NATIONAL REGULATORY SYSTEM
COMMUNITY HOUSING
A Joint Initiative of Commonwealth, State and Territory Governments

Completing the return

Information for Providers

REVISED November 2023 – Version 4.4
(TRIM D22 1760551)

Contents

Before you begin

This Guide provides detailed instructions on the completion of your application for registration or compliance return. It is designed to help housing providers understand what information should be recorded and how the system validates and analyses the data.

The Return is structured by performance outcome. Under each performance outcome you are asked to enter information and attach evidence to enable the assessment of all performance requirements applicable to that outcome.

Some documents such as business plans contain evidence to meet more than one performance outcome or requirement. Providers do not need to attach evidence more than once.

Before you begin – things you should know

Account page
Have you checked the details on the account page? Does the information reflect the current profile of the organisation?

The Account page can be updated by the nominated main contact at any time. However it is good practice to check these details at the time of compliance.

Property data
Is your property data up to date? Property data can be updated by the nominated main contact at any time. This information is used to calculate the community housing asset performance report at the time of assessment.

Percentages
Calculated percentages for metrics may be more than 100%. If, however, you are concerned that it may not be accurate; review your calculation figures. Information in relation to calculations is displayed in the Metrics section for each performance outcome.

Comments
Provide comments for as many of the Performance Outcomes as possible as they give context for validating and analysing your return. This is particularly important if circumstances have changed from the previous year, if figures are different or if you have any red traffic light indicators in your metrics.

Save, Save, Save!
The system will not auto save so frequently save your work. Do not navigate away from the page you are working on without saving or work may be lost.

Clicking *next* will automatically save previously entered work, but work on the current page will not be saved automatically if you close the tab, lose the internet connection or navigate away from the page so be sure to save, save, save!

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Performance Outcomes

Performance Outcome 1 –Tenant and Housing Services

The community housing provider is fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients particularly in relation to the following:

- determining and managing eligibility, allocation, and termination of housing assistance
- determining and managing rents
- setting and meeting relevant housing service standards
- supporting tenant and resident engagement
- facilitating access to support for social housing applicants and tenants with complex needs
- managing and addressing complaints and appeals relating to the provision of housing services
- maintaining satisfaction with the overall quality of housing services

Typical documents that you may wish to attach include:

- Complaint/appeal policies and procedures
- Service policies and procedures
- Tenancy management policy and procedures
- Tenant survey
- Feedback mechanisms and examples such as tenant newsletters.

Further information in relation to evidence requirements is set out in the Evidence Guidelines.

Section 1.1 Tenancy Management

Outsourced Services

If providers outsource tenancy management services they remain responsible for ensuring compliance with performance outcome 1 and/ or other relevant outcomes. You will need to demonstrate how you monitor and review your outsourced service providers' performance. *Where services are outsourced the provider will be required to complete all sections of the return*. It is expected that providers will receive performance data from their outsourced service providers to enable them to complete the relevant parts of the return.

Reference	Question	Additional Information
1.1.1	Tenancy activities are outsourced	Select the tick box if any services including property management are delivered under an agreement with another organisation. This is where the provider has arranged the outsourcing but remains 'responsible' for the community housing asset either because it is owned by them or because they hold the lease.
1.1.2	Details of contract/ agreement	If there is outsourcing you should record each outsourced service partner under the *partnerships* link on the *Accounts* Page as Outsourced Service Partnerships.

Section 1.2 Tenancy numbers for year to 30 June

Reference	Question	Additional Information
1.2.1	Tenancies for the year	A **tenancy** is defined as households under individual tenancy agreements. Enter the total number of tenancies (i.e number of tenanted properties – including non self contained) as at 30 June. This number should be the same as 6.1.5 .
1.2.2	New tenancies for the year	Total number of new tenancies created starting in the financial year to 30 June. **New tenancies** are defined as tenancies that were allocated during the year either to existing or new/ upgraded tenancy units. Exclude: • tenancies that transferred from one dwelling to another dwelling, regardless of whether they have a new tenancy agreement in place **Tenancy units** are defined as a dwelling or part of a dwelling to which a rental agreement can be made. In most cases there will only be one tenancy unit within a dwelling structure, but in a small number of cases (for example rooming houses, group homes) there may be more than one tenancy unit.
1.2.3	Tenancy exits for the year	**Tenancy exit** is defined as any ending of a tenancy including evictions Total exits (including eviction) for year to June 30 **Exclude:** • tenancies that transferred from one dwelling to another dwelling Tenancy exits should be greater than or equal to the eviction number. It cannot be less than evictions. This figure should be the same as 6.1.6
1.2.4	Evictions for the year	**Eviction** is defined as a legally granted order for vacant possession of a property. Note: if a tenant vacates the tenancy once the order for vacant possession is granted, for the purpose of reporting, it should be counted as an eviction whether or not a warrant of possession was executed by the sheriff. Total number of evictions for the year to 30 June

Section 1.3 Tenancy services standards

Reference	Question	Additional Information
1.3.1	Tenancy service standards are set	Do you communicate what tenants/ residents/ clients can expect from your organisation? If yes, select the *tick box*. This could include office opening hours, response and completion times for different types of enquiry, privacy, conduct, quality and information provision
1.3.2	Details of standard setting	Record how your organisation communicates what tenants and residents can expect from the service. Select the documents where this information is contained from the pick list.

Section 1.4 Tenant Satisfaction

Tier 1 and Tier 2 providers would generally be expected to have formal mechanisms for consultation such as governing body representation, representative forums and/ or a tenant advocate position. Tier 3 providers are not required to carry out tenant surveys but if surveys have been conducted you are encouraged to record your results.

Providers whose core business is providing support services are still expected to obtain feedback from residents about the accommodation they provide.

Note: Tier 1 and Tier 2 providers should enter the same results as recorded for 1.4.1 – 1.4.4 on their previous compliance return if they have not completed a survey in the past 12 months. The questions should only be left blank if you have not carried out a tenant survey in the last 2 years**.** A validation rule in CHRIS will enforce these rules.

Reference	Question	Additional Information
1.4a	No tenant satisfaction survey	Please tick if you have not conducted a tenant satisfaction survey. Tier 1 and 2 providers are expected to carry out tenant surveys at least every two years. If you are a Tier 1 or Tier 2 provider and conducted a survey within the last two years do not select this box
1.4.1	Date of last survey	Enter the date of the latest survey which included a question on whether tenants were satisfied with the overall quality of housing services
1.4.2	Number of surveys distributed	The total number of surveys that were distributed to tenants and residents on the above date. See **Note** above.
1.4.3	Number of surveys returned	The number of completed surveys received. This includes surveys completed via interview. See **Note** above. Exclude: • surveys incorrectly/ invalidly completed Note if the overall satisfaction question was completed but other answers were missing this survey can be counted.
1.4.4	Number of responses satisfied	Number of responses where tenants were satisfied with the overall quality of housing services. See **Note** above. Include the total number of responses that are 'very satisfied' or 'fairly satisfied'. Do not include 'neutral' type answers such as 'neither satisfied nor dissatisfied'. Do not include 'Don't know' type responses.

