

REGIS application form

Agency details tab

* indicates a required field

Please provide your agency's details, which are required for your application as well as for inclusion in the Register of Housing Agencies, once your agency is registered.

1 Category of registration

Indicate the category of registration your agency is seeking:

Housing provider Housing association

2 Incorporation details

Incorporation name:*

Previous name(s):*

Incorporation Act/law:*

Date of incorporation:*

Incorporation/registration No:*

Aust Business No:*

Aust Company No:

Registered office:

Unit/Floor number:

Street number:*

Street name:*

Suburb/town:*

Postcode:*

State:*

Victoria

Country:*

Australia

Previous registered office addresses in past five years:*

3. Contact and board members details

Chief Executive Officer/Manager:*

Phone:*	Fax:
Mobile:	Email:*
Chairperson: *	
Phone: *	Fax:
Mobile:	Email: *

Full name and address of public officer or company secretary:

Name*

Address* This should be a home address, not a P.O. Box or business address

Date of appointment*

Full name and address of public officer or company secretary in past five years (if applicable):

Name*

Address* This should be a home address, not a P.O. Box or business address

Date of appointment*

Full names and addresses of all members of the current governing body of the agency and dates of appointment:

Name*

Address* This should be a home address, not a P.O. Box or business address

Date of appointment*

Full names and addresses of all governing body members in past 5 years and dates of appointment:

Name*

Address* This should be a home address, not a P.O. Box or business address

Date of appointment*

4. Business details

Names and address of all financial institutions and account numbers:

Financial institution name*

Address*

Account name*

Account no.*

5. Statement of principle business

Provide a brief statement of your agency's main business, including key activities, target client groups and areas of operation.

Main business:*

Key activities (include Housing programs, other Housing funded programs, other funded programs or activities):*

Target client group:*

Areas of operation: (eg DHS Region, Statewide):*

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Statewide | <input type="checkbox"/> Barwon South Western | <input type="checkbox"/> Eastern Metropolitan | <input type="checkbox"/> Gippsland |
| <input type="checkbox"/> Grampians | <input type="checkbox"/> Hume | <input type="checkbox"/> Loddon Mallee | <input type="checkbox"/> North and Western Metropolitan |
| <input type="checkbox"/> Southern Metropolitan | | | |

6. Asset details

Please list the following in the template below:

- > The address of any property of which your agency is a registered proprietor and advise whether the Director has an interest in that land
- > The address and name of the registered proprietor of all land in which your agency has a legal or equitable interest and holds a lease, tenancy agreement or licence of more than three years in duration.
- > The address and name of the registered proprietor of all land in which your agency provides housing services to the public and whether the Director has an interest in that land.

Open and save the Asset Details Excel template (below left) on your computer. Fill in the details as described above and upload the spreadsheet via the Upload link (below right).

[Get the Asset Details Excel template]

[Upload the completed spreadsheet here]

[Upload additional document such as lease agreements]

Governance tab

1 Governance

*indicates a required field

This section of the application requires you to answer questions about:

1. Governance of the agency
2. Probity
3. Risk management

1.1 Governance performance measures

Complete the following table to supply data required. If applicable, provide comments on factors contributing to your agency's performance over the past 12 months or plans which would impact on the next 12 months, for example, if significant initiatives had recently been implemented and would be expected to improve performance. Where the agency identifies a deficiency or cannot supply some of the required information, comments should be provided outlining agency plans to address these deficiencies, over the next 12 months.

Performance measure	Data	Comments
Regular board meetings > The number of times that the Board has met in quorum in the past 12 months	*	
Active Board members > Sum of the number of Board members in attendance at Board meetings held in past 12 months as a proportion of the sum of the total number of Board positions times number of Board meetings.	*	

<p>Date of Board approval of Budget and Business Plan</p> <p>> Date on which budget and annual business plan for the following year were signed off by the Board.</p>	<p>*</p>	
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1.2 Governance quality management

Please provide a brief response to the following questions.

How does your board establish the mission and strategic direction of your agency?

*

How does the board set and evaluate policies?

*

How does the board monitor performance and take action to achieve goals and meet agreed targets and milestones?

*

How does the board ensure the agency complies with all statutory and regulatory requirements?

*

What training has been undertaken by board members in the past 2 years, and/or is planned to occur in the coming 12 months? Please outline the purpose and content of this training.

