



Government of **Western Australia**
Department of **Communities**



Community Housing Regulatory Framework



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1. Purpose

The Community Housing Regulatory Framework (Framework) establishes an administrative system of registration and regulation for Community Housing Providers (Providers) aimed at achieving the vision and objectives outlined below. The Framework is supported by further guidance material and fact sheets.

2. Vision

Vision

A Community Housing sector that:

- ❖ is well governed, well managed and viable
- ❖ meets the needs of tenants
- ❖ provides assurance to government and investors

3. Objectives

Objectives

- ❖ Ensure that oversight of Providers is targeted to key areas of sector risk and to the aims and intended outcomes of social housing
- ❖ Provide a consistent regulatory environment to support the growth and sustainable development of the community housing sector
- ❖ Ensure public investment in community housing is adequately protected against inappropriate use and retained for legitimate sector purposes
- ❖ Provide confidence to governments and financial institutions that organisations are financially viable and well governed.

4. Definitions

Affiliated Entity - an entity as described in the NRSCH Affiliated Entity Arrangements Guidance Note.

Assessment - a judgement against the registration requirements outlined in this Framework.

Capacity - the capability of Providers to meet the registration requirements under this Framework.

Charter - the NRSCH Charter which sets out the overarching vision, objectives, regulatory principles and philosophy of the NRSCH.

Housing Authority - a statutory body corporation established under the *Housing Act 1980 (WA)*.



Community Housing - housing for people on a very low, low or moderate income or for people with additional needs that is delivered by non-government organisations.

Community Housing Asset:

- (a) land and/or premises transferred to the Provider by the Housing Authority, but does not include land or land and premises that the Housing Authority sells at market value to the Provider
- (b) land and/or premises acquired by the Provider wholly or partly with funding provided by the Housing Authority, including but not limited to where such funding is comprised of:
 - (i) funding provided directly by the Housing Authority
 - (ii) GST input tax credits claimed by the Provider in connection with any supplies which are funded wholly or in part by the Housing Authority
- (c) a legal interest in land and/or premises acquired by the Provider wholly or partly with funding provided or where the acquisition is facilitated by the Housing Authority
- (d) land and/or premises acquired by the Provider wholly or in part with borrowings leveraged off or cash flow generated from any assets in the Provider's portfolio in which the Housing Authority has or had an interest
- (e) land and/or premises where the Housing Authority identified as having an interest in any legal agreement
- (f) land and/or premises procured with the proceeds of sale of land and/or premises in which the Housing Authority has previously had an interest
- (g) housing constructed by the Housing Authority or improvements made on land and/or premises by the Housing Authority.

Community Housing Provider - an organisation that provides community housing.

Community Housing Registration Office - the Community Housing Registration Office outlined in Clause 9 of this Framework.

Compliance - Providers demonstrate that they fully meet and maintain the registration requirements under this Framework.

Development - property development involving the construction or major refurbishment of housing assets.

Evidence - information (in any form and from any source) on which an assessment is made against the Conditions of Registration, including the National Regulatory Code.

National Law - the Community Housing Providers National Law under the NRSCH.

National Regulatory Code (Code) - the performance outcomes and performance requirements that registered Providers must comply with to become registered and maintain registration.

National Regulatory System for Community Housing (NRSCH) - the nationally consistent regulatory arrangements between the States and Territories of Australia to promote the growth of the community housing sector. Aspects of these arrangements, including the Evidence Guidelines



and Enforcement Guidelines have been adapted for use in Western Australia under this Framework.

Registered - a Provider that has successfully achieved registration under this Framework as a tier 1, 2 or 3 Provider.

Scale - the number of tenancies or the number of community housing properties which the Provider is responsible for.

Scope – the extent of a Provider’s development activities.

5. Acronyms

NRSCH	National Regulatory System for Community Housing
PROVIDER	Community Housing Provider
CHA	Community Housing Agreement
CHRIS	Community Housing Regulatory Information System
FPR	Financial Performance Report

6. Commencement

The date of commencement of this Framework is 1 April 2017.

7. Background

Under the WA Government’s 2010 Affordable Housing Strategy, more than 35,000 housing opportunities were made available for households on low to moderate incomes.

This was achieved through partnering with the private and community sectors; and integrating social and affordable housing through our communities to achieve better outcomes for households and communities.

