

# Queensland State Regulatory System for Community Housing (QSRSCCH)

## EVIDENCE GUIDELINES

For use by **local governments**

*(Government funded state community housing providers)*

*Published by: The Queensland Registrar, Regulatory Services, Department of Housing and Public Works*

*Publication date: November 2024*

*Supported by the State Government of Queensland*

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**Queensland  
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# Registering as a community housing provider under the QRSCH

## About the Queensland State Regulatory System for Community Housing (QRSCH)

The QRSCH is a regulatory system for state-based community housing providers designed to contribute to a well-governed and well-managed community housing sector and provide a platform for the ongoing development and viability of the community housing sector throughout Queensland.

## Purpose of the evidence guidelines document

The QRSCH Evidence Guidelines describe the performance indicators and evidence sources that will assist local governments in preparing their application for registration and ongoing compliance.

The Queensland State Regulatory Code sets out the performance outcomes and performance requirements local governments must comply with in providing government funded community housing.

Performance Outcome (PO)	Performance requirements
PO1 Tenant and Housing services	a, b, c, d, e, f, g
PO2 Housing Assets	a, b, c, d
PO3 Community Engagement	<b>Not Applicable</b>
PO4 Governance (council is not required to submit evidence)	a, b, c <b>(Exempt from 4d)</b> Assessments will rely on documents published on Council websites and reports from other regulatory bodies such as Qld Audit Office, Local Government and Contract Management *
PO5 Probity (council is not required to submit evidence)	a, b, c, d Assessments will rely on documents published on Council websites and reports from other regulatory bodies such as Qld Audit Office, Local Government and Contract Management **
PO6 Management	<b>a - metric data only (Exempt from 6b)</b>
PO7 Financial viability (council is not required to submit evidence)	a, b, c Assessments will rely on documents published on Council websites and reports from other regulatory bodies such as Qld Audit Office and Local Government *

\* Any identified high-risk concerns may trigger a more detailed assessment.

Once registration is attained, local governments will be required to demonstrate their ongoing compliance with the Queensland State Regulatory Code every three years at a minimum.

These guidelines should be read in conjunction with:

- The *Housing Act 2003*
- The [Queensland State Regulatory Code \(PDF\)](#)

## Evidence sources

The Evidence Guidelines rely upon business documentation and performance data that local governments should keep and maintain in order to demonstrate that their community housing program is well-governed, well-managed and financially viable.

Local governments may submit alternative business documentation indicated in the evidence sources to demonstrate compliance with the Queensland State Regulatory Code.

Assessments will also rely on obtaining information and documentation from other sources which may include:

- local government website publications
- information available on the public record
- other government agencies i.e., Local Government Association Qld (LGAQ), State Development, Infrastructure, Local Government and Planning (SDILGP), Qld Audit Office (QAO), Office of the Independent Assessor (OIA) and Contract Management Department of Housing
- accreditation systems

## Assessing evidence

The Queensland Registrar uses the Evidence Guidelines when undertaking registration and ongoing compliance assessments and decision making.

At registration, the Registrar will determine:

- Whether the local government meets the relevant eligibility requirements in the Queensland Housing Act 2003, and
- Whether the local government has demonstrated its capacity to comply with the performance outcomes and requirements outlined in the Queensland State Regulatory Code.

At compliance, the Registrar will determine whether the local government has demonstrated compliance with the performance outcomes and requirements outlined in the Queensland State Regulatory Code

The Queensland Registrar undertakes every assessment in the context of the local governments' business, with an understanding of the scope, operating environment, business planning outcomes and history of delivering community housing.

## Thresholds

The QRSCH Evidence Guidelines include thresholds for performance requirements.

The thresholds provide a transparent level of performance as a starting point against which the Queensland Registrar can assess the provider's performance results. However, the thresholds in themselves do not determine the local governments' capacity to comply or compliance with QRSCH.

**QSRSCH Evidence Guidelines**

Evidence and Metric Data for PO1, PO2 and PO6 only required from State Providers

**Performance outcome 1: Tenant and housing services**

The local government is fair, transparent, and responsive in delivering housing assistance to tenants, residents, and other clients.

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<p><b>1a:</b> <b>Determining and managing eligibility, allocation, and termination of housing assistance</b></p>	<p>Local governments make information about tenancy management policies and procedures available to applicants/tenants in a variety of formats.</p>	<p>Local governments ensure:</p> <ul style="list-style-type: none"> <li>All applicants/ tenants/residents receive information to enable them to make informed decisions and to understand decisions made by the local government.</li> <li>The policies and procedures are applied consistently to ensure there are no significant and ongoing or repeated failures to treat applicants/ residents/tenants fairly and transparently</li> </ul>	<p>Tenancy management policies &amp; procedures which include:</p> <ul style="list-style-type: none"> <li>The process to determine eligibility, allocation, charges, complaints, appeals and termination of tenancy.</li> <li>Documents, such as brochures, booklets, or information kits are provided to applicants, tenants/residents, and other stakeholders.</li> </ul> <p>May be requested:</p> <ul style="list-style-type: none"> <li>Standard letters and forms to applicants and tenants/residents used in tenancy management.</li> <li>Outsourcing agreement (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>Tenancy management policies and procedures where there has been a significant change.</li> <li>Evidence of version control</li> <li>Evidence that significant changes in policies and procedures have been communicated to tenants/residents (e.g., letters to tenants/residents, brochures, posters)</li> </ul>
	<p>Local governments manage its housing assistance in accordance with its policies and the legal and policy requirements relating to Queensland community housing providers</p>	<p>Local governments ensure:</p> <ul style="list-style-type: none"> <li>The policies and procedures are applied so there are no significant and ongoing or repeated failures to manage housing assistance in accordance with Queensland policy and legal requirements.</li> <li>Tenancy management policies and procedures reference legal and Queensland policy requirements, where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Tenancy management policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Tenancy management policies and procedures where there has been a significant change.</li> </ul>

