

Regulatory Services News Online

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Department of Housing and Public Works

Best wishes for the festive season

It has been an incredible year for Regulatory Services and the community housing sector with 15 providers registered under the National Regulatory System for Community Housing (NRSCH) and two local governments registered under the Queensland State Regulatory System for Community Housing (QSRSCH).

Thank you all for your ongoing hard work and commitment. We look forward to working with you all in 2017 to increase the long-term viability and confidence of the sector.

From all of Regulatory Services, we wish you a very happy and safe break.

Update on registered providers and local governments

National Regulatory System for Community Housing (NRSCH)

We would like to congratulate the following providers on their recent registration achievement:

- Charters Towers Warringnu Aboriginal and Torres Strait Islanders Corporation
- The Cootharinga Society of North Queensland
- Clifton Housing Association Incorporated
- Gungarde Community Centre Aboriginal Corporation
- Innisfail Youth and Family Care Incorporated
- South Burnett C.T.C Incorporated

These providers now join registered providers from Queensland and other participating jurisdictions on the [National Register](#).

We urge those providers that are registered to make the most of the opportunity to mentor fellow providers undergoing the registration process and to take on a leadership role within the sector, including ownership of initiatives for improving services.

If you have valuable learnings from the registration process that you would like to share with other providers, please email NRS-Housing-Registrar-QLD@hpw.qld.gov.au as we would like to include this information in future editions of News Online.

How do I notify the Registrar of notifiable events?

Registered providers are required to notify Regulatory Services of certain events or incidents that damage, or have the potential to damage, the reputation of the community housing sector.

This includes, but is not limited to, the following:

- a decision to wind up the provider
- appointment of a receiver
- serious or repeated instances of fraud, corruption or criminal conduct
- removal of senior staff such as the Chief Executive Officer, Financial Officer, or board members.

The notification process is simple. If you are a national provider, you can make a provider notification by submitting the [online complaint form](#) on the NRSCH website or emailing NRS-Housing-Registrar-QLD@hpw.qld.gov.au.

If you are a state provider, you can email QLDHousingRegistrar@hpw.qld.gov.au to notify the Registrar.

When completing a provider notification, you should briefly include details such as the date, event, and persons involved. If relevant, you can also reference items in the media such as newspaper magazine articles or advertising and social media posts.

It is important that you inform the Registrar so that appropriate actions can be taken under the *Housing Act 2003*. At the time of compliance, Regulatory Services Analysts will confirm notifiable events are appropriately managed in accordance with registration requirements.

For more information on notifiable incidents/events, view the [Provider Notifications fact sheet](#) on the Regulatory Services website.

Reminder about the extended transition period

The NRSCH transition period was formally extended for non-government providers and local governments by two years to 30 June 2017 and Indigenous local governments and specified Indigenous Community Housing Organisations by four years to 30 June 2019.

It is important to understand that these deadlines mean that you must either be registered or have exited the funded community housing system by those dates.

As it can take upwards from 12 months for providers to exit the system, if you are not registered under the NRSCH, you need to factor this into your decision-making.

You must continue to actively engage throughout the extended transitional period, in order to:

- enable Regulatory Services to come to a decision regarding your organisations application as quickly as possible, and
- allow sufficient time for you to discuss with the department all available options in the event that your organisation does not meet the registration requirements under the NRSCH.

Contact us

Please note, the office will be closed between 26 December 2016 and 3 January 2017.

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

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Phone: 13 QGOV (13 74 68)

Mail: Regulatory Services, PO Box 690, Brisbane, QLD 4001.

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