National Aboriginal Wellbeing Conference

The Future of Our Dreaming

Spirit Dreaming
training & education

WADDI HOUSING
and Advancement Corporation Ltd

NATIONAL REGULATORY SYSTEM
COMMUNITY HOUSING

NRSCH Registration

REGISTRAR
COMMUNITY HOUSING

New South Wales
Local Scheme

Spirit
Dreaming

SPIRIT DREAMING GOVERNANCE and COMPLIANCE

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NRSCH Registration

WHAT IS IT

Fire in the Hole

WHAT IS IT

A well governed, well managed and viable community housing sector that meets the housing needs of tenants and provides assurance for Government and Investors

WHAT IS IT

A well governed, well managed and viable community housing sector that meets the housing needs of tenants and provides assurance for Government and Investors

A system of registration, monitoring and regulation of entities that provide community housing

No significant and ongoing or repeated failure

WHAT IS IT

“WHITE PRIVILEGED GOVERNEMENT PEOPLE

SITTING IN IVORY TOWERS IN THE BIG CITIES

USING BIG LONG WORDS NO-ONE UNDERSTANDS

TELLING BLACK FELLAS HOW TO LIVE THEIR LIVES

AND DESIGNED TO KEEP THE BLACK FELLAS IN THEIR PLACE”

Reg from Cairns

WHAT IS IT

A well governed, well managed and viable community housing sector that meets the housing needs of tenants and provides assurance for Government and Investors

A system of registration, monitoring and regulation of entities that provide community housing

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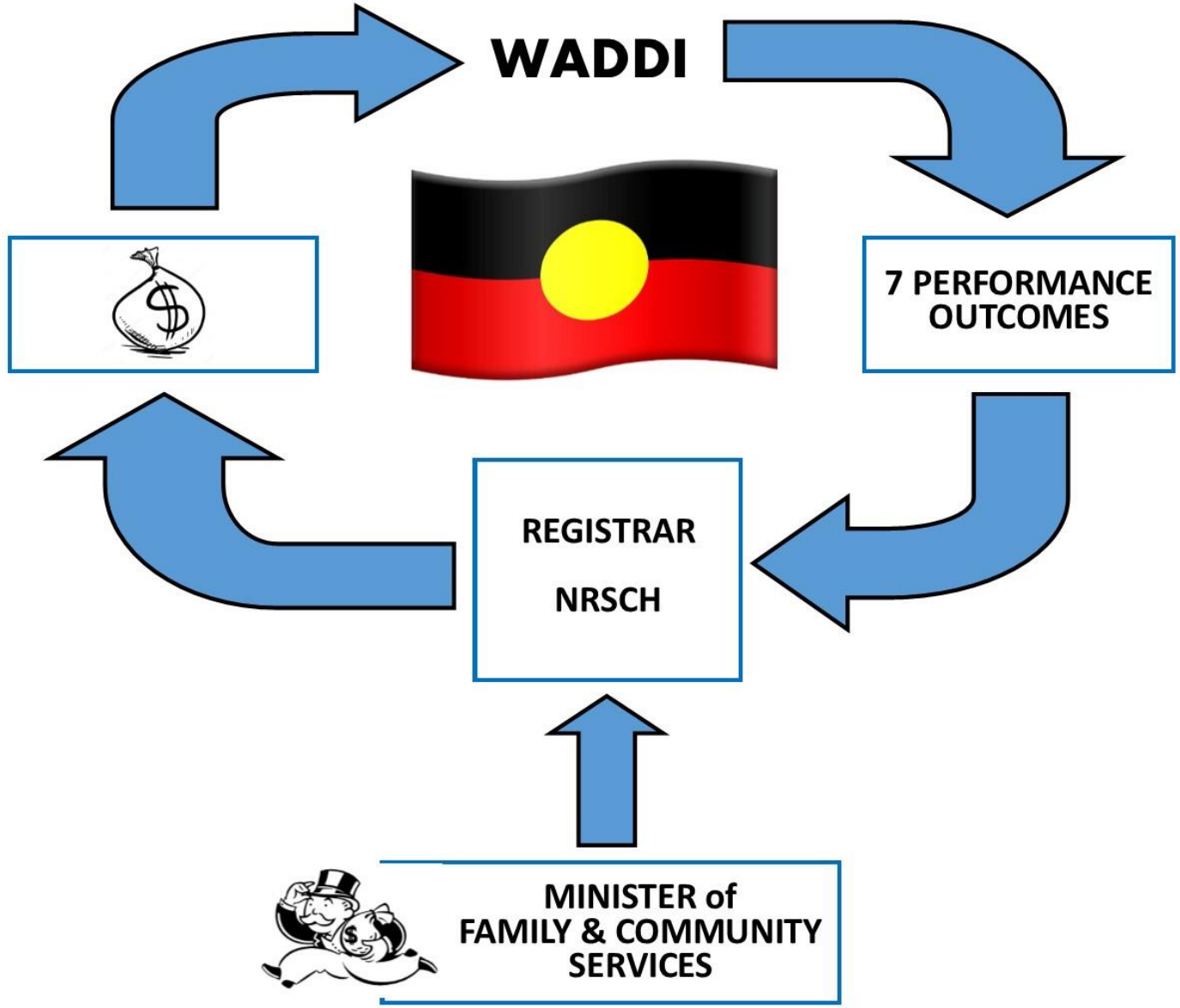
WHAT IS IT

Waddi people looking after Waddi people

A system of registration, monitoring and regulation of entities that provide community housing

