

Annual Statement of Performance 2022 -2023

September 2023



Acknowledgement of Country

The Registrar of Community Housing acknowledges the Traditional Custodians of the lands where we work and live, and we pay respect to Elders past and present. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

Annual Statement of Performance 2022 -2023

This report details our work in regulating Community Housing Providers with a NSW remit under the National Regulatory System for Community Housing (**NRSCH**) and the NSW Local Scheme (**Local Scheme**).

Published by Registrar of Community Housing

<https://www.rch.nsw.gov.au>

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Registrar's Message

1.1 Registrar's Message

I am pleased to present the NSW Registrar of Community Housing's Annual Statement of Performance for 2022-23 under the National Regulatory System for Community Housing (**NRSCH**).

This report presents insights into the performance of our office ensuring a well-governed, well-managed and viable community housing sector in line with the objects of the *Community Housing Providers (Adoption of National Law) Act 2012* (NSW), (**National Law**).

We have experienced substantial growth in the number of enquiries and applications for registration from organisations seeking to become community housing providers (**CHPs**) compared with previous years.

There are now more than 200 CHPs registered in NSW. We have received a higher volume of calls and online enquiries and created more cases than ever before.

Our compliance program has remained steady, with more than one hundred assessments undertaken from 1 July 2022 to 30 June 2023, the reporting period. As well as meeting projected deliverables, we continue to build on our existing capabilities and adapt our regulatory approach to ensure effective oversight while reducing regulatory burden as new housing models and programs of work are implemented.

Our office has worked closely with the Aboriginal Housing Office (**AHO**) to build the capacity of Aboriginal Community Housing Providers (**ACHPs**) seeking registration, and with those already registered to align with the AHO's Registration Policy.

We have engaged with and registered a number of organisations providing refuge for women and children escaping domestic and family violence.

Existing CHPs continue to explore growth opportunities, including development, necessitating the creation of Special Purpose Vehicles (**SPVs**) to attract non-government investment and to ring fence the risk for specific projects. We are looking closely at how to streamline the registration of a rapidly increasing number of SPVs.

We anticipate that the Housing Australia Future Fund (**HAFF**) with its expected 30,000 new social and affordable housing properties to be built over a 5-year period will dramatically increase the number of registered community housing providers.

Based on our submissions to the Department of Planning and Environment (**DPE**), DPE now notifies our office of all affordable housing development applications as well as ensuring that the Ministerial Affordable Housing Guidelines apply to *State Environmental Planning Policy (Housing) 2021* (**Housing SEPP**) projects, extending their reach to for-profit developers, rather than just government funded entities.

Our office also undertakes the registration and compliance work on behalf of the NRSCH Registrars of the Northern Territory and Tasmanian jurisdictions.

Our office has completed its Constitutions campaign ensuring that there is a valid wind-up clause in all CHP constitutions, whether under the National Law or the Local Scheme.

We conducted an analysis of the potential impact of rising interest rates on the community housing sector and found the sector is performing well with adequate operating cash flows and equity to manage current interest rate increases.

Following the review conducted by the Australian Charities and Not-for-profits Commission (**ACNC**) on the reporting obligations for small, registered charities that meet specific criteria, our office has implemented a reduced regulatory measure to assist this small cohort of providers with their compliance reporting.

Our community housing provider survey indicates a need for an updated nationally based IT system that is more user friendly.

Project summaries of some of the key work that our office has completed this reporting period are outlined in this report. We hope these demonstrate the types of assurances that a good regulatory framework can provide for tenants, CHPs, government and investors.

I extend my gratitude to registered providers and their supporting partners, industry peaks and the Housing Agencies for the significant contributions made to delivering safe and secure housing for the people of NSW. As always, I welcome feedback on this report and our performance.

Chris Valacos

Chris Valacos

NSW Registrar of Community Housing

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Spotlights

2.1 Affordable Housing Developments

The *State Environmental Planning Policy (Housing) 2021 (Housing SEPP)* requires, amongst other things, that affordable housing and boarding houses developed under the Housing SEPP are managed by CHPs. The NSW Affordable Housing Ministerial Guidelines apply to all affordable housing developed under the Housing SEPP, whether by for – profit or not-for profit organisations. We have established a process whereby the DPE notifies our office of all affordable housing development applications to ensure that a CHP manages the affordable housing.

The notifications from the DPE to our office include information on the site address, development type, approval dates, number of dwellings classed as affordable housing and the details of the proposed managing CHP. An internal framework for monitoring compliance with the Housing SEPP and Affordable Housing Ministerial Guidelines has been developed.

