



NEW SOUTH WALES GOVERNMENT  
DEPARTMENT OF URBAN  
AFFAIRS AND PLANNING

**SMH Community Housing  
Accreditation Committee  
Members Sought**

14/11/98

The Office of Community Housing, within the Department of Urban Affairs and Planning, is seeking expressions of interest from individuals to be part of the Community Housing Accreditation Committee for twelve months.

This year the committee will work to establish a standards and accreditation system to improve housing for community housing tenants. The aim is to promote:

- tenants' rights and choices
- innovative and best practice standards
- community housing as an alternative social housing provider to government.

The committee requires five non-government members:

- a person to represent community housing tenants' interests
- two people to represent community housing service provider interests
- two people with expertise in one or more of the following: asset management, training, change management, financial management, quality assurance or quality improvement processes.

To ensure independence, the chairperson will be one of the two 'experts'. These applicants should indicate whether they would also like to be chairperson. Please note that the committee will sit about once a month, or as required, and the office will meet out-of-pocket expenses associated with attending meetings, but sitting fees are not payable to members.

All applicants must address the selection committee criteria available from George Selvanera on (02) 9849 8528.

The closing date is 5.00 pm Friday 4 December.

Dear Applicant

The Accreditation Committee applications should be addressed to George Selvanera, Office of Community Housing, Level 3, Signature Tower, 2- 10 Wentworth Street, Parramatta NSW 2150.

If there are any queries about the Accreditation Committee please contact George Selvanera on 02 9849 8528.

# Greater housing choice in the north

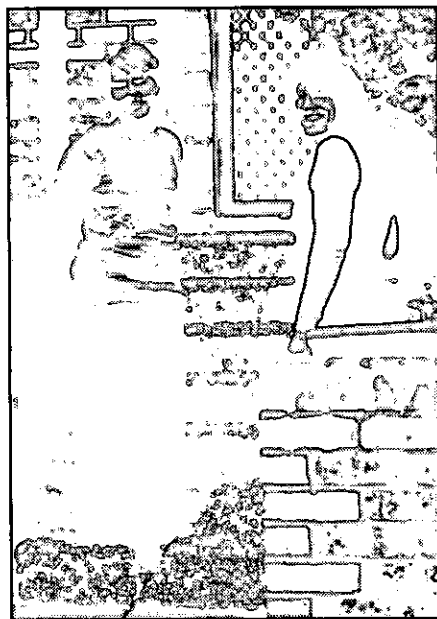
In July 1996, the Office of Community Housing (OCH) was established within the Department of Urban Affairs and Planning. The Office is developing a vibrant and growing community housing sector in NSW. It aims to promote client focused and efficient housing delivery. Community housing provides long term, low cost rental housing for low income people.

There are nine community housing associations in the Northern Region managing around 1,200 properties.

The northern regional team of the Office of Community Housing was established in July 1997. It is currently entering the 1999/2000 housing assistance planning process.

"It is an exciting time for community housing. Community housing will continue to grow in the Northern Region" says Ms Stephanie Ring, Regional Team Leader.

Community housing projects are also developed in partnership with the Department of Housing, local government, church groups, support



Office of Community Housing Regional Team Leader, Stephanie Ring and Regional Program Officer, Lesley Pritchard.

agencies and community organisations.

"The regional OCH team provides a local contact for community housing organisations. We administer the full range of community housing programs, including funding for long term housing and crisis

*'Community housing is about promoting greater housing choice. The Office encourages innovative strategies to respond to the increasingly complex housing needs of the Northern Region'*

*Stephanie Ring*

accommodation. We undertake cross provider planning with the NSW Department of Housing to meet housing needs in the region," says Ms Ring.

The Office of Community Housing, Northern Region covers the 20 local government areas in the New England region, and 18 in the North Coast region, including the Greater Taree City Council.

The regional boundaries are the same as the Department of Housing's northern region.

For more information about community housing call the Office of Community Housing, Northern Region on (02) 6642 0633.

## Reshaping boundaries and teams

The Department's Grafton office is entering the 21st Century with new boundaries and a new team structure.

### What do new boundaries mean?

A Departmental restructure means the Grafton office will no longer be involved in New England regional planning.

All regions west of the Great Dividing Range will be the responsibility of the Western State Branch, which is located in Sydney and headed by Peter Downes.

The Grafton office will continue regional planning on the North Coast, and the Greater Taree local government area will return to the Grafton fold after 13 years as part of the Hunter region.

North Coast Regional Director, Trevor Prior, wished the New England Councils well in their new partnership with the Western State office.

"This restructure will mean a better clustering of issues relevant to Councils west and east of the Divide," said Trevor Prior.

"I look forward to developing a strong relationship with Greater Taree City Council."

The Department's restructure supports a new vision of 'Planning for a better environment, jobs and liveable communities'.

The objectives of the Regional NSW Planning Division include

- co-ordinating the integration of rural and natural resource policy development across State-wide planning and policy areas
- implementing regional, rural and natural resource policies through State-wide/regional/local planning
- promoting relationships with stakeholders.

*continued Page 3*



## Big changes to State planning

**O**n 1 July 1998, changes were introduced on how councils and State Government departments consider development.

The Minister for Urban Affairs and Planning, Craig Knowles says that changes made by the Environmental Planning and Assessment Amendment Act 1997 will have a big impact. Mr Knowles says this is the most significant change since the original EP & A Act was introduced in 1979 and the Local Government Act was introduced in 1993.

"The reforms enable more certainty and more consistent decisions on development proposals," Mr Knowles said.