Section 1.5 Tenant access to support

Providers should be able to demonstrate that they establish and maintain adequate arrangements to facilitate support needs of tenants, so that tenants are assisted to sustain their tenancies. It is accepted that provision of some services is in limited supply. Providers may use the return to explain the reasons for any problems in enabling access to services.

Reference	Question	Additional Information
1.5.1	Number of supported tenancies in place as at 30 June	**Supported tenancies** are defined as those where the tenant has a support plan or other special specific assistance to help the tenant/ household sustain their tenancy
1.5.2	Partnerships to deliver support	Select yes or no from the pick list **Support partnerships** are defined as formal agreements between the provider and another agency to deliver support to their tenants. Typically these will be documented in an agreement which will list activities, have performance targets and contain details about how the delivery will be monitored and periodically reviewed.
1.5.3	Details of support partnerships	If support partnerships are in place, add (or update) a record for each partnership under 'Formal Support Partnerships' using the *Partnerships* link on the *Accounts* page.

Performance Outcome 1 metrics

Metrics are automatically calculated based on the information you have entered in the preceding questions.

To view the metrics select *Save*.

When the application is saved, the metrics calculated from the data entered will appear in the metrics section. If the results are below or are trending below a target range, the tolerance will show as amber or red. Amber denotes a result just below the target but within the tolerance range. Red is significantly below the target range. Where the tolerance is amber or red you are encouraged to provide an explanation in the optional comment field.

Metrics	Calculation
Metric 1.2a – Eviction rate Tenants evicted as a percentage of the total number of exits for the year	*1.2.4 Evictions for the year / 1.2.3 Tenancy exits for the year*
Metric 1.3a – Tenant response rate Percentage of tenants responding to survey out of total tenants	*1.4.3 Number of surveys returned/ 1.2.1 Tenancies for the year*
Metrics 1.3b - Survey return rate Survey responses submitted as a percentage of the number of surveys distributed	*1.4.3 Number of surveys returned / 1.4.2 Number of surveys distributed*
Metrics 1.4 – Tenant satisfaction rate Number of tenants satisfied with overall quality of housing services (out of those responding to the survey)	*1.4.4 Number of responses satisfied / 1.4.3 Number of surveys returned*

Outcome 1 completed

Please tick *Performance outcome 1* completed when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements and providing details (such as page numbers) relevant to the attached documents. If you have not completed this performance outcome or you are planning to add more data at a later stage please do not tick this box.

This box must be checked on every page to allow the return to be submitted.

Performance Outcome 2 – Housing assets

The community housing provider manages its community housing assets in a manner that ensures suitable properties are available at present and in the future, particularly in relation to the following:

a) determining changing housing needs and planning asset acquisitions, disposals and reconfiguration to respond (strategic asset management)
b) setting and meeting relevant property condition standards
c) planning and undertaking responsive, cyclical and lifecycle maintenance to maintain property conditions (asset maintenance)
d) planning and delivering its housing development program (asset development).

Examples of relevant documents which you may wish to include are:

- Strategic asset management plan
- Asset maintenance plans (Note: Tier 1 and 2 providers are typically expected to have a plan with a minimum 10 year rolling period)
- Asset management policy and practice
- Information material for tenants about maintenance services.

Further information in relation to evidence requirements is set out in the Evidence Guidelines.

Section 2.1 Property condition activity for the year to 30 June

Reference	Question	Additional Information
2.1a	No property condition survey	**Property condition surveys** are designed to identify issues that need to be addressed and will inform maintenance plans and programs. These are not routine visits to check on requested repairs nor do they relate to property condition reports completed at the commencement of a tenancy. They will typically involve a full external and internal examination checking on roof condition, electrical wiring etc. If you are not responsible for maintenance on any of your properties tick the box. You will have already identified in your property data list if you have no responsibility for this type of activity. *If the tick box is selected you are not required to answer any further questions in Section 2.1. Go to Section 2.2*
2.1.1	Number of properties due for survey	Total number of tenancy units (community housing assets) scheduled for a survey of their condition in accordance with requirements relevant to the provider's jurisdiction. Where providers own a property it is assumed that they will have a program to survey all these properties on a periodic basis. Property surveys are typically carried out at least every three years.
2.1.2	Surveying party's qualification	Describe the qualifications and experience of those conducting the property condition surveys. Inspections should be carried out by individuals with appropriate qualifications and experience. The experience/ qualifications of the persons conducting these inspections should be recorded.
2.1.3	Number where condition survey completed	Record the number of condition surveys completed by a suitably qualified/ experienced person.
2.1.4	Number where condition standards met	Number of properties where the relevant state housing condition standards were met at the time of the survey, that is, they required no work to be carried out to bring them to standard.
2.1.5	Number bought to condition standards in the year	The number of properties bought to standard during the year. **Note:** This may include properties surveyed in the previous year. It is not anticipated that all properties inspected in the financial year that are not up to standard will be bought to standard in the same year.

Section 2.2 Repair activity for the year to 30 June

All providers are required to complete Section 2.2. This includes providers who are not responsible for maintenance. See Section 1.1 Outsourcing for further information

Reference	Question	Additional Information
2.2.1	Urgent repair requests	Providers can use their own definition of urgent repairs except where this is specified as part of a contract or agreement with another agency. Include all requested repairs in the year to 30 June plus any outstanding from the previous financial year. Include urgent repairs to common area.
2.2.2	Urgent repairs completed on time	Urgent repairs completed in the year to 30 June within jurisdictional completion timeframes. Include: • Completed where no further work needs to be undertaken; and • Completed within the applicable jurisdictional legislative/ contractual/ organisational timeframes from time of request to time of completion Exclude: • where work has been ordered/undertaken but not finished • Completion timeframes not met

2.2.3	Non urgent repair request	Non urgent repairs exclude property (void or vacant) maintenance and planned or cyclical type maintenance that is part of a 'pro-active' program. This could include non-planned non urgent work to common area.
2.2.4	Non urgent repairs completed on time	Non urgent repairs completed in the year to 30 June within jurisdictional completion timeframes. Include: • Completed where no further work needs to be undertaken; and • Completed within the applicable jurisdictional legislative/ contractual/ organisational timeframes from time of request to time completed Exclude: • Non-urgent where work has been ordered/undertaken but not finished • Completion time frames not met

