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

Evidence manager

CHRIS guide for community housing providers

While the information in this document is presented with all due care, the Community Housing Registration Office (CHRO) does not warrant or represent that the material is free from errors or omission, or that it is exhaustive.

Users of the document are responsible for making their own assessment of the information in the document. We do not accept any liability for any loss, damage, cost or expense you might incur because of using or relying on the information on this site, or any linked information.

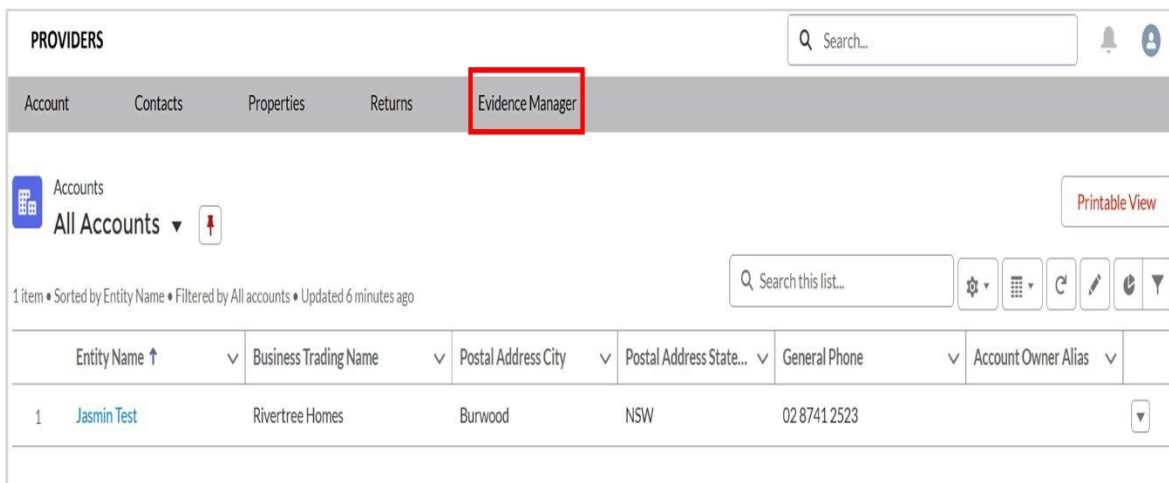The information in this document is subject to change without notice.

Table of Contents

1. Introduction

Evidence documents (referred to as files in Salesforce Lightning Experience) are unified into a single system for easier management, retrieval and collaboration. Files in the *Evidence Manager* object can be assigned to one or more returns improving document handling, organisation and accessibility.

2. Evidence manager overview

The *Evidence Manager* object contains a centralised repository of all evidence submitted by the provider. It is designed to streamline the management of documents and evidence submissions for Registration and Compliance Returns. To view and update the document library click on the object marked *Evidence Manager.*

PROVIDERS					Q Search...		
Account	Contacts	Properties	Returns	Evidence Manager			

Accounts
All Accounts ▼ 📌

1 item • Sorted by Entity Name • Filtered by All accounts • Updated 6 minutes ago

Printable View

Q Search this list...

	Entity Name ↑ ∨	Business Trading Name ∨	Postal Address City ∨	Postal Address State... ∨	General Phone ∨	Account Owner Alias ∨	
1	Jasmin Test	Rivertree Homes	Burwood	NSW	02 8741 2523		▾

The *Evidence Manager* object will contain a list of all evidence that the provider has uploaded, since the implementation of Salesforce Lightning, related to Registration and Compliance Returns.

Evidence attachments uploaded prior to the introduction of Salesforce Lightning will be visible in the *Evidence Document* tab under *Evidence Attachments* in the *Return* object. These documents have not been migrated to *Evidence Manager*. *Evidence Manager* provides a '*clean slate'* for providers allowing you to effectively manage your documents.

Evidence is sorted into two sections:

- **Latest Evidence** – This represents evidence documents that have been uploaded within the last 12 months for Tier 1 and Tier 2 providers. For Tier 3 providers, this will be evidence documents uploaded in the last 24 months, aligning with the standard compliance schedule.
- **All Evidence** – All files that have been uploaded to CHRIS by the provider

From *Evidence Manager* you can:

- Bulk upload new evidence
- Upload a new version of an evidence document
- Edit information related to a file
- Search and filter by *File Name* and *File Category* to locate evidence documents
- Download an evidence document
- Export list of evidence documents
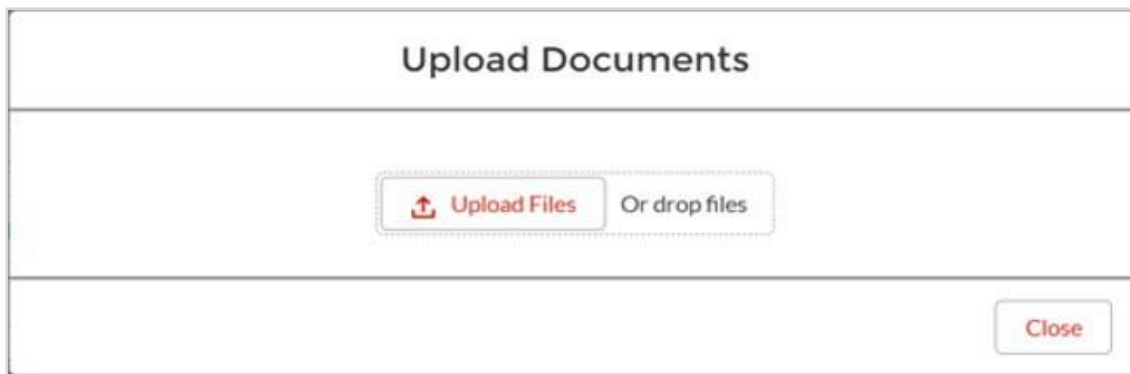
3. Upload evidence documents

Note: If you are uploading a new version of an evidence document already saved, please refer to Section 4 of this document – Upload a new version of a document.

