NATIONAL REGULATORY SYSTEM
COMMUNITY HOUSING
A Joint Initiative of Commonwealth, State and Territory Governments

Navigating the Community Housing Regulatory Information System (CHRIS)

CHRIS steps for providers

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Contents

Introduction

This document provides guidance to community housing providers completing a registration or standard compliance return using the online regulatory system known as CHRIS (Community Housing Regulatory Information System).

This document is one in a series of guides that have been developed to assist community housing providers through the registration and compliance process. Other guides in this series include:

- **NRSCH Registration- Guide for providers** – This document provides guidance to community housing providers either seeking information about how to register or already in the process of making their application to register under the Community Housing Provider's National Law.

- **NRSCH Compliance – Guide for providers** This document provides guidance to community housing providers completing a standard compliance return. It contains a brief overview of the compliance process and background information.

- **Guide to completing your Eligibility and Tier Form (ETF)** - This document provides guidance in the completion of the ETF for entities seeking registration.

- **Guide to recording property data and generating the CHAPR-** This document provides detailed guidance on recording properties and generating the Community Housing Asset Performance Report (CHAPR).

- **Guide to completing your return** - This document is designed to help you understand what information should be recorded and how the system validates and analyses the data. It contains hints and tips to help you complete and check your return.

- **Financial Viability Guidance Note –** This document explains how providers can demonstrate financial viability for the purpose of registration and ongoing compliance and how financial viability will be assessed under the NRSCH

The guidance is directly aligned with the National Regulatory Code performance outcomes and the evidence guidelines. It should be read and used in conjunction with other published documents which contain more detailed information about specific parts of the NRSCH. A summary of the critical supporting documents is set out below:

- **The National Regulatory System for Community Housing Charter** – this document provides the overarching vision, objectives and regulatory principles and philosophy of the National Regulatory System
- **National Law and National Regulatory Code**
- **Tier Guidelines** – this document helps interpret the sections of the National Law concerned with determining registration tier of a provider. It explains the factors that are used to determine tier. The tier under which a provider is assessed for registration will determine the evidence it needs to provide as requirements are proportionate to levels of risk
- **Evidence Guidelines** – this document describes the performance indicators and potential evidence sources for assessing providers against the National Regulatory Code performance outcomes and requirements for different types of provider (classified as tier 1, 2 and 3 providers)
- **Enforcement Guidelines for Registrars** – Provides guidance on the performance and legal requirements that providers must meet under the National Law and the NRC and, if necessary, how registrars will respond to non-compliance.

This guide includes some material from these documents where it is appropriate for clarity or consistency. For most part relevant material is referenced rather than repeated.

This guide will be periodically revised to respond to changes in the community housing sector and the regulatory environment.

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Getting started – Log in

This section provides information on logging into CHRIS. A troubleshooting guide is also provided if you experience difficulties accessing CHRIS.

CHRIS will operate on any standard IT hardware and will run on both Mac and PC operating systems. It does not require special software - just internet access. Salesforce does not support older versions of Internet Explorer. It is recommended that you use either Google Chrome or Mozilla Firefox which are both freely available on the internet.

The system is accessed through a secure online portal to which providers have a unique log in and password. All information is secure. Providers will complete the ETF, Application for Registration Form (the Return) and CHAPR online and attach evidence through CHRIS.

Portal access

Providers receive one username and password. The provider's username is the Nominated Main Contact's email address. The username and password can be shared by the Nominated Main Contact with other staff within the organisation however only one person should be logged on and editing the ETF or Application for Registration Form at any one time.

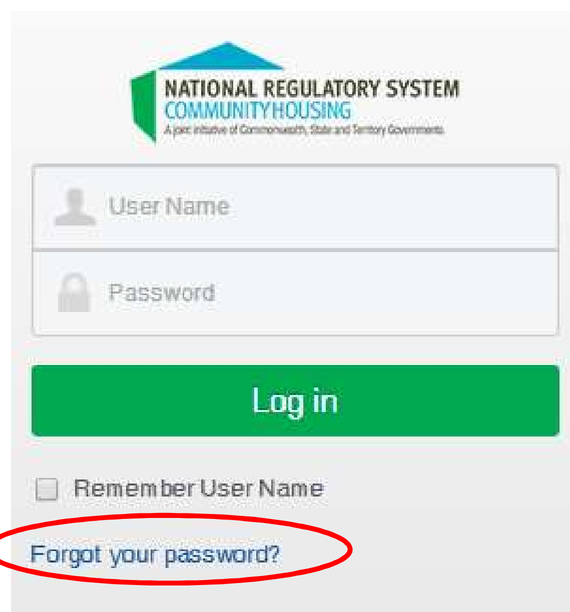
To login to CHRIS, go to http://www.nrsch.gov.au or click on the link in the 'Portal access granted' email. Then click on the 'house' icon - see below.

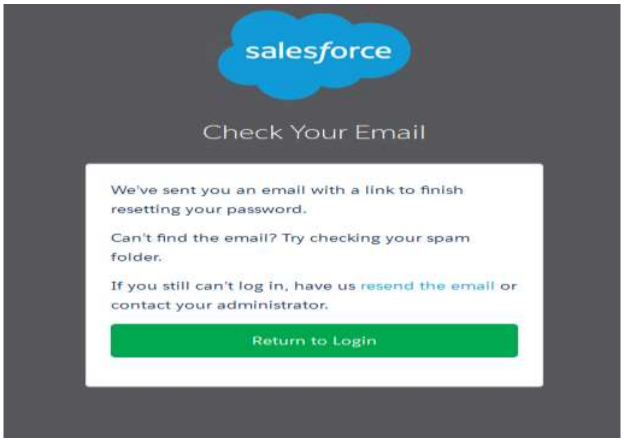
If you are completing a compliance assessment and your nominated main contact remains unchanged from the last assessment, you will be able to log in and access the compliance return using your existing user name and password. If you cannot remember your password it can be reset on the login page.

The username will always be in the following format:
Firstname.surname@provider.nrsch.gov.au

Resetting your password

The *Forgot your password* link is located under the log in area as shown in the diagram below. This link requires you to enter your username. Your username is linked to an email address. You will receive an email that contains a link to login and reset your password.





The email you receive will be from noreply@salesforce.com on behalf of National Regulatory System for Community Housing.

A sample of the system generated email is below:

NATIONAL REGULATORY SYSTEM
COMMUNITY HOUSING

Password Reset

Dear Koala

Thank you for contacting the National Regulatory System for Community Housing.

Your password has been reset. Please click on the following temporary link and reset your password as directed:

https://nrsch.force.com/providers/secur/forgotpassword.jsp?r=CAAAAV4wdyfSME8wOTAwMDAwMDAwMDAxAAAA0Akvp_WGkeYCsI5yBKwQ-uNmPAHZO7hxUn52t1IlApNdAAfrBsRkuo67S7hIvCUD1VneskzC_XvQgn9_Vi5fdJC-INuoWnX0945MECdf5zEixJNMe-mETW9PoLPpdpvDJQ%3D%3D&display=page&fpot=60a2472d-67ff-439e-8d7c-a6da799757cd14c23afb-0854-4f2e-aa5a-5e35280a291e

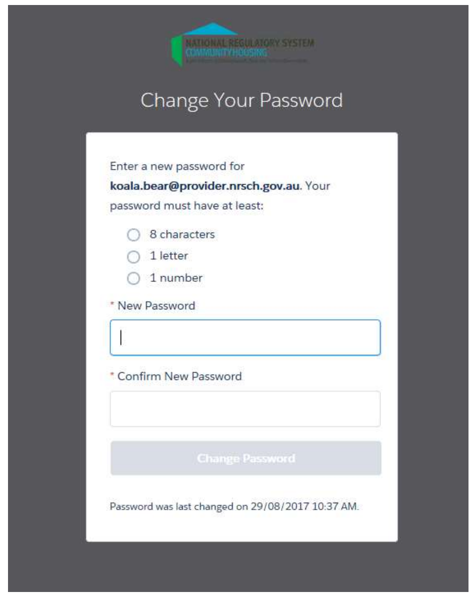
You can then continue to log into CHRIS using the Secure Login for Providers area, through the NRSCH website at www.nrsch.gov.au

In the event that you have forgotten your password or you need it to be reset, please go to the website www.nrsch.gov.au and use the Secure Login for Providers area to reset your password. You will be taken to a login page where you can click on the "Forgot password?" link and follow the instructions. A temporary link will immediately be emailed to you so you can reset your password.

Once you have reset your password, the temporary link can no longer be used.

The email contains a temporary link to use to reset your password. **This link is for single use only**. Any future logins should be via the NRSCH website *Provider Secure login into CHRIS.*

When the link is selected, the *Change your Password* page will open. This is where the new password is entered. Enter and confirm your new password and select *Change password*.

