

Queensland State Regulatory System for Community Housing (QSRSCCH)

Navigating the Community Housing Regulatory Information
System (CHRIS)

For use by **local governments**

(Government funded state community housing providers)

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**Queensland
Government**

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Introduction

This document provides guidance to community housing providers completing a registration or standard compliance return using the online regulatory system known as CHRIS (Community Housing Regulatory Information System).

The guide directly aligns with the Queensland [Housing Act 2003](#) and the [Queensland State Regulatory Code](#). It should be read and used in conjunction with other published guides on the Business Queensland website at [State registration for local government community housing providers | Business Queensland](#)

Getting started – Log in

CHRIS will operate on any standard IT hardware and will run on both Mac and PC operating systems. It does not require special software but does require internet access. Salesforce does not support older versions of Internet Explorer. It is recommended that you use either Google Chrome or Mozilla Firefox, which are both freely available on the internet.

The system is accessed through a secure online portal to which providers have a unique log in and password. All information is secure. All local government state-based community housing providers are recognised as being eligible under the QRSCH as a Tier 3 provider which reflects the minimum housing standards of the National Regulatory System for Community Housing (NRSCH). State-based providers must complete an Application for Registration Form (the Return), a CHAPR and the Compliance Assessment online and attach evidence through CHRIS.

CHRIS Portal access

All registration and compliance activities are processed through this online portal.

Providers receive one CHRIS Portal username and password. The provider's username will use the name of the nominated main contact and always be in the following format:

[Firstname.Surname@chris.provider](#) (e.g., [Chris.Cross@chris.provider](#))

The Portal username and password can be shared by the nominated main contact with other staff within the organisation however only one person should be logged on at any one time.

You will receive login details and support materials before you use CHRIS.

Login to CHRIS

To login to CHRIS, go to the **Business Qld website** at [About the state regulatory system for community housing | Business Queensland](#) and select the log in to CHRIS tab

CHRIS – online regulatory system



Figure 1 - image of CHRIS Log in icon

This will open the login screen to enter your CHRIS Portal username and password.

If you are completing a compliance assessment and your nominated main contact remains unchanged from the last assessment, you will be able to log in and access the compliance return using your existing portal username and password. If you cannot remember your password, it can be reset on the login page using *Forgot Your Password?*

Resetting your password

The *Forgot your password* link is located under the log in area as shown in the diagram below. This link requires you to enter your username. Your username is linked to an email address. You will receive an email that contains a link to login and reset your password.

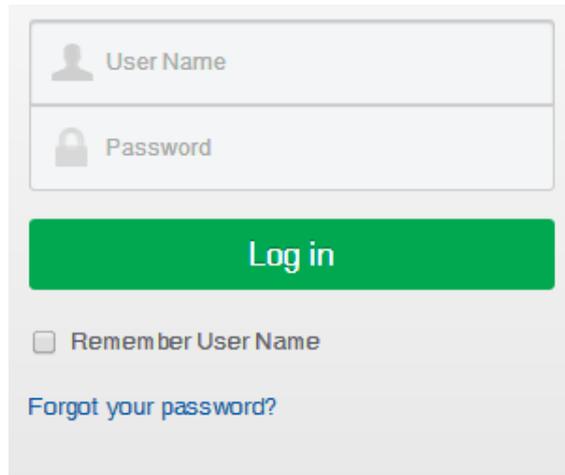
A screenshot of the CHRIS login interface. It features a light gray background with a white login form. The form has two input fields: 'User Name' with a person icon and 'Password' with a lock icon. Below the fields is a prominent green 'Log in' button. Underneath the button is a checkbox labeled 'Remember User Name'. At the bottom of the form, there is a blue text link that reads 'Forgot your password?'.

Figure 2 - image of CHRIS Log in forgot your password

You will receive an email from noreply@salesforce.com on behalf of the Queensland State Regulatory System for Community Housing.

The email contains a temporary link for you to reset your password. **This link is for single use only.** Any future logins should be via the website *Provider Secure login into CHRIS*. When the link is selected, the *Change Your Password* page will open. This is where the new password is entered. Enter and confirm your new password and select 'Change password.'

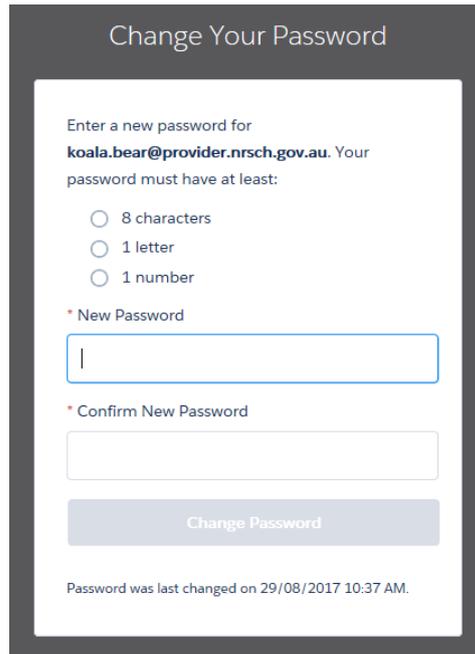


Figure 3 - image of CHRIS Change Your Password

Reminder: use Google Chrome or Mozilla Firefox as your browser. Salesforce does not support older versions of Internet Explorer. You may experience issues with display or functionality if you use Internet Explorer.

If you do not receive any emails from the Registrar’s office, **check your spam or junk mail folders.**

Updating account information

The following page will be displayed when you successfully login. This is your home screen.

The home screen has three tabs across the top of the page, which provide quick access to your account, contacts and returns. Returns include:

- your registration application
- any previously completed compliance returns
- the current ‘open’ compliance return.