The Western Australian (WA) Government’s commitment to unlock capacity and build capability in the Community Housing Sector (sector) to further increase the supply of social housing is set out in the WA Housing Strategy 2020-30 (strategy).

The registration requirements of the Framework assist in building the capability and capacity of providers to increase social housing and achieve the outcomes of the strategy.

7.1. National Regulatory System for Community Housing

The Commonwealth, States and Territories committed to develop a nationally consistent regulatory system to support the growth of community housing and minimise burden for Providers that operate across jurisdictions.



This led to the commencement of the National Regulatory System for Community Housing (NRSCH) from January 2014. The NRSCH is a legislative based regulatory system applied in the States and Territories of Australia, with the exception of Western Australia (WA) and Victoria who committed to apply regulatory systems consistent with the NRSCH.

The NRSCH adopts a risk based and outcomes focused approach and is consistent with WA State Government policy directions on red tape reduction and working in partnership with the not-for-profit sector. As a result this Framework incorporates fundamental components of the NRSCH.

7.2. Regulatory Impact Assessment

A Regulatory Impact Assessment on community housing regulation was completed by the Department of Housing to ensure a fit for purpose regulatory system in WA. A Compliance Assessment Notice was issued by the Regulatory Gatekeeping Unit, Department of Finance.

8. Regulation and Contract Management

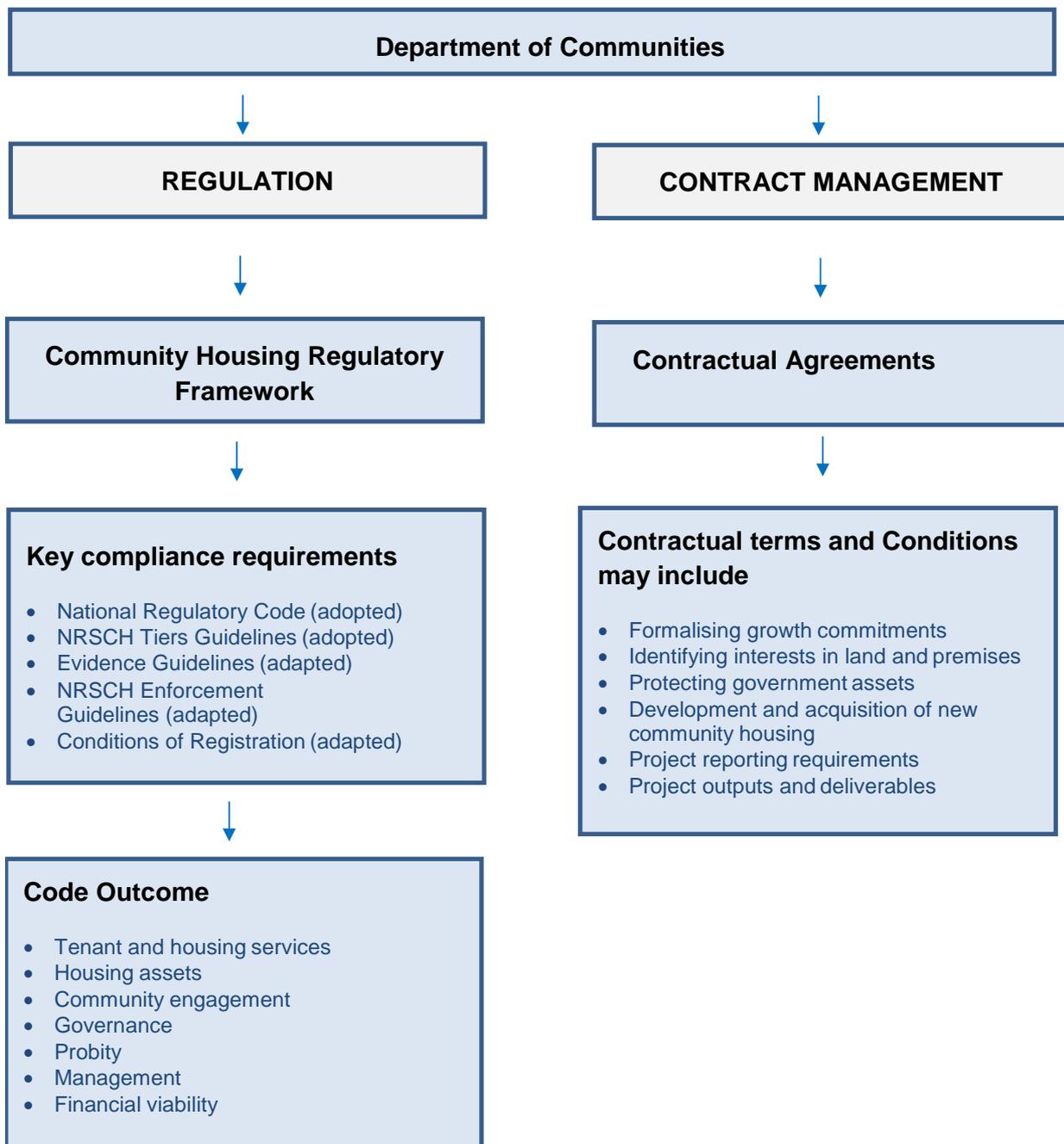
8.1. Roles and Responsibilities

Community housing oversight by the Communities includes administrative regulation under this Framework and contract management (Figure 1):

- Regulation requirements focus on the legal entity's overall performance in key areas such as financial viability, governance, asset management and tenant outcomes.
- Contract management focuses on a Provider's outputs and deliverables as specified in contractual agreements with Communities such as the Community Housing Agreement.



Figure 1: Regulation and Contract Management



8.2 Sharing of Information

The Community Housing Registration Office and Communities' contract management area will minimise any overlap or duplication of regulation and contract management requirements.

In addition, information collected from Providers will be shared between Communities' regulation and contract management where appropriate, to reduce administrative and reporting burden.



8.3 Department of Communities Funding

Registration does not guarantee financial assistance or entry into any form of business partnership with Communities.

However, registration under this Framework is a factor in Communities' decision-making process on funding and other forms of assistance to support and grow community housing.

