



**NATIONAL REGULATORY SYSTEM**  
**COMMUNITY HOUSING**

A joint initiative of Commonwealth, State and Territory Governments

# **SERVICE EVALUATION SURVEY RESULTS**

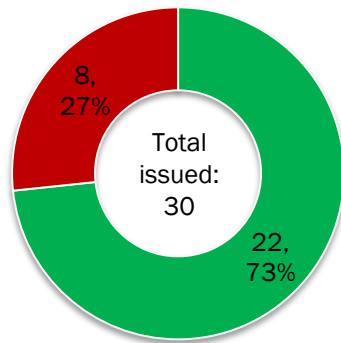
NATIONAL 1 JULY 2016 - 30 JUNE 2017

# SERVICE EVALUATION SURVEY OVERVIEW

- This is a collection of data from surveys sent from 1 July 2016 – 30 June 2017.
- The data presented is national and has been broken down by survey responses for both Registration and Compliance.
- A survey is sent to the provider 7 days after the assessment status field changes to final approved. (The 7 days is required for the Analyst to communicate the assessment outcome to the provider before the survey is sent.)
- One survey is sent for each Registration and Compliance Assessment completed in CHRIS. The survey is sent to the nominated main contact for the organisation.
- The survey questions will be reviewed in 2018-2019

# REGISTRATION – RESPONSE RATE

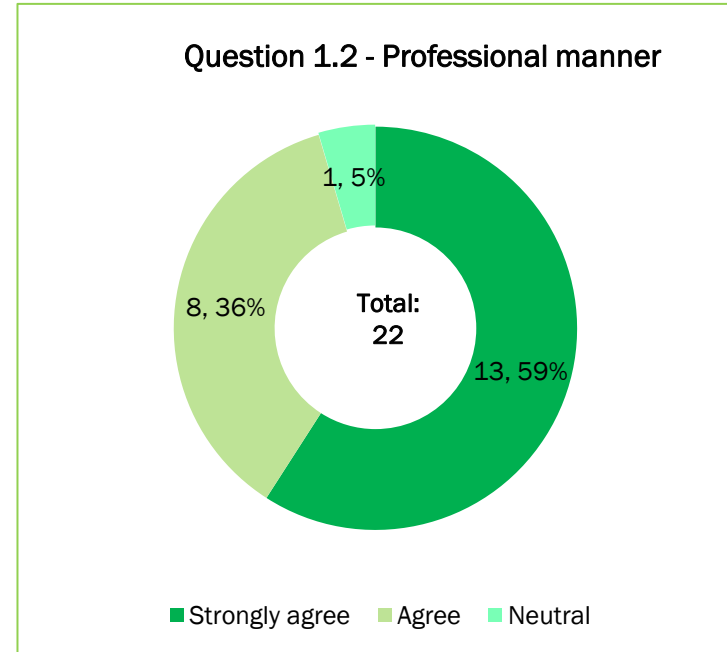
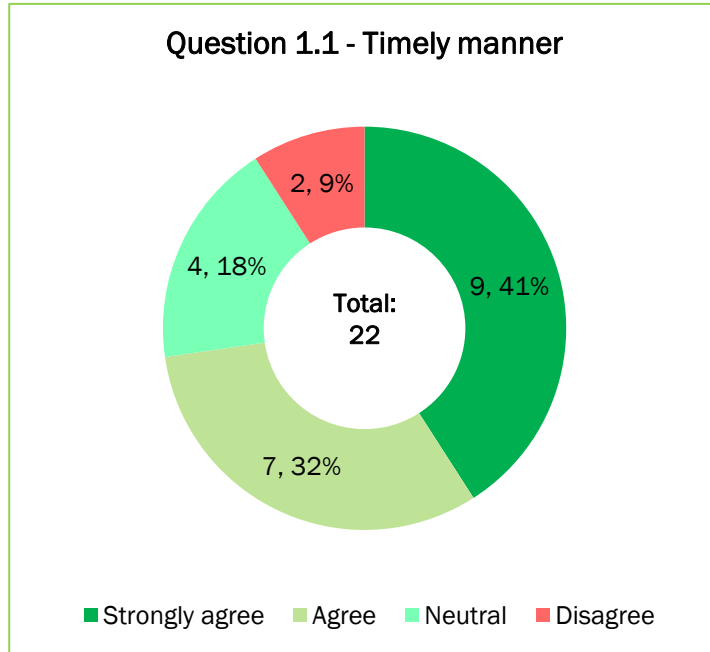
Survey response rate - Registration



■ Surveys returned ■ Surveys not returned

Jurisdiction	Surveys sent	Surveys returned	% Response rate
QLD	19	14	74%
NSW	6	5	83%
SA	2	1	50%
ACT	2	1	50%
TAS	-	-	-
NT	1	1	100%
<b>Total</b>	<b>30</b>	<b>22</b>	<b>73%</b>

# QUALITY OF OUR CONTACT

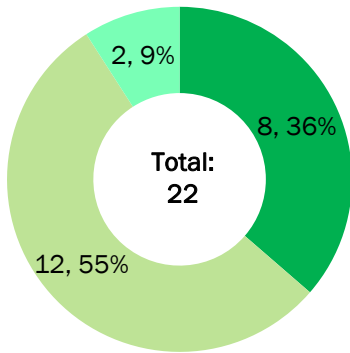


## Comments

- *'Staff were always very helpful and made me feel like no question was a dumb question'*
- *'We had multiple contact persons across the application period. Each time appeared to start the process again and we would have to work with them again to understand our organisation as we fielded the same questions'*
- *'From the time of submitting the assessment, there was a long delay before the assessment appeared to start'*

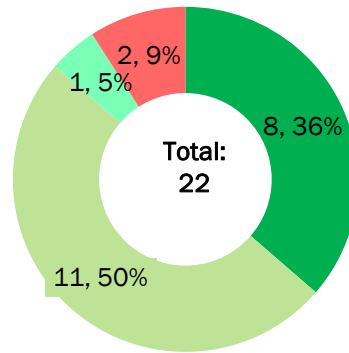
# GUIDANCE PROVIDED BY THE REGISTRAR

**Question 2.1- Balanced-Transparent- Trustworthy**



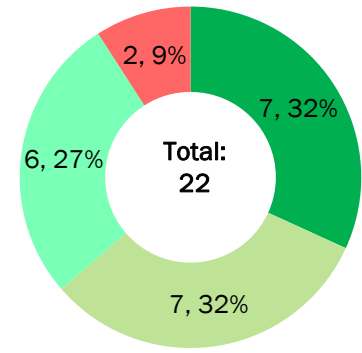
■ Strongly agree ■ Agree ■ Neutral

**Question 2.2 - Clear requirements**



■ Strongly agree ■ Agree ■ Neutral ■ Disagree

**Question 2.3 - Focused on performance outcomes**



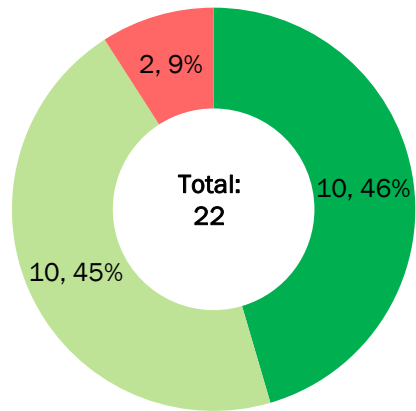
■ Strongly agree ■ Agree ■ Neutral ■ Disagree

## Comments

- ‘We had regular questions asked of what we meant with some of the evidence submitted but no feedback of encouragement on our management or policies and procedures’
- ‘I had no issue with guidance and appreciate the time that was given during the registration process’
- ‘We had to phone to find out was happening with our application or we would have not had contact. We felt this was very bad considering that organisations had very strict time frames’