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<b>1b: Determining and managing rents</b>	Local governments make information about its policies and procedures relating to how it determines and manages rents, available in a variety of formats	Local governments ensure: <ul style="list-style-type: none"> <li>All applicants/tenants/ residents receive information to enable them to make informed decisions and to understand options.</li> <li>The policies and procedures are applied so there are no significant and ongoing or repeated failures to treat applicants and residents/tenants fairly and transparently</li> </ul>	<ul style="list-style-type: none"> <li>Community Housing Rent policies and procedures</li> <li>Documents such as brochures, booklets, or information kits are provided to applicants, tenants/residents, and other stakeholders.</li> </ul> May be requested: <ul style="list-style-type: none"> <li>Standard letters and forms to applicants and tenants/residents used in tenancy management.</li> <li>Outsourcing agreement (if applicable)</li> </ul>	<ul style="list-style-type: none"> <li>Community Housing Rent policies and procedures where there has been a significant change.</li> <li>Evidence of version control</li> <li>Evidence that significant changes in policies and procedures have been communicated to tenants/residents.</li> </ul>
	Local governments manage rent in accordance with the specific legal and policy requirements relating to Queensland Government Housing Agency	Local governments ensure: <ul style="list-style-type: none"> <li>Rent management policies and procedures reference legal and Queensland Government Housing Agency policy requirements where appropriate</li> <li>All tenants/residents are charged rent in accordance with current Queensland Government Housing Agency policy requirements</li> </ul>	<ul style="list-style-type: none"> <li>Community Housing Rent policies and procedures</li> </ul> May be requested: <ul style="list-style-type: none"> <li>Sample tenancy/residency agreements</li> </ul>	<ul style="list-style-type: none"> <li>Community Housing Rent policies and procedures where there has been a significant change.</li> </ul>
<b>1c: Setting and meeting relevant housing service standards</b>	Local governments communicate and monitor what tenants and residents can expect from the service	Local governments ensure: <ul style="list-style-type: none"> <li>Standards address housing service operating hours, privacy, and confidentiality, conduct, communication, and response times relating to enquiries, maintenance, and complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Service charter or relevant policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Service charter or relevant policies and procedures where there has been a significant change.</li> </ul>

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<b>1d:</b> <b>Supporting tenant and resident engagement</b>	Local governments involve tenants and residents in the planning and delivery of housing services in a variety of accessible ways	Local governments ensure: <ul style="list-style-type: none"> <li>All tenants/residents are provided appropriate opportunities to be involved in the planning and delivery of housing services</li> </ul>	<ul style="list-style-type: none"> <li>Tenant/resident engagement policies and procedures or strategy</li> </ul>	<ul style="list-style-type: none"> <li>Tenant/resident engagement policies and procedures or strategy where there has been a significant change.</li> <li>Evidence of version control</li> <li>Records of tenant/resident engagement (e.g., tenant/resident meetings, consultations) and actions taken as a result</li> </ul>
	Local governments promote appropriate opportunities for tenants and residents to be involved in their community	Local governments ensure: <ul style="list-style-type: none"> <li>All tenants/residents are made aware of appropriate opportunities to be involved in their community</li> </ul>	<ul style="list-style-type: none"> <li>Tenant/resident engagement plans/strategy and/or policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Tenant/resident engagement policies and procedures or strategy where there has been a significant change.</li> <li>Records of tenant/resident engagement (e.g., tenant/resident meetings, consultations) and actions taken as a result</li> </ul>
	Local governments obtain feedback from tenants and residents on its services, and consults with them on proposals that will affect them	Local governments ensure: <ul style="list-style-type: none"> <li>All tenants/residents are provided appropriate opportunities to provide feedback and to be consulted</li> </ul>	<ul style="list-style-type: none"> <li>Tenant/resident engagement plans/strategy and/or policies and procedures</li> <li>Feedback mechanisms                             <ul style="list-style-type: none"> <li>e.g., written surveys, suggestion box, verbal feedback sought during tenant/resident contact</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Tenant/resident engagement plans, policies and procedures or strategy where there has been a significant change.</li> <li>Records of tenant/resident feedback (e.g., tenant/resident meetings, consultations)</li> </ul>
<b>1e:</b> <b>Facilitating access to support for social housing applicants and tenants with complex needs</b>	Local governments establish and maintain arrangements that are adequate to ensure tenants and residents with support needs receive appropriate support, if relevant and where available, to maintain their tenancies		<ul style="list-style-type: none"> <li>Tenant/resident support facilitation policies and procedures including responding to changing resident/tenant needs.</li> <li>List of current or proposed partnership arrangements through which support is facilitated for residents and tenants with complex needs</li> </ul>	<ul style="list-style-type: none"> <li>Tenant/resident support facilitation policies and procedures where there has been a significant change.</li> <li>Evidence of version control</li> <li>List of current or proposed partnership arrangements through which support is facilitated for residents and tenants with complex needs</li> </ul>

