



Department of Housing and Works
Government of Western Australia

**HOW TO COMPLETE YOUR
SUBMISSION FOR REGISTRATION AS
A
PREFERRED PROVIDER
COMMUNITY HOUSING OF WESTERN AUSTRALIA**

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1. INTRODUCTION

The Department of Housing and Works-Statement of Strategic Intent and Priorities 2007/08 identified 'More People in Housing' as a key intention. One avenue to achieve this intention is through the expansion of both public and community housing rental properties.

In May 2007 the Premier announced a \$447 million funding boost to help make housing more affordable in WA - \$210 million of this is to be allocated to community housing over a four-year period, to commence from July 1st 2007. This money is known as the State Community Housing Investment Program (SCHIP). In addition to this funding for existing Community Housing programs will continue, with an approximate value of \$30 million per annum.

While SCHIP funding will significantly increase investment in community housing, it is conditional upon the regulation of the community housing sector. In the initial stages SCHIP funding was restricted to Registered Growth Providers but access is now being extended to Registered Preferred Providers.

Registration as a Preferred Provider is based on the eligibility criteria indicated in the Registration Policy*. Preferred Providers will be expected to meet the National Community Housing Standards as a fundamental operational standard. Copies of the Standards are available on the Community Housing Regulation Website at www.dhw.wa.gov.au

2. WHAT IS A PREFERRED PROVIDER?

The second Registration tier will be for larger organisations that will typically house people from a specific target group or geographical location. Preferred providers will have strong governance and a commitment to service delivery and continuous improvement and also must comply with the National Community Housing Standards. Preferred providers may be able to access SCHIP funds under special circumstances, but typically they will access funding under the CHP, CAP, CDHP and JV Programs. Registered Preferred Providers seeking to upgrade their registration status to a Growth Provider must demonstrate capacity and viable strategies to expand their stock of housing from funds additional to SCHIP or Community Housing funding programs.

Organisations that are granted Provisional Registration under this category will be eligible to apply for funding however this will be at the discretion of the DHW and may not be comparable with funding allocations to Preferred Providers with full Registration.

* See DHW's Registration Policy (Policy No. CH 2007/09652-02) at WWW.DHW.WA.GOV.AU

3. ELIGIBILITY CRITERIA

The provider must:

1. Be a Not-for-Profit incorporated body, Church Authority or Local Government Body
2. Be an established housing manager with a portfolio of 100 or more properties, or alternatively have a substantial property portfolio and a Business Plan that is acceptable to DHW and demonstrates capacity and commitment to ongoing growth of social housing
3. Provide housing to applicants who are eligible for public housing from a specific target group or within a specified geographical location
4. Receive regular property or funding allocations to meet ongoing housing demand for the specific target group or geographical location
5. Have written tenancy, property and financial management policies and procedures
6. Have a written business plan (minimum of 3 years) outlining the future direction and financial sustainability of the property management and planned use of surplus funds
7. Produce finance reports specific to the Community Housing funded properties
8. Produce property and tenancy management reports separately from any client support or welfare services provided
9. Comply with the National Community Housing Standards

4. RECOGNITION OF PREVIOUS REGISTRATIONS

WA COMMUNITY HOUSING CODE OF PRACTICE:

The Community Housing Coalition of WA has undertaken considerable work in developing the Community Housing Code of Practice. The Code of Practice is based on the National Community Housing Standards (NCHS), therefore organisations that have been assessed and registered under the Code of Practice will be deemed to be compliant with the NCHS provided their registration was current on 30 June 2007. However, the Registration and Business Improvement Coordinator (RBIC) will assess continued compliance with the NCHS at the site audit.

5. ASSESSMENT PROCESS

The assessment process to become registered as a Preferred Provider involves both a paper assessment and a site visit by the Registration and Business Improvement Coordinator. The Regulation and Compliance Unit (RCU) will assess both your submission and supporting documents along with evidence sighted at your premises before writing an assessment report.

A copy of the assessment report will be forwarded to your organisation within two weeks of the assessment being completed. You will have an opportunity to respond to the assessment report and liaise with the RCU prior to the report being submitted to the Registrar for determination of Registration.

Please note that there is no deadline to submit applications for Registration. Should your organisation require further time to prepare for Registration or to provide evidence in support of your application, this can be negotiated with the RCU. In some circumstances, where an organisation may meet all the criteria for a Preferred Provider with the exception of one or two areas, but can demonstrate that the organisation has a commitment and capacity to achieve the eligibility criteria within a negotiated timeframe, then the Registrar may determine to grant Provisional Registration.

SITE AUDITS

Please note that site audits will be an essential component of the registration process. During a site visit the RBI Coordinator will ask to view documents that will demonstrate that your organisation is meeting the National Community Housing Standards.