Section 2.3 Tenant satisfaction with maintenance and condition

Reference	Question	Additional Information
2.3a	No maintenance surveys conducted 	If no surveys that captured maintenance satisfaction were conducted please tick this box *If this box is selected you are not required to answer 2.3.1, 2.3.2, 2.3.4* **Note:** If you are a Tier 3 provider that has not completed a survey but are collecting information about tenant satisfaction with maintenance services record details in 2.3.3.
2.3.1	Tenants satisfied with maintenance as taken from the last tenants survey (details entered under 1.4.1)	Number of tenants satisfied with overall quality of maintenance services during the year. Include: • the total number of responses that are 'very satisfied' or 'fairly satisfied'. Do not include: • 'neutral' type answers such as 'neither satisfied nor dissatisfied'. • 'Don't know' type responses.
2.3.2	Number responding to the maintenance question in the survey	From the last general tenant survey, the total number of tenants responding to the tenant survey question on quality of maintenance conducted by the provider.
2.3.3	Assessing maintenance satisfaction	Provide details of any other ways other than tenant survey that the provider uses to assess tenant satisfaction with maintenance. For example focus groups, resident or tenant meetings, maintenance feedback forms
2.3.4	Satisfied with overall condition	Tenant satisfied with property condition as taken from the last tenants' survey. Include: • the total number of responses that are 'very satisfied' or 'fairly satisfied'. Do not include: • 'neutral' type answers such as 'neither satisfied nor dissatisfied'. • 'Don't know' type responses.
2.3.5	Responding to condition question	Number of tenants responding to the condition question in the general tenant survey

Section 2.4 Community housing asset development projects

Providers should demonstrate they manage their development program and individual projects to minimise the variation in timeframes and to budgets.

Reference	Question	Additional Information
2.4a	No property development	If no property development tick the box. If the box is selected you are not required to answer any further questions in Section 2.4
2.4.1	Total projects completed	Total community housing asset development projects completed in year to 30 June. A **community housing asset development project** is one involving property construction managed by the provider. .
2.4.2	Projects completed within budget	Total number of community housing asset development projects completed within the contracted budget in the year 30 June. **Budget** refers to the budget allocated at the start. It should not include additions/ variations agreed to after its start unless it involved additional units or a higher specification. Additions agreed where site remedial issues were identified, design defaults were identified should not be taken into account.
2.4.3	Projects completed on time	Total number of community housing asset development projects completed by the contract due date in the year to 30 June **On time** refers to the timescale agreed at the start unless an extension was granted to include additional units.
2.4.4	Total projects in progress	Total number of community housing asset development projects in progress, that is, projects which had not been completed as 30 June. Include projects that have started during the financial year but have yet to be completed regardless of the completion date.
2.4.5	Projects in progress within budget	Project in progress at 30 June forecast to be completed on budget. Use definition of 'on budget" in 2.4.2
2.4.6	Projects in progress and on time	Projects in progress at 30 June forecast to be completed on time. Use definition of 'on time' in 2.4.3
2.4.7	Number of properties under development	Total number of properties under development

Section 2.5 Development Partnerships

Reference	Question	Additional Information
2.5	Details of development partnerships	If the provider is or was in partnership with other entities on development projects completed or in progress, or due to start in the next financial year, add a record in the *Partnerships* section for each development partnership, contract or consortium under *'Development: Engagements, Contracts and Agreements'* under '*Partnerships*' on the *Account* page

Performance Outcome 2 metrics

Metrics are automatically calculated based on the information you have entered in the preceding questions.

To view the metrics select *Save.*

When the application is saved, the metrics calculated from the data entered will appear in the metrics section. If the results are below or are trending below a target range, the tolerance will show as amber or red. Amber denotes a result just below the target but within the tolerance range. Red is significantly below the target range. Where the tolerance is amber or red you are encouraged to provide an explanation in the optional comment field.

Metrics	Calculation
Metrics 2.1a- Properties meeting state standard Completed inspections by qualified persons where the condition of the tenancy unit met relevant state housing authority property condition standards as a percentage of inspections completed on the condition of individual tenancy units during the year	*2.1.4 Number condition standards met / 2.1.3 Nbr condition inspection completed*
Metrics 2.1 b – Properties brought to state standard Properties brought to the relevant state housing authority property condition standards as a percentage of those that did not meet the standard. Note: this is calculated indirectly from those that met the standard and the total inspected.	*2.1.5 Nbr brought to condition standards/(2.1.3 Nbr condition inspection completed-2.1.4 Number condition standards met)*
Metrics 2.2a – Urgent repairs complete within jurisdictional limits Urgent repairs completed within jurisdictional requirements as a percentage of urgent repairs requested including requests outstanding from the previous year	*2.2.2 Urgent repairs completed/ 2.2.1 Urgent repair requests*
Metrics 2.2b – Satisfaction with maintenance services Percentage of tenants satisfied with maintenance services out of those responding to the question	*2.3.1 Satisfied with maintenance/ 2.3.2 Responding to maintenance question*
Metrics 2.2c - Percentage non urgent repairs completed within jurisdictional limits Non urgent repairs completed within jurisdictional requirements as a percentage of non-urgent repairs requested including requests outstanding from the previous year.	*2.2.4 Non urgent repairs completed / 2.2.3 Non urgent repair requests*
Metrics 2.3b –Satisfaction with condition of housing unit as a percentage of those answering the question Tenants who express satisfaction with overall condition of the housing unit as a percentage of those answering the question	*2.3.4 Satisfied with overall condition/ 2.3.5 Responding to condition question*
Metrics 2.3c – Satisfaction with condition of property as a percentage of the survey response Percentage of tenants responding to the question on satisfaction with the condition of the property as a percentage of the survey response	*2.3.5 Responding to condition question / 1.4.3 Number of surveys returned*
Metrics 2.4a – Percentage of projects on time Projects completed on time as a percentage of total projects completed	*2.4.3 Projects completed on time / 2.4.1 Total projects completed*
Metrics 2.4b-Percentage of projects in budget Projects on budget as a percentage of total projects completed	*2.4.2 Projects completed within budget / .4.1 Total projects completed*

Metrics	Calculation
Metrics 2.4c - Percentage of projects in progress that are on schedule Projects in progress that are on schedule as a percentage of projects in progress	*2.4.6 Projects in progress and on time / 2.4.4 Total projects in progress*
Metrics 2.4d- Percentage of projects in progress on budget Projects in progress on budget as a percentage of projects in progress	*2.4.5 Projects in progress within budget / 2.4.4 Total projects in progress*

Outcome 2 completed

Please tick *Performance outcome 2 completed* when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements and providing details (such as page numbers) relevant to the attached documents. If you have not completed this performance outcome or you are planning to add more data at a later stage please do not tick this box.