1. To upload single or multiple evidence documents, click on the *upload* button located on the top right-hand side of the *Evidence* **object page**.

Note: You can upload up to 10 documents at once.
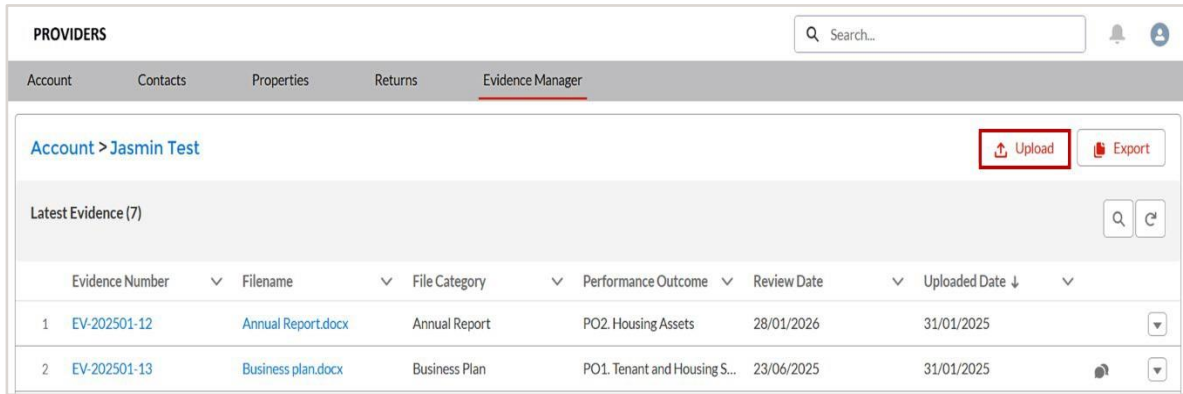
The "Upload documents" pop up window appears

**2.** You have two options for uploading your evidence documents:

Option 1: Drag and Drop Files – Drag and drop the documents you want to upload:
- o Open file explorer on your computer
- o Select the files you want to drag and drop to the "or drop files" box. Release the mouse button to drop the files into the drop files area. <u>You must drop the files</u> within the dotted line box for this to work successfully.
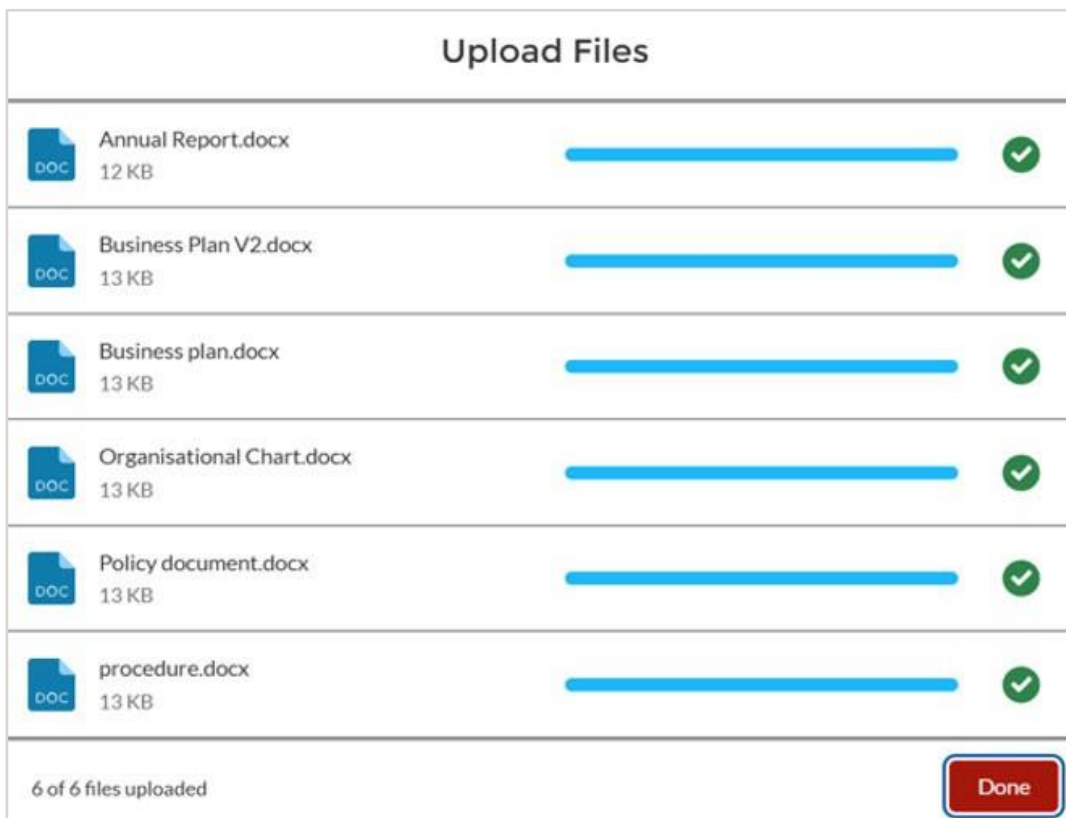
Option 2: Upload Files
- o Click on the Upload Files button
- o File explorer opens on your computer
- o Select the files you want to upload (Maximum you can select is 10) and click on the Open button.

