

# Annual Statement of Performance 2023-2024

September 2024



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## Acknowledgement of Country

The Registrar of Community Housing acknowledges the Traditional Custodians of the lands where we work and live, and we pay respect to Elders past and present. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

Annual Statement of Performance 2023 - 2024

This report details our work in regulating Community Housing Providers (**CHPs**) with a NSW remit under the National Regulatory System for Community Housing (**NRSCH**) and the NSW Local Scheme (**Local Scheme**).

Published by Registrar of Community Housing

<https://www.nsw.gov.au/departments-and-agencies/registrar-of-community-housing>

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# 1

## Registrar's Message

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## 1.1 Registrar's Message

I am delighted to share the NSW Registrar of Community Housing's Annual Statement of Performance for 2023-24.

This report provides insights into our office's performance, highlighting our commitment to maintaining a well-governed, efficiently managed, and sustainable community housing sector, in accordance with the objectives of the *Community Housing Providers (Adoption of National Law) Act 2012 (NSW)*, also known as the National Law.

We continue to process a high volume of enquiries and applications for registration from organisations seeking to become community housing providers (**CHPs**). As at 30 June 2024, there were 231 CHPs operating in NSW registered under the Local Scheme or the NRSCH, with NSW as their primary jurisdiction. This represents a 12.1% increase from the 206 CHPs reported last year.

Our compliance program saw a similar increase, with more than 140 assessments undertaken from 1 July 2023 to 30 June 2024, being the reporting period. This was a 14% increase over the previous financial year (126 assessments).

Our office has successfully migrated its public-facing website to [nsw.gov.au](https://nsw.gov.au), improving accessibility and making it easier for users to find key information.

We have implemented a streamlined registration process for CHPs who establish Special Purpose Vehicles (**SPVs**) to ring-fence risk and satisfy some lending models and institutional investors, including Housing Australia Future Fund (**HAFF**) and National Housing Accord Facility (**NHAF**). Three SPVs were registered using this process during the reporting period.

Our office is conducting a data alignment project to provide an accurate count of affordable housing properties in NSW and establish reporting mechanisms for stakeholders. This project aims to support the increase in affordable housing supply and future-proof the NRSCH reporting system. The consultation phase is complete, showing strong stakeholder support and highlighting the value of this data. The project now focuses on ensuring data integrity while minimising sector burden.

Over the past year, we have integrated Tableau into our compliance program to better compare CHP performance. Future plans include using Tableau to increase the transparency and profile of the sector with real-time compliance reports, interactive sector-level insights, and a data pipeline with stakeholders for up-to-date information on community housing assets.

Our office continues to undertake the registration and compliance work on behalf of the NRSCH Registrars of the Northern Territory and the Tasmanian jurisdictions.

This report outlines project summaries of some of the key work our office has completed during this reporting period. We aim to showcase the assurances that a robust regulatory framework can offer to tenants, CHPs, government, and investors.

I would like to express my gratitude to registered providers, their supporting partners, industry leaders, and the Housing Agencies for their significant contributions to providing safe and secure housing for the people of NSW. As always, I welcome any feedback on this report.

*Chris Valacos*

**Chris Valacos**

NSW Registrar of Community Housing

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# 2

## Spotlights

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## 2.1 Website Migration

Our office successfully migrated its public-facing website to [nsw.gov.au](https://nsw.gov.au) – the central location for all NSW Government information. Having a single location for all NSW Government makes it easier for customers to find and understand the information they need.

Improving the accessibility and digital experience of our information reflects our ongoing commitment to ensuring a well governed, well managed and viable community housing sector that meets the housing needs of tenants and provides assurance for government and investors.

The Registrar of Community Housing’s landing page provides key links to the most commonly sought after information. All reports, guidelines, and policies can be accessed in one filterable resource library. This makes it easier for our customers and stakeholders to find the documents that they require.

The readability of website content has improved significantly, enhancing our users’ ability to understand our website information.

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## 2.2 Special Purpose Vehicles Streamlined Registration

CHPs are increasingly establishing subsidiaries or affiliated entities known as SPVs. This practice is particularly common among larger CHPs as a strategy to diversify risk during development. In some instances, SPVs retain ownership of the community housing assets while outsourcing tenancy management to the parent CHP. There are of course numerous other models.

