

REVITALISING THE NATIONAL COMMUNITY HOUSING STANDARDS

A community housing industry led project to revisit and revitalise the NCHS turning them into *tools for improvement*.

ABOUT THE PROJECT

This is a community housing industry-led project to revitalise the National Community Housing Standards (NCHS) turning them into “tools for improvement” – carried out by professional, independent and experienced assessors – making clear recommendations and sharing best practice to raise organisational performance.

AUGUST 2019 PROJECT UPDATE

The CHIAs and their consultants are finalising the first draft standard for consultation and are planning the pilots.

WANT TO GET INVOLVED?

We are looking for CHOs to participate in the pilots. More details are overleaf.

CALL FOR PILOTS

CHIA NSW has been leading the project with funding from the NSW Government to kick start national industry standards. CHIA National and CHIA VIC are part of the project steering group, and a national reference group has been established.

Following an industry survey to gauge interest and to direct the project, the following approach was developed:

- The standards will complement the regulatory systems. Compliance with the relevant regulatory system will be a basic requirement and won't be re-examined
- The standards will be modular – CHOs will be able to choose which standard(s) they accredit against
- The system is voluntary – the standards can be used for self- assessment, external accreditation or not at all
- The standards will aim to distinguish excellent performance from good performance
- The standards will be developed over time, as resources are available

The survey demonstrated interest in an affordable housing standard and this is the first standard that has been drafted.

The steering group is now kicking off consultations on the draft affordable housing standard and the draft accreditation process with the reference group and with CHOs. The next step is setting up pilots to test the accreditation process.

THIS PROJECT IS MANAGED BY CHIA NSW,
CHIA NATIONAL, AND CHIA VIC



PILOT DETAILS

The pilot CHOs would need to commit to working closely with UK and local consultants to test out the draft affordable housing standard and provide feedback about the process and the requirements. The pilot is scheduled to run from **September to November 2019** with the main on-site work taking place towards the end of October over a two day period.

What do you need?

- Willingness to share your experience and provide feedback on the pilot
- Willingness to test out the approach and work in a collaborative way
- Experience of providing and developing affordable housing at a reasonable scale
- Availability of key staff during the pilot period

What is involved?

- Providing a key contact person to liaise with – preferably the lead person in charge of affordable housing
- Participating in webinar/meeting to talk through the process and the requirements
- Providing key documents for desktop review as well as a self-assessment against the standard
- Hosting and organising on-site work to include interviews/meetings with senior staff, managers, and operational staff involved in delivering the affordable housing service
- Taking part in debriefing sessions with the consultants
- Providing your views and feedback on the approach, the pro forma/templates and the experience generally
- Taking part in presentations/discussions afterwards to explain the experience and the benefits

KEY PILOT DATES

w/c 26th August	<ul style="list-style-type: none">• Pilot CHOs announced
By 9 th September	<ul style="list-style-type: none">• Background information sent out
w/c 9 th September	<ul style="list-style-type: none">• Webinar/meeting with consultants to explain the process and agree the timeframes
By 30th September	<ul style="list-style-type: none">• Submit the evidence base – including organisational documents and the completed accreditation submission• Contact and liaise with consultants to resolve any questions
By 7 th October	<ul style="list-style-type: none">• Submission and evidence base reviewed by consultants• Any questions discussed and clarified• On-site work planned out
w/c 21 st or 28 th October	Up to 1.5 days on site (2 consultants): <ul style="list-style-type: none">• Interviews and focus groups with key staff• Site visits• Review of case work• Briefing and debriefing meeting with the lead
28 th October	<ul style="list-style-type: none">• Consultants review and analyse the information gathered and write up accreditation findings
w/c 4 th November	<ul style="list-style-type: none">• Feedback session on findings• Feedback on the process

For further information and to express an interest please contact adamw@communityhousing.org.au by **Thursday 15 August**. Please provide a brief summary of why your organisation wishes to participate, including the number of affordable homes developed and managed.