For ease of use, the system features a pop-up left side menu which you can access by clicking on the small arrow icon on the left of the screen:

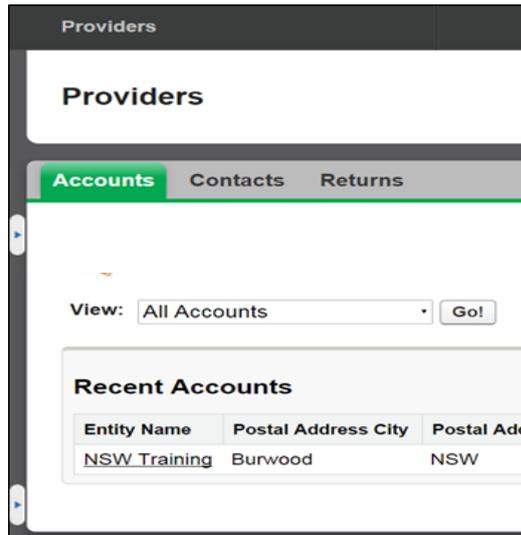


Figure 4 - image of CHRIS account selection

Clicking on the small arrow will show a menu with recent items, messages and alerts and help links. The recent items are helpful as they enable the user to visit links, they have previously accessed via only one mouse click instead of having to navigate through the system.

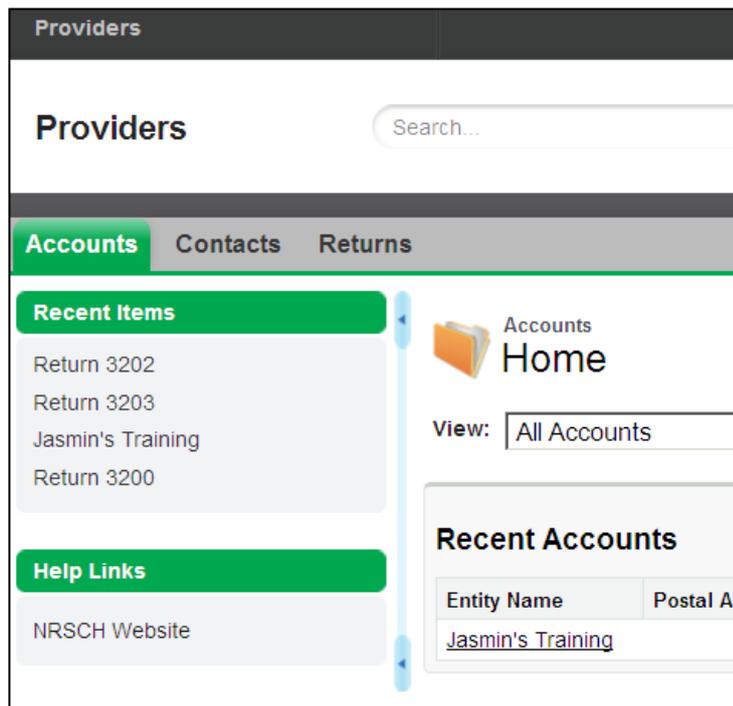


Figure 5- image of CHRIS recent item's function

Accounts tab

The first tab on the home screen is Accounts. This tab shows the provider's entity name. If you do not see the name of the provider's account, choose the 'All accounts' and click the 'Go!' button.

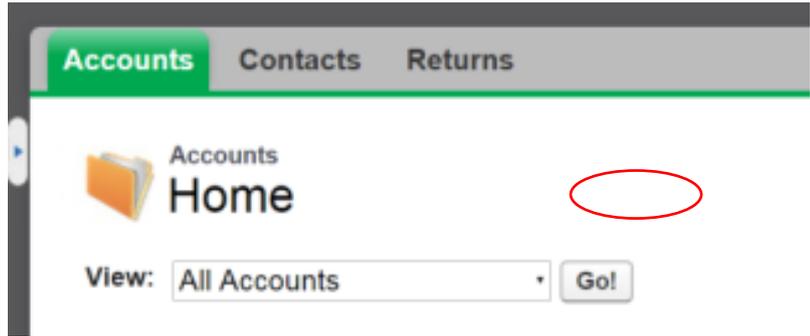


Figure 6 - image of CHRIS view all accounts function

The nominated main contact has ongoing access to CHRIS to enable them to keep the provider’s details up to date on the account page. This includes entity details, main activities, main clients, ACNC information and the provider’s address. Some details like jurisdiction detail, compliance detail and current enforcement action cannot be changed by you and will be updated by the system based on information submitted.

The latest performance metrics will show the most recent financial performance metrics and some non-performance metrics taken from your latest regulatory assessment.

Editing provider (account) details

To view the account details, click on the ‘Entity name.’ Once clicked it will take you to the window below.

To edit account details, click on the ‘edit’ button as shown below.

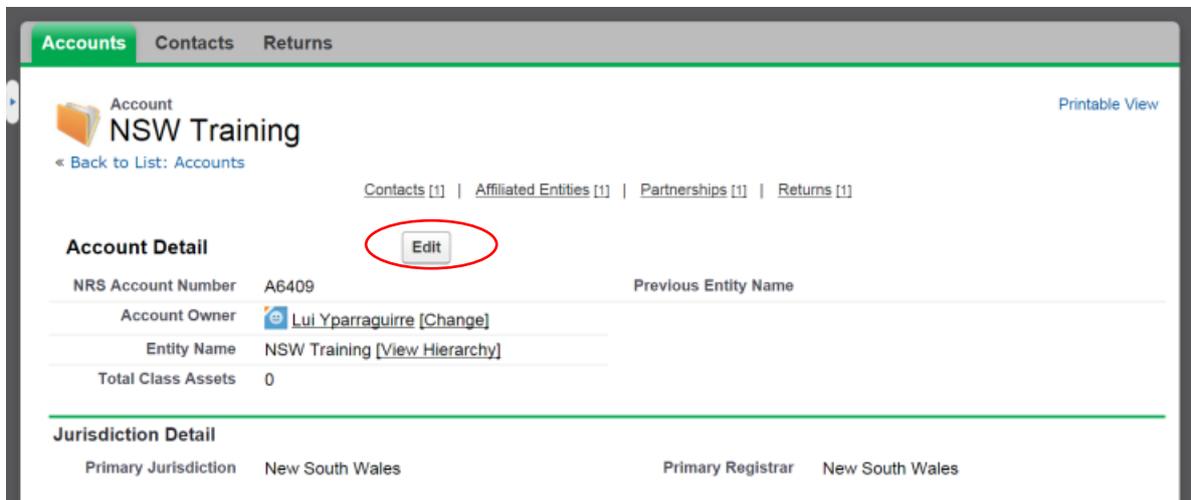


Figure 7 - image of CHRIS account page edit function

Once selected, the section headings (such as account information and jurisdiction detail as seen below) will be highlighted in green to signify a user is in *edit mode*. Whilst in this screen you will be able to fill out the required sections.

