Specific information on each award contained a guide to assessing the nomination, reminder of the objectives of the award, and criteria for each specific category, against which judges would make their assessment.
- 6. Judges assessed nominations and sent their appraisals to Partnerships Officer who compiled the results.

5.3 Awards Presentation Dinner

An Awards Presentation Dinner was organised to announce and present the awards. (See Appendix D for Awards Dinner Program). All those with valid nominations were invited, as well as the people who nominated people for awards; steering committee members; members of the judge's panel; staff of BHOS and other stakeholders. The dinner was provided by Newtown Neighbourhood Centre through the financial support of the sponsor, EPIG. However, without the financial support, the neighbourhood centre would not have been able to cover the costs of the dinner.



The Sydney Street Choir performs at the Presentation Dinner.

6. PUBLICITY AND PROMOTION

The publicity and promotion for the Good Practice Awards included: *(see Appendix E)*

- Media releases to local papers.
- Promotion through the NNC website.
- Distribution of information through emails to boarding house owners and caretakers, and other relevant community organisations.
- Article in the Property Owners' Association newsletter.
- Specially designed postcards which were distributed through staff and Newtown Neighbourhood Centre.

7. RESOURCES

7.1 Human Resources

- Contributions by Newtown Neighbourhood Centre staff: The major resource involved in the Boarding House Awards was the time of the BHOS Housing Partnerships Officer who spent a large percentage her part time hours on this task during the period February to October. An estimate of the hours worked on the awards by the Housing Partnerships Officer over this period is:
40 weeks x 12 hours = 480 hours
- Other staff also contributed time in promotions, supervisory hours and miscellaneous tasks.
- Contributions by the Steering Committee: there were five members who spent varying amount of time. Five face to face meetings of one and a half hours were held, with additional time being spent by some members providing feedback on ideas, options and documents. Several members of the steering committee also attended verification visits to nominated boarding houses.
- Contributions by Judging Panel members: Time spent by these members included reading documentation and assessment of the nominees, as well as attendance by some judges on verification visits.

7.2 Financial Resources

Costs for the Boarding House Good Practice awards included:

- Printing (hard copies of nomination forms; certificates;
- Design and Printing of publicity postcards for boarding house residents)
- Prizes: Purchasing and etching of award trophies, Cash vouchers; Certificate frames and Printing of Certificates.
- Costs for the awards dinner (food for invited guests; Acknowledgement of country, meals for members of choir attending for entertainment)

Negotiation with several suppliers resulted in reduced costs because of their goodwill and that NNC is a not-for-profit agency. Total budget was around \$4500, which didn't include salary costs for the Partnerships' Officer.

8. OUTCOMES and FEEDBACK

8.1 Evaluation Outcomes

The table below addresses the evaluation criteria identified in 2.3 above.

Criteria	Outcome & Comments
1. Original objectives met.	All objectives were met to some extent. However, two objectives which were not achieved very much were: <ul style="list-style-type: none"> - 5. Promote BH as a credible option for affordable housing, and - 6. Publicise the legislative review of the Boarding Houses Act 2012. See Qu 1, 8.2 below for more information
2. Awards Process focussed on good practice in boarding houses developed and completed.	The process developed for these awards was challenging and time-consuming, particularly as this was the first time that it has occurred. Thus, all aspects of the awards had to be considered. <i>See Appendix E for an example of the Project Tasks Spreadsheet</i>
3. Level of support for nominations in the awards (Performance indicator - receive at least 4 nominations for each category)	At least four nominations were received for each category, although not all nominations were eligible under the guidelines. See 8.2 below for information on the nominations.
4. Appropriateness of identified categories - scope and implications for future	Whilst the three categories were deemed to be appropriate, there is capacity for expansion on this.
5. Level of support from community agencies for awards (e.g. involvement in process; support through publicity)	These awards were supported by other agencies through their involvement in the Steering committee, Judges' Panel and publicising the event.
6. Attendance at awards ceremony	Almost 50 people attended the dinner, including entertainers. There were at least 20 others who could not attend due to other commitments.
7. Engagement with owner/operators	The awards process brought boarding house owners and operators together through the dinner in a very positive atmosphere. They were able to meet each other, and also meet the BHOS team.
8. Marketing undertaken and publicity received	Marketing occurred through email, website and flyers. Newspaper articles were published prior to the awards and after the dinner, focussing on the winners (<i>see Appendix F</i>). A radio interview was also undertaken to publicise the awards.

8.2 Results from the online survey

Formal feedback was sought from the members of both the Steering Committee and Judges' Panel through an anonymous online survey. The following tables represent the results from the online survey. Four surveys from a possible 9 people were received.

Q1 To what extent do you think the following outcomes were achieved?

OUTCOME	TO A GREAT EXTENT	TO A SMALL EXTENT	NOT AT ALL	UNSURE	TOTAL RESPONDENTS
1. Identify and recognise good practice in the boarding house sector	100.00% 4	0.00% 0	0.00% 0	0.00% 0	4
2. Encourage a culture of continuous improvement within the private operator industry	50.00% 2	50.00% 2	0.00% 0	0.00% 0	4
3. Promote positive examples of boarding houses	75.00% 3	25.00% 1	0.00% 0	0.00% 0	4
4. Provide an opportunity to further engage with BH operators, caretakers and residents	75.00% 3	25.00% 1	0.00% 0	0.00% 0	4
5. Promote boarding houses as a credible option for affordable housing	25.00% 1	75.00% 3	0.00% 0	0.00% 0	4
6. Publicise the legislative review of the Boarding House Act 2012	50.00% 2	25.00% 1	25.00% 1	0.00% 0	4

Q2 How appropriate did you think the three award categories were?