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<b>1f: Managing and addressing complaints and appeals relating to the provision of housing services</b>	Local governments ensure information is readily available and promoted to tenants regarding the complaints and appeals process	Local governments ensure: <ul style="list-style-type: none"> <li>All applicants, tenants/residents receive information to enable them to make informed decisions about how to manage complaints and appeals</li> </ul>	<ul style="list-style-type: none"> <li>Complaint and appeal policies and procedures</li> <li>Documents, such as brochures, booklets, or information kits, which are provided to applicants, tenants /residents, and other stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Complaint and appeal policies and procedures where there has been significant change.</li> <li>Evidence of version control</li> <li>Documents, such as brochures, booklets, or information kits, which are provided to applicants, tenants /residents, and other stakeholders where there has been significant change</li> </ul>
	Local governments manage complaints and appeals promptly and fairly	Local governments ensure: <ul style="list-style-type: none"> <li>Complaints and appeals are managed so that there are no significant and ongoing or repeated failures in dealing with them promptly or fairly</li> </ul>	<ul style="list-style-type: none"> <li>Complaint and appeal policies and procedures</li> <li>Service charter or relevant policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Complaint and appeal policies and procedures where there has been significant change.</li> <li>Complaints and Appeals Register relating to community housing</li> <li>Service Review Reports from Contract Management</li> <li>History of complaints from Contract Management</li> </ul>
	Local governments regularly monitor the effectiveness of its complaints and appeals system	Local governments ensure: <ul style="list-style-type: none"> <li>That the type, number and outcomes of complaints and appeals are reviewed regularly to inform the fair, transparent and responsive delivery of the complaints and appeals system</li> </ul>	<ul style="list-style-type: none"> <li>Complaint and appeal policies and procedures</li> <li>Reports that monitor and review the complaints and appeals received and identify the outcomes</li> <li>Minutes of meetings that discuss complaints and appeals received that relate to the provision of housing services</li> </ul>	<ul style="list-style-type: none"> <li>Complaint and appeal policies and procedures where there have been significant changes.</li> <li>Complaints and Appeals Register relating to community housing.</li> <li>Minutes of meetings that discuss complaints and appeals received that relate to the provision of housing services</li> <li>Service Review Reports from Contract Management</li> <li>History of complaints from Contract Management</li> </ul>
<b>1g: Maintains satisfaction with the overall quality of housing assistance</b>	Local governments maintain a satisfactory level of tenant and resident satisfaction	Local governments ensure: <ul style="list-style-type: none"> <li>Housing assistance is delivered so there is no significant and ongoing or repeated dissatisfaction with the overall quality of services provided.</li> <li>Satisfaction rate with the overall quality of services <math>\geq 75\%</math></li> </ul>	Feedback mechanisms <ul style="list-style-type: none"> <li>e.g., written surveys, suggestion box, verbal feedback sought during tenant/resident contact</li> </ul>	<ul style="list-style-type: none"> <li>Records of tenant/resident feedback (e.g., tenant/resident meetings, consultations) and actions taken as a result</li> <li>Tenant engagement and feedback mechanisms.</li> </ul>

**Examples and notes**

**The provider makes its tenancy management policies and procedures available in a variety of formats:**

Information about eligibility, allocation and ongoing tenancy management processes are made available to applicants and residents/tenants to ensure the local government's processes are transparent and readily understood.

Similarly, information about internal complaints and appeals processes is provided to residents/tenants.

This information can be communicated through a range of media such as (but not limited to) brochures, booklets, information kits, posters, audio, and websites.

**Complaints and appeals register:** The complaints and appeal register are regularly analysed/reviewed to ensure there are no significant and ongoing repeated failures to treat applicants and community housing residents fairly and make improvements to processes where appropriate.

**Feedback Mechanisms:** Formal tenant surveys are not required.



## Performance outcome 2: Housing assets

The local government manages its community housing assets in a manner that ensures suitable properties are available now and, in the future.

