



The Queensland State Regulatory Code sets out the performance outcomes and performance requirements that registered local government community housing providers must comply with under Part 4A of the Housing Act 2003 [Housing Act 2003 - Queensland Legislation - Queensland Government](#)

PO1 Tenant and housing services – evidence & metric data

The local government is fair, transparent, and responsive in delivering housing assistance to tenants, residents, and other clients, particularly in relation to the following:

- a. determining and managing eligibility, allocation, and termination of housing assistance
- b. determining and managing rents
- c. setting and meeting relevant housing service standards
- d. supporting tenant and resident engagement
- e. facilitating access to support for social housing applicants and tenants with complex needs
- f. managing and addressing complaints and appeals relating to the provision of housing services
- g. maintaining satisfaction with the overall quality of housing assistance

PO2 Housing assets – evidence and metric data required

The local government manages its community housing assets in a manner that ensures suitable properties are available now and, in the future, particularly in relation to the following:

- a. determining changing housing needs and plans asset acquisitions, disposals, and reconfiguration to effectively respond (strategic asset management)
- b. setting and meeting relevant property condition standards
- c. planning and undertaking responsive, cyclical, and life-cycle maintenance to maintain property conditions (asset maintenance)
- d. 2d evidence is **requested by exception only** as not all councils will undertake ongoing planning and delivering for a housing development program (asset development)

PO3 Community engagement – exempt

PO3 is deemed to be satisfied for local governments

- a. *promoting community housing to local organisations that work with potential residents, tenants, or clients.

PO4 Governance – evidence assessed from other sources

Local governments are **not required to provide evidence** for this performance outcome as it will be sourced and assessed from council websites and other departments (i.e., LGAQ (Local Government Association of Queensland), SDILPG (State Development Infrastructure and Local Planning Group), QAO (Queensland Audit Office), OIA (Office of the Independent Assessor)).

The local government is well-governed to support the aims and intended outcomes of its business, specifically in relation to the following:

- a. ensuring coherent and robust strategic, operational, financial and risk planning
- b. ensuring effective, transparent, and accountable arrangements and controls are in place for decision making to give effect to strategic, operational, financial and risk plans
- c. complying with legal requirements and relevant government policies

d. *ensuring the governing body has members with appropriate expertise, or that such expertise is available to the governing body

* Evidence is **not required for 4d** as it is deemed compliant with the governing body having elected members

PO5 Probity - evidence assessed from other sources

Local governments are **not required to provide evidence** for this performance outcome as it will be sourced and assessed from council websites and other departments (i.e., LGAQ, SDILPG, QAO, OIA)

The local government maintains high standards of probity relating to the business of the provider, specifically in relation to the following:

- a. establishing and administering its code of conduct
- b. establishing and administering a system of employment and appointment checks
- c. establishing and administering a system for preventing, detecting, reporting on, and responding to instances of fraud, corruption, and criminal conduct.
- d. maintaining the reputation of the community housing sector.

PO6 Management – metric data required

The local government manages its resources in a cost-effective manner, specifically in relation to the following:

- a. demonstrating it utilises its housing assets and housing related funding to meet housing related business goals
- b. * implementing appropriate management structures, systems, policies, and procedures to ensure the operational needs of its business can be met (including having people with the right skills and experience and the systems and resources to achieve the intended outcomes of its business)

* Evidence is **not required for 6b** as it is deemed compliant

PO7 Financial viability - evidence assessed from other sources

Local governments are **not required to provide evidence** for this performance outcome as it will be sourced and assessed from council websites and other departments (i.e., LGAQ, SDILPG, QAO, OIA)

*The local government is financially viable at all times, specifically in relation to the following:

- a. ensuring it has a viable capital structure
- b. maintaining appropriate financial performance
- c. managing financial risk exposure

****Areas shaded in grey are not required to be actioned by local governments***