(Large BH of the Year; Small BH of the Year; Community Connection award)

ANSWER CHOICES	RESPONSES
Very appropriate	25.00% 1
Appropriate	75.00% 3
Not appropriate at all	0.00% 0
Unsure	0.00% 0
TOTAL	4

Comments

- I guess it's difficult to identify why a large or small boarding house winner does not subsequently win the community connection award (as was the case). So, I suggest we change this to "evidence of most improvement" or "new Boarding House" something that suggests a new success

Q3 In regards to your involvement with the awards, could you comment on the following:

(Answered: 3 Skipped: 1)

Choices	No. Responses	Responses %
Information provided	3	100
Communication	3	100
Expectation of your role	3	100
Timeframe for your involvement	3	100

Q4 Can you provide ideas about how any aspect of the awards could be improved?

Yes 25% (1) No 75% (3)

Comments

- Increasing nominations. While this was the first time the awards were held, it would be good to have more nominations and a greater involvement from boarding house owners and residents. Council's may be able to offer more by way of resources and publicity in this regard in future years.
- except my answer to question 2. This was a great success and the challenge is to back it up and manage each year.

Q5 What was your overall impression of the Boarding House Good Practice Awards?

Answered: 4 Skipped: 0

ANSWER CHOICES	RESPONSES	
Really Worthwhile	75.00%	3
Worthwhile	25.00%	1
Neutral	0.00%	0
Not very worthwhile	0.00%	0
Negative	0.00%	0
TOTAL		4

Comments

- I believe it helped build a bridge between service providers e.g. NNC and boarding house owners. This offers both parties opportunities to understand current challenges facing genuine boarding house provision better.
- I did not attend the awards, but I hope the process was able to engage the boarding house owners and managers in a positive relationship with the residents, and The Newtown Neighbourhood Centre.

Q6 Do you think NNC should consider organising the BH awards again?

ANSWER CHOICES	RESPONSES	
Yes	100.00%	4
No	0.00%	0
Unsure	0.00%	0
TOTAL		4

- Building good relationships is very important in this area.
- it is crucial now that you have broken the ice to back up

Q7 Do you have any other feedback about the awards?

Yes 2 No 2

- Post-award publicity - the event at Fernando's Restaurant was well organised and very informative. If the event had been videoed, an edited version could have been used to give valuable social media publicity to the awards.
- NNC should be very proud. Congratulations on delivering positive stories

8.3 Nomination results

The following table represents the results of the nomination process.

CATEGORY	TOTAL NUMBER RECEIVED	Eligible/ Accepted	Individual Eligible Nominations
Large BH	6 for 5 BH	5 (1 declined)	4 (2 nominations for same BH)
Small BH	4 for 3 BH	3 (1 out of area)	2 (2 nominations for same BH)
Community Connection	5 for 5 people	4 (1 ineligible)	4
Other	1	0 (1 Assisted BH)	0
TOTAL	16	12	10

8.4 Informal Feedback

Newtown Neighbourhood Centre received feedback about the Boarding House Good Practice awards via email and telephone calls. Informal feedback was received from several people who attended the awards night or who were involved in the project along the way.

Re: The Boarding House awards night

- I would like to congratulate and thank NNC for a fantastic initiative and an excellent night out. The awards initiative enables us to start changing the dominant story about Boarding Houses.
- The winner of the small Boarding House Award (the Irish lady and her quiet partner) told the most moving story of small businesses and the hardship they have gone through. She told the story of making a difference in people’s lives and really wanting to make a difference. A wonderful story which enabled us to see things from both the owners and tenants’ perspective.

- The winner of the large Boarding House Award told the story of generational ownership. From father to daughter. I was struck by how a young person with a business and charitable approach can take models to another level whilst not disadvantaging a vulnerable population.
- In both awards I was moved, impressed and refreshed.... The organisation of the awards was a break in tradition – whereby we frequently focus on the negatives of Boarding Houses and well worth it. One can never underestimate how much an award means and the Irish lady epitomised this. Thank you also to the sponsors for an evening which was well catered and had a good buzz. NNC are to be congratulated again on another excellent achievement in making our community a richer, broader minded, and more caring community.
- Well done to you and all the team
- Congratulations again on the very successful Boarding House Awards event! Great event with some really interesting speeches, especially from owners. Building that bridge with owners was a major achievement.

8.5 Feedback from Winners

Feedback was sought from the winners of the awards, several months after the awards ceremony dinner.

Three questions were asked of them, via the phone.

What did the award mean to you?

- *“The award meant a lot to me, as I am new to the boarding house sector and I knew I put a lot of effort and work into the boarding house. I was very affected by receiving the award.*
- *It’s hard to know what it meant – it is the first awards, really unsure what it is- I accepted it and was thankful for it, but there were not a lot of people nominated, so what value was there? It was a fantastic idea, and the night was great- I got to meet people in an informal way.*
- *A great occasion to acknowledge Boarding House tenants and operators alike - for their achievements in making good quality affordable housing possible so everyone has the opportunity to enjoy the amenity of the inner west neighbourhoods and importantly keeping their existing social networks.”*

Have you changed anything in your boarding house because of receiving the award?

