



pathways  
southwest

Towards better mental health

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## Notifications Policy for Community Housing Registration

**Approved by:** Pathways SouthWest Board of Management

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**This policy applies to:** Pathways SouthWest Board of Management, Staff, Students, Volunteers, Consumers, Carers, other Stakeholders and the General Public

## Policy

Pathways SouthWest Inc became a Registered Community Housing Provider (CHP) under the WA Community Housing Regulatory Framework in November 2018. A condition of Registration is that community housing providers must comply with the National Regulatory Code and with the Conditions of Registration. One of these conditions is that Pathways SouthWest must notify the Community Housing Registration Office (CHRO) of certain events that may have an adverse impact on its compliance with the Framework.

Pathways SouthWest Inc must notify the CHRO 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 Pathways SouthWest Inc – as soon as practicable after the decision;
- (ii) the appointment of a receiver to Pathways SouthWest Inc – as soon as practicable after the decision;
- (iii) a decision to apply for the cancellation of Pathways SouthWest Inc registration - as soon as practicable after the decision and at least 28 days before the application is made;
- (iv) a decision to conduct a vote at a meeting on a matter that could affect Pathways SouthWest Inc's eligibility to be registered or its category of registration – as soon as practicable after the decision and at least 28 days before the meeting is held;
- (v) a change in the affairs of Pathways SouthWest Inc that may have an adverse impact on its compliance with the Framework – before or no later than 72 hours after the change; and
- (vi) any other occurrence requested in writing by the Community Housing Registration Office to Pathways SouthWest Inc - within the time specified in that notice.

## Change in affairs of the CHP

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

- 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 Pathways SouthWest Inc associated with potential financial and/or reputational costs; and
- changes to Pathways SouthWest Inc's Constitution affecting the wind-up clause that was in place when Pathways SouthWest Inc was registered.

## Maintaining the reputation of the community housing sector

Pathways SouthWest Inc must notify the CHRO within 72 hours of any incident that damages or may damage the reputation of the community housing sector. Some examples are –

- proven serious or repeated breaches of the Pathways SouthWest Inc's Board of Management Code of Ethics Policy or the Staff Code of Conduct Policy;
- substantiated fraudulent or other criminal behaviour by staff, board members or volunteers; and
- death or serious injury to a tenant in a community housing property managed by Pathways SouthWest Inc, 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.

## Responsibility for notifying the Community Housing Registration Office

The President or Chief Executive Officer are responsible for notifying the Community Housing Registration Office by –

- Email: registrar@community.wa.gov.au, OR (if you don't have access to email)
- Phone: (08) 6217 6222 and speaking to a staff member of CHRO.

In either case, Pathways SouthWest Inc may be asked to provide more information verbally or in writing.

The CHRO may simply acknowledge and record the notified event, or may take further action if appropriate. Further action can include, for example, requiring Pathways SouthWest Inc to supply updates on action it is taking in relation to the event. In some situations the CHRO may plan a targeted assessment to check ongoing compliance under a particular performance area.

If the notified event involves appointing a voluntary administrator or receiver to Pathways SouthWest Inc, the CHRO may liaise with Pathways SouthWest Inc and the Department of Communities' funding and contract management division. This is to facilitate future compliance or, if necessary, resulting wind-up arrangements and/or transfer of assets to another registered provider.

All notifications are taken into account in subsequent scheduled compliance assessments under the Community Housing Registration Framework.

## Failure to notify

Failure to notify the CHRO of such events within required timeframes, where these subsequently come to the attention of the CHRO, will be taken into account in compliance assessments of Pathways SouthWest Inc.

The Board of Management and the management team of Pathways SouthWest Inc are responsible for demonstrating and maintaining compliance with the Framework and are expected to be proactive in reviewing, disclosing and addressing issues of non-compliance as they arise.

## Related documents:

- Constitution
- Board of Management Code of Ethics Policy & Procedure
- Governance Policy and Procedure
- Staff Code of Conduct Policy
- Feedback Policy
- Risk Management Policy