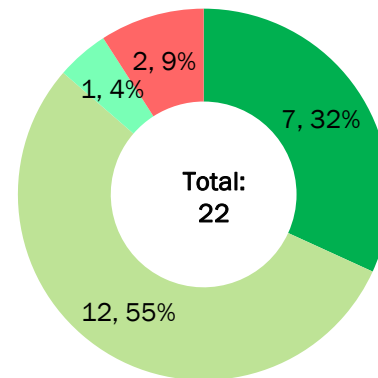
# REGULATORY APPROACH

Question 3.1 - Encourage to self-assess



■ Strongly agree ■ Agree ■ Disagree

Question 3.2 - Encourage proactive management



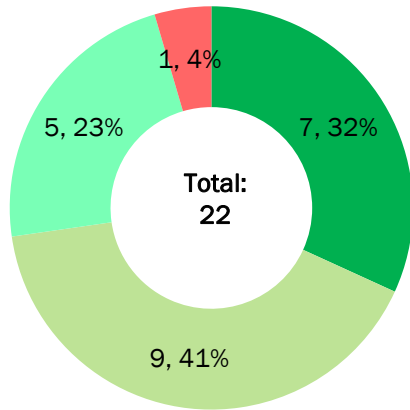
■ Strongly agree ■ Agree ■ Neutral ■ Disagree

## Comments

- *'The approach given was professional'*

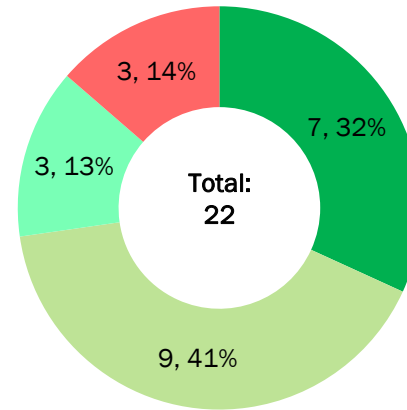
# USEFULNESS OF RESOURCES

Question 4.1 - Website



■ Strongly agree ■ Agree ■ Neutral ■ Disagree

Question 4.2 - Guidelines



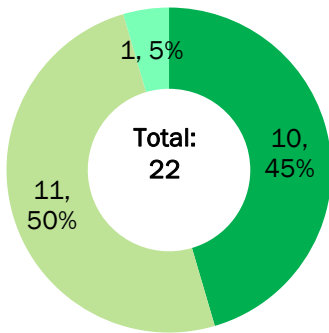
■ Strongly agree ■ Agree ■ Neutral ■ Disagree

## Comments

- *'The evidence guideline was very helpful when completing our application'*

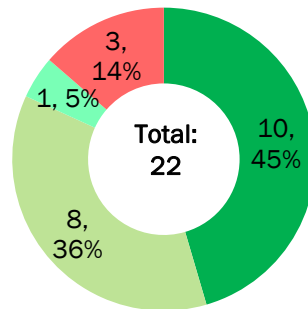
# CLARITY OF ASSESSMENT

**Question 5.1 - Open about decision**



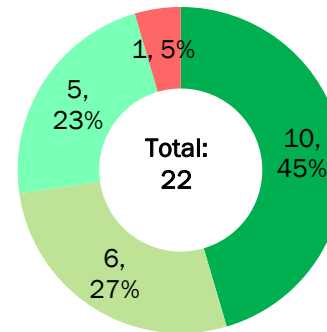
Strongly agree Agree Neutral

**Question 5.2 - Explanation of assessment**



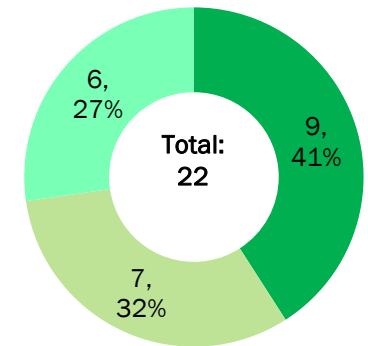
Strongly agree Agree  
 Neutral Disagree

**Question 5.3 - Assessment of material**



Strongly agree Agree  
 Neutral Disagree

**Question 5.4 - Recommendations**



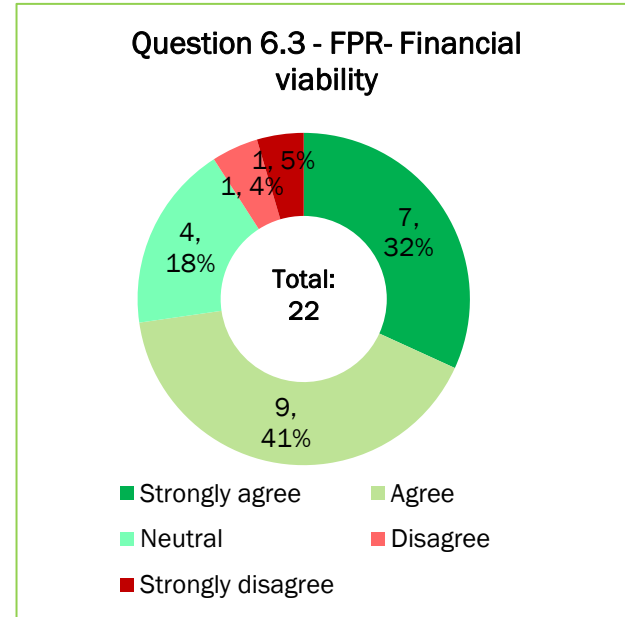
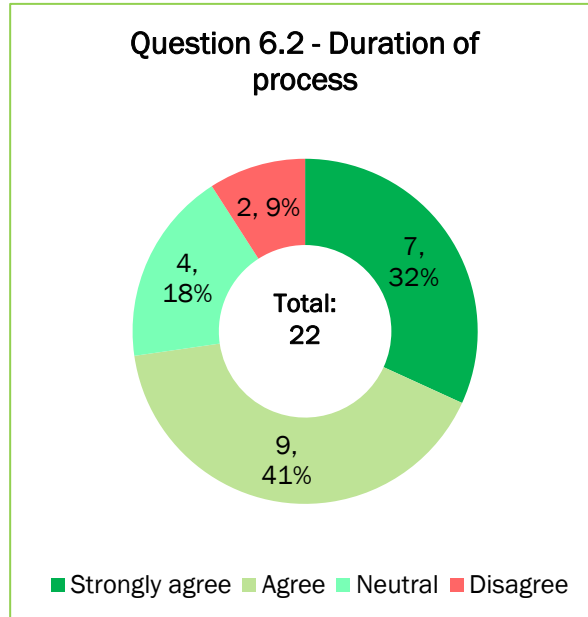
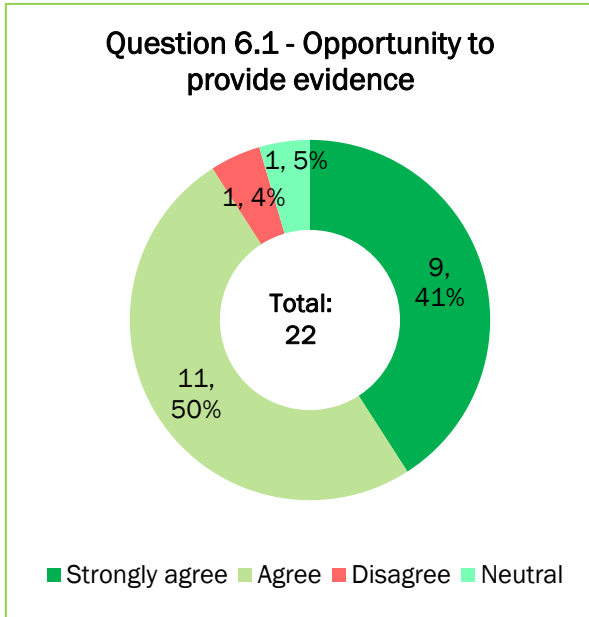
Strongly agree Agree Neutral

## Comments

- *'I think there could be more clarity and detail in the recommendations as not all the recommendations clearly stated the issues or deficits'*
- *'Our recommendations were very reasonable and achievable'*
- *'We are very aware as an organisation that there needed to be work done around our compliance'*