- *“I haven’t yet, I am thinking about doing some things, but I have to go to Council for approval, but that has not happened yet.*
- *No, haven’t changed anything. We run a good show. No better or worse.*
- *A new oven was purchased with the prize money for the Marrickville house communal kitchen!!”*

Do you have any suggestions regarding any future awards’ process?

- *“I think you should definitely run them again. It’s good when people put the effort into the boarding houses. I know a lot of Boarding house owners don’t care too much because some residents don’t treat the premises well. But I’m not like that, and I think the more we can do to encourage the better. It was such a lovely thing, the dinner was beautifully run.*
- *More people should get involved. The dinner was the best part- it’s a good way of getting people together, it was held at night, we had a meal, and informal chat.*
- *No - the awards night was beyond (suggestion)!”*



The Awards Presentation Dinner.

9. ISSUES, CHALLENGES AND RECOMMENDATIONS

The main general challenge of this project was the fact that it was completely new, and needed full project development to ensure its success. This challenge was met to a great degree through the support of the Project Steering Committee, the judge's panel, the sponsor and the staff of Newtown Neighbourhood Centre. Below are some specific reflections on aspects of the process.

9.1 Marketing and Communication

The process for distribution of publicity did not work effectively for all. Whilst information was sent to owners and real estate agents via email, this did not cover all relevant people. BHOS is in the process of trying to improve this email list, so this may become a more effective process.

Reaching residents of boarding houses was a challenging process, particularly those who were not living in boarding houses where BHOS had clients. Despite developing a particular strategy of producing small post card type flyers, there were very few nominations from residents. Some owner/ operators distributed information to their residents.

- Recommendation 1: That BHOS develops an improved strategy on providing information to residents prior to the awards being organised again.
- Recommendation 2: BHOS considers an improved and more extensive marketing plan as critical to any future awards.

9.2 Funding

The BHOS funding is limited in its ability to support projects outside its casework service. Without the sponsorship of EPIG the Awards presentation dinner and prizes would not have been possible, despite the fact that this pilot project was small in scope and size.

- Recommendation 3: That BHOS considers the issue of an improved budget in the future, including options for additional sponsorship.
- Recommendation 4: In the absence of sufficient funds in the future, BHOS consider charging guests at the awards dinner, but including consideration of ensuring affordability for any boarding house residents who attend.

9.3 Nomination Form

The nomination form was developed utilising Survey Monkey, with an alternative word version being developed to allow people to complete a hard copy. This was necessary because many residents do not have access to smart phones or computers.

- Recommendation 5: Options for an improved online survey instrument should be explored.

A single nomination form was utilised for all three categories. This created some confusion for those completing it, and at times it appeared that the nominees simply completed all sections.

- Recommendation 6: Consideration should be given in the future to providing separate nomination forms for each category, depending upon what future categories are.

9.4 Award Categories

A deliberate choice was made to limit the number of categories for this pilot.

- Recommendation 7: In the future, the number and nature of the categories should be reconsidered, pending additional research into the ways of assessment of nominations within any categories and the resources available.

9.5 Nominations

Whilst each category had at least two nominations which ensured competition, the number of nominations remained limited. This was possibly due to the reach of our publicity and uncertainty about the awards, given it was a new process. Many boarding house residents do not engage with social media, nor wish to have lot to do with their boarding house owner/ operators.

Concerns were also raised regarding one person receiving more than one award despite the person receiving one award for her boarding house, and one individual award. There are practicalities regarding preventing someone being nominated in more than 1 category, as the nominations are confidential.

- Recommendation 8: BHOS explore the desirability and practicalities of limiting the awarding of more than one prize to each person.

9.6 Overall Impact

The award was well received and supported. Those attending the Awards Dinner as nominees and/or stakeholders expressed positive sentiments about the evening, bringing together boarding house owners and other stakeholders in a positive way. The impact on staff resources of the BHPS team were considerable, which must be factored into any future hosting of the awards. Whilst these awards were successful, the process of the awards can be improved.

- Recommendation 9: Newtown Neighbourhood centre should support the Good Practice Awards being organised again, in two years' time.

- **Recommendation 10:** The process of engaging with a Steering Committee and Independent Judges' Panel should be repeated.
- **Recommendation 11:** The BHOS Manager convenes a planning session in 2018 with all relevant stakeholders to plan for the 2019 awards.
- **Recommendation 12:** NNC should undertake a review of the Award objectives and develop measures of success that can be used to assess how well the objectives were met.

Irene Jackson with her award for Small Boarding House of the Year, 2017.



10. CONCLUSION

The 2017 Good Practice Awards were supported by the owners/ operators of boarding houses and relevant community agencies. Sufficient nominations were received to ensure competition. The Awards Presentation dinner was extremely successful with considerable positive feedback and enthusiasm for future awards being expressed.