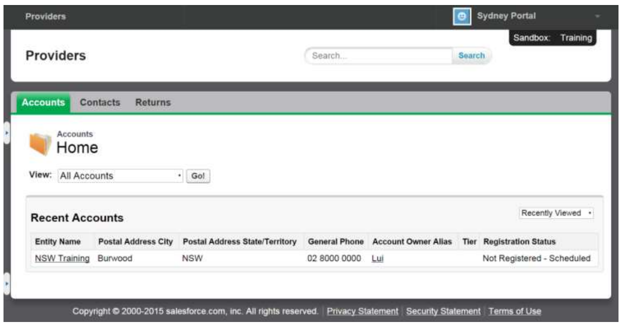


REMINDER: Use CHROME or Firefox as your browser
Salesforce does not support older versions of Internet Explorer. You may experience issues with display or functionality if you use Internet Explorer.

If you do not receive any emails from the Registrar's office, check your spam or junk mail folders.

Updating Account Information

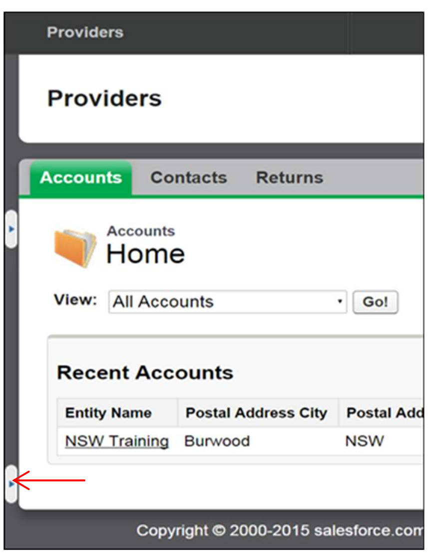
The following page will be displayed when you successfully login. This is your home screen.



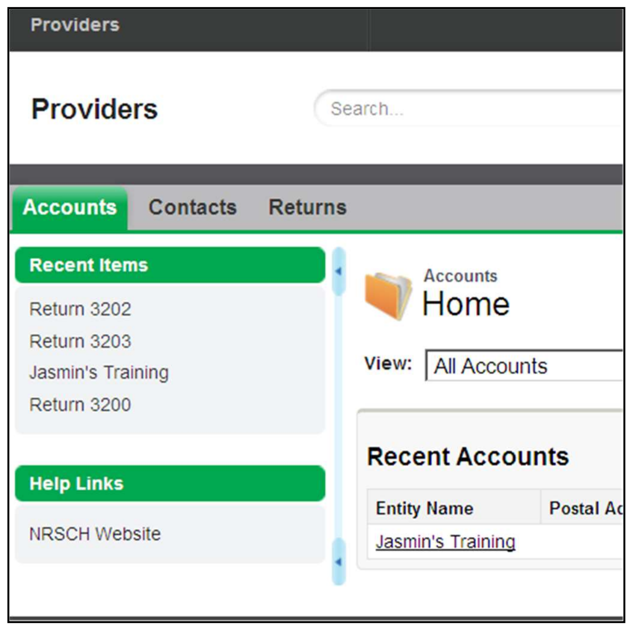
The home screen has three (3) tabs across the top of the page, which provide quick access to your account, contacts and returns. Returns include:

- Your registration application
- Any previously completed compliance returns
- The current 'open' compliance return

For ease of use, the system features a pop up left side menu which you are able to access by clicking on the small arrow icon on the left of the screen:



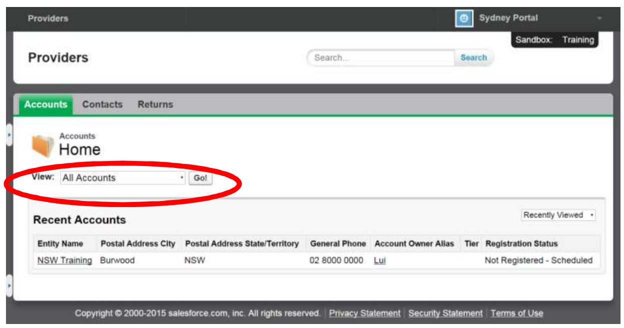
Clicking on the small arrow will show a menu with recent items, messages and alerts and help links. The recent items are helpful as they enable the user to visit links they have previously accessed via only one mouse click instead of having to navigate through the system.



Accounts tab

The first tab on the home screen is 

. This tab shows the Provider's entity name. If you don't see the name of the provider's account choose the 'All accounts' and click the 'Go!' button. .



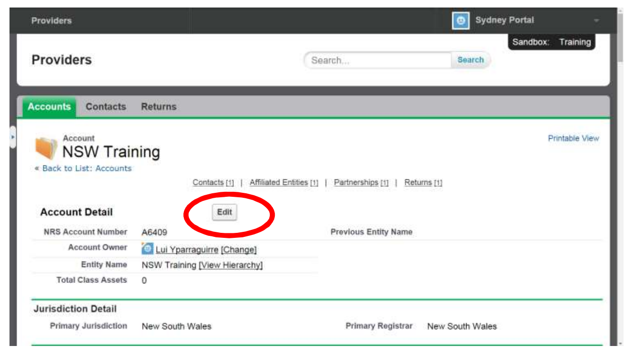
The Nominated Main Contact has ongoing access to CHRIS to enable them to keep the provider's details up to date on the account page. This includes entity details, main client groups, primary product or service, other income sources, other regulatory reporting bodies and the provider's address. Some details like jurisdiction detail, number of community housing assets registration detail, compliance detail and current enforcement action cannot be changed by you and will be updated by the system based on information submitted such as the CHAPR.

The latest performance metrics will show the most recent financial performance metrics and some non-performance metrics taken from your latest regulatory assessment.

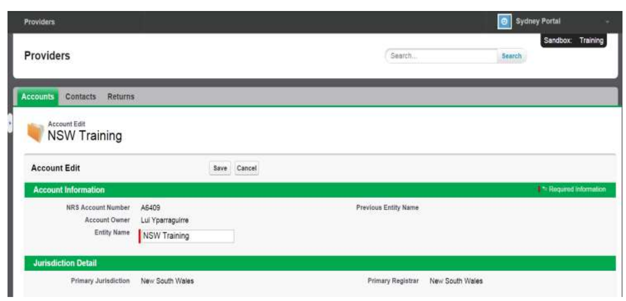
Editing provider (account) details

To view the account details, click on the 'Entity name'. Once clicked it will take you to the window below.

To edit account details click on the 'edit' button as shown below.



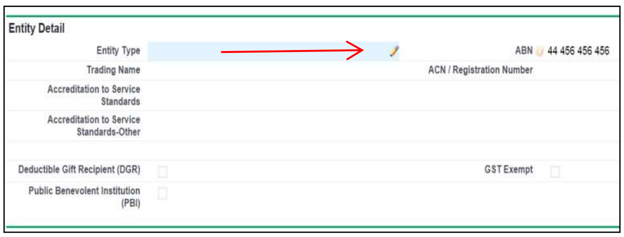
Once selected, the section headings (such as account information and jurisdiction detail as seen below) will be highlighted in green to signify a user is in *edit mode*. Whilst in this screen you will be able to fill out the required sections.



To save changes click the 'save' button on the edit page. It is recommended that users save whenever they are entering new data changes as work may be lost if the tab or browser is closed.

Navigate through the system by using the 'back to list' link to the top of the screen by clicking on the account name, return number or contact name, rather than clicking the back button on the browser. Pressing back will return you to the last completed action and start an endless loop or result in work being lost.

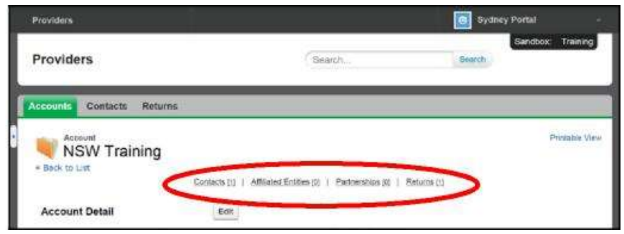
Parts of the account can be edited individually. This can be done on the *Account* page .or a *return* by double clicking on the small pencil icon to the right of the editable fields on the account.



Double clicking on the pencil icon will enable you to edit that field of the account without needing to enter edit mode as shown above. However – double clicking the pencil icon will only enable a user to edit that particular field. Click on the 'save' button once editing is completed or before you move to another page.

Contacts, affiliated entities and applications

On the account page there are four links: Contacts, Affiliated Entities, Returns and Partnerships. Clicking on these links, directs you to the specific field which is at the bottom of the page where an item can be selected. Moving the curser over these links pops up a box with further information and allows access to edit or view the same information.



You can click on these links directly to create a new record or edit an existing record. These links are also viewable by scrolling down to the bottom of the page.

Contacts
The link provides information on contacts associated with the provider's account. Users are able to create a new contact by selecting the 'new contact' link or edit an existing one.

You can edit most of the fields except for the name. Contacts should include key persons in the organisation. You can add as many contacts as you like however only one person must be nominated as a contact person. All correspondence and enquires through the system (CHRIS) will be sent to the nominated contact person.

