

REPORTING INCIDENTS TO THE HOUSING REGISTER POLICY

1.1 PURPOSE

Woomera Aboriginal Corporation is registered with the National Regulatory System Community Housing (NRSCH) as a community housing provider and as such must comply with the community housing legislation.

1.2 SCOPE

This policy applies to all Woomera Aboriginal Corporation (WAC) housing employees.

1.3 POLICY

As a community housing provider registered under the National Regulatory System Community Housing (NRSCH) Woomera Aboriginal Corporation (WAC) must comply with the conditions set out in Section 15 of the National Law. One of those conditions is to notify the Registrar of certain events that may have adverse impact on its compliance with community housing legislation.

1.4 PROCEDURE

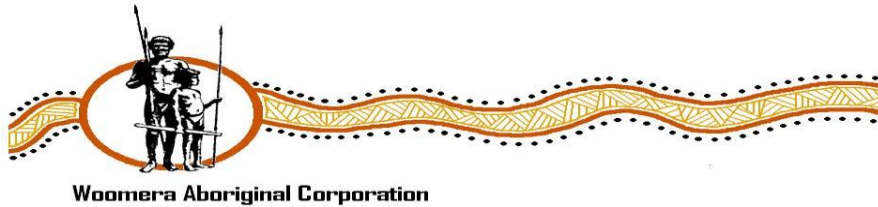
WAC must notify the primary Registrar for the provider of the occurrence of any of the following within the time specified:

- a) a decision to appoint a voluntary administrator or a decision to wind-up – as soon as practicable after the decision,
- b) the appointment of a receiver – as soon as practicable after WAC learns of the appointment.
- c) A decision to apply for the cancellation of WAC's registration – as soon as practicable after the decision and at least 28 days before the application is made.
- d) A change in the affairs of the provider that may have an adverse impact on its compliance with the community housing legislation – before or no later than 72 hours after the change.
- e) Any other occurrence notified in writing to the provider by the primary Registrar – within the time specified in that notice.

Changes in a provider's affairs may have an adverse impact on its compliance with the community housing legislation. It is WAC's responsibility to decide whether a change in affairs may have an adverse impact on its compliance, and therefore whether it should notify the Registrar.

Examples of changes of affairs that may impact on compliance, include but are not limited to:

- Significant unplanned turnover and/or loss of senior staff or Board Members
- Significant operational restructure
- Corporate mergers, de-mergers, or restructure
- Plans to change corporate entity type
- New affiliations with other entities or significant change to existing affiliations
- Significant system failures, for example unrecoverable data loss



- Legal action against WAC associated with potential and/or reputational costs.
- Changes to WAC's constitution affecting the wind-up clause that was in place and deemed eligible under the National Law when WAC's registration was determined.

1.5 MAINTAINING THE REPUTATION OF THE COMMUNITY HOUSING SECTOR

Under performance outcome 5 Probity, of the NRSCH Evidence Guidelines, providers such as WAC must maintain high standards of probity which includes maintaining the reputation of the community housing sector.

The Registrar must be satisfied that there are no significant and ongoing or repeated incidents that damage, or that may damage the reputation of the community housing sector. Any incident that damages or may damage the reputation of the community housing sector is dealt with in a prompt and effective manner. Notifications are made consistent with the NRS notifications guidelines and National Law.

WAC must notify the Registrar of any incident involving damages, or that may damage the reputation of the community housing sector. Examples include but are not limited to:

- Proven serious or repeated breaches of the provider's own code of conduct.
- Substantiated fraudulent or other criminal behaviour by staff, board members or volunteers.
- Death or serious injury to a tenant in a community housing property managed or owned by WAC, in circumstances where the standard of community housing services may potentially be seen as a contributing factor.

How and when to notify the Register.

WAC must notify the Registrar of relevant events within times specified in the National Law. Incidents that damage, or that may damage the reputation of the community housing sector should be notified within 72 hours of the event occurring.

Notifications to the Registrar can be done via:

- Email via the 'Contact a Registrar' tab on the NRSCH website at www.nrsch.gov.au OR
- Phoning the Registrar's office.

Notifications may be asked to be provided verbally or in writing.

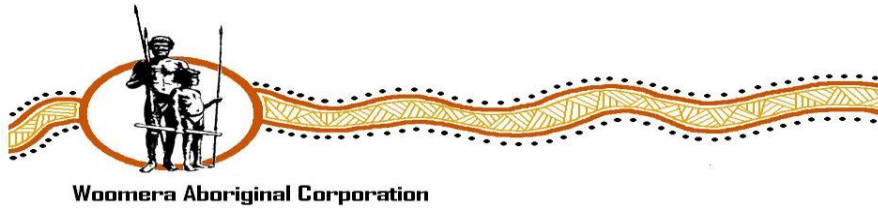
Registrar's office may acknowledge and record the notified event or may take further action if required.

All notifications are considered in subsequent scheduled compliance assessments.

Failure to notify.

Notifying the Registrar of events described in Section 15 (2) (h) of the National Law is a mandatory condition of registration. Failure to notify such events within the required timeframes, where these come to the attention of the Registrar, will be considered in the compliance assessments for WAC.

WAC is responsible for demonstrating and maintaining compliance with the National Law and are expected to be proactive in reviewing, disclosing, and addressing issues of non-compliance as they arise.



1.6 SOURCES

NRSCH Compliance Framework
National Law
Enforcement Guidelines

1.7 RELATED POLICIES AND PROCEDURES

Housing Policy
All Housing Procedures

Policy Area: Social Programs - Housing		
Policy Number:	Version: 2	Pages: 3
Updated by: Melissa Muir		
Approved by: Management Board		
Date: February 2022	For Review: February 2025	