This box must be checked on every page to allow the return to be submitted

Performance Outcome 3 – Community Engagement

The community housing provider works in partnership with relevant organisations to promote community housing and to contribute to socially inclusive communities, specifically in relation to:

a. promoting community housing to local organisations that work with potential residents, tenants or clients, and community housing providers;
b. contributing to place renewal and social inclusion partnerships and planning relevant to the provider's community housing activities.

All providers are required to submit evidence of how they meet or have the capacity to meet 3a. The approach they take will be very much geared to the scope and scale of their operations and the services they provide. They may have outreach services, hold training, participate in local strategic groups and / or hold community events.

Tier 1 and 2 providers should provide evidence of capacity to comply or compliance with 3b. As for 3a the approach taken will depend upon the organisation's scale and scope and the specific activity it is involved in.

Place renewal can be summed up as involving co-ordinated activity by a range of government and non government agencies to improve the physical and social conditions in disadvantaged communities; both large and small scale. Typically it means taking a holistic view about what is required rather than investing in for example one element such as constructing new homes. A place renewal scheme may therefore also include a range of support, health and employment type services too, for example, increase employment opportunities and address social problems.

Community housing providers may play a variety of roles and to some extent it will depend on the opportunities presented. Assessment under the National Regulatory Code (NRC) will recognise the context in which the provider operates and the scope and scale of its business.

In broad terms it could be described as the systematic coordination and delivery of a wide range of capital investment and revenue services in a defined geographical area in order to bring about sustained physical, community and infrastructure improvement over time.

Community housing providers do not necessarily need to be 'leading' this activity.

Examples of relevant evidence providers may wish to attach include:

- community engagement policies and practice
- strategy or plans showing examples of initiatives

Further guidance on Community Engagement is available on the he NRSCH website.

Section 3.1 - Development Partnerships – Tier 1 and Tier 2 providers only

Reference	Question	Additional Information
3.1	Community engagement Partnerships	Whilst Tier 3 providers are required to submit supporting evidence of how they meet Performance Outcome 3 this specific question is relevant to Tier 1 and 2 providers only. Community engagement partnerships typically will be documented detailing activities, outcomes and targets with a governance arrangement and formal evaluation or review process. If you are in or will be in partnership with other entities on place renewal or social inclusion, please add (or update) a record for each community engagement partnership under *'Community Engagement Partnerships*' using the '*Partnerships*' link on the *Account* page.
	Performance outcome 3 comments	If you do not have any community engagement partnerships you have an option to provide explanatory comments in this field.

Outcome 3 completed

Please tick *Performance outcome 3 completed* when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements and providing details (such as page numbers) relevant to the attached documents. If you have not completed this performance outcome or you are planning to add more data at a later stage please do not tick this box.

This box must be checked on every page to allow the return to be submitted.

Performance Outcome 4 – Governance

The community housing provider is well-governed to support the aims and intended outcomes of its business, specifically in relation to the following:

a) ensuring coherent and robust strategic, operational, financial and risk planning;
b) ensuring effective, transparent and accountable arrangements and controls are in place for decision making to give effect to strategic, operational, financial and risk plans;
c) complying with legal requirements and relevant government policies;
d) ensuring that the governing body has members with appropriate expertise or that such expertise is available to the governing body.

References are made to two key standards in the evidence guidelines and practice should be consistent with these standards.

- Governance - ASX Corporate Governance Standard
- Risk ISO 31000

Adoption of these standards by providers is not a prerequisite. These are suggested examples and it is anticipated that providers will be familiar with and where appropriate to the size, complexity and type of organisation, use them as a guide for their own practice.

Examples of relevant evidence providers may wish to attach include:

- code of governance
- business and strategic plans
- profiles of current governing body members identifying their skills and expertise
- reports to the governing body to show how they are assisted to make informed decisions
- schedule of delegations - showing the governing bodies responsibilities for decision making and where authorisations for decisions have been delegated to management and operational staff
- governing body induction and training plans.

Further information in relation to evidence requirements is set out in the Evidence Guidelines.

Section 4.1 Meetings of the governing body for the year 30 June

Reference	Question	Additional Information
4.1.1	Minimum number required	Minimum number of governing body meetings required by your constitution, charter or equivalent. The Evidence Guidelines contain a threshold that the governing body meet at least six times a year. If less than six meetings were held please provide an explanation in the comments field. This will display as a red traffic light indicator in *Outcome 4 Metrics 4.1a*
4.1.2	Number scheduled (excluding EGMs)	Governing body meetings scheduled for the year to 30 June (excluding Extraordinary General Meetings)
4.1.3	Number held	Actual number of governing body meetings held in the year to 30 June
4.1.4	Number held that were quorate	Number of quorate governing body meetings held in the year to 30 June Quorum should be defined in your constitution.
4.1.5	Total actual absences by members	An **absence** is defined as non attendance at a regular governing body meeting Include: • Apologies But exclude: • where the member was on approved leave of absence
4.1.6	Audit and risk committee?	Do you have a sub-committee of the governing body with oversight of risk management and audit? This could include a committee performing a similar function but having a different name.
4.1.7	Num audit, risk committee meetings	Number of audit and risk management committee meetings in the year to 30 June The Evidence Guidelines contain a threshold (for Tier 1 and 2) that the audit and risk committee meet at least four times a year.

Section 4.2 Composition of governing body

Reference	Question	Additional Information
4.2.1	Total maximum number of positions	The maximum number of governing body positions as defined by the constitution, charter or equivalent
4.2.2	Number of executive positions	Number of executive positions in the governing body. An **executive position** is a member who is also in the management of organisation or other relationship with the provider that could materially affect – or be perceived to materially affect – the exercise of judgement.
4.2.3	Number of non executive positions	Number of non executive positions on the governing body. A **non executive position** is independent and not a member of management. They are free of any business or other relationship that could materially interfere with – or be perceived to materially interfere with – the independent exercise of judgement.
4.2.4	Independence of chair	An **independent chair** is not an employee of the provider or affiliated entities. They should be free of any relationship which might or could be perceived to materially interfere with their independent exercise of judgement.
4.2.5	Total number of positions filled	Number of governing body positions filled at 30 June.