*

1.3 Group structure

Is your agency part of a group structure, in that it is or has parent, subsidiary or associate bodies?

- Yes No

Entity/ies name and role	Relationship	Role of your agency
	<input type="checkbox"/> Parent body <input type="checkbox"/> Subsidiary <input type="checkbox"/> Related company <input type="checkbox"/> Other	

1.4 Governance attachments

Complete the following table with details of required documents to support the Performance Standard. Documents should be named and numbered, and the reference number provided in the table. Where these documents, processes and systems are not available or not yet completed, provide comments that detail how your agency plans to develop these and the expected date of completion.

Documentation, processes and systems	Board approval date	Attachment ref.	Comments
Agency's current board approved constitution or rules		*	
Parent/subsidiary controlling document		*	
Governance Policies of the agency - covering roles and responsibilities of board and members, board meeting arrangements, terms of appointment for board members, remuneration policy and criteria for selection of board members.		*	

Description/ diagram of board structure including sub committees.		*	
Position statements/role descriptions for board members.		*	
Induction kit/info for board members.		*	
Terms of Reference of board sub-committees.		*	
Description of qualifications, experience and current employment of Board members.		*	
Minutes from the most recent 3 board meetings recording decisions/ actions	n/a	*	
Records of board member attendance at board meetings	n/a		
Minutes from the most recent board sub-committee meeting	n/a	*	
Copy of a the most recent full set of management reports including 1 management report to board, including key performance reporting	n/a	*	
Copy of reports from any reviews conducted in past 2 full financial years, and board decisions/ actions in relation to these	n/a	*	
Documented intent by board to undertake such a review within coming 12 months	n/a	*	
Agenda and minutes of AGM or equivalent for past 2 financial years	n/a	*	
Copy of published Annual Report for past financial year	n/a	*	

2 Probity

2.1 Probity quality management

How does the board ensure the probity of all aspects of the agency's operation?

*

What ethical statements/policies does the board adhere to?

*

What ethical statements/policies do employees adhere to?

*

Have there been any recent instances (in the last 3 years), which questioned and/or compromised the probity of the agency? If so, please provide details including how the matter was resolved.

*

2.2 Probity attachments

Complete the following table with details of required documents to support the Performance Standard. Documents should be named and numbered, and the reference number provided in the table. Where these documents, processes and systems are not available or not yet completed, provide comments that detail how your agency plans to develop these and the expected date of completion.

Documentation, processes and systems	Board approval date	Attachment ref.	Comments
Code of Conduct/Ethics Policy		*	
Privacy Policy		*	
Recording conflict of personal interest at Board level	n/a	*	
Recording conflict of personal interest of staff	n/a	*	

3 Risk management

3.1 Risk management quality management

Outline the agency's approach to risk management, including:

- > Overview of agency's risk management policy and procedures;
- > Compliance and control system for identifying, assessing, monitoring and managing material risk;
- > Risk management review at appropriate intervals and Board involvement.

*

Describe the agency's provision for the protection of the agency's activities and publicly funded assets including level and scope of insurance cover.

*

How does the agency manage risks associated with major development projects?

*

3.2 Risk management attachments

Complete the following table with details of required documents to support the Performance Standard. Documents should be named and numbered, and the reference number provided in the table. Where these documents, processes and systems are not available or not yet completed, provide comments that detail how your agency plans to develop these and the expected date of completion.

Documentation, processes and systems	Board approval date	Attachment ref.	Comments
Risk Management Policy and procedures		*	
Risk profile describing all material risks, including financial and non-financial risks and strategies for minimising such risks		*	
Workplace safety processes		*	
Copy of workplace incident/accident documentation eg reporting form.	n/a	*	
Reporting on OH&S to the Board	n/a	*	
Reporting on risk management to the Board	n/a	*	

Viability tab

*indicates a required field

This section of the application requires you to answer questions about:

1. Management of the agency
2. Financial viability

1. Management of the agency

1.1 Management of the agency performance measures

Complete the following table to supply data required. If applicable, provide comments on factors contributing to your agency's performance over the past 12 months or plans which would impact on the next 12 months, for example, if significant initiatives had recently been implemented and would be expected to improve performance. Where the agency identifies a deficiency or cannot supply some of the required information, comments should be provided outlining agency plans to address these deficiencies, over the next 12 months.

