



# GLEN EIRA FORUM

Strengthening everyday practice  
for Rooming House Operators

28 MARCH 2026

THE GLASSHOUSE CAULFIELD

# Introduction & Housekeeping

Caroline Briers – CEO

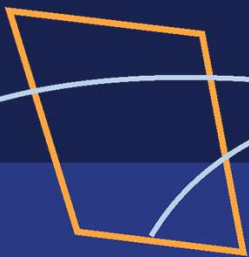


- Ensure that you are comfortable and ready to actively participate.
- Keep phones on silent and leave the room if you need to answer a call.



# Agenda

- Update from CEO
- Presentation from Glen Eira Council Environmental Health
- Group discussion
- Networking

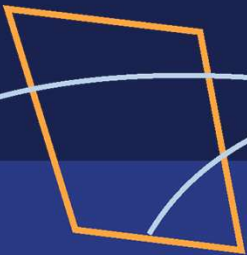


# Changes to legislation etc

1. 25 Nov 25 – increase to 90 days notice for rent increase/some NTVs, restrictions on information requested, timeframes for information retention
2. 1 Dec 25 – New Minimum Standards for heating
3. 8 Dec 25 – new RTBA system started, residents can now lodge directly with RTBA

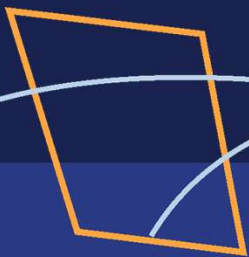
## Still to come:

1. 31 Mar 26 – Prescribed form for rental applications (only if you use Part 2 agreements)
2. Mid-2026 – Portable bonds scheme



# Update on RAAV work

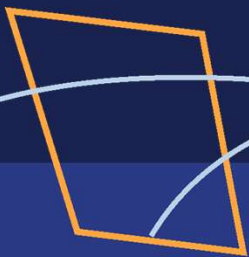
1. New website launched in December
2. E-learning modules updated to reflect changes
3. Two new modules – Managing conflict in rooming houses, Formal dispute resolution
4. Online training – Minimum Standards, Resident Management, House Rules, Best Practice
5. Regular newsletters – issuing monthly
6. Networking event 😊



# Upcoming

1. Regular newsletters – issuing monthly
2. April training – Managing conflict
3. Advocacy – SRO re Land Tax and CAV re rooming houses
4. Council outreach – introducing RAAV
5. More networking events – different area each time
6. Strategic plan – map out next 3 years work

Make your membership count – use the available resources



# How to avoid issues

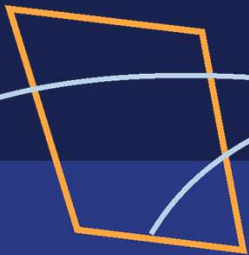
Good management starts at the beginning

1. Have clear processes and procedures from start to finish
2. Enforce your house rules consistently
3. Act immediately
4. Communicate clearly
5. Know the rules!



# Future proof your business

- Annual budget for maintenance, upgrades
- Refresh rooms regularly between residents
- 5 year plan for bigger stuff – put money aside each year for upgrades/replacement
- Review rents regularly, maintain market rates
- Educate yourself – it's an investment in your business
- Look ahead and plan for changes – RTA, minimum standards, planning, market movements

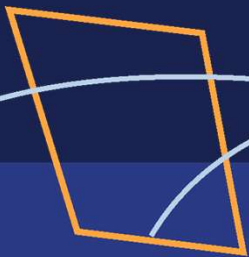




# Questions

Q

A

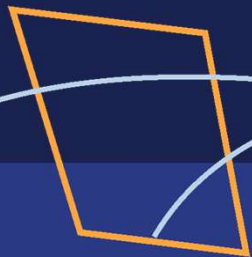


# Welcome

*Fiona Whiteley*

*Coordinator Public Health*

*Glen Eira council*





GLEN EIRA  
CITY COUNCIL

BENTLEIGH  
BENTLEIGH EAST  
BRIGHTON EAST  
CARNEGIE  
CAULFIELD  
ELSTERNWICK  
GARDENVALE  
GLEN HUNTLY  
MCKINNON  
MURRUMBEENA  
ORMOND  
ST KILDA EAST