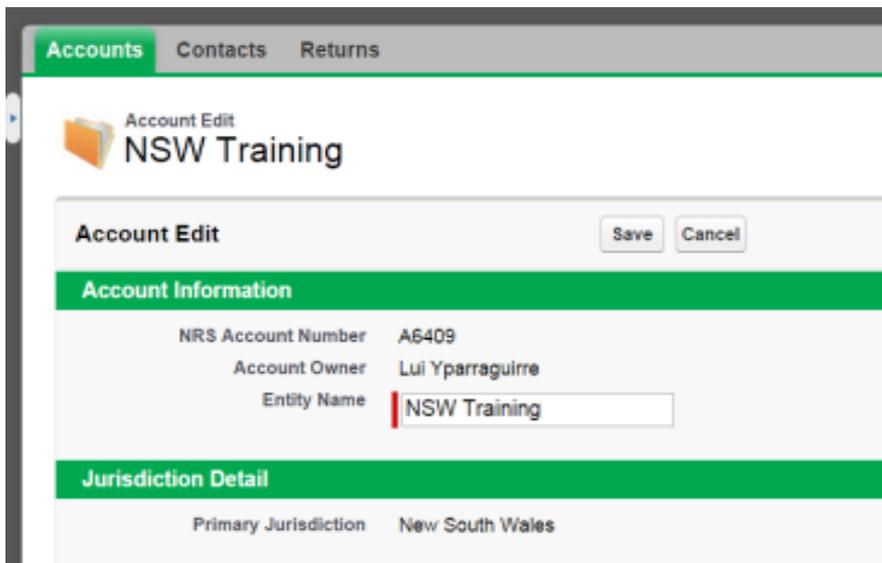


Figure 8 - image of CHRIS

To save changes click the 'save' button on the edit page. It is recommended that users save whenever they are entering new data changes as work may be lost if the tab or browser is closed.

Navigate through the system by using the 'back to list' link to the top of the screen by clicking on the account name, return number or contact name, rather than clicking the back button on the browser. Pressing back will return you to the last completed action and start an endless loop or result in work being lost.

Parts of the account can be edited individually. This can be done on the *Account* page, or a *return* by double clicking on the small pencil icon to the right of the editable fields on the account.

Double clicking on the pencil icon will enable you to edit that field of the account without needing to enter edit mode as shown above. However – double clicking the pencil icon will only enable a user to edit that field. Click on the 'save' button once editing is completed or before you move to another page.

Contacts, affiliated entities, and applications

On the account page there are four links: Contacts, Affiliated Entities, Returns and Partnerships. Clicking on these links, directs you to the specific field which is at the bottom of the page where an item can be selected. Moving the cursor over these links pops up a box with further information and allows access to edit or view the same information.

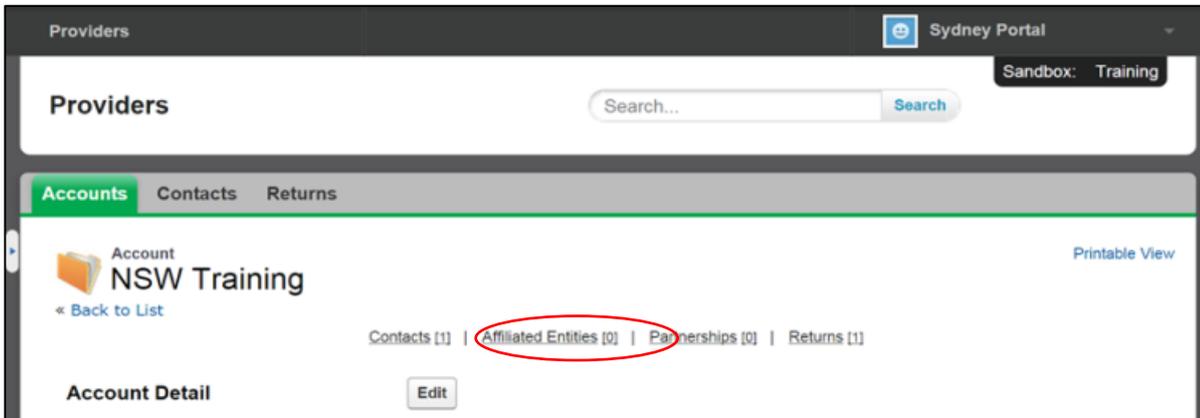


Figure 9 image of CHRIS affiliated entity's function

You can click on these links directly to create a new record or edit an existing record. These links are also viewable by scrolling down to the bottom of the page.

Contacts

The link provides information on contacts associated with the provider's account. Users can create a new contact by selecting the 'new contact' link or edit an existing one.

You can edit most of the fields except for the name. Contacts should include key persons in the organisation. You can add as many contacts as you like however only one person must be nominated as a contact person. All correspondence and enquires through the system (CHRIS) will be sent to the nominated contact person.

Contacts cannot be deleted from the list. You can edit some of its fields but not the name. The Contact link is also available via the Contacts tab on the top of the page on the home screen.

Affiliated entities

The 'Affiliated Entities' link is where all affiliated entities are listed.

You can create a new entry or edit details about an existing affiliated entity listing by selecting the 'New Affiliated Entity' button.

Affiliated Entities						
Action	Affiliation	Affiliation Type	Affiliated Entity Name	Affiliated Entity ABN	Affiliation Commenced	Affiliation Ended
Edit	Affiliation 0283	Subsidiary	ACT Training	44 000 000 111	16/09/2015	16/09/2016

Figure 10- image of CHRIS create new affiliated entity function

Partnerships link

Details on certain partnerships need to be submitted as part of the return and these are recorded on the account page.