Reference	Question	Additional Information
		Exclude: • Vacant positions AGM is generally held after 30 June. When submitting evidence requirements the organisational chart provided should be post the AGM.
4.2.6	Number of positions filled by tenants	Total number of governing body members who are tenants of the provider as at 30 June. Providers are not expected to have tenant governing body members. Whether or not you chose to do so is a business decision.
4.2.7	Number of positions falling vacant	Number of governing body positions falling vacant in the year to 30 June. This data and that entered in 4.2.8, 4.2.9 and 4.2.10 is used to understand board turnover. It is part of assessing independence and ensuring members have the appropriate skill level.
4.2.8	Number of positions filled	Number of new governing body members appointed in the year to 30 June. See 4.2.7 *Hints and tips*
4.2.9	Number of new member inductions	Number of new governing body member inductions in the year to 30 June. An **induction** is typically a program designed to brief new members about their responsibilities, ensure they have access to and become familiar with key business documents and assist them in the early membership so they can make an appropriate contribution.
4.2.10	Sitting fee paid to board members	Sitting fee is defined as a payment to members of the governing body. Includes: • Honorarium Excludes: • Reimbursement of expenses such as travel costs or conference attendance fees You are not required to specify details of expenses. Sound practice would include a transparent policy explaining how these are set and any conditions of payment.

Section 4.3 Performance evaluation of/ by governing body

Reference	Question	Additional Information
4.3.1	Num of performance evaluations	Total number of governing members that have completed an individual performance evaluation in the year to 30 June. A **performance evaluation** typically identifies the board member's skills and expertise and compares these against the provider's requirements. It may also consider attendance and performance against any position description. It may be via self assessment, peer review or externally facilitated. Tier 1 and Tier 2 providers are generally expected to carry out governance reviews with external input at least three yearly or after significant change.
4.3.2	Overall performance evaluation	Date of the governing body's last evaluation of its overall performance. Providers may periodically carry out an assessment of their overall performance ensuring they have access to the skills and expertise relevant to their business. It may be via a self assessment, peer review or externally facilitated.

4.3.3.	CEO Performance evaluation	Date of governing body's last evaluation of the Chief Executive Officer or equivalent's overall performance. The governing body or members from the governing body may carry out an annual or more frequent review of the senior officer or CEO performance. They may set targets to achieve. A formal review would typically be documented.

Section 4.4 Insurance Details

Reference	Question	Additional Information
4.4.1a	Fidelity guarantee insurer	Select from pick list. You must enter a value
4.4.1a	Fidelity guarantee expiry	Record expiry date
4.4.1b	Contract works insurer	Select from pick list. You must enter a value
4.4.1b	Contract works expiry	Record expiry date
4.4.1c	Public liability insurer	Select from pick list. You must enter a value
4.4.1c	Public liability expiry	Record expiry date
4.4.1d	Motor Vehicle (incl CTP) insurer	Select from pick list. You must enter a value
4.4.1d	Motor Vehicle (incl CTP) expiry	Record expiry date
4.4.1e	Director and officers insurer	Select from pick list. You must enter a value
4.4.1e	Director and officers expiry	Record expiry date
4.4.1f	Professional indemnity insurer	Select from pick list. You must enter a value
4.4.1f	Professional indemnity expiry	Record expiry date
4.4.1g	Disability insurer	Select from pick list. You must enter a value
4.4.1g	Disability expiry	Record expiry date
4.4.1h	Workers compensation insurer	Select from pick list. You must enter a value
4.4.1h	Workers compensation expiry	Record expiry date
4.4.1i	Property insurer	Select from pick list. You must enter a value
4.4.1i	Property Expiry	Record expiry date
4.4.2	Replacement value of assets	Replacement value of community housing assets on balance sheet for which the provider has insurance (in dollars)

Section 4.5 Currency of governance oversight

Reference	Question	Additional Information
4.5.1	Review of risk management system 	Date of last review of risk management system to ensure consistency with the latest AUS/NZ/ISO risk management standards. **Note:** If the date since the last review of your risk management system is greater than 2 years before the Return Due Date please provide an explanation in the comments field. This will display as a red traffic light in *Outcome 4 Metrics 4.5.Risk management system currency*
4.5.2	Financial budget sign off	Date of sign off by the governing body of the forward year financial budget.

Reference	Question	Additional Information
		This relates to the forward year – ensure this is the date that the board formally approved next year's budget.. **Note:** If your sign off date is later than 31 July of the current year please provide an explanation in the comments field. This will display as a red traffic light in *Outcome 4 Metrics 4.4.4 Budget sign off currency*.
4.5.3	Business plan sign off 	Date of approval by the governing body of the forward year business plan. An **annual business plan** may be: • Separate new annual business plan for the financial year, or • Part of a multi year business plan where the annual section has been reviewed, and updated as required for the financial year This relates to the forward year – ensure it is the date that the governing body approved next year's annual business plan.
4.5.4	Tax status review	Date of last review by the governing body of the provider's tax status (including PBI, DGR, FBT).

Section 4.6 – Auditor

Reference	Question	Additional Information
4.6.1	Number years current auditor engaged	Record the number of years that your current auditor has been engaged. This is a mandatory question.

Performance Outcome 4 metrics

Metrics are automatically calculated based on the information you have entered in the preceding questions.

To view the metrics select *Save.*

When the application is saved, the metrics calculated from the data entered will appear in the metrics section. If the results are below or are trending below a target range, the tolerance will show as amber or red. Amber denotes a result just below the target but within the tolerance range. Red is significantly below the target range. Where the tolerance is amber or red you are encouraged to provide an explanation in the optional comment field.

Metrics	Calculation
Metrics 4.1a Number of governing body meetings held	*4.1.3 Number held* *If the number of governing body meetings is greater than or equal to 6 a green traffic light will be displayed* *If the number of governing body meetings is less than 6 a red traffic light will be displayed*
Metrics 4.1b Percentage of quorate meetings Governing body meetings held that were quorate as a percentage of total governing body meetings held	*4.1.4 Number held that were quorate/ 4.1.3 Number held*
4.3.2 Governing body evaluation currency Days since evaluation	*If the date of the last governing body evaluation of its overall performance is:* *<=2 years before the Return due date, the number of days since review will be shown* *>2 years before the Return due date a red traffic light will be shown*
4.3.3 CEO performance review currency Days since evaluation	*If the last governing body evaluation of the Chief Executive Officer's overall performance is:* *<=12 months before the Return due date, the number of days since evaluation will be shown* *>= 12 months before the Return date a red traffic light will be shown*
4.4.4 Budget sign off currency	*If the date of the budget sign off is earlier than 31 July a green traffic light will be shown* *If the date of the budget sign off is later than 31 July the number of days since the 31 July will be shown as well as a red traffic light*
4.5.1 Risk management system currency	*If the date of the last review of the risk management system is:* *<= 2 years before the Return due date the number of days since review will be shown* *>2 years before the Return due date a red traffic light will be shown*

Outcome 4 completed

Please tick *Performance outcome 4 completed* when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements and providing details (such as page numbers) relevant to the attached documents. If you have not completed this performance outcome or you are planning to add more data at a later stage please do not tick this box.