"The reforms affect domestic building, additions and alterations, as well as commercial and industrial development, and subdivision proposals."

"Instead of different Acts, one Act now links the development, building and subdivision aspects of a project."

"Some minor developments do not require any approval. This type of approval is called 'exempt

development' and covers structures like sheds, TV aerials and minor internal alterations to houses."

Routine development, such as extensions to houses, can be fast-tracked. This development is called 'complying development' and can be approved in seven days.

Councils have until December 1999 to draw up their lists of exempt and complying development.

If councils do not have a new local environmental plan by December 1999, a new State Environmental Planning Policy will apply to that council.

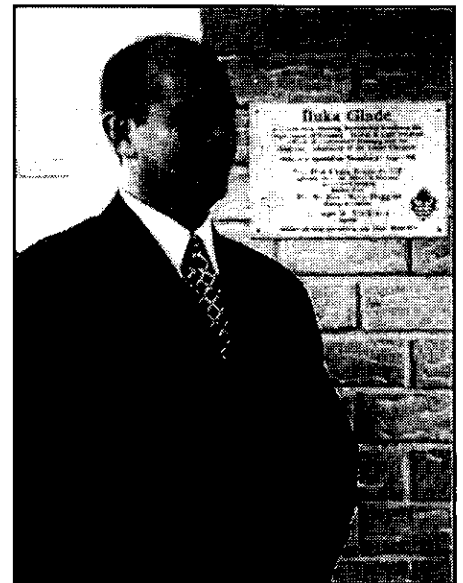
For 'local development', such as a shopping centre, townhouse complex or commercial building, the local council is the consent authority.

The Minister is the consent authority for 'State significant development' such as a new coal mine or major industrial plant.

Under the new 'integrated development' process, a number of licences, permits and approvals required under other environmental legislation are guaranteed with the

development consent. This creates certainty at a stage when time and money expenditure is significant.

The private sector is able to play a bigger role under a new certification scheme. The new legislation allows for private sector certification, but now 'accredited certifiers' may check that plans or site works meet council's requirements.



Minister for Urban Affairs and Planning, the Hon Craig Knowles MP, during a recent visit to Iluka.

### In this edition

- Northern Region Employment Profile
- Greater housing choice in the north
- New boundaries and teams for Grafton DUAP
- Development approval after the event
- Energy efficient housing

### Merry Christmas

The staff at Grafton  
Urban Affairs and Planning  
wishes you a wonderful Christmas  
and a happy New Year.

## North Coast economy healthy

from front page

a metropolitan economy, with the metropolitan concentration of business and industry, and regional reliance on primary production and population growth. Both economies are led by consumption (represented by the "Retail Trade" category).

The regional growth in "Manufacturing" was greater than for NSW (in percentage terms).



This represents an increase in importance of this category at the regional level, while it continues to decrease in importance in the NSW economy.

The change in importance at the State level in "Cultural and Recreational Services", "Property and Business Services", and "Communication Services" suggests that these are the current economic growth areas which may point to future regional opportunities for investment and development.

# Northern Rivers under the spotlight

**"The Northern Rivers Regional Economy and Development Potential" (1997) is a discussion paper prepared by Roy Powell and Linden Chalmers for the Northern Rivers Regional Strategy.**

It analyses the economic profile of employment and dollar value for the region (Grafton north to the Queensland border) for 1993-1994, and compares the Northern Rivers Region to the State (1980-1981 and 1993-1994).

While both categories used, and years analysed, differ from the analysis of the North Coast Region, some results can be broadly compared. These include:

- Sectoral employment analysis over the 1980-81 to 1993-94 period

confirms that growth in the region was almost twice the rate predicted from the NSW economy and NSW industry growth trends. Favourable regional trends support beef production and processing, trade, health, education and community services, and personal services. The main losses are in residential and other building, banking, business services, and some transport.

- Traditional strengths of the regional economy were in primary production and associated manufacturing, especially in providing export earnings. Now most growth is generated by the tertiary or service sectors stimulated by changing consumer needs and

the outsourcing of many services by business.

- There is a diverse range of activities in the region. The trend from 1981 to 1991 shows a relative fall in the importance of the traditional primary product, processing activities and an increase in the relative importance of some speciality manufacturing and service activities.
- The region is less intensively serviced than NSW as a whole, with dramatic differences in the banking and finance sectors, utilities and transport. However, education, health, community services and the range of personal services has improved over time and relative to NSW.

## Contributions

We welcome your contributions to the newsletter. Please send them to the Department of Urban Affairs and Planning North Coast Office Grafton or email us at the following address: [duapnorthcoast@duap.nsw.gov.au](mailto:duapnorthcoast@duap.nsw.gov.au)

Department of Urban Affairs and Planning Grafton  
Telephone: (02) 6642 0622  
Fax: (02) 6642 0640  
Address: PO Box 6 (49 Victoria St) Grafton NSW 2460

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## Useful Websites

Let us know about useful websites. Here are a few:

[www.duap.nsw.gov.au](http://www.duap.nsw.gov.au)

The Department of Urban Affairs and Planning website.

