

	CENTRAL HIGHLANDS REGIONAL COUNCIL POLICY	
	Community Housing Notifications	POLICY REF NO CHRCP: 0045

1.0 Policy Purpose

1.1 The purpose of the policy is to ensure council, as a provider of community housing under the Queensland State Regulatory System for Community Housing (QSRSCH), must notify the Queensland Register of changes in business operations that may impact compliance under the QSRSCH. Council is required to have a notifications policy under the *Housing Act 2003*.

2.0 Policy Statement

2.1 The Queensland State Regulatory System for Community Housing (QSRSCH) aims to ensure that as part of good governance, Community Housing providers comply with mandatory notification requirements under the *Housing Act 2003* where certain events and incidents occur that:

2.1.1 Damage, or could damage, the community housing sector's reputation.

2.1.2 May affect an organisations ability to meet their condition of the registration.

2.2 Council will take a proactive approach in reviewing, disclosing and addressing issues of non-compliance as they arise.

2.3 Council's failure to notify the Queensland Registrar of such events occurring within the timeframes specified, may trigger compliance action by the Queensland Registrar.

2.4 Council will need to comply with the list of notification as set out in Schedule 3, Part 1, Section 6 of the *Housing Act 2003* and the associated timeframes.

2.5 The notification must be in writing.

2.6 This policy is intended to be read in conjunction with the *Guideline for Local Government – Notification to the Queensland Registrar* as amended from time to time.

3.0 Notifications

3.1 Changes in council's business operations may have an adverse impact on its compliance under the QSRSCH. It is the responsibility of council to determine whether a change in its business operations may have an adverse impact on compliance, and therefore whether it should notify the Queensland Registrar.

3.2 Some examples of changes in the business operations that may impact on compliance include:

3.2.1 Significant unplanned turnover and/or resignation or removal of the Chief Executive Officer or senior staff.

3.2.2 Instances of serious or repeated breaches of the Code of Conduct or instances of fraud, corruption or criminal conduct.

3.2.3 Any proceedings in a court or tribunal against council (housing related).

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3.2.4 Significant operational restructure.

3.2.5 New affiliations with other entities or significant change to existing affiliations.

3.3 These examples are provided as a guide only and are not exhaustive, further reference should be made to the Guidelines for Local Government – Notification to the Queensland Registrar.

3.4 The notification list as set out with the *Housing Act 2003* requires notifications to occur within the regulated timeframes. Table 1 outlines the notification periods for specific events:

Table 1: Types of events and timeframes for notifying the Queensland Registrar

Type of Event	The Queensland Registrar must be notified of the event within the following timeframes:
A decision to appoint a voluntary administrator	As soon as practicable after the decision
A decision to wind-up	As soon as practicable after the decision
The appointment of a receiver	As soon as practicable after the provider learns of the receiver's appointment
A decision to apply for cancellation of the local government's registration on the QSRCH registrar	As soon as practicable after the decision and at least 28 days before the day the application is made
A decision to conduct a vote at a meeting on a matter that may affect the providers eligibility to remain registered on the register of the category of the provider's registration	As soon as practicable after the decision and at least 28 days before the day the meeting is held
A change in the provider's affairs that may have an adverse impact on its compliance with the <i>Housing Act 2003</i>	Before the change or within three days of the change
Any other event for which the registrar gives the provider notice	Within the time stated in the notice

4.0 Maintaining the reputation of the community housing sector

4.1 As a registered local government for community housing council is required to notify the Queensland Registrar under the Queensland State Regulator Code. Councils are required to maintain high standards of probity.

4.2 Table 2 outlines examples of reportable incidents that may damage the reputation of the community housing sector and are provided as a guide only and are not intended to be an exhaustive list. Further reference should be made to the Guidelines for Local Government – Notification to the Queensland Registrar.

Table 2: Reportable incidents

Type of Event	The Queensland Registrar must be notified of the event within the following timeframes:
Proven serious or repeated breaches of council's code of conduct	Within 72 hours of any incident that damages or may damage the reputation of the community housing sector.
Substantiated fraudulent or other criminal behavior by staff, management or volunteers	
Any incident within the community housing program, which results in the involvement of the Queensland Police Service or media exposure / involvement.	
Any other matter that may bring disrepute to the community housing sector.	

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5.0 Obligation to Notify

- 5.1 Customer and Commercial Services (Property Services) will keep an updated register of all notifiable events for reporting to QRSCH and will notify the Queensland Register.
- 5.2 The events which may fall outside the jurisdiction of Customer and Commercial Services, will be notified by council's Corporate Services (Governance).

6.0 Details of notifiable events

- 6.1 The following information is required to be provided to Queensland Registrar:
- 6.1.1 Details of the incident including when it happened or is going to happen.
- 6.1.2 The person's involved, the action taken or planned to be taken by council.
- 6.1.3 Contact details of the person responsible for managing the response by council.
- 6.1.4 Whether the incident has been notified to any other regulators or external agencies and the details of the notification provided.

7.0 Details of notifiable events

- 7.1 Notifications are made by:

Email	QLDHousingRegistrar@hpw.qld.gov.au
Mail	Queensland Registrar Regulatory Services Department of Housing and Public Works GPO BOX 690 BRISBANE QLD 4001

8.0 Failure to notify

- 8.1 Council is required to be proactive in reviewing and disclosing notifications of events / incidents to the Queensland Registrar and addressing any areas of non-compliance as they arise.
- 8.2 Notifying the Queensland Registrar of any event is a requirement under the *Housing Act 2003*, the Queensland State Regulatory System for Community Housing and the Queensland State Regulatory Code.
- 8.3 Failure to notify may trigger compliance action to council by the Queensland Registrar.

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Strategic Link	Queensland State Regulatory System for Community Housing Queensland State Regulatory Code for Local Government Community Housing Providers Guidelines for Local Government Notifications to the Queensland Registrar <i>Housing Act 2003</i> (Qld)
Category	Community Housing
Lead Business Unit	Property Services
Public Consultation	No
Adoption Date	15 June 2022
New Review Date	
Document Number	1448680
Record Keeping	Council website, the Vine.
Related Documents	Central Highlands Regional Council's Fraud and Corruption Control Plan Central Highlands Regional Council's Fraud and Corruption Control Policy CHCRP0053 Central Highlands Regional Council's Code of Conduct

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