This box must be checked on every page to allow the return to be submitted

Performance Outcome 5 – Probity

The community housing provider maintains high standards of probity relating to the business of the provider, specifically in relation to the following:

a) establishing and administering a code of conduct;
b) establishing and administering a system of employment and appointment checks;
c) establishing and administering a system for preventing, detecting, reporting on; and
d) responding to, instances of fraud, corruption and criminal conduct maintaining the reputation of the community housing sector.

Examples of relevant evidence providers may wish to attach include:

- Code of conduct and fraud, corruption and criminal conduct practice
- Risk management policy and practice
- Code of governance
- Employment checks policies and procedures
- Notification policy and procedures (to demonstrate how they notify the Registrar of any incident related to its operations that damages or has the potential to damage the reputation of the community housing sector.

Further information in relation to evidence requirements is set out in the Evidence Guidelines.

Section 5.1 Code of conduct

This section is used to record information about the provider's system and practice for ensuring that it maintains high standards of probity in relation to whistle blowing, conflict of interest, gifts and hospitality and procurement.

Reference	Question	Additional Information
5.1.1.	Date of last review	Date the code of conduct was last reviewed by the governing body. A review may be programmed at intervals to ensure it remains relevant and up to date and/ or may be triggered by significant event (i.e. a failure or substantial change in the provider's business activity). It is recommended that the Code of Conduct is reviewed every 3 years.
5.1.2	All governing body members signed	Yes/ No
5.1.3	All staff members have signed	Yes/ No
5.1.4	All volunteers have signed	Yes/ No

Section 5.2 Employment and appointment checks

This section records information about your systems for carrying out checks commensurate with the requirements of the position an individual holds, including referees and previous employment, criminal record, bankruptcy, working with children and aged people.

Reference	Question	Additional Information
5.2.1	System for checks	Do you have a system in place to make employment and appointment checks? This should cover any positions (including those filled by volunteers if relevant) where checks are necessary.
5.2.2.	Number of positions with requirements	The number of governing body and staff positions where checks are required. Volunteers can be excluded as it is recognised that numbers may vary.
5.2.3	Number of positions filled	Number of positions (in 5.2.2) requiring checks that were filled during the year to 30 June.
5.2.4	Number of checks completed	Of those filled (5.2.3) the number where checks were carried out. If there is a gap between the number of positions filled and the number of checks completed please provide an explanation.

Section 5.3 Fraud, corruption and criminal conduct

This section records information about your system to prevent, detect, report on and respond to these issues. The assessment will consider whether policy and practice is consistent with relevant anti-fraud, anti-corruption and anti-crime good practice as established by professional standards bodies in relevant jurisdictions.

Reference	Question	Additional Information
5.3.1	System for preventing and responding	Does the provider have a system for preventing, detecting and reporting on fraud, corruption and criminal conduct? If no, please provide an explanation.
5.3.2	Date of last review	Date the system for preventing, detecting and reporting on fraud, corruption and criminal conduct was last reviewed by the governing body.

Reference	Question	Additional Information
		It is recommended that the fraud, corruption and criminal conduct system is reviewed every 2 years. If the date of last review is greater than 2 years please provide an explanation.

Performance Outcome 5 metrics

Metrics are automatically calculated based on the information you have entered in the preceding questions.

To view the metrics select *Save*.

The threshold is a target range. The thresholds do not determine capacity or compliance and where results are below or are trending below a threshold you are encouraged to provide an explanation in the optional comment field below.

Metrics	Calculation
Metrics 5.1 Currency of Code of Conduct The date of the last review of the code of conduct compared with the application due date	*5.1.1 Date of last review* *If date of last review is greater than 3 years a red traffic light will be shown*
Metrics 5.2 Sufficient employment checks	*5.2.4 Number of checks completed - 5.2.3 Number of positions filled*
Metrics 5.3 Currency of system for preventing, detecting and reporting on fraud, corruption and criminal conduct The date of the last review of the fraud, corruption and criminal conduct system compared with the application due date.	*5.3.2 Date of last review*

Outcome 5 completed

Please tick *Performance outcome 5 completed* when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements and providing details (such as page numbers) relevant to the attached documents.   If you have not completed this performance outcome or you are planning to add more data at a later stage please do not tick this box.

This box must be checked on every page to allow the return to be submitted

Performance Outcome 6 – Management

The community housing provider manages its resources to achieve the intended outcomes of its business in a cost effective manner, specifically in relation to the following:

a) demonstrating it utilises its assets and funding to meet business goals;
b) implementing appropriate management structures, systems, policies and procedures to ensure the operational needs of its business can be met (including having people with the right skills);
c) experience and the systems and resources to achieve the intended outcomes of its business.

Examples of relevant evidence you may wish to attach include:

- Corporate structure and systems
- Strategic Plan

Information will also be used from your financial performance report to assess performance requirements 6a.

Further guidance on reporting on residents and tenants is available on the NRSCH website. See NRSCH Guidance Note: Reporting on residents and tenants.

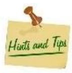
Section 6.1 Vacancies and tenancies as at 30 June or for the year ending 30 June

Reference	Question	Additional Information
6.1.1a	No vacant tenantable units	Tick this box if you had no vacant tenantable units. *If tick box selected, go to 6.1.2a.* A **vacant tenantable unit** is defined as a unit that is ready to be occupied.
6.1.1.	Num vacant tenantable tenancy unit	Number of vacant tenantable tenancy units as at 30 June. **Tenancy units** are defined as a dwelling or part of a dwelling to which a rental agreement can be made. In most cases there will only be one tenancy unit within a dwelling structure, but in a small number of cases (for example rooming houses, group homes) there may be more than one tenancy unit. Include: • units that are difficult to tenant (e.g. geographically isolated, a lack of suitable tenants) • new tenancy units where a Certificate of Occupancy has been obtained • non self-contained units if these form a separate tenancy Exclude: • tenancy units where your agency has chosen not to tenant the unit (e.g. due to tenant welfare issues) • tenancy units where an agreement exists(e.g. with the State/ territory housing authority, or another agency with nomination rights) that the tenancy unit remains vacant
6.1.2a	No vacant untenantable	Tick this box if you had no vacant untenantable units. *If tick box selected, go to 6.1.3a.* A **vacant untenantable unit** is defined as: An unoccupied tenancy unit where maintenance has either been deferred or has not been completed.
6.1.2	Num vacant untenantable tenancy units	Number of vacant untenantable tenancy units as at 30 June Include: • damaged units, units awaiting insurance evaluation, units intentionally left vacant as part of a forthcoming sale or major upgrade or maintenance • newly acquired tenancy units where maintenance is required prior to occupancy and your agency is responsible for this (record from the date of commencement of maintenance) • vacated maintenance • non self- contained units if these form a separate tenancy Exclude: • tenancy units where your agency has chosen not to tenant the unit (e.g. due to tenant welfare issues) • tenancy units where an agreement exists (e.g. with the state housing authority, an agency with nomination rights) that the tenancy unit remain vacant
6.1. 3a	No tenancy units (other) vacant	Tick this box if you have no tenancy units (other) vacant. *If tick box selected, go to 6.1.4*

