Government of Western Australia
Department of Communities

Community Housing Regulatory Framework

User Guide

Community Housing Regulatory Information System (CHRIS)

Contents

Publication date: August 2017

1. About the Community Housing Regulatory Framework

The Community Housing Regulatory Framework (Framework) is a regulatory system designed to achieve a well governed and managed community housing sector, and provide a platform for the ongoing development and viability of community housing.

Community housing providers (Providers) are organisations that deliver social or affordable housing for people on lower incomes and housing-associated services covered by the social and affordable housing policies of government policy and funding agencies.

The key objectives of the Framework are to:

- 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, and
- provide confidence to governments and financial institutions that organisation are financially viable and well governed.

A suite of Operational Guidelines guides the overall operation of the Framework.

The scope of the Community Housing Registration Office function under the Community Housing Regulatory Framework is limited to regulatory activities. Department of Communities will continue to have responsibility for policy, funding and industry development decisions.

2. Getting Started

Providers will be asked to nominate a staff member to complete the registration process. This person will receive all contact from the Community Housing Registration Office and will be known as the Nominated Main Contact.

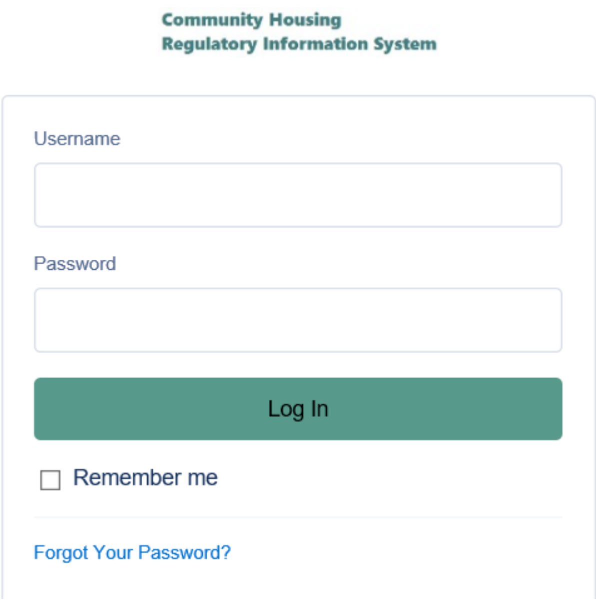
This will be the person with access to the online registration system known as the Community Housing Regulatory Information System (CHRIS).

To login to CHRIS, go to

www.housing.wa.gov.au/communityhousingregulation

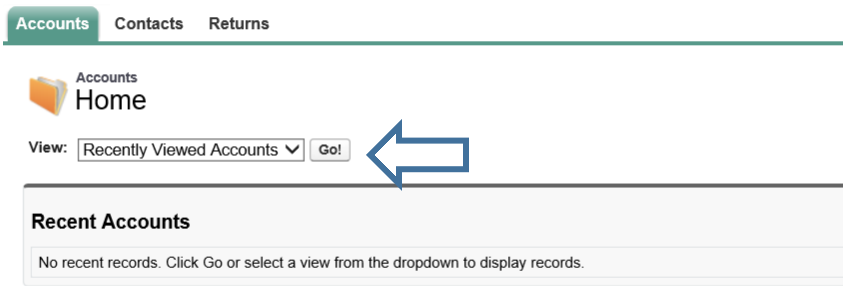
or click on the link in the ‘Portal access granted’ email.

Then click on the portal access button:



Username: firstname.lastname@chris.providername
Password: Provider sets when login for the first time

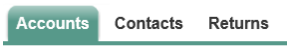
Upon login, the Nominated Main Contact will see the following page:



There are no recent accounts to view the first time logging on.
Select *All Accounts* from drop down box and click *Go!* to view your account

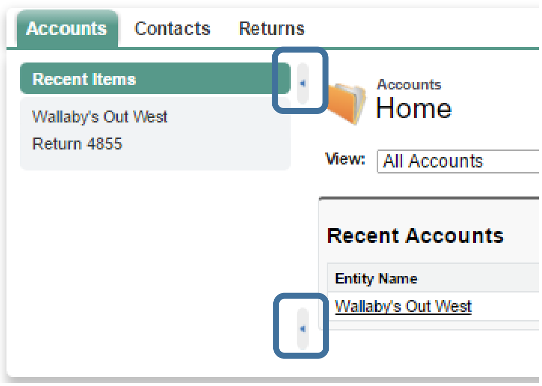
The home screen will show the Provider's account. If the Nominated Main Contact doesn't see the name of the provider, select All Accounts from the drop down menu and click Go!

The home screen has tabs running across the top of the page, which provide quick access to the account, contacts and returns



For ease of use, the system features a pop up left side menu, which the user is able to access by clicking on the small arrow icon on the left of the screen.

You can expand and collapse the recent items list by clicking on the arrows.



Clicking on the small arrow will show a menu with recent items, messages and alerts, and help links. The recent items are helpful as they enable a user to visit links they have previously accessed via only one mouse click, instead of having to navigate through the system.

3. The Accounts Tab

The Accounts tab displays key information about the Provider and the registration process including:

- Account details
- Community Housing Assets Summary
- Registration details
- Compliance details
- Entity details
- Main activities
- Main clients
- Contact details including address and main phone number
- Latest performance metrics
- Contacts
- Affiliated entities
- Partnerships
- Returns

The latest performance metrics will show the most recent financial performance metrics and some non-financial performance metrics. Most of these field will be blank until the Provider has completed the registration process.