CHRIS guide for community housing providers
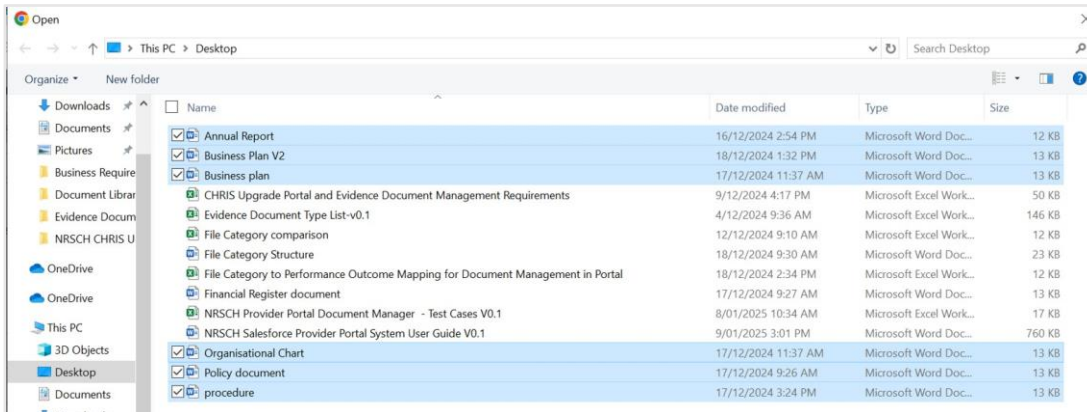
3. The Upload Files window appears displaying a progress bar as the files are uploading.

4. Click on the Done button once all documents are uploaded. Files are upload when the blue bar is complete, and a green tick is shown against each file.

5. Documents have now been successfully uploaded to the Evidence list as displayed in the following image.

4. Upload a new version of a document

The *Evidence manager* object enables providers to upload a new version of a document already saved. This allows all versions of a document, such as policies and procedures, to be maintained in one location improving access and the organisation of files.

1. To upload a new version of a document already uploaded, ***click on the filename link***

2. The Evidence File Preview screen will appear ***click on the "Upload New Version"*** button located on the top right-hand side of the page

File explorer opens on your device
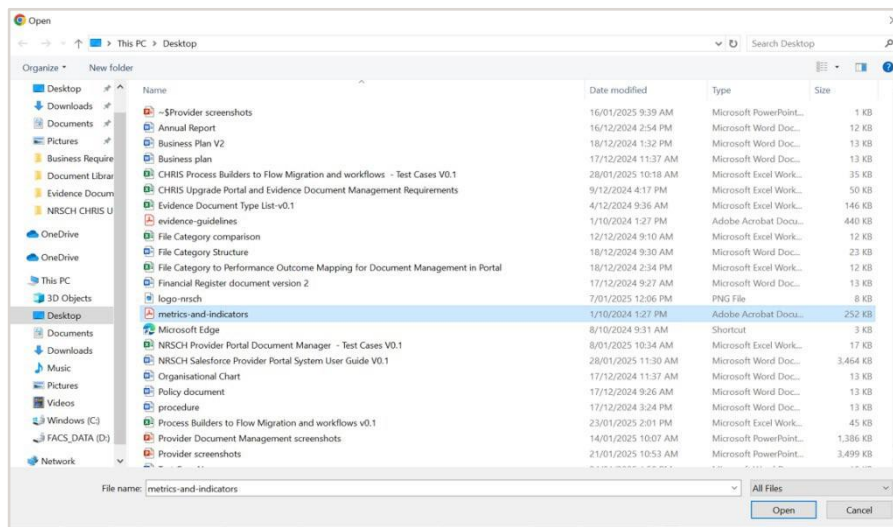
3. Select the file you want to upload to replace the existing document and **click on the Open button**. The Upload New version window appears, **populate the "what changed?" field and click on the upload button**

4. A new version of the document has now been uploaded.

5. To verify go to the File Details page and check the version history in the right-hand column. The new version and any previous versions will display here. You can view the current and previous versions by selecting the version hyperlink.

6. When a new version is updated the File details are unchanged. Providers should check the review date to ensure that it remains correct and relevant.

> If the status of the Return is "**Return Submitted"** and you are attempting to upload a new version of an evidence document an error message will appear as displayed below, please refer to **Business Rule 4 located in Section 11 – Evidence Manager Business Rules.**

5. Edit document information

Now that you have successfully uploaded your files to the Evidence Manager you can edit and update the following information against each file:

Filename – Mandatory. Edit the name assigned to the file when it was created. Ensure you follow a logical structure with your naming conventions, use descriptive names, keep it short but meaningful, use underscore or dashes instead of spaces, include a consistent date format and version numbers. A few examples for good practice are:

- BudgetReport_FY2025_V2.xlsx
- Housing Policy -31-1-2025_v1.pdf
- Eviction Notice_Tenant_NSW_10-02-2024_v1.docx

File Category – Mandatory. Each document file is assigned a file category. It's a classification used to organise and manage documents and is intended to help providers to quickly locate, sort and filter documents within the portal. Please refer to the *Guidance – Assigning File Categories.*

Performance Outcome – Mandatory. The National Regulatory Code set performance outcomes that must be met by registered community housing providers under the Community Housing Regulatory Framework.

Review Date – Optional. The review date can be used by providers to trigger a notification that the document is due to be updated or reviewed. This notification will trigger approximately two weeks prior to the review date. Only the nominated main contact can set the review date for a document. Setting a review date helps ensure that evidence documents remain current and reduces the burden at the time of compliance.

Additional Comments – Add any additional comments required against the document file. If a comment has been added, you will see this symbol against a document record.

Additional comments are required when there are significant changes to a document since the last submission. If there has been no significant change to the supporting documentation since submitting your last return, you can also include this in the comments.

Note: Providers are encouraged to update the document information at the time of upload. It is important that the details related to all uploaded documents are maintained and that they are assigned to the appropriate performance outcomes. The file category will also assist in the organisation and management of evidence documents.