No significant and ongoing or repeated failure

WHO ARE THE MAIN **PLAYERS**



WHY **YOU** WANT IT

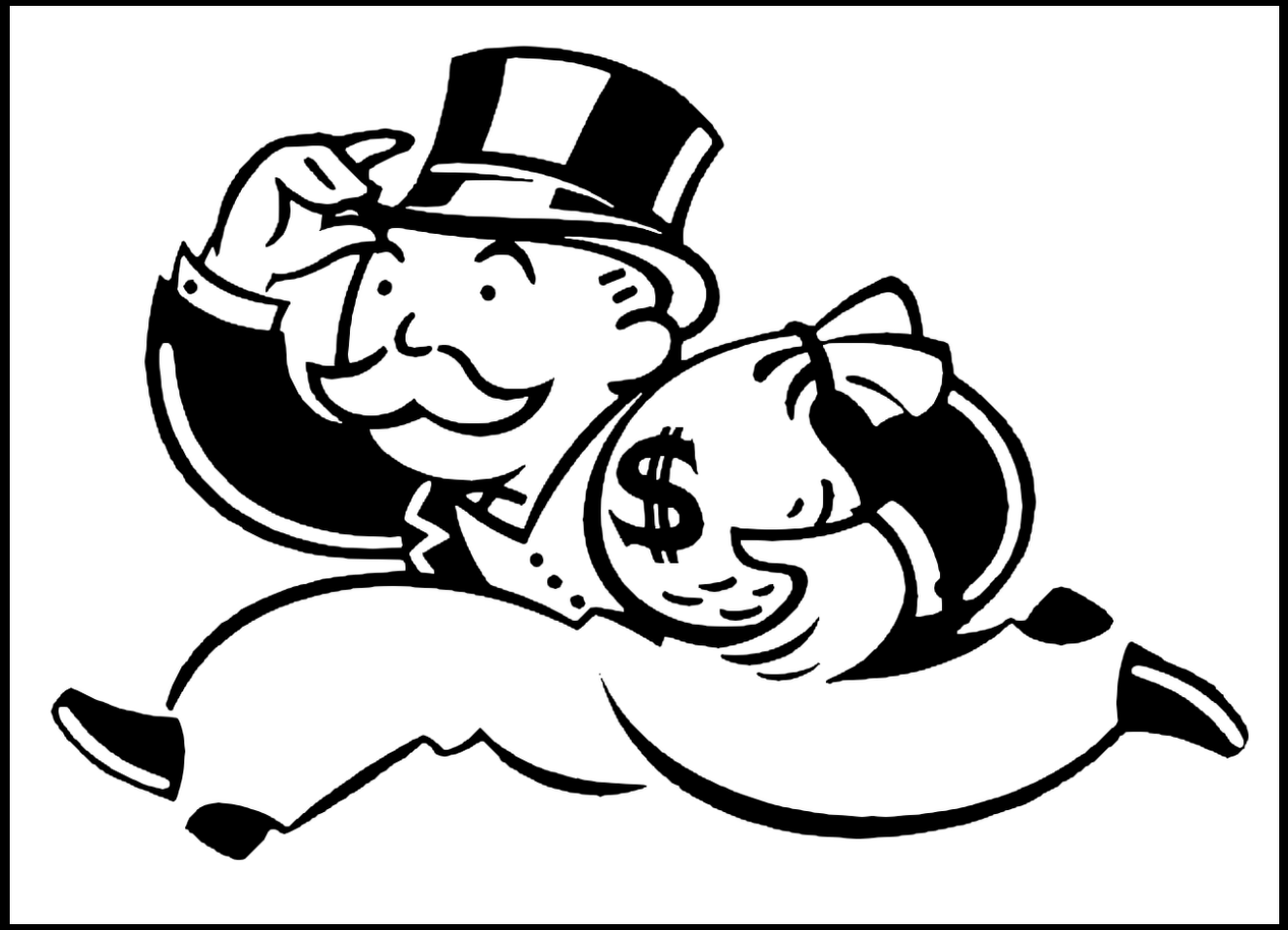
There is no legal obligation for organisations to be registered under the NSWLS.
However, under section 15 (3) of the Act:

1. assistance in the form of housing, land or funding is not to be given to a community housing provider unless the provider is registered under the NRSCH or NSWLS, and

2. assistance may be withdrawn from a community housing provider that ceases to be registered.