Partnerships			
New Partnership			
Action	Partnership Name	Partnership Type	Date of commencement
Edit	ABC Company	a) Outsourced Service Partnerships	16/09/2015

Figure 11 - image of CHRIS create new partnership function

The partnerships section of the Return lists all the partners that have an agreement with the provider. This may be an outsourced service, formal support, development agreements or community engagement partnerships. Details on the types of outsourcing arrangements which are required as part of the return are explained in more detail in the return itself. The screen shot below illustrates the options available.

New Partnership Select Partnership Record Type

Select a record type for the new partnership.

Select Partnership Record Type

Record Type of new record

- a) Outsourced Service Partnerships
- a) Outsourced Service Partnerships**
- b) Formal Support Partnerships
- c) Development: Engagements, Contracts and Agreements
- d) Community Engagement Partnerships

Figure 12 - image of CHRIS partnership record type function

Click on the 'New Partnerships' button to create a new line. When you click on the 'New Partnership' button, you will be directed to a page where you can enter further information.

Some providers have many support partners. You only need to record those support partners whose size and significance are such that you consider them to have a material influence on your performance outcomes.

Deleting contacts, affiliated entities, and partnerships

Providers cannot delete entries that have been created and saved.

Where an affiliated entity or partnership is no longer in place then they cannot be deleted but the arrangement can be edited to show its end date

Where an existing contact has left the provider, you can edit the entry to show they are no longer associated with the organisation.

If a contact, affiliated entity, or partnership was created in error (e.g., a duplicate entry was made) you should contact your assigned analyst who will organise for the entry to be deleted.

Completing a return

This section provides information about completing your registration or compliance return. Unlike registration a compliance return is submitted in one part.

Return links

The 'Returns' link is where all the provider's returns (including their registration application) are listed, previous and current.



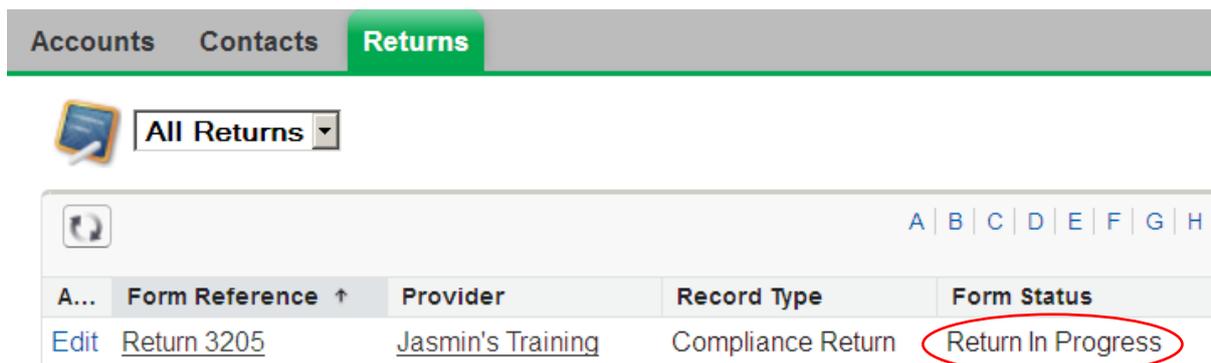
Action	Form Reference	Form Status	ETF Start Date	ETF Due Date	Return Start Date
Edit	Return 1367	Scheduled	13/11/2013	20/11/2013	4/12/2013
Edit	Return 1391	Scheduled	13/11/2013	20/11/2013	4/12/2013

Figure 13 - image of CHRIS page showing all provider returns

As can be seen above, hovering over the 'Returns' link will show the form reference, the return start and due date and the record type. The returns link is also accessible via the returns tab on the top menu. Clicking on the return number will open the return.

Completing the return

Click on the Returns tab then select the return to be edited or completed. The relevant return will have the form status 'return in progress.'

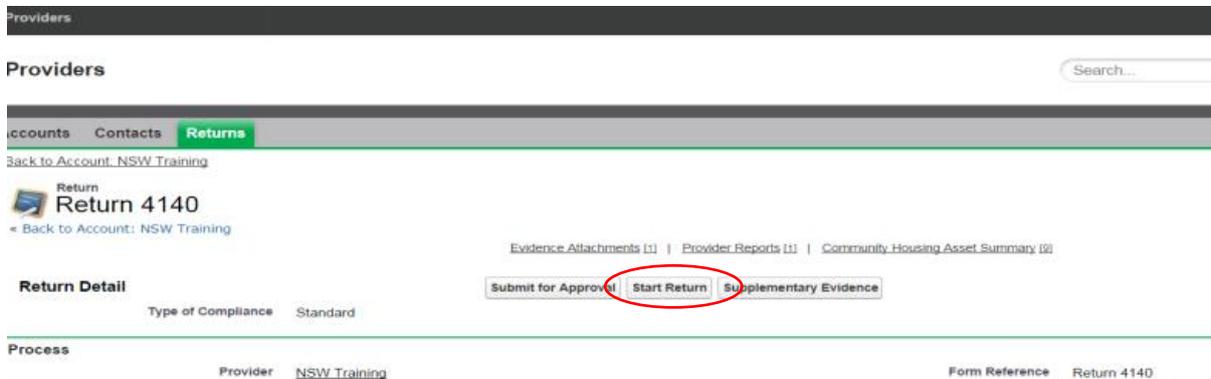


The screenshot shows the top navigation bar with 'Accounts', 'Contacts', and 'Returns' (highlighted in green). Below it is a dropdown menu for 'All Returns'. The main content area shows a table with columns: 'A...', 'Form Reference', 'Provider', 'Record Type', and 'Form Status'. The 'Form Status' column for 'Return 3205' is circled in red and contains the text 'Return In Progress'.

Figure 14 - image of CHRIS showing return form status

Once open the screen will show the timetable for submitting the return.

To start the return, click on the 'Start Return' button at the top of the return page.



The screenshot shows the 'Return Detail' page for 'Return 4140'. At the top, there are navigation tabs for 'Accounts', 'Contacts', and 'Returns'. Below the tabs, there are buttons for 'Submit for Approval', 'Start Return' (circled in red), and 'Supplementary Evidence'. The 'Start Return' button is highlighted with a red circle.