Some details like jurisdiction detail and number of community housing assets cannot be changed by the Provider and will be updated by the system based on information submitted by the Provider such as the Community Housing Asset Performance Report.

4. Editing community housing provider details

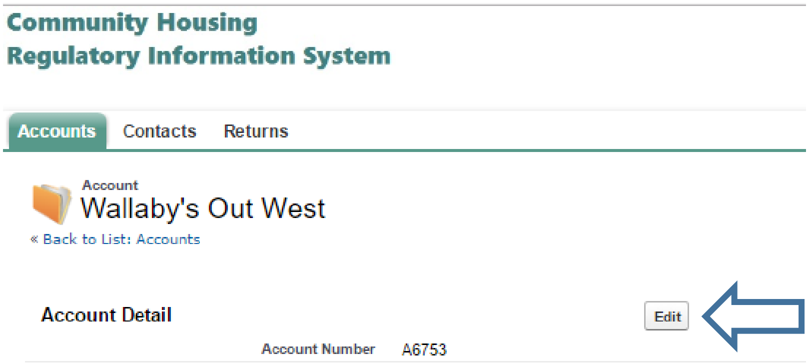
The Nominated Main Contact is required to update the Provider's details as part of the Eligibility and Tier stage.

It is also the responsibility of the Provider to update these details whenever they are changed or require updating.

Details that need to be updated include:

- Confirmation of taxation exemptions
- Accreditations
- Main Activities
- Main Clients
- Contact details including street and postal address, general phone number, email, website.

To edit details click the 'Edit' button at the top of the accounts page.



Once clicked, the section headings (such as account information and jurisdiction detail as seen below) will be highlighted in green to signify a user is in edit mode. Whilst in this screen, the Nominated Main Contact will be able to fill out the required sections.

To save changes click 'save' on the edit page. It is recommended that users save often whenever they are entering new data as the system does not auto save and work may be lost if the tab or browser is closed.

Parts of the Account can be edited individually. This can be done on the Accounts page or a Return by double clicking on the small pencil icon to the right of the editable fields on the account.

Double clicking on the pencil icon will enable a user to edit that field of the account without needing to enter edit mode. However – double clicking the pencil icon will only enable a user to edit that particular field. The system will not automatically save work so the save button must be clicked when editing is complete.

Navigate through the system by using the 'back to list' link at the top left of the screen or by clicking on the account name, return number or contact name, rather than clicking the back button on the browser.

NOTE: Clicking the back button on the browser will return the user to the last completed action and can start an endless loop or result in work being lost.

5. Contacts, Affiliated Entities and Partnerships

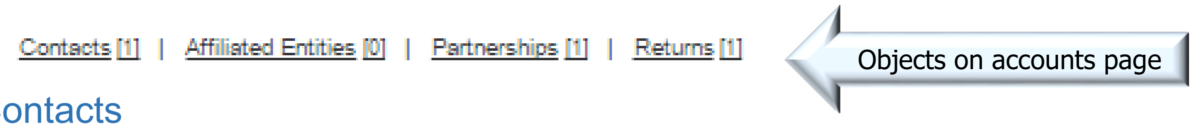
The Nominated Main Contact is required to update / add the provider's key contacts, affiliated entities and partnership details as part of the Eligibility and Tier stage.

From the Accounts page, there are 3 ways to view / edit these details:

A: Clicking on the object links jumps to the bottom of the page where an item can be selected.

B: Hovering the curser over the object link, pops up a box with further information and allow access to edit or view the same information

C: These objects links are also viewable by scrolling down to the bottom of the Accounts page.

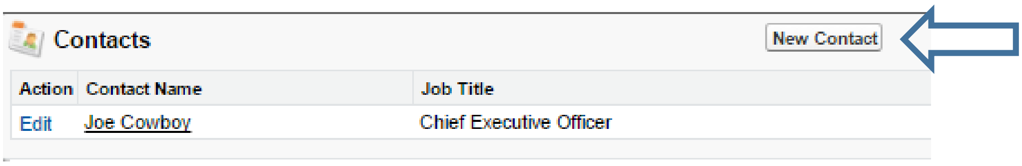


Contacts

The Nominated Main Contact is required to add the contact details of the following key personnel:

- Chair or equivalent (ensure the Chair's address is different to the entities address)
- Public Officer of equivalent
- Treasurer
- Chief Executive Officer or equivalent
- External Auditor
- Other employees as required

The Contacts link provides information on the contacts associated with the Provider's account. The Nominated Main Contact will be indicated with a tick box against their name. Users are able to create a new contact by selecting the 'new contact' link and are required to do so as part of the ETF.



Note: All correspondence through CHRIS will be sent to the Nominated Main Contact and enquiries related to the return are made to the Nominated Main Contact. Providers are able to add more contacts, however it will only be the Nominated Main Contact who will receive correspondence through CHRIS.

The contacts link is also able accessible via the tab labelled 'Contacts' at the top of the page.

The Provider can update certain contact details such as phone numbers but the contact name cannot be changed.

If, for example, the Chief Executive Officer leaves, an end date should be added, and a new contact entered for the new Chief Executive Officer.

If a contact changes role, an end should be added for that role, contact marked as inactive, and a new contact created for the new role.