1. To edit document information, click on the down arrow button located on the far-right hand side of the document row and select the *edit* button

2. The Edit Document window appears as shown below

3. Edit and complete the document information data fields.

File categories have been developed based on the
https://www.wa.gov.au/system/files/2025-01/appendix_d_evidence_guidelines_0.pdf.
The *File Category* is linked to the applicable *Performance Outcomes.* For example, if
the file category = annual report - POs 1-7 will be available for selection. Whereas if the
file category = Structure – Governance - only PO4 is available for selection.

4. Use the directional arrows to move the correct performance outcome which applies to the
document you uploaded from the *Available* window to the *Chosen* window.

Note: Filename, File Category and Performance Outcome data fields are mandatory when
you are editing document details, if these fields are not populated when you click on the
Save button an error message will appear.

Edit Document

*Filename

Complete this field.

*File Category

--None--

Complete this field.

Performance Outcome

Available | Chosen

Review Date

Additional Comments

Cancel   Save

5. Enter a review date (optional). The review date will trigger a notification to the provider that the document requires review.

a. Once you have completed populating the data fields, **click on the Save button**. The portal validates the data entered; all saved information is automatically displayed in the corresponding row of the Evidence Manager records list as shown in the image below.

6. Delete an uploaded document

> This function is <u>not</u> available for an evidence document that is attached to a Return that has the status "Return Submitted" or "Closed".

Once an evidence document has been attached to a Return, and the Return has been submitted for approval, no changes can be made to the document while the Return is being assessed. This is to ensure that the assessment process is not compromised. Once a return has been approved and closed, you will be unable to remove the document link to the return or make changes to the document. You will however be able to upload a new version. This is to ensure a clear and auditable record of the submission.

Evidence documents that have been uploaded to the Evidence Manager and have <u>not</u> been attached to a Return can be deleted. You can also delete evidence documents that are attached to a Return which has the status "Return In Progress" and "Return Reopened"

> If there are circumstances where you require a document to be deleted after you have submitted your return, please contact your analyst and they can request the deletion of the document.

1. To delete a document, **click on the down arrow button** located on the far-right hand side of the document row and **select the delete button**

2. **Delete Document** confirmation window appears, confirming if you would like to delete the document, **click on the OK button to delete document**

3. A success message appears on the page confirming that the document has been successfully deleted from Evidence Manager and the document record no longer appears in the list.

7. Search documents within Evidence Manager lists

1. To search for an existing document in the Evidence Manager list, click **on the magnifying glass** button located on the top right-hand side of the page. A search bar appears below the magnifying glass image as shown in the image below.

Note: Evidence Manager includes two lists: Latest Documents and All Documents. There are dedicated search bars for each list, the search bars operate independently to ensure a focused search within the respective lists.
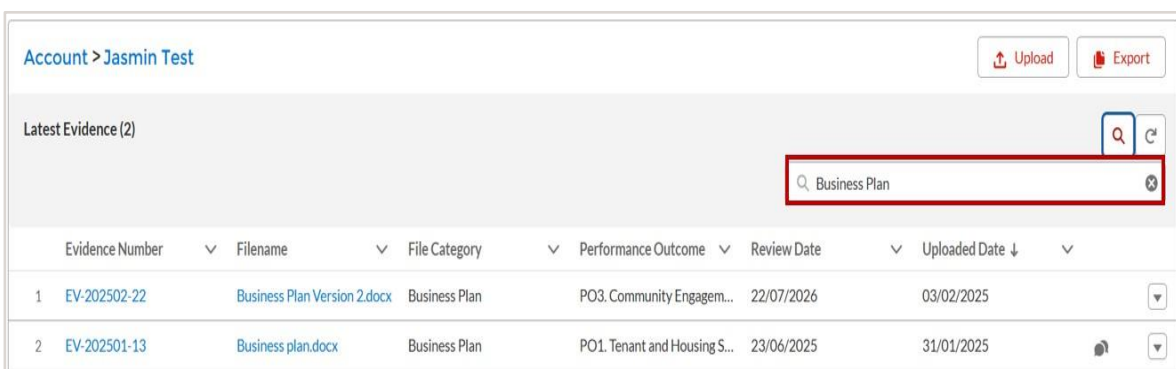
2. **Enter a *Filename* or *File Category* within the search bar and click on the enter button or the magnifying glass button**. Example "Business Plan". The portal will return results that match the entered criteria. As you can see in the example below, Business Plan was entered and only the Business Plan document records are displayed within the search results.

8. Preview and download document

1. To preview a document and view snapshot of key details, **locate the document record within the Evidence Manager list and click on the down arrow button located on the far-right hand side of the document row**