Figure 15 - image of CHRIS start return function 15

This will take the user to the first page which provides instructions about completing the Return including where to seek assistance, saving the document and the metrics. There will be 11 pages to complete in a standard return.

Introduction page

This page provides a summary on how to fill out and complete the Return. It is important that you read the Introduction page before moving to the next page. Once done reading the Introduction page, you may click on the 'Next' button or choose from the drop-down menu on the top of the page. You may do any of the Performance Outcomes at any time.

Core document page

When completing the registration return or standard compliance return, you will need to attach what are described as 'core' documents as supporting evidence.

As with the edit screen for the account details, the page headings in this screen will be highlighted in green. To move forward click in the return on the 'next' button. Page Two provides you a checklist of the core documents that should be attached.

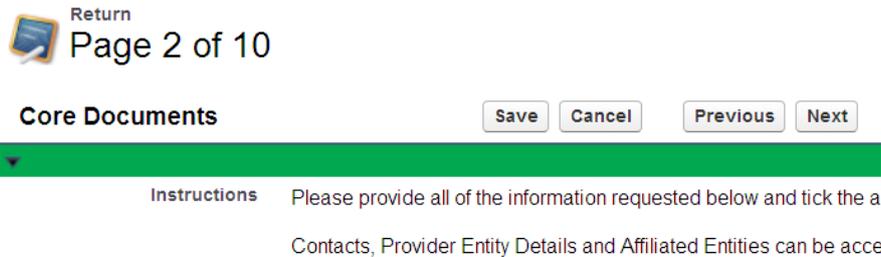


Figure 16 - image of CHRIS core document page

As noted earlier the provider’s account page should be kept up to date between assessments but the Return provides a reminder to check and edit the details at this point. Check the boxes once the account details are confirmed as correct.

1. Chair or equivalent 	<input checked="" type="checkbox"/>
2. Public Officer or equivalent 	<input checked="" type="checkbox"/>
3. Treasurer	<input checked="" type="checkbox"/>
4. Chief Executive or equivalent	<input checked="" type="checkbox"/>
5. External auditor	<input checked="" type="checkbox"/>
Provider entity details checked	<input checked="" type="checkbox"/>
Affiliated entities checked	<input checked="" type="checkbox"/>

Figure 17 - image of CHRIS core document checklist

The *Core Documents* page lists the core documents the provider must attach to a registration or standard compliance return. This is general information and for general guidance only.

A *Provider Self-Assessment Tool (PSAT)* will also be provided to you when you begin your return. The PSAT provides further guidance on the evidence requirements specific to your organisation.

You can attach the evidence at this point or as you are completing the relevant performance outcome page of the return. However before submitting the return check:

- the boxes to indicate all the required documents have been attached
- the core documents completed box at the foot of page 2.

Attaching evidence

Evidence needs to be uploaded to the return as part of the registration and compliance process. Once you click on 'Start Return' they will see the *Add Attachment* link at the bottom of the page.

To attach the necessary evidence required for the return, click on the 'Add Attachment' button at the bottom of the return. This will only be visible after the Introduction page and the return is editable.

▼ Evidence Attachments
Add Attachment

Evidence	Performance Outcome	Performance Requirement	Addi
Del EV27123	Performance Outcome 1	Performance Requirement 1a	

Save Cancel

Figure 18 - image of CHRIS add attachment function

Clicking on the 'Add Attachment' button will launch the evidence attachment page.

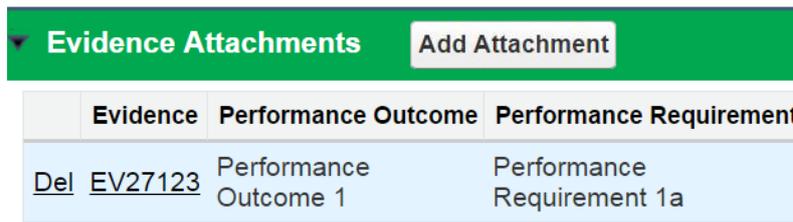


Figure 19 - image of CHRIS with evidence attached

Evidence successfully attached will appear at the bottom of the return.

The system allows a maximum of three (3) evidence or supporting documents to be attached at one time

You should indicate which performance outcome and performance requirements the core documents meet. Additional information is available in the Evidence Guidelines.

The relevant Performance Outcome and Performance Requirement should be selected for each evidence attachment. Additional related performance requirements should also be selected if the evidence attachment is being submitted as evidence of compliance or capacity to comply with multiple performance outcomes. Any number can be selected.

You may put in a description of the evidence attachment on the 'Comment' field section. A clear description will assist the Analyst when assessing the return but will also assist you in ensuring all necessary evidence has been attached prior to the submission of the return.

Once you have selected the Performance Outcome and Performance Requirement that the evidence attachment relates to, clicking the 'browse' button will allow the user to select the file they wish to attach from their computer. Clicking on the 'attach' button will then attach the document to the system.

A provider can view the evidence they submitted as part of a previous assessment by opening the relevant return. There is no need to resubmit evidence that remains identical but if the provider does do this, they should ensure their return clearly specifies where and what this evidence is on their new return.

Performance outcome page

Each performance outcome has its own page (pages 3-9) which includes data fields you will need to complete. The performance metrics will be automatically calculated by the system based on the figures reported by the user. The metrics will be displayed after you have clicked the 'Save' button. The data is identical on the registration and compliance return.