LIST OF APPENDICES

- H. Risk Assessment: Boarding House Awards Project
- I. Minimum standards in rooming houses, including Good Practice recommendations
- J. Judge's Scoring Proforma Example
- K. Awards Dinner Program of Activities
- L. Publicity and Promotion
- M. Project Tasks Spreadsheet Example
- N. Media Articles

Issue	List potential hazards	Likelihood to cause harm to NNC	Risk rating/ Impact	Controls
NOMINATIONS	No nominations or very few - undermine credibility of the NNC/ BHOT	UNLIKELY	LOW	<ul style="list-style-type: none"> - Publicity to be widespread - Actively contact particular people to encourage nominations
	Disputes where an operator is nominated by someone outside BHOS for 'Operator of the Year' what happens if this is disputed by someone in the BHOT? Credibility issue?	POSSIBLE	MEDIUM	<ul style="list-style-type: none"> - All nominations will be validated by PO and one other person. - Disclaimer on Nomination form and other information that '<i>Judges decision is final</i>' - Need some form of dispute resolution perhaps?
CONFIDENTIALITY ISSUES	Someone who will know about the nominations, other than the Partnerships Officer and panel, and potentially use that knowledge.	RARE	LOW	<ul style="list-style-type: none"> - Utilise need to know policy. BHOS team already signed up to policy. - Clarify expectations with any Steering Committee members and/ or Selection panel
AWARDS EVENT	Insufficient people wanting to attend - Reputational, impact on costs	UNLIKELY	LOW	<ul style="list-style-type: none"> - Keep an eye on numbers, actively recruit people if necessary
ACCESS/ CULTURAL ISSUES	Access to some residents difficult- materials not translated into community languages; Residents have poor literacy skills	POSSIBLE	MEDIUM	<ul style="list-style-type: none"> - Publicity Information to be distributed to CALD agencies and workers
	Lack of access to computers for materials	UNLIKELY	LOW	<ul style="list-style-type: none"> - Hard copies available
VERIFICATION PROCESS	Information seeking regarding BH – breach of privacy? Ethical dilemmas?	UNLIKELY	LOW	<ul style="list-style-type: none"> - No request for info on specific people, rather on BH in general -
	Judgement/ assessment of BH difficult- seen to be inadequate Safety issues	UNLIKELY		<ul style="list-style-type: none"> - Two people to inspect at all times - Standardised verification process developed
JUDGING PROCESS	Judges can't recommend any winners	POSSIBLE	MEDIUM	<ul style="list-style-type: none"> - Try to ensure enough nominees that there is a reasonable choice

Minimum standards in rooming houses

SOURCED 20/12/2017

<https://www.consumer.vic.gov.au/housing-and-accommodation/renting/types-of-rental-agreements/sharing-in-a-rooming-house/minimum-standards-in-rooming-houses>

- Residential tenancy standards
- Public health and wellbeing standards

Residential tenancy standards

Introduction

A rooming house is a building where one or more rooms are available to rent, and four or more people in total can occupy those rooms.

From 31 March 2013, rooming house operators must comply with minimum standards set out in the Residential Tenancies (Rooming House Standards) Regulations 2012. These standards relate to privacy, security, safety and amenity in rooming houses. The minimum standards apply to a rooming house and its rooms, irrespective of whether the resident is on a rooming house agreement or individual tenancy agreement.

The additional information below listed as 'good practice guidance' are steps operators can take to ensure their rooming house meets high standards. Operators are strongly encouraged to make these changes to their premises.

Residents' rooms

- any door used for entry to or exit from a resident's room must be fitted with a lock that is operated by a key from the outside, and can be unlocked from inside without a key
- a resident's room must have at least two working power outlets
- residents' windows must have a covering that provides privacy and can be opened and closed by the resident.

Good practice guidance:

- the two required power outlets should not be occupied by services provided in the room; for example, a refrigerator or cook-top
- the two working power outlets can be one double or two single power outlets, but not double adaptors or powerboards
- power outlets should not be inside cupboards
- window coverings should be substantial enough to prevent anyone seeing into the room from the outside, including at night.

Bathrooms

- a shared bathroom or toilet must be fitted with a privacy latch that can be securely latched from the inside without a key

Good practice guidance:

- a privacy latch should be strong enough to not break easily.

Kitchens

Each resident must have access to and use of food preparation facilities. These can be provided in the resident's room or a shared kitchen.

If these facilities are in a resident's room, they must include a:

- food preparation area
- sink
- oven and cook-top in good working order
- refrigerator with at least 80 litres capacity
- cupboard with a minimum 0.1 cubic metres (100 litres) of storage capacity.

A shared kitchen must have a:

- food preparation area
- sink
- oven and cook-top with four burners in good working order for every 12 or fewer residents who do not have an oven or cook-top in their room (based on the maximum number of residents the rooming house can accommodate)
- refrigerator with at least 400 litres capacity
- lockable cupboard for each resident, with a minimum 0.1 cubic metres (100 litres) of storage capacity.

Good practice guidance:

- cooking and preparation facilities should be located together
- sinks should only be provided in bedrooms if kitchenette facilities are also provided; otherwise, a sink should be in the kitchen
- an oven provided in a bedroom must be at least large enough to hold a full-size dinner plate or medium casserole dish; toaster ovens may not meet this requirement
- cooking facilities in bedrooms must be assessed for any fire safety risk
- bottled gas camp stoves are not suitable
- all refrigerators should have a freezer compartment
- lockable cupboards should be separately keyed, and each resident have their own key.