WHY **YOU** WANT IT

WHY **THEY** WANT IT



Reg from Cairns

WHY **THEY** WANT IT

Capacity Building
and
Risk Management

WHY **THEY** WANT IT

Capacity Building

and

Risk Management

WHY **THEY** WANT IT

Capacity Building
and
Risk Management

WHY **THEY** WANT IT

endanger

put at risk

expose to danger

put on the line

take a chance with

put in jeopardy

gamble with

HOW IS THIS **RISK** GOING TO BE MANAGED

1. New South Wales Local Scheme (NSWLS)

2. **National Regulatory System for Community Housing (NRSCH)**

3. **Waddi people looking after Waddi people**

HOW IS THIS **RISK** GOING TO BE MANAGED

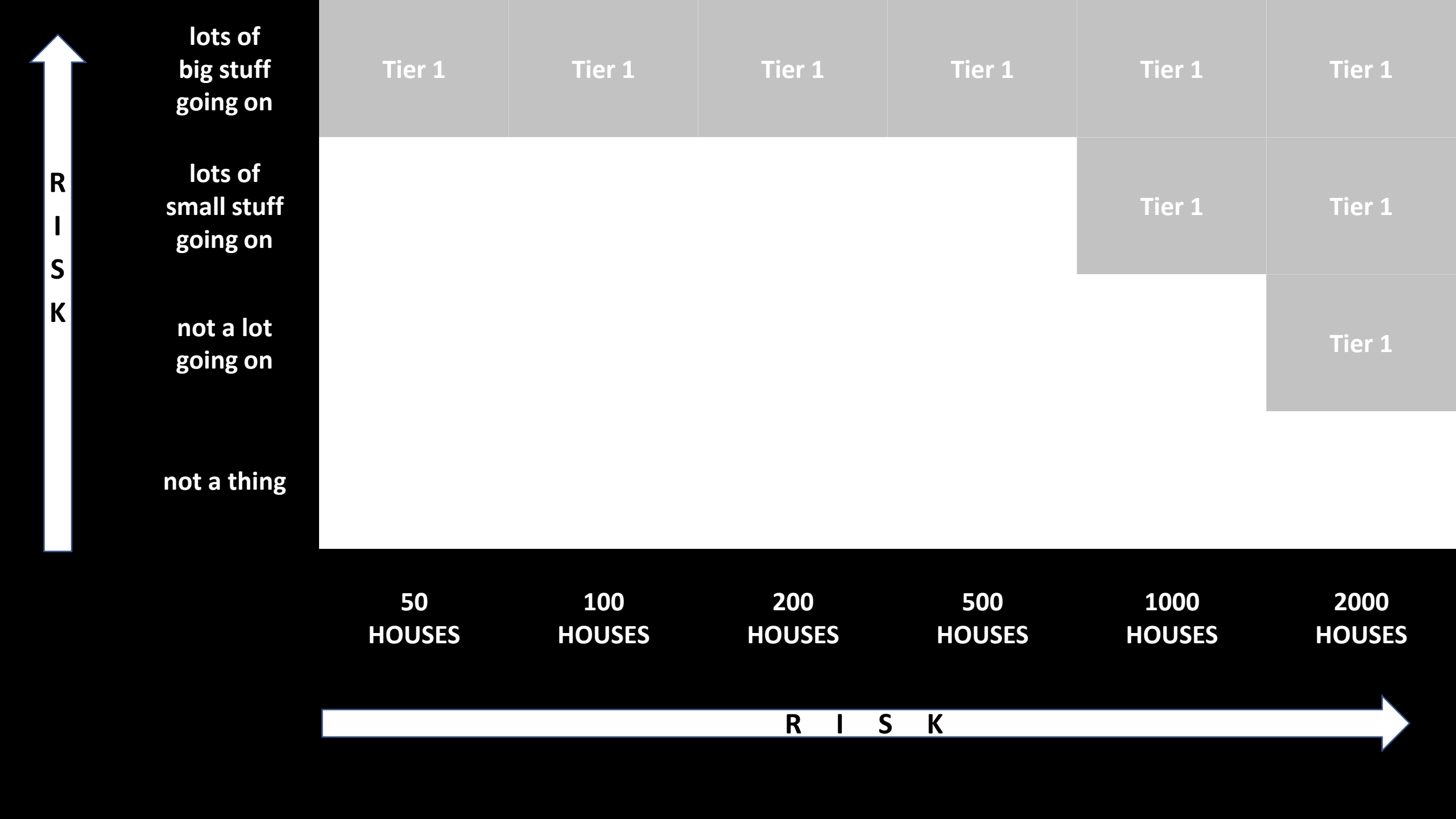
Main Points

2. **National Regulatory System for Community Housing (NRSCH)**

HOW IS THIS **RISK** GOING TO BE MANAGED

For more information

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


RISK
lots of big stuff going on
lots of small stuff going on
not a lot going on
not a thing
Tier 1
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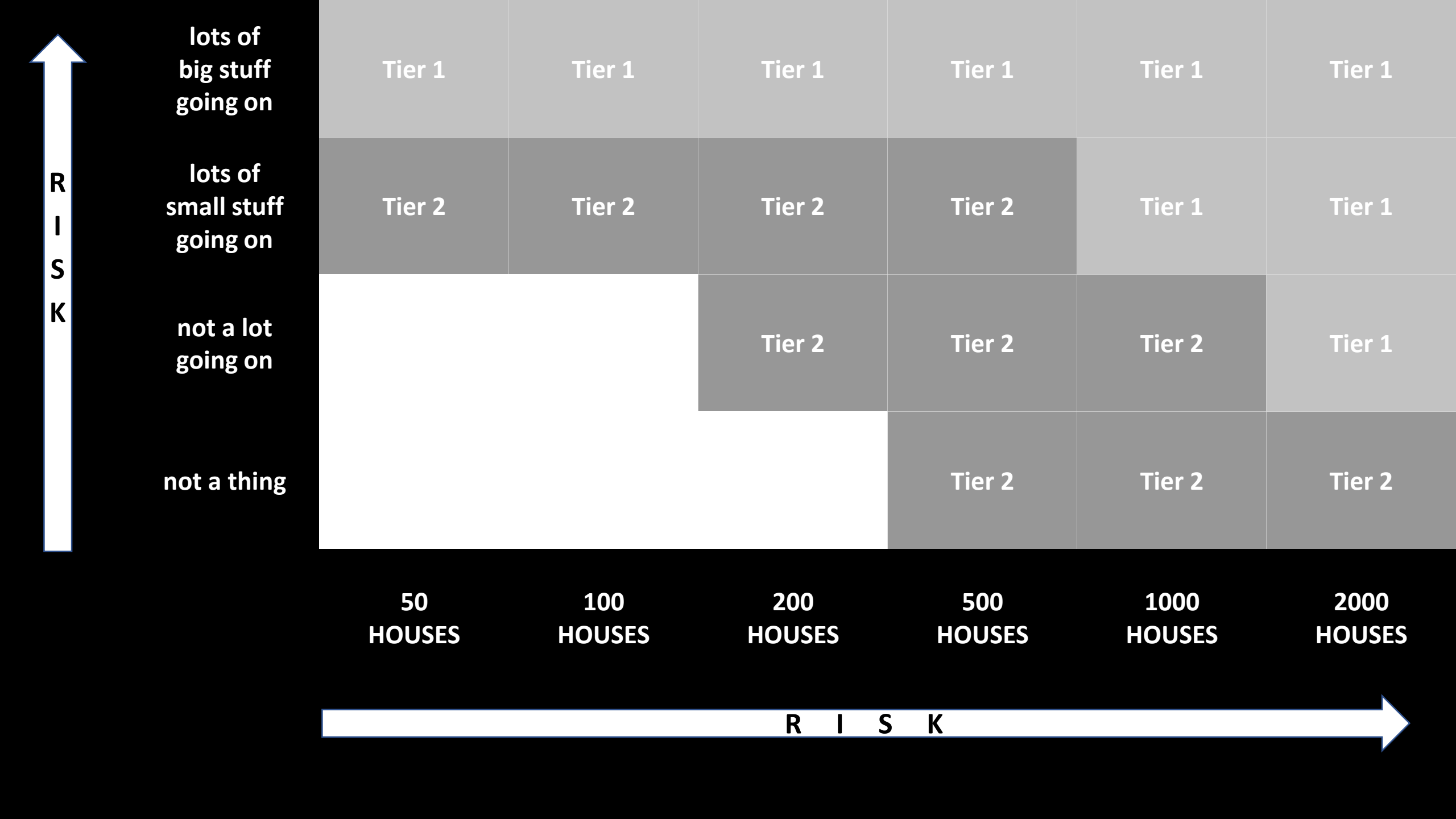
50 HOUSES
100 HOUSES
200 HOUSES
500 HOUSES
1000 HOUSES
2000 HOUSES
RISK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Tier 1
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Tier 3 Tier 3 Tier 3 Tier 2 Tier 2 Tier 2
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RISK

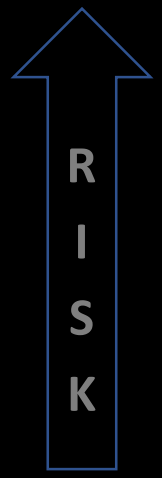
HOW IS THIS **RISK** GOING TO BE MANAGED

1. Tiers

Tier 1

Tier 2

Tier 3



2. Regulatory Code

7 Performance Outcomes

1.	Tenant & Housing	Fair, reasonable and responsive
2.	Housing Assets	Well maintained housing
3.	Community Engagement	You guys looking out for each other
4.	Governance	Waddi is a business
5.	Probity	No dodgy shit
6.	Management	Rents are paid, repairs are done
7.	Financial Viability	Enough money to cover costs