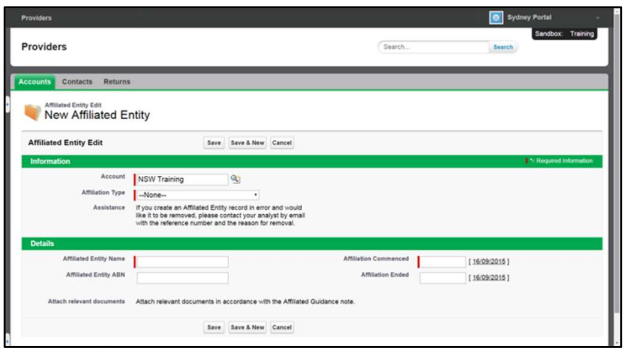
Contacts cannot be deleted from the list. You can edit some of its fields but not the name. The Contact link is also available via the Contacts **tab on the top of the page on the home screen**.

Affiliated Entities

The ‘Affiliated Entities’ link is where all affiliated entities are listed.

Action	Affiliation	Affiliation Type	Affiliated Entity Name	Affiliated Entity ABN	Affiliation Commenced	Affiliation Ended
Edit	Affiliation 0283	Subsidiary	ACT Training	44 000 000 111	16/09/2015	16/09/2016

You are able to create a new entry or edit details about an existing affiliated entity listing by selecting the ‘ New Affiliated Entity’ button.



For more information on affiliated entity arrangements, you may refer to the [Affiliated Entity Arrangement Guidance Note] which is available on the NRSCH website.

Partnerships link

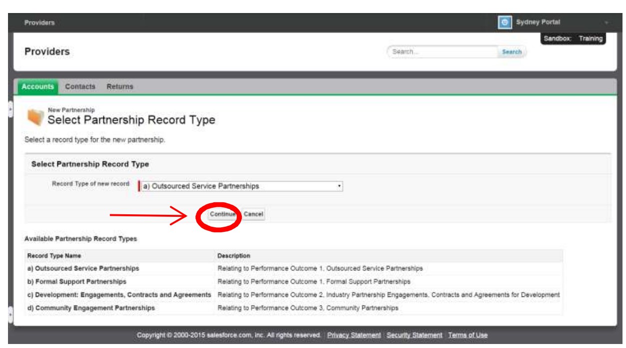
Details on certain partnerships need to be submitted as part of the return and these are recorded on the account page.

Partnerships — New Partnership

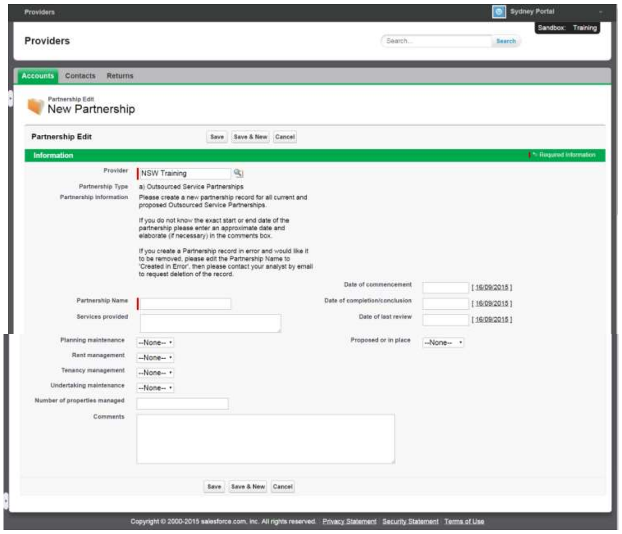
Action	Partnership Name	Partnership Type	Date of commencement
Edit	ABC Company	a) Outsourced Service Partnerships	16/09/2015

The partnerships section of the Return lists all the partners that have an agreement with the provider. This may be an outsourced service, formal support, development agreements or community engagement partnerships. Details on the types of outsourcing arrangements which are required as part of the return are explained in more detail in the return itself. The screen shot below illustrates the options available.

Click on the ‘New Partnerships ‘button to create a new line. When you click on the ‘New Partnership’ button, you will be directed to the following pages.



Once you have identified the record type name, click on the ‘continue’ button and this will take you to the page below



Deleting contacts, affiliated entities and partnerships

Providers cannot delete entries that have been created and saved.

Where an affiliated entity or partnership is no longer in place then they cannot be deleted but the arrangement can be edited to show its end date

Where an existing contact has left the provider you can edit the entry to show they are no longer associated with the organisation.

If a contact, affiliated entity or partnership was created in error (e.g. a duplicate entry was made) you should contact your assigned analyst who will organise for the entry to be deleted.

Some providers have a large number of support partners. You only need to record those support partners whose size and significance are such that you consider them to have a material influence on your performance outcomes.

Managing Property Data

This section provides detailed system steps on how to create, view and update property data in the CHRIS portal. Property data must be up to date prior to calculating the CHAPR. Property can be updated at any time through the CHRIS portal.

Further information is available in the ***Guide to recording property data and generating the CHAPR*** available on the NRSCH website.

Updating and creating property data can be done a number of ways in CHRIS.

Option 1:
Standard process of creating and updating an individual property record in CHRIS (See sections on *Create properties* and *Update an existing property*).

Use this option to create and edit properties directly in CHRIS. This option is suitable for providers with a small number of properties to be created or updated.

Option 2:
Bulk update properties (See section on *Request property report* and *Bulk update*).

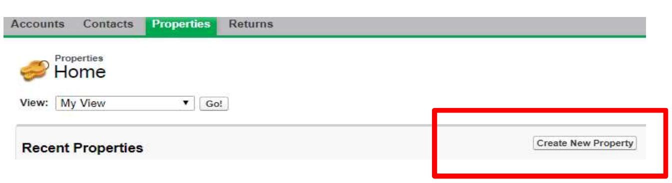
Use this option to update several properties at once, by entering the new data into an existing file and then uploading this into CHRIS. This option is suitable for providers who have existing property data recorded in CHRIS and a large number of properties require update.

Option 3:
Bulk create properties (See section on *Bulk create properties in the portal*).

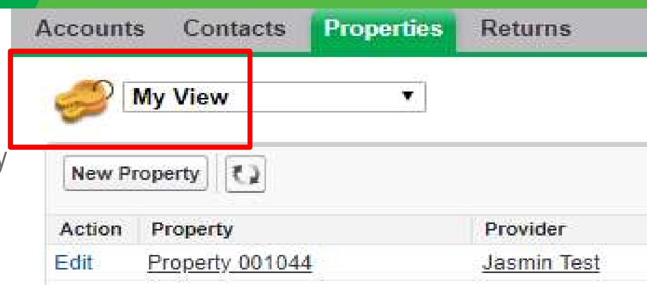
Use this option to create several properties at once, by uploading a prepared data file into CHRIS. This option is suitable for providers who wish to create a large number of new properties.

Create properties

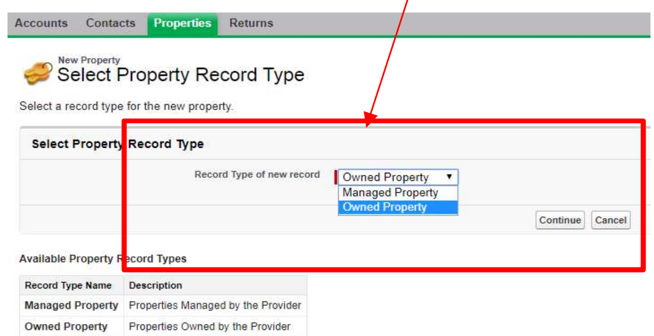
To create a new property, select *Create New Property* from the *Properties* Tab



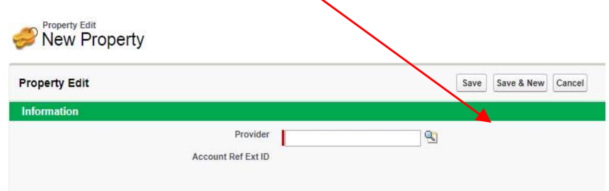
Or, if you are in *My View* select *New Property*



Select the *Record Type*, either *Owned Property (wholly or partially*) or *Managed property* and *Continue*



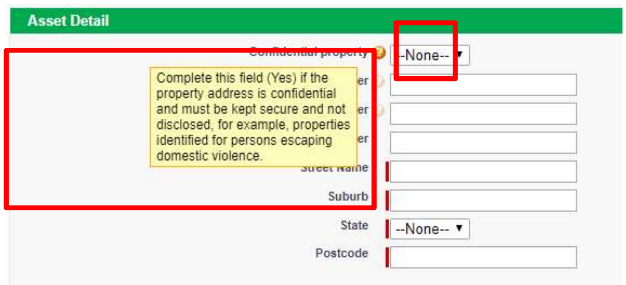
Enter your Account Name/ Organisation Name. Select *Search* using the magnifying glass icon



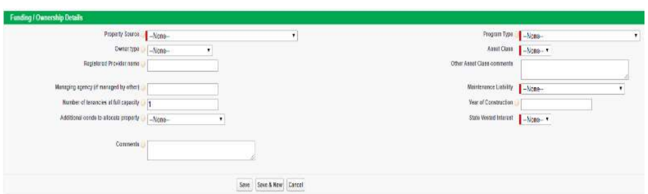
Complete the *Asset Details* – note fields marked with a red line are mandatory fields and must be completed. If mandatory fields are not completed you will be unable to save the record.