The RBI Coordinator will also ask to speak to some staff to ensure that they are aware of the organisation's policies and procedures, know where to refer to them, when to apply them and that they practice these policies and procedures in their day to day operations.

The RBI Coordinator will request an interview with at least one Board member and Executive staff in order to be satisfied that the decision making process in relation to probity, risk management, finance and project development are captured in policies and procedures and implemented throughout the governance of the organisation.

Finally, the RBI Coordinator will request to view a small sample of your organisation's properties as evidence of your organisation's ability to maintain assets. The RCU will select a number of properties under your organisation's management and will request that your organisation arranges access to some of those selected on the day of the site visit.

It is requested that you prepare for a site audit by having your policies and procedures and other documents readily available on the day, as well as notify your staff, Board members and tenants in occupation of properties to be inspected, of the date and purpose of the site audit. Depending upon the size and complexity of the organisation, it is anticipated that a site audit may take anywhere between 3 hours to a full day to complete.

6. HOW TO COMPLETE AN SUBMISSION

The following submission is divided into seven areas of assessment:

- Tenancy Management
- Asset Management
- Tenant Rights and Participation
- Working with the Community
- Governance and Organisational Management
- Management Systems
- Human Resource Management

Under each of these Standards you will find the criteria and relevant area of the Standard followed by a request for supporting evidence relating to that criteria or area of the National Community Housing Standards.

Some questions will be answered during the Site Audit and examples of some of the evidence required to be sighted at the audit are indicated in the application. Please bear in mind that this is an indication only and the RBI Coordinator may ask for additional evidence on the day.

For Questions that require a written response and/or copies of supporting evidence to be attached to your application, it would be appreciated if you could insert the attachment number in the column provided to ensure that the correct attachment is assessed against the correct criteria or Standard.

Finally, exemptions apply for organisations that were registered with the WA Community Housing Code of Practice on 30 June 2007 and these are blocked in grey in the column headed "Attach Copy of Evidence Required". Continued compliance with NCHS will be assessed by the Registration and Improvement Coordinator at the site audit.

7 SUBMISSION FOR REGISTRATION AS A PREFERRED PROVIDER

Organisational Details

ORGANISATION NAME:	
ABN:	
BUSINESS ADDRESS:	

EXECUTIVE OFFICER:	
EMAIL:	
PHONE:	
MOBILE:	

CHAIRPERSON:	
EMAIL:	
PHONE:	
MOBILE:	

Prior Registrations

Was your organisation registered with the Western Australian Community Housing Code of Practice on 30 June 2007? If yes, please attach a copy of your certificate of registration (significant exemptions apply).	
Is your organisation registered with any other Government or Accreditation Standard? If so, please list.	

STANDARD 1: TENANCY MANAGEMENT

1.1 Allocation of Housing: Tenants are selected openly & fairly, based on assessment process which considers individual housing needs and meets the stated aims of the organisation		
	Evidence Required at Site Audit	Attach Copy of Required Evidence
<p>1.1.1 The organisation has a documented system for allocating housing that ensures transparency and consistency and covers:</p> <ul style="list-style-type: none"> I. eligibility based on relative need; II. a standard application form; and III. how housing stock is allocated, including priority categories. 		<p>Allocations Policy and Procedures</p> <p>Application Form</p>
<p>1.1.2 The organisation makes it easy for people in the target population to apply for tenancy:</p> <ul style="list-style-type: none"> I. promotion of the Provider's services; and II. assistance is offered to complete applications. 	<p>Tenancy Manager to:</p> <p>Provide details of service promotion and assistance provided to applicants</p>	
<p>1.1.3 The assessment process allows applicants to present their case and to understand the process and have their questions answered:</p> <ul style="list-style-type: none"> I. applicants can request a personal interview; and II. applicants are given information about allocation process. 		<p>Allocation information provided to applicants</p>
<p>1.1.4 Applicants are properly notified of an offer and given adequate opportunity to make an informed choice about whether to accept it:</p> <ul style="list-style-type: none"> I. applicants are notified in writing and by phone of offers. 	<p>Provide details of how applicants are notified of offer</p>	<p>Copy of offer notification</p>
<p>1.1.5 The eligibility status of applicants is regularly updated and applicants are routinely informed before being removed from the waiting list:</p> <ul style="list-style-type: none"> I. getting and recording updated information; and II. eligibility status is reviewed annually & before allocation. 		<p>Eligibility criteria and waitlist management policy</p>
<p>1.1.6 The organisation regularly monitors allocations to ensure that they are made as quickly and efficiently as possible and that the documented systems have been followed:</p> <ul style="list-style-type: none"> I. regular reports on allocations are produced; and II. monitoring of allocations by Senior Staff or Board. 	<p>Details of allocations monitoring</p>	