# OPPORTUNITY TO PROVIDE EVIDENCE

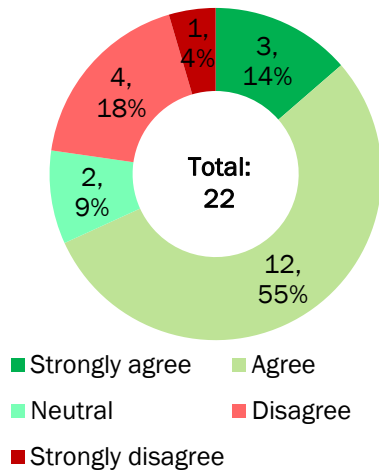


## Comments

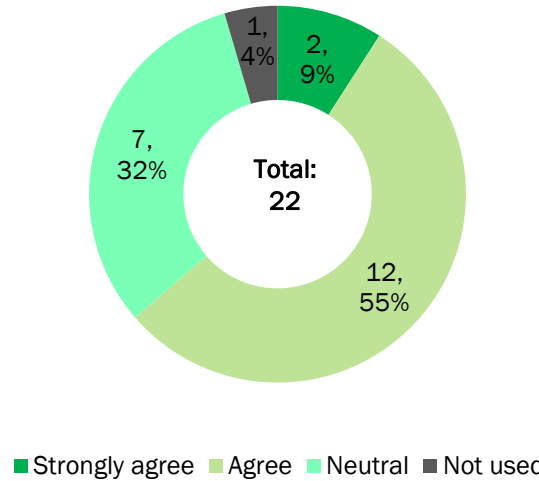
- ‘Very easy to understand’
- ‘Timeframes were given during the registration process. Any issue, I felt able to contact our analyst and note my concerns’
- ‘The FPR is an unsatisfactory tool’

# USABILITY OF CHRIS

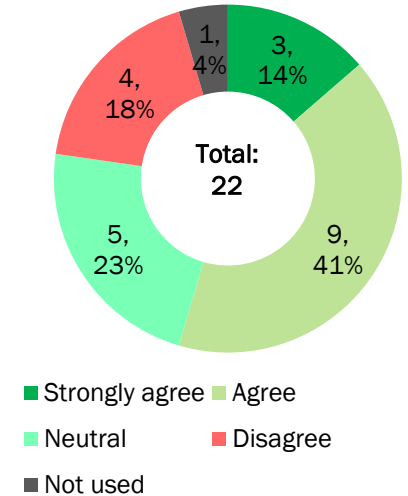
**Question 7.1 - User friendly instructions**



**Question 7.2 - Help text**



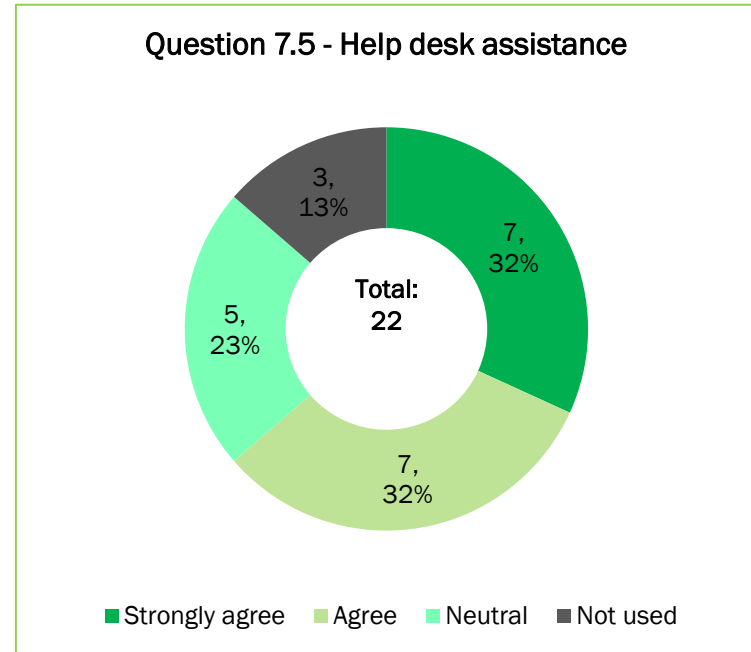
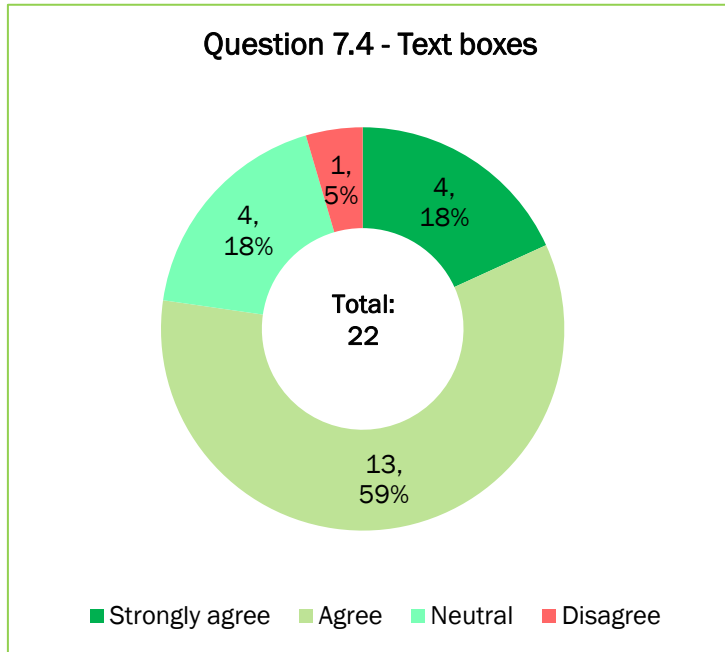
**Question 7.3 - Pick lists**



## Comments

- 'Very easy to use'
- 'I had some initial problems with the database but my financial analyst was very patient and spent time working through these issues with me'

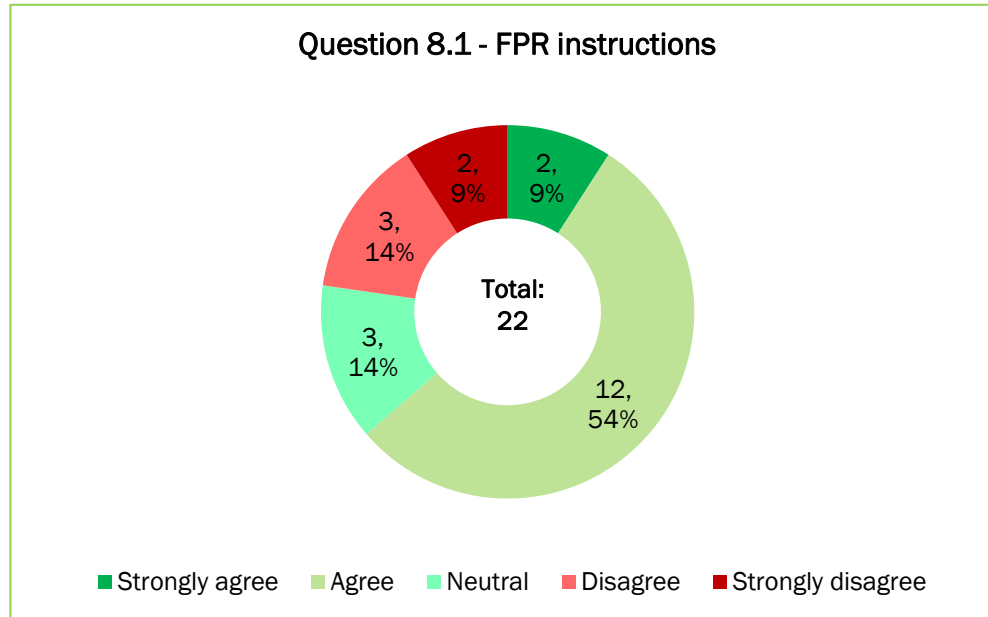
# USABILITY OF CHRIS CONTINUED



## Comments

- *‘Once I found my way around the CHRIS system I felt more confident in uploading and providing the relevant documentation’*
- *‘At the start there were a few problems, but as time moved on it got a little easier’*