The Australian Government announced a commitment of \$10 billion in funding with an aim to build 30,000 new social and affordable properties in five years as part of the proposed HAFF. Whilst the *Housing Australia Future Fund Bill 2023* is yet to be passed in parliament, should the HAFF commence, it is expected that new enquiries and registrations will increase substantially. The Registrar’s office is exploring options to manage the anticipated influx of new registrations and build capacity to regulate the sector efficiently.

2.2 Special Purpose Vehicles (SPVs)

Registered CHPs are increasingly setting up subsidiary or affiliated entities known as SPVs. This structure is common amongst larger CHPs to diversify their risk during development. In some cases, the SPVs retain ownership of the community housing asset and outsource the management of tenancies to the parent CHP.

The key reason for the growth of SPVs, which are of course CHPs, is to ring-fence debt risk. A key driver is that SPVs are favoured under some lending models and institutional investors. SPVs stimulate the growth of the sector as well as increase registration enquiries and applications.

The Registrars’ Forum, comprising Registrars from participating jurisdictions of the NRSCH, have appointed a working group with a view to developing a common framework for registering and monitoring compliance of SPVs.

It is anticipated that SPVs will play an increasingly significant part in the development of social and affordable housing under the proposed HAFF and other government initiatives.

2.3 Reduced Regulatory Burden Project

The Australian Charities and Not-for-profits Commission (**ACNC**) has reviewed its reporting obligations for registered charities. Small charities with a total revenue of <\$500,000 are no longer required to submit an annual financial report.

Our office conducted an analysis which found that there was no material impact of the new ACNC requirements on our activities and there was merit in adopting the same approach to reduce the regulatory burden for this cohort under the NRSCH.

As a result, CHPs that have 10 or less community housing assets, or a total revenue of <\$500,000 may no longer be required to submit a Financial Performance Report as part of their compliance assessment and will only be required to submit financial statements.

Our office may still request that a Financial Performance Report be submitted where the assessment warrants it. In these cases, we will notify the CHP of this request as required by section 15(2)(e) of the National Law.

It is hoped that this approach will lead to improved efficiencies in reporting and reducing the time it will take to prepare and complete an assessment.

2.4 Community Housing Asset Definition

The Registrar is often asked by CHPs for an opinion on whether a particular property is classed as a “community housing asset”. In March 2023, our office released a fact sheet representing the Registrar’s view of the meaning of “community housing asset” under the National Law and the NRSCH respectively.

While the fact sheet is not a legal opinion or advice, it is a practical guideline which aids in differentiating between the statutory definition and the NRSCH definition of a “community housing asset”. Commentary has been provided regarding the interpretation of the statutory definition of a “community housing asset” which includes vested land, land acquired, funding, funded housing and capital improvements.

It is intended that this fact sheet provides further clarity for CHPs in accurately reporting on their assets, and in turn, meeting their regulatory obligations transparently and reliably.

2.5 Constitutions Review Project Outcomes

Our office launched a campaign in the previous financial year 2021-22, to ensure that there is a valid wind-up clause in all CHP constitutions, whether under the National Law or the Local Scheme, in accordance with section 15(2)(c) of the National Law. To be valid, the wind-up clause should ensure that any community housing assets on the winding up of the company are transferred to another registered CHP or a Housing Agency in the jurisdiction. This ensures that government funding and assets are protected.

During the current reporting period, the campaign was completed in full, with minor exceptions. The campaign found that 75% of Tier 1 and 2 CHPs and 61% of Tier 3 CHPs were fully compliant with the National Law. The Registrar’s office is working with CHPs to finalise any required amendments and expects to have them finalised on or by the individual CHP’s Annual General Meeting in 2023.

Wind-up clauses will continue to be monitored during a CHP’s scheduled assessment to ensure ongoing compliance with the National Law.

2.6 Interest Rate Project Outcomes

Our office conducted an analysis of the potential impact of rising interest rates on the community housing sector. The analysis focussed on Tier 1 and Tier 2 financial performance report data from FY 2021-22 and the impact of the cash rate, which was 2.85% at the time of the analysis.

Key findings from the analysis concluded that:

- The CHP sector is performing well with adequate operating cash flows and equity to manage current interest rate increases and to diversify their risk
- The current financial performance and ongoing viability of the CHPs with variable interest rate loans remains positive
- The sector's financial viability is supported by steady growth and appropriate risk management practices across both Tier 1 and Tier 2 CHPs
- The Interest Cover Ratio is the most affected by interest rate increases. It remains, however, above the NRSCH minimum threshold of 1.5 for all Tier 1 and Tier 2 CHPs.