Providers may be required to register under this Framework and comply with the registration requirements where they hold or seek to hold assets in which Communities has a financial interest.

For example, the Community Housing Agreement (CHA) includes a requirement for Providers to be registered and contractually obligates Providers to comply with this Framework. Although Communities prefers to see assets in the hands of registered Providers, business with unregistered Providers may be considered on a case by case basis.

9. Community Housing Registration Office

The Community Housing Registration Office administers this Framework and is managed by the Community Housing Registrar, a senior employee of Communities. The scope of the Community Housing Registration Office functions is limited to regulatory activities under this Framework.

The Community Housing Registration Office operates at arms-length from the funding and contractual functions of Communities, to maintain regulatory independence and ensure the integrity of this Framework.

9.1. Functions of the Community Housing Registration Office

The Community Housing Registration Office is authorised to register Providers, monitor compliance, intervene when non-compliance occurs and cancel the registration of non-compliant Providers.

Specifically, the Community Housing Registration Office has the following functions:

- to maintain a register of registered Providers
- to assess the suitability of entities to be registered Providers
- to register entities and to cancel the registration of Providers
- to monitor compliance with the Conditions of Registration and to conduct compliance assessments and regulatory engagement functions under this Framework
- to investigate complaints about the compliance of registered Providers under this Framework
- to provide information and advice to Communities about the registration of entities and information about the compliance of registered Providers under this Framework
- communicate to Communities any systemic issues affecting the sector



- to inquire into and make decisions and recommendations about matters relating to registration
- any other function required to support and effectively administer this Framework.

9.2. Review Process

Where a Provider disagrees with a decision of the Community Housing Registration Office, the Provider may seek an internal review by the Community Housing Registration Office in the first instance. The internal review mechanism will operate in accordance with the principles of procedural fairness.

If a Provider disagrees with an internal review decision, a complaint may then be lodged with the WA State Ombudsman.

10. Regulatory Approach

This Framework applies a regulatory approach that is consistent with:

- the NRSCH's Charter, Philosophy and Principles; and
- State Government reform and policy objectives, such as reducing administrative burden, focusing oversight in areas of risk, supporting sector development and partnering with the not for profit sector.