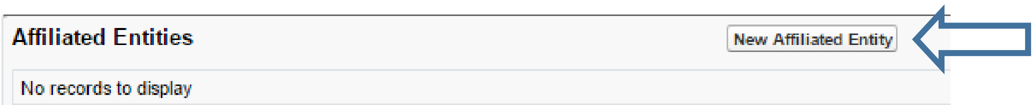
If it is a legitimate name change, contact your nominated analyst.

Affiliated Entities

As part of the Eligibility and Tier form (ETF), a Provider will be required to complete information on affiliated entities. The Nominated Main Contact will enter these details and check the accuracy of the details before they submit the ETF.

Affiliated entities can be entities related to the Provider as a result of a corporate relationship (e.g. a related body corporate), as a result of a contractual relationship (e.g. a service provider), or otherwise. The key element is the potential for the relationship or arrangement to have a material effect on the provider's ability to comply with its obligations under the Framework.

The 'Affiliated Entities' link is where all affiliated entities are listed by the Provider's Nominated Main Contact. The Nominated Main Contact is able to create a new affiliated entity listing by selecting the 'New Affiliated Entity' button.



To complete the details of each affiliated entity, the Nominated Main Contact will be required to complete:

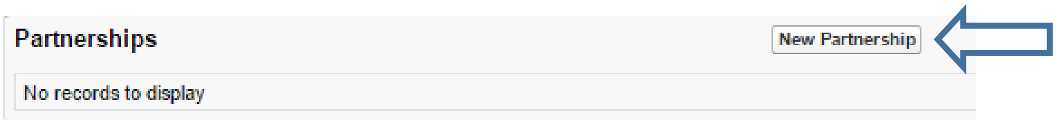
- Affiliation Type: Parent, Subsidiary, Public Private Partner, Joint Venture Partner, Outsourced Service - Housing, Outsourced Service – Non Housing
- Affiliated entity details: Name, ABN
- Key dates
- Additional information as detailed in the Guidance Note on Affiliated Entity Arrangements.

Applications with incorrect or incomplete data will be rejected and the Provider will be asked to correctly submit missing or incomplete information.

For more information on affiliated entity arrangements, please consult the Guidance Note on Affiliated Entity Arrangements.

Partnerships

The 'Partnerships' link is where all partnerships are listed by the Provider's Nominated Main Contact. If a partnership is also an Affiliated Entity, please disclose it under Affiliated Entity.



There are four partnership types that can be added:

a. Outsourced Service Partnerships
b. Formal Support Partnerships
c. Development: Engagements, Contracts and Agreements
d. Community Engagement Partnerships

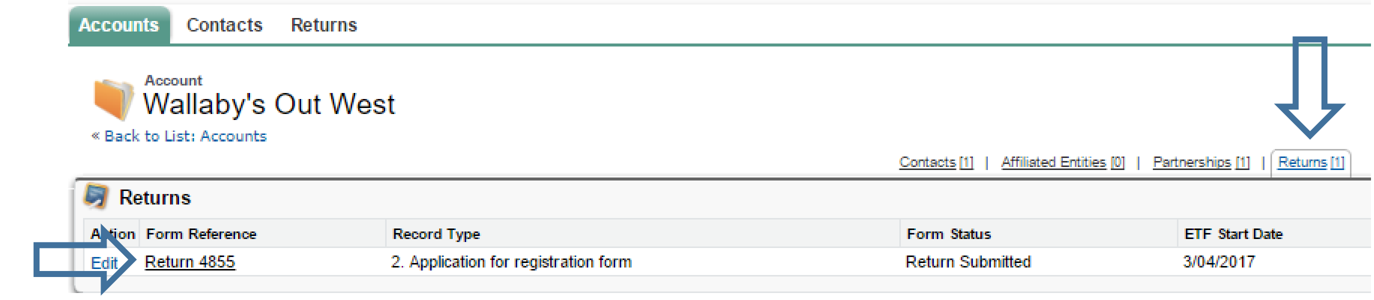
The Nominated Main Contact should include all proposed and in place partnerships, and the key dates in relation to the establishment of partnership. If the exact start or end date of the partnership is unknown, please enter an approximate date and elaborate (if necessary) in the comments box.

6. Accessing the Return

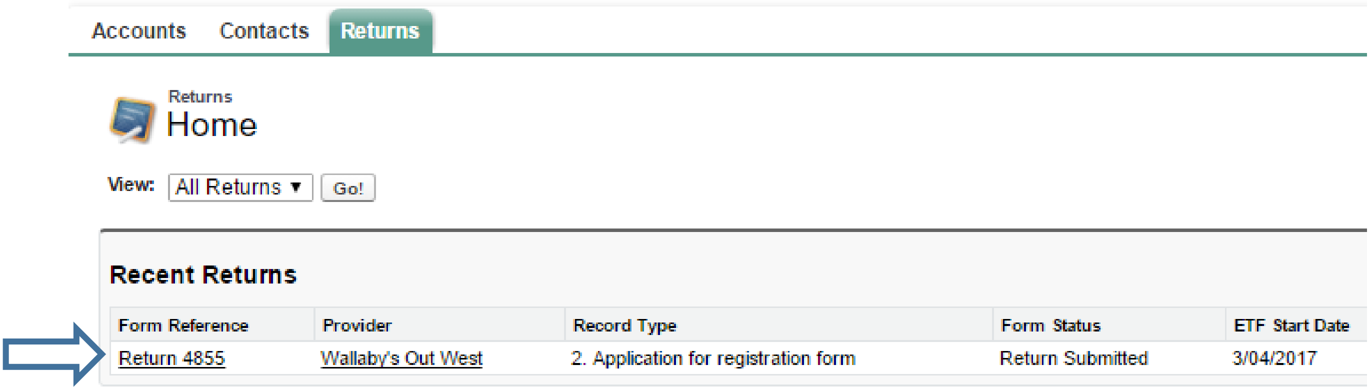
The Returns link can be accessed via the Accounts tab or the Returns tab. This is where the Provider's information for the registration process is completed.