6.1.3	Num tenancy units vacant (other)	Number of tenancy units (other) vacant as at 30 June **Other** includes tenancy units vacant as: • an agency has chosen not to tenant the unit (e.g. due to tenant welfare issues) • an agreement exists (i.e. with the State/ Territory housing authority, or another agency with nomination rights) that the tenancy unit remain vacant **Tenancy units** are defined as a dwelling or part of a dwelling to which a rental agreement can be made. In most cases there will only be one tenancy unit within a dwelling structure, but in a small number of cases (for example rooming houses, group homes) there may be more than one tenancy unit.
6.1.4	Number tenancies (previous year)	Number of tenancies at 30 June (of previous year) **Tenancies** are defined as households being housed under individual tenancy agreements, not tenancy units .
6.1.5	Number of tenancies (current year)	Number of tenancies at 30 June *See 6.1.4 for definitions* This will be the same figure recorded in 1.2.1
6.1.6	Number of tenancy exits	**Tenancy exit** is defined as any ending of a tenancy including evictions **Exclude:** tenancies that transferred from one dwelling to another dwelling This will be the same figure recorded in 1.2.3
6.1.7	Calendar days vacant tenantable	The number of days all tenancy units were vacant combined into a total figure for the year. These figures are used to calculate the average turnaround time for units. **Turnaround time** or relet period is the interval (in calendar days) between the termination date and the next tenancy start date. Include: • All days vacant from the time the dwelling (referring to 6.1.11) became vacant during this or a previous reporting period, to the time the property was relet during this reporting period • If the property is being let for the first time the turnaround time should be calculated from the date the property was acquired or accepted as completed (if a new development) to the date of the first tenancy. Exclude: • All days vacant for dwellings awaiting tenancy at 30 June • All days vacant for dwellings that are defined as 'vacant untenantable unit' (6.1.2) • All days vacant for dwellings that are defined as 'Other' (6.1.3)
6.1.8	Calendar days vacant untenantable	The number of days all tenancy units were vacant combined into a total figure for the year. These figures are used to calculate the average turnaround time for units. **Turnaround time** or relet period is the interval (in calendar days) between the termination date and the next tenancy start date Include: • All days vacant from the time the dwelling (referring to 6.1.10) became vacant during this or a previous reporting period, to the time the property was relet during this reporting period Exclude: • All days vacant for dwellings awaiting tenancy at 30 June • All dwellings that are defined as a vacant tenantable unit (6.1.1) • All days vacant for dwellings that are defined as 'Other' (6.1.3)
6.1.9	Total calendar days vacant other	The number of calendar days vacant (for vacant other units relet during the year to 30 June)

6.1.10a	No vacant untenantable relet	Tick this box if you have no untenantable relets *If tick box selected, go to 6.1.11a*
6.1.10	Num vacant untenantable relet	Total number of actual vacant untenantable properties relet during the year to 30 June **Untenantable units** are those where on the exit of the previous tenant they required maintenance to bring them to a tenantable standard before letting them to a new tenant. Include non self-contained units if these form a separate tenancy
6.1.11a	No vacant tenantable relet	Tick this box if you have no vacant tenantable relets *If tick box selected, go to 6.1.12*
6.1.11	Num vacant tenantable unit relet	Total number of actual vacant tenantable properties relet during the year to 30 June **Tenantable units** are those where they were ready for occupation (i.e. require no remedial works to bring them to a tenantable standard) either on the exit of the previous tenant or because they are new tenancy units where a certificate for occupancy has been obtained. Include non self-contained units if these form a separate tenancy
6.1.12	Total number of tenancy units	Total number of tenancy units including all occupied and vacant tenantable, vacant untenantable, vacant (other) at 30 June

Section 6.2 Rental Income

Reference	Question	Additional Information
6.2.1	Rent foregone vacant tenantable $  	Total rent foregone (vacant tenantable) The amount of 'Rent foregone' due to each 'vacant tenantable tenancy unit' being vacant, combined into one total figure for the year. Rent foregone is to be calculated as average rent charged per unit in the last financial year as a daily rate times the number of days vacant (See 6.1.7 Calendar days vacant tenantable)
6.2.2	Rent outstanding from current/ ex tenants $	Represents the total loss of unpaid rent from current and former tenants as at 30 June. This includes <u>current and former</u> tenant unpaid rent that has not been written off to bad debts, and therefore is deemed collectable by the provider. This is used to calculate metrics 6.2a Rent outstanding which is a measure of rent arrears.
6.2.3	Total potential rental income $	Enter the total rental income for the year based on all tenancy units being fully tenanted.

Performance Outcome 6 metrics

Metrics are automatically calculated based on the information you have entered in the preceding questions.

To view the metrics select *Save.*

When the application is saved, the metrics calculated from the data entered will appear in the metrics section. If the results are below or are trending below a target range, the tolerance will show as amber or red. Amber denotes a result just below the target but within the tolerance range. Red is significantly below the target range. Where the tolerance is amber or red you are encouraged to provide an explanation in the optional comment field.

