

# The Registrar of Community Housing's (RCH) Strategic Plan 2019-2022



## NSW Registrar of Community Housing's Purpose:

To ensure a well governed, well managed viable community housing sector that meets the housing needs of tenants and provides assurance for government and investors.

## Registrar's Goal/Desired State:

By end of 2022, valued performance insights of community housing providers are available to providers, decision-makers and the public with the intent of shaping the sector for the benefit of the people of NSW.

**Statement of Current Situation:** The Registrar of Community Housing monitors business performance in a largely self-regulating scheme that operates under collegiate, national guidelines and agreements. The Registrar continues to build its capability to verify information, test areas of risk, provide forward looking assessments of performance and viability, contribute to national systems and policies, and adapt to innovation in social and affordable housing programs and commissioning of providers. The Registrar's capability is being reshaped by unique and complex business arrangements emerging in response to housing challenges and opportunities, a demand for capacity building and from new funding and financing arrangements. Continued commitment to red tape reduction is necessary to reduce regulatory burden and promote better performance across the sector.

Current Inputs ->	Current Processes ->		Current Outputs ->	Expected Outcomes			
	Activities What RCH does	Participation Who RCH informs		Performance What RCH reports and Advises on	Immediate Results by June 2021	Short-term Results by December 2021	Medium-term Impacts by June 2022
<p>Resources from DCJ/AHO and some programmes for regulating existing providers</p> <p>Performance information from providers on scheduled basis</p> <p>Guidance on best practice from peak/representative bodies</p> <p>Collegiate resourcing and support from other Registrars</p> <p>Common national case – management system</p> <p>Complaints, notifications, referrals and enquiries</p>	<p>Stakeholder engagement</p> <p>Assess organisations' suitability for registration</p> <p>Monitor compliance</p> <p>Investigate complaints regarding provider's compliance</p> <p>Take intervention and enforcement action where appropriate</p> <p>Provide intelligence on sector performance</p> <p>Regulatory operations and registration support for NT and TAS Registrars</p> <p>Capacity building and better practice guidance for registered CHP, providers seeking registration, and policy and funding managers</p> <p>Regulatory stewardship advice to government</p>	<p>NSW Housing Agencies (and programs)</p> <p>Providers</p> <p>Other Registrars</p> <p>Industry bodies and tenant associations</p> <p>Financiers</p> <p>Public / tenants</p> <p>NRSCH National Office</p> <p>Other regulators</p> <p>Other Government Agencies</p>	<p>Provider performance</p> <p>Sector performance trends, including better practices and poor practices</p> <p>Regulatory design and national consistency</p> <p>Enquiries and capacity building services</p> <p>Investigative services</p> <p>Complaints management</p> <p>Confidence, financing and sustainability reporting</p>	<p>Continue working towards the implementation of Tableau as an analytical tool</p> <p>Continue to pioneer changes around both scheme and system design, using intelligence led contemporary assessment methods based on known and emerging risks</p> <p>Strategic reporting with a public interface recognising trends and patterns in community housing</p>	<p>Internal focus on improving the effectiveness and efficiency of the Registrar's regulatory activities</p> <p>Streamlining information reporting processes to capture sector trends and patterns</p> <p>Continued commitment to ensure staffing levels of the Registrar are optimised to meet the objectives of the Act.</p> <p>Implement adaptive regulatory practices to ensure the evolving needs of the community housing sector are met, such as new entities like Special Purpose Vehicles created for delivery of specific projects.</p>	<p>Regulatory stewardship embedded in the design of a range of subsidised housing schemes and housing programs</p> <p>Diversity and sustainability of business encouraged; business identification and address risks.</p> <p>Regulatory gaps in coverage of performance in social outcomes addressed</p> <p>Registrar's insights valued and sought</p> <p>RCH resourced in line with the expanded regulatory scheme; including law reform and enhancement of the NRSCH</p> <p>Engagement with other Regulators to streamline and further develop working protocols for "red tape" reduction and improved reporting</p> <p>Lead or contribute to several law reforms relating to community housing</p>	<p>Integrated intelligence, registration, and compliance services mitigating the risks of social and affordable housing in NSW</p> <p>The assurance of the NRSCH/NSW Local Scheme systems encourage investment to benefit social outcomes</p> <p>Open data and intelligence for the public, financiers and policy makers to have informed choice</p> <p>Work towards the integration of IT system data sets and metrics between RCH, DCJ and AHO</p> <p>Amend the scheme design; address fitness for purpose and future orientation of performance outcomes</p> <p>Aboriginal community housing sector sustainable and supported by NRSCH or NSW Local Scheme regulatory framework</p>

### Environmental Dependencies

1. Other reviews / commissioning
2. Intra-governmental Agencies relationship between Ministers