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| Support for single people living in private rooming houses initiative |
| Guidelines |
| Updated June 2022 |

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| Support for single people living in private rooming houses initiative  Guidelines |
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# Purpose of these guidelines

This document provides the Department Families Fairness and Housing (department) funded Support for single people living in rooming houses initiative service providers with an understanding of the purpose, aims, target groups and key service requirements for the initiative. These guidelines are designed to be used in conjunction with other key documents that outline the range of responsibilities and requirements that apply to funded organisations, including department policy, policy and funding plans, service agreements and legislative and regulatory requirements.

These guidelines detail the framework, funded activities and funding guidelines, and are designed to assist the initiative’s service providers to be aware of and understand:

* the program’s aims and structure
* how the program is managed at the government level
* how the program relates to other key department initiatives
* expectations regarding data collection and planning and review
* standards of service delivery and active partnerships with the department, Department of Justice and Regulation and sector services
* activities funded under the program
* the basis upon which funding levels are determined.

# Initiative’s aim

The aim of this initiative is to identify and actively connect single people living in private rooming houses who are inappropriately housed or who have unmet support needs to service providers who will assist them to secure long term housing or other support appropriate to their needs and reduce their risk of homelessness. The initiative also aims to identify non-registered rooming houses and those rooming houses that are operating outside of the *Minimum standards in rooming houses*. The initiative will operate in the greater Melbourne metropolitan area.

# Initiative’s activities

Key to the success of this initiative are networks and relationships with the housing and homelessness sector, local government, and Consumer Affairs Victoria. These networks and relationships will assist in identifying rooming houses to be visited, facilitate two-way referrals, notifications and liaising regarding non- compliance.

Specifically, service providers will undertake the following activities:

* conduct outreach visits to both registered and non-registered private rooming houses to make direct contact with single people who reside at those properties.
* identify single people residing in private room houses who are inappropriately housed and actively refer/connect them to service providers who will assist them to secure long term housing appropriate to their needs and reduce their risk of homelessness.
* identify single people residing in private rooming houses with unmet support needs and actively connect them with the appropriate support providers, including reconnecting them with their previous support providers
* identify non-registered rooming houses and report these rooming houses to local government authorities who oversight registration of rooming houses
* report registered and non-registered rooming houses who are operating outside of the [*Minimum standards in rooming houses*](https://www.consumer.vic.gov.au/minimumstandards) <https://www.consumer.vic.gov.au/minimumstandards> which includes standards prescribed in the[Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 (legislation.vic.gov.au)](https://www.legislation.vic.gov.au/in-force/statutory-rules/public-health-and-wellbeing-prescribed-accommodation-regulations-2020/002) <https://www.legislation.vic.gov.au/in-force/statutory-rules/public-health-and-wellbeing-prescribed-accommodation-regulations-2020/002> and the [Residential Tenancies Act 1997 (legislation.vic.gov.au)](https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/100) < https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/100 >
* Where a notification is made to the relevant local government authority or to Consumer Affairs Victoria, the support worker will:
* continue to liaise with the relevant officers to ensure that any compliance activity does not result in the unplanned displacement of residents.
* ensure that the Rooming House Closure Protocol is properly implemented if a closure will occur.
* provide general information to single people residing in private rooming houses whom have been identified as having outstanding residency issues to inform of their rights and options under tenancy law and provide active connection to relevant services.

# Target group

The target group for this initiative are single people who reside in private rooming houses.

# Program Unit pricing

Unit pricing provides a focus on the program’s desired output of this initiative. The base unit price for this initiative is $3096.

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| **Activities** | **Outcomes** |
| Active referral/connection to support providers and general information on rights and options under tenancy law to single people residing in private rooming houses who are inappropriately housed.  Identification and notification of non-registered rooming houses and those rooming houses operating outside of the *Minimum standards in rooming houses* in the greater Melbourne Metropolitan Area to local government and Consumer Affairs Victoria | Single residents living in private rooming houses who are inappropriately housed or have unmet support needs actively connected with relevant service providers and support organisations  Rooming house residents provided with general information regarding their rights and options under tenancy law  Non-compliant rooming houses referred to the relevant local government authority and/or Consumer Affairs Victoria |

# Data collection and privacy

The department requires some personal information to be collected for the purpose of funding, monitoring, planning and evaluating services and the program overall. Wherever practicable, information collected for these purposes will be non-identifying.

