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because housing matters

NRSCH Q & A

Timelines of registration

Once the Eligibility and Tier Form (ETF) application is submitted, what happens then?

The analyst assesses the information submitted in the ETF to determine the community housing providers' eligibility and provisional tier. The assessment process takes two weeks following which the analyst will contact the provider regarding their provisional tiering level and make available the applicable Application for Registration through CHRIS. Depending on the type and amount of information submitted by the provider, the primary analyst assigned to the provider may be in contact with the provider during this two week time period.

Source: QLD Registrar's office 22 April 2014

Once the Application for Registration is submitted, what happens then?

Once the Application for Registration is submitted in CHRIS, the analyst undertakes an evidence gap analysis. This gap analysis will usually take no longer than two weeks. Upon completion of this gap analysis, a provider may receive an email and phone call from their analyst requesting further information be submitted.

Once the analyst is confident they have received a complete submission, the analyst will begin assessing the application for registration. An analyst will spend four weeks undertaking the analysis and determining whether or not a provider has the capacity to comply. An analyst may provide recommendations to assist the provider to comply prior to their first scheduled compliance return. These recommendations will be included in a draft determination sent to providers, and providers will have the opportunity to comment on the draft determination prior to this determination being finalised.

The provider may accept the recommendations or ask for additional detail on the recommendations. After this, the Registrar will make a final registration decision, which may be subject to appeal by the provider.

Providers will be offered 14 days to respond to the draft determination before the process is complete. In some cases, additional time may be provided for the provider to provide additional evidence to support their capacity to comply.

Source: QLD Registrar's office 22 April 2014



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Can organisations ask for an extension beyond the six week ‘Application For Registration’ period?

Providers are expected to complete their applications within the six week timeframe. However, in exceptional circumstances, eg prolonged absence of the key staff member, an extension may be considered. If a provider wishes to request an extension, this extension request must be made in writing using the email address registrar@housing.qld.gov.au. The Registrar will make a determination to approve or reject an extension request dependent on each individual situation.

Source: QLD Registrar’s office 22 April 2014