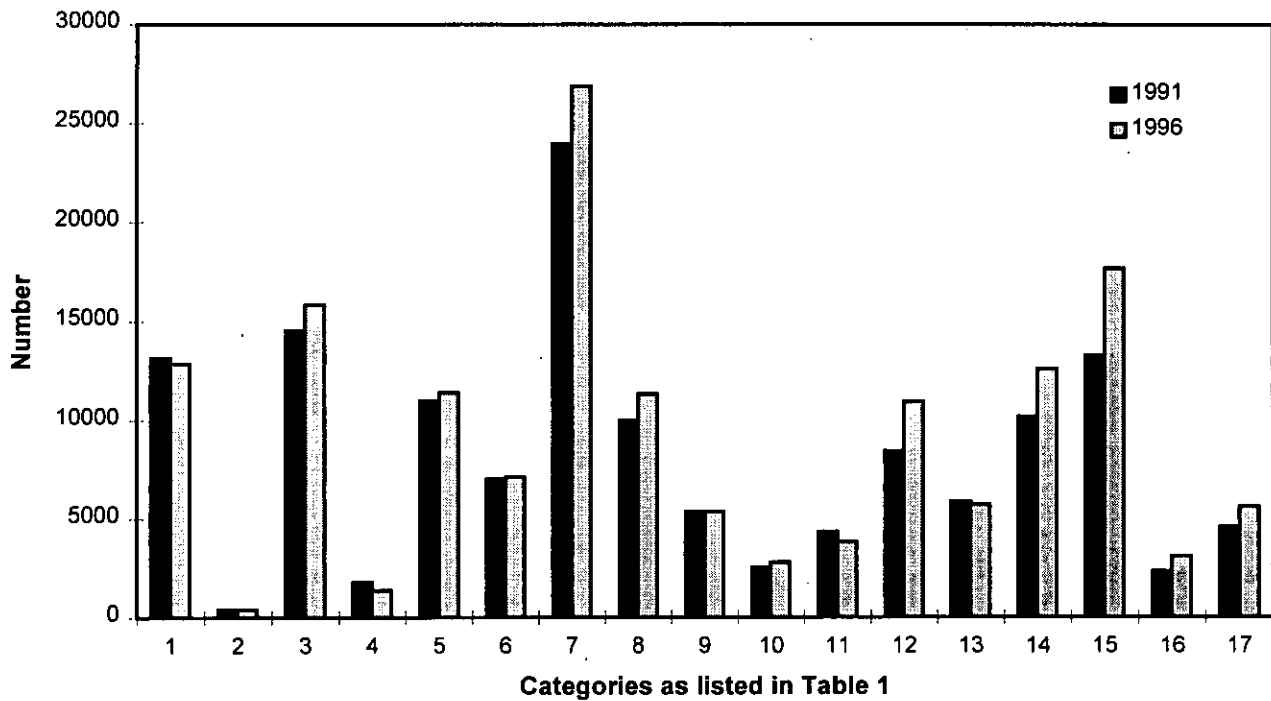
[www.seda.nsw.gov.au](http://www.seda.nsw.gov.au)

The Sustainable Energy Development Authority website.

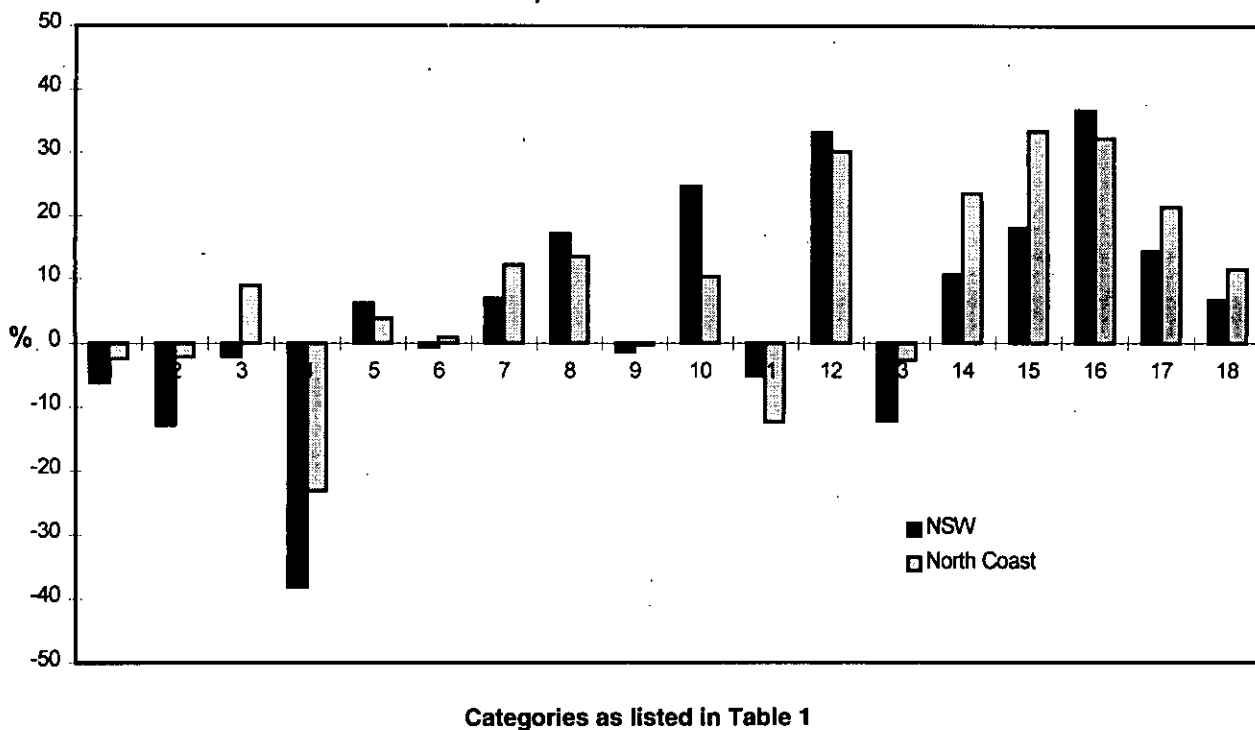
[www.slinsw.gov.au/liac](http://www.slinsw.gov.au/liac)

The Legal Information Access Centre (LIAC) website. LIAC offers a wide range of legal information and resources.