Please refer to the ***Guide to recording property data and generating the CHAPR*** available on the NRSCH website for definitions and guidance on each field on the property record.

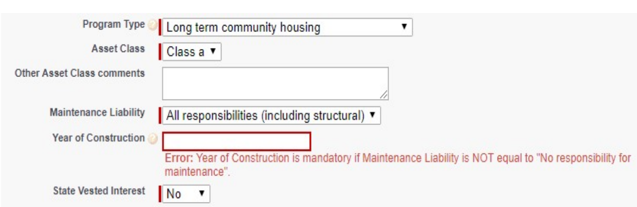
Confidential Properties
If the property address is confidential and must be kept secure you must select *Yes* against the *Confidential Property* field.



Complete Funding/ Ownership details



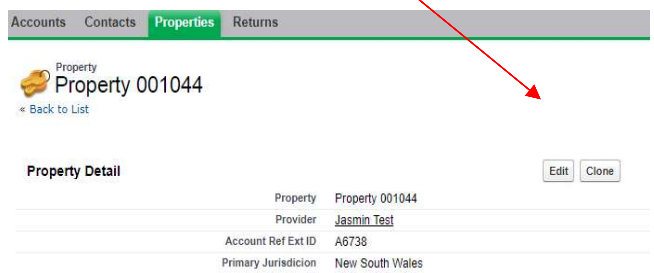
The *Year of construction* is mandatory <u>unless</u> there is no responsibility for maintenance on the property



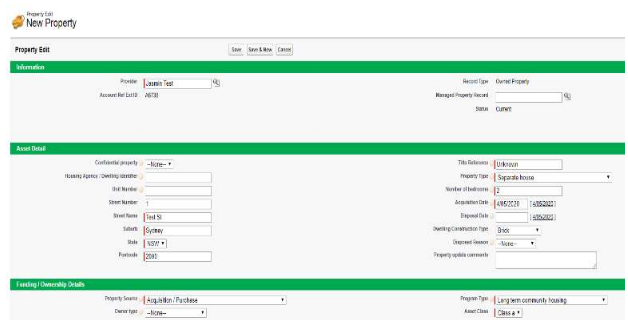
Create multiple properties – Clone a record

If you have multiple properties in the same street or similar details, you can select *Clone* on a property record you have created.

Please use caution when using the Clone function to ensure that the record is updated correctly.



This will open the cloned record in Edit mode and you can update the details as necessary and *Save*.



View properties for your organisation

Select the *Properties* tab in the CHRIS portal. Select *My View* and *Go*!

All properties recorded for your organization will be displayed in a list view.

The list view (My View) can be reordered / grouped by any of the column headings. For example by Record Type Owned or Managed Property, Program Type, Street Name, Suburb etc. Click the column heading to group as required.

Update an existing property

Select *Edit* on the property record to update

Or select the property record and then select *Edit*

Note: When a disposal date is entered the property record is automatically closed. The Community Housing Asset Summary and Property Summary figures will also be updated.

Incomplete properties

This information is only relevant to providers who had their property data uploaded by the NRSCH National Office as part of the implementation of property data functionality.

During the upload of property data some incomplete records were saved. Incomplete properties are current properties that have missing mandatory information or dependent mandatory information. The incomplete properties list will show you what data will affect the calculation of the CHAPR.

If you have manually created your properties, you will <u>not</u> be able to save the record if the data is incomplete and therefore this process is not relevant.

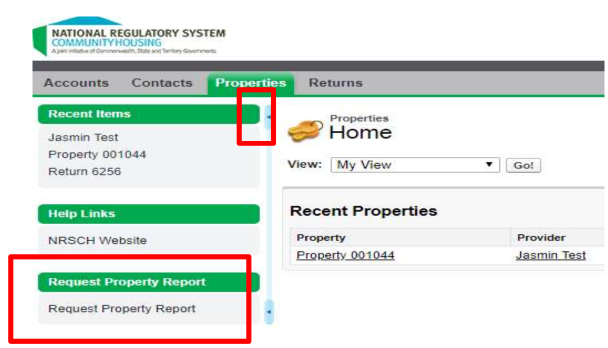
From the *Properties* tab select *Incomplete Properties* and *Go!*

Once you have identified the incomplete records please follow the *Update an existing property* system steps.

Request a property report

On the side bar (click the small arrow to open or collapse the side bar) within the portal there is a link to *Request Property Report* this sends a request to your Analyst who will contact you to discuss and provide you with a property data export in excel format. This may be useful when reconciling your property data.

The report <u>will not</u> auto-generate when you press the link.



Bulk create properties in the portal

Bulk create properties may be used at Application for Registration or whenever a provider is required to add a number of new properties.

Note: This process is used for new properties only and is limited to approximately 1000 records. Please speak to your Analyst if you are uploading more than 1000 records.

Alternatively, several properties can be created quickly and directly in CHRIS using the *Clone a record* feature to copy an existing property record and then update relevant fields. This is most useful when creating new properties that are located in the same street.

1. Create the file for upload using the [Property Data List Portal Upload Template]() available on the NRSCH website.

Ensure that all mandatory fields are entered and that all pick list fields have valid entries.

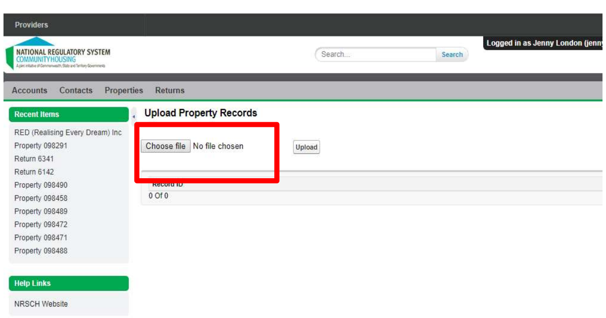
Save the file in CSV format

Ensure that the help text in rows 2-19 of the template have been deleted prior to uploading your file.

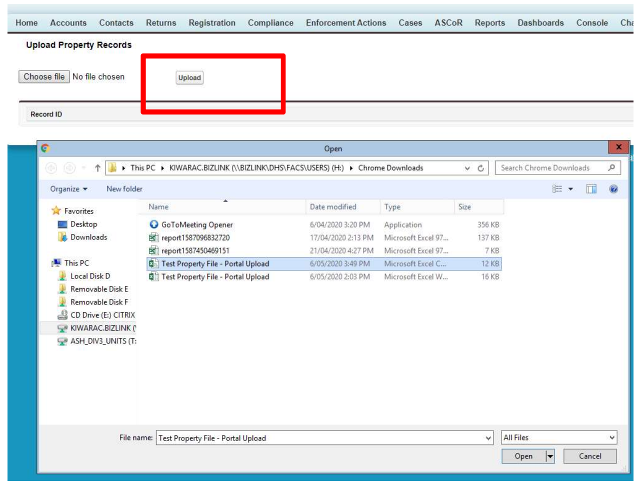
If there are errors in the file, the system will display the errors for the first record with errors and the file will not be uploaded.

2. In CHRIS, select *Upload Properties* under the *Property Links* on the left hand side of the screen.

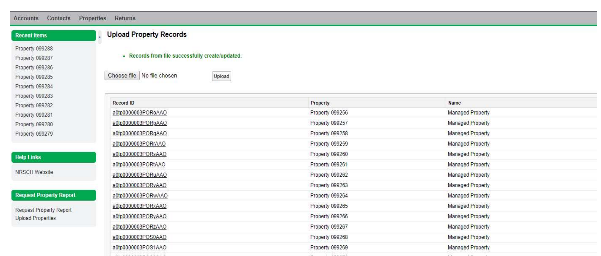
3. Choose and select the property data file



4. Select *Upload*



The system will confirm that the file has been processed.



If there are any errors in the file, the system will display these errors. Open the file and fix the errors. Upload the file (repeat steps 1-4)

Bulk update

Bulk updates may be used when a provider has a number of changes to make to existing property records.

1. Request a property report

On the side bar (click the small arrow to open or collapse the side bar) within the portal there is a link to *Request Property Report* this sends a request to the NRSCH CHRIS system administrator who will contact you to discuss and provide you with a property data export in excel format.

The Property Report will be in the same format as the upload template.

2. Find the properties in the file that require update and insert new data into the file
3. Remove the properties that do not require update
4. Follow *Bulk create properties in the portal* steps to load the file

Completing a Return

This section provides information about completing your registration or compliance return. Unlike registration a compliance return is submitted in one part.

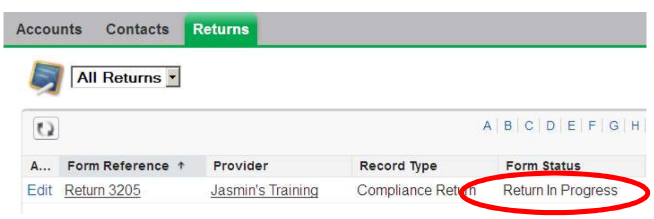
Return Links

The 'Returns' link is where all the provider's returns (including their registration application) are listed, previous and current.