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<b>2a:</b> <b>Determining changing housing needs and planning asset acquisitions, disposals, and reconfiguration to effectively respond (strategic asset management)</b>	Local governments plan for how they manage housing assets to optimise outcomes on financial investment, service delivery and meeting housing needs		<ul style="list-style-type: none"> <li>Asset management policies and procedures for community housing</li> <li>Housing needs analysis</li> <li>State Community Housing Asset list</li> <li>Local Housing Action plan</li> </ul>	<ul style="list-style-type: none"> <li>Asset management policies and procedures for community housing where there has been significant change</li> <li>Evidence of version control</li> <li>Housing needs analysis</li> <li>Minutes of meetings discussing housing needs</li> <li>State Community Housing Asset List</li> <li>Local Housing Action Plan</li> </ul>
<b>2b:</b> <b>Setting and meeting relevant property condition standards</b>	Local governments manage community housing assets in accordance with the specific legal and policy property condition requirements relevant to Queensland Government Housing Agency (DOH) standards	Local governments ensure: <ul style="list-style-type: none"> <li>≥70% of all community housing assets managed by the provider meets the Queensland Government Housing Agency's (DOH), property condition standards, or other property condition standards adopted by the provider that exceed the Queensland Government Housing Agency (DOH) standards, against which the properties were inspected.</li> <li>Property condition standards (e.g., star ratings) improve over time.</li> <li>There are no significant and ongoing or repeated failures to meet property condition standards</li> </ul>	<ul style="list-style-type: none"> <li>Asset management policies and procedures</li> <li>Current asset maintenance plan</li> <li>Community Housing Property condition standards</li> <li>Local Housing Action plan</li> </ul>	<ul style="list-style-type: none"> <li>Asset management policies and procedures where there has been a significant change</li> <li>Completed Community housing property condition audits reports including dates of last survey (every 3 years)</li> <li>Current asset maintenance plan</li> <li>Reports against the asset maintenance plan including budget for community housing.</li> <li>Local Housing Action plan</li> <li>Service Review Reports from Contract Management</li> <li>History of complaints from Contract Management</li> </ul>
<b>2c:</b> <b>Planning and undertaking responsive, cyclical, and life-cycle maintenance to maintain property conditions (asset maintenance)</b>	Local governments ensure: <ul style="list-style-type: none"> <li>Properties are well maintained.</li> <li>Maintenance is undertaken in a timely manner.</li> <li>Suitably qualified staff/contractors / consultants undertake maintenance work</li> </ul>	Local governments ensure: <ul style="list-style-type: none"> <li>Cyclical and life-cycle maintenance is scoped, and budget allocated.</li> <li>Maintenance timeframes are set and met in accordance with legal requirements relevant to Queensland standards</li> </ul>	<ul style="list-style-type: none"> <li>Asset management policies and procedures</li> <li>Asset maintenance plan</li> <li>Annual maintenance budget for community housing</li> </ul>	<ul style="list-style-type: none"> <li>Asset management policies and procedures where there has been significant change</li> <li>Asset maintenance plan</li> <li>Annual maintenance budget for community housing</li> <li>Minutes of meetings discussing maintenance works scheduled and completed, and actual to budget analysis</li> </ul>

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance with the QRSCH
<b>2c:</b> <b>Planning and undertaking responsive, cyclical, and life-cycle maintenance to maintain property conditions (asset maintenance)</b>	Local governments provide tenants with easy-to-use information on repairs and maintenance	Local governments ensure: <ul style="list-style-type: none"> <li>All tenants/residents receive information to enable the tenant/resident to make informed decisions about repairs and maintenance and response timeframes</li> </ul>	<ul style="list-style-type: none"> <li>Asset management policies and procedures</li> <li>Documents, such as brochures, booklets, or information kits, which are provided to applicants, tenants/residents, and other stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Asset management policies and procedures where there has been a significant change.</li> <li>Documents, such as brochures, booklets, or information kits provided to applicants, tenants/residents, and other stakeholders where there has been a significant change.</li> </ul>
	Local governments maintain a satisfactory level of tenant and resident satisfaction with maintenance and housing amenity	Local governments ensure: <ul style="list-style-type: none"> <li>≥ 75 per cent of tenants/residents are satisfied with the condition of the property.</li> <li>≥ 75 per cent of tenants/residents are satisfied with the maintenance of the property.</li> <li>Records of complaints and appeals do not indicate ongoing and repeated instances of resident dissatisfaction with maintenance and/or housing amenity</li> </ul>	<ul style="list-style-type: none"> <li>Tenant/Resident Feedback mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>Records of tenant/resident feedback (e.g., tenant/resident meetings, consultations) and actions taken as a result</li> </ul>
<b>2d:</b> <b>Planning and delivering its housing development program (asset development)</b>	The provider plans, monitors and reviews its development program to ensure effective and efficient delivery of new housing.	<ul style="list-style-type: none"> <li>Development program and projects are managed to minimise variation to timeframe and/or budget</li> <li>Expertise capable of ensuring development projects are delivered effectively and efficiently</li> <li>Risks are identified and mitigated</li> </ul>	<ul style="list-style-type: none"> <li>Growth and development plans</li> <li>Business plan</li> <li>Financial planning and forecasting</li> <li>Risk management plan</li> <li>Industry partnerships</li> <li>Development financing arrangements and any debt covenants</li> </ul>	<ul style="list-style-type: none"> <li>Growth and development plans</li> <li>Business plan</li> <li>Financial planning and forecasting</li> <li>Risk management plan</li> <li>Industry partnerships</li> <li>Development financing arrangements and any debt covenants</li> <li>Project progress reports and closure reports</li> </ul>

### Performance outcome 3: Community engagement – Not Applicable

**Note:** Local governments are not required to address this performance outcome – it is deemed to be satisfied for local governments.