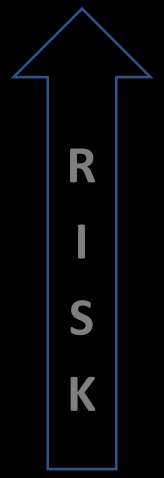
3. Policies

Lots of

HOW IS THIS **RISK** GOING TO BE MANAGED

1. Housing & Tenancy Management Policies
2. Tenant Engagement Policy
3. Board Code of Conduct Policy
4. Board Confidentiality Policy
5. Code of Conduct for Staff, Volunteers & Contractors
6. Delegations Policy & Schedule
7. Digital and Social Media Communications Policy
8. Governance, Risk & Compliance Manual
9. Managing Conflict of Interest Policy
10. Board Succession and Mentoring Policy
11. Strategic Plan
12. Engagement of Contractors Policy - Large Project Works
13. Engagement of Contractors Policy
14. Financial Management Policies Manual
15. Fraud and Corruption Control Policy
16. Whistleblower Protection Policy
17. **No Smoking Policy**

HOW IS THIS **RISK** GOING TO BE MANAGED



1. Tiers
   - Tier 1
   - Tier 2
   - Tier 3

2. Regulatory Code

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3. Policies — Lots of

4. **Evidence** — **What the f……**

HOW IS THIS **RISK** GOING TO BE MANAGED

Performance Outcome 1: Tenancy Management	***Fair, reasonable and responsive***
Evidence Requirement	Waddi's Evidence for Assessment
1. Tenancy/residency management policies and procedures (e.g. eligibility, allocations, conditions for accommodation/support, rights and responsibilities, terminations)	Tenancy/residency policies and procedures;
2. Documents such as kit/booklet/brochure provided to applicants/tenants/residents on housing services and to other interest parties	Tenancy/residency information kit;
3. Information about the range of housing services delivered	Information on housing services;
4. Standard letters and forms to applicants/tenants/residents	Standard letters and forms;
5. Outsourcing agreements, if applicable (e.g. with a real estate agent)	Outsourcing agreements;
6. Sample tenancy/residency agreement (de-identified)	Tenancy/residency agreement;
7. Tenancy reports to board e.g. number of tenancies, number of terminations, compliance with tenancy policies	Tenancy/residency reports to board;
8. Records of decisions by tenancy tribunals	Tenancy tribunal records;
9. Rent/fees policies and procedures (including rent setting and management of arrears and bad debt)	Rent/fees policies and procedures;
10. Service charter/statement or relevant policies and procedures	Service charter statement/policy;
11. Tenants/residents engagement policies and procedures and/or plans and strategies	Tenants/residents engagement policies and procedures;
12. Records of tenants/residents engagement activities (e.g. meetings minutes, consultations)	Records of tenants/residents engagement activities;
13. Tenants/residents support feedback mechanisms (e.g. surveys, 'suggestion box', minutes of tenants/residents meetings, verbal contact in case management/support meetings)	Tenants/residents feedback on support services;
14. Policies and procedures for responding to and meeting tenants/residents needs	Policies and procedures for meeting tenants/residents needs;
15. List of service (referral) partners/contractors in supporting tenants/residents	List of support services;
16. Records of resident/tenant support (e.g. reports to board)	Support reports to board;
17. Complaints and appeals policies and procedures including handling and resolution	Complaints and appeals policies and procedures;
18. Complaints and appeals records (e.g. register and reports to the board)	Complaints and appeals records;
19. Records from tenancy tribunal of decisions on appeals/reviews	Tenancy tribunal decisions appeals/reviews;
20. Tenancy/residency feedback policies and procedures	Tenants/residents feedback policies and procedures;
21. Tenants/residents satisfaction survey records (e.g. compliments, complaints, appeals, surveys) and reports to the board	Tenants/residents satisfaction survey records;

HOW IS THIS **RISK** GOING TO BE MANAGED

	Performance Outcome 2: Housing Assets	***Well maintained housing***
	Evidence Requirement	Waddi's Evidence for Assessment
22.	Asset management, repairs and maintenance policies and procedures	Asset management policies and procedures;
23.	Records of condition standards set by housing authority	Records of property condition standards;
24.	Costed asset management/maintenance plan	Costed maintenance plan;
25.	Reports on asset maintenance plan (e.g. to board)	Reports to board on asset maintenance plan;
26.	Maintenance procurement documents (e.g. needs assessment, tender assessments, letting, contracts)	Maintenance procurement documents;
27.	Maintenance certifications and certifiers qualifications	Maintenance certifications and certifiers qualifications;
28.	Example of an property inspection report by a party with appropriate qualifications	Property inspection report;
29.	Qualifications and experience requirements in relevant employment contracts	Qualifications and experience in employment contracts;
30.	Qualifications and experience requirements in relevant maintenance procurement processes and contracts	Qualifications and experience in maintenance procurement processes;
31.	Repairs and maintenance information such as brochures, booklets, information kits, etc that is provided to applicants/tenants/residents and to other interest parties	Repairs and maintenance information kit;
32.	Tenants/residents feedback on repairs and maintenance	Tenants/residents maintenance feedback system;
33.	Records of tenants/residents feedback on maintenance (e.g. meetings minutes, consultations)	Records of tenants/residents maintenance;
34.	Records of maintenance actions taken as a result of feedback	Records of maintenance improvement actions;
35.	Asset report (in NRSCH CHRIS template)	NRSCH asset report;
36.	Project management system/method for asset developments	Project management system;
37.	Development projects progress reports (e.g. to board)	Development projects progress report to board;
38.	Information on industry/development arrangements, contracts and partners	Information on industry/development arrangements;
39.	Assets reports to board (e.g. number of rental units/dwellings, acquisition of new properties, progress with new developments, repairs and maintenance)	Asset reports to board;

HOW IS THIS **RISK** GOING TO BE MANAGED

Performance Outcome 3: Community Engagement	***Everyone takes responsibility***
Evidence Requirement	Waddi's Evidence for Assessment
40. Community engagement policies and procedures or strategy	Community engagement policies and procedures;
41. List/records of actual/proposed community engagements and activities	Records of community engagements;
42. Records that demonstrate engagement with relevant partners (e.g. minutes of meetings)	Records that demonstrate engagement with relevant partners;
43. Community housing promotional material	Community housing promotional material;