1.2 Establishing & Maintaining Tenancies: The organisation is tenant focused and works with tenants to establish and maintain successful tenancies.		
	Evidence required at site audit	Attach Copy of Required Evidence
<p>1.2.1 The organisation has documented systems for tenancy management that are consistent with the Residential Tenancies Act and cover:</p> <ul style="list-style-type: none"> I. tenancy agreements are consistent with the RTA; II. the collection of bonds; III. rent management; and IV. how disputes between tenants and neighbours are resolved. 		Tenancy agreement Tenancy management policy Dispute Resolution Policy
<p>1.2.2 The organisation provides clear, useful information to ensure that the full range of tenants/members understand their rights and responsibilities as tenants and how the organisation can assist them. This includes expectations under both the RTA and the organisation's own policies and procedures.</p> <ul style="list-style-type: none"> I. tenants are given information on rights and responsibilities; and II. the tenants responsibilities are clearly outlined in the tenancy agreement. 		Ingoing tenancy package
<p>1.2.3 When establishing a tenancy, tenants are taken verbally through all of the materials and are specifically shown all of the major clauses in the tenancy agreement.</p> <p>The explanation should include:</p> <ul style="list-style-type: none"> I. the length and type of tenancy agreement; II. the circumstances around eviction; III. tenants responsibilities and rights; IV. security of tenure; and V. any additional clauses. 	Tenancy Manager to: Provide details of sign up process	
<p>1.2.4 The organisation always ensure that property condition reports are completed prior to occupancy.</p> <ul style="list-style-type: none"> I. the organisation has a documented property inspection policy; II. the policy includes tenants being provided with copies of PCRs; and III. any repairs should be documented. 		Property inspection policy and procedures
<p>1.2.5 The organisation uses a rental payment system designed to maximise the ability of tenants to keep up-to-date with their payments and maintain successful tenancies.</p> <ul style="list-style-type: none"> I. tenants are offered a choice of payment methods; II. tenants are regularly provided with rental account statements; III. rent arrears are monitored & acted upon promptly; and IV. arrears management at least complies with the RTA. 	Provide an overview of the rental management system	

<p>1.2.6 The Provider regularly reviews rents and clearly explains to tenants when and how this will be done.</p> <ol style="list-style-type: none"> I. the providers rent setting policy is explained to tenants; and II. the rent policy includes information that tenants are to provide and notice period for any changes. 		Rent setting policy and procedures
<p>1.2.7 The service monitors its service delivery to tenants to ensure quality.</p> <ol style="list-style-type: none"> I. feedback is sort on the level of tenant satisfaction with rental management; and II. records of disputes are kept and include nature of dispute, who and how resolved. 	Details of dispute recording and response	Tenant satisfaction survey and reports

1.3. Changing Needs of Tenants: The changing housing needs of tenants are responded to fairly and flexibly within the capacity of the organisation.

	Evidence required at site audit	Attach Copy of Required Evidence
<p>1.3.1 The organisation has a documented system for how it will respond to changes in tenants' needs that is consistent with legislation and its own eligibility criteria and allocation system and covers:</p> <ol style="list-style-type: none"> I. transfer policy for existing tenants; II. mutual exchange; and III. status of other household members if principle tenant leaves. 		Eligibility and allocation policy and procedures
<p>1.3.2 The organisation has a process for defining and identifying over/under occupancy of stock and strategies for dealing with these situations productively.</p> <ol style="list-style-type: none"> I. the organisation a documented process for identifying u/o; and II. strategies are in place to encourage voluntary transfer to appropriately sized dwellings. 		Occupancy policy and procedures

1.4 Ending Tenancies: Tenancies are ended in a way that is legal and minimises the impact on the organisation and tenants.

	Evidence required at site audit	Attach Copy of Required Evidence
<p>1.4.1 The provider has written documentation to deal with voluntary and forced termination of tenancies that is consistent with legislation. It ensures that a tenancy is secure unless the tenants have broken specific conditions of the tenancy agreement.</p> <ol style="list-style-type: none"> I. security of tenure is recognised in policy and tenants cannot be evicted without just cause; II. due legal process is followed in breach of agreement situations including those leading to termination; and III. clear lines of lines of responsibility and delegations regarding decisions leading to terminations. 		Tenancy management policy and procedures