10.1. Principles

The regulatory actions undertaken in the administration of this Framework will be:

Proportionate	reflecting the scale and scope of regulated activities
Accountable	able to justify regulatory assessment and be subject to scrutiny
Consistent	based on standardised information and methods
Transparent	clear and open processes and decisions
Flexible	avoiding unnecessary rules about how Providers organise their business and demonstrate compliance with the National Regulatory Code
Targeted	focused on the core purposes of improved tenant outcomes and protecting vulnerable tenants; protecting government funding and equity; and ensuring investor and partner confidence.

10.2. Philosophy and Practice

This Framework strikes a fair balance between protecting the public interest without imposing unnecessary regulatory burden; and ensuring regulated bodies maintain responsibility for their own good governance, tenancy and asset management and financial viability.



The regulatory approach:

- Focuses on 7 performance outcomes set out under the National Regulatory Code (Code) that are designed to achieve the vision and objectives of this Framework and grow community housing; and
- Adopts a risk-based approach, to identify, monitor and respond to risks that have serious consequences for tenants, funders and investors, community housing assets and the reputation of the sector.

The 7 performance outcomes under the Code are:

- 1. Tenant and housing services**
- 2. Housing assets**
- 3. Community engagement**
- 4. Governance**
- 5. Probity**
- 6. Management**
- 7. Financial viability**

To demonstrate achievement of each performance outcome, a number of performance requirements must be met. See Appendix B – National Regulatory Code, for a full list of the 7 performance outcomes and their corresponding performance requirements.

Multiple risk-based strategies and tools are used to achieve the objectives and vision of the Framework and deliver the greatest benefit in the most efficient and effective manner. Examples include:

- A three-tiered system of registration to reflect the scale and scope of a Provider's community housing activities and the inherent risk.
- Proportionate monitoring and engagement based upon a Provider's risk profile.
- Targeted assessments which focus specifically on non-compliance with high risk outcomes and repeated non-compliance.
- An escalating approach to non-compliance proportionate to risk.



10.3. Assessment Method

Regulatory assessments will primarily be conducted via a desk top assessment, using the NRSCH Community Housing Regulatory Information System (CHRIS). This will minimise burden, increase efficiencies and enable reporting on the health and performance of registered Providers. Onsite assessment will only be conducted on an as needs basis.

10.4. Evidence Requirements

Providers are required to provide evidence to demonstrate they meet the Conditions of Registration of this Framework, applicable to their tier of registration.

The evidence requirements predominantly rely on business documents and data that an effective governing body would normally require to be satisfied that an organisation is financially viable, well governed and housing assets are well managed.

The evidence sources listed in the Evidence Guidelines (Appendix D) are examples of the information that may be used to demonstrate capacity for registration and ongoing compliance against the Code's performance outcomes. The evidence sources are not intended to be prescriptive or exhaustive and Providers may provide alternative business documentation or data for evidence.

Providers can generally present evidence in existing formats rather than reconfigure business documents, except for the Financial Performance Report (FPR). A single evidence source may be used for multiple performance requirements. The onus however is on Providers to ensure that the business documents submitted provide the Community Housing Registration Office with evidence of capacity and compliance.

In all cases, the Community Housing Registration Office will determine whether an evidence source is sufficient for an assessment.

11. Registration

Registration is the entry point into the regulatory system. Providers may apply to the Community Housing Registration Office to register at any time.

Providers will be expected to promote the Code to their Board, management and staff and ensure that the performance outcomes and performance requirements are complied with.

11.1. Registration Status

Registration is indefinite unless the:

- registration is cancelled by the Community Housing Registration Office; or
- Provider has applied to the Community Housing Registration Office for its registration to be cancelled; or
- Framework expires or is cancelled.



11.2. Who can Register

Registration under this Framework is voluntary and the following entities may seek to register:

- unregistered Providers
- Providers based in other jurisdictions that are interested in expanding their operations into WA
- other eligible organisations that provide or intend to provide community housing.

Local government and State government agencies are excluded from this Framework. This is because these entities are already governed by a range of existing statutory requirements and subject to transparent reporting requirements to account for decisions on the use and development of publicly funded services and activities.

11.3. Eligibility

To be eligible for registration a Provider must:

- meet the requirements for their particular tier (See Clause 11.4 - Registration Tiers and Appendix A – Tier Guidelines); and
- have a winding up provision in its constitution as per the Conditions of Registration (See Appendix C – Conditions of Registration, section (b)).

