New reporting requirements

Community housing and crisis accommodation programs

Reviewing providers' reporting requirements

In January 2015, the Department of Housing and Public Works (the department) established a Data and Reporting Review Project. The project was introduced to respond to feedback from the sector about the onerous, inconsistent and duplicative nature of reporting across programs, particularly following the introduction of the National Regulatory System for Community Housing (NRSCH).

The project was established to:

- review the reporting requirements for funded housing and homelessness organisations
- establish a streamlined reporting framework to measure program and contract performance and support investment decisions
- inform organisations of their relative performance against the reporting framework.

The department is also moving to an outcomes-based funding model for all housing and homelessness programs. This will allow us to measure and monitor the service delivery outcomes we have purchased and the outputs we require to be delivered by community housing organisations.

The department reviewed all of the previous reporting requirements across the programs and identified 163 data items were being collected and these were not consistently requested across all programs.

What are your reporting obligations?

Your reporting requirements are detailed in your funding agreements including in funding schedules for funded head lease providers.

For providers funded through leases and capital assistance agreements, the reporting requirements can be found in the Social Housing Program Specification.

These reporting requirements apply to community housing and crisis accommodation programs.

Performance reporting

The biggest reporting change is to the regular program level reporting organisations have been required to submit for each program, such as the monthly Community Rent Scheme or the quarterly Long Term Community Housing Program reporting.

We have now reduced the number of collected data items to 28. Not all data items are required to be reported for all programs. A Performance Reporting Tool will be attached to all contracts to clarify reporting requirements.

How do I submit reports – performance reporting template

The department is developing a performance reporting template, which supports submission, collection and collation of data. This will be sent to all organisations prior to the first performance report being due.

How is the data used and what feedback will I receive?

The department uses data reported by organisations to assess program and contract performance, identify trends within and across programs and inform program reviews.

The department is also preparing a mechanism for providing feedback to community housing and crisis accommodation providers on their performance against funded outcomes.

Transitional housing providers

Under the new Social Housing Program Specification, transitional housing providers must provide the department with a list of all funded transitional housing properties and tenant application numbers for each of the transitional housing programs they deliver.

The department requires this information to generate monthly tenant reports for each of the transitional housing programs. This report will advise the provider of the tenant's current application status, to ensure they are only providing assistance to tenants who remain eligible for transitional and social housing.

This is a new reporting obligation for Same House Different Landlord and Community-managed Housing Studio Units providers. This is also a change for Community Rent Scheme (CRS) providers who previously used the CRS database to report.

The performance reporting template being developed by the department will be the mechanism used by providers to complete this monthly report. To support CRS providers with this change, providers may for monthly transitional housing reporting, continue to use the CRS database as an alternative to the performance reporting template until the reporting period ending 31 March 2016. After this, monthly CRS reporting must be submitted via the new performance reporting template and submission process.

The department is aware that some organisations may use the CRS databases for more than reporting and will continue to provide IT support for the database until 30 June 2016. After this time providers may choose to continue using the database but the department will no longer maintain the database or fund IT support.

When will I be required to implement these changes?

Providers who receive head lease funding under the Crisis Accommodation Program or the Community Rent Scheme will be required to implement the Social Housing Program Specification and Performance Reporting Tool at the commencement of the contract with the first performance report being due in January 2016.

Providers with an existing lease or capital assistance agreement under any of the affected programs will be issued a legal notice giving three months notice. The implementation date will be 1 January 2016 with the first report being due in April 2016.

Transitional housing providers will be required to submit monthly operational reports on properties and application numbers of tenants. For CRS head lease funded providers the first report will be due in November 2015. For transitional housing providers funded through lease or capital assistance agreements the first report will be due in February 2016.

Where can I get more information?

A range of resources are available on the department's website www.hpw.qld.gov.au by clicking on the About us tab, then following the website through to Reports and publications, Forms and templates, Community Housing providers.

The department understands that these are significant changes for providers, and as such additional information to support implementation will continue to be provided.

Providers are encouraged to contact their Contract Manager should they have any further queries.

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