<p>1.4.2 When the organisation considers that termination proceedings may be necessary, it continues to treat the tenants fairly and with respect and to try to rectify the breach.</p> <ol style="list-style-type: none"> I. the provider conducts a personal interview with the tenant outlining the situation; II. the tenant is provided with information about housing alternatives and support/advocate agencies; and III. the tenants is encouraged to attend any legal hearings. 	<p>Tenancy manger to: Provide details of eviction process</p>	
<p>1.4.3 When a tenant gives notice of ending a tenancy, the provider: attempts to organise a joint inspection of the premises, calculates rental payments and assesses bond conditions.</p> <ol style="list-style-type: none"> I. tenants are informed that claims could be made against the bond; and II. the tenant is given the opportunity to attend the vacated tenancy property condition report. 	<p>Provide details of process used to end tenancies</p>	
<p>1.4.4 The provider has a clear procedure which is consistent with state legislation to recover possession of an abandoned property and deal with any of the tenant's goods.</p> <ol style="list-style-type: none"> I. the tenant is contacted and informed how long their property will be stored; II. take an inventory of goods; III. store the goods for a reasonable time; and IV. dispose of goods in line with RTA. 	<p>Provide details of process used to recover abandoned properties</p>	
<p>1.4.5 The provider seeks feedback from tenants when they end their tenancies.</p>	<p>Provide details of how feedback is sort from tenants vacating their tenancies</p>	

2: ASSET MANAGEMENT

<p>2.1. Responsive Maintenance & Repairs: The organisation's systems enable the effective delivery of repairs and maintenance so that tenants' accommodation meets community living standards.</p>		
	<p>Evidence Required at Site Audit</p>	<p>Required evidence to be attached</p>
<p>2.1.1 The Provider has a documented system for responsive maintenance and repairs that:</p> <ol style="list-style-type: none"> I. ensures transparency of decisions II. provides good services in a timely manner, and III. is equitable between tenants and across properties 	<p>Asset Manager to: Demonstrate property maintenance database and maintenance expenditure recording system</p>	<p>Property maintenance policy and procedures</p>
<p>2.1.2 The Provider has budgeted an appropriate amount for responsive maintenance and repairs.</p>		<p>Maintenance budget and planning</p>

2.1.3 The Provider provides tenants with easy-to-use information on repairs and maintenance including: <ul style="list-style-type: none"> I. how to request repairs II. time frames for different categories of repairs III. ways to comment on the repairs 		Tenant information package
2.1.4 The organisation works with tenants to reduce the need for maintenance call-outs.		Tenancy management policy and procedures
2.1.5 The Provider has a program for regularly inspecting properties.	Provide details of property maintenance schedule	
2.1.6 The Provider selects and works with contractors to ensure that the interests of the organisation are protected and in particular, that the contractors: <ul style="list-style-type: none"> I. respect the tenants II. deliver good quality work in a timely fashion III. get and charge the best possible prices. 		Contractor tendering and selection policy and procedures
2.1.7 The Provider measures its performance in the area of repairs and maintenance, using indicators such as tenant satisfaction, timelines, quality and price.	Provide details on monitoring of repairs and maintenance	

2.2. Planned Cyclical Maintenance & Upgrade: The organisation plans for the maintenance and upgrade of its assets to ensure accommodation quality and overall value is sustained.

	Evidence Required at Site Audit	Required evidence to be attached
2.2.1 The Provider has a documented system for cyclical maintenance and upgrading of properties that includes an asset plan for each property it controls which is linked to financial planning budgets.		Asset Management Plan
2.2.2 Cyclical maintenance and upgrade is co-ordinated to balance the needs of tenants with getting the best value for money.	Asset Manager to: Provide details of contract management process	
2.2.3 The Provider ensures that its own interests are protected when major upgrades are contracted.		Risk Management Strategy – upgrades and maintenance
2.2.4 The Provider monitors the progress made against its asset management plan.	Provide details of monitoring and reporting of progress	

	against Asset Management Plan	
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2.3. Acquiring & Developing stock: The organisation acquires and develops housing stock that is appropriate to the identified needs of its target population and maximises the assets of the organisation.		
	Evidence Required at Site Audit	Required evidence to be attached
2.3.1 The Provider has a documented strategy for stock acquisition, disposal and development that is consistent with its organisational mission and corporate plan.		Strategic Development Plan
2.3.2 The provider prepares specific individual project briefs which describe the stock to be acquired.	Asset manager to: Show sample project brief	Dwelling acquisition policy and procedures
2.3.3 Before deciding on the best method to acquire new stock, the organisation researches the feasibility of the various options.	Sample feasibility study for recently acquired stock	
2.3.4 The provider involves tenants/members in the process of acquisition and development of housing stock, where possible and appropriate.		Tenant involvement policy and procedures
2.3.5 When employing an architect, project manager and/or builder, the selection and appointment process ensures transparency, quality service, value and minimal risk to the organisation.		Risk Management Strategy – stock acquisition/ development
2.3.6 Whenever it signs agreements for another party to develop a property, the organisation ensures that the agreement delineates rights and responsibilities of all parties and how any conflict will be resolved.	Provide details of documentation used for property development and monitoring	
2.3.7 When taking possession of a property (lease or acquired), all relevant documentation is received.	As above	
2.3.8 The organisation monitors any defects and ensures they are rectified.	As above	
2.3.9 The organisation monitors and reviews its acquisition and development processes to ensure they are efficient and effective.	As above	

