

News Online is produced by the Office of the Registrar, within the [Department of Housing and Public Works](#), for not-for-profit and local government community housing providers in Queensland. It provides information and updates about the National Regulatory System for Community Housing (NRSCH) as we transition to the new system and ongoing engagement once the system is in place.

March 2016 – Issue 16

Welcome to the March edition of News Online. This edition provides you with information on how you can get involved in the development of Queensland's new Housing Strategy, an update on new entrants, compliance activities and free legal advice.

Get involved – Queensland's new Housing Strategy

We strongly encourage you to play a part in the development of Queensland's new Housing Strategy. This new strategy will establish a holistic vision for housing in Queensland for the next 10 years, from homelessness to social housing, affordable rental and home ownership.

The Queensland Government has now released a discussion paper, *Working together for better housing and sustainable communities*, to help guide a conversation with you about improving housing outcomes and building stronger communities. The discussion paper is available on the Queensland Government's Get Involved website at www.getinvolved.qld.gov.au.

Queensland's registered community housing sector will play an integral role in helping to create and realise a new vision for responsive and integrated housing and homelessness services in our state. The release of the discussion paper is an opportunity for your organisation to share your perspectives, priorities and solutions with the department.

The department is seeking your views on:

- Sustainable communities - building housing and communities that maximise people's economic and social well-being and are sustainable for future generations
- Housing affordability - improving people's access to housing in both the rental and home ownership markets
- Responsive housing system - creating a single, accessible and integrated homelessness and housing assistance system.

There are a number of ways to get involved in shaping the future direction of housing in Queensland.

Online survey on the Get Involved Website: The survey is available at www.getinvolved.qld.gov.au. The survey will take between 5-10 minutes to complete, depending on your responses.

Written submission: You may also respond to the Have your say questions contained in the discussion paper by lodging a written submission via email: housingstrategy@hpw.qld.gov.au or via post: Housing Strategy Team, GPO Box 690 Brisbane Qld 4001.

Submissions close on 20 May 2016.

You can attend a Queensland Government, industry or community engagement session. Session details can be found at www.qld.gov.au/housing.

If you have any questions on the strategy development process you can contact the Housing Strategy team by email at housingstrategy@hpw.qld.gov.au.

New entrants update

In the February edition of News Online, we invited organisations who were considering offering community housing to submit an expression of interest to apply under the NRSCH. We received confirmation from five new entrants wishing to begin the application process.

These new entrants will begin the initial stage of the application process in early April 2016. They will be assessed in the same way as other community housing providers and required to submit documents to demonstrate their capacity to comply under each of the 7 Performance Outcomes.

Registration under the NRSCH is an opt-in process and we will be seeking interest from other organisations wishing to apply at a later date.

For more information regarding the registration process, please visit the [NRSCH website](#).

Compliance activities and FAQ

All registered providers are required to comply with the National Regulatory Code on an ongoing basis. At registration, providers were required to demonstrate their capacity to comply with the Code, which sets out the performance outcome and requirements under the NRSCH. Post registration, registered providers are now required to demonstrate ongoing compliance with these requirements. This process is undertaken through scheduled periodic compliance assessments.

Registered providers are given six weeks to complete a compliance assessment return and attach evidence on the CHRIS portal.

Evidence should consist of:

- up-to-date financial documents,
- asset management plans,
- current business planning documents,
- actions that address any recommendations listed on the registration report,
- any updated or new policies and procedures,
- complaints register and conflicts of interest register.

Further information about the types of documents to be submitted are listed in the [Compliance FAQ](#).

Once the return has been completed and submitted in CHRIS, the analyst will review the compliance return and contact the provider if any required documents are missing and schedule a date for the compliance site visit.

During a site visit, analysts will review a sample of selected documents (e.g. tenant and property files or minutes of meetings), speak with both staff and tenants and observe a board meeting, where possible.

Once this compliance assessment is complete, a Draft Compliance Determination Report will be issued that may include recommendations, observations, or evidence of non-compliance. The provider will then have two weeks to provide feedback on this report. After the provider's feedback has been considered, a Final Compliance Determination Report will be issued.

The Compliance FAQ provides information to registered providers about the frequency and types of compliance assessments, how to prepare for an assessment, what's involved in completing a compliance assessment (including on-site visits) and associated timeframes, contact with the Office of the Registrar prior to an assessment and who to contact for assistance.

The Compliance FAQ is available on the [Office of the Registrar](#) website.

Free legal advice

Not-for-profit Law is a specialist legal service for community housing organisations across Australia, which provides tailored legal information, advice and training. Thanks to the support from philanthropists and law firms across Australia, free legal advice through the Not-for-profit Law Information Hub is now accessible to all 600,000+ not-for-profit organisations in Australia.

The hub covers 12 key topics relating to starting, running and winding down a not-for-profit community organisation including:

- insurance and risk
- reporting to government
- disputes and conflict
- working with other organisations.

You can also access videos on [engaging volunteers](#), [choosing to end an organisation](#) and [working with other organisations](#).

A regular [podcast](#) provides easy-to-understand assistance on various legal challenges facing Australian not-for-profit organisations including updates to relevant laws and regulation, obligations around tax status and board membership, and information on how to properly recruit and classify volunteers and interns.

For more information, please visit the [Information Hub](#) website.

Contact the Office of the Registrar

Website: www.hpw.qld.gov.au/officeoftheregistrar

Email: registrar@housing.qld.gov.au

Phone: 13 QGOV (13 74 68)

Mail: The Office of the Registrar, PO Box 690, Brisbane, QLD 4001.

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