The primary motivation behind the growth of SPVs is to ring-fence debt risk. SPVs are preferred under some lending models and institutional investors, including the HAFF and the NHAF.

To support the community housing sector in accessing funding under these programs, and to streamline the registration process, our office introduced a simplified registration process for SPVs that meet certain criteria.

We have published and circulated “Guidelines for Streamlined Registration of a Special Purpose Vehicle” to outline the requirements for this streamlined process under the NRSCH and the Local Scheme. That document also deals with trust structures, which, on the whole, are not conducive to the efficient administration of community housing law.

During the reporting period, our office successfully registered three SPVs through a streamlined assessment.

It is anticipated that SPVs will play an increasingly significant part in the development of social and affordable housing in the future.

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## 2.3 Affordable Housing Data Alignment Project

Our office is currently conducting a data alignment project on the reporting of affordable housing assets. The aim of this project is to provide a more accurate count of certain types of affordable housing properties within NSW, and to establish reporting arrangements to share this information with relevant stakeholders.

The affordability of housing is one of the most pressing policy challenges currently facing NSW, and it is generally regarded that an increase in the supply of affordable housing properties could be an important part of the solution. This makes obtaining an accurate count of affordable housing properties within NSW critical.

The introduction of the HAFF and NHAF are expected to significantly increase the supply and profile of affordable housing. As such, a further aim of the project is to future-proof the NRSCH affordable housing reporting system so it will continue to operate effectively in the long term.

The consultation phase of the project has been successfully completed. During this phase, key stakeholders were engaged to address definitional discrepancies and clarify reporting requirements. The consultation process revealed a high level of enthusiasm for the project, with stakeholders expressing appreciation for the value of the Registrar's data in providing insights into the affordable housing sector as it grows in coming years.

The focus of the project has now moved to ensuring data integrity, with consideration to minimising the burden on the sector.

The Registrar intends to look to increase the visibility of properties across the state which have not been caught by the existing limited regulatory regime for affordable housing.

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## 2.4 NSW Reporting Tools

One of our key objectives under our [Strategic Plan 2022-25](#) is to develop and implement new and improved tools to support verification of information, metric trend analysis and testing areas of risk. Over the last 12 months, our office has made significant progress towards this goal.

Tableau, a business intelligence and analytics software program, has been successfully integrated into our operational and reporting systems. This tool facilitates a comparative assessment of a CHP's historical performance, offering our compliance team greater visibility into individual CHP performance relative to their peers and the broader sector.

Looking ahead, we have plans for using Tableau reporting capabilities to increase the transparency and profile of the community housing sector and provide critical information to decision makers. Our approach will include:

- creating publicly accessible reports that track the compliance status of CHPs in real time
- publishing interactive sector-level reports on community housing assets
- establishing a data pipeline with key stakeholders to provide contemporary information on community housing assets.



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# 3

## Overview

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## 3.1 The Registrar and Legislation

The Registrar's position is a statutory appointment under the *Community Housing Providers (Adoption of National Law) Act 2012* (NSW). The Registrar reports directly to the Minister for Housing.

Visit our website for further information about the office and the Registrar's functions here: <https://www.nsw.gov.au/departments-and-agencies/registrar-of-community-housing>.

The Registrar administers the NRSCH in NSW and which commenced nationally in January 2014. The Registrar also administers the Local Scheme, which was enacted in October 2016 to regulate entities that provide community housing in NSW but are unable to be registered under the NRSCH.

The National Regulatory Code (**NRC**), which is a schedule to the National Law, sets out the performance outcomes that registered CHPs must demonstrate compliance against. The tier of registration of a CHP is a factor in determining the depth of regulatory engagement and oversight, in line with the level of risk associated with the scale and scope of its community housing activities.

Currently, Tier 1 providers face the highest level of regulatory engagement as they engage in a higher level of risk. Tier 1 providers operate at a large scale, managing more than 350 tenancies, and have ongoing development activities at scale. Serious non-compliance from a Tier 1 provider would potentially affect a large number of tenants, assets and financial viability of the provider.

Tier 2 providers face an intermediate level of regulatory engagement, operating at moderate scale, managing between 50 and 500 tenancies, and having ongoing small-scale development activities. Serious non-compliance from a Tier 2 provider would potentially affect a moderate number of tenants, assets and financial viability of the provider.