The analysis may be revisited if the cash rate increases above 4.5%.

It is worth noting that the Registrar provides NHFIC with a detailed Regulatory Report before a CHP receives NHFIC funding. NHFIC also undertakes its own detailed due diligence before approving a loan and both the Registrar and NHFIC assess the CHP's ability to fund ongoing debt repayments.

2.7 Aboriginal Housing Registration Project Outcomes

The Registrar continued to support the AHO with its 2018 Registration Policy for Aboriginal organisations receiving AHO assistance to be registered or scheduled for registration under the NRSCH or NSW Local Scheme by December 2022.

In collaboration with the AHO, our office had a focus on assisting organisations seeking registration to build capacity and become "registration ready". Capacity building activities included the completion of a self-assessment form and one-on-one meetings to provide guidance regarding the registration requirements.

During the 2022-23 financial year, the Registrar received 40 enquiries from the Aboriginal sector, of which 10 achieved registration; six providers were registered under the NRSCH and four Local Aboriginal Land Councils were registered under the Local Scheme. At the close of the financial year, there were nine Aboriginal organisations making application for registration, and another six scheduled to make application over the coming months.

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Overview

3.1 The Registrar and Legislation

The Registrar's position is a statutory appointment under section 10 of the National Law. The Registrar reports directly to the Minister for Housing.

Visit our website for further information about the Office and the Registrar's functions here [Registrar of Community Housing - The Registrar](#)

The Registrar administers the NRSCH, which commenced in NSW in January 2014. The Registrar also administers the Local Scheme, which was enacted in October 2016 to regulate entities that provide community housing but are unable to be registered under the NRSCH.

The National Regulatory Code (**NRC**), a Schedule to the National Law, sets out the performance outcomes that registered CHPs demonstrate compliance against. The tier of registration of a CHP is a factor in determining the depth of regulatory engagement and oversight, in line with the level of risk associated with the scale and scope of its community housing activities.

Currently, Tier 1 providers face the highest level of regulatory engagement as they engage in a higher level of risk. Tier 1 providers operate at a large scale, managing more than 350 tenancies, and have ongoing development activities at scale. Serious non-compliance from a Tier 1 provider would potentially affect a large number of tenants, assets and financial viability of the provider.

Tier 2 providers face an intermediate level of regulatory engagement, operating at moderate scale, managing between 50 and 500 tenancies, and having ongoing small-scale development activities. Serious non-compliance from a Tier 2 provider would potentially affect a moderate number of tenants, assets and financial viability of the provider.

Tier 3 providers face a low level of regulatory engagement, operating at a small scale, managing fewer than 100 tenancies, and having one-off or limited development activities. Serious non-compliance from a Tier 3 provider would potentially affect a small number of tenants and assets.

The key objective of the regulatory system is to ensure that community housing is developed as a viable and diversified component of the NSW social housing sector. The NRC requires CHPs to be well-governed, financially viable and to perform in compliance with standards to deliver quality housing services.

3.2 Our Regulatory Approach

The Registrar assesses and monitors the performance of registered CHPs in a largely self-reporting scheme. Consequently, our regulatory approach is to provide registration and ongoing performance assessment services for CHPs, their representative bodies, tenants, Housing Agencies, and the government.

To assist in the sustainability and viability of the community housing sector for the benefit of the people of NSW, the Registrar seeks to encourage CHPs to pursue best practice in governance, tenant and housing services, asset management, probity, business management, community engagement and financial viability.

Where necessary, the Registrar may focus on non-compliance and investigate and take enforcement action to protect tenants and the viability of the sector. Our approach is to assess the business practices of CHPs and respond in a manner which is supportive, educational, promotes improvement and upholds the law.