The Returns link is where all the Provider's returns are listed, historic and current. The same Return reference is used for the Eligibility and Tier stage and the Application for Registration stage of the registration process. Over time there will be returns from previous years, however at the beginning of the registration process the Provider will be completing an Eligibility and Tier Form.

Accessing the Return via Accounts tab:



Access Return via Returns tab:



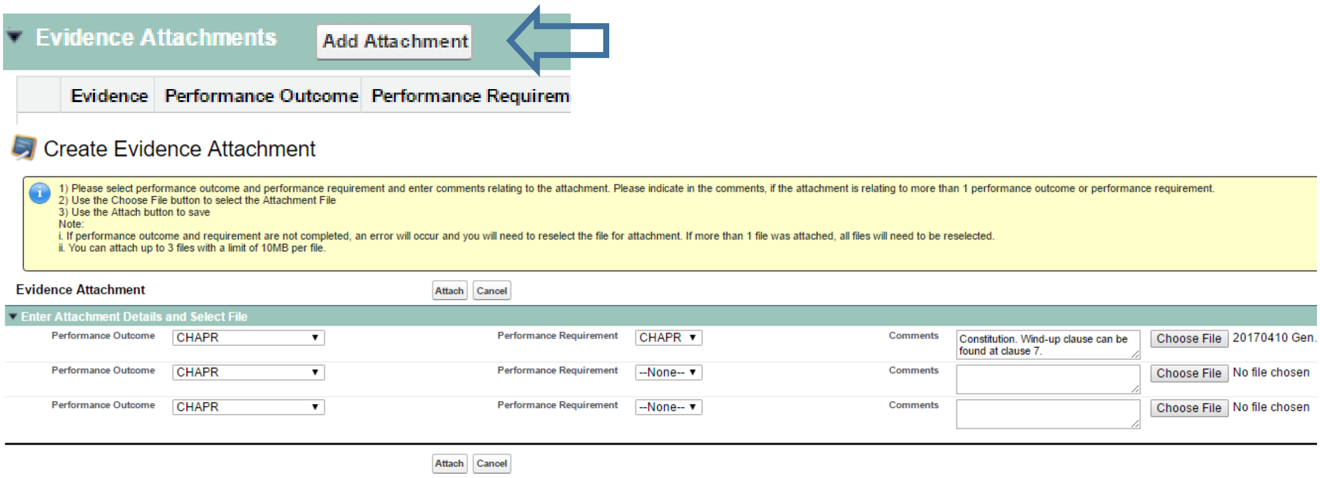
As can be seen above, hovering over the Returns link or clicking on the Returns tab show the form reference, the ETF start and due date, the return start and due date and the record type. The Returns link is also accessible via the Returns tab on the top menu. Clicking on the return number will open the Return.

Once the ETF is submitted and approved, the next stage will become available to be completed.

7. Evidence Attachments

Evidence needs to be uploaded to the Return as part of the registration process. Once the Nominated Main Contact clicks on 'Start Return' they will see the 'Add Attachment' link at the bottom of the page. This is where all evidence attachments related to each individual evidence category can be submitted.

Clicking on the 'Add Attachment' button will show the 'Create Evidence Attachment' page.