11.4. Registration Tiers

Regulatory proportionality is achieved using a three-tiered registration system. The tier of registration is determined by a Provider's assessed level of risk, which in turn, determines the eligibility requirements and the performance requirements under the Code that the Provider must demonstrate capacity to comply with.

Tier 1 Providers face the highest level of performance requirements and future assessment.

These Providers may typically:

- operate at large scale, meaning any serious non-compliance has the potential to impact on large numbers of tenants and assets; and
- have ongoing development activities at scale, meaning any serious non-compliance has the potential to affect the viability of the Provider.

Tier 2 Providers face an intermediate level of performance requirements and regulatory engagement, as they undertake activities that present a level of risk which is lower than Tier 1 but higher than Tier 3. These Providers may typically:

- operate at moderate scale, meaning any serious non-compliance has the potential to impact on a moderate number of tenants and assets; and
- have small-scale development activities, meaning any serious non-compliance has the potential to affect the viability of the Provider.



Tier 3 Providers face fewer performance requirements and the lowest level of regulatory engagement as they undertake activities that present a lower level of risk than other tiers. These Providers may typically:

- operate at smaller scale, meaning any serious non-compliance has the potential to impact on a smaller number of tenants and assets; and
- have no ongoing development activities or one-off and/or very small-scale development activities.

The Community Housing Registration Office determines a Provider's tier based on the Provider's inherent risk. Inherent risk is the risk posed without controls or mitigating factors being in place (i.e. the gross risk). This differs to the Provider's residual risk, which is used to determine the level of regulatory engagement. Residual risk is the risk presented after controls and mitigating factors are considered (i.e. the net risk).

To be registered in a particular tier a Provider must:

- meet the incorporation requirements for the particular tier (See Tier Guidelines at Appendix A);
- provide evidence of capacity to comply with the Code for the Provider's tier (See the Code at Appendix B); and
- demonstrate, where affiliated entity arrangements exist, that the Provider maintains control over activities and decisions that could affect their compliance with this Framework. For further information see the Affiliated Entity Guidelines.

Within any tier, the Community Housing Registration Office may vary the extent of regulatory engagement depending on the residual risk presented and may even vary the tier that applies to a Provider, if the Provider's circumstances (inherent risk) change.

11.5. Registration Application Process

To register, a Provider must:

- express their interest to register with the Community Housing Registration Office in writing
- prepare their application with the guidance of the Community Housing Registration Office; and
- submit their application along with supporting evidence using the on-line Community Housing Regulatory Information System.

The Community Housing Registration Office will:

- schedule a Provider's application lodgement date
- liaise with the Provider to indicate an appropriate registration tier



- assess the registration application and determine whether the Provider:
 - is eligible for registration
 - meets the Conditions of Registration
- advise the Provider and Communities of the outcome of the Provider's application for registration.

Further information on the registration process can be found in the Community Housing Regulatory System (CHRIS) User Guide for Providers.

11.6. Recognition of Providers Registered under the NRSCH National Law

Providers registered in NRSCH jurisdictions under the Community Housing Providers National Law will have their registration recognised in WA.

Recognition is subject to Providers providing written consent for their information to be shared between the NRSCH Registrars and the Western Australian Community Housing Registration Office.

Mutually recognised registrations under this Framework will be added to the WA register, subject to the Provider:

- maintaining their registration status under the NRSCH;
- maintaining consent for the sharing of information between the NRSCH Registrars and the WA Community Housing Registration Office;
- responding to requests for information from the WA Community Housing Registration Office; and
- meeting any additional and/or WA specific registration requirements under this Framework.

12. Monitoring and Compliance

The Community Housing Registration Office will monitor Provider compliance from the point of registration and registered Providers are required to maintain a regime of self-assessment.

The regulatory approach relies on two tools to maintain compliance with the Conditions of Registration:

- ongoing self-assessment by Providers to proactively manage services, assets and risks and ensure compliance with the performance outcomes under the Code; and
- compliance assessments conducted by the Community Housing Registration Office that focus on the performance outcomes of the Code. Regulatory oversight will be risk-based to ensure the effective and efficient use of resources and the extent of regulatory engagement will be based on a Provider's risk profile.



12.1. Regulatory Engagement

Regulatory engagement refers to the interactions between the Community Housing Registration Office and the Provider in relation to this Framework.