# How Glen Eira Council approaches rooming house inspections

Purpose: Understand Council's inspection approach,  
risk focus, and compliance support

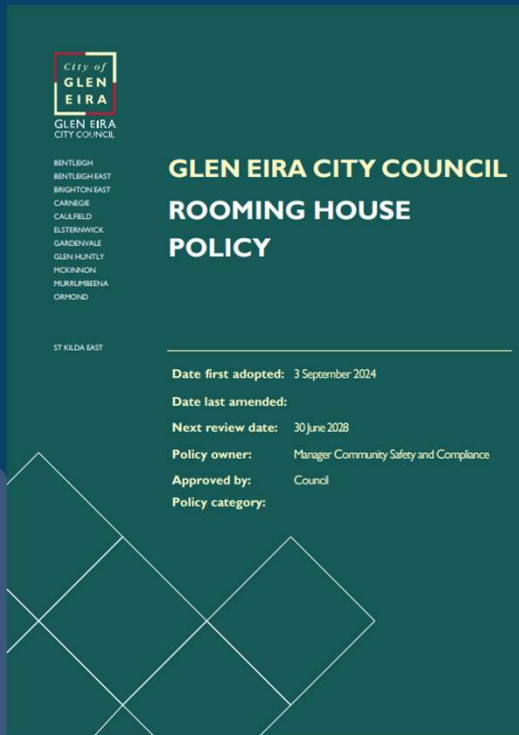
# Why we inspect

- We inspect to:
  - Protect occupant health and safety
  - Ensure compliance with the Public Health and Wellbeing Act 2008 and Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020
  - Support operators to provide safe, well-managed housing

# Guiding Principles

We follow a policy that:

- Focuses on risk-based inspections – higher risk gets more attention
- Education first: support operators to improve standards
- Non-compliance escalates proportionately
- Unregistered operators treated seriously



# Prioritising Health and Safety

- **Critical-risk:** Serious hygiene and safety issues, exposure to contamination, non-functioning essential services
- **Major-risk:** Hygiene, safety or maintenance issues that may lead to illness or injury or exposure to contaminants
- **Low-risk:** Compliance or minor issues
- **Goal:** Prevent small problems from becoming big risks