Tier 3 providers face a low level of regulatory engagement, operating at a small scale, managing fewer than 100 tenancies, and having one-off or limited development activities. Serious non-compliance from a Tier 3 provider would potentially affect a small number of tenants and assets.

A key objective of the regulatory system is to ensure that community housing is developed as a viable and diversified component of the NSW social housing sector. The NRC requires CHPs to be well-governed, financially viable and to perform in compliance with standards to deliver quality housing services.

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## 3.2 Our Regulatory Approach

The Registrar assesses and monitors the performance of registered CHPs in a largely self-reporting scheme. Consequently, our regulatory approach is to provide registration and ongoing performance assessment services for CHPs, their representative bodies, tenants, Housing Agencies, and the NSW Government.

To assist in the sustainability and viability of the community housing sector for the benefit of the people of NSW, the Registrar seeks to encourage CHPs to pursue best practice in governance, tenant and housing services, asset management, probity, business management, community engagement and financial viability.

Where necessary, the Registrar may focus on non-compliance and investigate and take enforcement action to protect tenants and the viability of the sector. Our approach is to assess the business

practices of CHPs and respond in a manner which is supportive, educational, promotes improvement and upholds the law.

You can learn more about our regulatory approach here: <https://www.nsw.gov.au/departments-and-agencies/registrar-of-community-housing/about/our-service-charter>

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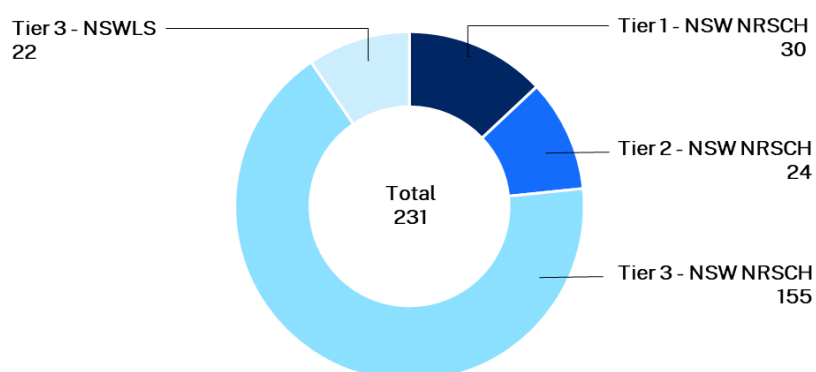
## 3.3 The Sector We Regulate

As at 30 June 2024, a combined total of 231 providers were registered under the Local Scheme and the NRSCH with primary jurisdiction NSW. This is a 12.1% increase from the number reported last year (206 registered providers).

Under the NRSCH, 209 CHPs were registered with NSW as their primary jurisdiction (Tier 1: 30, Tier 2: 24, Tier 3: 155). This is an 8.9% increase on the number reported in the previous financial year (192 registered providers).

Under the Local Scheme, 22 CHPs were registered, all as Tier 3. This segment has shown a 57.1% growth from the 14 registered providers reported last year.

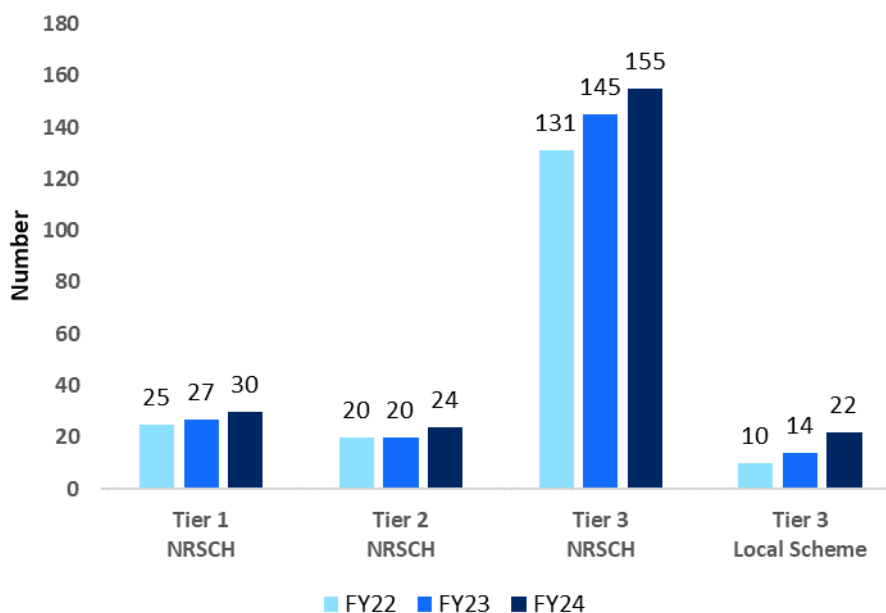
*Figure 1 – Number of community housing providers registered under the NRSCH with primary jurisdiction NSW or the Local Scheme by tier of registration as at 30 June 2024*