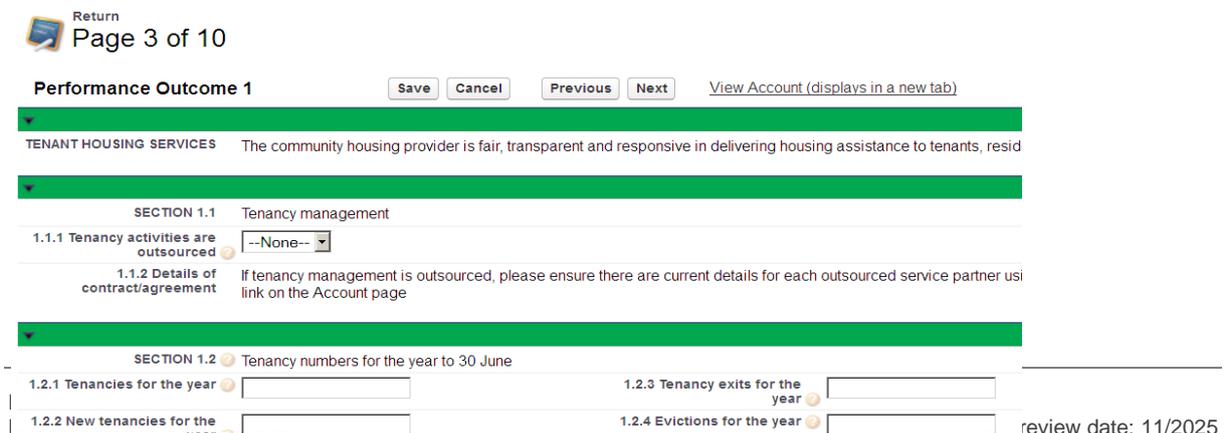


Figure 20 - image of CHRIS data entry fields

The Guide to completing your return and Evidence Guidelines contain useful information about data definitions which remain identical for registration and compliance. If you need assistance filling out the return, there are also question marks in yellow circles throughout the return which provides further information and definitions when you hover the cursor over them.

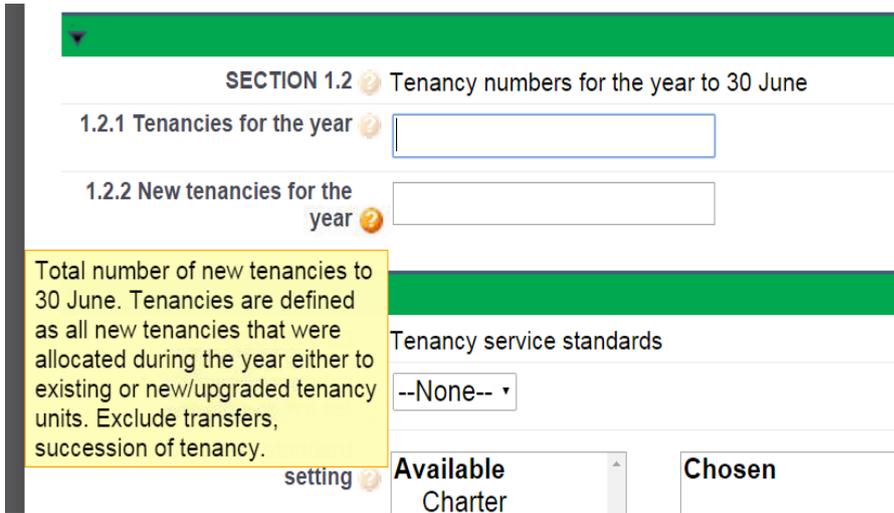


Figure 21 - image of CHRIS hover for help functionality

There are fields on the return that require you to select a box if the answer is no. For example, in *Performance Outcome 2, Section 2.4a* if your organisation has not had any property development you would select the box. Succeeding sections (2.4.1 up to 2.4.6) are not required to be completed and must be left blank.

If Section 2.4a is left blank it means that your organisation has engaged in property development in which case, you are required to complete the section 2.1.1. up to 2.4.6.

You must tick *Performance outcome (x) completed* when you have uploaded all necessary evidence relevant to each performance outcome. Ensure you have attached any documentation you wish to use as supporting evidence, linking the evidence to the performance requirement. If you have not completed the performance outcome or you are planning to add more data at a later stage, please do not tick the box.

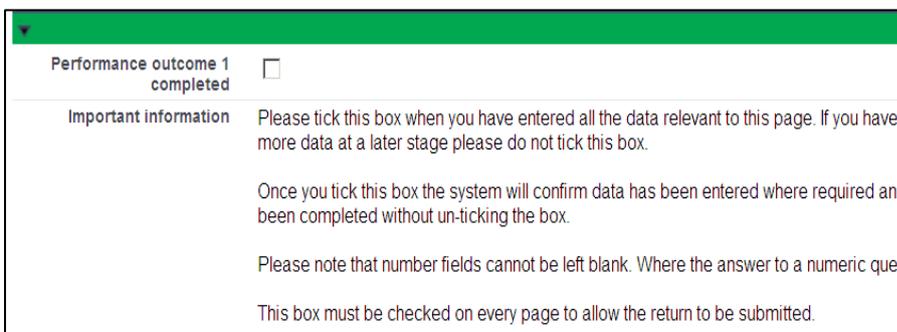


Figure 22 - image of CHRIS data entry completed tick box

Evidence you have successfully attached to the return will be visible at the bottom of each page. Additional performance requirements can be added to an existing piece of evidence by clicking on the number of the piece of evidence you wish to edit.

The *Previous* and *Next* buttons will automatically save data on that page and will take you to the next or previous page. If at any point you wish to stop completing the form or return to the overview page, pressing 'Save' then 'Cancel' will return you to the overview page.

Responding to previous recommendations or observations

If the Registrar made recommendations to the Provider in their last regulatory assessment these will be visible on the relevant performance outcome page(s). In addition to providing relevant documentary evidence, you have taken to address these recommendations; a comments box is available to explain in detail. If action has not been taken or only partially completed, you can also use this comments box to explain. If you consider that the recommendation is no longer relevant during compliance, then an explanation of the circumstances is necessary. Such explanation needs to be supported by an appropriate documentation.

The *Provider Self-Assessment Tool (PSAT)* also lists any recommendations which need to be addressed and should be completed with how you have addressed the recommendation and list the supporting evidence.

Example:



Figure 23 - image of CHRIS text field for action taken to implement recommendations

Metrics included in the return

Once data has been entered and the 'Save' button is pressed the system will calculate metrics at the bottom of certain performance outcomes. The data from provider's last assessment will be displayed and you are encouraged to compare and explain any significant differences.

The help icons next to each metric indicate how these metrics are calculated, and traffic lights will appear if data is outside the target range. Further information is available in the [Metrics Information Guide for State Providers](#) on the Business Queensland website.