Regulatory engagement may range from providing guidance and information to assist a Provider to comply with the Conditions of Registration to enforcement action, including cancelling registration.

All Providers will be informed of any planned regulatory engagement, such as standard and targeted compliance assessments. However, the Community Housing Registration Office may vary any planned regulatory engagement in response to changing circumstances and risk.

The frequency and intensity of regulatory engagement will be regularly reviewed to ensure engagement is responsive, proportionate and consistently applied. For example, tier 3 Providers with little or no development activity are likely to have minimal regulatory engagement.

For consistently high performing Providers, the intensity of engagement will be reduced where the impact or likely realisation of risks is lower. In these instances, the Community Housing Registration Office may rely more on monitoring basic data and health checks such as assessing the standard financial return, current business plan and annual report, strategic asset management plan and seeking information about changes to the Provider's circumstances.

The Community Housing Registration Office will make a judgement based on the risk profile of the Provider regarding the minimum information needed to determine compliance with this Framework.

12.2. Risk Profiling

The Community Housing sector is diverse with varying risk profiles and complexity in the delivery of housing activities.

This Framework uses the registration tiers to respond to the inherent risk (i.e. gross risk) presented by Providers. Risk profiling responds to the residual risk (i.e. net risk) presented by Providers.

Risk profiling involves the examination of several factors to determine the risks associated with the Provider's performance and compliance with this Framework, which in turn informs the degree of regulatory oversight and scrutiny.

Individual Provider risk profiling will consider, but not be limited by:

- inherent risk
- ongoing compliance and performance
- identified non-compliances
- involvement in complex development and financial arrangements
- involvement in complex affiliated entity arrangements
- notifiable events
- emerging issues
- systemic issues



As a general rule, the greatest regulatory oversight will be on Providers' registered at the highest level (tiers 1 and 2) due to the scale, scope and nature of their activities.

The greatest regulatory scrutiny will largely be on the governance, financial viability and housing and tenancy management outcomes of the Code. This is because failure or lapses in these areas could have significant flow on effects for other outcomes and serious consequences for tenants and sector reputation.

12.3. Compliance Assessments

There are three types of compliance assessments 1) standard compliance assessment; 2) a targeted compliance assessment, and 3) triggered compliance assessment.

There is also a financial viability assessment that is undertaken annually for all registered Providers.

12.3.1. Standard Compliance Assessment

Standard compliance assessments are undertaken periodically, to demonstrate that registered Providers are achieving the relevant performance outcomes of the Code. All registered Providers must complete a standard compliance assessment and submit this together with supporting evidence to the Community Housing Registration Office.

Table 1 sets out the frequency of the standard compliance assessments for each registration tier. The Community Housing Registration Office may vary the content of the assessments in consideration of the performance and the risk profile of individual Providers. A minimum level of engagement and compliance assessments will however always be undertaken, even when a Provider is deemed to be very low risk.

Table 1: Standard Compliance Assessment Frequency

Tier	Frequency of scheduled Compliance Assessments
Tier 1	Every year
Tier 2	Every year
Tier 3	Every 2 years

12.3.2. Targeted Compliance Assessment

In addition to the standard compliance assessments, certain events or outcomes may result in the need for a targeted compliance assessment. For example, a targeted compliance assessment may be sought where a recommendation is required to be addressed sooner than the next standard compliance. A targeted compliance assessment is a planned engagement with the provider with the indicative date identified in the compliance assessment report.



12.3.3. Triggered Compliance Assessment

A triggered compliance assessment is conducted following an event or the occurrence of a particular circumstance. In most instances a targeted assessment will fall outside of the standard compliance assessment. The scope of a triggered assessment will depend on the particular event or circumstance and will only focus on the identified area of interest.

Examples of events that may trigger a targeted compliance assessment include but are not limited to the following:

- Complaints.
- Provider notifications.
- Changing circumstances or organisational activities that may cause concern, such as mergers or large asset transfers.

12.3.4. Financial Viability Assessment

Financial viability assessments demonstrate a Provider's ability to generate sufficient income to meet operating payments, debt commitments and, where applicable, to allow for growth, while maintaining service levels.

Each Provider will be required to complete a Financial Performance Report applicable to their tier of registration, at the time of registration and for each financial year thereafter. The financial data required from a tier 1 Provider is greater than that of a tier 3 Provider.