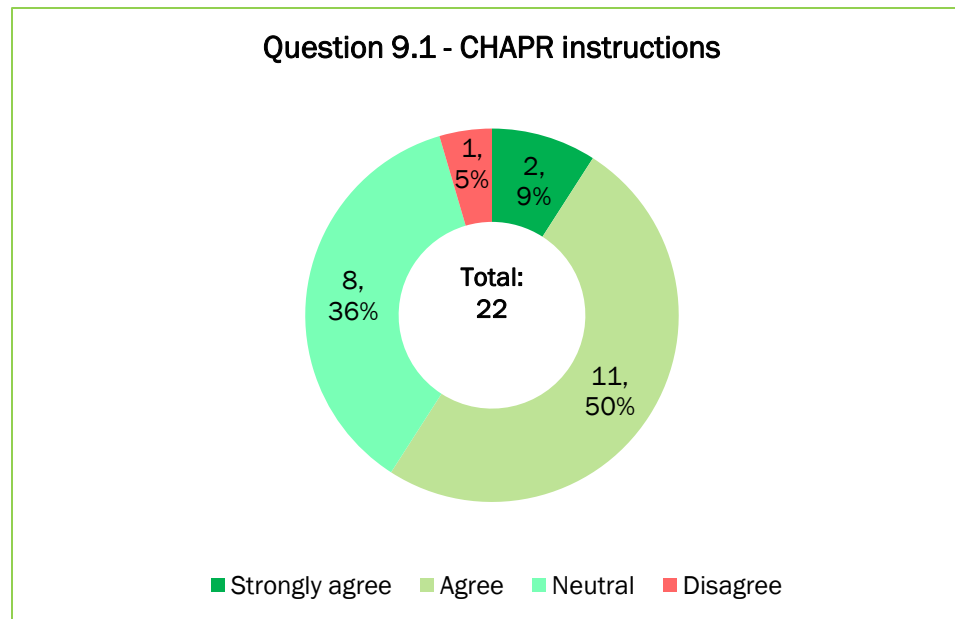
# FINANCIAL PERFORMANCE REPORT (FPR)



## Comments

- *'Whilst I was comfortable with the FPR, I am not sure that our Auditor felt the same way'*
- *'The financial reporting was very hard to use'*

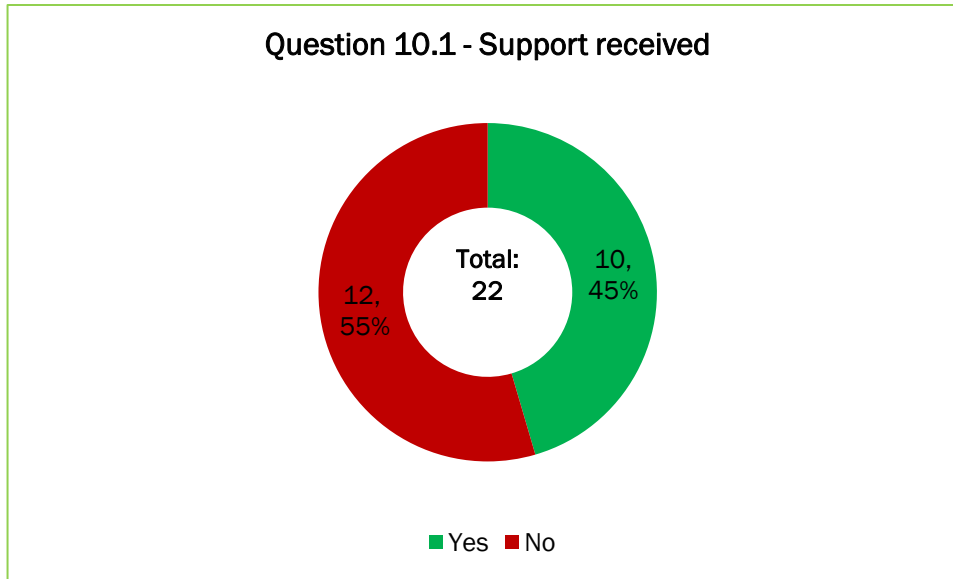
# COMMUNITY HOUSING ASSET REPORT (CHAPR)



## Comments

- *'Very clear and easy to understand'*
- *'Self explanatory'*

# INDUSTRY BODY SUPPORT

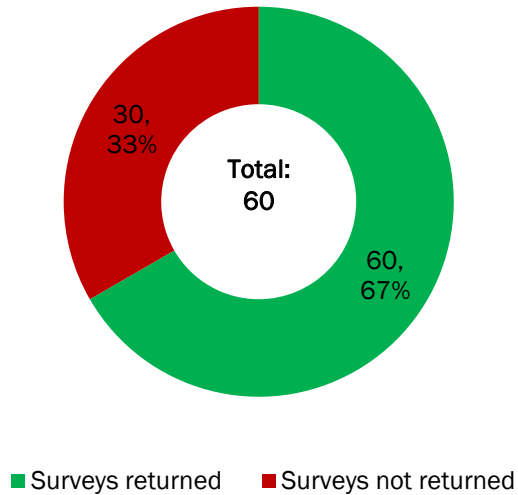


## Comments

- *'We only needed assistance for the financials but QShelter were a fantastic resource and more than willing to look at our organisation as a whole and try and put that into the parameters provided'*

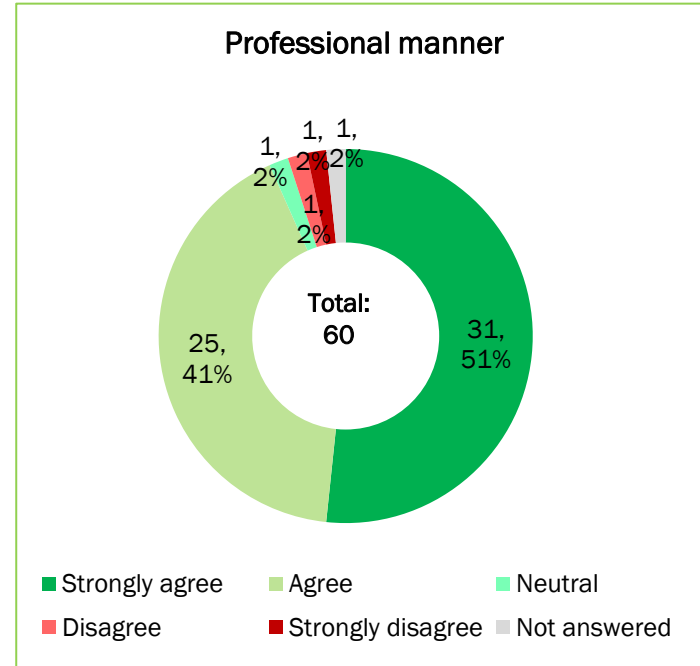
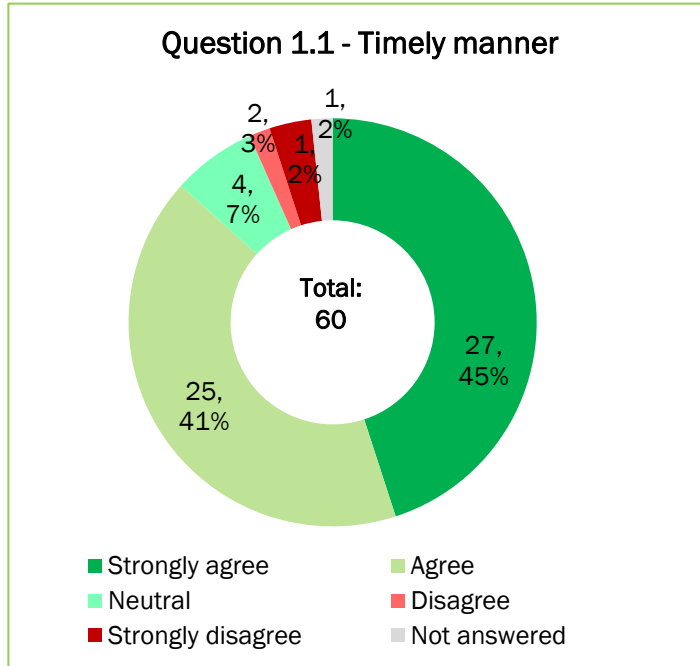
# COMPLIANCE – RESPONSE RATE