2.4. Developing Income streams for acquiring new stock: The organisation's growth strategy is based on sound financial planning		
	Evidence Required at Site Audit	Required evidence to be attached
2.4.1 The provider has written documents to guide its development of property partnerships which includes a statement of ethics.		Partnerships Policy and procedures
2.4.2 The organisation assesses the viability of potential partnership arrangements.		Risk management Strategy - partnerships
2.4.3 The provider explores and utilises the full range of planning incentives set by state and local government to maximise its potential in developing financial partnerships.	Executive Officer to: Provide details of incentives utilised	
2.4.4 When entering into partnerships with other organisations to develop stock, formal contractual agreements are signed which include sound risk management strategies.		Risk management strategy – partnerships
2.4.5 Development strategies seek to build community capacity.	Provide details on community development activity	
2.4.6 The organisation promotes and markets its potential as a partner for property development.		
2.4.7 The provider ensures that it has access to appropriate and high level expertise in business planning, project management and property development.		Job descriptions & qualifications of senior staff
2.4.8 The organisation monitors and reviews its efforts to develop new income streams.	Provide details of monitoring development opportunities	

STANDARD 3: TENANTS RIGHTS AND PARTICIPATION

3.1. Tenant Rights: Tenants' rights are upheld in all aspects of the organisation's work and people who access the organisation are assisted to exercise their rights.		
	Evidence Required at Site Audit	Required evidence to be attached
3.1.1 Written documents of the provider demonstrate a clear commitment to the rights of tenants to respectful, fair and non-discriminatory treatment; safe and secure housing; and privacy.		Statement of tenant rights

3.1.2 Tenants and applicants are consistently informed of their rights and the information is presented in an appropriate and accessible way	Tenancy Manager to: Provide details of process for informing tenants of their rights	
3.1.3 A range of strategies are used to assist tenants to exercise their rights.	As above	
3.1.4 The organisation monitors its work around tenant rights.	Provide details of monitoring	

3.2 Tenant Participation: Tenants contribute to and participate in the decision-making of the organisation.

	Evidence Required at Site Audit	Required evidence to be attached
3.2.1 Written documents of the organisation reflect a strong commitment to enabling tenant participation.		Tenant participation policy and related documents
3.2.2 The organisation regularly seeks feedback from tenants.		Tenant satisfaction survey and reporting
3.2.3 Where proposals affect tenants, the organisation consults with them before it makes major changes.	Tenancy Manager to: Provide details of tenant input to major changes	
3.2.4 The organisation provides opportunities for the tenants to participate in its decision-making processes.	As above	

3.4. Access to services of the Organisation: Applicants/tenants are able to access the full range of services provided by the organisation.

	Evidence Required at Site Audit	Required evidence to be attached
3.4.1 The organisation's written documents reflect a commitment to ensuring equitable access to its activities and services.	Tenancy manager to: Provide details of how tenants are informed of activities and services	

3.4.2 The organisation's offices/venues and activities are accessible to its potential and actual tenants.	As above	
3.4.3 The organisation has office operating hours that meet the needs of the range of tenants and applicants.	As above	
3.4.4 The organisation has strategies to ensure it provides services that are culturally appropriate to its potential and actual tenants.	As above	
3.4.5 The organisation monitors its accessibility to the full range of tenants/applicants.	Details of monitoring	

3.5. Confidentiality & Privacy: Applicants/tenants confidentiality and privacy is respected and maintained.

	Evidence Required at Site Audit	Required evidence to be attached
3.5.1 The organisation has written policies that outline how confidentiality and privacy will be upheld, consistent with relevant privacy legislation.		Privacy and confidentiality policy and procedures
3.5.2 A private place is used for collecting information of a personal nature.	Tenancy Manager to: show place used for personal interviews	
3.5.3 Where individual tenants are being discussed, steps are taken to ensure their anonymity.	Provide details of how anonymity is protected	
3.5.4 Where tenants can not give consent to information being shared, the organisation considers how privacy and confidentiality can best be protected.	Provide details of how confidentiality is protected	
3.5.5 The organisation ensures that all tenant files are stored and destroyed in a confidential manner.	Demonstrate method for confidential disposal of files	
3.5.6 The organisation regularly reviews whether all those involved in the organisation understand and act in accordance with their responsibilities to protect confidentiality.	Provide details of how confidentiality requirements are checked with a range of officers.	