**Figure 1: Total North Coast Employment – 1991, 1996**



**Figure 2: Employment Growth (%) by Category for NSW and North Coast**



**Table 1: Employment Changes – New South Wales and North Coast Region 1986-1996**

Industry	New South Wales Employment (people)					North Coast Region Employment (people)				
	1986	1991	1996	Increase (%)		1986	1991	1996	Increase (%)	
				1986-91	1991-96				1986-91	1991-96
1. Agriculture, Forestry and Fishing	109 707	101 379	95 070	-7.6	-6.2	13 772	13 173	12 861	-4.4	-2.4
2. Mining	29 269	25 400	22 123	-13.2	-12.9	249	412	403	65.3	-2.1
3. Manufacturing	344 364	328 397	321 795	-4.6	-2.0	11 720	14 532	15 830	24.0	8.9
4. Electricity, Gas and Water Supply	47 620	36 607	22 640	-23.1	-38.2	1 461	1 769	1 360	21.1	-23.1
5. Construction	144 026	159 110	168 764	10.5	6.1	8 908	10 985	11 388	23.3	3.7
6. Wholesale Trade	138 912	165 922	165 004	19.4	-0.6	4 732	7 018	7 083	48.3	0.9
7. Retail Trade	302 613	329 328	352 054	8.8	6.9	19 928	23 956	26 884	20.2	12.2
8. Accommodation, Cafes and Restaurants	80 086	111 542	130 730	39.3	17.2	6 947	9 980	11 329	43.7	13.5
9. Transport and Storage	131 532	126 490	124 899	-3.8	-1.3	5 307	5 348	5 338	0.8	-0.2
10. Communication Services	49 825	44 539	55 542	-10.6	24.7	2 733	2 520	2 780	-7.8	10.3
11. Finance and Insurance	121 650	132 642	125 734	9.0	-5.2	3 712	4 342	3 805	17.0	-12.4
12. Property and Business Services	160 064	210 648	280 310	31.6	33.1	5 578	8 420	10 954	50.9	30.1
13. Government Administration and Defence	127 488	129 486	113 522	1.6	-12.3	5 871	5 831	5 677	-0.7	-2.6
14. Education	141 317	161 899	179 010	14.6	10.6	8 286	10 177	12 573	22.8	23.5
15. Health and Community Services	182 466	208 238	245 986	14.1	18.1	10 134	13 280	17 662	31.1	33.0
16. Cultural and Recreational Services	40 340	45 002	61 521	11.6	36.7	1 817	2 339	3 093	28.7	32.3
17. Personal and Other Services *	65 845	82 289	94 170	25.0	14.4	2 945	4 586	5 572	55.7	21.5
18. Non-classified economic units *										
Not stated										
<b>Total</b>	<b>2 217 124</b>	<b>2 398 916</b>	<b>2 558 875</b>	<b>8.2</b>	<b>6.7</b>	<b>114 098</b>	<b>138 668</b>	<b>154 593</b>	<b>21.5</b>	<b>11.5</b>

**Notes:** The Industry classification has undergone a major review since the 1991 Census. This broad level table should be used as an indicator only. The Australian Bureau of Statistics Classifications and Standards Section can provide users with an SIC and ANZSIC concordance file to assist with comparison of the Industry Classifications at a more detailed level. Economic growth is 6.7%.

North Coast comprises Richmond-Tweed and Mid-North Coast Statistical Divisions. Greater Taree LGA and Lord Howe Island are included.

Data for 1986 and 1991 differs from previously published data due to the exclusion of overseas visitors.

\* These categories have been apportioned to categories based on probability.

**Source:** Australian Bureau of Statistics 1998, unpublished 1996 Census Time Series Community Profile, Table T15 from Cdata96 (CD-ROM). Compiled by Demographic Unit, Department of Urban Affairs and Planning, July 1998.

# North Coast economy healthy

## Employment profile of the North Coast Region 1991-1996

**T**he Department of Urban Affairs and Planning has analysed employment growth on the North Coast for two census periods (1986-1991 and 1991-1996). Total employment levels were compared and employment classified into 17 industry categories.

The aim of the analysis is to identify where the region's economic strengths are. These should be taken into account when planning for the region's future needs and to protect and capitalise these strengths.

The results of these analyses are shown in Table 1 and Figure 1.

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***The analyses ... indicate that North Coast employment totals continue to fare better than in NSW as a whole ...***

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Comparisons are made on employment levels for NSW as a whole for each category (Table 1 and Figure 2).

## Results and discussion

The analyses of 1991-1996 employment figures for NSW and the North Coast Region indicate that North Coast employment totals continue to fare better than in NSW as a whole, with 11.5% employment growth in the region compared with 6.7% for NSW.

At the regional level this figure reflects an increase in employment from 138 668 to 154 593 (Table 1 and Figure 1).

## North Coast employment: main industries

"Retail Trade" was the biggest employer, followed by "Health and Community Services" and "Manufacturing". "Agriculture, Forestry and Fishing" was still an important employer (fourth largest), similar in importance to "Education".