Survey response rate - Compliance



Jurisdiction	Surveys sent	Surveys returned	% Response rate
QLD	5	4	80%
NSW	39	26	67%
SA	38	25	66%
ACT	7	4	57%
TAS	1	1	100%
NT	-	-	-
<b>Total</b>	<b>90</b>	<b>60</b>	<b>67%</b>

# QUALITY OF OUR CONTACT

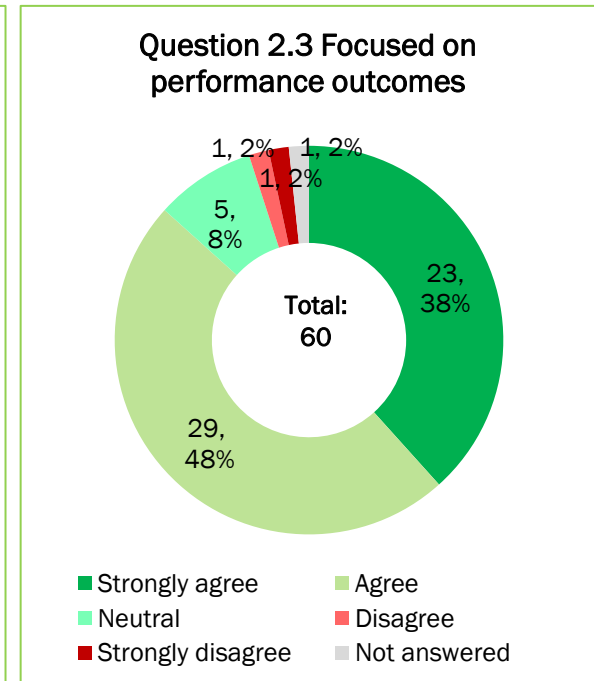
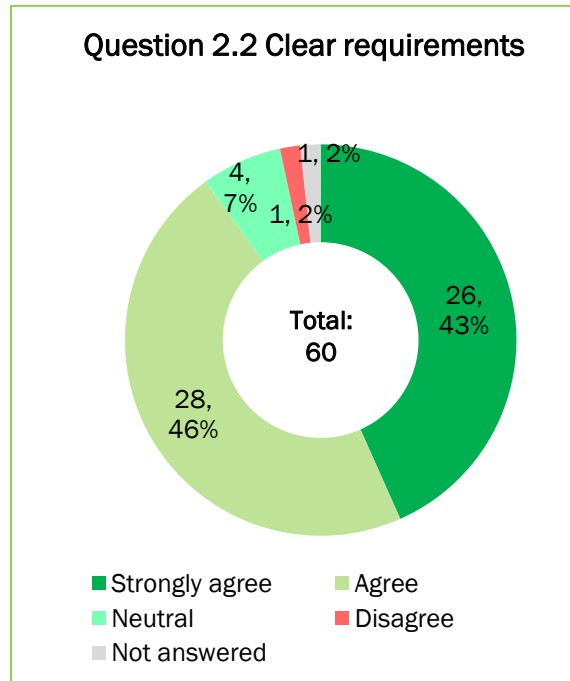
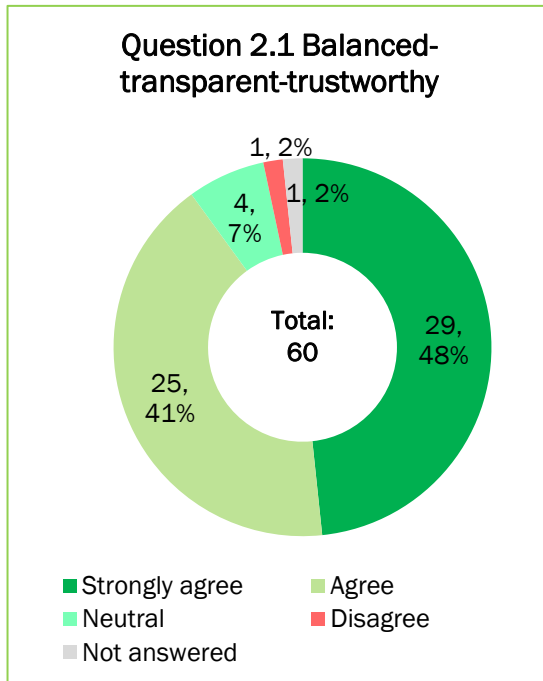


## Comments

- *'In some instances, responses could have been more proactive and more timely – some delays were experienced. However all communication has been undertaken in a professional manner'*
- *'The staff I had dealings with were helpful and professional'*
- *'The contact I had with the office was excellent. This was the first time I had completed a compliance return and had many questions. My questions were answered in a very professional manner.'*



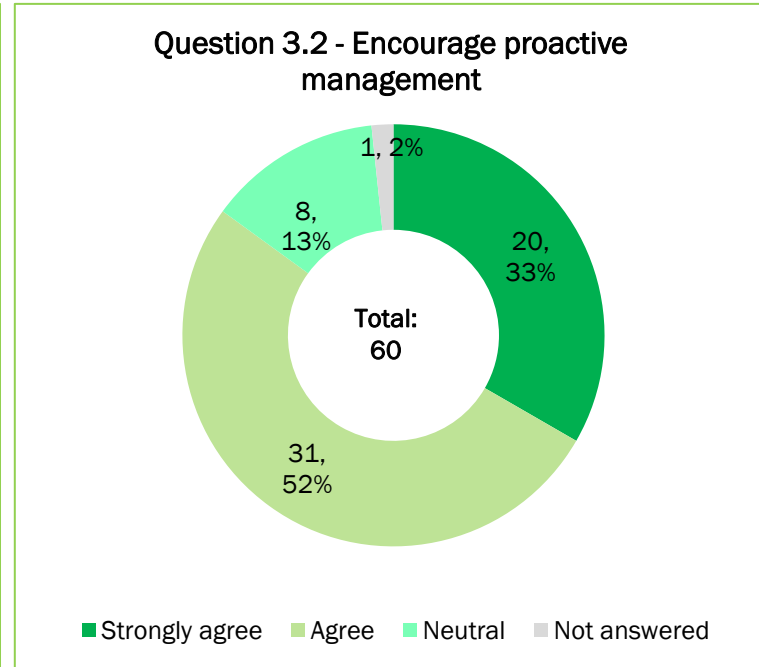
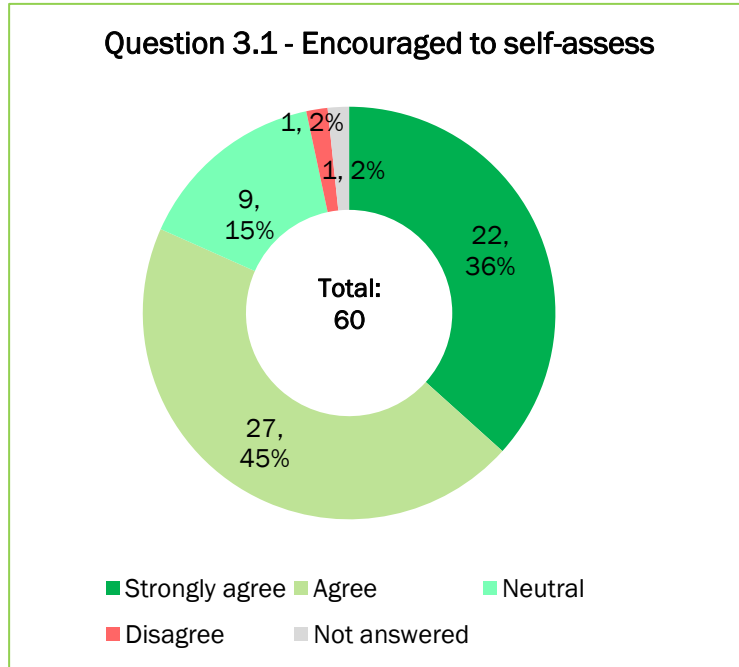
# GUIDANCE PROVIDED BY THE REGISTRAR