## Public Health Risk Assessment

Public Health Risk Assessment Hazard Management			Risk Identification and Analysis			
Hazard identification	Observed? Yes - ✓ No - X or N/A	Public Health Controls	Evidence	Likelihood	Consequence	Risk rating
1. Overcrowding		<input type="checkbox"/> Adequate facilities <input type="checkbox"/> Occupants protected – physical, viral, bacterial, fungal (mould) <input type="checkbox"/> Register of occupants available	<input type="checkbox"/> Observations Yes/No..... <input type="checkbox"/> Demonstration Yes/No.....	<input type="checkbox"/> Certain <input type="checkbox"/> Likely <input type="checkbox"/> Unlikely	<input type="checkbox"/> Serious <input type="checkbox"/> Major <input type="checkbox"/> Minor	<input type="checkbox"/> Critical <input type="checkbox"/> Major <input type="checkbox"/> Low
2. Property and living conditions		<input type="checkbox"/> Safe and hygienic conditions <input type="checkbox"/> Occupants protected. – physical, viral, bacterial, fungal (mould) <input type="checkbox"/> Vermin proof	<input type="checkbox"/> Observations Yes/No..... <input type="checkbox"/> Demonstration Yes/No.....	<input type="checkbox"/> Certain <input type="checkbox"/> Likely <input type="checkbox"/> Unlikely	<input type="checkbox"/> Serious <input type="checkbox"/> Major <input type="checkbox"/> Minor	<input type="checkbox"/> Critical <input type="checkbox"/> Major <input type="checkbox"/> Low
3. Water supply and discharge		<input type="checkbox"/> Adequate water supply <input type="checkbox"/> Adequate waste discharge <input type="checkbox"/> Occupants protected – physical, viral, bacterial, fungal (mould)	<input type="checkbox"/> Observations Yes/No..... <input type="checkbox"/> Demonstration Yes/No.....	<input type="checkbox"/> Certain <input type="checkbox"/> Likely <input type="checkbox"/> Unlikely	<input type="checkbox"/> Serious <input type="checkbox"/> Major <input type="checkbox"/> Minor	<input type="checkbox"/> Critical <input type="checkbox"/> Major <input type="checkbox"/> Low
4. Refuse		<input type="checkbox"/> Adequate waste disposal facilities <input type="checkbox"/> Occupants protected – physical, viral, bacterial, fungal (mould)	<input type="checkbox"/> Observations Yes/No..... <input type="checkbox"/> Demonstration Yes/No.....	<input type="checkbox"/> Certain <input type="checkbox"/> Likely <input type="checkbox"/> Unlikely	<input type="checkbox"/> Serious <input type="checkbox"/> Major <input type="checkbox"/> Minor	<input type="checkbox"/> Critical <input type="checkbox"/> Major <input type="checkbox"/> Low
<b>Premises risk rating</b>				<b>Result</b>		
Number of applicable areas that achieve a critical risk rating						
Number of applicable areas that achieve a major risk rating						
Overall Risk Rating						
<b>Next inspection due:</b>						

### Risk Identification and analysis

Likelihood		Consequence	
<b>Certain</b>	<ul style="list-style-type: none"> <li>Contact with human waste/transmission of infectious diseases</li> <li>Non-functioning essential facilities/services</li> <li>Unsanitary conditions from extreme or prolonged neglect</li> </ul>	<b>Minor</b>	<ul style="list-style-type: none"> <li>No public health risk posed</li> </ul>
<b>Likely</b>	<ul style="list-style-type: none"> <li>High probability of exposure to contaminants</li> <li>Inadequate facilities to maintain occupant hygiene or safety</li> </ul>	<b>Major</b>	<ul style="list-style-type: none"> <li>Possibility of illness or injury</li> <li>No immediate threat to public health but may do if no remedial action is taken</li> </ul>
<b>Unlikely</b>	<ul style="list-style-type: none"> <li>Observed non-compliance is minor in nature</li> <li>Low probability of exposure to contaminants</li> </ul>	<b>Serious</b>	<ul style="list-style-type: none"> <li>Possibility of serious illness or injury to occupants, visitors, neighbouring properties (widespread)</li> <li>A serious threat to public health</li> <li>Evacuation of occupants necessary</li> </ul>

### Hazard Risk Rating

#### Consequence

	Minor	Major	Serious
<b>Certain</b>	Major	Critical	Critical
<b>Likely</b>	Major	Major	Critical
<b>Unlikely</b>	Low	Low	Major