Dining facilities in a common area

- enough chairs for the maximum number of residents that can be accommodated in a resident's room
- a table that can comfortably accommodate this number of chairs.

Shared laundries

- a wash trough or basin plumbed to a continuous and adequate supply of hot and cold water
- immediately next to the trough or basin, space with hot and cold water supply outlets suitable for a washing machine
- clothes line or other clothes drying facility.

General rooming house standards

- an evacuation diagram that complies with section 3.5 and Appendix E of AS 3745 must be prominently displayed in each resident's room and in all shared areas. (Download an example evacuation sheet under Further Information box below). You need to ensure that your diagram is compliant.
- internal rooms, corridors and hallways must have a level of natural or artificial light appropriate to the function and use of the room

- habitable rooms must have access to natural light during daylight hours, and artificial light during non-daylight hours, appropriate to the function and use of the room
- habitable rooms, bathrooms, shower rooms, toilets and laundries must have ventilation that complies with the relevant Building Code of Australia (see section 17 of the Regulations)
- all gas installations and fittings must be checked at least once every two years by a licensed gas fitter
- all electrical installations and fittings must be checked at least once every five years by a licensed electrician
- all power outlets and electrical circuits must be connected to circuit breakers that comply with AS/NZS 3000 and switchboard-type residual current devices that comply with AS/NZS 3190, AS/NZS 61008.1 or AS/NZS 61009.1
- each external window that is able to be opened must stay securely closed or open without a key
- each rooming house entrance must have a lock operated by a key from outside, and without a key from inside, the rooming house
- the main entry must have a window, peep-hole or intercom system, and a working external light fitting that provides enough light during non-daylight hours to provide for safe access and to screen visitors to the rooming house.

For more information, see the Further Information box below.

Good practice guidance:

- for adequate ventilation, rooms should either have windows that open to allow enough air into the room, or an exhaust fan installed in the ceiling or wall
- adequate lighting for internal rooms generally means a person should be able to comfortably read a newspaper or magazine in the room
- adequate lighting for corridors and hallways generally means people should be able to navigate these areas safely
- the main entry should have enough external lighting to light the area outside the door, so residents can see who is knocking or ringing the doorbell.

Records

Rooming house owners must conduct the following safety checks and make the records available to the Director of Consumer Affairs Victoria on request:

- gas safety check - every two years, and keep the records (compliance certificate) for two years after the check was made, including the details of the licensed gas fitter who performed the check
- electrical safety check - every five years and keep the records (compliance certificate) for five years after the check was made, including the details of the licensed electrician who performed the check.

Good practice guidance:

- if you have had any work done by a licensed gas fitter or electrician, you must be able to provide a current certificate of compliance.

Exemptions

In exceptional circumstances, the Director of Consumer Affairs may exempt a rooming house owner from some standards in the Regulations. The exemption may be unconditional or on specified conditions, and may be a total or limited exemption.

An exemption can only be granted when the rooming house owner:

- is not able to modify the rooming house to comply with the relevant standards due to the nature, age or structure of the rooming house, or

- is not able to modify the rooming house to comply with the relevant standards due to an obligation to comply with a competing law, or
- has sufficiently addressed the relevant standards by other means.

For further information about exemptions, please contact us on 1300 55 81 81.

Contact for residents

If a resident thinks their rooming house does not meet the minimum residential tenancy standards, they should contact Consumer Affairs Victoria.

Public health and wellbeing standards

Rooming houses must be registered with the local council. The council may inspect the rooming house to see if it meets the standards set out in the Public Health and Wellbeing Regulations 2009. These standards include (but are not limited to):

- at least one toilet for every 10 people
- at least one bath or shower and one washbasin for every 10 people
- continuous and adequate supply of hot and cold water to all toilet, bathing, laundry, kitchen and drinking water facilities
- rooms and communal areas in a clean and well-maintained condition.

Rooming houses must have adequate and well-maintained hard-wired smoke alarms to protect residents. Refer to the Building Regulations 2006 for more information.

Contact for residents

If a resident thinks their rooming house does not meet the minimum health and wellbeing standards, they should contact their local council.

For more information on the Public Register of Rooming Houses, see box below.

For further information:

An example of an Evacuation Diagram (Word, 592KB)

<https://www.consumer.vic.gov.au/library/publications/housing-and-accommodation/renting/evacuation-diagram-template.doc>

Meeting Gas and Electrical Safety Obligations

<https://www.consumer.vic.gov.au/housing/renting/types-of-rental-agreements/sharing-in-a-rooming-house/rooming-house-owners-meeting-your-gas-and-electrical-safety-obligations>

Public Register of rooming houses (Last updated: 24/05/2016)

<https://www.consumer.vic.gov.au/housing/renting/types-of-rental-agreements/sharing-in-a-rooming-house/public-register-of-rooming-houses>

Criteria for this Award

This award will recognise a **large boarding house** (13 or more rooms) which is known to provide good standards in step with occupancy principles of the Boarding Houses Act 2012 and which reflects a commitment to professionalism, fairness, responsibility and responsiveness.