As can be seen above, hovering over the 'Returns' link will show the form reference, the return start and due date and the record type. The returns link is also accessible via the returns tab on the top menu. Clicking on the return number will open the return.

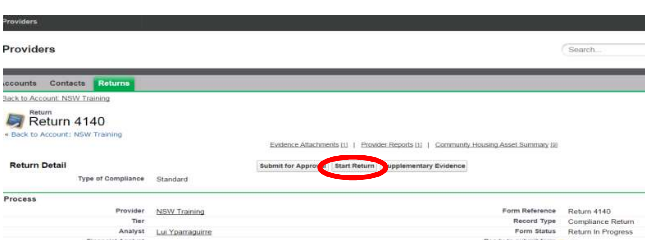
Completing the return

Click on the **Returns** tab then select the return to be edited or completed. The relevant return will have the form status 'return in progress'.



Once open the screen will show the timetable for submitting the return.

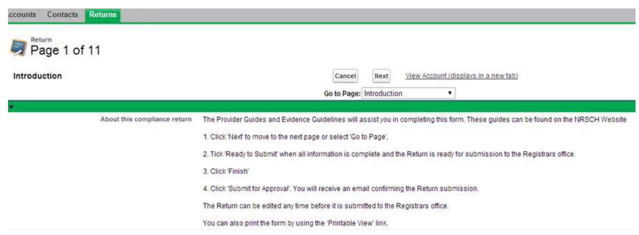
To start the return, click on the 'Start Return' button at the top of the return page.



This will take the user to the first page which provides instructions about completing the Return including where to seek assistance, saving the document and the metrics. There will be 11 pages to complete in a standard return.

Introduction Page

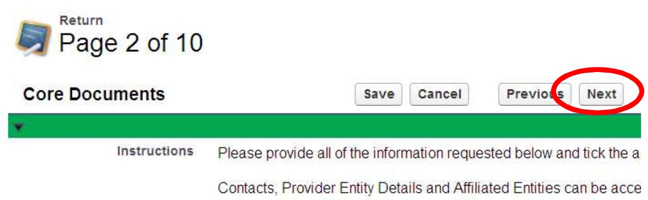
This page provides a brief summary on how to fill out and complete the Return. It is important that you read the Introduction page before moving to the next page. Once done reading the Introduction page, you may click on the 'Next' button or choose from the drop down menu on the top of the page. You may do any of the Performance Outcomes at any time.



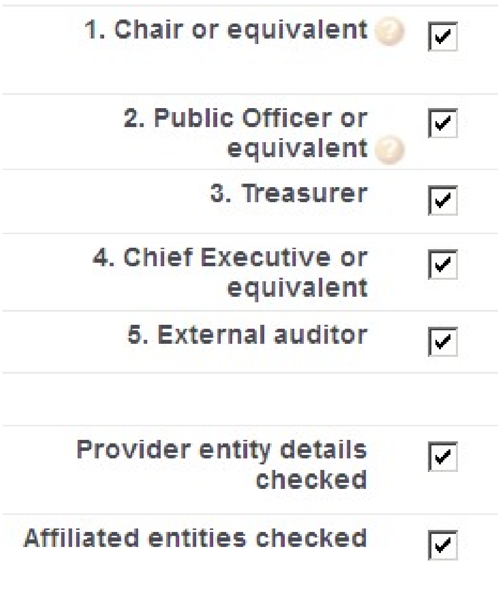
Core Document Page

When completing the registration return or standard compliance return, you will need to attach what are described as 'core' documents as supporting evidence.

As with the edit screen for the account details, the page headings in this screen will be highlighted in green. To move forward click in the return on the '*next*' button. Page Two provides you a checklist of the core documents that should be attached.

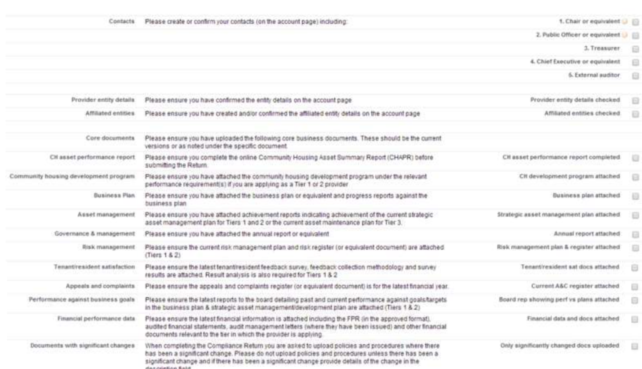


As noted earlier the provider's account page should be kept up to date between assessments but the Return provides a reminder to check and edit the details at this point. Check the boxes once the account details are confirmed as correct.



There is no requirement to re-submit the same evidence required during registration if there are no changes to it.

The *Core Documents* page lists the core documents the provider must attach to a registration or standard compliance return. These are described and specified by Tier where this is relevant.



Contacts	Please create or confirm your contacts (on the account page) including:	1. Chair or equivalent
		2. Public Officer or equivalent
		3. Treasurer
		4. Chief Executive or equivalent
		5. External auditor
Provider entity details	Please ensure you have confirmed the entity details on the account page	Provider entity details checked
Affiliated entities	Please ensure you have created and/or confirmed the affiliated entity details on the account page	Affiliated entities checked
Core documents	Please ensure you have uploaded the following core business documents. These should be the current versions or as noted under the specific document	
CH asset performance report	Please ensure you complete the online Community Housing Asset Summary Report (CHAPR) before submitting the Return	CH asset performance report completed
Community housing development program	Please ensure you have attached the community housing development program under the relevant performance requirement(s) if you are applying as a Tier 1 or 2 provider	CH development program attached
Business Plan	Please ensure you have attached the business plan or equivalent and progress reports against the business plan	Business plan attached
Asset management	Please ensure you have attached achievement reports indicating achievement of the current strategic asset management plan for Tiers 1 and 2 or the current asset maintenance plan for Tier 3.	Strategic asset management plan attached
Governance & management	Please ensure you have attached the annual report or equivalent	Annual report attached
Risk management	Please ensure the current risk management plan and risk register (or equivalent document) are attached (Tiers 1 & 2)	Risk management plan & register attached
Tenant/resident satisfaction	Please ensure the latest tenant/resident feedback survey, feedback collection methodology and survey results are attached. Result analysis is also required for Tiers 1 & 2	Tenant/resident sat docs attached
Appeals and complaints	Please ensure the appeals and complaints register (or equivalent document) is for the latest financial year.	Current A&C register attached
Performance against business goals	Please ensure the latest reports to the board detailing past and current performance against goals/targets in the business plan & strategic asset management/development plan are attached (Tiers 1 & 2)	Board rep showing perf vs plans attached
Financial performance data	Please ensure the latest financial information is attached including the FPR (in the approved format), audited financial statements, audit management letters (where they have been issued) and other financial documents relevant to the tier in which the provider is applying	Financial data and docs attached
Documents with significant changes	When completing the Compliance Return you are asked to upload policies and procedures where there has been a significant change. Please do not upload policies and procedures unless there has been a significant change and if there has been a significant change provide details of the change in the description field.	Only significantly changed docs uploaded

The FPR referred to in the core documents is attached to the invitation to commence an assessment email.

You can attach the evidence at this point or as you are completing the relevant performance outcome page of the return. However before submitting the return check:

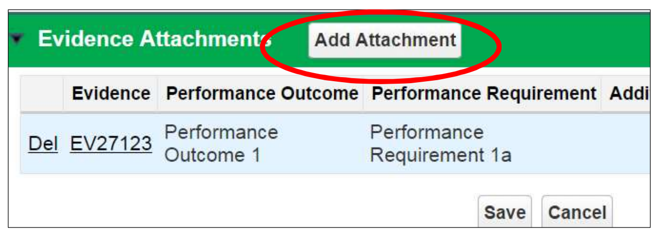
- The boxes to indicate all the required documents have been attached; and
- The core documents completed box at the foot of page 2.

The CHAPR is included in one of the pages of the return.

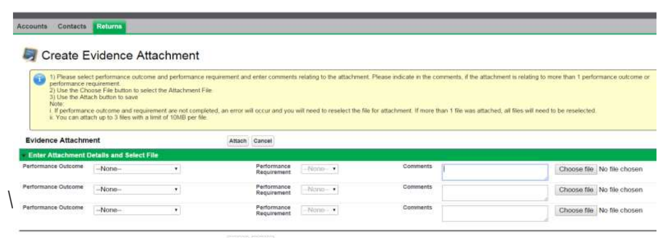
Attaching evidence

Evidence needs to be uploaded to the return as part of the registration and compliance process. Once you click on Start Return they will see the '*Add Attachment'* link at the bottom of the page.

To attach the necessary evidence required for the return, click on the '*Add Attachment'* button at the bottom of the return. This will only be visible after the Introduction page and the return is editable.