## Comments

- *'Guidance provided was helpful and provided understanding of some of the requirements'*
- *'Informative and very much getting you on the right track'*
- *'It would be helpful if the language was simplified, or explained more clearly with a definition attached to each Compliance request. It is a long time between each compliance and it would be easier if this was attached each time'*

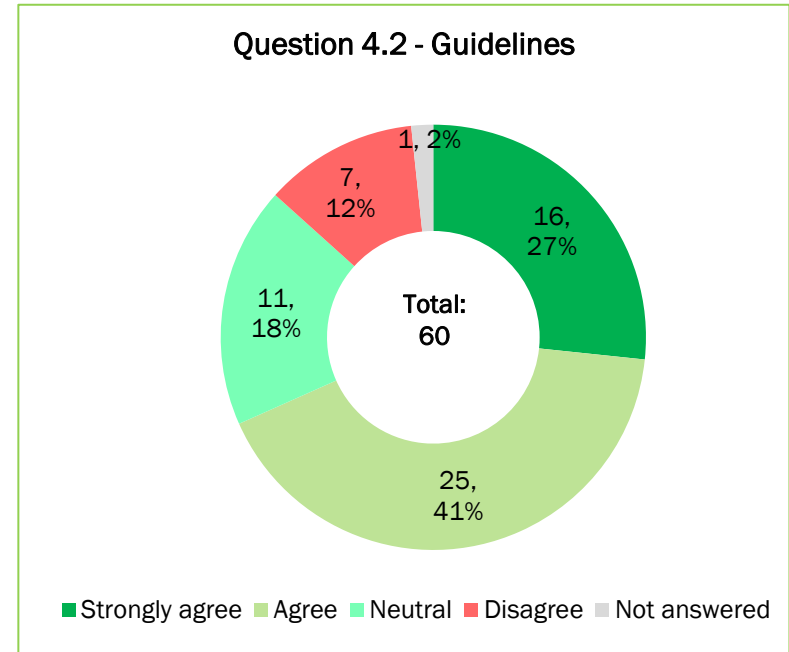
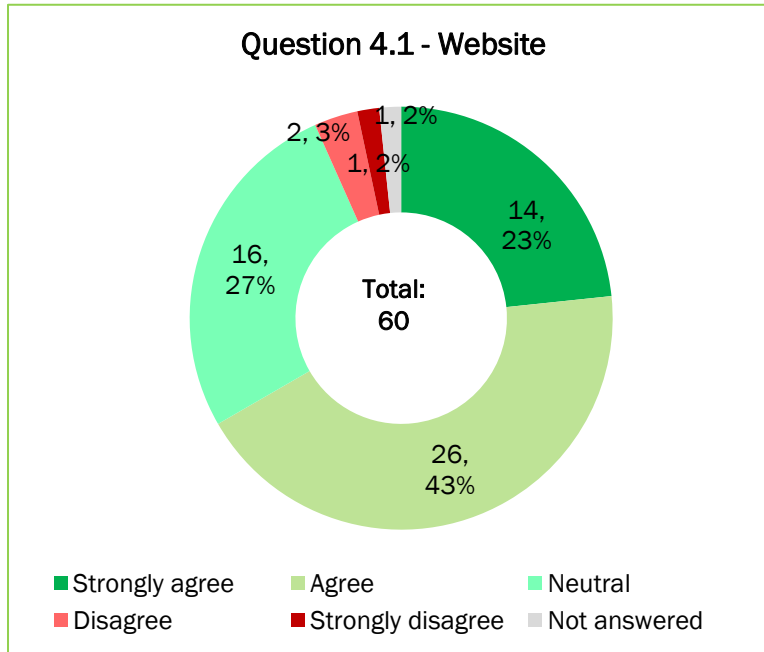
# REGULATORY APPROACH



## Comments

- *'The process has been very useful in helping to work out priorities for areas of focus and where gaps may occur for process improvement initiatives'*
- *'While doing the assessment I noticed where our organisation needed improvement, our final determination confirmed this'*
- *'The regulatory process was very useful. My overall assessment is that the process was well planned and well implemented'*

# USEFULNESS OF RESOURCES

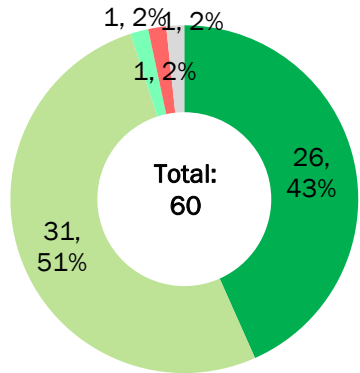


## Comments

- *'Very clear instruction on what to do and how I found the required information'*
- *'Good website'*
- *'Instructions for completing the financial spreadsheet were poor...set out and navigation was very poor and did not follow the normal flow of presentation if such data'*

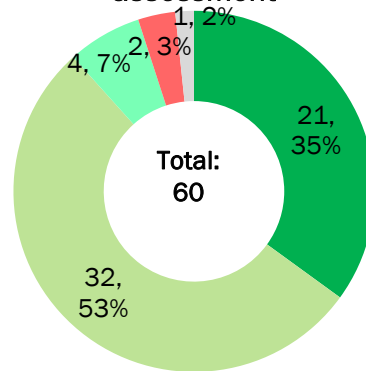
# CLARITY OF ASSESSMENT

**Question 5.1 - Open about decision**



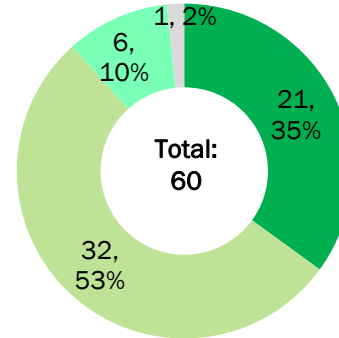
■ Strongly agree    ■ Agree  
■ Neutral            ■ Disagree  
■ Not answered

**Question 5.2 - Explanation of assessment**



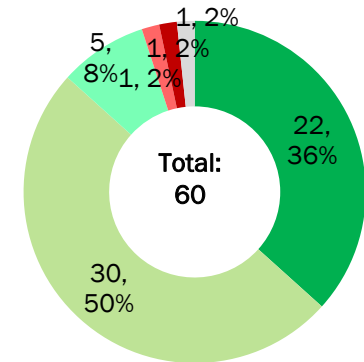
■ Strongly agree    ■ Agree  
■ Neutral            ■ Disagree  
■ Not answered