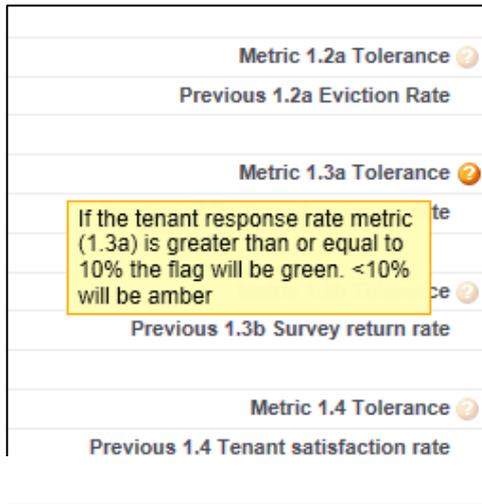


Figure 24 - image of CHRIS metric calculations

A red or amber traffic light indicator does not mean the provider has ‘failed’ a performance requirement or outcome – instead, it indicates that the data does not meet the target range and the provider has the option to provide an explanation in the comments field for each outcome’s metrics.

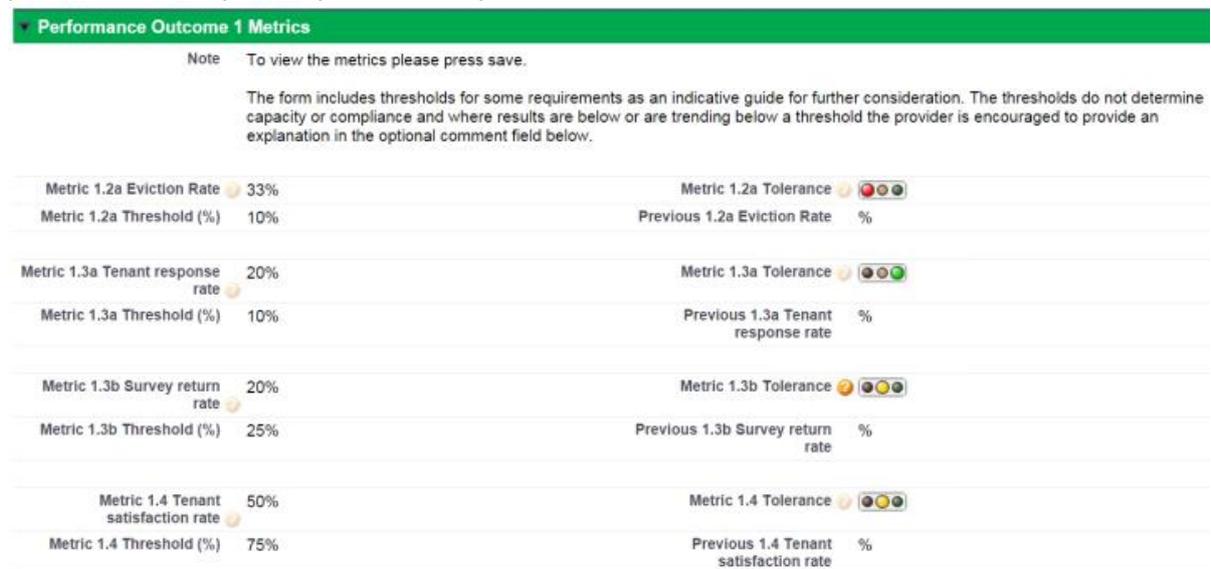


Figure 25 - image of CHRIS metric traffic light function

There is opportunity for comment on any information or evidence provided in the performance outcome comments box at the foot of every performance outcome page. Providers are encouraged to make comments when the performance metric is showing red or amber.



Figure 26 - image of CHRIS metric comments field

Consent, authorisation, and declaration

This is the final page to complete the return. On this page you will be asked to answer yes or no on the Consent, Authorisation and Declaration fields.

Figure 27 - image of CHRIS consent, authorisation, and declaration function

Once this page has been completed, you may tick the 'Ready to Submit' form box. This means that the return is now complete and can be submitted to the Registrar for assessment. It is essential that performance outcomes are marked as completed, otherwise an error will prompt you that the Return is not yet ready to be submitted.

After selecting the 'Ready to submit form,' you may click on the 'finish' button.

Figure 28- image of CHRIS ready to submit tick box

Once finish is selected you will be taken to the Return home screen, as shown below. Clicking on the 'finish' button will save the return and an overview of the entire return will be available.

The Return may still be edited at this point. This means you can change any data you have reported on in the Return.

Once all necessary data has been provided and all required evidence has been attached an overview can be printed for your records and/ or your Board. Click on the 'Printable View' link on the top right-hand side of the return overview.

Submitting the return

Before submitting the return, please ensure that

- all data fields are complete,
- all required evidence is attached for each of the performance outcome, and
- any changes made to the Community Housing Asset Performance Report (CHAPR) have been saved and the CHAPR completed box has been ticked.

Then click on the 'Submit for Approval' button to submit the return to the Registrar.

If there are difficulties submitting, ensure that the performance outcome completed boxes are ticked at the bottom of each page and that the 'Ready to Submit' tick box has been completed. When in the overview this is at the top right-hand side of the form.

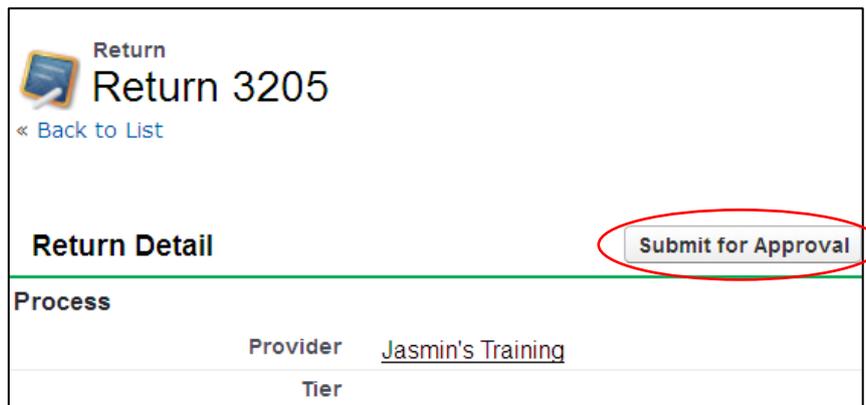


Figure 29- image of CHRIS submit for approval button

If you attempt to submit the return without completing the required fields on the return, an error message will prompt on your screen. This may be a result of not making an entry where an entry is required or entering a letter in a numeric field. If an error message is shown follow the instructions in red on your screen to remedy the issue before trying to submit the form again.