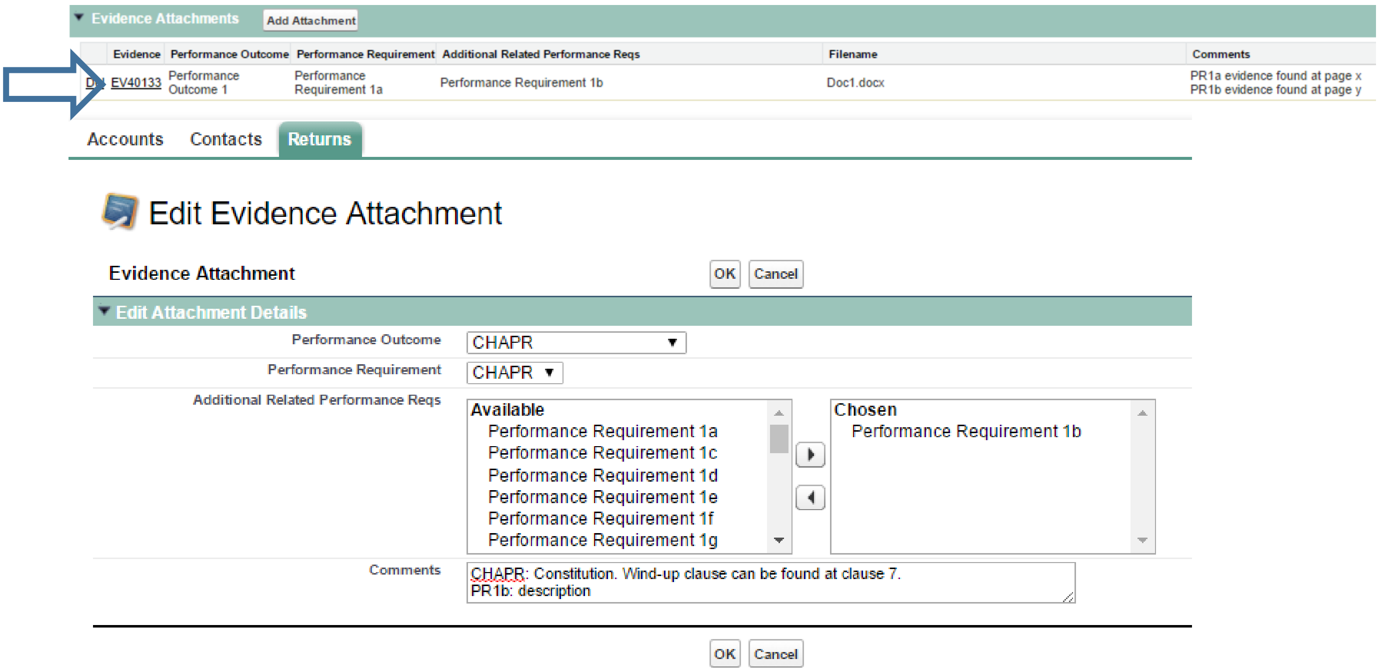
The relevant Performance Outcome and Performance Requirement must be selected for each evidence attachment. Additional related performance requirements should also be selected if the evidence attachment is being submitted as evidence of compliance with multiple performance outcomes.

The comments should be completed by the Nominated Main Contact to include a description of the evidence and reference to relevant page numbers. A clear description will assist the Community Housing Registration Office when assessing the return, but will also assist the Nominated Main Contact in ensuring all necessary evidence has been attached prior to the submission of the return.

Once the Nominated Main Contact has selected the Performance Outcome and Performance Requirement that the evidence attachment relates to, clicking the 'Browse' button will allow the user to select the file they wish to attach from their computer. Clicking on the 'Attach' button will then attach the document to the system.

Refer to the Evidence Guidelines and the Registration Return Guide for assistance in determining what evidence is required for each Performance.

The list of evidence documents that have been attached can be seen at the bottom of each page of the return whilst it is being edited. You can edit the evidence descriptions by clicking on the unique evidence identifier on the left hand side.



8. Completing the Eligibility and Tier Form (ETF)

Click on the Returns tab then select the return to be edited. The first part of the registration process is the Eligibility and Tier Form. To edit this form, click on the 'Start Return' button at the top of the return page.

As with the edit screen for the account details, the page headings in this screen will be highlighted in green. After following the instructions in the form, selecting the check boxes to confirm all required information and evidence has been attached/completed.

Community Housing Asset Performance Report (CHAPR)

The CHAPR has 8 sections to complete. Ensure that you have the CHAPR Guidance Note to hand when completing this part of the Return to ensure the correct classifications are used.

The Nominated Main Contact needs to enter the number of assets that applies to each section.

Asset Class Descriptions – important note
There are terminology and description issues with Class of asset section of the CHAPR for WA Providers. Due to coding issues, we are unable to change the text to reflect the correct terminology for WA.

To ensure accuracy, ignore the text and descriptions provided in CHRIS for this section, and refer to the CHAPR Guidance Note for appropriate descriptions that reflect the WA Framework requirements.

Confirmation

Once all information is completed, the Confirmation page needs to be completed.

Contacts	Please create or confirm your contacts (on the account page) including:	1. Chair or equivalent	☑
		2. Public Officer or equivalent	☑
		3. Treasurer	☑
		4. Chief Executive or equivalent	☑
		5. External auditor	☑
Provider entity details	Please ensure you have confirmed the entity details on the account page	Provider entity details checked	☑
Affiliated entities	Please ensure you have created and/or confirmed the affiliated entity details on the account page	Affiliated entities checked	☑
Constitution	Please attach the constitution or equivalent constituting document for the provider under Performance Requirement 4a.	Constitution attached	☑
Community housing asset summary report	Please ensure you complete the online Community Housing Asset Summary Report (CHAPR) before submitting the Return.	CH asset summary report attached	☑
Community housing declaration	The governing body declares that it provides community housing or is intending to do so. If the provider is not currently providing community housing but intends to do so please confirm that evidence has been uploaded showing that the organisation will be providing community housing.	Community housing declaration confirmed	☑
Asset list declaration	The governing body declares that it maintains a list of community housing assets consistent with the applicable obligations.	Asset list declaration confirmed	☑
Important information	When you are ready to submit the Eligibility and Tier Form to the Registrar, you will need to tick the 'Ready to Submit ETF' tickbox, click 'Finish' then press the 'Submit for Approval' button. The form will be locked from editing and the Registrar will be notified that the form has been submitted. You will also receive an email notification confirming the form has been submitted.	Ready to submit ETF	☑

To attach the Constitution required for the ETF, click on the 'Add Attachment' button at the bottom of the return and use Performance Outcome and Performance Requirement 'CHAPR'.

Clicking on the 'Add Attachment' button will launch the evidence attachment page.