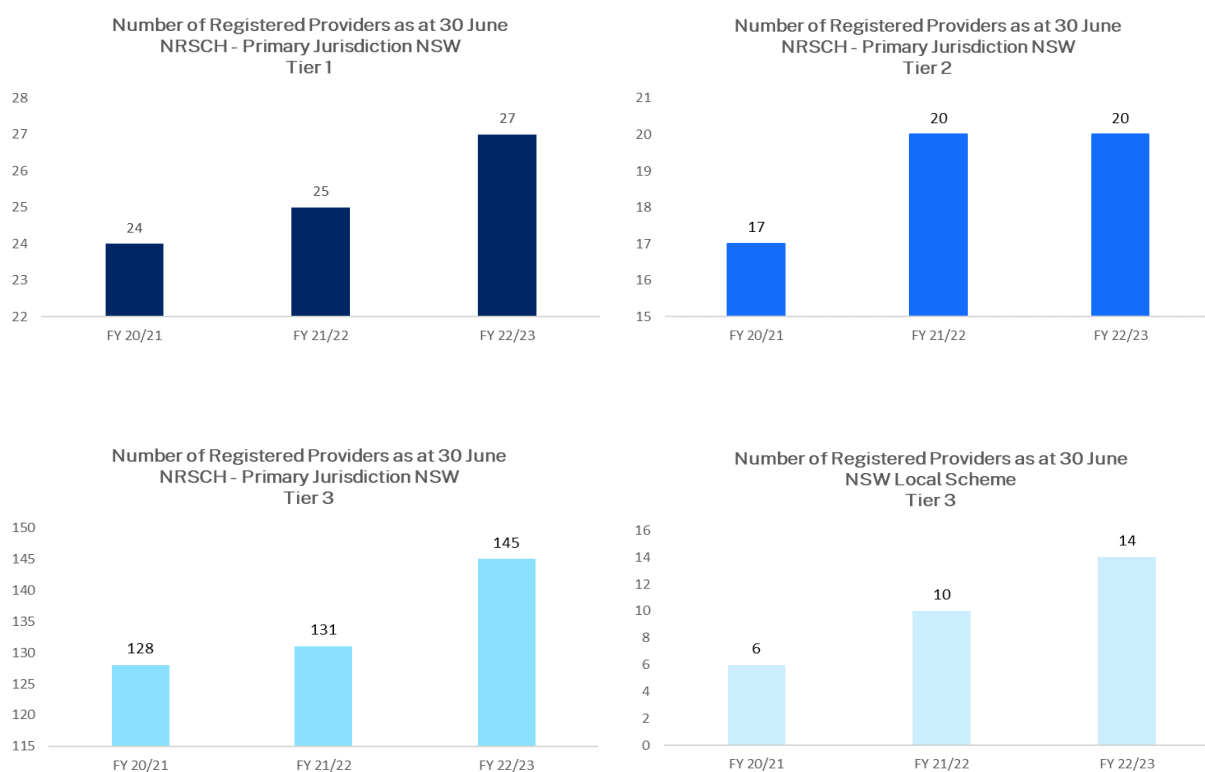
You can learn more about our regulatory approach here [Registrar of Community Housing - Our Regulatory Approach](#)

3.3 The Sector We Regulate

As at 30 June 2023, there were 192 NRSCH registered CHPs with NSW as their primary jurisdiction (27 Tier 1s, 20 Tier 2s, and 145 Tier 3s). This equates to a 9.1% increase on the number reported in the previous financial year.

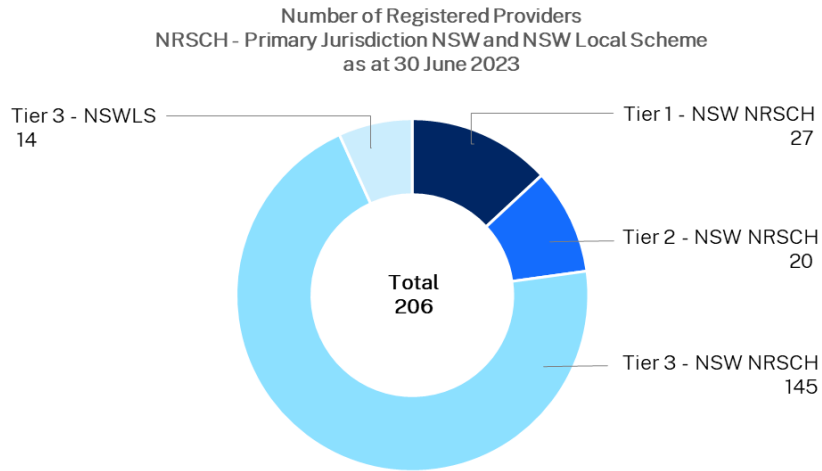
The largest growth has been in the registration of Tier 3 providers with this segment growing by 10.7% from 131 registered providers last year, to 145 registered providers this year. Tier 2 registered providers have remained steady at 20, while Tier 1 providers have grown by 8% increasing from 25 to 27. See graphs below.