**Question 5.3 - Assessment of material**



■ Strongly agree    ■ Agree  
■ Neutral            ■ Not answered

**Question 5.4 - Recommendations**

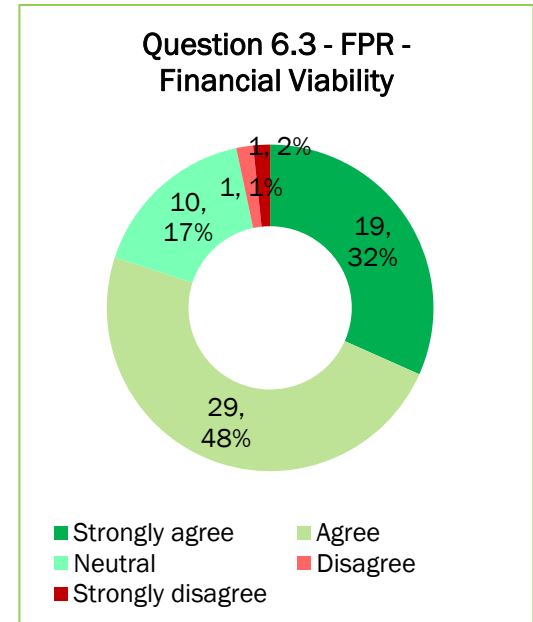
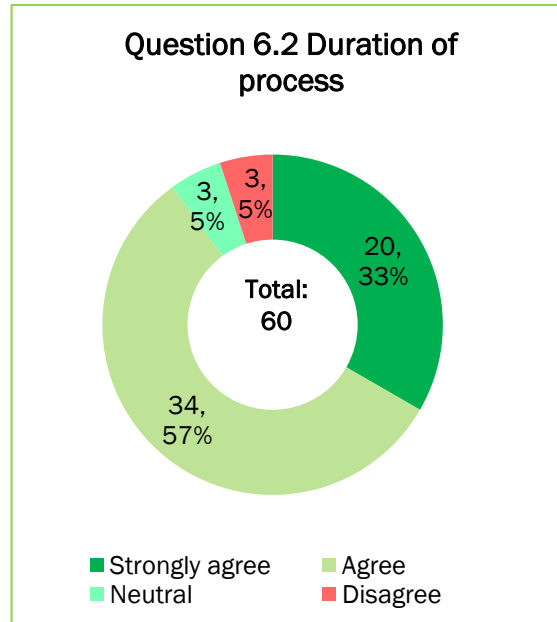
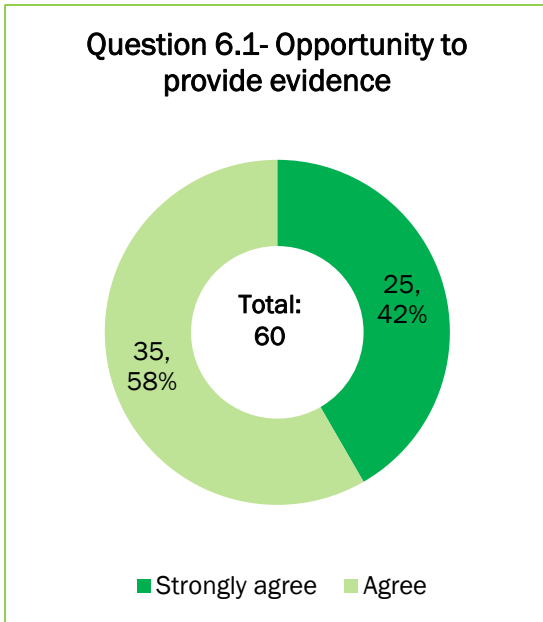


■ Strongly agree    ■ Agree  
■ Neutral            ■ Disagree  
■ Strongly disagree    ■ Not answered

## Comments

- *'None of the recommendations came as a surprise. Was sometimes easier to talk over the phone to explain a document or choice of action rather than provide written evidence / documents with explanations'*
- *'The assessment was detailed appropriately. Recommendations made were already identified by the organisation through the assessment process and as such there were no surprises with the recommendations made'*

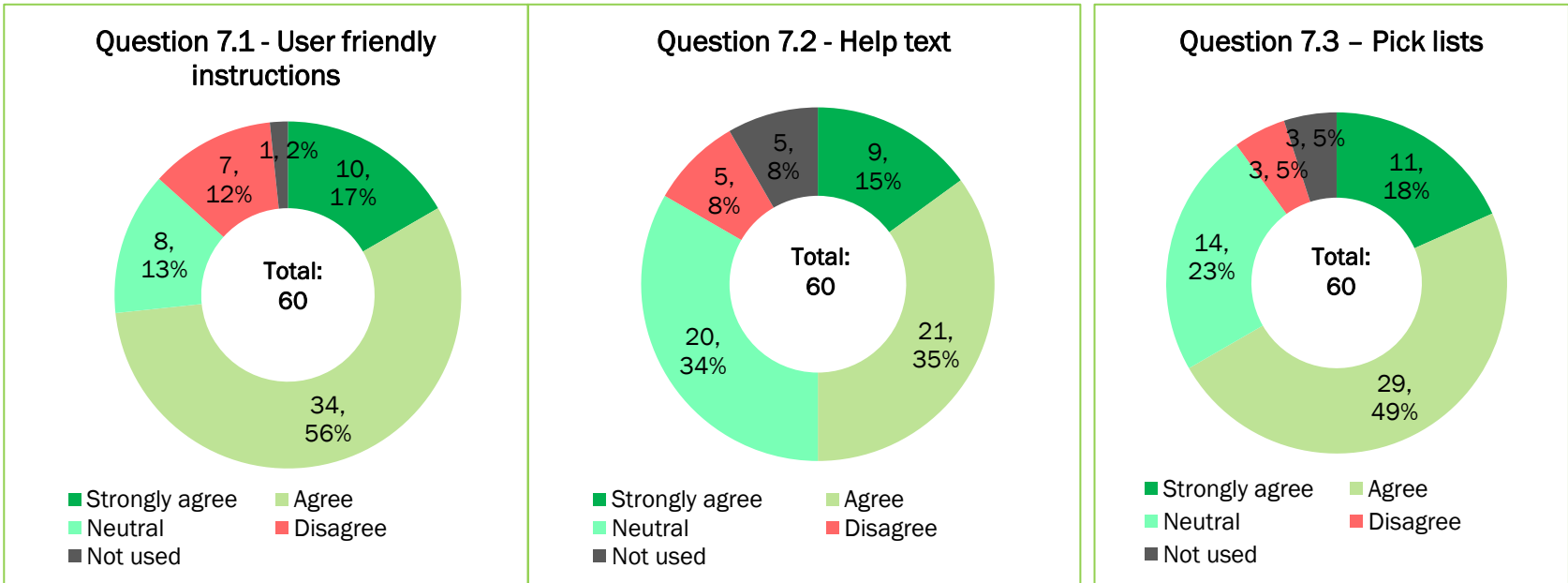
# OPPORTUNITY TO PROVIDE EVIDENCE



## Comments

- *'Unfortunately discussion leading to a draft recommendation was absent. This was fixed after the draft determination however could have been avoided with better communication'*
- *'As the compliance person I was not asked if I had any suggestions or plans for improvement in the future. Most of what the analyst identified I had already identified and a plan for improvement'*