*Where there are 2 IDs, this means 2 nominations	NOMINATED BOARDING HOUSES	Please assess each application and give a rating for each criteria between 0 (Low) -5 (high), then give an overall comment on this nomination:				
ID	Address	1. Good standards in step with Occupancy Principles	2. Commitment to professionalism & fairness	3. Responsibility and Responsiveness	4. Affordability	Judge's Comment
4						
7						
9 & 15						
17 & 18						
14						

BOARDING HOUSE GOOD PRACTICE AWARDS DINNER

Fernando’s Restaurant

OCTOBER 10th, 2017

PROGRAM OF ACTIVITIES

TIME	WHAT	WHO??
6.00 - 6.30	ARRIVAL Seating & chatting	
6.30 – 7.15	<ol style="list-style-type: none"> 1. Welcome 2. Welcome to country 3. Housekeeping/ Acknowledgements 	<ol style="list-style-type: none"> 1. Paul 2. Brendan Kerin 3. Deb
6.30 – 8.00	<ul style="list-style-type: none"> • Eating - Entrée & Main course 	
8.00 – 8.45	PRESENTATION CEREMONY	
	Introduction	Liz Yeo
	<ol style="list-style-type: none"> 1. Boarding House of the Year (Large) 2. Boarding House of the Year (Small) 3. Community Connection Award 	<ol style="list-style-type: none"> 1. Kris Mudd - EPIG 2. Kris Mudd - EPIG 3. Karen Walsh
	<ul style="list-style-type: none"> • Dessert, tea & coffee 	
8.50– 9.10	ENTERTAINMENT Sydney Street Choir	
9.10- 9.30	FINAL COMMENTS & THANKYOU	Paul
10.00	END OF NIGHT	

General Publicity



Boarding House Outreach Service (BHOS)
Recognising compliant, healthy, safe and affordable accommodation

Information Sheet

The Newtown Neighbourhood Centre's Boarding House Outreach Service (BHOS) supports occupants of General Boarding Houses in Sydney's Inner West. Our staff work to support people who are homeless or at risk of being homeless to access and stay in safe, affordable and secure housing.

Through collaboration across the sector, our team also supports individuals to access a range of health and support services and works to increase awareness of the needs of residents amongst mainstream and specialist services.

The BHOS encourages improvement in the management of boarding houses by operators and real estate agents. As part of this work, BHOS has decided to create the inaugural Boarding House Good Practice Awards for the Inner West local government area. The BHOS staff visit so many boarding houses as part of their work and they see the real difference that proprietors, real estate agents and caretakers can make in people's lives.

In acknowledgement of this, the awards have been created to celebrate the important role that proprietors and caretakers can play in creating affordable, safe, healthy and homely environments.

Proposed Categories

- Boarding House of the Year Award - x 2 Large BH (>12 residents)/ Small BH (<13 residents)**
 This award will recognise two boarding houses (one of large and one of small general boarding houses) which are known to provide good standards in step with occupancy principles of the Boarding House Act 2012, and which reflect a commitment to professionalism, fairness, responsibility and responsiveness.
- Community Connection**
 This award recognises the individual within the general boarding houses environments (i.e. resident, owner/operator, staff member of an external agency, caretaker, manager or real estate agent) who shows a commitment to encouraging a sense of belonging amongst residents: with the community, external services and between residents.

Process

As part of the process, there is:

- Project Steering Committee:** a small group representative of stakeholders in the Boarding House sector of the Inner West
- Validation:** prior to the judging panel considering the nominations, the nominated properties will be checked to ensure they operate consistent with the Boarding House Act 2012, the owner will be contacted seeking permission to visit the property to validate the details of the nomination.
- Judging Panel:** a small number of people with expertise and interest in the Boarding House sector.



Nominations

Nominations will be accepted from anyone with an interest and /or involvement with boarding houses in the Inner West area (i.e. the former areas of Ashfield, Marrickville and Leichhardt). Nominations will be assessed on legislative compliance and merit. (NB Staff of the Newtown Neighbourhood Centre are excluded from nominating)

How to Nominate??
 Nominations can be made on line, on a hard copy or via email.

Further Details and Direct link to Nomination form will be via the following website:
https://www.surveymonkey.com/r/NNC_Awards

KEY DATES

June 5	Nominations open and received
July 10	Nominations close
September 27	Winners notified
October	Awards ceremony

Awards Announcement Event

This social event will be held at a suitable venue in the Inner West Local Government area.

Prizes

Each award winner will receive a trophy, a framed certificate and a voucher.
 All compliant nominations will receive a certificate recognising their nomination.

FURTHER INFORMATION

The awards are being organised and developed by the Housing Partnerships Officer, Deb Tipper.

Deb's contact details are:
 Phone 9509 1807 Mobile 0438964224
 Email: awards@newtowncentre.org
https://www.surveymonkey.com/r/NNC_Awards

Sponsor

The awards are kindly sponsored by the Eastern Prudential Insurance Group.



Specific publicity aimed at Residents of Boarding Houses





MEDIA ALERT – immediate release

Dumping the Dives with Good Practice Awards

1 June 2017

Negative stereotypes of boarding houses can make it more difficult for residents to get jobs or establish personal relationships according to Newtown Neighbourhood Centre (NNC) Housing Services Manager Paul Adabie.

“Working directly with boarding house residents, we come face to face with the difficulties residents experience due to discrimination and negative stereotypes.”

To challenge this, the Centre has launched the Good Practice Awards for Boarding Houses.

“Not all boarding houses are as bad as the images many people hold of them. Many boarding house operators try hard to provide much needed affordable accommodation for some of the poorest people in the community. For many residents, boarding houses provide stable, affordable and supportive accommodation.”

