

The Registrar of Community Housing's (RCH) Strategic Plan 2019-2021



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 2021, valued performance insights of housing providers are available to providers, decision-makers and the public; 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 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 in the Aboriginal Housing sector and from new funding and financing arrangements. Continued commitment to red tape reduction is necessary to improve the sector's viability.

Current Inputs ->	Current Processes ->		Current Outputs ->	Expected Outcomes			
Data and Resources What RCH currently gets	Activities What RCH does	Participation Who RCH informs	Performance What RCH reports on	Immediate Results by June 2019	Short-term Results by December 2019	Medium-term Impacts by June 2020	Longer-term Outcomes by December 2021
<p>Resources from AHO/FACS 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>Provider performance (against agreed criteria and standards)</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>Improve transparency of the Regulator:</p> <ul style="list-style-type: none"> - Registrar's whole-of-business and tenant information collection powers - Public reporting on the performance of CHPs under the NRSCH. - Prioritised effort and capacity building for new entrants - Clarity of conditions applied to registration in complex circumstances - Guidance on property utilisation <p>Strategic design and stewardship:</p> <ul style="list-style-type: none"> - Contribute to the NRSCH Review - Contribute to affordable housing risk management - Tier 3 sector market segmentation codesign with providers 	<p>The design of a regulatory regime for Affordable Housing agreed</p> <p>Engagement with other Regulators to establish working protocols for "red tape" reduction and improved reporting</p> <p>Harm and trust methods embedded in prioritisation systems for scheduled compliance and triggered engagement responses.</p> <p>Campaigning embedded as inherent in business practices.</p> <p>Rolling program of public performance reporting in place</p> <p>NRSCH Review informed by evidence-based regulatory performance and findings shaped by contemporary regulatory thinking and practices</p>	<p>Regulatory stewardship embedded; regulation considered in the design of housing programs; diversity and sustainability of business encouraged; business identification and address risks; regulatory gaps in coverage of performance in social outcomes addressed</p> <p>Aboriginal community housing sector sustainable and supported by NRSCH or NSWLS regulatory framework</p> <p>Registrar's insights valued and sought</p> <p>RCH resourced in line with the expanded regulatory scheme</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/NSWLS 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>

Environmental Dependencies

1. Inter-governmental relationships and the NRSCH Review
2. The viability of the sector sustained through government support and commissioning
3. Ongoing collegial support for national operations from peak bodies, Registrars, and government