2. **Click on the *More Details* button**

3. The ***More Details*** window appears displaying a snapshot of the file and its key details:

   - **Version History hyperlink** – Click on the version history hyperlinks displayed in blue e.g. "Version 3" to download that version of the document
   - **Return hyperlink –** Click on the Return hyperlink displayed in blue to navigate to the Returns page
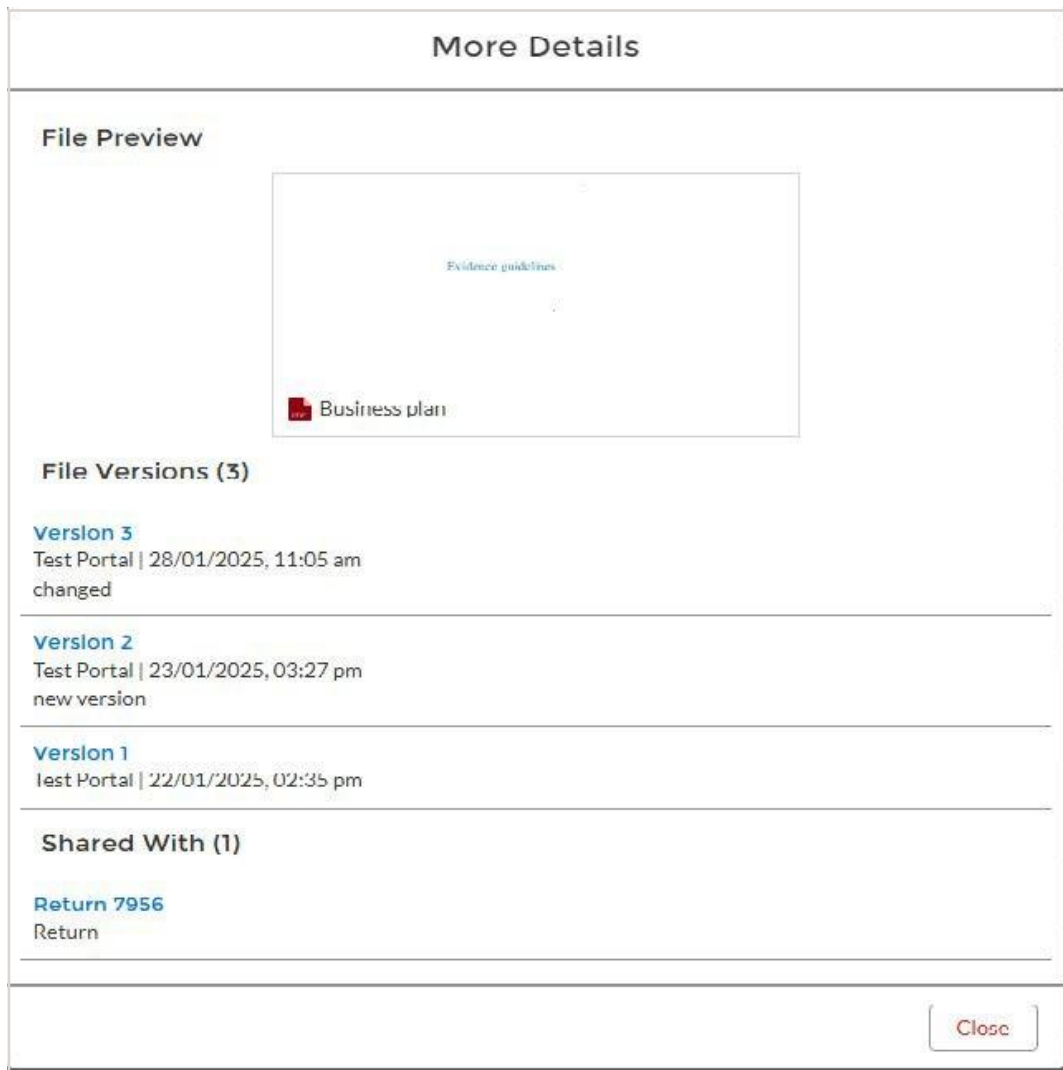
You can also preview a document by locating the document record within the Evidence Manager list and clicking on the filename link.

You will be navigated to the File Preview screen where you can perform the following functions:

- Preview document
- Download document
- Upload new version of the document
- Edit file details
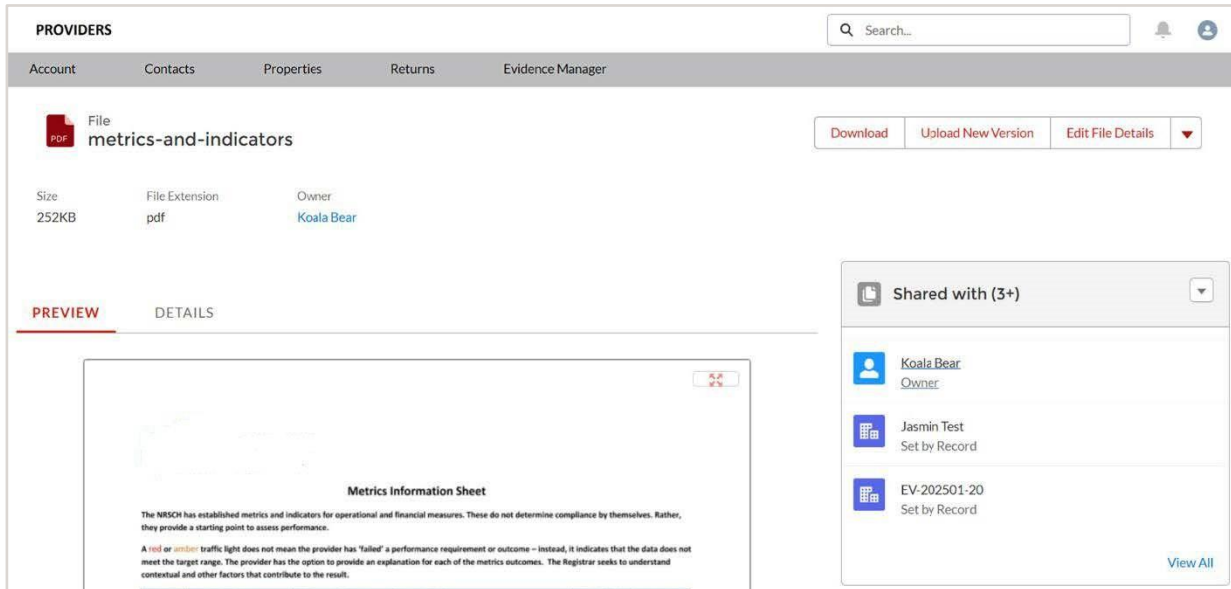
4. To view the details of the document, **click on the Details tab** located next to the Preview tab as shown in the image above.