For the NRSCH, the largest growth has been in the registration of Tier 2 providers, with this segment growing by 20% from 20 registered providers last year to 24 registered providers this year. The Tier 1 segment grew by 11.1% from 27 registered providers last year to 30 registered providers this year. The Tier 3 segment also continued to grow with a 6.9% increase from 145 registered providers last year to 155 registered providers this year.

Over the last reporting year changes were made to the registration tier of two CHPs. One CHP changed from a Tier 2 to a Tier 1, and one CHP changed from a Tier 3 to a Tier 2.

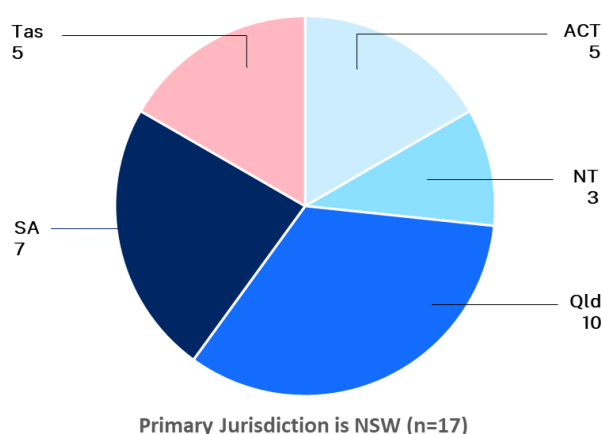
Figure 2 – Number of community housing providers registered under the NRSCH with primary jurisdiction NSW or the Local Scheme by tier of registration as at 30 June for the past three financial years



There are currently 16 registered for-profit providers. Of these for-profit providers, ten are real estate agents, two are affordable housing managers, two are Aboriginal organisations, one is a NSW Community Housing Innovation Fund recipient and one is a property developer.

NSW is the primary jurisdiction for 17 CHPs operating in more than one participating jurisdiction, including eight Tier 1, two Tier 2 and seven Tier 3 providers. Having a national scheme, these multi-jurisdictional providers only need to register in the jurisdiction where they conduct the majority of their community housing activities, eliminating the need for 30 additional registrations between them. This highlights the benefit of the NRSCH in reducing the regulatory burden for multi-jurisdictional providers. This cohort has doubled in the last seven years.

Figure 3 – Multi-jurisdictional providers with primary jurisdiction NSW (NRSCH) showing how many operate in other jurisdictions as at 30 June 2024



NSW is the secondary jurisdiction for two CHPs, one Tier 1 and one Tier 3, both of which are registered with the ACT as the primary jurisdiction.

Registrars continue to meet regularly to ensure consistency of operation across state and territorial boundaries.

Details of community housing providers registered under the Local Scheme or the NRSCH can be found on our website:

<https://www.nsw.gov.au/housing-and-construction/housing-assistance/rch-resource-library/local-scheme-register-community-housing-providers>

The Registrar also produces periodic reports that provide insights into identified trends and patterns in the community housing sector.

Our most recent Sector Performance Report is available on our website here:

<https://www.nsw.gov.au/departments-and-agencies/registrar-of-community-housing/reports-from-rch/sector-performance-reports>

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# 4

## Resources

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## 4.1 Corporate Infrastructure and Reporting Structures

While the Registrar is directly accountable to the Minister for Housing, the Registrar's office operates administratively as part of Homes NSW with the support of two NSW agencies: the Department of Communities and Justice (**DCJ**) and the Aboriginal Housing Office (**AHO**).

The Registrar directs all aspects of the operations of the office but is supported by the administrative services of DCJ and operates in accordance with its policies, procedures, guidelines, and agreements, which are common to all of its business units and staff.