HOW IS THIS **RISK** GOING TO BE MANAGED

	Performance Outcome 4: Governance	***Waddi is a business***
	Evidence Requirement	Waddi's Evidence for Assessment
44.	Constitution, rules, charter or equivalent (updated with the NRSCH wind-up clause for assets transfer and board approval to the changes in the constitution0	Constitution consistent with National Law;
45.	Notifications of constitutional change to ASIC/ACNC, if applicable	Notifications of constitutional change to ASIC/ACNC;
46.	Affiliated entity arrangements, agreements, contracts	Affiliated entity arrangements;
47.	Documented governance structure	Documented governance structure;
48.	Governance policies and procedures	Governance policies and procedures;
49.	Governing body induction kit	Governing body induction kit;
50.	Strategic plan	Strategic plan;
51.	Operational/business plan	Operational/business plan;
52.	Sample reports to board on strategic and business plan progress	Sample strategic and business plan progress report to board;
53.	Business insurances (e.g. property, public liability, motor vehicle, workers compensation, etc)	Business insurances;
54.	Records that indicate the provider is performing against its plans	Records of performance against plans;
55.	Sub-committees and terms of reference, if applicable	Sub-committees terms of reference;
56.	Directors roles and responsibilities descriptions/statements	Directors role statements;
57.	Schedule of delegations	Schedule of delegations;
58.	Governance code, charter or equivalent	Governance code or charter;
59.	Annual general meeting minutes and reports	AGM minutes and reports;
60.	Annual report	Annual report;
61.	Sample of board meeting minutes including agendas, reports on progress against business plan and action items, CEO and staff reports	Sample of board meeting minutes;
62.	Legal, policy and standards compliance policies, procedures and monitoring system (e.g. audit committee, compliance calendar)	Compliance policies, procedures and monitoring system;
63.	Policies and procedures or processes for ensuring staff compliance with legal and standa	Policies and procedures for ensuring staff maintain compliance;
64.	Certification/accreditation of organisation by other accrediting body against recognised standards, if applicable	Certification/accreditation of organisation by other accrediting body;
65.	Records that confirm the provider is complying with legal requirements and relevant government policies (e.g. reports to board)	Year-to-date financial report;
66.	Records of decisions by regulatory bodies other than for community housing	Records of decisions by other regulatory bodies;
67.	Recruitment, induction, professional development, succession, remuneration and	Directors' engagement policies and procedures;

HOW IS THIS **RISK** GOING TO BE MANAGED

68. Recruitment, induction, professional development, succession, remuneration and performance assessment records	Directors' engagement records;
69. Directors current skills' profiles	Directors current skills' profiles;
70. Governing body training plan	Governing body training plan;
71. Board's performance reports e.g. training completed	Records of board training;
72. Governing body monitoring and performance evaluation (e.g. annual governance health checks)	Governing body monitoring and performance evaluation;

HOW IS THIS **RISK** GOING TO BE MANAGED

	Performance Outcome 5: Probity	***Nothing dodgy***
	Evidence Requirement	Waddi's Evidence for Assessment
73.	Code of conduct for directors, staff and volunteers	Code of conduct;
74.	Sample of code of conduct signed by a directors, staff member and volunteer	Signed samples of code of conduct;
75.	Records that demonstrate provider complies with its code of conduct	Records of compliance with code of conduct;
76.	Employment checks system (could be part of HR policy and procedure)	Employment checks system;
77.	Employment checks policy and procedures (could be part of HR policy and procedure)	Employment checks policy and procedures;
78.	Sample employment and appointment check form (e.g. police clearance, references, working with children)	Sample employment and appointment check form;
79.	Fraud, corruption and criminal conduct prevention and management policies and procedures	Probity policies and procedures;
80.	Whistle-blowing policy and procedures	Whistle-blowing policy and procedures;
81.	Policies and procedures for gifts and hospitality	Policies and procedures for gifts and hospitality;
82.	Procurement policies and procedures (e.g. needs assessment, tendering, letting, assessment, management)	Procurement policies and procedures;
83.	Conflict of interest policy and procedures	Conflict of interest policy and procedures;
84.	Conflicts of interest records (e.g. register)	Conflicts of interest records;
85.	Gifts records (e.g. register)	Gifts records;
86.	Policy and procedure for notification of reportable incidents to NRSCH Registrar	Notification of reportable incidents to NRSCH Registrar;

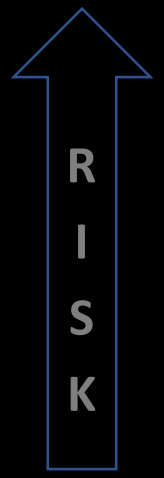
HOW IS THIS **RISK** GOING TO BE MANAGED

	Performance Outcome 6: Management	***Rents are paid, damage minimalised, repairs are done***
	Evidence Requirement	Waddi's Evidence for Assessment
87.	Organisation chart, corporate structure and systems	Corporate structure and systems;
88.	Staff position descriptions	Staff position descriptions;
89.	Operational policies and procedures	Operational policies and procedures;
90.	Quality management/improvement system	Quality management/improvement system;

HOW IS THIS **RISK** GOING TO BE MANAGED

	Performance Outcome 7: Financial Viability	***Enough money to cover costs***
	Evidence Requirement	Waddi's Evidence for Assessment
91.	Funding agreements	Funding agreement;
92.	Financial plan or forecast	Financial plan or forecast;
93.	Annual budget	Annual budget;
94.	Audited financial statements (board signed copies)	Audited financial statements;
95.	Audit management letters	Audit management letters;
96.	Board's response to audit management letters	Board's response to audit management letters;
97.	Financial performance report (in NRSCH template)	Financial performance report;
98.	Financial governance and management policies and procedures	Financial policies and procedures;
99.	Financial reports to board	Financial reports to board;
100.	Year-to-date financial report, if applicable	Year-to-date financial report;
101.	Other financial information such as ageing debtors' report (e.g. rental), if applicable	Ageing debtors' report;

HOW IS THIS **RISK** GOING TO BE MANAGED



1. Tiers
   - Tier 1
   - Tier 2
   - Tier 3
2. Regulatory Code

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   7. Financial Viability — Enough money to cover costs
3. Policies — Lots of
4. Evidence — What the f……
5. **Registrar** — **Good cop / bad cop**

WHEN DOES IT NEED TO BE **DONE**

- Provider briefing
- Provider contacted by Registrar
- Self-assessment information

- Registrar releases EFT
- Provider completes & submits EFT
- Registrar assess EFT

- Registrar releases AFR
- Provider completes & submits AFR
- Registrar assess AFR

- Draft determination letter issued
- Provider response to Draft determination issued

- Approve Registration
- Not approve Registration

National Aboriginal Wellbeing Conference

The Future of Our Dreaming

Spirit Dreaming
training & education

4th National
Aboriginal Wellbeing Conference

Aboriginal Wellbeing Program

Peter Gander

The Future of Our Dreaming

ACKNOWLEDGEMENT OF COUNTRY

Yaadha gaba

Day good

Yaama gayrr ngaya Peter Gander

Hello name is Peter Gander

Ngaya yala-girr-ma-ga wina nga-y ngaan-ngu

I like to remember people whose

Walaay-baa-ga nhalay buu-dhaa Gaa-gi-ga

Home country this meeting is taking place

And I'd like to pay my respects to the Elders past and present

Centacare New England North West Rural Resilience

THE SOCIAL SERVICES AGENCY OF THE CATHOLIC DIOCESE OF ARMIDALE

ABORIGINAL WELLBEING PROGRAM

Gurru Maaruma-Li

Deep To Heal

Centacare Moree and Narrabri
New England North West
Armidale Diocese

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THE SOCIAL SERVICES AGENCY OF THE CATHOLIC DIOCESE OF ARMIDALE

FUNDING BODY

- Funded by Primary Health Network Hunter, New England and Central Coast.
- Funded until July 2019

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TEAMS

MOREE and NARRABRI both have an Aboriginal Wellbeing Care Coordinator and an Aboriginal Wellbeing Worker.