Primary industries have traditionally been an important component of the regional economy. This is reflected in the relative importance of "Electricity, Gas and Water", "Mining", "Agriculture, Forestry and Fishing", and "Wholesale Trade" (Figure 1). While there was a reduction overall in regional employment in these categories, the employment loss was less than for the same categories State wide.

Tourism is represented by the categories of "Accommodation, Cafes and Restaurants" and, to a lesser extent, "Cultural and Recreational Services". Both categories grew less in the region than for NSW as a whole (Table 1; Figure 2) and were of only moderate importance to the regional economy in terms of employment levels (Figure 1).

## Changes in importance of industries for employment

Tourism related industries have grown more slowly between 1991-1996 than between 1986-1991 (13.5% and 43.7% respectively for "Accommodation, Cafes and Restaurants").

The greater employment growth at the State than regional levels in tourism related categories, in combination with an increase in employment in the region compared to the State for "Manufacturing" is something of a surprise. The potential economic importance to the

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***Much of the regional employment growth was in industries directly related to population growth.***

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region of tourism may be less than has previously been thought.

Much of the regional employment growth was in industries directly related to population growth. These categories were "Retail Trade", "Health and Community Services" and "Education". Exceptions were "Government Administration and Defence", which employed fewer people in 1996 than in 1991, and "Construction" which grew by only 3.7% (403 people) during the same period.

Not all categories increased their regional levels of employment. The greatest percentage losses were in "Electricity, Gas and Water" (-23.1%), and "Finance and Insurance" (-12.4%) (Table 1, Figure 2). Both of these categories reversed the positive growth for the 1986-1991 intercensal period.

## Comparison of employment on North Coast with NSW

North Coast employment differs from the State levels for both the importance of particular categories, and in terms of absolute importance.

The categories with the highest employment levels for NSW were (in decreasing order of importance) "Retail Trade", "Manufacturing", "Property and Business Services", "Health and Community Services", and "Education" (Table 1).

The differences appear to reflect the difference between a regional versus

*continued back page*



# Here comes the sun – energy efficient houses

**D**espite the knowledge available, many new buildings are not energy efficient.

## Development Control Plans

Council planners can prepare a development control plan (DCP) that requires a specific level of energy efficiency in new buildings.

For example, the DCP can rate: building orientation, window exposure to winter sun, material used in floor construction, skylights, colour/materials of roof, shade trees and their location to the building, ventilation, insulation, hot water service, and use of solar water heating or solar electricity production.

The Sustainable Energy Development Authority (SEDA) can assist councils to develop an energy efficient housing policy. SEDA has model codes that councils can adopt or adapt for their own DCPs.

Max Mosher, SEDA Information Officer says "the Energy Smart Homes Policy means we are getting rid of the bad performers before the building starts."

SEDA's codes show how to carry out a site analysis and maximise solar access. Separate codes are available that show how to achieve energy efficiency (and comply with the codes) in subdivision design, urban design and landscaping, single dwellings, alterations and additions, medium density and attached dwellings, multi-unit residential buildings and private landscaping.

SEDA score cards are filled out, to test a proposal against the nationally accredited house energy rating scheme (NatHERS). A 3.5 star rating is generally the goal.

Tweed Shire, Nymboida Shire and Coffs Harbour City Councils are in SEDA's program and are preparing development control plans.

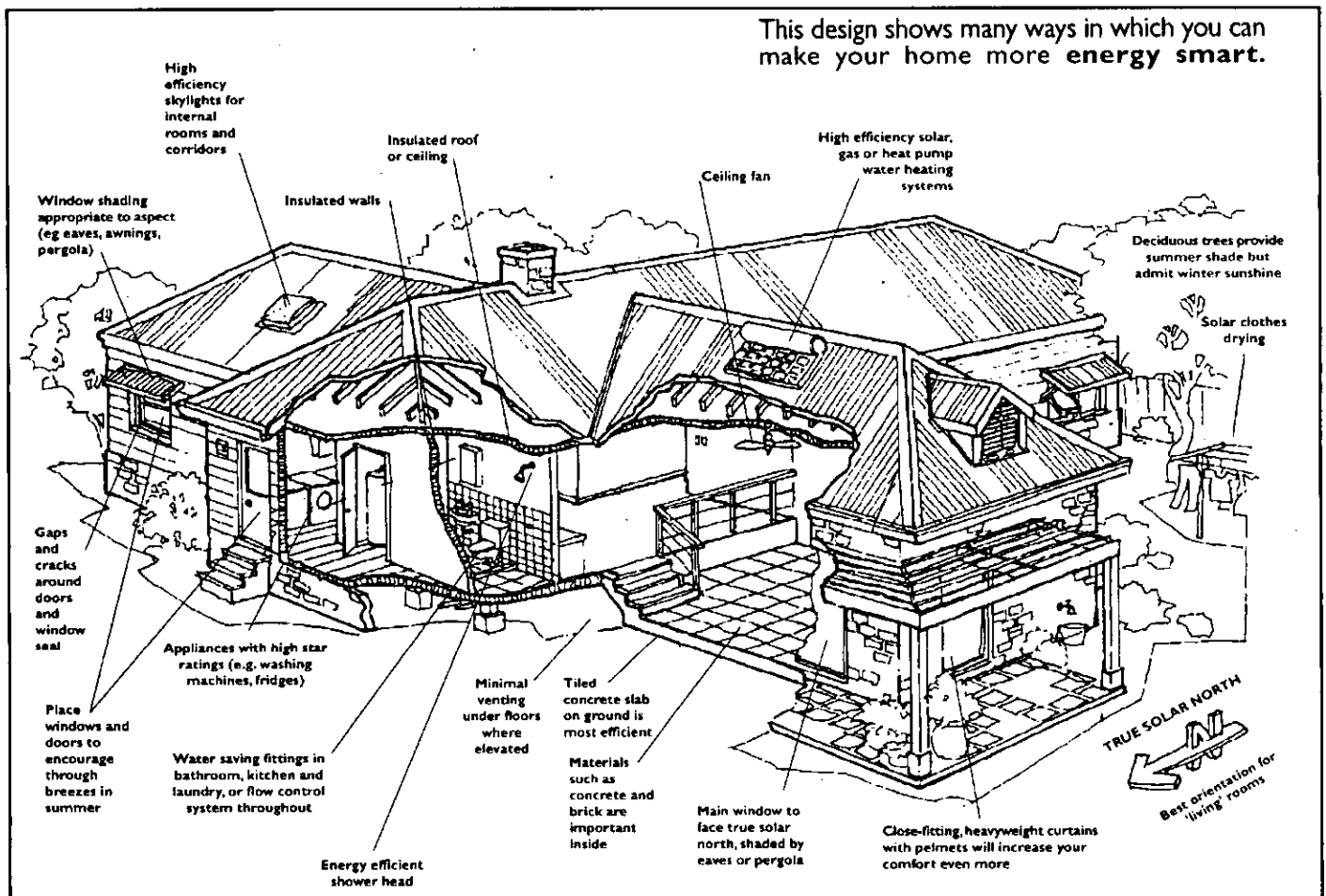
As an interim policy, Tweed Shire Council requires a SEDA score card to accompany development applications. It is not yet compulsory that applicants achieve a 3.5 star energy rating, however the Council encourages applicants in energy efficient design.