Performance measure	Data	Comments
Staff turnover > Number of staff who have left for reasons other than contract term ending during the most recent completed financial year as proportion of total number of staff on agency payroll during that period	*	
Senior staff turnover > Number of senior staff who have left during the most recently completed financial year as proportion of total number of senior staff on agency payroll during that period	*	

1.2 Management of the agency quality management

Describe the business planning processes in your agency. Include how the board, agency management and stakeholders are involved, how strategic directions are developed, what performance measures and monitoring regime exists, and how risks are evaluated in the process.

*

How does your agency's organisation and staffing structure meet the size and scale of its operations?

*

What quality assurance processes or review systems do your agency employ to ensure quality outcomes?

*

What organisational systems, including IT systems, does your agency use to collect and report on key performance measures? Include details of both key agency performance data and monitoring systems/processes eg management meetings.

*

If your agency outsources any business or service delivery functions, how does it ensure that these services comply with agency policies and are delivered to agency standards?

(Detail any outsourcing arrangement contracted by the agency)

*

Does your agency have a significant ongoing relationship with other agencies/organisations for the delivery of housing related activities? Describe the nature of the relationship. What protocols/agreements are in place?

*

1.3 Management of the agency attachments

Complete the following table with details of required documents to support the Performance Standard. Documents should be named and numbered, and the reference number provided in the table. Where these documents, processes and systems are not available or not yet completed, provide comments that detail how your agency plans to develop these and the expected date of completion.

Documentation, processes and systems	Board approval date	Attachment ref.	Comments
Current business plan		*	
Senior staff role descriptions (CEO and direct reports of CEO)		*	
Agency management policy and procedures <ul style="list-style-type: none"> > Human resources > Financial management > Occupational health and safety > Organisation development/ planning > Information management > Procurement/purchasing > Office infrastructure 		*	
Agreements for outsourcing and/or subcontracting		*	
Sample copy of interagency protocol/agreement (can be a generic agreement)		*	
Agency review documents or accreditation documentation (if applicable)		*	
Organisational chart detailing staffing hierarchy and key business units	n/a	*	
Selecting, supervising, appraising and developing staff			

> Selection processes, supervision plans, performance monitoring systems and staff development and training plans	n/a	*	
Maintaining a safe and healthy working environment			
> OH&S inspections and reporting, staff training	n/a	*	
Data collection, analysis and reporting			
> Core business information systems, management meetings	n/a	*	

2. Financial viability

2.1 Financial viability performance measures

Complete the Financial Performance Report (separate spreadsheet) to generate the relevant performance measures for your agency. Ensure completion of the appropriate spreadsheet depending on whether your agency is applying to be registered as a housing provider (with or without asset ownership) or a housing association. Please provide brief summary comments and explain significant events affecting the results (these comments could be provided in dot points).

2.2 Financial viability quality framework

What were the significant events or factors affecting the agency's financial performance in the last financial year?

*

Outline the assumptions on which the agency's financial plan is based. (These should include consideration of rent levels, vacancies, arrears, bad debts, loan assumptions and commitments, inflationary factors, and growth assumptions etc.).

*

Detail the key features of your agency's plans for growth into the future. (For Housing Associations a sustainable, long-term strategy for affordable housing growth should include a consideration of the agency's target client groups, expected incomes, expenditures, agency and third party contributions, current and proposed borrowings. For illustrative purposes only, agencies could assume a government capital contribution of up to \$10 million provided over a three year period, and detail their capacity to add value through agency contributions, private borrowings and third party contributions. Agencies may also wish to provide details of example capital proposals to support their growth strategy.)

*

2.3 Financial viability attachments

Complete the following table with details of required documents to support the Performance Standard. Documents should be named and numbered, and the reference number provided in the table. Where these documents, processes and systems are not available or not yet completed, provide comments that detail how your agency plans to develop these and the expected date of completion.