“Our bold program will recognise healthy, safe, compliant and affordable boarding houses in the Inner West Local Government Area,” said Adabie. “We want to recognise them and change the way society views this important part of the community’s housing mix.”

There are three awards recognising good practice in the industry with around \$1,000 in prize money:

1. Large Boarding House of the Year (13 or more residents)
2. Small Boarding House of the Year (less than 13 residents)
3. Community Connection Award, recognising an individual who shows a commitment to encouraging a sense of belonging amongst residents.

Entries open on the 5th June and close 10th July.

Anyone can nominate a boarding house in the Inner West by completing a form at NNC or downloading a form from: <http://www.newtowncentre.org/boarding-house-awards.html>

The awards have been sponsored by Eastern Prudential Insurance Group

Newtown Neighbourhood Centre

Newtown Neighbourhood Centre exists to create a more inclusive, resilient, vibrant and self-reliant community. We are a not-for-profit incorporated association serving Sydney’s inner western suburbs. The Centre works closely with boarding house residents through its Boarding House Outreach Service, and offers forums for boarding house owners twice yearly.

For Awards information, rules and nomination form, visit:

<http://www.newtowncentre.org/boarding-house-awards.html>

Contact Paul Adabie: 0430 980 967, awards@newtowncentre.org

Newtown Neighbourhood Centre

1 Bedford St/PO Box 19, Newtown NSW 2042 | ABN 96 884 462 833

E admin@newtowncentre.org | P +61 2 9564 7333 | F +61 2 9519 2509 | W newtowncentre.org



MEDIA ALERT – embargoed until 10/10/17, 7.00pm

Best Boarding Houses in the Inner West Announced Tonight

10 October 2017

Counter to the image of a selfish and stingy boarding house operator, Alicia Tindall is showing that looking out for her residents can be good for the wallet and the heart.

Based on the philosophy that everyone deserves a decent place to live, Alicia's fresh approach to running a boarding house saw her win two prizes (Community Connection Award and Joint Winner, Large Boarding House of the Year) at tonight's inaugural Boarding House Good Practice Awards put on by Newtown Neighbourhood Centre (NNC).

For example, Alicia offers vouchers for a local café when residents pay rent. She says this supports local business, promotes community connection and creates good will.

"Residents get to know the café owner who lets me know if he thinks there are any issues that I can help with," said Alicia. "It also gives me something to talk with residents about."

NNC has created the Awards to raise the bar in the sector by showcasing the best boarding houses and their operators in the Inner West LGA. Other award winning owners of properties include Kevin and Julie Webster (Joint Winner, Large Boarding House of the Year) and Irene Jackson (Small Boarding House of the Year).

Newtown Neighbourhood Centre is recognised as a leader in the sector due to its Boarding House Outreach Service that works extensively in Sydney's inner west where the number of boarding houses and rough sleepers is high.

"Boarding houses provide a place for people to stay when in crisis as they are open to anybody and rent can be more affordable. Unfortunately, some boarding house operators neglect the buildings and the residents," said Liz Yeo, CEO of NNC.

"However, as a Neighbourhood Centre, we want to encourage professional and caring operators like Alicia because boarding houses are also many people's long term homes, so good boarding house operators create stability and safety for the community as a whole, as well as the residents."

Newtown Neighbourhood Centre

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Contact

Liz Yeo, CEO, 0403 441 159, liz@newtowncentre.org

Julian Lee, Marketing, 0403 013 366, julian@newtowncentre.org

Newtown Neighbourhood Centre

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BOARDING HOUSE AWARDS PROJECT TASKS		MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER
Secure Sponsors							
Identify possible sponsors	Completed						
Finalise terms of sponsorship	Completed	Completed					
Finalise application process							
Finalise categories	Completed						
Decide criteria	Completed	Completed					
Develop nomination form	Completed						
Develop verification forms	Completed						
Receive Applications							
Publicity material developed	Completed						
Publicity material distributed	Completed	Completed					
Media release	Completed	Completed					
Followup publicity							
Applications checked/recorded							
Verification Visits Undertaken							
Judges							
Confirm 2 judging panels							
Develop Info pack							
Summary of nominations and verification sent to judges					17-Aug		
Awards Event							
Decide date, venue	Date	Venue					TUESDAY 20
Invitation list finalised and distributed							
MC/ Speakers finalised							
Prizes decided and purchased							
Catering organised							
Finalise Project							
Project report							
Thankyou letters							
Finalise all admin							
TASK	KEY DATE						
Finalise Nomination form	Wednesday 10 May				KEY	Working on it	
Pilot forms	Wednesday 17 May					Needs to be finished	
Publicity materials finalised (e.g. postcards)	Wednesday 24 May					Completed	
Media release developed	Wednesday 17 May						
Prizes decided	By Wednesday 31 May						
Event date decided	Wednesday 17 May						
Nominations open/ Publicity distributed	MONDAY June 5						
Hard copies delivered-front desk at NNC	By Wednesday June 7						
Second round publicity/ promotion	By Friday June 23						
Nominations close	LAST day Friday 7 July						
Verification Stage 1 - checking registration/ DA etc	By Thursday 20 July						
Verification Stage 2 - contact with nominee; site visits arranged & Conducted	By Wednesday Aug 2						
Summary of evidence finalised	By 10 August						
Briefing session for judges/ information pack distributed	by 10 August						
Nomination info sent to judges	by 17 August						
Judging decisions sent to Deb	By 8 September						
Final discussions regarding judges' decisions and decisions made on winners	By 15 September						
Winners notified	By Wed September 27						
Invitations to Awards Event distributed	By 15 September						
Event held	Tuesday October ?						
SUMMARY of TIMEFRAME							
Awards Open	Mon 5 June						
Awards Close	Monday 10 July		*5 weeks				
Verification process starts	As applications received						
verification process last date	By 10 August		*4 weeks				
Info sent to Judges	by 17 August						
Decisions back to Deb	By 8 September		*3 weeks				
Winners decided	By 15 September						
Winners Notified	By 20 September						
Event held	TUESDAY ?? October						