There are currently 15 registered for-profit providers. Of these for-profit providers, six are property developers and nine are real estate agents.



As at 30 June 2023, there were 14 CHPs registered under the Local Scheme. This segment has shown a 40% growth from the 10 registered providers reported last year.

Figure 1 – Registered CHPs by regulatory system and tier of registration



NSW is the primary jurisdiction for 18 providers of which nine are Tier 1s that operate in more than one participating jurisdiction. NSW is the Secondary Jurisdiction for two providers. This cohort has doubled in the last six years which exemplifies the intention of a truly national system of regulation. It also highlights the benefit of the NRSCH in reducing the regulatory burden for multi-jurisdictional providers.

Registrars continue to meet regularly to ensure consistency of operation across state and territorial boundaries.

Table 1 - Multi-jurisdictional Providers with Assets in NSW as at 30 June 2023

Primary Jurisdiction is NSW (n=18)		
Number of CHPs	Secondary Jurisdiction	Tier
2	ACT	1
1	ACT	3
1	ACT; QLD	3
1	ACT; SA	1
1	ACT; SA; TAS	3
1	NT; QLD	3
1	NT; QLD; TAS	3
3	QLD	1
1	QLD	2
1	QLD; SA	3
1	QLD; SA; TAS	1
1	QLD; TAS	1
1	SA	1
1	SA	3
1	TAS	3

Secondary Jurisdiction includes NSW (n=2)		
Number of CHPs	Primary Jurisdiction	Tier
1	ACT	3
1	QLD	1

You can access the Community Housing Provider Register, which contains details of all nationally registered CHPs, on the NRSCH website using the following link:

<https://nrsch.my.salesforce-sites.com/providersearch/>

The NSW Local Scheme Provider Register contains details of all local scheme registered CHPs and can be accessed via the link below:

<https://www.rch.nsw.gov.au/nsw-local-scheme/nsw-local-scheme-provider-register>

The Registrar also produces periodic reports that provide insights into identified trends and patterns in the community housing sector.

Our most recent Performance Report on the NSW Tier 1 and Tier 2 sectors is available on our website here:

[Registrar of Community Housing - Performance Reports \(nsw.gov.au\)](#)

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Resources

4.1 Corporate Infrastructure and Reporting Structures

While the Registrar is directly accountable to the Minister for Housing, the Registrar's Office operates with the support of two NSW agencies: the Department of Communities and Justice (DCJ) and the Aboriginal Housing Office (AHO).

The Registrar directs all aspects of the operations of the office but is supported by the administrative services of DCJ and operates in accordance with its policies, procedures, guidelines, and agreements, which are common to all of its business units and staff.

The Registrar continues to operate under a Service Level Agreement with the AHO. This ensures adequate funding for regulatory services to ACHPs that may seek registration or capacity building support from the Registrar.

The Registrar also undertakes by means of Service Level Agreements the background registration and regulation work of CHPs on behalf of the Registrars of the Northern Territory and Tasmania, leaving of course the final decision making to those registrars.

All staff within the Registrar's office are public servants employed under the *Government Sector Employment Act 2013 (NSW)*, are part of the establishment of the DCJ. A number of positions in the Registrar's office are funded through the formalised agreements with the AHO, Tasmania and the Northern Territory.

4.2 Resourcing

The Registrar receives financial support to fund its operations from several sources, with the majority of these provided by the NSW Government. Other funding is received from both the Northern Territory and Tasmanian NRSCH jurisdictions.

Total funding received for the year was \$4,558,746.

5

Activities and Performance

Registration and Enquiries

NSW

The Registrar's office continues to process an increasingly high volume of registration enquiries from entities seeking to register in NSW under the National Law or the Local Scheme.

Significant and similar growth across both regulatory systems can be seen in the analysis below.

One of the objects of community housing legislation in NSW is "to ensure that registered community housing is developed as a viable and diversified component of the NSW social housing sector".

Registration of suitable entities provides an avenue to maintain regulatory oversight of community housing providers and allows for a diverse range of entities to opt-in under the NRSCH and the Local Scheme.

In the reporting period, the Registrar's Office received 153 (130 NRSCH, 23 Local Scheme) registration and new entrant enquiries from various organisations including (but not limited to) Aboriginal community housing providers (48), property developers (37), real estate agents (13) and from existing CHPs to establish SPVs to participate in specific state housing programs, or at the request of funding agencies or financiers (7). Property developers outsource management in accordance with the SEPP.