The Registrar continues to operate under a Service Level Agreement with the AHO. This ensures adequate funding for regulatory services to Aboriginal community housing providers that may seek registration or capacity building support from the Registrar.

The Registrar also undertakes by means of Service Level Agreements the background registration and regulation work of CHPs on behalf of the Registrars of the Northern Territory and Tasmania, leaving of course the final decision-making to those Registrars.

All staff within the Registrar's office are public servants employed under the *Government Sector Employment Act 2013* (NSW) and are part of the establishment of the DCJ. A number of positions in the Registrar's office are funded through the formalised agreements with the AHO, Tasmania and the Northern Territory.

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## 4.2 Resourcing

The Registrar receives financial support to fund its operations from several sources, with the majority of these provided by the NSW Government. Other funding is received from both the Northern Territory and Tasmanian NRSCH jurisdictions.

Total funding received for the year was \$4,930,834.

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# 5

## Activities and Performance



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## 5.1 Registration Enquiries

### NSW

The Registrar's office continues to process a high volume of registration enquiries from entities seeking to register in NSW under the NRSCH or the Local Scheme.

One of the key objects of community housing legislation in NSW is "to ensure that registered community housing is developed as a viable and diversified component of the NSW social housing sector".

Registration of suitable entities provides an avenue to maintain regulatory oversight of community housing providers and allows for a diverse range of entities to opt-in under the NRSCH or the Local Scheme.

In the reporting period, the Registrar's office received 117 (111 NRSCH, six Local Scheme) registration enquiries from various organisations including (but not limited to) Aboriginal community housing providers (11), property developers (17), real estate agents (15) and from existing CHPs to establish SPVs (15) to participate in specific state housing programs, or at the request of funding agencies or financiers.

The above reflects a decrease of 23.5% from the previous financial year (153 registration and new entrant enquiries).

The high volume of enquiries in the previous financial year was primarily driven by the Aboriginal Housing Office's Registration Policy 2018, which introduced a requirement for entities in its sector to be registered under the NRSCH or the Local Scheme. The decline in enquiries during this reporting period is attributed to a decrease in enquiries from the Aboriginal sector, as most entities requiring registration achieved this in 2023-24.

There has been a notable increase in registration enquiries from CHPs setting up SPVs, with the number of enquiries doubling from seven enquiries in the previous financial year to 15 in the current reporting period.

### Northern Territory and Tasmania

The Registrar's office received nine registration enquiries from organisations seeking to register in the Northern Territory.

There were three registration enquiries in the reporting year for Tasmania.

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## 5.2 Registration Assessments

### NSW

In the reporting year, 28 registration assessments were completed for providers seeking registration in NSW under the NRSCH or the Local Scheme. All applications were approved to be registered under

the respective scheme. The number of registration assessments continued to grow, increasing by 12% from the 25 completed in the previous year.

Of the 20 applications under the NRSCH, two were registered as Tier 1 providers, four were registered as Tier 2 providers and 14 were registered as Tier 3 providers. All eight of the applications under the Local Scheme were registered as Tier 3 providers.

The types of entities that achieved registration during the reporting year remain diverse. These include Aboriginal community housing providers, homelessness service providers, aged care providers, disability service providers, mental health service providers, and faith-based organisations.

Among the 28 entities registered under the NRSCH or the Local Scheme:

- 15 provide Affordable Housing, either as their primary focus or as part of a broader service offering
- 12 are Aboriginal community housing providers
- six were SPVs established by existing CHPs to manage financial and operational risks associated with specific projects or groups of projects
- all eight entities registered under the Local Scheme were Local Aboriginal Land Councils.

The momentum of CHP registration is expected to continue, with 13 registration applications (11 NRSCH, two Local Scheme) in progress at the end of the financial year, and one entity scheduled to undertake registration under the NRSCH in the 2024-25 financial year.

## Northern Territory and Tasmania

Our staff completed two registration assessments for the Northern Territory.

There were no registration assessments in the reporting year for Tasmania.

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## 5.3 Compliance Assessments

In the reporting year, our staff completed a combined total of 144 compliance assessments for providers registered under the Local Scheme or the NRSCH with NSW, Northern Territory or Tasmania as their primary jurisdiction. This was a 14.3% increase over the previous financial year (126 assessments).

### NSW

129 compliance assessments were completed as part of our scheduled engagement with CHPs registered under the NRSCH with NSW as their primary jurisdiction.

