



NEWTOWN NEIGHBOURHOOD CENTRE'S BOARDING HOUSE OUTREACH SERVICE (BHOS) *for boarding house residents and operators*

Our work with boarding house residents

The Boarding House Outreach Service (BHOS) supports occupants of General Boarding Houses in Sydney's Inner West. Newtown Neighbourhood Centre is the lead agency provided with the funding which is part of the NSW Government's Specialist Homelessness Services reform program 'Going Home Staying Home'.

The Boarding House Outreach Service is staffed by a Manager, team leaders who support a team of case workers, and a Housing Partnerships Officer. As part of our case management support, clients are supported to access mainstream and specialist services.

BHOS provides ongoing case management support to occupants of boarding houses who are at risk of homelessness or those who have just become homeless and are looking to move into a boarding house. Our aim is to work in partnership with clients to address and resolve the underlying causes of their housing insecurity and work towards achieving ongoing housing security.

The service operates across six inner west Local Government Areas, including parts of the City of Sydney, the Inner West (formerly Leichhardt, Marrickville and Ashfield LGAs), Canterbury-Bankstown, Burwood, Canada Bay and Strathfield.

Our work with Boarding House Owners/ Operators

At BHOS, we believe working with and supporting Boarding House owners/ operators is crucial to the success and ongoing viability of the boarding house sector.

The service has developed a number of resources for boarding house operators including a guide to day-to-day management of a boarding house, which provides details of:

- The Boarding House Act 2012
- Registration requirements
- Occupancy agreements
- Fire Safety and the role of Local Councils
- Supporting residents
- Handling disputes

We recognise that owners/ operators have many challenges in managing their properties. We regularly work with owners/ operators to assist in trying to resolve issues arising with our clients, and also to assist them in filling vacancies.

We hold regular forums with guest speaker presentations for boarding house operators whose properties are in the Inner West/ Inner Sydney area. The next forum is being planned for the evening of Wednesday May 2017 at Ashfield RSL.

We are currently organising the first 'Recognition of Good Practice in Boarding Houses' Awards for the Inner West Local Government area.

*For more information about the service or next operator's forum please contact:
Deb Tipper, Housing Partnerships Officer, on 950 91807 or deb@newtowncentre.org
See <http://www.newtowncentre.org/boarding-house-outreach-service.html> for more information on our work.*