3.6. Complaints & Appeals: Complaints and appeals of decisions are addressed promptly and fairly.		
	Evidence Required at Site Audit	Required evidence to be attached
3.6.1 The organisation has a documented system for complaints and appeals that make it easy for people to lodge a complaint or appeal and ensures that they: <ul style="list-style-type: none"> I. are dealt with promptly and fairly; and II. have access to an independent body if the matter cannot be resolved to the person's satisfaction. 		Complaint/appeals policy and procedures
3.6.2 People are given easy access to simple written information about how to lodge a complaint or appeal.		Complaints/appeals documentation provided to applicants/tenants
3.6.3 Tenants are informed of how to access advocacy organisations or individual advocates to help them complain or make an appeal.	Tenancy Manager to: Provide details of referral agencies utilised	
3.6.4 Any member of the organisation likely to receive complaints or handle appeals is trained in how to deal with them.	Provide details of training provided to staff	
3.6.5 The effectiveness of the complaints and appeals system is regularly monitored.	Provide details of monitoring of complaint system	

STANDARD 4: WORKING WITH THE COMMUNITY

4.1. Tenants access to support: Tenants have access to relevant support.		
	Evidence Required at Site Audit	Required evidence to be attached
4.1.1 The organisation has documented systems to ensure tenants have access to relevant support.	Executive Officer to: Agreement in place with support providers	
4.1.2 The organisation has established good working relationships with key government departments and community agencies.	Provide details of relationships with support agencies	

4.1.3 Where a tenant would benefit from support from another agency in order to remain housed and agrees to referral, the organisation assists them to gain this support.	Provide details of process used when referring to support agencies	
4.1.4 The organisation customises services to maximise the success of tenancies for people with high support needs.	Provide details of support provision planning.	

4.2. Building Community Capacity: Work undertaken by the organisation contributes to sustainable improvements in the well being of tenants and communities.

	Evidence Required at Site Audit	Required evidence to be attached
4.2.1 The organisation's written documentation reflects a commitment to building sustainable improvements in the well-being of tenants and communities.		Planning and policy documents showing commitment to improving well-being of tenants and communities.
4.2.2 Strategies used to build sustainable improvements in the lives of tenants and communities are developed in response to identified needs and relate to the organisation's target communities.	Executive Officer to: Provide details of strategies used to build well-being of tenants & community	
4.2.3 The organisation actively seeks out people and organisations to collaborate with in order to maximise resources and gain broader ownership of initiatives.	Provide details of collaboration with people & organisations	
4.2.4 Initiatives are promoted so that successes can be built upon and the organisation and its community can gain appropriate recognition.		Materials used to promote successes
4.2.5 The organisation keeps itself and its tenants informed of developments in the social housing sector.		Materials used to communicate changes to tenants
4.2.6 The organisation monitors and reviews the scope and commitment to building community capacity.	Provide details of reviews of capacity building activities	

4.3. Providing Housing Information Advice & referral: Community members accessing the service are given up-to-date information and referral that assists them to find safe housing options.		
	Evidence Required at Site Audit	Required evidence to be attached
4.3.1 The organisation has documented systems that provide adequate guidance for the conduct of housing information, advice and referral services.		Provision of support services policy and procedures
4.3.2 Staff have a thorough knowledge of housing and support options within the area served, and how these options can best be accessed.	Tenancy Manager &/or Executive Officer to: Provide details of support services and protocols in place	
4.3.3 The service has operating systems that ensure users have timely access to assistance.	Detail systems in place to provide access to assistance	
4.3.4 The organisation has systems in place to support the effective assessment of the housing and support needs of service users.	Provide details of support assessment process	
4.3.5 The assessment process actively involves individual service users in identifying their short term and longer term needs.	Provide details about the involvement of service users	
4.3.6 The organisation has effective systems to support referral of service users based on their presenting situation and the assessment of their needs.		Support provision agreements/ MOUs in place with support providers
4.3.7 The organisation provides clear information to service users on their housing options and what steps they will need to take to access them		Information about housing options provided to tenants