Care Coordinators primary clients have been diagnosed with Complex Mental Health issues.

Wellbeing Workers work with Clients who have undiagnosed symptoms of Mental Health issues or have developing mental health issues. They either work with Groups or one on one peer support.

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AREAS COVERED

Moree: Moree, Mungindi, Toomelah, Boomi and Boggabilla

Narrabri: Narrabri, Gunnedah, Wee Waa

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AIMS OF PROGRAM

- Provide an Indigenous Mental Health Service in areas of identified needs that are culturally appropriate and safe, and meet the needs and preferences of clients, their families and communities.
- Reduce barriers and improve access to Mental Health care services and other community services required to holistically meet the needs of Aboriginal and Torres Islander people.

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AIMS OF PROGRAM (CONT'D)

- Compliment and link with other close services, including Drug and Alcohol services, SEWB services and Primary Mental Health services, to enhance and better integrate clients into mental health services at a local level, including to provide appropriate and timely responses in times of crisis.

- Provide or link affected families, carers and communities with supports and information.

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AIMS OF PROGRAM (CONT'D)

- Promote and utilise cultural treatment
- Promote inclusiveness for clients so they are accepted back into their Communities
- Promote a coordinated, multi-disciplinary team based approached to the provision of integrated Mental Health care services for our clients

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AIMS OF PROGRAM (CONT'D)

Care Coordination:

The Mental Health Care Coordination Program is targeted at Aboriginal people who are experiencing severe and complex mental illnesses, who are being managed in the primary care setting and who would benefit from assistance with self-management through support from a Mental Health Care Coordinator.

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AIMS OF PROGRAMS (CON'T)

Group Programs:

The Group Programs are targeted at Aboriginal people who are experiencing, or at risk of developing mild to moderate symptoms of mental illness and would benefit from a group-based early intervention program.

A range of activities can be delivered in each community and can include the following:

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AIMS OF PROGRAM (CONT'D)

- Cultural activities or programs such as yarning circles and storytelling, art, men's business and women's business.
- Mental Health and Cultural Education and awareness programs in schools and communities.
- Support groups for Aboriginal people who are experiencing, or are at risk of developing mild to moderate symptoms of mental illness
- Provide participants with information and support in connecting with appropriate services to holistically address their needs.

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AIMS OF PROGRAM (CON'T)

- Reduce barriers and promote enablers to coordinated care and service access for this target group.
- Build linkages and referral pathways between services to promote the provision of integrated mental health care services for Aboriginal people.

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AIMS OF PROGRAM (CONT'D)

Peer Navigation Program:

Is targeted at ATSI people who are experiencing, or are at risk of developing mild to moderate symptoms of mental illness and who would benefit from assistance to access early interventions such as low-intensity treatments and appropriate social supports. Conducted on a one on one basis.

Activities can include:

Individual support such as yarning and connecting to community cultural resources.

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AIMS OF PROGRAM (CONT'D)

Support in arranging intake and referrals into appropriate services, including higher intensity mental health services that are culturally appropriate and safe, and meet the needs and preferences of the clients, families and community as required.

Information and support for carers and families.

Short term assistance including practical social support and information.

Assistance to access health literacy resources.

Assistance to access low-intensity treatments, such as online therapies, local culturally appropriate interventions and community supports.

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Suicide Prevention, Preparedness and Post-vention Program:

The Suicide Preparedness and Post-vention Program is targeted at ATSI communities who are affected by suicide death of a community member and to deliver suicide prevention activities.

Activities can include:

Development and implementation of community suicide preparedness and post-vention plans in conjunction with local services including acute mental health, emergency services, drug and alcohol services, social and emotional wellbeing services, and primary mental health care. Where applicable, these plans will interface with existing suicide preparedness and post-vention plans.

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- Identification, mobilisation and coordination of culturally appropriate clinical and community resources that can be mobilised following the death of a person in the local Aboriginal community.
- Provision of support and information, including promotion of appropriate referral pathways to bereavement, community support and mental health services for families, carers and communities affected by the suicide death of a person in an Aboriginal community.
- Assist communities and health providers to access and disseminate culturally relevant resources.

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SUICIDE PREVENTION, PREPAREDNESS AND POST-VENTION PROGRAM: CON'T

- Provision of education where required and regarding culturally appropriate responses to grief and loss.
- Work with services to identify culturally appropriate clinical assessment, referral pathways and support for the community following a suicide death.

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ESTABLISHED NETWORKS

- Hunter New England Mental Health Team
- Hunter New England Drug and Alcohol Team
- Maayi Mali Drug and Alcohol Rehabilitation Centre
- Benevolent Society
- Flourish
- Schools (Both Primary and High Schools)
- Byamee Homeless Services
- Land Councils
- Many Rivers Housing
- Family Support Services
- Police
- Juvenile Justice
- Miray Biraay Youth Service
- Anglicare
- Northern NSW Men's Alliance

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ESTABLISHED NETWORKS

- TAFE NSW (Both Dubbo and Moree Campuses)
- Local Medical Practices
- Aboriginal Health
- Drug Arm - Qld
- Blue Care - Qld
- Probation and Parole
- AECG's
- Legal Services
- Men's Groups
- Goolburri Aboriginal Health Co Ltd

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PRESENT AND FUTURE PROGRAMS

- School based Cultural Programs
- Young Offenders -Youth on Track
- Reconnecting to Culture and Land
- Art as Therapy
- Developing Healthy Relationships
- Men's Business
- Women's Business
- Health Checks
- Living Skills
- Health and Fitness
- Legal Aid Advice
- Recreational Programs (BBQS, Fishing, visiting Cultural sites)
- Health and Fitness Programs

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PRESENT AND FUTURE PROGRAMS

- Domestic Violence Education
- Drug and Alcohol education
- Resume Building and Job readiness
- Parenting skills
- Relationship building
- After School Programs
- Young Father's Parenting Groups
- Assist with the establishment of a Men's Shed in either Toomelah or Boggabilla

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MEASURABLE OUTCOMES

- K5
- Community inclusion
- Positive Legal outcomes
- Improved Health
- Employment
- Improved Mental Health Outcomes
- Relationships improvements
- Improved understanding and awareness of self
- Improved basic living skills

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ABORIGINAL MENTAL HEALTH FIRST AID

Both Aboriginal Wellbeing Care Coordinators are trained as Facilitators in Aboriginal Mental Health First Aid.