Depending on the results of the trial, the Council hopes to introduce a DCP in six to 12 months where a 3.5 star energy rating will be compulsory.

SEDA runs training in the Northern Region for Council staff, land developers, designers, and product developers.

For more information about Energy Efficient Housing contact:

**Max Mosher, Information Officer**  
SEDA – Sustainable Energy Development Authority  
Phone: (02) 9319 0022  
Email: [seda@seda.nsw.gov.au](mailto:seda@seda.nsw.gov.au)  
Website: [www.seda.nsw.gov.au](http://www.seda.nsw.gov.au)



The Energy Smart Home. (Source: Sustainable Energy Development Authority)

## New Teams

In responding to the Regional Planning Division strategic objectives, the Grafton office has divided planners into two teams. One team will deal with statutory matters and the other team will handle strategic planning.

The statutory team will continue to deal with local environmental plans, some development applications, land release strategies, enquiries and consultative matters.

The strategic team has a number of priority projects. Top of the list is to

## **'Some of the strategic work coming out of the Grafton office is very innovative.'**

*Trevor Prior*

review existing regional planning policies for the North Coast to develop a new Regional Policy Framework.

Other projects include developing ESD guidelines, completing the Clarence Valley Joint (Strategic

Planning Exercise, and preparation of guidelines for urban release strategies.

Senior Planner Greg Yeates will lead the strategic team, while Assistant Director Malcolm Imrie is responsible for the statutory team.

"Some of the strategic work coming out of the Grafton office is very innovative, such as the Rural Settlement Guidelines and the recent Pacific Highway policy," said Mr Prior.

"Concentrating a planning team on this type of work will allow us to focus on specific strategic projects while ensuring statutory work is completed on time."

# Approval not possible after the event

**R**ecently the Department has been asked to concur with development applications that have involved development that has already occurred.

The first was a request for concurrence for a development application made under State Environmental Planning Policy (SEPP) No 1 to permit the construction of a dwelling on a lot below the minimum standard, and where the dwelling in question had already been built.

The second was a request to retrospectively grant concurrence to clearing and filling within a State Environmental Planning Policy No 14 wetland where the clearing and filling had already occurred.

The Department received legal advice that approval, and therefore any concurrence, for development must be given beforehand. This is because the language of the Act and SEPP No 14 is prospective; it talks about development that is yet to occur. It clearly indicates that where consent is required, a person shall not carry out development without having first obtained that consent from the appropriate consent authority.

The definition of a development application in the Environmental

Planning and Assessment Act (EP & A Act) 1979 is also in prospective terms indicating that the development, the subject of the application, is yet to occur.

The question of retrospective building approvals and development consents has also been considered by the Land and Environment Court. Cases have been heard both in respect to building approvals under the Local Government Act 1919 and 1993 and development consents under the Environmental Planning and Assessment Amendment Act 1979.

In all cases the applicant was seeking the Court's consent for development that had already occurred. Those decisions make it clear that development consent or building approval cannot be given for building work that has already been

undertaken. Nor can an application for a modification of consent be approved where that modification of building work referred to in the application has already been constructed.

In the most recent of the cases, *Herbert v Warringah Council* (LEC 10496/97, 3 December, 1997, unreported) Sheahan J referred to previous decisions of the Court and held that former section 102 (now 96) of the EP & A Act requires approval of works prospectively and cannot be used to amend a consent where the works referred to in the application have already been carried out.

In accepting the legal advice, the Department will not be able to consider development applications for post facto development, i.e. development that has already occurred.