The department and its funded programs will operate according to strict privacy protocols as set out in the [Health Records Act 2001](http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_act/hra2001144/) < http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol\_act/hra2001144 > and the [Privacy and Data Protection Act 2014](http://classic.austlii.edu.au/au/legis/vic/consol_act/padpa2014271/).

< http://classic.austlii.edu.au/au/legis/vic/consol\_act/padpa2014271/ >

# Data collection and reporting

Data collection and reporting is required to inform staff, manage and plan capacity and allocation, and monitor performance against targets.

The department will ensure that there is an appropriate level of accountability and that service providers are delivering what is intended by the initiative in terms of levels of service quality, quantity, efficiency, and effectiveness

The reporting cycle is biannual, reports are due by 28 February for the period encompassing 1 July to 31 December and by 30 September for the period encompassing 1 January to 30 June. Data collection and reporting will be via an excel spreadsheet provided by the department

The following information will be collected on an excel spreadsheet (provided by the department) for each rooming house visited, including:

* the registration status of the rooming house
* the license status of the legal entity operating the rooming house and where unlicensed the status of the report to Consumer Affairs Victoria
* the tenure arrangements (fixed term/periodic, shared rooms etc.)
* client data for the target group including age and gender and to which organisation the client has been connected and the outcome
* compliance by the operator with other provisions of the tenancy law
* compliance by the operator with the legislated rooming house standards and where non-compliant the local government authority and/or Consumer Affairs Victoria to which this has been reported.

# Service delivery

This initiative will be delivered jointly by Tenants Victoria and Peninsula Community Legal Centre. Whilst the organisations will work in close collaboration with each other to maximise the number of visits achievable and the reach of this initiative, they will be responsible for designated areas within the greater Melbourne metropolitan area.

**Tenants Victoria** will provide services in the local government areas of Melbourne, Yarra, Wyndham, Hobsons Bay, Brimbank, Melton, Maribyrnong, Moonee Valley, Moreland, Darebin, Hume, Whittlesea, Nillumbik and Banyule.

**Peninsula Community Legal Centre** will provide services in the local government areas of: Bayside Port Phillip Glen Eira, Kingston, Frankston, Mornington Peninsula, Greater Dandenong, Casey, Cardinia, Knox, Monash, Whitehorse, Maroondah, Manningham, Yarra Ranges, Boroondara and Stonington.

# Programs/initiatives that can be accessed to assist rooming house residents

## Orange Door - Support and Safety Hubs

Orange Door Support and Safety Hubs have been established in various locations throughout Victoria see [Orange door locations](file:///\\N171\GROUP\Client%20Services%20&%20Programs\Implementation%20Support\Practice%20Support\Rooming%20house%20initiative\Guidelines\Orange%20door%20locations) <https://orangedoor.vic.gov.au/find-a-service-near-you>.

Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.

Clients will be eligible for Orange Door services If

* someone close to you is hurting you, controlling you or making you feel afraid – such as your partner, family member, carer or parent(s)
* they are a child or young person who doesn’t have what you need to be OK
* they are worried about the safety of a friend or family member
* they need more support with the care of children, e.g. due to money issues, illness, addiction, grief, isolation or conflict
* they are worried about the safety of a child or young person
* you need help to change your behaviour and stop using violence in your relationships

## Housing First

Housing First is a homeless assistance approach that prioritises providing permanent housing to people experiencing homelessness; this assistance will be continued by the original support provider for up to a 14-month period. Housing First ends homelessness and provides as a platform from which clients can pursue personal goals and improve their quality of life.

## The Multiple and Complex Needs Initiative

The [Multiple and Complex Needs Initiative](https://providers.dffh.vic.gov.au/complex-needs-services) < https://providers.dffh.vic.gov.au/complex-needs-services > (MACNI) provides a time-limited service response for people aged 16 years of age and older who have multiple and complex needs.

Through MACNI each eligible person has a personalised care plan developed to address the person’s needs and goals. The care plan aims for stabile housing, health, wellbeing and safety, and increased social connectedness.

A care plan coordinator is appointed to support the care plan’s implementation and monitoring.

Participation in MACNI services is voluntary. A person can decide to discontinue these services at any time.