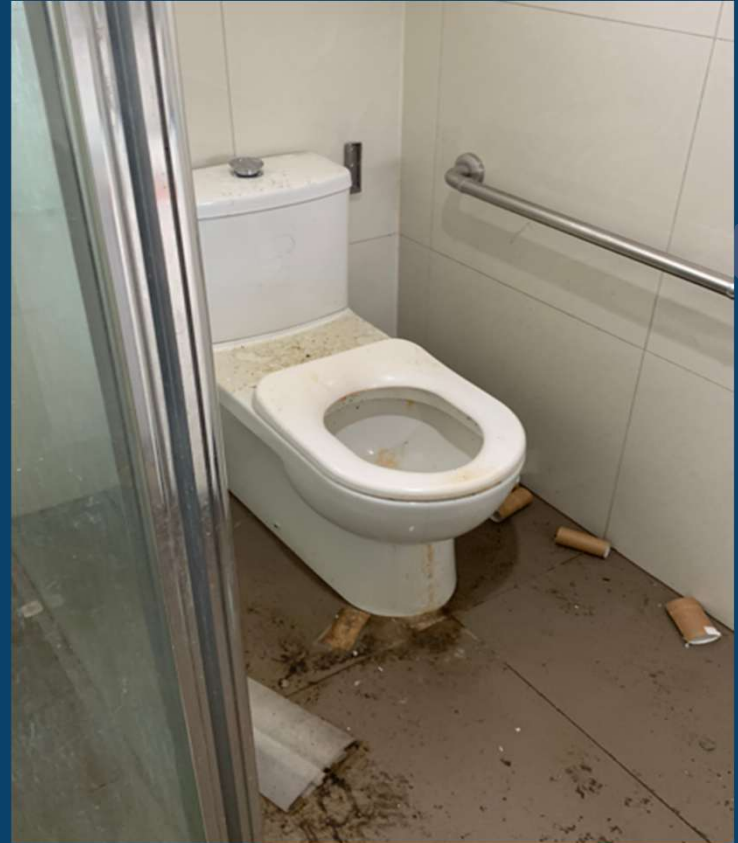
### Inspection Frequency

Overall Risk Rating	Re-inspection timeframe
<b>Critical</b>	<u>Within</u> 72 hours
<b>Major</b>	<u>Within</u> 3 months, or earlier at Council's discretion*
<b>Low</b>	During the next registration period, or earlier at Council's discretion*



### PUBLIC HEALTH RISK ASSESSMENT

Area assessed	Public Health Hazards Controlled (Yes, No, N/A)	Risk Rating
1. Overcrowding	<b>Yes</b> Adequate facilities <b>Yes</b> Occupants protected <b>Yes</b> Register of occupants available	Low
2. Property and living conditions	<b>No</b> Safe and hygienic conditions <b>Yes</b> Occupants protected <b>Yes</b> Vermin proof	Major
3. Water supply and discharge	<b>Yes</b> Adequate water supply <b>Yes</b> Adequate waste discharge <b>Yes</b> Occupants protected	Low
4. Refuse	<b>Yes</b> Adequate waste disposal facilities <b>Yes</b> Occupants protected	Low
		<b>OVERALL RISK RATING</b>
		<b>MAJOR</b>
<b>Next inspection due:</b>		Within 3 months, or earlier at Council's discretion





# What we look for

- Adequate bedroom size and occupancy limits
- Functional toilets, showers, and wash basins
- Safe, continuous water supply
- Vermin control and refuse management
- Accurate occupant registers

# Legal Obligations

- Registration required before operating
- Meet Public Health and Wellbeing Act and Regulations requirements
- Transfer registration if taking over an existing property
- Ensures properties operate legally and safely

# How We Approach Properties

- Inspect health and safety risks and compliance
- Use risk-based approach to prioritise issues
- Focus on prevention, not punishment
- Opportunity to guide operators before escalation

# Stepwise Approach

1. Informal guidance and advice
2. Warnings
3. Infringement or Written Improvement Notices
4. Serious non-compliance – stronger action

# What Operators Should Know

- Inspections focus on health, safety and compliance
- Risk-based approach ensures proportionate action
- Policy and Guidelines help operators meet standards
- Cooperation = safer housing and smoother inspections



# Questions and Discussion

- Common issues or scenarios you're unsure about

## Contact details:

Fiona Whiteley  
Coordinator Public Health  
Glen Eira City Council  
Email: [FWhiteley@gleneira.vic.gov.au](mailto:FWhiteley@gleneira.vic.gov.au)



# Group discussion

*What would you like from RAAV over the next 3 years?*

- *Website*
- *Training*
- *Newsletters*
- *Networking*



Thank you.