Evidence successfully attached will be visible at the bottom of the return.

See the evidence attachment section above for more details.

Submitting the Eligibility and Tier Form (ETF)

Once the Provider is satisfied that the form has been correctly completed, including checking the entity details on the Account page, creating any required affiliated entity and partnership details, checking and confirming contacts and ensuring all necessary evidence has been attached, Click the 'Finish' button.

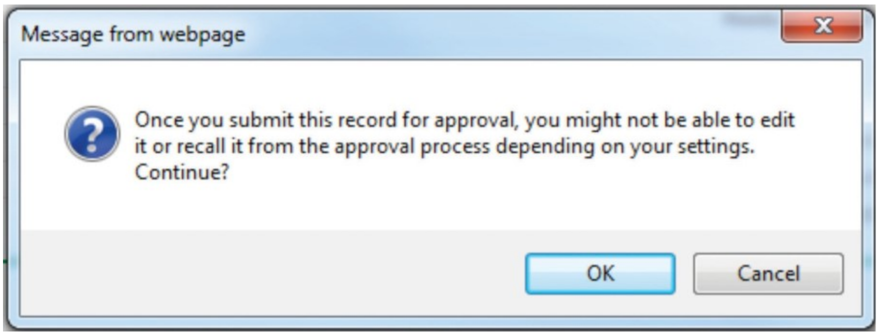
Clicking on the 'Finish' button will return a user to the overview screen, where they can review the data entered and will be able to submit the ETF return.

Note: To be able to submit the ETF the 'Ready to submit to submit ETF' tick box must be ticked. This is found on the bottom right hand side of the last page of the ETF form or at the top right hand side when in the overview page.

If this check box is not selected, the Nominated Main Contact will not be able to submit the ETF return. Once this box is ticked click the 'Submit for Approval' button on the ETF overview page.

If the Nominated Main Contact attempts to submit the return and receives an error message, this may be as a result of not making an entry where an entry is required, or entering a letter in a numeric field. If an error message is shown, follow the instructions in red at the bottom of the screen to remedy the issue before trying to submit the form again.

When a user has clicked the 'Submit for Approval' button, a window will pop up reminding the Nominated Main Contact that once the form is submitted, they will not be able to edit information on their application.



Once a user has clicked 'OK', the Community Housing Registration Office will be automatically notified that the return has been submitted. At this point, the return becomes locked as represented by the lock icon to the left of the edit button. The return is unable to be edited.

The Nominated Main Contact will know that they have successfully submitted the ETF when the Nominated Main Contact receive the following email:

Community Housing
Regulatory Information System

Dear Joe,

This is an automated email notification to advise that Return 4855 (1. Eligibility & Tier Form) has been submitted successfully.

Please do not respond to this email. Office staff will be in contact with you shortly to advise you of the next steps.

In the meantime if you have any queries please contact your assigned analyst.

This is a system generated email.

If the application needs to be modified after submission please contact your nominated analyst.

9. Registration Return Process

If the ETF has been submitted with all the necessary evidence the Community Housing Registration Office will assess the ETF and determine whether the Provider is eligible for registration and the Tier which the provider should apply to be assessed. The Provider's Tier is based on the information provided during the ETF stage.

An Analyst from the Community Housing Registration Office will send an email to the Provider advising the tier and that the registration return is now available for the Provider to complete.

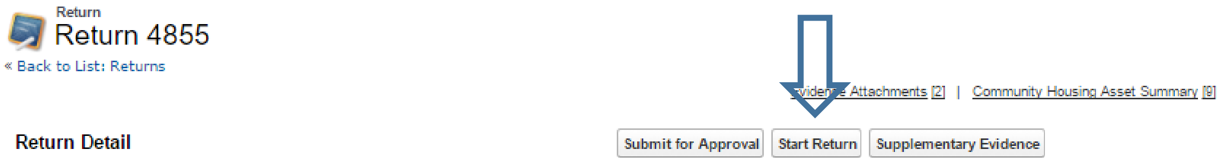
The record type on the return will be updated to show "2. Application for registration form" indicating that the next stage is ready to be completed.

Form Reference	Return 4855
Record Type	2. Application for registration form
Form Status	Return In Progress
Ready to submit form	
Return Start Date	1/05/2017
Return Due Date	12/06/2017
Return Submitted Date	

10. Completing the Application for Registration Return

Completing the application for registration return is very similar to completing the ETF. The Nominated Main Contact will log in to the portal using the same username and password as before. To edit the application for registration return, click on the return number (as with the ETF), then click on the 'Start Return' button at the top of the Returns page.

Clicking on the 'Start Return' button will commence the application process and allow the Nominated Main Contact to complete the form.



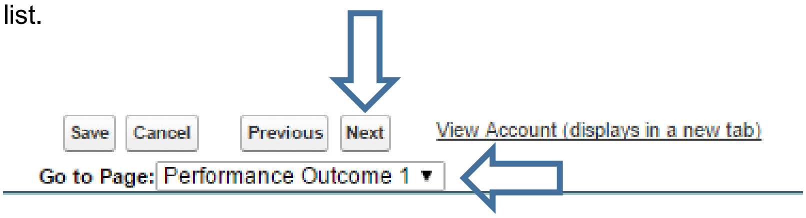
If a section does not indicate that it applies to a particular tier, it is required to be completed by all providers.