**Contributions to this issue by:** Claire Aman, Stephanie Ring, Di Yeates, Greg Yeates and Elizabeth Yeoman.

**Editorial and Design:** Roy Hayward and Liz Williams

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*P. Hamilton*  
*Nov 1998*

# **OUTLINE OF NEW SOUTH WALES COMMUNITY HOUSING STANDARDS AND ACCREDITATION SYSTEM**



**Department of Urban Affairs and Planning  
New South Wales Government**

**November 1998**

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## **DEPARTMENT OF URBAN AFFAIRS AND PLANNING**

### **Office of Community Housing**

#### **PURPOSE**

The New South Wales community housing standards and accreditation system aims to:

- promote tenants' rights and choices, by providing tenants with information about what a quality community housing service should provide;
- assist community housing organisations to continuously improve by promoting innovative and best practice standards;
- demonstrate to government and the community the value and outcomes of community housing; and
- increase the profile and legitimacy of community housing as an alternate social housing provider.

#### **CURRENT SITUATION**

The Director-General, Department of Urban Affairs and Planning, endorsed the establishment of a standards and accreditation system for New South Wales (NSW) community housing providers. The Director-General endorsed national community housing standards as the basis of the NSW standards and accreditation system.

In December 1996, the Office of Community Housing funded a project to develop, pilot and recommend an accreditation system for community housing providers in NSW that is based on a continuous quality improvement model. In recognition of the need to develop the accreditation system in collaboration with the community housing sector a Steering Committee comprising government and non-government stakeholders oversaw the project. The project was also linked to a Commonwealth sponsored study to develop national standards.

#### **Standards**

The standards are broad statements about what is good practice for a community housing provider. The standards deal with:

- Tenancy Management;
- Asset Management;
- Tenant Rights and Participation;
- Working with the Community;
- Organisational Management;
- Evaluation, Planning and Service Development; and
- Human Resource Management.

For each standard there is a list of indicators expressed as questions that aim to define what an organisation needs to do to meet the standard. Accompanying many of the indicators are further explanations that aim to assist organisations understand what good practice might involve.

## **Accreditation Process**

The standards are for use in an accreditation system. Accreditation provides organisations with an external process for certifying that they are meeting the standards. The accreditation process can involve up to four stages.

### **1. SELF EVALUATION**

All organisations that seek accreditation must undertake a self-evaluation. During the self evaluation phase, organisations will review their service against every applicable standard and indicator. The self evaluation comprises five main activities. These are:

- a self study report;
- feedback from tenants;
- feedback from other organisations and stakeholders;
- tenant file and property record audit; and
- pre-evaluation questionnaire.

### **2. POST SELF EVALUATION CONSULTATION AND DEVELOPMENT OF A QUALITY IMPROVEMENT PLAN**

This is an optional step for those community housing organisations that do not wish to move immediately from self evaluation to external evaluation. An evaluator would read the self-evaluation materials and visit the organisation to assist the organisation evaluate performance in essential areas, provide advice on how practice can improve and help the organisation plan strategies for change.

The evaluator will record the results of the visit in a report to the organisation. This will assist the organisation:

- to develop and implement a quality improvement plan;
- to maintain its commitment and motivation to improve services; and
- ultimately to seek accreditation.

### **3. IMPLEMENTATION OF A QUALITY IMPROVEMENT PLAN**

This phase acknowledges that organisations that decide to develop a quality improvement plan will need time to implement the plan. The duration of this phase will depend on the number of areas that require change and the resources of the organisation.

#### 4. ACCREDITATION EVALUATION

The accreditation evaluation is an external evaluation. A team comprising an evaluator from the Accreditation Unit and a peer evaluator, with day-to-day experience in the particular community housing provider type, undertakes the evaluation. For example, a peer evaluator for an accreditation evaluation of a co-operative will have experience within the co-operative sector.

The accreditation evaluation will involve:

- meeting with staff and Board members;
- meeting with tenants and other organisations;
- review of tenant files and property records;
- site inspection; and
- document inspection.

At the conclusion of this process, the evaluation team will discuss the organisation's performance against the standards, agree on recommendations and suggest strategies for implementation. The evaluation team will score the organisation's performance against each indicator. A draft evaluation report containing this information will be given to the organisation for consideration, together with an opportunity to discuss and agree on any changes with the evaluators.

The Accreditation Committee working group responsible for determining the accreditation status of agencies will receive a final evaluation report and determine the organisation's accreditation status. Options for accreditation status are:

*Full accreditation* (to apply for 3 years)-, where at least 65% of all applicable standards have been met or surpassed, providing there are no serious breaches deemed to jeopardise the welfare of clients and/or staff or place the organisation in financial jeopardy.

*Partial accreditation* (to apply for 1 year)- where at least 50% of all applicable standards have been met or surpassed, providing there are no serious breaches deemed to jeopardise the welfare of clients and/or staff or place the organisation in financial jeopardy.

*Not accredited*- where fewer than 50% of all applicable standards have been met or surpassed, and/or there are serious breaches deemed to jeopardise the welfare of clients and/or staff or place the organisation in financial jeopardy.

#### MANAGEMENT OF THE ACCREDITATION SYSTEM

##### **Accreditation Committee**

An Accreditation Committee, comprising government and non-government stakeholders, will oversee the strategic development of the accreditation system. The Committee will operate for twelve months to progress the initial establishment of the standards and

accreditation system, after which time the terms of reference will be reviewed to take into account an accreditation system that is fully operational.

The Committee will:

- assist the Office of Community Housing develop a work plan for implementing the accreditation system for community housing;
- provide advice on training to support the implementation of the system;
- appoint a sub-committee to consider accreditation reports and determine the accreditation status of agencies; and
- monitor and assess the conduct of the accreditation system and contribute to its further refinement and development.