PO4, PO5 and PO7 are assessed using evidence from Council websites and other sources. **COUNCILS ARE NOT REQUIRED TO SUBMIT EVIDENCE**

**Performance outcome 4: Governance**

The local government is well governed to support the aims and intended outcomes of its business.

**Note:** Councils are **NOT REQUIRED TO SUBMIT EVIDENCE DOCUMENTS OR ENTER METRIC DATA IN CHRIS**. Instead, Regulatory Services will rely on documents published on Council websites; and compliance activities and reports from other regulatory bodies to assess this performance outcome.

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<p><b>4a:</b>  <b>Ensuring coherent and robust strategic, operational, financial and risk planning</b></p>	<p>Council sets and implements its strategic directions and scrutinises performance using:</p> <ul style="list-style-type: none"> <li>• Business planning</li> <li>• Financial planning</li> <li>• Risk management planning</li> <li>• Business continuity planning</li> </ul> <p>Council provides effective control of related party arrangements or affiliated entity arrangements (e.g., through a group structure agreement, service-level agreement, or partnership agreement or contract)</p>	<p>Council meets regularly.</p> <p>Affiliated entity arrangements appropriately address:</p> <ul style="list-style-type: none"> <li>• actual or perceived conflicts of interest and conflicts of duty in relation to decision making where there are shared staff and management teams.</li> <li>• clear and transparent policies and/or agreements in place regarding affiliated entity arrangements where contracting or sharing services occurs.</li> <li>• risks in relation to reputation, governance, corporate entity, and financial matters</li> </ul>	<ul style="list-style-type: none"> <li>• Business planning documents e.g., Corporate Plan, Annual Operational Plans</li> <li>• Governance structure and governance policies and procedures e.g., Corporate Governance Framework</li> <li>• Risk management policies and risk register</li> <li>• Business continuity management framework</li> <li>• Council meeting agendas and meeting minutes</li> </ul>	<ul style="list-style-type: none"> <li>• Business planning documents e.g., Corporate Plan, Annual Operational Plans <sup>1</sup></li> <li>• Governance policies and procedures</li> <li>• Evidence of version control</li> <li>• Conflicts of interest (COI) register or record – Councillors COI declarations in meeting minutes</li> <li>• Annual Report</li> <li>• AGM minutes</li> <li>• Council minutes (including audit and risk subcommittee meetings)</li> <li>• Community housing related risk plans and meeting minutes (if available at that level)</li> <li>• Local Government comparative reports  <a href="https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports">https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports</a></li> </ul> <p><sup>1</sup> The <b>PSAT</b> will ask questions about any significant changes to Council's community housing business and associated plans.</p>

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance with the QRSCH
<p><b>4b:</b>  <b>Ensuring effective, transparent, and accountable arrangements and controls are in place for decision making to give effect to:</b></p> <ul style="list-style-type: none"> <li>• Strategic,</li> <li>• Operational,</li> <li>• Financial, and</li> <li>• Risk plans</li> </ul>	<p>Local governments operate in accordance with a code of governance including in relation to:</p> <ul style="list-style-type: none"> <li>• Decision-making processes</li> <li>• Managing conflicts of interest</li> <li>• Internal business compliance</li> <li>• Selection and performance of the CEO</li> </ul>	<ul style="list-style-type: none"> <li>• There are no significant and ongoing or repeated failures to achieve the performance outcomes defined in the Queensland State Regulatory Code</li> </ul>	<ul style="list-style-type: none"> <li>• Business planning documents published on council websites e.g., Corporate Plan, Annual Operational Plans</li> <li>• Governance structure and governance policies and procedures published on council websites e.g., Corporate Governance Framework, Executive Performance Management Framework etc.</li> <li>• Delegations Registers</li> </ul>	<ul style="list-style-type: none"> <li>• Whole of council planning documents and governance policies on website e.g., Corporate Plan, Annual Operational Plans</li> <li>• Quarterly reporting of progress against goals in Corporate Plan and Annual Operational Plan</li> <li>• Governance structure and governance policies and procedures e.g., Corporate Governance Framework</li> <li>• Qld Audit Office Reports e.g., Report 15: 2022-23 Local Government 2022 (resolution of high-risk issues, decline in financial sustainability topics)</li> </ul> <p><a href="https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022">https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022</a></p>
<p><b>4c:</b>  <b>Complying with legal requirements and relevant government policies</b></p>	<p>Local governments have a system in place to ensure compliance with all applicable legal requirements and relevant government policies</p>	<p>Local governments ensure:</p> <ul style="list-style-type: none"> <li>• There are no significant and ongoing or repeated failures to meet legal requirements and relevant government policies.</li> <li>• Any instance of non-compliance is dealt with in a prompt and effective manner</li> </ul>	<ul style="list-style-type: none"> <li>• Governance structure and governance policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Governance structure and governance policies and procedures</li> <li>• Qld Audit Office reports</li> </ul>

**Note:** Local governments are **NOT REQUIRED** to address PO4d performance outcome as it is deemed to be satisfied for local governments as Councilors are elected members.