If a section does not apply to the tier in which the provider is applying, please enter a zero value as numerical fields cannot be left blank.

Performance Outcomes

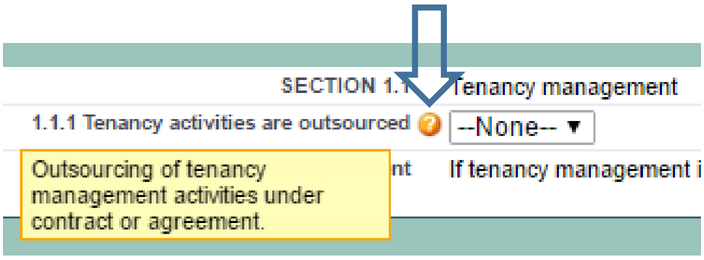
Each performance outcome has its own page, which includes data fields that the user will need to complete, as well as performance metrics that will be automatically calculated by the system based on the figures entered by the Nominated Main Contact. The metrics will not be visible until the Nominated Main Contact clicks the save button.

The user can navigate between the pages by clicking Next or selecting the required page from the drop down list.



Help text

If a user needs assistance when filling out the return, there are question marks in yellow circles throughout the return which provide further information and definitions when a user hovers their cursor over them.



There is opportunity for comment on any information or evidence provided in the performance outcome comments box listed every performance outcome page.

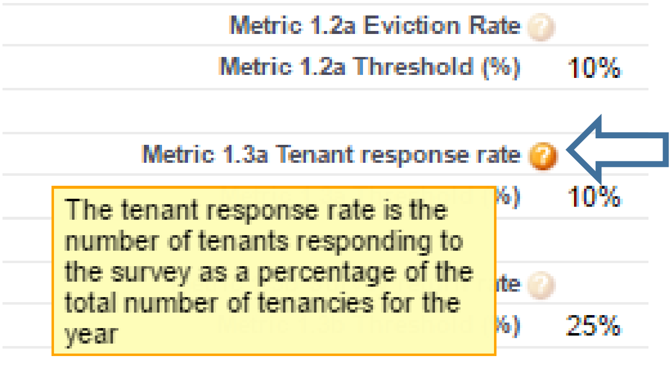
To complete the registration return, a user should refer to the Registration Return Guide and the Evidence Guidelines.

Metrics

The Nominated Main Contact is required to complete metrics on most of the performance outcome pages. This is in addition to the evidence requirements for each performance outcome.

Once data has been entered and the save button is pressed the system will calculate metrics at the bottom of certain performance outcomes.

The help icons next to each metric indicate how these metrics are calculated.



Attaching Files

After clicking the 'Start Return' button, evidence including the Financial Performance Report can be attached at any time before submission by clicking on the 'Add Attachment' button as was done for the ETF. Please see earlier section on evidence Attachments.

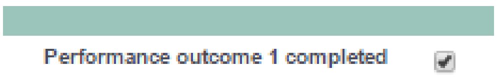
The Performance Outcome will default to the outcome page that you are currently on when 'Add Attachments' is clicked. The Performance Outcome can be changed, and evidence attachments can be added at any stage.

Evidence successfully attached will be visible at the bottom of the return.

See the evidence attachment section above for more details.

Submitting the Application for Registration

Once all data fields are complete and all required evidence is attached for each Performance Outcomes, the box at the bottom of each Performance Outcome page must be ticked as completed otherwise the return cannot be submitted.



Once the box is ticked and you either click 'save' or navigate to another page, validation rules will run. If there are fields that haven't been completed, the user will get an error message at the top of the screen in red. These errors must be corrected prior to submission.

- Please ensure that all relevant fields are filled out for Performance Outcome 1. Otherwise, please uncheck the 'Performance outcome 1 completed' checkbox until you have completed all relevant fields.
- Please enter information for 1.4.1 Date of last survey, 1.4.3 Number of surveys returned, 1.4.2 Number of surveys distributed, 1.4.4 Number of responses satisfied OR tick 1.4a No survey conducted.

On the final page of the return, the consent, authorisation and declaration information fields must be completed, then the 'Ready to submit form' box must be ticked.

If at any point an error message is shown, simply un-tick the box, resolve the error and try re-ticking the box.

Clicking on the 'Finish' button will save the return and the overview of the entire return will be available.

Once all necessary data has been provided and all required evidence has been attached an overview can be printed for the Provider's records by clicking on the 'Printable View' link on the top right hand side of the return overview.

If there are difficulties submitting, ensure that the performance outcome completed boxes are ticked at the bottom of each page and that the ‘Ready to Submit’ tick box has been completed. When in the overview this is at the top right hand side of the form.

Form Reference	Return 4855
Record Type	2. Application for registration form
Form Status	Return In Progress
Ready to submit form	✓

When this box is ticked, click the ‘Submit for Approval’ button at the top of the return page. If all required tick boxes have been checked, a pop-up window will appear stating that once the return is submitted changes can no longer be made. Click ‘OK’ and the registration return will be submitted. The return will be locked and the Nominated Main Contact will receive an email stating that the registration return has been successfully submitted.