AMHFA is a 2 day 14 hour course for Mental Health Service Providers, Family Members of clients with Mental Health Problems, employees and anyone else who has contact with persons with a mental health issue. The course has been developed in a culturally appropriate way as to target and educate Aboriginal and Torres Strait Islander people.

Subjects covered include:

Developing Mental Health problems / Psychosis / Depression / Anxiety / Drug and Alcohol / Suicide / NSSI and other Mental Health Crises.

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BARRIERS FACING CLIENTS

- Disassociation with Community and Family.
- Shame of situation
- Not seeking help
- Knowledge of services available
- Incarceration
- No supports
- Trust issues with services

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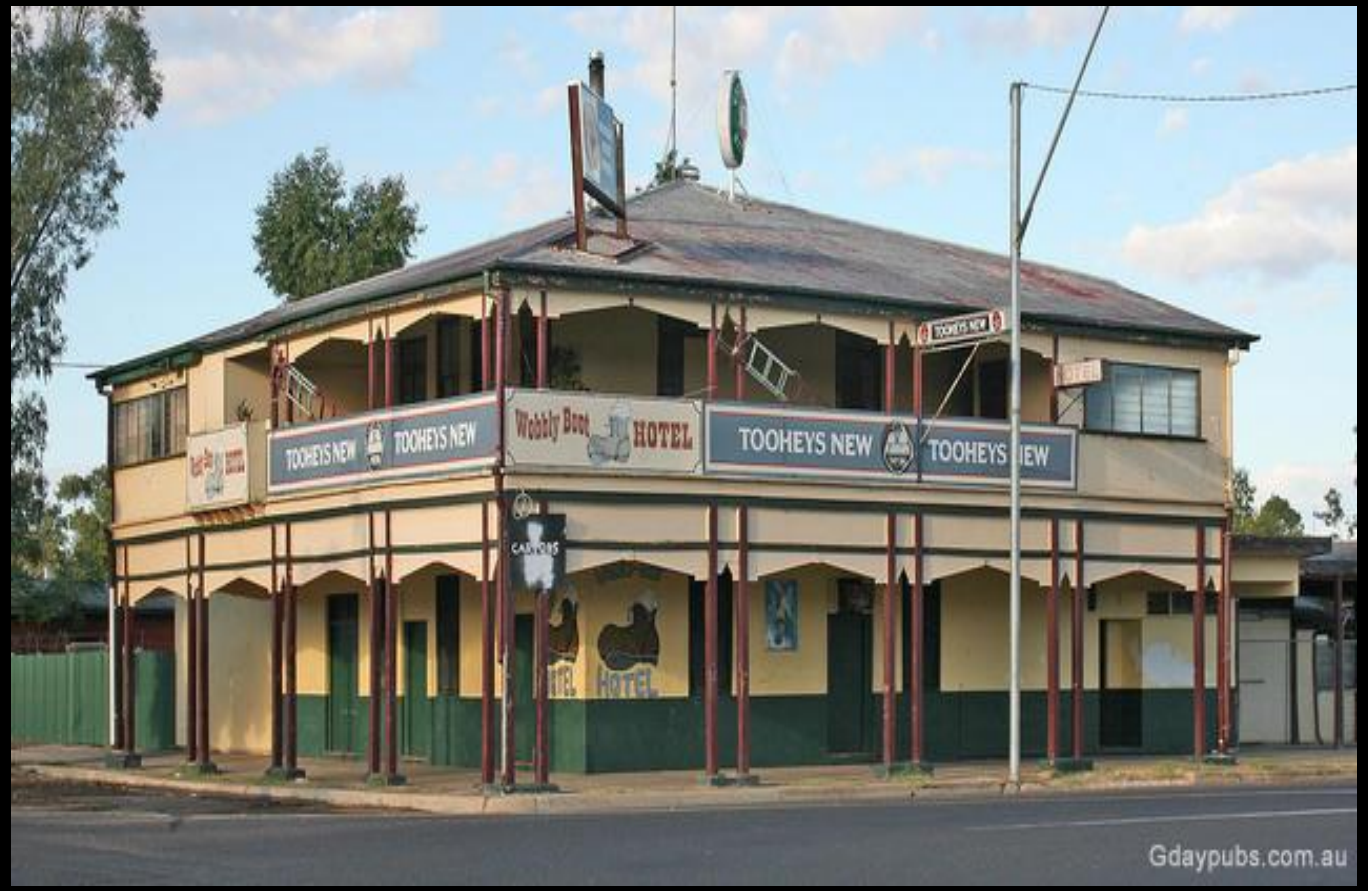