STANDARD 5: GOVERNANCE AND ORGANISATIONAL MANAGEMENT

5.1. Establishing and Maintaining Governing Bodies: Members of the governing body of the organisation have the skills and experience needed for their work and the commitment to contribute to the overall strength of the organisation.		
	Evidence Required at Site Audit	Required evidence to be attached
5.1.1 The organisation has a documented system for nomination, and selection or election of governing body members which is open and transparent.		Organisation's Constitution
5.1.2 The organisation has processes to ensure that the governing body has members which provide the appropriate range of skills/expertise it needs and share a commitment to the goals of the organisation.		Role description and selection criteria for board members
5.1.3 New members of the governing body receive an induction to the organisation and their role.		Induction package provided to new board members
5.1.4 The governing body identifies training needs and helps its members to access ongoing education or development opportunities relevant to their role.	Chairperson &/or Executive Officer to: Provide details on how training and education needs are assessed and addressed	
5.1.5 The governing body assists its members to build appropriate working relationships with each other and staff (where they exist).	Provide details of relationship between board and staff	
5.1.6 The governing body regularly reviews its own capacity and performance.	Provide details of performance reviews and actions taken	

5.2. Good Governance: The organisation has a clearly defined purpose and goals and is accountable for all aspects of its work.		
	Evidence Required at Site Audit	Required evidence to be attached
5.2.1 The organisation has a documented system for governance that covers: <ol style="list-style-type: none"> I. the organisation's purpose and overall goals; II. roles and responsibilities of the governing body; III. how it conducts business and makes decisions; and 		Policy and procedures manual and related governance documents

IV. how it manages conflicts of interest.		
5.2.2 The governing body meets regularly enough to ensure effective management of the organisation. Decisions are properly recorded.		Minutes of the last three board meetings
5.2.3 The governing body receives useful, timely and accessible information to inform its decisions.	Executive Officer to: Provide details of processes used to inform the board	
5.2.4 The governing body receives and considers financial reports of actual expenditure against budgeted amounts at each meeting. The reports are presented in an accessible way.		Three most recent financial reports presented to the board
5.2.5 The governing body regularly reviews the performance of people delegated key responsibilities for the running of the organisation's business.		Performance review policy and procedures
5.2.6 The governing body reviews the effectiveness of its own processes and structure in providing good governance to the organisation.	Provide details of reviews of the board's effectiveness	

5.3. Effective Management: The organisation is managed to ensure accountability and deliver good outcomes for tenants.		
	Evidence Required at Site Audit	Required evidence to be attached
5.3.1 The management structure of the organisation is clearly defined and documented including: I. levels of decision-making; II. reporting arrangements; and III. delegations.		Policies and procedures covering decision making, reporting and delegations Organisational chart
5.3.2 Regular reports on the performance of the organisation in all of its main areas of work are produced and submitted to the governing body.	Executive Officer to: Provide details of reporting the board	
5.3.3 The organisation reports to its funding bodies and relevant statutory bodies on its activities and financial status within requirements and timeframes.		Annual Report with Audited Financial Statements
5.3.4 The organisation has strategies for keeping members, tenants and other organisations with an interest in the work of the organisation	Details of how the	

informed about its activities.	organisation promotes its activities to stakeholders	
5.3.5 The organisation reviews its management structures regularly to ensure they are efficient and ensure accountability.	Details of organisational reviews	

5.4. Planning & Development: The organisation plans to ensure that it maximises the use of its resources towards achieving identified goals and priorities.

	Evidence Required at Site Audit	Required evidence to be attached
5.4.1 The organisation has a written plan which sets out its priorities for the next period and which corresponds to the organisation's longer term goals.		3 Year Strategic Business Plan supporting organisational growth
5.4.2 The organisation assesses the ideal size for its ongoing viability and uses this information in developing its plan	Executive Officer to: Provide details of plans for growth	
5.4.3 The organisation gathers and uses information on community needs, and issues that could affect its tenants and target population to set priorities for its work.	Provide details of needs assessment activities	
5.4.4 Information about the organisation's own housing management and about the broad sector are used in the planning process.	Provide details of how the organisation's activities and changes in the sector effect planning.	

5.5. Organisational Review: Regular evaluation and review ensures that the organisation is working efficiently and effectively towards achieving its goals.

	Evidence Required at Site Audit	Required evidence to be attached
5.5.1 The organisation's documented systems and plans reflect a commitment to organisational review and service improvement.		Continual improvement plan or equivalent

STANDARD 6: MANAGEMENT SYSTEMS

6.1. Financial Systems: The organisation's financial systems support effective management and accountability.		
	Evidence Required at Site Audit	Required evidence to be attached
6.1.1 The organisation has clearly documented systems to guide its financial management, which ensures viability and probity		Policies and procedures guiding financial management
6.1.2 The organisation uses cash flow projections to guide its work.	Finance Manager to: Provide details of how cash flow projections are used to inform planning.	
6.1.3 The organisation's audited financial statement meets appropriate accounting standards.		Most recent Audited Statement of Accounts
6.1.4 The organisation encourages rent payment systems that minimise cash handling.	Demonstrate rent payment system	
6.1.5 The organisation has appropriate checks and balances in place to ensure that funds are not mismanaged.	Provide details of financial checks and balances	