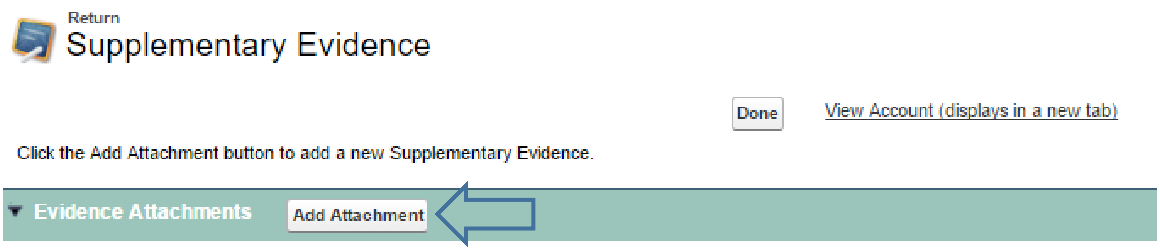
11. Return Assessment

The Community Housing Registration Office will be notified that the return has been submitted. The assessment of the application will then commence.

The assessment process will take 6 weeks. The timing of contact from your nominated analyst will depend on the adequacy of the information submitted by the Provider and other assessments being undertaken by the Community Housing Registration Office at the same time. The nominated analyst may contact the Provider over the course of the assessment to request more information or clarify information submitted. A staff member will contact the Nominated Main Contact listed for the Provider should they require further information and/or evidence including references to gap analysis.

If information is required from the Provider, this will be requested in one of two ways:

1. If it was information that was required as part of the original application, the return will be unlocked to allow the Provider to resubmit the return with the missing evidence.
2. If it is supplementary evidence that was not required at the time of submission (such as documentation relating to an issue uncovered as part of the assessment) the Provider will be asked to submit it using the ‘Supplementary Evidence’ button at the top of the return. Further details will be provided to the Provider when the supplementary evidence is requested.



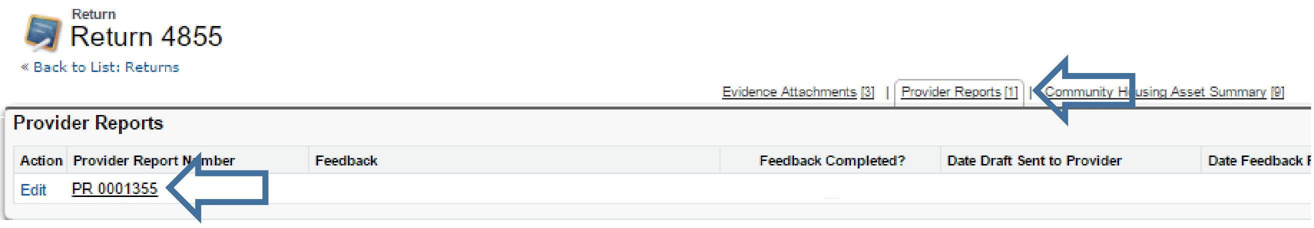
Once all the necessary evidence has been submitted by the Provider, the Community Housing Registration Office will assess the application and complete the draft determination report.

Draft Determination Report

The Nominated Main Contact will receive an email notifying them that the registration determination has been completed and will log into the system to access the draft determination report.

The Provider will then have two weeks from the date the email was sent to comment on the determination through the portal. To provide feedback on the draft determination report, the Nominated Main Contact will need to click on the link in the email notifying the Provider that the draft determination report is available or, log in to CHRIS, navigate to the returns tab, click on the return number and click the 'Provider Reports' link at the top of the screen.

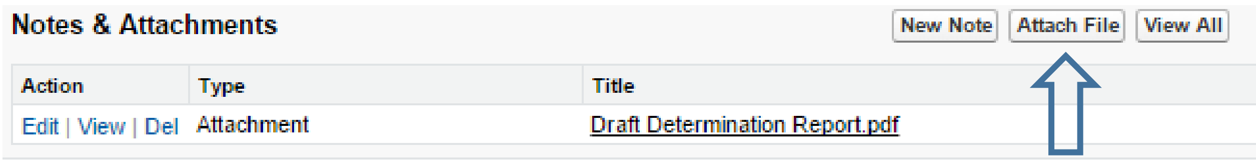
A copy of draft determination report will be sent to the Chief Executive Officer and Nominated Main Contact.



Clicking on the provider report number shows the Provider Report screen.

Clicking on the edit button will allow the Nominated Main Contact to submit comment on the determination. Once comment has been made, tick the feedback completed checkbox and click the save button.

Any supporting material in relation to comments made needs to be attached to the provider report. This can be done by navigating to the Notes and Attachment link and clicking on the 'attach file' button.



Once comment is made and any material in support of those comments uploaded, the Nominated Main Contact will click the 'Submit for Approval' button to send comment and evidence to the Community Housing Registration Office.

The Registrar will consider the feedback and the analyst may contact the Nominated Main Contact to clarify matters before the final determination is issued. If the Provider does not comment within the allocated two weeks, the draft determination report will be issued as the final determination report.

Final Determination Report

Once the determination report has been finalised, the Nominated Main Contact will receive an email from the Community Housing Registration office notifying the Provider of the outcome of the application. Access to the final report, covering letter and registration certificate will be accessible through the portal for download.

The Final Determination Report will be sent to the Chief Executive Officer, Chairperson of the Board and a copy to the Nominated Main Contact.

Congratulations! The registration application process is complete.

When a Provider is successfully registered, the Provider's name and the tier in which they are registered will be published on the Western Australian Community Housing Provider Register on Community Housing Regulation website at www.housing.wa.gov.au/communityhousingregulation.