### **Accreditation Unit**

An Accreditation Unit located within the Office of Community Housing will undertake the work of accreditation. The Unit will:

- promote the accreditation system within New South Wales;
- run training programs on the standards and accreditation process;
- train, support and supervise peer evaluators;
- co-ordinate and organise all aspects of the accreditation process;
- act as quality improvement consultants to organisations and as evaluation team co-ordinators;
- design and promote tools to assist organisations in quality improvement; and
- liaise with other accreditation systems, as appropriate.

### **TIMETABLE**

Advertisements calling for expressions of interest for the Accreditation Unit positions and Accreditation Committee membership will appear in the press on 14 November 1998. The closing date for the Accreditation Unit positions is 27 November 1998 and the closing date for the Accreditation Committee positions is 4 December 1998. Interviews for these positions are due to occur in December 1998.

The Director General, Department of Urban Affairs and Planning, will notify successful applicants for the Accreditation Unit and the Accreditation Committee in January 1999. At this time, the Accreditation Committee and the Office of Community Housing will work closely with the Accreditation Unit to develop a work plan that permits for an operational Accreditation Unit and Accreditation Committee in February 1999.



[illegible]

**2. An understanding of, and a commitment to the objectives of social housing.**

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**3. Demonstrated experience in working on committees that comprise diverse and broad ranging interests.**

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**4. A preparedness to meet once a month, if necessary**

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**5. A good understanding of community sector management, particularly as it relates to small community organisations**

[illegible]

**Only if you are applying to represent community housing tenants interests, address selection criteria 6. (Do not address 7, 8, 9)**

**Only if you are applying to represent service provider interests, address selection criteria 7 and 8. (Do not address 6, 9)**

**Only if you are applying to represent a particular area of relevant expertise, address selection criteria 9. ( Do not address 6, 7, 8)**

**6. Direct experience of community housing tenancy or advocacy of community housing tenants' interests**

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**7. Demonstrated experience in community housing sector development**

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**8. Demonstrated experience in representing the perspective of community housing providers**

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**9. Demonstrated experience in one or more of the following areas: asset management, training, change management, financial management and quality assurance or quality improvement processes**

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**Please provide the names of two current referees and their day time telephone contact number.**

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*P. Hamilton*  
*Nov 1998*

## ACCREDITATION COMMITTEE

### GUIDELINES

#### Introduction

The Accreditation Committee (the Committee) is to oversee the strategic development of the NSW community housing standards and accreditation system. The Committee will operate for twelve months to progress the initial establishment of the standards and accreditation system, after which time the terms of reference will be reviewed to take into account an accreditation system that is fully operational.

#### Terms of Reference

The Committee will:

- Assist the Office of Community Housing develop a work plan for implementing the accreditation system for community housing;
- Provide advice on training to support the implementation of the system;
- Appoint a sub-committee to consider accreditation reports and determine the accreditation status of agencies; and
- Monitor and assess the conduct of the accreditation system and contribute to its further refinement and development.

#### Membership of the Committee

To oversee the strategic development of the NSW community housing standards and accreditation system, the Committee shall comprise people appointed on the basis of specific expertise, people with expertise in the community housing sector and people with expertise in the Office of Community Housing.

All members will require:

- An understanding of and commitment to quality improvement processes
- An understanding of, and a commitment to the objectives of social housing
- Demonstrated experience in working on committees that comprise diverse and broad-ranging interests
- A preparedness to meet once a month, if necessary
- A good understanding of community sector management, particularly as it relates to small community organisations

The Committee will have seven members, including a chairperson, comprising:

- Two persons capable of representing community housing service provider interests;
- Two persons with expertise in one or more of the following areas:
  - asset management
  - training
  - change management
  - financial management
  - quality assurance and quality improvement processes

- Two persons from the Office of Community Housing, with one person representing management and the other person representing the operational area; and
- One person capable of representing community housing tenants interests.

A pool of 'reserve' members shall exist, which will permit the filling of any casual vacancies.

The Committee is to include at least one member who is familiar with the issues community housing providers face in non-metropolitan New South Wales.

The Director-General, Department of Urban Affairs and Planning, shall appoint the Chairperson of the Committee. The selection of the Chair will be from the two expert positions, to provide independence from any one stakeholder.

### **Resourcing the Committee**

The Accreditation Unit, located within the Office of Community Housing, will arrange meetings, take minutes and deal with correspondence on behalf of the Committee. These officers are public servants and are responsible for their work to the Office of Community Housing.

### **Appointing the Committee**

Expressions of interest for the Committee membership will arise in response to advertisements in the press and relevant industry journals.

A panel consisting of the NSW Council of Social Services, RPR Organisational Consultants (that undertook the development of the NSW standards and accreditation system for the Office of Community Housing) and the Office of Community Housing will assess the expressions of interest in relation to criteria based on the required skills and expertise for each category of membership. The panel will make recommendations to the Director-General, who will appoint persons to the Accreditation Committee.

### **Workload**

The *maximum* level of contribution will be one half-day per month. The Committee will also establish working parties to examine specific issues, such as a sub-committee to consider accreditation reports and determine the accreditation status of agencies. This type of working party may meet through teleconference, although it is unlikely that such a working party will commence operations until 1999/2000.

### **Payment of Committee members**

Members will be entitled to reimbursement for out-of-pocket expenses associated with meeting attendance such as travel costs and parking fees. Sitting fees will not be payable to members of the Committee.