Of the NRSCH compliance assessments:

- 126 were standard compliance assessments
- three were targeted assessments (scheduled to improve identified gaps in provider performance)
- 127 were assessed as compliant
- two were assessed as non-compliant and appropriate enforcement action was taken with each CHP receiving a notice of non-compliance

- both notices of non-compliance were lifted after the CHPs demonstrated they rectified the identified non-compliance issues and now operate in accordance with regulatory requirements.

Three compliance assessments were completed as part of our scheduled engagement of CHPs registered under the Local Scheme.

Of the Local Scheme compliance assessments:

- all were standard compliance assessments
- all were assessed as compliant.

## Northern Territory and Tasmania

Our staff completed a combined total of 12 compliance assessments for CHPs with Northern Territory or Tasmania as their primary jurisdiction.

Of these compliance assessments:

- seven were standard compliance assessments for Northern Territory
- four were standard compliance assessments for Tasmania
- one was a targeted assessment (scheduled to improve identified gaps in provider performance) for Tasmania
- all were assessed as compliant.

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## 5.4 Community Housing Properties – NSW NRSCH

As at 30 June 2024, there are over 72,000 community housing properties managed by registered CHPs with NSW as their primary jurisdiction under the NRSCH.

*Figure 4 – Community housing properties in NSW for community housing providers registered under the NRSCH with primary jurisdiction NSW*



A sharp spike in the 2019-20 financial year can be seen which is directly attributed to the Social Housing Management Transfer (**SHMT**) program. SHMT involved the transfer of approximately 14,000 social housing tenancies to CHPs over 20-year leases with the NSW Land and Housing Corporation.

The slight decline in recent years is largely attributed to the winding down of the National Rental Affordability Scheme.

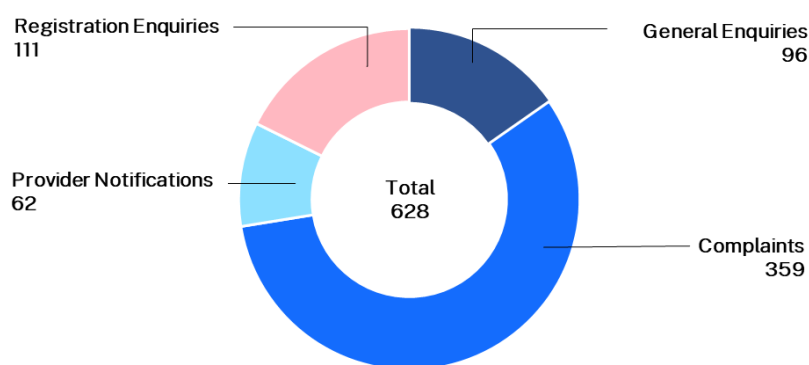
We anticipate there will be significant growth over the next few years as local, state and federal governments implement their pre-election commitments, including the HAFF.

## 5.5 Cases

We define a case as a notice or enquiry made to our office including provider notifications, complaints received from tenants, enquiries about becoming a registered provider and general enquiries on the functions of our office or CHPs generally.

### NSW - NRSCH Cases

*Figure 5 – Number of cases opened in Financial Year 2023-2024 under the NRSCH for primary jurisdiction NSW*



For the NRSCH, our staff opened 628 cases comprising 62 provider notifications, 359 complaints, 111 registration enquiries, and 96 general enquiries.

Our office closed 627 cases comprising 59 provider notifications, 358 complaints, 110 registration enquiries, and 100 general enquiries.

46 cases remained open heading into the new financial year comprising 17 provider notifications, nine complaints, 18 registration enquiries and two general enquiries.

Comparing cases opened in the financial year to last year shows the following:

- Total cases: 628 – 57% increase from 400 cases recorded last year
- Provider Notifications: 62 – 15% increase from 54 notifications recorded last year
- Complaints: 359 – 136% increase from 152 complaints recorded last year
- Registration Enquiries: 111 – 15% decrease from 130 enquiries recorded last year.
- General Enquiries: 96 – 55% increase from 62 enquiries recorded last year

## Case Analysis

### Total Cases

The 57% rise in total cases is primarily due to the sharp increase in the number of complaint cases opened in the reporting year. We expect case numbers to keep rising in the coming years as the sector continues to expand.