## Performance outcome 5: Probity

The local government maintains high standards of probity relating to its business operations.

**Note:** Councils are **NOT REQUIRED TO SUBMIT EVIDENCE** documents or enter metric data in CHRIS. Instead, Regulatory Services will rely on documents published on Council websites; and compliance activities and reports from other regulatory bodies to assess this performance outcome.

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance with the QRSCH
<b>5a:</b> <b>Establishing and administering a code of conduct</b>	Local governments have in place a code of conduct designed to ensure it maintains high standards of probity, (or is supported by additional policies and procedures), including in relation to: <ul style="list-style-type: none"> <li>Whistleblowing</li> <li>Conflict of interest</li> <li>Gifts and hospitality</li> <li>Procurement</li> </ul>	Local governments ensure: <ul style="list-style-type: none"> <li>All staff members, volunteers and contractors have provided a written undertaking that they understand and will comply with the code of conduct.</li> <li>The code of conduct is regularly promoted.</li> <li>There are no significant and ongoing or repeated failures to abide by the code of conduct</li> </ul>	<ul style="list-style-type: none"> <li>Probity policies and procedures that address Code of Conduct, Whistleblowing, Conflict of interest, Gifts and hospitality and procurement</li> <li>Councilors Conduct Register</li> <li>Councilors Register of Interests</li> </ul>	<ul style="list-style-type: none"> <li>Probity policies and procedures that address Code of Conduct, Whistleblowing, Conflict of interest, Gifts and hospitality and procurement where there has been significant change</li> <li>Evidence of version control</li> <li>Councilors Conduct Register</li> <li>Councilors Register of Interest</li> </ul>
<b>5b:</b> <b>Establishing and administering a system of employment and appointment checks</b>	Local governments conduct employment and appointment checks for employees, volunteers, and agents commensurate with the requirements of the position, including: <ul style="list-style-type: none"> <li>Referee and previous employment checks</li> <li>Criminal record</li> <li>Bankruptcy</li> <li>Working with children</li> <li>Working with aged</li> </ul>	Local governments ensure: <ul style="list-style-type: none"> <li>There are no significant and ongoing or repeated failures to conduct appropriate employment and appointment checks</li> </ul>	<ul style="list-style-type: none"> <li>Systems or processes local governments use to undertake employment and appointment checks. <ul style="list-style-type: none"> <li>Employment checks policy and procedures</li> </ul> </li> <li>Employment policies and procedures that address employment and appointment checks, commensurate with the requirements of the position, which may include criminal records, bankruptcy, working with children and working with aged</li> </ul>	<ul style="list-style-type: none"> <li>Employment policies and procedures that address employment and appointment checks, commensurate with the requirements of the position, which may include criminal records, bankruptcy, working with children and working with aged</li> <li>Evidence of version control</li> </ul>
<b>5c:</b> <b>Establishing and administering a system for preventing, detecting, reporting on, and responding to instances of fraud, corruption, and criminal conduct</b>	Local government systems are consistent	Local governments ensure: <ul style="list-style-type: none"> <li>There are no significant and ongoing or repeated instances of fraud, corruption, or criminal conduct.</li> <li>Any instance of fraud, corruption or criminal conduct is dealt with in a prompt and effective manner</li> </ul>	<ul style="list-style-type: none"> <li>Systems and processes for detecting and responding to fraud, corruption, and criminal conduct.</li> <li>Fraud and corruption policy and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Fraud and corruption policies and procedures where there has been significant change</li> <li>Evidence of version control</li> <li>Audit Closing Report</li> <li>Minutes of meetings</li> <li>Referrals to any tribunals</li> </ul>

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<p><b>5d</b></p> <p><b>Maintaining the reputation of the community housing sector</b></p>	<p>Local governments notify the Queensland Registrar of any incident related to its operations (and its response) that damages or may damage the reputation of the community housing sector.</p>	<p>Local governments ensure:</p> <ul style="list-style-type: none"> <li>• There are no significant and ongoing or repeated incidents that damage or have the potential to damage the reputation of the community housing sector.</li> <li>• Any incident that damages or may damage the reputation of the community housing sector is dealt with in a prompt and effective manner.</li> <li>• Notifications are made consistent with the Queensland State Regulatory Code</li> </ul>	<ul style="list-style-type: none"> <li>• Service Review Reports from Contract Management</li> <li>• History of complaints and incidents from Contract Management</li> <li>• Notifiable incidents policy and procedure</li> </ul>	<ul style="list-style-type: none"> <li>• Service Review Reports from Contract Management</li> <li>• History of complaints and incidents from Contract Management</li> <li>• List of notifiable incidents (if any)</li> </ul>

### Performance outcome 6: Management

The local government manages its resources in a cost-effective manner. **Councils are only to provide metric data only**