When you have clicked the 'Submit for Approval' button, a window will pop up reminding you that once the form is submitted, you will be unable to edit information on the return:

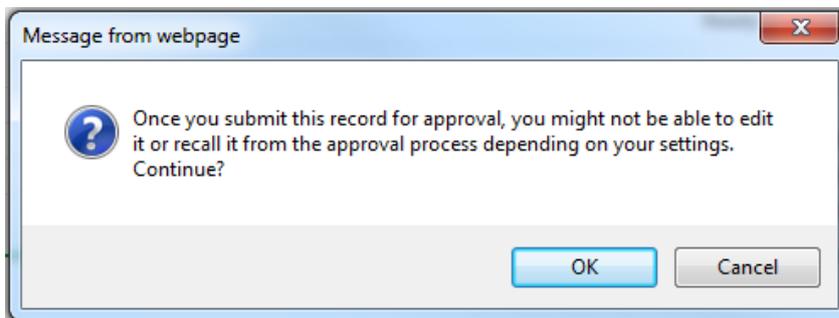


Figure 30 - image of CHRIS submit for approval verification

Once you have clicked 'OK' the Registrar's Office will be automatically notified that the return has been submitted. At this point, the return becomes locked as represented by the lock icon on the left of the edit button. You are now unable to edit the return.

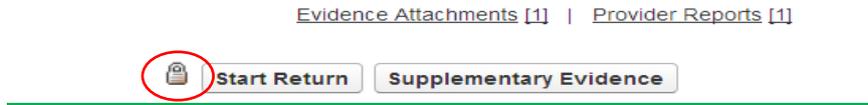


Figure 31 - image of CHRIS padlock for closed returns

You will receive an email to confirm the return has been successfully submitted. If the application needs to be modified, please contact your Analyst.

After the return is submitted

Your assigned Analyst is notified that the return has been submitted. The assessment will then commence.

The Analyst will carry out an initial check to ensure the return has all the supporting evidence, essentially the core documents attached and that the return appears to have been completed in full.

If information is found to be missing your Analyst will send an email listing the additional information required. Also, the Analyst will unlock the return to allow you to resubmit with the missing evidence through the portal. The additional evidence should be attached in the portal following the same process when completing the return.

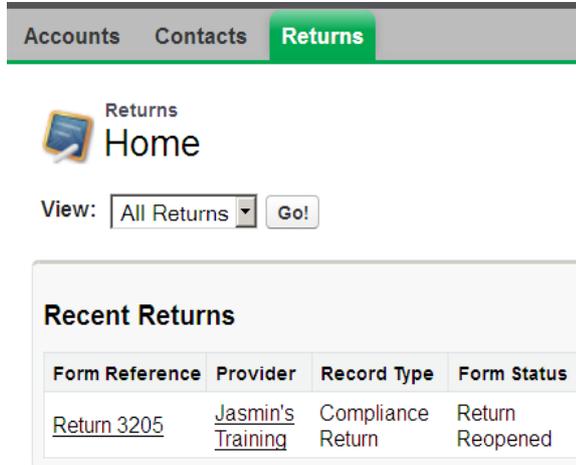


Figure 32 - image of CHRIS return reopened status

To access the return, you will need to click on the 'Start return' button then the 'Add attachment' button. See 'Evidence attachment' above for procedure. To submit the return once you have attached the missing evidence or corrected the return follow the instructions given earlier.

[Evidence Attachments \[1\]](#) | [Provider Reports \[1\]](#)



Supplementary evidence

If you are asked for additional documentary evidence, you will be asked to submit it using the 'Supplementary Evidence' button at the top of the return.

This will take you to the page below where you can add evidence specifying the performance outcomes and requirements it covers. The process for upload is identical to that which you carried out when completing the registration or compliance return.



Evidence Attachments Add Attachment				
Evidence	Performance Outcome	Performance Requirement	Additional Related Performance Reqs	Filena
EV8910	Performance Outcome 1	Performance Requirement 1a	Performance Requirement 1a	TEST Sprea

Figure 33 - image of CHRIS add evidence attachment button

Release of Draft Determination Outcome

Once the assessment is complete you will receive an email notifying you that the draft compliance determination has been completed and the draft compliance determination report is available. You will need to log into the system to access the draft compliance report.

Providing feedback

You will have two weeks from the date the email was sent to comment on the determination through the portal. To provide feedback on the draft compliance determination you will need to click on the link in the email notifying the provider that the compliance report is available or, log in to CHRIS, navigate to the returns tab, click on the returns reference number, and click the 'provider reports' link at the top of the screen.

[Evidence Attachments \[1\]](#) | [Provider Reports \[1\]](#) | [Community Housing Asset Summary \[9\]](#)



Figure 34 - image of CHRIS provider reports link

Clicking on the provider report number will show the Provider Report screen.

Click on the 'Edit' button. This will allow you to submit comment on the determination. Once comment has been made, tick the 'Feedback completed' check box and click the 'Save' button.

If the provider wishes to submit additional evidence during the feedback stage, they should attach it to their Return as supplementary evidence. Do not attach it to the provider report section. This ensures that all evidence documents submitted are held in the one location (the Return) for future reference if needed.

Once comment is made and any necessary supporting evidence uploaded, you should click the 'Submit for Approval' button to send comment and evidence to the Registrar's Office.

Release of Final Determination Report

The release of the Final Determination Report signifies that the compliance process is now completed. You will receive an email from your assigned analyst advising that the Final determination report is now available on the Provider's report page in the portal.

More Information

For further information on the QRSCH for local governments please visit:

<https://www.business.qld.gov.au/industries/service-industries-professionals/housing-accommodation/community/registration/state>

The Queensland Registrar, Regulatory Services, Department of Housing and Public Works can be contacted by:

Email: QldHousingRegistrar@housing.qld.gov.au

Phone: (07) 3013 2666

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