### Provider Notifications

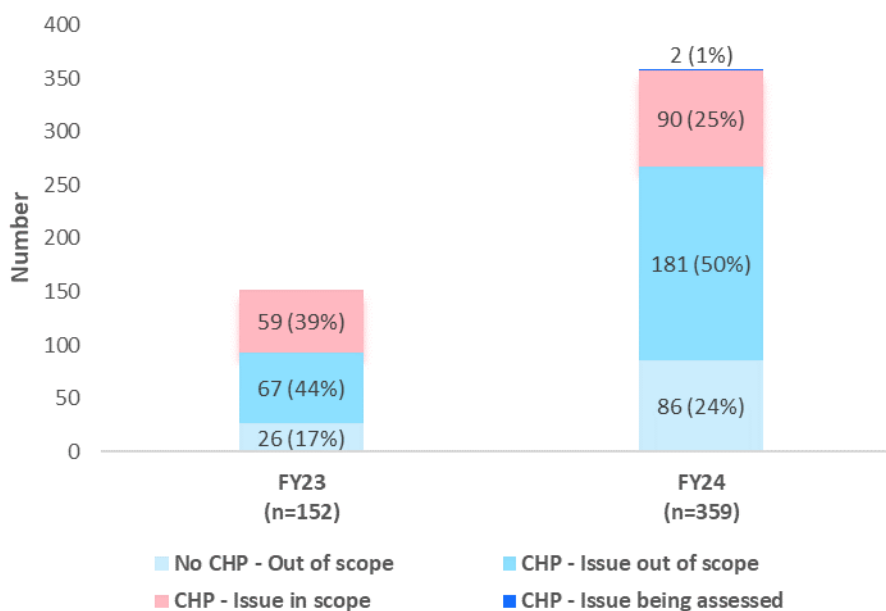
The 15% increase in provider notifications reflects both the increase in total CHPs registered and the sector's continued proactive engagement with our office. Notifications most commonly related to changes in affairs that may impact compliance (e.g. change of office holders such as Directors, CEO; structural change).

### Complaints

As part of our ongoing commitment to review processes and improve reporting, our office implemented a more comprehensive complaints reporting methodology maximising our use of existing recording and reporting tools. This captures a more accurate picture of the total number of complaints received by our office, compared to previous years.

We anticipate the total number of complaints will continue to increase, alongside the growth of the sector in terms of both number of CHPs registered, and the total number of community housing assets under management.

*Figure 6 – Complaint cases opened in Financial Years 2022-2023 and 2023-2024 under the NRSCH for primary jurisdiction NSW showing the number of cases opened and the proportion of cases that are within or out of the Registrar's scope to investigate*



Our office can only investigate complaints about the compliance of registered CHPs with community housing legislation. Where complaints are 'out of scope', they are recorded and referred to a more appropriate service provider. Details of the types of complaints our office does not handle can be found [here](#).

While the total number of complaints has more than doubled this year from 152 to 359, a greater proportion of complaints were outside the Registrar's scope compared with last year. Three quarters (74%) of the total complaints received either were not related to registered CHPs (86) or, where they were related to registered CHPs, the complaints were not compliance-related or a matter for the Registrar (181). Last year a smaller proportion of complaints were out of scope (almost two thirds) comprising 93 complaints.

Complaints that were related to registered CHPs and in scope for the Registrar to investigate the matter (90) made up a quarter of the total complaints. This was a smaller proportion of the total complaints compared with last year (39%), comprising 59 complaints.

Of the 90 complaints that were in scope for the Registrar to investigate, 10 were substantiated, 39 were unsubstantiated, 40 were unable to be determined and one assessment was still being investigated.

## Registration Enquiries

While the number of registration enquiries has marginally reduced by 15% from last year, we continue to field a high volume, with an increase in homelessness service providers and SPVs seeking registration, as well as for-profit entities managing affordable housing.

## General Enquiries

In line with our ongoing efforts to refine processes and improve reporting, our office now captures a more accurate picture of general enquiries compared to previous years. While the nature of these enquiries varies, a frequent example is questions from the general public about their status on the social housing waitlist. There is apparent confusion between 'registering for social housing' and the functions of the 'Registrar of Community Housing'.

## NSW – Local Scheme Cases and Analysis

For the Local Scheme, our staff opened seven cases, comprising one provider notification and six registration enquiries. Six cases were closed comprising one provider notification, and five registration enquiries.