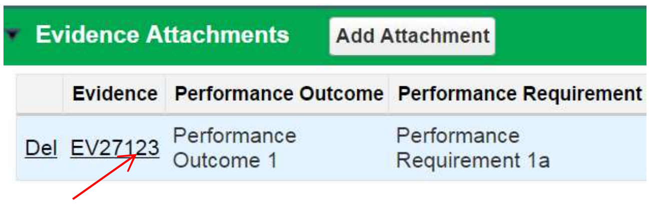


Clicking on the '*Add Attachment'* button will launch the evidence attachment page.



The system allows a maximum of three (3) evidence or supporting documents to be attached at one time

Evidence successfully attached will appear at the bottom of the return.



You should indicate which performance outcome and performance requirements the core documents meet. Additional information is available in the Evidence Guidelines.

The relevant Performance Outcome and Performance Requirement should be selected for each evidence attachment. Additional related performance requirements should also be selected if the evidence attachment is being submitted as evidence of compliance or capacity to comply with multiple performance outcomes. Any number can be selected.

You may put in a description of the evidence attachment on the 'Comment' field section. A clear description will assist the Analyst when assessing the return, but will also assist you in ensuring all necessary evidence has been attached prior to the submission of the return.

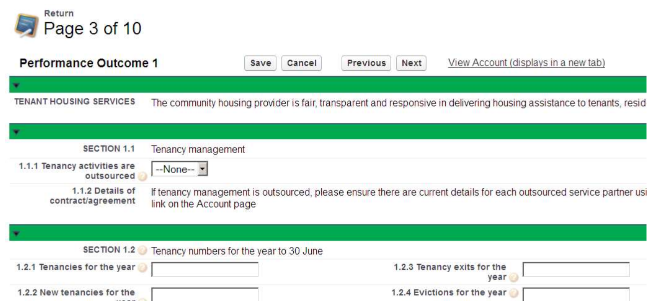
Once you have selected the Performance Outcome and Performance Requirement that the evidence attachment relates to, clicking the *'browse'* button will allow the user to select the file they wish to attach from their computer. Clicking on the '*attach*' button will then attach the document to the system.

A provider can view the evidence they submitted as part of a previous assessment by opening the relevant return. There is no need to resubmit evidence that remains identical but if the provider does do this they should ensure their return clearly specifies where and what this evidence is on their new return.

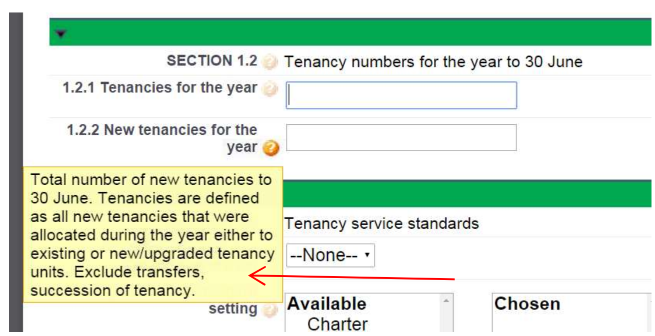
The Evidence Guidelines and the Financial Viability Guidance Note.

Performance Outcome page

Each performance outcome has its own page (pages 3-9) which includes data fields you will need to complete. The performance metrics will be automatically calculated by the system based on the figures reported by the user. The metrics will be displayed after you have clicked the 'Save' button. The data is identical on the registration and compliance return.



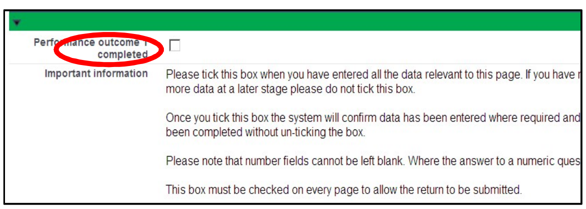
The *Guide to completing your return* and *Evidence Guidelines* contain useful information about data definitions which remain identical for registration and compliance. The *Financial Viability Guidance Note* will assist providers complete Performance Outcome 7 and the FPR template. If you need assistance filling out the return there are also question marks in yellow circles throughout the return which provides further information and definitions when you hover the cursor over them.



There are fields on the return that require you to select a box if the answer is 'No' For example, in *Performance Outcome 2*, *Section 2.4a* if your organisation has not had any property development you would select the box. Succeeding sections (2.4.1 up to 2.4.6) are not required to be completed and must be left blank.

If Section 2.4a is left blank it means that your organisation has engaged in property development in which case you are required to complete the section 2.1.1. up to 2.4.6.

You must tick *Performance outcome 1-7 completed* when you have uploaded all necessary evidence relevant to each performance outcome. Ensure you have attached any documentation you wish to use as supporting evidence, linking the evidence to the performance requirement. If you have not completed the performance outcome or you are planning to add more data at a later stage please do not tick the box.



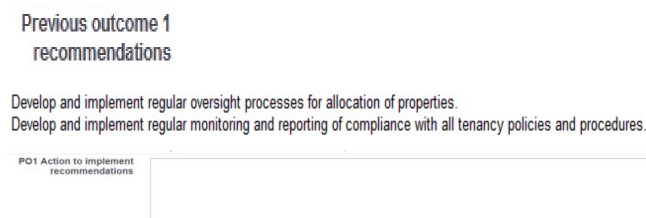
Evidence you have successfully attached to the return will be visible at the bottom of each page. Additional performance requirements can be added to an existing piece of evidence by clicking on the number of the piece of evidence you wish to edit.

The '*Previous*' and '*Next*' buttons will automatically save data on that page and will take you to the next or previous page. If at any point you wish to stop completing the form or return to the overview page, pressing *'Save'* then '*Cancel*' will return you to the overview page.

Responding to previous recommendations or observations

If the Registrar made recommendations to the Provider in their last regulatory assessment these will be visible on the relevant performance outcome page(s). In addition to providing relevant documentary evidence you have taken to address these recommendations, a comments box is available to explain in detail. If action has not been taken or only partially completed, you can also use this comments box to explain. If you consider that the recommendation is no longer relevant during compliance then an explanation of the circumstances is necessary. Such explanation needs to be supported by an appropriate documentation.

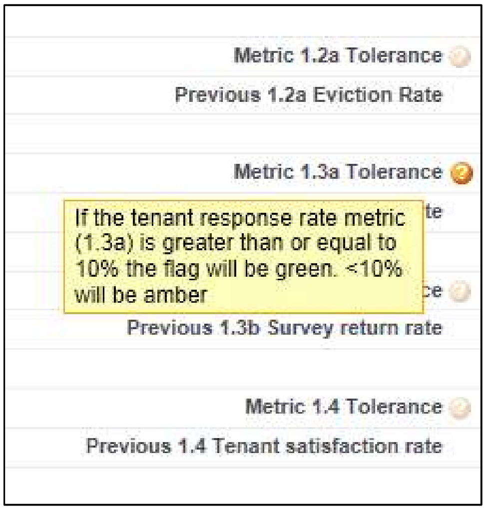
Example:



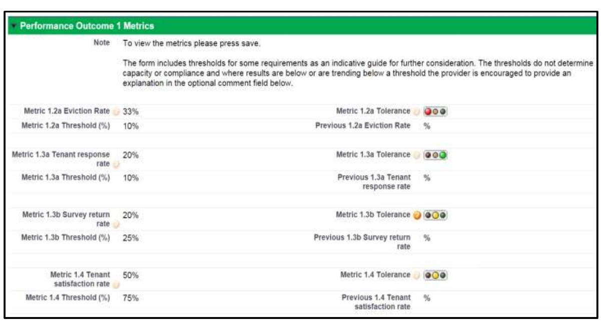
Metrics included in the return

Once data has been entered and the '*Save*' button is pressed the system will calculate metrics at the bottom of certain performance outcomes. The data from provider's last assessment will be displayed and you are encouraged to compare and explain any significant differences.

The help icons next to each metric indicate how these metrics are calculated, and traffic lights will appear if data is outside the target range. Further information is available in the Metrics Information Factsheet on the NRSCH website



A red or amber traffic light indicator does not mean the provider has 'failed' a performance requirement or outcome – instead, it indicates that the data does not met the target range and the provider has the option to provide an explanation in the comments field for each outcome's metrics.

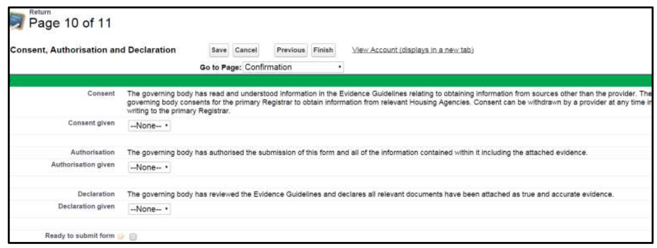


There is opportunity for comment on any information or evidence provided in the performance outcome comments box at the foot of every performance outcome page. Providers are encouraged to make comments when:

- The performance metric is showing red or amber
- There is significant change in performance from the previous assessment – better or worse.

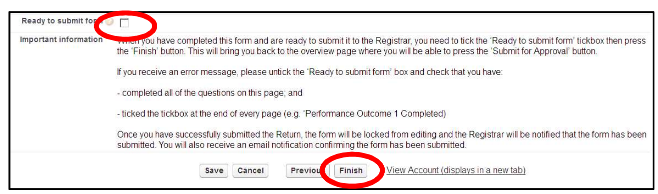
Consent, Authorisation and Declaration

This is the final page to complete the return. On this page you will be asked to answer Yes or No on the Consent, Authorisation and Declaration fields.

