

## Notification to the NRSCH Registrar Guideline

As the outsourced Tenancy Management provider for CatholicCare NT Resources (CCNTR), CatholicCare NT (CCNT) must comply with all relevant standards and legislative requirements of a Community Housing provider. CCNT must advise the Chair of CCNTR if any of the events listed below should occur. The Chair of the CCNTR Board is responsible for notifying the primary Registrar (contact details are provided at the end of this guideline).

CCNTR as a registered Community Housing provider must comply with the conditions of registration set out in Section 15 of the National Law. One of these conditions is that the provider must notify the Registrar of certain events that may have an adverse impact on its compliance with the Community Housing legislation. Section 15 (2) (h) of the National Law states:

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

- (i) a decision to appoint a voluntary administrator to the provider or a decision to wind-up the provider – as soon as practicable after the decision,
- (ii) the appointment of a receiver to the provider – as soon as practicable after the provider learns of the appointment,
- (iii) a decision to apply for the cancellation of the provider’s registration – as soon as practicable after the decision and at least 28 days before the application is made,
- (iv) 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
- (v) any other occurrence notified in writing to the provider by the primary Registrar – within the time specified in that notice.

### Changes in affairs of the provider (item iv)

It is the responsibility of the Chair of CCNTR to decide whether a change in affairs may have an adverse impact on compliance, and therefore whether the Registrar should be notified.

Some examples of changes in affairs that may impact on compliance include:

- 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 the provider associated with potential financial and/or reputational costs
- changes to the provider’s constitution affecting the wind up clause that was in place and deemed eligible under the National Law when the provider’s registration was determined.

(These examples are provided as a guide only and are not exhaustive.)

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## Maintaining the reputation of the sector

The NRSCH requires all Community Housing providers to maintain the reputation of the sector.

The Registrar must be satisfied that:

- there are no significant and ongoing or repeated instances of incidents that damage or 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.

CCNTR is also required to notify the Registrar of any incident involving them that damages or may damage the reputation of the Community Housing sector. Some examples are:

- proven serious or repeated breaches of the provider's own code of conduct
- substantiated fraudulent or other criminal behavior by staff, board members or volunteers
- death or serious injury to a tenant in a Community Housing property managed by the provider, in circumstances where the standard of Community Housing services may potentially be seen as a contributing factor.

(These examples are provided as a guide only and are not exhaustive.)

## How and when to notify the Registrar

The CCNTR Chair will notify the primary Registrar of relevant events within the time specified in the National Law.

## Contact details

Office of the Community Housing Registrar NT  
RCG Centre 47 Mitchell Street, Darwin, NT 0800  
PO Box 4621, Darwin NT 0801  
PH: 08 8999 8304  
Email: nrsch.tfhc@nt.gov.au

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