One case, a provider notification, remained open heading into the new financial year.

Comparing cases opened in the financial year to last year shows the following:

- Total cases: seven – 70% decrease from 23 cases recorded last year
- Registration Enquiries: six – 74% decrease from 23 enquiries recorded last year

The decrease in registration enquiries is attributed to most entities in the Aboriginal sector now achieving registration in the reporting period. We anticipate an increase in provider notifications in accordance with legislative requirements now that these providers are regulated by our office.

## Northern Territory

Our office opened 13 cases comprising three provider notifications, one complaint and nine registration enquiries.

Our office closed 13 cases comprising four provider notifications, and nine registration enquiries.

Six cases remained open heading into the new financial year comprising one complaint, four registration enquiries and one general enquiry.

## Tasmania

Our office opened nine cases comprising four provider notifications, one complaint, three registration enquiries, and one general enquiry.

Our office closed nine cases comprising five provider notifications, two registration enquiries, one complaint and one general enquiry.

Two cases, both registration enquiries, remained open heading into the new financial year.

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## 5.6 Service Evaluation Results

CHPs are invited to complete an Evaluation of Service survey following a registration or compliance assessment. A survey is sent to the provider seven days after the assessment is finalised. One survey is sent for each assessment completed.

The results from the NRSCH Evaluation of Service survey indicate that we provide an effective and quality service to providers.

The survey told us:

- 93% of respondents were satisfied with the NRSCH information and resources available to them to support them through the registration or compliance process.
- 93% of respondents reported they were satisfied with our understanding of their business and service model.
- 95% of respondents were satisfied with our professionalism during the registration or compliance assessment process.
- 82% of respondents were satisfied with the extent of the evidence required to be submitted as part of their registration or compliance assessment.

Providers also reported:

- The Evidence Guidelines, along with support from our staff, were the most valuable resources accessed.
- They would like to see more feedback on performance relative to other CHPs, as well as case studies showcasing examples of best practices.
- They would like to see improvements to the online portal used for recording and managing regulatory activities. In particular, the system's interface, stability, document upload process and user management.
- While the compliance process is resource intensive, it contributes to business monitoring and improvement initiatives.

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# 6

## Future Focus



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## 6.1 Policy Review Project

The continued growth of the community housing sector underscores the importance of ensuring that our office's business delivery and processes are up-to-date, efficient and reduce any unnecessary red-tape or regulatory burden for CHPs.

Our office is in the process of a comprehensive review of all existing policies, procedures, guidelines, guidance notes, factsheets and any other document adopted, or proposed, for use by internal or external stakeholders.

Consultation of business units has commenced to pinpoint any existing challenges with business delivery and to identify requirements for additional policies or guiding documents.

The next phase will involve reviewing the efficiency of existing documents and ensuring a fit-for-purpose suite of documents is available to support our staff, the community housing sector, and other stakeholders.

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## 6.2 Tier Review Project

Under the NRSCH, CHPs are categorised into one of three tiers based on the level of risk associated with the scale and scope of the CHP's activities. A CHP's tier determines its performance requirements and intensity of regulatory engagement, with a Tier 1 CHP facing the highest level of regulatory engagement. The Tier Guidelines are used to provide the decision-making system for tier categorisation of registered CHPs.

Our office is leading this project, in consultation with the NRSCH participating jurisdictions, to undertake a wholesale review of the Tier Guidelines, aiming to create a framework which:

- supports the growth and development of the community housing sector through improved confidence in regulatory assurance
- strengthens regulators' ability to serve the objects of the National Law
- builds capability and capacity within the regulatory system through improved transparency of the performance of individual providers and the sector.

The Tier Guidelines Review will:

- identify and assess the key drivers and new challenges facing the sector in the short to medium term
- identify and assess what changes to the Tier Guidelines are needed to ensure that NRSCH regulators can work with the sector to meet those new challenges
- detail the improvements necessary and the best method to implement the improvements identified as part of the review.

The Tier Review Project is currently being progressed through to the next phase of both internal and external consultations.

# Annual Statement of Performance 2023 - 2024

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W: [www.nsw.gov.au/departments-and-agencies/registrar-of-community-housing](http://www.nsw.gov.au/departments-and-agencies/registrar-of-community-housing)

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