

# Becoming a Registered Provider under the *Housing Act 2003*

The *Housing Act 2003* (the Act) establishes a system of registration for organisations funded by the Department of Communities (Housing and Homelessness Services) (the department) to provide housing and housing related services.

Once an organisation is registered, it is known as a 'registered provider'. Registration links an organisation to the Act and means:

- a registered provider must meet certain obligations outlined in the Act
- the department can use certain powers and remedies in the Act to enforce compliance with obligations
- a registered provider can be given assistance (such as funding or property) under the Act to enable it to provide a housing service, and
- once an organisation is registered and has been given assistance to provide a housing service, it must meet the prescribed requirements in the *Housing Regulation 2003* (the Regulation).

The Housing Act and Regulation are intended to ensure good outcomes for tenants and clients of funded organisations. The Regulation represents the level of service delivery, management and accountability that the community in general, and clients in particular, would expect of an agency using public funds to provide a service.

There are already 324 registered providers in Queensland. Given this large number, the department encourages organisations considering registration under the Act to also consider how they may be able to partner in service delivery with an existing registered provider.

A list of all registered legal entities in Queensland is available at [http://www.housing.qld.gov.au/programs/pdf/registered\\_housing\\_providers.pdf](http://www.housing.qld.gov.au/programs/pdf/registered_housing_providers.pdf)

## **What are the 'prescribed requirements'?**

The Regulation sets out a series of requirements relating to the provision of funded services by registered providers. These requirements relate to issues such as:

- how a registered provider conducts its operations, including its financial management and accountability, and corporate governance
- how a registered provider delivers its services to clients including its policies and procedures in relation to allocation, referrals and client access to the service, and
- other matters such as rent assessment and collection, tenancy management and property management.

Organisations considering applying for registration and seeking funding from the department, are encouraged to become familiar with the requirements outlined in the Act and Regulation.

## **Who can become registered under the Act?**

The Act allows the following types of entities to become registered:

- non-profit corporations
- local governments, and
- an entity, or an entity of a type, prescribed under a regulation.

## How to apply for registration

- Organisations should contact the department to discuss the application process to become a registered provider. An organisation that is eligible to apply for registration must do so using the department's Application for Registration form.
- The department will assess your application and, provided that your organisation has submitted the required information, you will receive a response within 28 days of submitting the application.
- Before making a decision about a registration, the department will consider:
  - the housing service provided, or proposed to be provided
  - the need for the service
  - the organisation's record of financial management, and
  - how the organisation conducts, or proposes to conduct, its operations.
- If you are unhappy with the outcome, you may appeal the process by contacting the department's Appeals and Review Unit on 1300 364 560.

## Which organisations must meet the prescribed requirements in the Housing Regulation?

An organisation must comply with the prescribed requirements in the Regulation once:

- a) it is registered
- b) it has received assistance from the department
- c) the assistance is given under Part 4 of the *Housing Act 2003*, and
- d) the assistance is for the provision of housing services.

All of these criteria must be satisfied for the organisation to be subject to the prescribed requirements in the Regulation. Once a registered provider has been given assistance and has entered into an assistance agreement, it will be subject to the prescribed requirements in the Regulation.

## Where can I find more information about the Act?

The Act and the Regulation can be viewed at the following internet sites:

*Housing Act 2003*

<http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2003/03AC052.pdf>

*Housing Regulation 2003*

<http://www.legislation.qld.gov.au/LEGISLTN/SLS/2003/03SL333.pdf>

## Need more information?

Contact: Community and Public Housing  
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