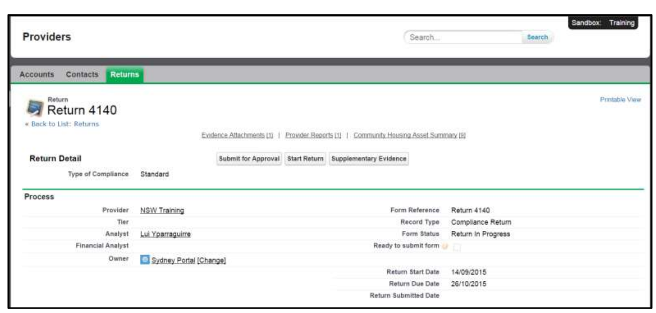


Once this page has been completed, you may tick the '*Ready to Submit*' form box. This means that the return is now complete and can be submitted to the Registrar for assessment. It is essential that performance outcomes are marked as completed, otherwise an error will prompt you that the Return is not yet ready to be submitted.

After selecting the '*Ready to submit form'*, you may click on the '*finish*' button



Once finish is selected you will be taken to the Return home screen, as shown below. Clicking on the '*finish*' button will save the return and an overview of the entire return will be available.



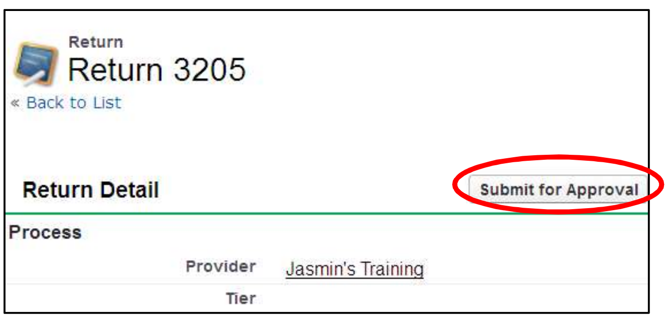
The Return may still be edited at this point in time. This means you can change any data you have reported on in the Return.

Once all necessary data has been provided and all required evidence has been attached an overview can be printed for your records and/ or your Board. Click on the '*Printable View'* link on the top right hand side of the return overview.

Submitting the return

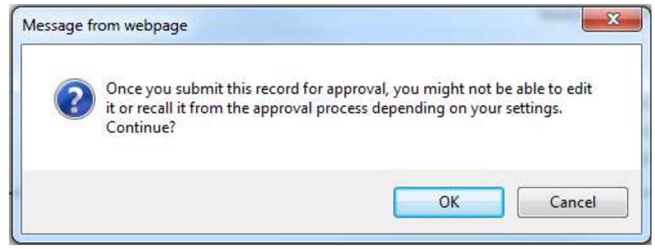
Once all data fields are complete and all required evidence is attached for each of the performance outcome click on the '*Submit for Approval'* button to submit the return to the Registrar.

If there are difficulties submitting, ensure that the performance outcome completed boxes are ticked at the bottom of each page and that the '*Ready to Submit'* tick box has been completed. When in the overview this is at the top right hand side of the form.

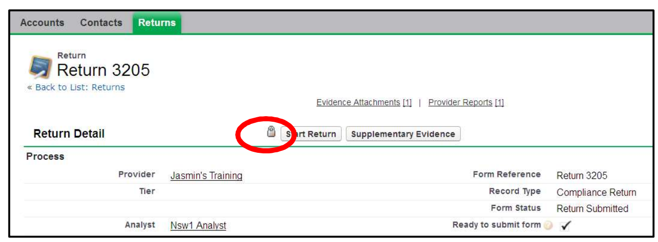


If you attempt to submit the return without completing the required fields on the return, an error message will prompt on your screen. The may be as a result of not making an entry where an entry is required, or entering a letter in a numeric field. If an error message is shown follow the instructions in red on your screen to remedy the issue before trying to submit the form again

When you have clicked the '*Submit for Approval'* button, a window will pop up reminding you that once the form is submitted, you will be unable to edit information on the return:



Once you have clicked '*OK*' the Registrar's Office will be automatically notified that the return has been submitted. At this point, the return becomes locked as represented by the lock icon on the left of the edit button. You are now unable to edit the return.



You will receive an email to confirm the return has been successfully submitted. If the application needs to be modified please contact your Analyst.

Calculating property data and the CHAPR

Property data is used for a number of calculations that occur in CHRIS. This section identifies how property data is used to calculate the CHAPR and information recorded on the *Account* page.

Community Housing Asset and Property Summary

The Community Housing Asset and Property Summary are displayed on the *Account* page.

Community Housing Asset Summary

The Community Housing Asset Summary is calculated from the Property Data List with the rules for each jurisdiction applied. Further information about how community housing assets are calculated can be found in the [Community Housing Asset Calculation] document on the NRSCH website.

Community Housing Assets are calculated in real time which means that the figures are updated each time you create or edit a property record.

Total Tenancy Rental Units is included in the Community Housing Asset Summary. This represents a count of tenancies at capacity for all properties included in the Community Housing Asset Summary excluding vacant land, non-residential and properties held for sale/ disposal.

Property Summary

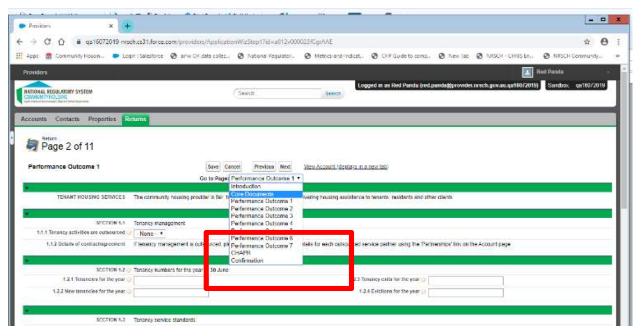
The Property Summary is also calculated from the Property Data List. The property summary displays the total of all properties with a status of current by Program Type. Not all properties counted in the property summary will be community housing assets so you may notice that your Community Housing Asset Summary and Property Summary are not aligned.

The Property Summary is also calculated in real time which means that the figures are updated each time you create or edit a property record.

Community Housing Performance Report (CHAPR)

Information regarding the provider's portfolio is indicated on the Community Housing Asset Performance Report (CHAPR). The CHAPR forms part of your return.

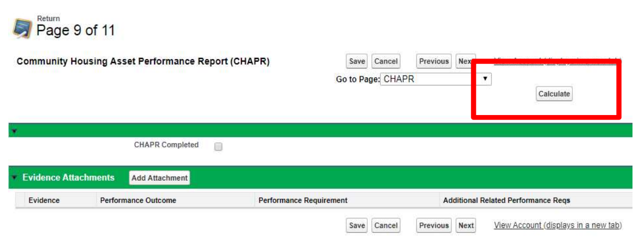
Information regarding the provider's portfolio is indicated on the Community Housing Asset Performance Report (CHAPR). The CHAPR forms part of your return.



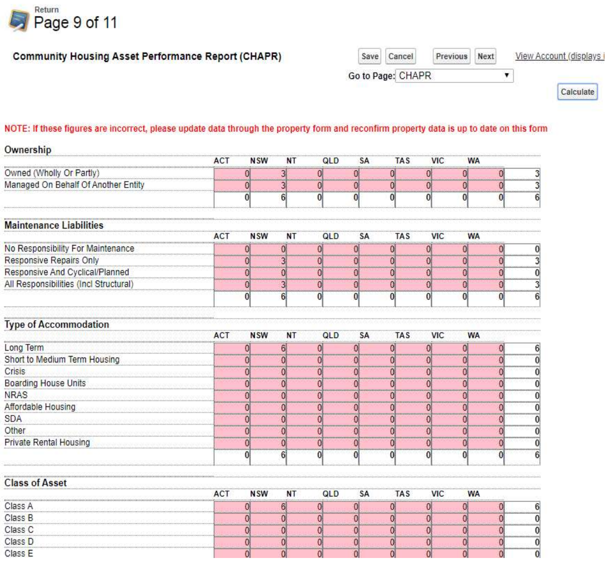
Calculate the CHAPR

Before calculating the CHAPR ensure that your property data is up to date.

Select the *Calculate* button on the CHAPR page.



This will generate the calculations for the CHAPR based on the property data entered.



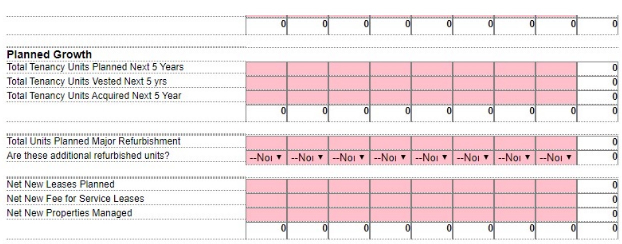
You are unable to amend auto calculated figures in the CHAPR.