Documentation	Board approval date	Attachment ref.	Comments
Business plan > Financial Plan		*	
Financial management policy and procedures.		*	
Annual audited accounts > Previous 3 financial years audited accounts.		*	
Copy of letter of appointment of auditor.	n/a	*	
Copy of documentation relating to the accounting standards used by the agency (eg notes to the audited statements).	n/a	*	
1 recent report to the Board on key financial activities.	n/a	*	
Processes or systems that ensure financial integrity (management of receipting, banking, signing cheques).	n/a	*	
Copy of a letter from ATO indicating your agency's PBI, ITEC & DGR status or a printout from the ATO website showing eligibility.	n/a	*	

Service delivery tab

* indicates a required field

This section of the application requires you to answer questions about:

1. Tenancy Management
2. Housing Management and Maintenance

1. Tenancy management

1.1 Tenancy management performance measures

Complete the following table to supply data required. If applicable, provide comments on factors contributing to your agency's performance over the past 12 months or plans which would impact on the next 12 months, for example, if significant initiatives had recently been implemented and would be expected to improve performance. Where the agency identifies a deficiency or cannot supply some of the required information, comments should be provided outlining agency plans to address these deficiencies, over the next 12 months.

Performance measure	Data	Comments
Turnaround time > Total number of days tenancy units vacant during year ended 30 June averaged across the total number of vacant episodes	*	
Voids loss > Rent foregone due to tenancy units being vacant as proportion of total rental income for year ended 30 June	*	
Tenant rent arrears > Total rent collected from tenants as proportion of total amount of rent charged in year ended 30 June	*	
Arrears written off as bad debt > The total annual rent loss due to arrears written off as bad debt due to vacated arrears as proportion of total amount of rent due in year ended 30 June	*	
Evictions > The number of evictions over a 12 month period as a proportion of the total number of tenancies exiting	*	

<p>Tenancies maintained</p> <ul style="list-style-type: none"> > The number of tenancies maintained over a 12 month period as a proportion of total number of tenancies exiting 	<p>*</p>	
<p>Current tenants owing more than 8 weeks rent at year-end</p> <ul style="list-style-type: none"> > The number of tenants whose arrears total more than eight weeks as a proportion of the total number of tenants paying rent as at 30 June 	<p>*</p>	
<p>Client/tenant complaints</p> <ul style="list-style-type: none"> > The number of tenant / prospective tenant complaints resolved within 30 days by the agency as proportion of all tenant / prospective tenant complaints for year ended 30 June 	<p>*</p>	
<p>Tenant satisfaction – exiting</p> <ul style="list-style-type: none"> > 100% minus the number of tenants over a 12 month period expressing dissatisfaction with their tenancy in an exit survey as a proportion of number of tenants exiting over that period 	<p>*</p>	
<p>Tenant satisfaction – housing services</p> <ul style="list-style-type: none"> > The number of tenants expressing overall satisfaction with housing services in a tenancy survey (at a point of time) as a proportion of number of tenants responding. 	<p>*</p>	

1.2 Tenancy management quality management

Describe how the agency provides high quality housing services, including:

- > Establishing and maintaining tenancies
- > Changing needs of tenants
- > Ending tenancies

*

Describe your agency's access and allocations policy for the allocation of stock, addressing:

- > Providing fair and equitable access to applicants
- > Managing the balance between priority and non-priority need
- > Sensitivity to clients with complex needs and low incomes
- > Regularly reviewing allocations and eligibility status of applicants

*

Describe how your agency offers properties for occupation at affordable rents, including:

- > Rent setting methodology
- > Affordability modelling and monitoring process
- > Process of rent determination and treatment of additional service charges

*

Describe your agency's client participation processes that are appropriate for all tenants, including:

- > Informing tenants and prospective tenants about their rights
- > Upholding those rights
- > Providing tenant participation opportunities

*

Detail your agency's dispute and appeals process to manage complaints received from clients and tenants, and describe tenant's access to these mechanisms

*

1.3 Tenancy management attachments

Complete the following table with details of required documents to support the Performance Standard. Documents should be named and numbered, and the reference number provided in the table. Where these documents, processes and systems are not available or not yet completed, provide comments that detail how your agency plans to develop these and the expected date of completion.