13. Non-Compliance

13.1. Staged Approach to Non-Compliance

Where the Community Housing Registration Office identifies non-compliance from any assessment, a staged and escalated approach will be used to bring the Provider back to compliance.

The Community Housing Registration Office may issue to a Registered Provider:

- Information and guidance to assist the Provider to achieve voluntary compliance.
- Recommendations to assist the Provider to return to compliance, if the Community Housing Registration Office reasonably believes that the Provider is not complying with this Framework.
- A written notice of non-compliance identifying the matters to be addressed and specifying a reasonable period in which those matters are to be addressed.
- A written notice of intent to cancel registration, identifying the matters to be addressed to avoid cancellation of the Provider's registration and specifying a reasonable period in which those matters are to be addressed.



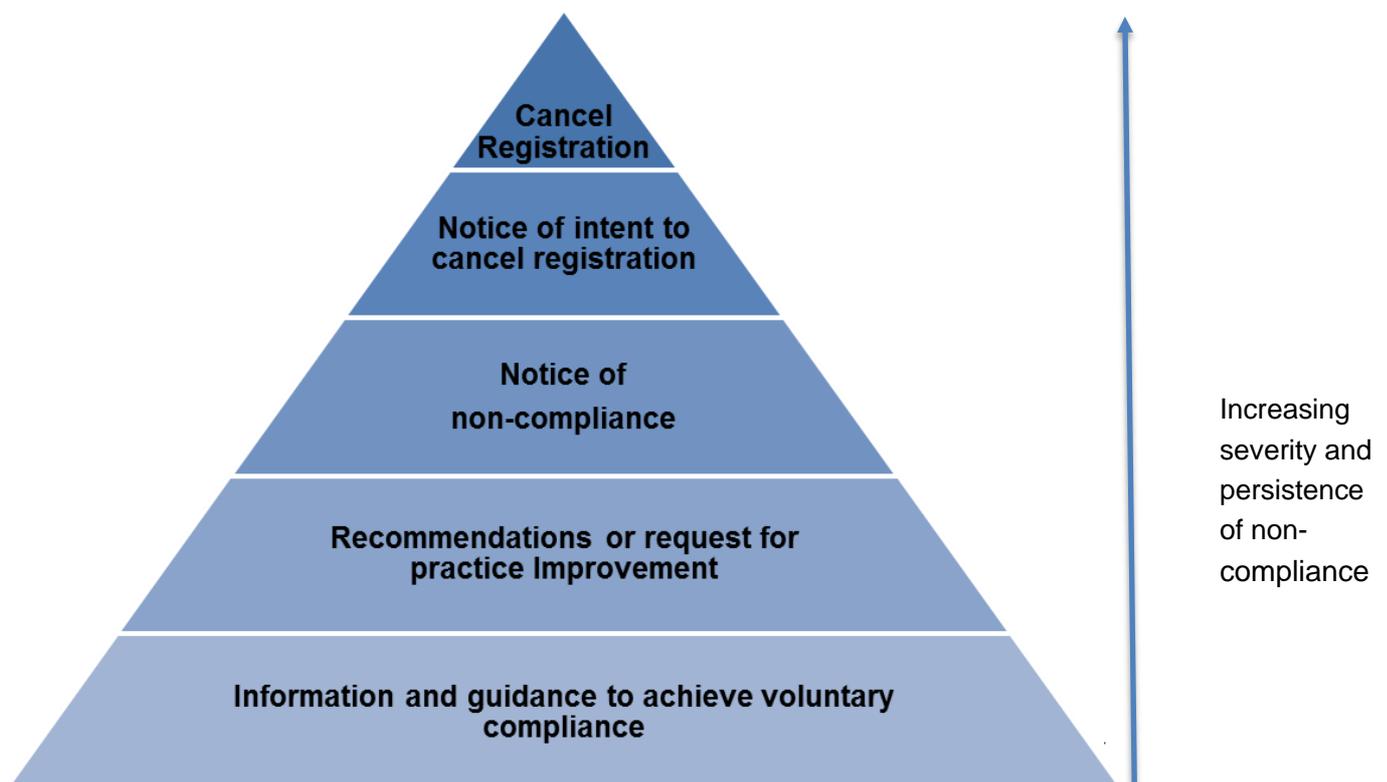
Such matters may include, but not limited to:

- matters identified in a notice of non-compliance which have not been addressed by the Provider within the period specified in the notice;
- matters that are serious and require urgent action; or
- a written notice of cancellation of registration in situations where the Community Housing Registration Office has issued a notice of intent to cancel registration and the Provider has not, within the time specified in the notice, satisfied the Community Housing Registration Office that its registration should not be cancelled. The Community Housing Registration Office will list the reasons for cancellation and the date of effect of cancellation.