Performance requirements	Performance indicators	Thresholds	Metric data to be completed in CHRIS to demonstrate capacity to comply	Compliance with QRSCH Metric data to be completed in CHRIS to demonstrate ongoing compliance
<p><b>6a:</b></p> <p><b>Demonstrates it utilises its housing assets and housing related funding to meet housing related business goals</b></p>	<p>Local governments have business planning processes in place which include an assessment of costs and returns on assets and funding to meet its business goals</p>	<p>Local governments ensure:</p> <ul style="list-style-type: none"> <li>• Costs are controlled and, where possible, are minimised.</li> <li>• Returns (financial and/or social) are sustained and, where possible, maximised.</li> <li>• Where cost-effective opportunities for improving financial and/or social returns are identified, they are achieved</li> </ul>	<ul style="list-style-type: none"> <li>• State Community Housing Asset List</li> <li>• Reporting and commentary for metrics in CHRIS <ul style="list-style-type: none"> <li>– vacancies and tenancies data (section 6.1.1a to 6.1.12)</li> <li>– rental income data (Section 6.2.1 to 6.2.3)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• State Community Housing Asset List</li> <li>• Reporting and commentary for metrics in CHRIS <ul style="list-style-type: none"> <li>– vacancies and tenancies data (section 6.1.1a to 6.1.12)</li> <li>– rental income data (Section 6.2.1 to 6.2.3)</li> </ul> </li> </ul>

## Performance outcome 7: Financial viability

The local government is financially viable at all times.

Councils are **NOT REQUIRED TO SUBMIT EVIDENCE DOCUMENTS** in CHRIS. Instead, Regulatory Services will rely on documents published on Council websites, and compliance activities and reports from other regulatory bodies to assess this performance outcome.

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<p><b>7a:</b> <b>Ensuring it has a viable capital structure</b></p>	<p>Local governments monitor and manage their capital structure to achieve their business goals</p>	<p>Local governments ensure:</p> <ul style="list-style-type: none"> <li>Capital adequacy – the provider has sufficient capital resources to be able to absorb unexpected losses and to manage adverse shocks so that it can meet its commitments to investors</li> </ul>	<ul style="list-style-type: none"> <li>Annual Reports - should contain the following: <ul style="list-style-type: none"> <li>Audited Financial Statements</li> <li>Independent Auditor Report</li> <li>Community Financial Reports*</li> <li>Current Year Financial Sustainability Statements*</li> <li>Unaudited Long Term Financial Sustainability Statement</li> </ul> </li> <li>Local government budget</li> <li>Council meeting minutes. Councils with a large community housing portfolio may include reporting on their community housing business including financial reports tabled</li> <li>Qld Audit Office AO Local Government Report <a href="https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022">https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022</a></li> <li>Qld Audit Office Local Government Dashboard <a href="https://www.qao.qld.gov.au/2022-local-government-dashboard">https://www.qao.qld.gov.au/2022-local-government-dashboard</a></li> <li>Local Government comparative reports <a href="https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports">https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports</a></li> <li>Local Housing Action Plans</li> </ul>	<ul style="list-style-type: none"> <li>Annual Reports - should contain the following: <ul style="list-style-type: none"> <li>Audited Financial Statements</li> <li>Independent Auditor Report</li> <li>Community Financial Reports*</li> <li>Current Year Financial Sustainability Statements*</li> <li>Unaudited Long Term Financial Sustainability Statement</li> </ul> </li> <li>Local government budget</li> <li>Council meeting minutes. Councils with a large community housing portfolio may include reporting on their community housing business including financial reports tabled</li> <li>Qld Audit Office AO Local Government Report <a href="https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022">https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022</a></li> <li>Qld Audit Office Local Government Dashboard <a href="https://www.qao.qld.gov.au/2022-local-government-dashboard">https://www.qao.qld.gov.au/2022-local-government-dashboard</a></li> <li>Local Government comparative reports <a href="https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports">https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports</a></li> <li>Local Housing Action Plans</li> </ul>

