



Provider Guidance Note – Main client groups, primary products/ services and regulatory reporting bodies

Community Housing Regulatory Framework

This guidance note announces changes to questions on the account page in CHRIS.

Data collection, retention and analysis forms a core component of all CHRO intelligence gathering and regulatory decisions. The Registrar uses data to develop effective guidance and education, and to inform policy.

What has changed?

- The picklist values for *Main clients* have been updated
- *Main activities* has been replaced with *Primary products/ services*
- We have added an additional question *Regulatory/ reporting bodies*

What do I need to do?

At the time of your next compliance assessment you will be asked to update three questions on the account page in CHRIS for your organisation.

1. Main client groups
2. Primary products/ services
3. Regulatory reporting bodies

Main client groups

The list of values for main clients has been updated to align with the Australian Institute of Health and Welfare (AIHW) client groups.

How is a main client defined?

Main client groups can be defined as a person or group of persons who receive services from an organisation. This may be one client group or many.

We deal with a number of client groups. Can I record more than one client group?

Yes, but for the purposes of reporting, you will only be able to select up to 3 main client groups.

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Main client groups
Children on care and protection orders
Clients of NESB/ CALD ¹ background
Clients (mainstream)
Clients who are seeking asylum or are migrants
Clients leaving care
Clients who have experienced domestic and family violence
Clients with a mental health issue
Clients with disabilities
Clients with exiting custodial arrangements
Clients with problematic drug and/ or alcohol use
Aboriginal and Torres Strait Islander clients
Older clients
Young people presenting alone
Other: Please specify in comments

Primary products/ services

The *Primary products/ services* question replaces the previous *Main activities* data set.

This new approach recognises the diversity of registered providers and supports the work the CHRO is considering in relation to segmentation.

We provide a number of products and services. Do I have to record them all?

No. We would like you to record the products or services that generates the most income/ funding for your organisation.

Why is this information important?

The identification of provider characteristics and the development of segments provides an opportunity to better facilitate sector and provider engagement through more accurate insights. It also enables the CHRO to, over time, design a compliance regime specific to each CHP or segment – thereby limiting regulatory burden to the specific challenges faced by individual and categories of CHPs.

¹ NESB- Non-English speaking background CALD – Culturally and linguistically diverse



Primary products/ services
Affordable housing
Aged care services
Domestic or family violence prevention/ support services
Generalist Support Services
Health and disability <ul style="list-style-type: none">• Drug and alcohol rehabilitation• Hospital and rehabilitation services• Mental Health and Crisis Intervention• Residential care service
Homelessness services
Land/ property development
Real Estate Agent
Refugee/ asylum seekers support services
Social housing – boarding house
Social housing - disability
Social housing- crisis/ emergency accommodation
Social housing – transitional housing
Social housing – long term
Tenancy management
Youth services
Other - Please specify in comments

Regulatory/ reporting bodies

The CHRO is seeking information in relation to other agencies who may also have a regulatory or reporting relationship with your organisation.

Why do you need to know about other regulatory/ reporting bodies?

This is the first step in a larger piece of work being undertaken by the CHRO to understand the regulatory and reporting requirements of other systems and how that information may be used during an assessment to reduce regulatory burden and compliance costs for registered providers.



Regulatory/ reporting bodies
ACNC – Australian Charities and Not for Profits Commission
AACQA - Australian Aged Care Quality and Safety Commission
AIHW – Australian Institute of Health and Welfare
ATO – Australian Tax Office
ASIC – Australian Securities and Investment Commission
Fair Trading or equivalent
Funder – Housing Authority
Office of the Children’s Guardian
ORIC - Office of the Registrar of Indigenous Corporations
NDIS Quality and Safeguards Commission
WorkCover or equivalent
Department of Communities – Disability Services Contracting
Other: Please specify in comments

If you have any questions, please contact your Analyst in the first instance.