Documentation, processes and systems	Board approval date	Attachment ref.	Comments
Tenancy management policy and procedures covering: <ul style="list-style-type: none"> > Allocations and accessibility > Affordability of rents > Security > Client service > Client participation 		*	
Sample Tenancy/Occupancy Agreements		*	
Information to tenants concerning rights and responsibilities and agency policies	n/a	*	
Public information about agency service, office hours etc.	n/a	*	
Public information about complaints, and appeals mechanism.	n/a	*	
Agency register of complaints.	n/a	*	
Information to agency clients encouraging client participation eg newsletter	n/a	*	
Agency client surveys	n/a	*	

2. Housing management and maintenance

2.1 Housing management and maintenance performance measures

Complete the following table to supply data required. If applicable, provide comments on factors contributing to your agency's performance over the past 12 months or plans which would impact on the next 12 months, for example, if significant initiatives had recently been implemented and would be expected to improve performance. Where the agency identifies a deficiency or cannot supply some of the required information, comments should be provided outlining agency plans to address these deficiencies, over the next 12 months.

Performance measure	Data	Comments
Urgent repairs > The number of urgent repairs completed within 24 hours as a proportion of the total number of urgent repairs requested for year ended 30 June	*	
Priority repairs > The number of priority repairs completed within a seven day time frame as a proportion of the total number of priority repairs requested for year ended 30 June	*	
Routine repairs > The number of routine repairs completed within a fourteen day time frame as a proportion of the total number of routine repairs requested for year ended 30 June	*	
Tenants satisfaction with maintenance > 100% minus the number of tenants expressing dissatisfaction with quality of maintenance conducted as a proportion of total number of tenants requesting maintenance for year ended 30 June	*	
Responsive maintenance expenditure > Total expenditure on responsive maintenance for year ended 30 June averaged against the total number of tenancy units	*	
Planned maintenance expenditure > Total expenditure on planned maintenance for year ended 30 June, excluding major upgrades, averaged against the total number of tenancy units	*	

2.2 Housing management and maintenance quality management

Which maintenance functions is your agency responsible for?

*

Describe the agency's asset management plan, policy and procedures, addressing:

- > System for standard and responsive maintenance
- > Compliance of newly acquired properties with the Australian Building Code
- > Revenue / funding budget for all forms of maintenance, upgrading and new redevelopments
- > Maintaining property lists for properties owned and managed

*

Describe how the agency ensures properties are maintained in good repair, including:

- > Keeping accurate records of the condition of all stock
- > Preventative strategies and regular inspections
- > Selection of contractors, ensuring value for money and timely completion
- > Ensuring maintenance is undertaken by qualified (and where applicable licensed) trades people

*

2.3 Housing management and maintenance attachments

Complete the following table with details of required documents to support the Performance Standard. Documents should be named and numbered, and the reference number provided in the table. Where these documents, processes and systems are not available or not yet completed, provide comments that detail how your agency plans to develop these and the expected date of completion.

Documentation, processes and systems	Board approval date	Attachment ref.	Comments
Maintenance plan, policy and procedures		*	
Asset management plan/strategy, policy and procedures		*	
Design guide for acquisition and development Housing Associations only		*	
Inspection sheet for properties	n/a	*	
Reporting on property condition to Board	n/a	*	
Tenant request form for maintenance	n/a	*	

Declarations tab

Please print this form, then sign and date it before posting it to the Housing Registrar

Incorporation name:

(rental housing agency).

We apply on behalf of the governing body of the above organisation for registration as a Housing Provider/Housing Association and confirm the following:

Acknowledgement

The board acknowledges that in completing this registration form we have read the document, including the guidance in completing this form, and the information provided is true and correct. The below authorisation is provided in accordance with a resolution of the board and evidence and/or minutes to that effect are attached.

Declarations required under the Act

Section 81(6)(a)

The rental housing agency has complied with the financial and other reporting requirements of the Act under which it is incorporated.

Section 81(6)(b)

The rental housing agency has complied with any taxation reporting requirements of the Australian Taxation Office applicable to the agency.

Section 81(6)(c)

The rental housing agency does not act as trustee for any other person in relation to any land or other assets.

Or

The rental housing agency acts as trustee for

and has the approval of the Registrar of Housing Agencies to be registered under section 82 (1).

Section 81(6)(d)

The rental housing agency is not a subsidiary of any body other than a registered agency.

Or

The rental housing agency is a subsidiary of

and has the approval of the Registrar of Housing Agencies to be registered under section 82 (2).

Chairperson

Chief Executive Officer /
Secretary

Signature

Signature

Name

Name

Dated

Dated