Performance requirements	Performance indicators	Thresholds	Suggested evidence sources to demonstrate capacity to comply at Registration	Suggested evidence sources to demonstrate ongoing compliance
<p><b>7b:</b> <b>Maintaining appropriate financial Performance</b></p>	<p>Local governments monitor and manage their financial performance to achieve their business goals</p>	<p>Local governments ensure:</p> <ul style="list-style-type: none"> <li>Financial performance is monitored and managed for short-, medium- and long-term viability.</li> <li>There are no significant and ongoing or repeated instances of incidents of inappropriate financial performance and/or failure to achieve business goals due to inappropriate financial performance</li> </ul>	<ul style="list-style-type: none"> <li>Annual Reports - should contain the following: <ul style="list-style-type: none"> <li>Audited Financial Statements</li> <li>Independent Auditor Report</li> <li>Community Financial Reports*</li> <li>Current Year Financial Sustainability Statements*</li> <li>Unaudited Long Term Financial Sustainability Statement</li> </ul> </li> <li>Local government budget</li> <li>Auditor Closing Reports **</li> <li>Council meeting minutes. Councils with a large community housing portfolio may include reporting on their community housing business including financial reports tabled</li> <li>Qld Audit Office AO Local Government Report <a href="https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022">https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022</a></li> <li>Qld Audit Office Local Government Dashboard <a href="https://www.qao.qld.gov.au/2022-local-government-dashboard">https://www.qao.qld.gov.au/2022-local-government-dashboard</a></li> <li>Local Government comparative reports <a href="https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports">https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports</a></li> <li>Local Housing Action Plans</li> </ul>	<ul style="list-style-type: none"> <li>Annual Reports - should contain the following: <ul style="list-style-type: none"> <li>Audited Financial Statements</li> <li>Independent Auditor Report</li> <li>Community Financial Reports*</li> <li>Current Year Financial Sustainability Statements*</li> <li>Unaudited Long Term Financial Sustainability Statement</li> </ul> </li> <li>Local government budget</li> <li>Auditor Closing Reports **</li> <li>Council meeting minutes. Councils with a large community housing portfolio may include reporting on their community housing business including financial reports tabled</li> <li>Qld Audit Office AO Local Government Report <a href="https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022">https://www.qao.qld.gov.au/reports-resources/reports-parliament/local-government-2022</a></li> <li>Qld Audit Office Local Government Dashboard <a href="https://www.qao.qld.gov.au/2022-local-government-dashboard">https://www.qao.qld.gov.au/2022-local-government-dashboard</a></li> <li>Local Government comparative reports <a href="https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports">https://www.localgovernment.qld.gov.au/for-councils/resources/local-government-comparative-reports</a></li> <li>Local Housing Action Plans</li> </ul>
<p><b>7c:</b> <b>Managing financial risk exposure</b></p>	<p>Local governments monitor and manage their financial risk exposure to protect their financial interests and the interests of investors</p>	<p>Local governments ensure:</p> <ul style="list-style-type: none"> <li>Opportunities for financial risks to develop are minimised.</li> <li>There are no significant and ongoing or repeated instances of risks developing.</li> <li>Any developing risks are dealt with in a prompt and effective manner</li> </ul>	<ul style="list-style-type: none"> <li>Business planning documents</li> <li>Financial risk policies and risk register</li> <li>Financial management policies and procedures</li> <li>Annual Reports - should contain the following: <ul style="list-style-type: none"> <li>Audited Financial Statements</li> <li>Independent Auditor Report</li> <li>Community Financial Reports*</li> <li>Current Year Financial Sustainability Statements*</li> <li>Unaudited Long Term Financial Sustainability Statement</li> </ul> </li> <li>Auditor Closing Reports **</li> <li>Council meeting agendas and minutes of meetings</li> <li>Audit and Risk subcommittee minutes of meetings</li> </ul>	<ul style="list-style-type: none"> <li>Business planning documents</li> <li>Financial risk policies and risk register – reviewed to identify new or changed financial risks</li> <li>Financial management policies and procedures</li> <li>Annual Reports - should contain the following: <ul style="list-style-type: none"> <li>Audited Financial Statements</li> <li>Independent Auditor Report</li> <li>Community Financial Reports*</li> <li>Current Year Financial Sustainability Statements*</li> <li>Unaudited Long Term Financial Sustainability Statement</li> </ul> </li> <li>Auditor Closing Reports **</li> <li>Council meeting agendas and minutes of meetings</li> <li>Audit and Risk subcommittee minutes of meetings</li> </ul>



## Glossary

### Community housing service

A community housing service is a social housing service that is not public housing that provides housing to an individual for residential use, other than crisis accommodation.

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-052#sec.8>

State community housing asset (Housing Act 2003 Schedule 4 Dictionary)

**Class a:** Land transferred to the state provider under the *Housing Act 2003* by the Chief Executive, another state provider, or a national provider.

**Class b:** Land acquired by the state provider wholly or partly with funding provided by the Chief Executive.

**Class c:** Land held by the state provider on which housing has been constructed or other improvements made by the Chief Executive or funding provided by the Chief Executive.

**Class d:** A state provider receipt.

**Class e:** An amount paid to the state provider by the Chief Executive under a funding agreement that remains unexpected when the agreement is terminated or otherwise ends.

**Class f:** Any other housing asset of the state provider that is of a class of assets declared by the Act or prescribed to be a community housing asset.

### State provider

A state provider means a local government, or a prescribed state provider registered on the state register of community housing providers.

It is a condition of registration that a state provider may only provide a community housing service in Queensland.

### Housing agency

The state government housing agency has responsibility for policy and funding decisions relating to community and other housing services.

In Queensland, funded provider's performance and compliance with their funding contracts is managed by Contract Management, Housing Services, Department of Housing.

### Local government

Use of the terms 'local government' and 'council' may be used interchangeably throughout this document.

### Queensland State Regulatory System for Community Housing

The state system of registration and ongoing compliance of local governments funded to provide community housing in Queensland. The QRSCH is legislated through the Queensland *Housing Act 2003*.

Further information is available at the Business Queensland website at [State registration for local government community housing providers | Business Queensland](#)

### Register of state community housing providers

This register contains the details of all local government community housing providers registered in Queensland and is publicly available through the Business Queensland website.

[Register of state community housing providers | Business Queensland](#)

## More Information

For further information on the QRSCH for local governments please visit:

<https://www.business.qld.gov.au/industries/service-industries-professionals/housing-accommodation/community/registration/state>

The Queensland Registrar, Regulatory Services, Department of Housing and Public Works can be contacted by:

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