5. To download the document, **click on the download button** located on the top right-hand side of the menu bar on the document file details page
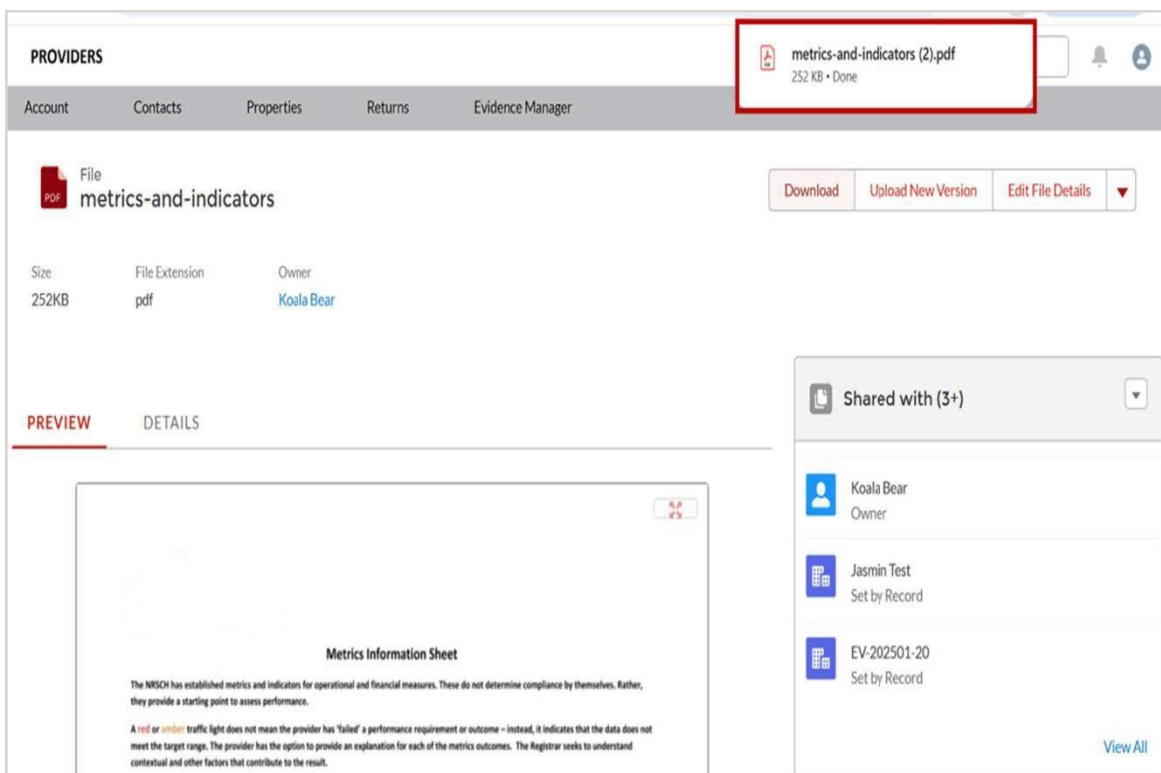
9. Supplementary Evidence

If the evidence submitted is not sufficient the regulator may seek further clarification through lines of enquiry and/or request supplementary evidence to reach a decision about registration or compliance. The scope of this activity will be consistent with the performance outcome(s) and of a type that is best suited to gathering the evidence with the minimum burden to the provider.
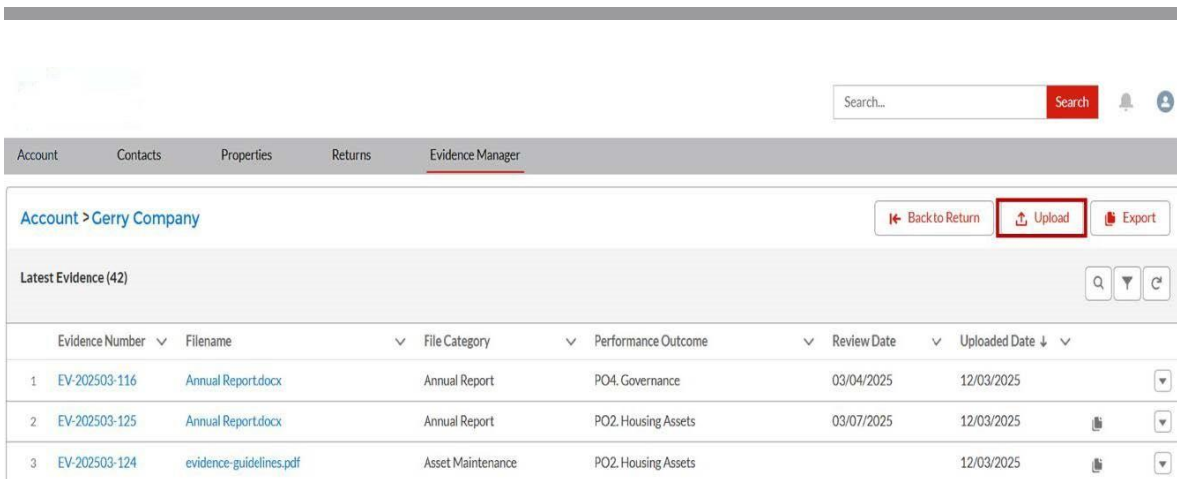
1. To add Supplementary evidence documents to a Return, **click on the Add Supplementary button**

2. The Select Documents page will appear, displaying a list of all supplementary evidence documents that have already been uploaded to Evidence Manager. **Click on the New Document button**