Metrics	Calculation
Metric 6.1a – Occupancy Rate Occupied units as a percentage of the total number of tenancy units	*(6.1.12 Total number of tenancy units - 6.1.1 Nbr vacant tenantable tenancy units)/6.1.12 Total number of tenancy units*
Metric 6.1b -Tenancy Turnover Tenancy exits as a percentage of the average number of tenancies in the last two years	*6.1.6 Tenancy exits for the year/ [(6.1.4 Number of tenancies (previous year) + 6.1.5 Number tenancies (current year)/ 2]*
Metric 6.1c – Tenancy Turnaround (tenantable) Average calendar days vacant (tenantable) determined with reference to the total number of actual vacant tenantable properties relet	*6.1.7 Calendar days vacant tenantable/6.1.11 Nbr vacant tenantable unit relet*
Metric 6.1d – Tenancy Turnaround (untenantable) Average calendar days vacant (untenantable) determined with reference to the total number of actual vacant untenantable properties relet	*6.1.8 Calendar days vacant untenantable/ 6.1.10 Nbr vacant untenantable relet*
Metric 6.2a – Rent outstanding Rent outstanding from current and ex tenants as a percentage of total potential rental income	*6.2.2 Rent outstanding current, ex/ 6.2.3 Total potential rental income ($)*
Metric 6.2b – Rent foregone (vacant tenantable) Total rent foregone as a percentage of the total potential rental income	*6.2.1 Rent foregone vacant tenantable"/"6.2.3 Total potential rental income ($)*

Outcome 6 completed

Please tick *Performance outcome 6 completed* when you have uploaded all necessary evidence relevant to this performance outcome. Ensure you have attached any documentation you wish to use as supporting evidence, linking the evidence to the performance requirements and providing details (such as page numbers) relevant to the attached documents. If you have not completed this performance outcome or you are planning to add more data at a later stage please do not tick this box.

This box must be checked on every page to allow the return to be submitted

Performance Outcome 7 – Financial Viability

The evidence to assess this performance outcome is primarily derived from the Financial Performance Report (FPR). Separate guidance is available on the NRSCH website about Performance Outcome 7.

Community Housing Asset Performance Report (CHAPR)

The CHAPR provides a summary of the information recorded in the property data list. You must update your property data list prior to calculating the CHAPR. Separate guidance is available on the NRSCH website about *Recording and maintaining property data.*

Before you submit your return

Submitting evidence

The questions in the return itself are insufficient to demonstrate capacity or compliance as they do not cover every performance requirement. The Evidence Guidelines provide details on what evidence is listed for each performance requirement to demonstrate capacity or compliance. The evidence guidelines are not intended to be prescriptive, and allow for you to propose alternative evidence sources.

Check your results against the Metric Information Sheet

The NRSCH has established metrics and indicators for operational and financial measures. The Metric Information Sheet is available on the NRSCH website. This factsheet provides more detailed information in relation to the metrics and indicators.

We would encourage you to refer to these indicators and to provide relevant information where your results reflect a red traffic light indicator.

Consent, Authorisation and Declaration

When you have completed the return and are ready to submit your return tick the *'Ready to submit form'* tick box then press the *'Finish'* button.

This will bring you back to the overview page where you will be able to press the *'Submit for Approval'* button.

If you receive an error message, please untick the *'Ready to submit form'* box and check that you have:

- completed all of the questions on this page; and

- ticked the tickbox at the end of every page (e.g. 'Performance Outcome 1 Completed)

Once you have successfully submitted the Return, the form will be locked from editing and the Registrar will be notified that the form has been submitted. You will also receive an email notification confirming the form has been submitted.

After you submit your return

Errors and incorrect information

Contact your Analyst if you identify an error after you have submitted your return and ask them to reopen your return so that you can update the information. This is important as the information you record will be used to report aggregated data about the community housing sector.

Once you have corrected the information you may resubmit your return.

Glossary

Capacity to Comply
In addition to assessing a provider's eligibility and compliance with other legislative requires of the National Law, a registration assessment will determine whether it has the capacity to comply with the relevant performance requirements and outcomes applicable to its assessed category (tier) of registration. For some providers, recommendations will be made where improvements are required for ongoing compliance.

Actual compliance with the national regulatory Code will be assessed at is first compliance assessment.

Community housing
Housing for people on a very low, low or moderate income or for people with additional needs that is delivered by non-government organisations.

Community housing asset

a. land vested in the provider by or under the community housing legislation of a participating jurisdiction, or

b. land acquired by the provider wholly or partly with funding provided by a Housing Agency of a participating jurisdiction, or

c. land vested in the provider on which a Housing Agency of a participating jurisdiction has constructed housing or made other improvements, or

d. funds provided to the provider by a Housing Agency of a participating jurisdiction for the purposes of community housing, or

e. any other asset of the provider that is of a class of assets declared by the community housing legislation of a participating jurisdiction as community housing assets for the purposes of the National Law.

Community housing provider
An organisation that delivers social or affordable housing for people on lower incomes and housing-associated services covered by the social and affordable housing policies of government policy and funding agencies

Housing agency
A Commonwealth, State or Territory government department or agency with responsibility for policy and funding decisions relating to community and other housing.

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National Law
The state and territory based legislation through which the NRSCH is being introduced. The National Law is enacted in the host jurisdiction, New South Wales, and either applied or adopted by participating jurisdictions.

National Register of Community Housing Providers
A single national database with the details of all registered community housing providers that is made publicly available.

National Regulatory Code (NRC)
The performance requirements that registered housing providers must comply with in providing community housing.

National Regulatory System for Community Housing (NRSCH)
A national system of registration, monitoring and regulation of community housing providers to encourage the development, viability and quality of community housing to promote confidence in the good governance of registered community housing providers so as to:

- facilitate greater investment in the sector
- make it easier for community housing providers to operate in more than one participating jurisdiction, and
- identify appropriate entities to which government funding for community housing might be provided under other legislation or policies of a jurisdiction.

NRSCH Charter
A document endorsed by housing ministers that sets out the overarching vision, objectives, regulatory principles and philosophy of the National Regulatory System for Community Housing.

NRSCH regulatory framework
The regulatory policies and protocols that govern or describe the way in which Registrars will fulfill their regulatory responsibilities under the NRSCH.

Operational guidelines
The suite of guidelines that governs the operation of the regulatory system including the Evidence Guidelines, Tiers Guidelines and Enforcement Guidelines.

Participating jurisdictions
Commonwealth, states and territories whose governments have agreed to participate in the NRSCH.

Primary jurisdiction
The jurisdiction in which a community housing provider provides the majority of its community housing.

Primary Registrar
The Registrar for the primary jurisdiction in which the community housing provider is operating or intends to operate, generally the Registrar in the state or territory in which the provider undertakes the majority of its community housing activity.

Registered community housing provider
A community housing provider that has successfully undergone the registration process for the NRSCH and has been registered as a tier 1, 2 or 3 provider.

Tier Guidelines
Guidelines for the application of the three-tiered registration system based on risk, whereby different levels of regulatory oversight apply to providers based on the scale and scope of their community housing activities.

For more information

For more information on the National Regulatory System for Community Housing, please visit: www.nrsch.gov.au