The above reflects a total increase of 65% from the previous financial year (92 registration and new entrant enquiries).

The NRSCH sector experienced an increase of 66% in the number of enquiries reported as 130 enquiries up from 78 enquiries from the previous financial year.

Local Scheme enquiries have also seen an increase of 64% in the number of enquiries reported. We have had 23 enquiries, up from 14 enquiries from the previous financial year.

Northern Territory and Tasmania

The Registrar's Office received five registration and new entrant enquiries from organisations seeking to register in the Northern Territory.

There were no registration or new entrant enquiries in the reporting year for Tasmania.

5.1 Registration Assessments

NSW

In the reporting year, 25 registration assessments were completed for providers seeking registration in NSW under the NRSCH or the Local Scheme. All applications were approved to be registered under the respective scheme. Registration assessments increased by 39% from the 18 completed in the previous year.

Of the 21 applications under the NRSCH, one was registered as a Tier 1 provider, one was registered as a Tier 2 provider and 19 were registered as Tier 3 providers. All four applications under the Local Scheme were registered as Tier 3 providers.

The momentum of CHP registration is expected to continue into the future, with 19 registration applications (12 NRSCH, 7 Local Scheme) in progress at the end of the financial year. 12 entities (7 NRSCH, 5 Local Scheme) are scheduled to undertake registration in the 2023–24 financial year.

The following table shows the diverse nature of entities that achieved registration during the year:

Table 2 – Registrations in the Financial Year by Entity Type

Entity Type	NRSCH	Local Scheme
Special Purpose Vehicles	2	
Local Aboriginal Land Councils		4
Aboriginal Housing Providers	6	
Homelessness Service Providers	6	
Elderly (Aged)	1	
Affordable Housing Providers	2	
Faith-based Entities	1	
Disability Service	2	
Mental Health Service	1	
Total	21	4

Northern Territory and Tasmania

Our staff completed one registration assessment for the Northern Territory. One registration application was withdrawn.

There were no registration assessments in the reporting year for Tasmania.

5.2 Compliance Assessments

NSW

Our staff completed 105 compliance assessments as part of our scheduled engagement with CHPs registered under the NRSCH with NSW as their primary jurisdiction.

Of the NRSCH compliance assessments:

- 98 were standard compliance assessments
- Six were targeted assessments (scheduled to improve identified gaps in provider performance)
- One was a triggered assessment (conducted following an event or the occurrence of a particular circumstance, such as a serious complaint, a provider notification and/or a meaningful change of circumstances within an organisation)
- 101 were assessed as compliant

- Four were assessed as non-compliant and appropriate enforcement action was taken, including the cancellation of two registered Tier 3 providers.

Seven compliance assessments were completed as part of our scheduled engagement of CHPs registered under the Local Scheme.

Of the Local Scheme compliance assessments:

- 5 were standard compliance assessments
- 2 were targeted assessments (scheduled to improve identified gaps in provider performance)
- All were assessed as compliant.

Northern Territory and Tasmania

Our staff completed a total of 14 compliance assessments for CHPs with Northern Territory or Tasmania as their primary jurisdiction.

Of these compliance assessments:

- 7 were standard compliance assessments for Northern Territory
- 7 were standard compliance assessments for Tasmania
- All were assessed as compliant.