A serious and urgent matter requiring action is where the Provider's failure to comply creates a risk that is likely or certain to crystallise and is significant or severe in its consequences for community housing tenants or assets, including but not limited to:

- an act, omission or event that endangers the safety or security of tenants
- a significant threat to the financial viability of the provider
- a significant fraud, theft, corruption or dishonesty by an employee or member of the board of the provider

Figure 2: Staged approach to non-compliance





13.2. Enforcement

The Community Housing Registration Office will consider relevant information to form a judgement about whether a Provider is complying with this Framework. This may include information provided by a tenant, another body that regulates the Provider, creditors, Communities or other government funding agencies.

The Community Housing Registration Office will be guided by the principles and approach contained in the WA Enforcement Guidelines. Enforcement action is generally taken if non-compliance is significant and/or ongoing and requires more than normal regulatory engagement.

Whilst progressive escalation is the preferred response to return a Provider to compliance, where situations warrant it, the Community Housing Registration Office may move immediately to any stage of enforcement permitted under this Framework to ensure a proportionate response to non-compliance.

14. Complaints

14.1 Community Housing Providers

The Community Housing Registration Office will only accept complaints that are deemed to be a potential breach of this Framework.

Examples of the kind of complaints the Community Housing Registration Office may investigate include allegations of:

- systemic or serious business failures;
- systemic or serious failures to implement policies and procedures or comply with legal obligations;
- misallocation of government funding, fraud, corruption or criminal conduct;
- a dysfunctional governing body;
- maintenance issues that indicate a systemic problem with the Provider's asset management; or
- tenancy issues that indicate a systemic failure to deliver fair, transparent, and responsive housing assistance to tenants, residents and other clients.

The Community Housing Registration Office will consider the seriousness of the matter and prioritise the complaint accordingly for investigation.

It is expected that complaints would usually be raised with the registered Provider in the first instance before being raised with the Community Housing Registration Office. It is acknowledged however that in some instances this would not be appropriate, for example if there is fear of repercussions from raising the complaint directly with the Provider.

Registered Providers are required to have mechanisms in place for managing and addressing complaints and appeals, which include:



- making information available to tenants and residents on policies and procedures for complaints and appeals; and
- recording and addressing complaints and appeals promptly and fairly.

The Community Housing Registration Office will not seek to resolve tenant and resident complaints or intervene on behalf of individuals in relation to operational matters or decisions that impact on a particular tenancy.

If a complaint is received which is outside of the scope of the Community Housing Registration Office, the complaint will be returned to the complainant with an explanation.

The Department of Mines, Industry Regulation and Safety administers a range of consumer protection laws, including the Residential Tenancies Act 1987 (RTA), which outlines the rights and obligations of tenants and landlords under legislation. Formal procedures have been established under the RTA to address issues that cannot be resolved.

14.2 Community Housing Registration Office

Complaints about the Community Housing Registration Office may be lodged with the Community Housing Registrar in the first instance.

If the complainant is not satisfied with or disagrees with the decision of the Community Housing Registrar, the complainant may lodge the complaint with the Executive Director Regulation and Quality at Communities.



15. Summary Information

Responsible Officer	Community Housing Registrar
Contact Officer	registrar@communities.wa.gov.au
Superseded Documents	Community Housing Regulation Registration Policy September 2007
Review Date	September 2021
Next Review Date	3 years from the review date
File Number	2021/27797
Associated Documents	<ul style="list-style-type: none">• Appendix A - Tiers Guidelines• Appendix B - National Regulatory Code• Appendix C - Conditions of Registration• Appendix D - Evidence Guidelines (for guidance only on assessing evidence, recognising evidence from other assurance systems and obtaining evidence from other sources)• Enforcement Guideline• Affiliated Entity Arrangements Guidance Note