3. The Evidence Manager page will appear, **click on the Upload button**, to upload new supplementary documents to Evidence Manager
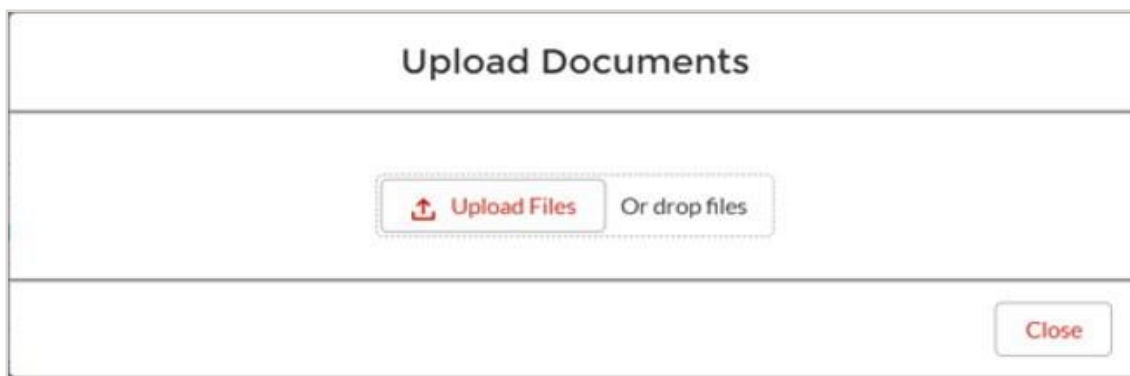
The "Upload documents" pop up window appears.

4. You have two options for uploading your supplementary evidence documents:

- **Option 1: Drag and Drop Files** – Drag and drop the documents you want to upload:
    - o Open file explorer on your computer
    - o Select the files you want to drag and drop to the "or drop files" box.
      Release the mouse button to drop the files into the drop files area. You must drop the files within the dotted line box for this to work successfully.

- **Option 2: Upload Files**
    - o Click on the Upload Files button
    - o File explorer opens on your computer
    - o Select the files you want to upload (Maximum you can select is 10) and click on the Open button.

5. The Upload Files window appears displaying a progress bar as the files are uploading.
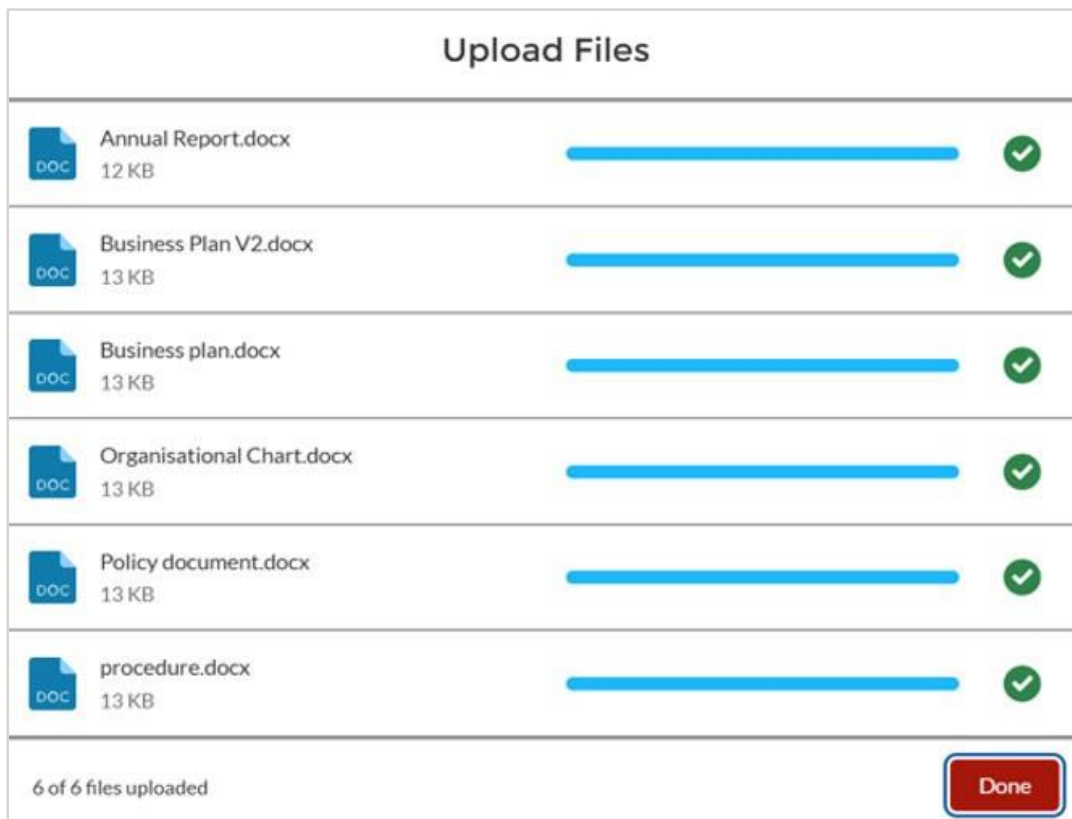
6. Click on the *Done* button once all supplementary documents are uploaded. Files are uploaded when the blue bar is complete, and a green tick is shown against each file.

7. Supplementary Documents have now been successfully uploaded to the Evidence list as displayed in the image below. If a supplementary document has been added, you will see this symbol against a document record.