If the data in the CHAPR does not appear to be correct you should review and update the property data and select *Calculate* again to complete a recalculation.

If the information used to calculate the CHAPR or mandatory data is missing the calculation will error and you will not be able to submit your return. To proceed property data must be updated and the CHAPR recalculated.

Planned Growth

All providers whose portfolio is planned to change over the next five years should manually complete this section about the type and scale of changes.



CHAPR Calculations

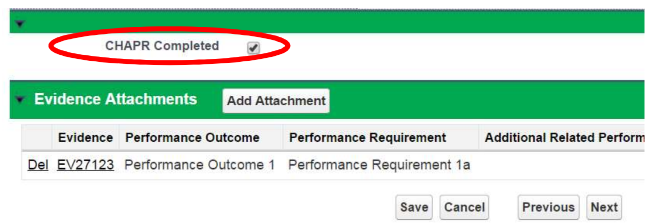
Only properties defined as community housing assets for the jurisdiction are counted in the CHAPR. Further information in relation to jurisdictional calculations is available in the CHAPR Calculations document on the NRSCH website.

The CHAPR is calculated based on the reporting period.

- The reporting period end date is equal to 30 June of the last financial year before the Return start date.
- The reporting period is 12 months from 1 July to 30 June (reporting end date)
- Counts will be entered as zero (0) if there is no properties meeting the definitions
- Age of portfolio will be calculated on 1 January each year

Complete the CHAPR

Once this page has been completed, click on the '*CHAPR Completed'* button.

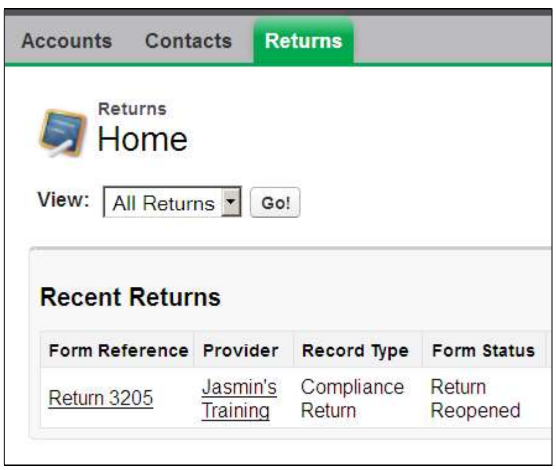


After the return is submitted

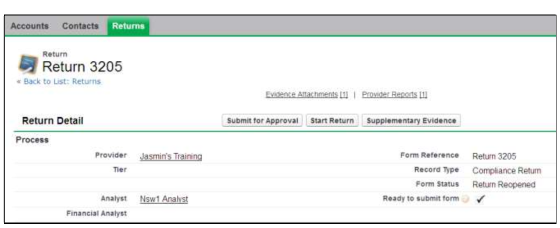
Your assigned Analyst is notified that the return has been submitted. The assessment will then commence.

The Analyst will carry out an initial check to ensure the return has all the supporting evidence – essentially the core documents - attached and that the return appears to have been completed in full.

If information is found to be missing your Analyst will send an email listing the additional information required. Also, the Analyst will unlock the return to allow you to resubmit with the missing evidence through the portal. The additional evidence should be attached in the portal following the same process when completing the return.



To access the return you will need to click on the 'Start return' button then the 'Add attachment' button. See 'Evidence attachment' above for procedure. To submit the return once you have attached the missing evidence or corrected the return follow the instructions given earlier.



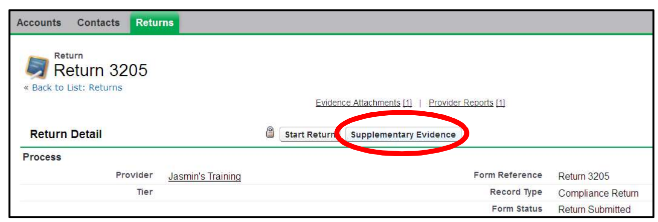
Provider change of scale, scope or Primary Registrar

During their initial review of your return your Analyst will check that your current tier of registration remains applicable. If the initial review suggests a significant change in scale and/ or scope you will receive an email which will explain what, if any, additional evidence applicable to the new tier is required.

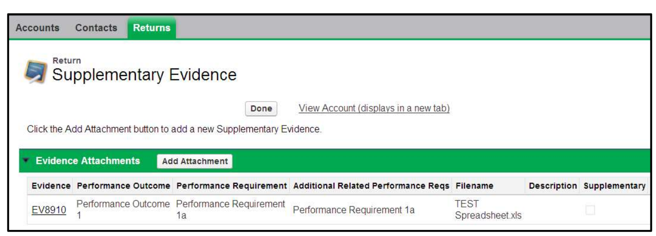
The change of tier will be confirmed when the compliance determination is made.

Supplementary Evidence

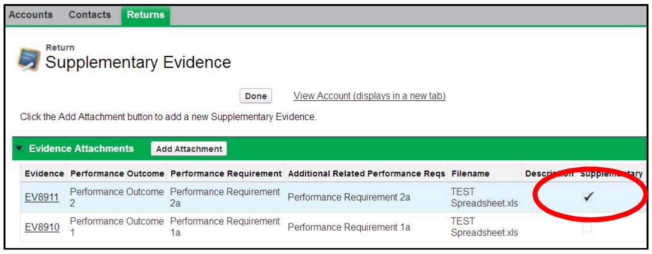
If you are asked for additional documentary evidence you will be asked to submit it using the '*Supplementary Evidence'* button at the top of the return.



This will take you to the page below where you can add evidence specifying the performance outcomes and requirements it covers. The process is for upload is identical to that you carried out when completing the registration or compliance return.



However it is important to remember to check the supplementary box – see below.

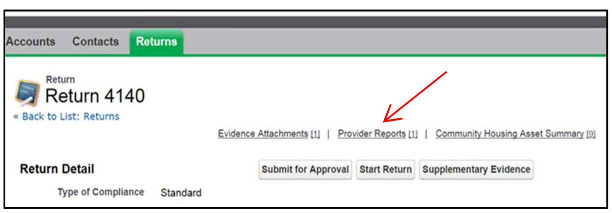


Release of draft determination outcome

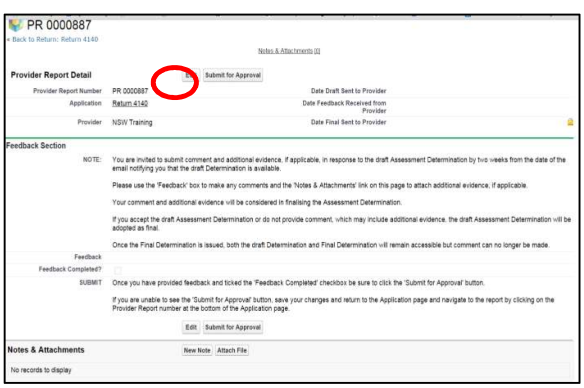
Once the assessment is complete you will receive an email notifying you that the draft compliance determination has been completed and the draft compliance determination report is available, you will need to log into the system to access the draft compliance report.

Providing feedback

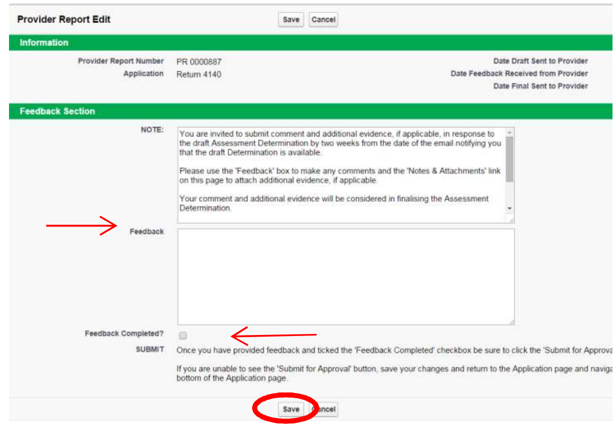
You will have two weeks from the date the email was sent to comment on the determination through the portal. To provide feedback on the draft compliance determination you will need to click on the link in the email notifying the provider that the compliance report is available or, log in to CHRIS, navigate to the returns tab, click on the returns reference number and click the 'provider reports' link at the top of the screen.



Clicking on the provider report number will show the Provider Report screen.



Click on the *Edit* button. This will allow you to submit comment on the determination. Once comment has been made, tick the *Feedback completed* check box and click the '*Save'* button.



If the provider wishes to submit additional evidence during the feedback stage they should attach it their Return as supplementary evidence. Do not attach it to the provider report section. This ensures that all evidence documents submitted are held in the one location (the Return) for future reference if needed.

Once comment is made and any necessary supporting evidence uploaded, you should click the '*Submit for Approval*' button to send comment and evidence to the Registrar's Office.

Release of final determination report

The release of the Final Determination Report signifies that the compliance process is now completed. You will receive an email from your assigned analyst advising that the Final determination report is now available on the Provider's report page in the portal.

For more information

For more information on the National Regulatory System for Community Housing, please visit: www.nrsch.gov.au