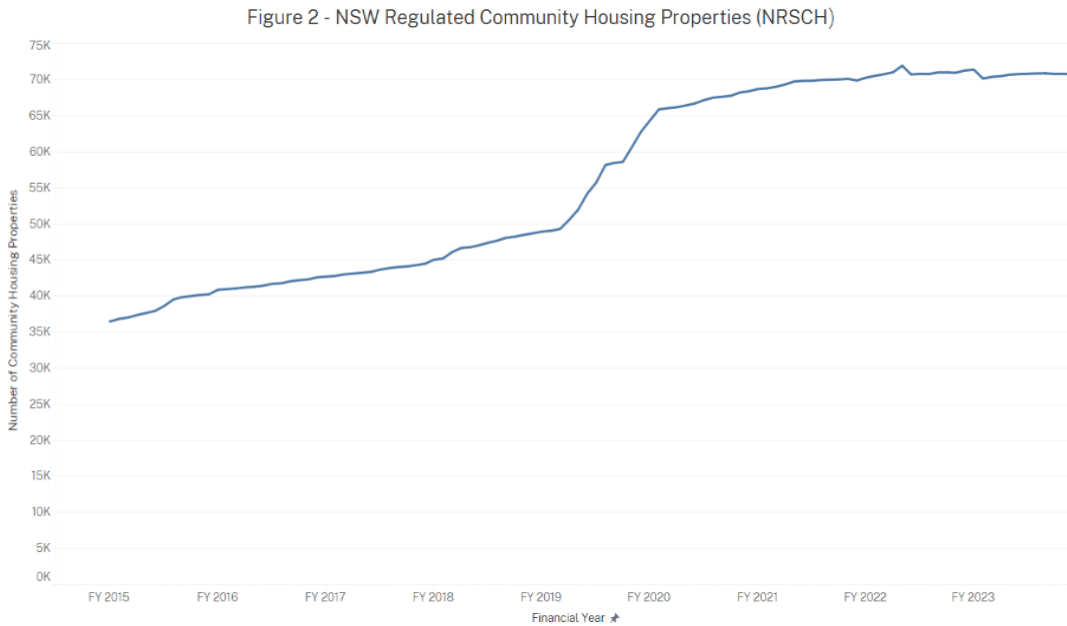
For one CHP in the primary jurisdiction of the Northern Territory, the Registrar determined that their exponential growth and increased tenant management responsibilities warranted a higher level of regulatory engagement and therefore adjusted the CHP's category of registration from Tier 2 to Tier 1.

5.3 Community Housing Properties – NSW NRSCH

The following graph provides details of the number of community housing properties being managed by registered CHPs with NSW as their primary jurisdiction under the NRSCH. A sharp spike in the 2019-20 financial year can be seen which is directly attributed to the Social Housing Management Transfer (**SHMT**) program. SHMT involved the transfer of approximately 14,000 social housing tenancies to CHPs over 20-year leases with the NSW Land and Housing Corporation.

While there has only been a marginal increase in properties since 2020, we anticipate there will be significant growth over the next few years as local, state and federal governments implement their pre-election commitments. Significantly, should the HAFF come to fruition, 30,000 new social and affordable housing properties are anticipated to be built over a 5-year period.

Figure 2 - Community Housing Properties with Primary Jurisdiction NSW (NRSCH)



5.4 Cases

We define a case as a notice or enquiry made to our office including CHP notifications, complaints received from tenants, enquiries about becoming a registered provider and general enquiries on the functions of our office or CHPs generally.

NSW

For the NRSCH, our staff opened 400 cases comprising 54 provider notifications, 152 complaints, 104 registration enquiries, 26 new entrant enquiries, 62 general enquiries and two complaint reviews (review of RCH decisions).

Our office closed 390 cases comprising 46 provider notifications, 151 complaints, 101 registration enquiries, 33 new entrant enquiries and 57 general enquiries.

42 cases remained open heading into the new financial year comprising 13 provider notifications, nine complaints, 15 registration enquiries and five general enquiries.

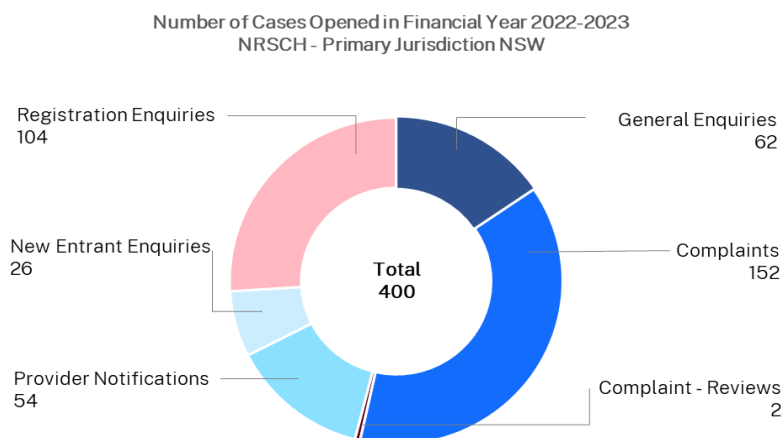
Comparing cases opened in the financial year to last year confirms the following:

- Total cases: 400 – up 5% from 381 cases recorded last year
- Provider Notifications: 54 – down approximately two thirds from 152 notifications recorded last year
- Complaints: 152 – up 18.8% from 128 complaints recorded last year
- Registration Enquiries: 104 – up 52.9% from 68 enquiries recorded last year
- General Enquiries: 62 – almost tripled from 23 enquiries recorded last year
- New Entrant Enquiries: 26 – almost tripled from 10 enquiries recorded last year.