ARTICLE: Publicity for the awards

Inner West Courier, City, 27 June 2017

20 NEWS

NEWTOWN

Boarding houses to battle for glory

Awards take aim at stigma

Jillian McKee

NEWTOWN Neighbourhood Centre is tackling negative stereotypes attached to boarding houses with a boarding house competition.

Are you part of the best boarding house in the inner west? Or do you know someone who makes your house stand out?

The Good Practice Awards for Boarding Houses will launch the competition with three categories – large boarding house of the year, small boarding house of the year and the community connection award which recognises an individual who makes a difference in their house.

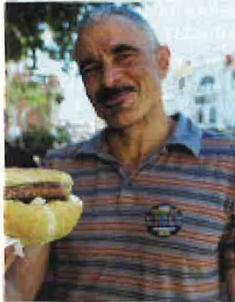
Winners in each category will take home \$1000 in prize money. Newtown Neighbourhood Centre housing services manager Paul Adabie said the competition aimed to reduce the stigma of boarding houses.

"Not all boarding houses are as bad as the images many people hold of them," he said.

"Many boarding house operators try hard to provide much-needed affordable accommodation for some of the poorest people in the community.

"We want to recognise them and change the way society views this important part of the community's housing mix."

Nominate a boarding house or a person you know at newtowncentre.org/boarding-house-awards.html. Entries close July 10



Paul Adabie.

Publicity after the Awards Dinner

<http://www.southsydneyherald.com.au/raising-standards-and-encouraging-best-practice/#.WmgGU08UmM8>

South Sydney Herald **Lyn Turnbull** · Tuesday, November 7, 2017 · [Leave a Comment](#)

Raising standards and encouraging best practice

The Boarding House Outreach Service at Newtown Neighbourhood Centre (NNC) looks at life from both sides in an area of inner Sydney where the number of boarding houses and rough sleepers is high.



Liz Yeo (CEO NNC) and Alicia Tindall Photo: Lyn Turnbull

Much of its work is ongoing support to people living in boarding houses who are at risk of homelessness or those who have just become homeless and are looking to move into a boarding house.

But on October 10 the focus was on the other side of the project – its support for boarding house owners and operators – with the inaugural Boarding House Good Practice Awards. “We believe working with and supporting boarding house owners and operators is crucial to the success and ongoing viability of the boarding house sector,” said Paul Adabie, manager of the Boarding House Outreach Service.

Over the years the project has developed a number of resources for boarding house operators, including a guide to day-to-day management of a boarding house, and holds regular forums for boarding house operators with guest speaker presentations.

This year NNC created the awards to raise the bar in the sector by showcasing the best boarding houses and their operators in the Inner West LGA, which were celebrated with a dinner for nominees and staff. The Sydney Street Choir, many of whom are boarding house residents, performed following the presentations.

Alicia Tindall was a dual winner on the evening (Community Connection Award and joint winner, Large Boarding House of the Year). She spoke of her memories as a young girl accompanying her father to the boarding houses he owned and has modelled his caring attitude in her approach to her residents – that everyone deserves a decent place to live.

“Boarding houses provide a place for people to stay when in crisis as they are open to anybody and rent can be more affordable. Unfortunately, some boarding house operators neglect the buildings and the residents,” said Liz Yeo, CEO of NNC.

"However, as a neighbourhood centre, we want to encourage professional and caring operators like Alicia because boarding houses are also many people's long term homes. So good boarding house operators create stability and safety for the community as a whole, as well as the residents."



Kris Mudd with Julie and Kevin Webster. Photo: Lyn Turnbull

Kevin and Julie Webster shared the Large Boarding House of the Year award with Alicia. With tears in her eyes Julie spoke with gratitude of the support and guidance provided by NNC's Housing Partnership Officer when she and Kevin, as relatively recent migrants who were totally new to the boarding house sector, encountered unexpected hurdles as they established their Marrickville boarding house.



Irene Jackson. Photo: Lyn Turnbull

The final award for the evening was to Irene Jackson as winner of the Small Boarding House of the Year for homes with fewer than 13 residents.

CATEGORY: **COMMUNITY GROUPS, HOUSING, NEWS** · TAGS: **ALICIA TINDALL, BOARDING HOUSE OUTREACH SERVICE, IRENE JACKSON, JULIE WEBSTER, KEVIN WEBSTER, LIZ YEO, NEWTOWN NEIGHBOURHOOD CENTRE, PAUL ADABIE**

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