6.2. Administrative Systems: The organisation's administrative systems support effective management and accountability.		
	Evidence Required at Site Audit	Required evidence to be attached
6.2.1 Tenancy files contain appropriate and adequate information to assist good tenancy management.		File management policy and procedures
6.2.2 There is an asset register of file for each property that contains adequate information to ensure quality management of assets.	Asset Manager to: Demonstrate asset register	

6.3. Management Information Systems: Information about the organisations activities, applicants, tenants and staff (where applicable) is used to support management of the organisation.		
	Evidence Required at Site Audit	Required evidence to be attached
6.3.1 The organisation has adequate and appropriate records of its service usage, tenant and applicant characteristics, and housing stock to support planning and good housing management.	Executive Officer to: Provide details of how records are used to inform planning and monitoring	

6.4. Office Environment: The organisations office premises and equipment provide a safe secure and appropriate work environment for staff and tenants.		
	Evidence Required at Site Audit	Required evidence to be attached
6.4.3 The organisation has adequate and appropriate office equipment and furniture that is well maintained.	Occupational Health and Safety Officer to: Provide tour of office and equipment	
6.4.5 The organisation ensures that its office premises are safe for tenants and staff and are adequately secured	As above	
6.4.6 There is adequate well-maintained office space.	As above	

STANDARD 7: HUMAN RESOURCE MANAGEMENT

7.1. Recruiting, Selecting & Appointing Staff: Staff are appointed to the organisation with the skills and experience needed for their work and for their ability to contribute to the overall strength of the organisation.		
	Evidence Required at Site Audit	Required evidence to be attached
7.1.1 The organisation has a documented system for recruiting, selecting and appointing casual and permanent staff.		Recruitment Policy and Procedures Job descriptions and selection criteria for senior positions

7.1.2 The organisation has clear processes for assessing and reviewing the need for positions prior to recruitment.	Executive to: Provide details of process for assessing and reviewing positions	
7.1.3 The organisation selects staff through a transparent and fair process.	Provide overview of recruitment and selection process	
7.1.4 The organisation is viewed by tenants, other agencies and staff as having fair and transparent recruitment and selection practices.	As above	
7.1.5 The organisation has staff employed that can competently do their work and contribute to the overall strength of the organisation.		Profile of Board and senior staff members detailing, qualifications, expertise and experience

7.2. Supervision, Training & development of staff: Staff are provided with appropriate supervision, training and development that enhances their skills, motivation, and effectiveness and assists them to further the organisations goals.

	Evidence Required at Site Audit	Required evidence to be attached
7.2.1 The organisation has a documented system for the supervision, performance review and training of staff.		Supervision and training policy and procedures
7.2.2 Staff receive appropriate orientation to the organisation, the position and to the community housing context when starting work.	Executive officer to: Provide an overview of orientation process for new staff	
7.2.3 All staff have access to some relevant training and professional development opportunities.	Provide an overview of training opportunities and take up	
7.2.4 All staff have access to regular and effective supervision of their work.	Provide details of supervision process	

7.4. Occupational Health & Safety: Staff and volunteers work in a safe and healthy environments.		
	Evidence Required at Site Audit	Required evidence to be attached
7.4.1 The organisation has a documented system covering occupational health and safety which includes and up-to-date risk management plan.		Occupational Health and Safety Policy and Procedures
7.4.2 Work practices and the design of the work environment supports health and safety of staff, volunteers and tenants.	Occupational Health and Safety Officer to: Provide details of OH&S practices	
7.4.3 Staff are trained in addressing work hazards where these are identified.	As above	
7.4.4 The organisation regularly reviews its success in providing a safe and healthy work environment for staff and volunteers.	As above	

7.5. Management of Volunteers: Volunteers are supported to do their jobs well and safely.		
	Evidence Required at Site Audit	Required evidence to be attached
7.5.1 The organisation has documented system to guide and record the use of volunteers.	Executive Officer to: Provide an overview of how volunteers are utilised and supported	

8. HOW TO SUBMIT AN APPLICATION

Please ensure that your application is signed under common seal by the authorised signatories for your organisation in the place provided below.

Please forward your application along with all relevant supporting evidence to:

**The Registrar
Regulation and Compliance Unit
Community Housing
99 Plain Street
East Perth, WA 6004**

SIGNED

Executive Officer

AUTHORISED

Chairperson

AFFIX COMMON SEAL