# USABILITY OF CHRIS

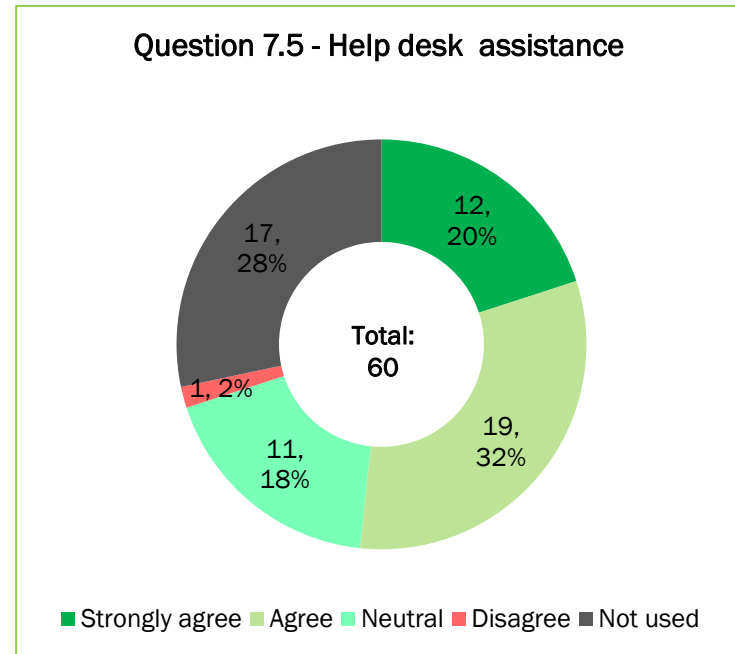
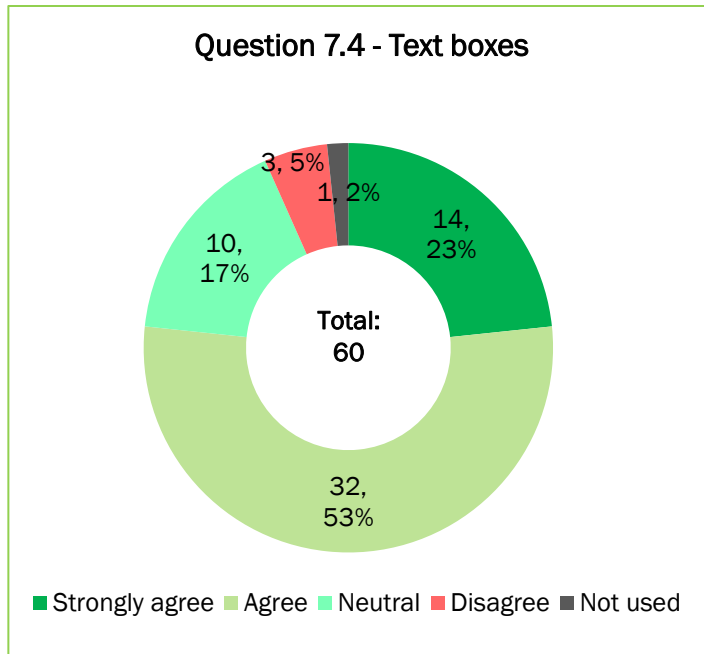


## Comments

*'Was slow at times, especially when trying to open past evidence attachments. I don't like how deleted contacts remain in the listing or how you can't clear duplications that were made in the past to make it look neater'*

*'The help text did not always provide assistance or clarity and in these instances there was a need to contact our analyst for more detailed guidance'*

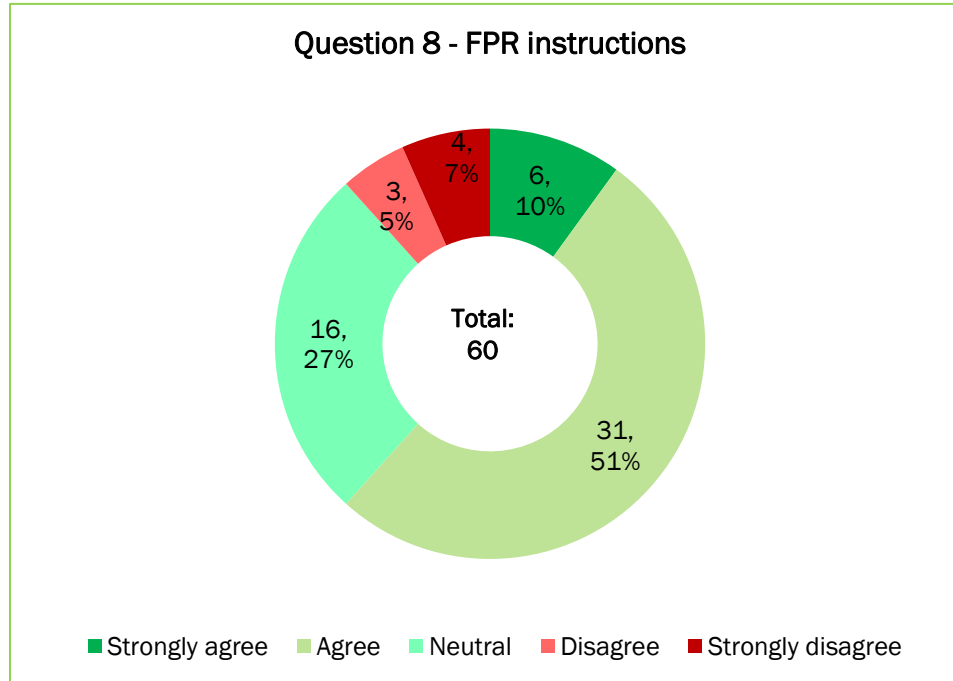
# USABILITY OF CHRIS (CONTINUED)



### Comments

- *'There isn't capacity, or I couldn't see it, to explain why something was evidence against a criteria'*

# FINANCIAL PERFORMANCE REPORT (FPR)

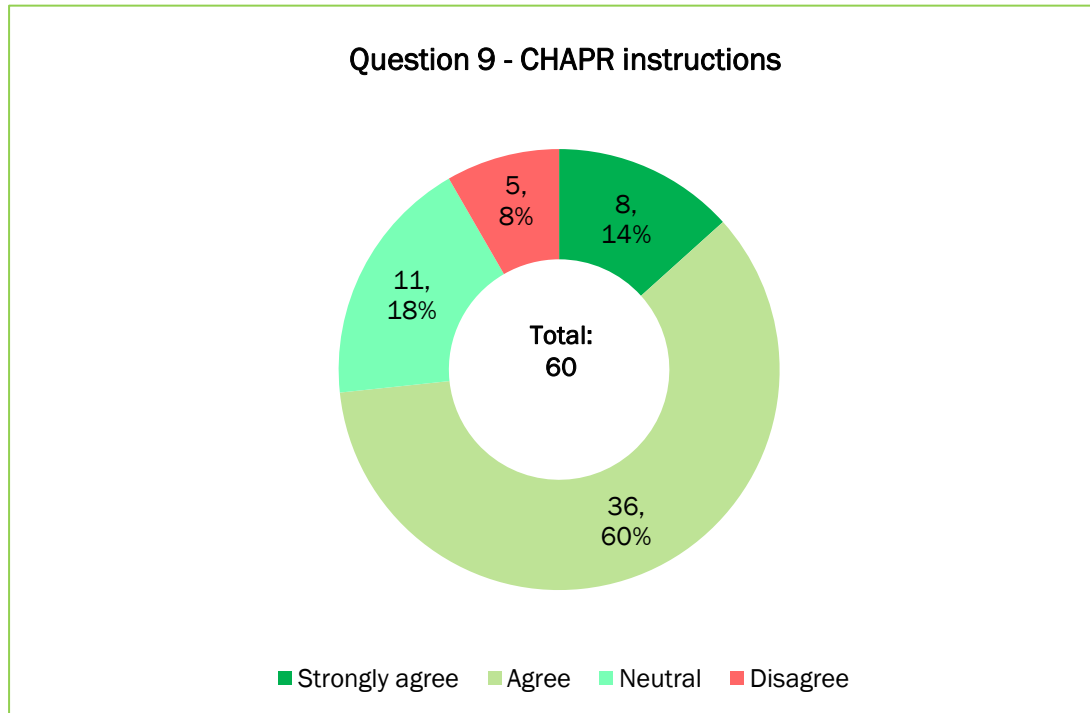


## Comments

- *'Definitions need to be clearer, for example – managed v's owned. Because we are a niche business and a trust account for privately owned properties, this does not fit with NRS reporting'*
- *'We had someone completing the report for the first time and they were able to understand the requirements'*
- *'The financial performance report is confusing and instructions are unclear'*



# COMMUNITY HOUSING ASSET REPORT (CHAPR)



## Comments

- *'Asset classifications (a,b,c,d) are not easily understood'*
- *'Categories of housing and options need more clear definition. They can be confusing'*
- *'Not always clear, needed to call for clarification. Particularly for properties that don't fit clearly within NRS definitions'*

# HOW ARE WE USING THIS FEEDBACK TO IMPROVE OUR SERVICES?

We will:

- Investigate strategies to improve communication and support to providers including the development of CHRIS Quick Reference Guides to assist providers to navigate the system and the scoping of other forms of technology including webinars to disseminate information
- Review and update help text in CHRIS so that providers understand what is required
- Continue to investigate opportunities to improve CHRIS functionality
- Periodically review documentation to ensure it is relevant, helpful and understandable
- Review the information collected in the Financial Performance Report