We continue to field a growing number of registration enquiries, including NSW Aboriginal Community Housing Providers seeking registration in line with the AHO’s registration policy and an increase in homelessness service providers and Special Purpose Vehicles being registered, as well as for-profit entities managing affordable housing.

The decrease in provider notifications can be specifically attributed to the reduction in notifications being received from providers relating to the COVID-19 pandemic.

Figure 3 – Number of Cases Opened – NSW (NRSCH)



For the Local Scheme, our staff opened 23 cases, comprising of 12 registration enquiries and 11 new entrant enquiries and closed 28 cases comprising 15 registration enquiries and 13 new entrant enquiries.

Two cases remained open heading into the new financial year comprising one provider notification and one registration enquiry.

Comparing cases opened in the financial year to last year confirms the following:

- Total cases: 23 – up 53.3% from 15 cases recorded last year
- Registration Enquiries: 12 – up 9.1% from 11 enquiries recorded last year
- New Entrant Enquiries: 11 – almost quadrupled from 3 enquiries recorded last year.

Northern Territory

Our office opened five cases comprising of one provider notification, two registration enquiries, one new entrant enquiry and one general enquiry.

Our office closed eight cases comprising one provider notification, one complaint, four registration enquiries, one new entrant enquiry and one general enquiry.

Six cases remained open heading into the new financial year comprising one provider notification, four registration enquiries and one general enquiry.

Tasmania

Our office opened two cases comprising one provider notification and one registration enquiry.

Our office closed seven cases comprising six provider notifications and one general enquiry.

Two cases remained open heading into the new financial year comprising one provider notification and one registration enquiry.

5.5 Service Evaluation Results

Evaluation of Service Surveys are completed by CHPs following a registration or compliance assessment. A survey is sent to the provider seven days after the assessment is finalised. One survey is sent for each assessment completed.

The results from the NRSCH Evaluation of Service Survey indicate if not show that we provide an effective and quality service to providers.

The survey told us:

- 90% of providers were satisfied with the NRSCH information and resources available to them to support them through the compliance process
- 81% of providers reported they were satisfied with our professionalism and our understanding of their business
- 100% of providers were satisfied with our professionalism during the compliance assessment process
- 86% of providers were satisfied with the extent of the evidence required to be submitted as part of their compliance assessment.

Providers also reported:

- Registration and annual compliance processes have been a good contributor to business monitoring and improvement initiatives
- They want more information and guidance to support them in the completion of the registration and compliance returns
- They would like to see more consultation with providers
- A need for an updated IT system that is user friendly and would allow for multiple documents to be uploaded at once
- Flexibility to have multiple users provided access to the IT system with the ability to update data.

6

Future Focus

6.1 Tier Definitions

The NRSCH and Local Scheme apply a risk-based approach to regulation. On registration, a CHP is given a tier in accordance with their scope of community housing activities. The scope of a CHP's community housing activities is assessed against its:

- scale of community housing tenancy and property management activities
- scale of community housing development activities involving construction or major refurbishment of community housing assets.

The tier of registration determines the performance requirements and intensity of regulatory engagement.

Our office is committed to implementing innovative regulatory practices to address the evolution of the sector. As such, a review of the current Categories of Registration (Tiers) and associated guidelines will be undertaken to ensure all resources are current, accurate and fit-for-purpose.

6.2 RCH Reporting Tools

One of our key objectives under our [Strategic Plan 2022-25](#) has been to develop and implement new and improved tools to support verification of information, metric trend analysis and testing areas of risk.

Our office is in the process of establishing reporting tools using Tableau, a business intelligence and analytics software program. The aim of these reporting tools is to support our internal compliance team and analysts to view comparative data. Our office will have greater visibility of individual CHP performance against their peers and the sector through data sets, trends, and graphs.

It is intended that this reporting tool will enable our analysts to provide valuable feedback to CHPs on their comparative trends, focus areas and positive performance. It is envisioned that real-time reports will be made available more consistently to the sector.

Our team is also in the process of establishing community housing provider profiles which capture all the housing products and programs offered by Housing Agencies to the associated CHPs in receipt of benefits from these products or programs. This profile is intended for internal use for the time being.

Products and programs include (but are not limited to) leases, vesting agreements, funding, allocation of grant monies, subsidies, joint venture arrangements or contracted service delivery. It is intended that the provider profiles will afford our office with a holistic view of the assistance currently received by the sector, as well as identifying program or product areas which are lacking representation amongst the sector.

Annual Statement of Performance 2022 - 2023

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