8. Click on the **Back to Return** button, user is navigated back to the Returns –
   Evidence Documents page, click on the **Add Supplementary** button

9. The **Select Documents** page will appear, displaying a list of all supplementary
   evidence documents uploaded in Evidence Manager. Select the documents you
   want to add to the return by clicking on the checkboxes beside the document
   record. **Click on the Add button to add the documents to the Return**

10. Supplementary documents have now been added to the Return

10. Export Evidence Manager List

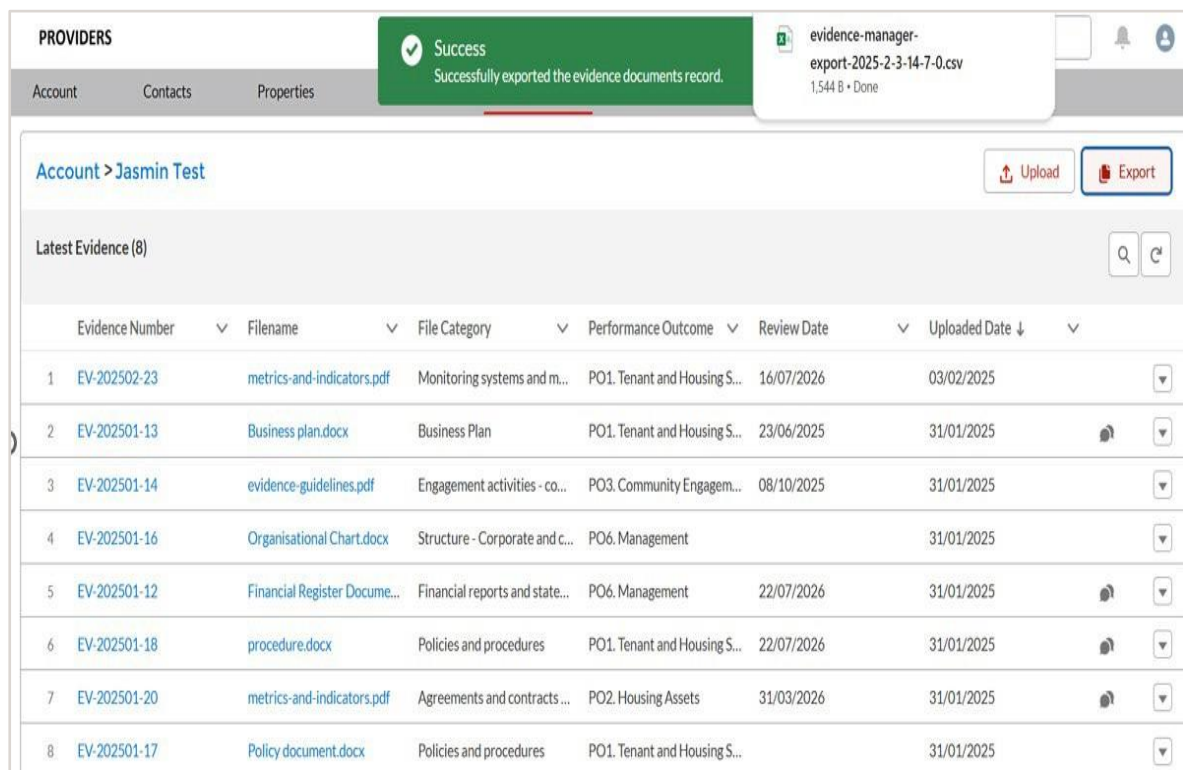1. To export the list of evidence, **click on the Export Button located on the top right-hand side of the Evidence Manager list page**.

2. The Evidence Manager export csv file displaying all document records will be downloaded to your desktop and a success message will appear advising that you have successfully exported the documents record

11. Evidence Manager Business Rules

Scenario 1: The Provider has uploaded new evidence documents to the Evidence Manager but has not been yet attached them to a Return. Within the portal, the provider can edit, delete, or upload a new version of the document in the Evidence Manager

Business Rule 1: Providers can edit, delete, or upload a new version of evidence documents if the documents have not been associated to a return

Scenario 2: The Provider has started editing the Return the status is "Return in Progress", the Provider is able to edit, delete and upload new versions of the evidence documents.

Business Rule 2: The provider can edit, delete, and upload new versions of evidence documents whilst the Return has a status of '*Return in progress'*.

Scenario 3: If an analyst has rejected a Return the status changes from "Return Submitted" too "Return Reopened" the provider is again permitted to edit, delete, and upload new versions of the evidence documents

Business Rule 3: The provider can edit, delete, and upload new versions of the evidence documents whilst the Return has a status of '*Return reopened'*.

Scenario 4: Provider has attached all evidence documents from the Evidence Manager to a Return and has submitted it for approval. Status of Return changes to "Return Submitted", Providers can no longer edit, delete or upload a new version of those evidence documents within the Evidence Manager

Business Rule 4: To maintain the integrity, accuracy, and compliance of submitted returns, providers cannot edit, delete or upload a new version of the evidence document once the document has been attached to a return and submitted for approval, that is the Return status is '*Return submitted'*.

Scenario 5: The analyst has approved the Final Determination Report and the status of the Return changes from "Return Submitted" to "Closed". The Provider cannot delete the evidence documents that are attached to the Return that has been approved and now has the status of "Closed". They will still be able upload a new version of the document and edit document details

Business Rule 5: The Provider cannot delete the evidence documentation attached to the return once the return is approved and closed. This is to ensure a clear and auditable record of the return submission is maintained. Providers can still upload a new version of the document and edit document details

Scenario 6: Once a Return has been submitted for approval and the status changes from "Return in Progress" too "Return Submitted" the Provider is no longer able to disassociate an evidence document from the Return. This restriction also applies when the Return has been approved and is marked with status "Closed"

Business Rule 6: Providers cannot disassociate evidence documents from the return when the return status is 'Return submitted' or 'Closed'. Evidence documents must remain linked to ensure integrity and traceability of submitted and approved returns.

Document Owner: Community Housing Registration Office (CHRO)

Objective TBC

Classification: Guidance

Applicability: Providers seeking registration or registered under the Community Housing Regulatory Framework

Document History

Version: 1.0 Final

Effective Date: 30 May 2025

Next Review Date: 30 May 2026

Reason for Amendment: New document