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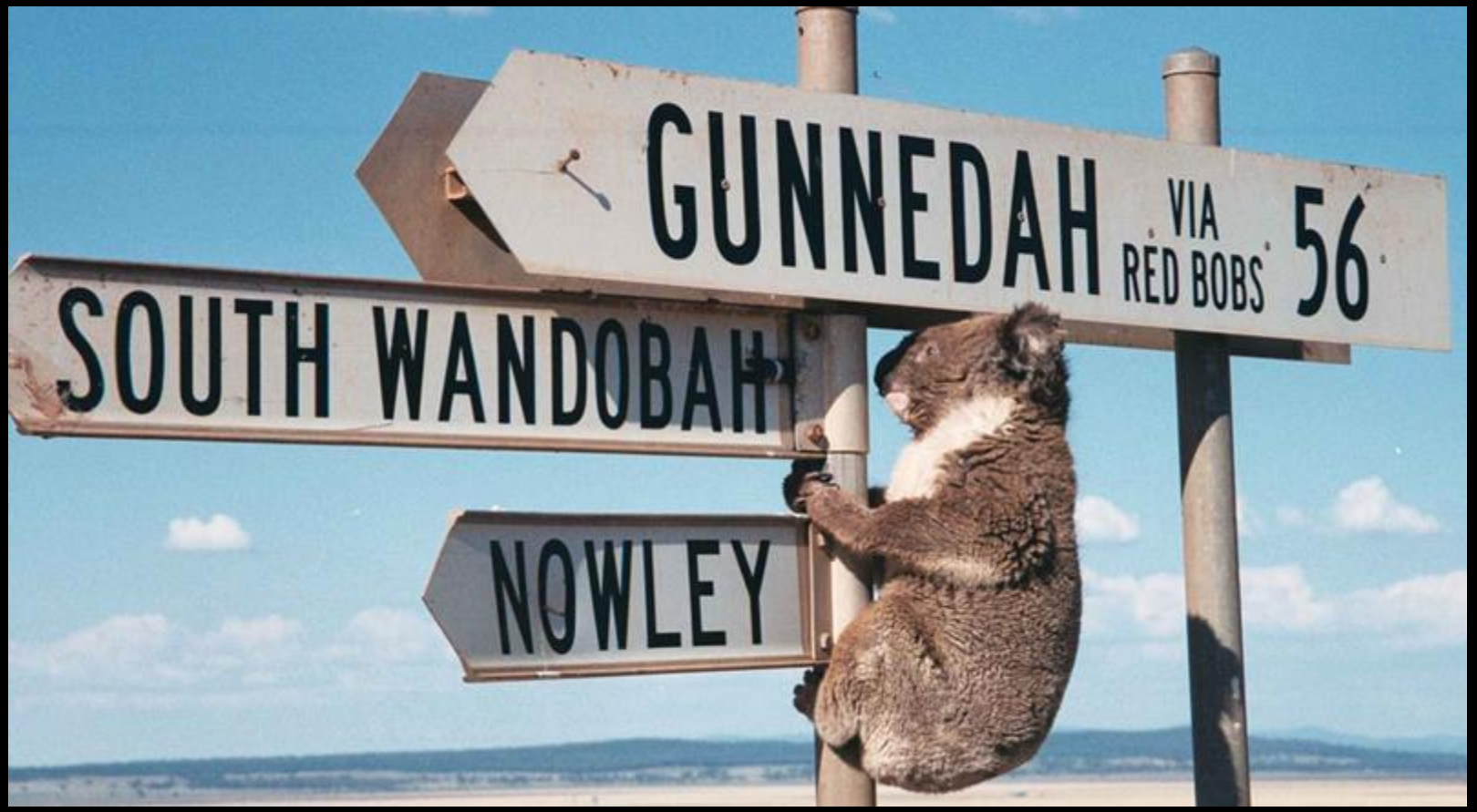

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GOMILEROI CERTIFICATE I LANGUAGE COURSE

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ABORIGINAL MENTAL HEALTH FIRST AID COURSE WITH THE LITERACY FOR LIFE CLASS TOOMELAH

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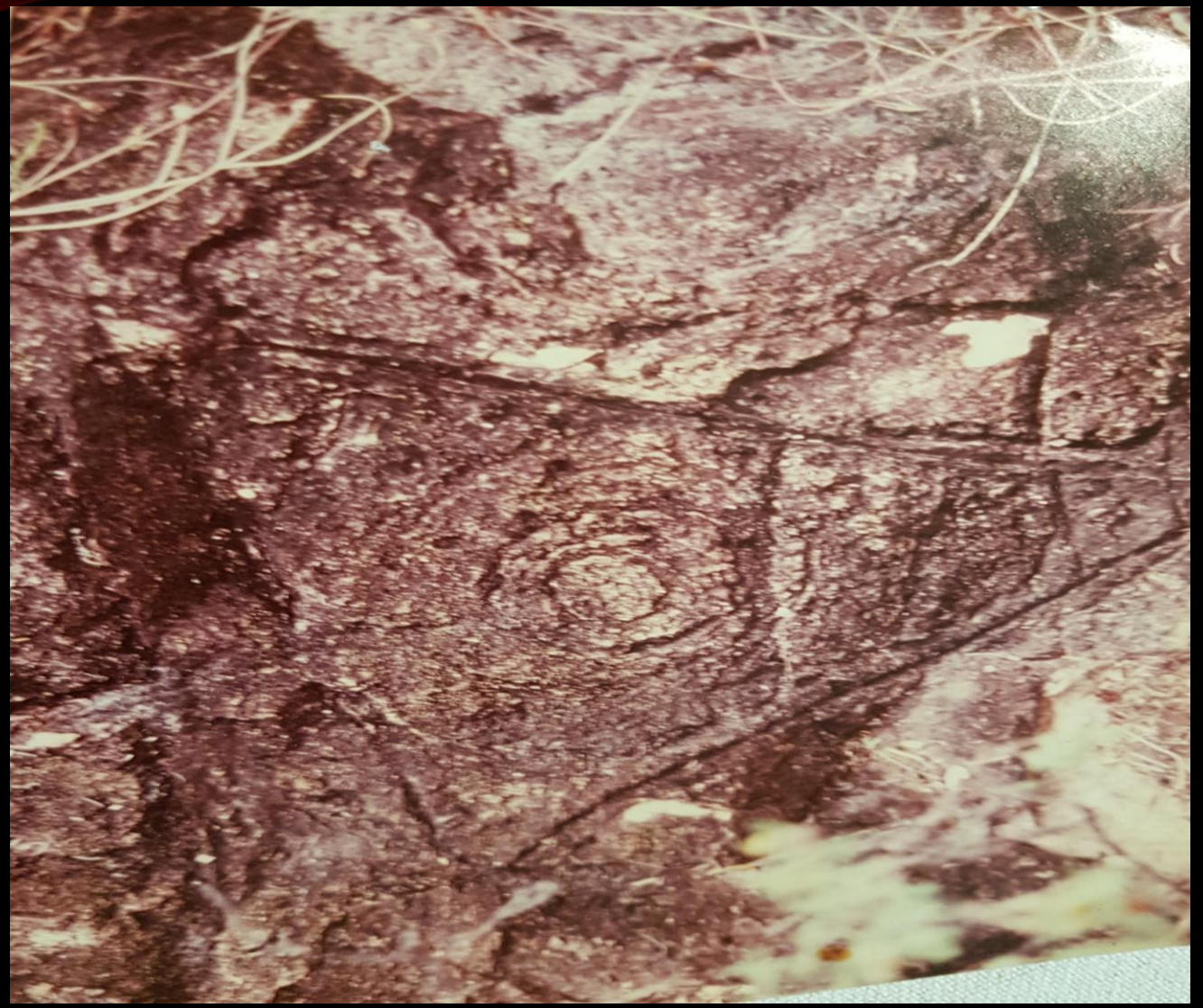

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ROCK CARVINGS: BERRIGAL CREEK

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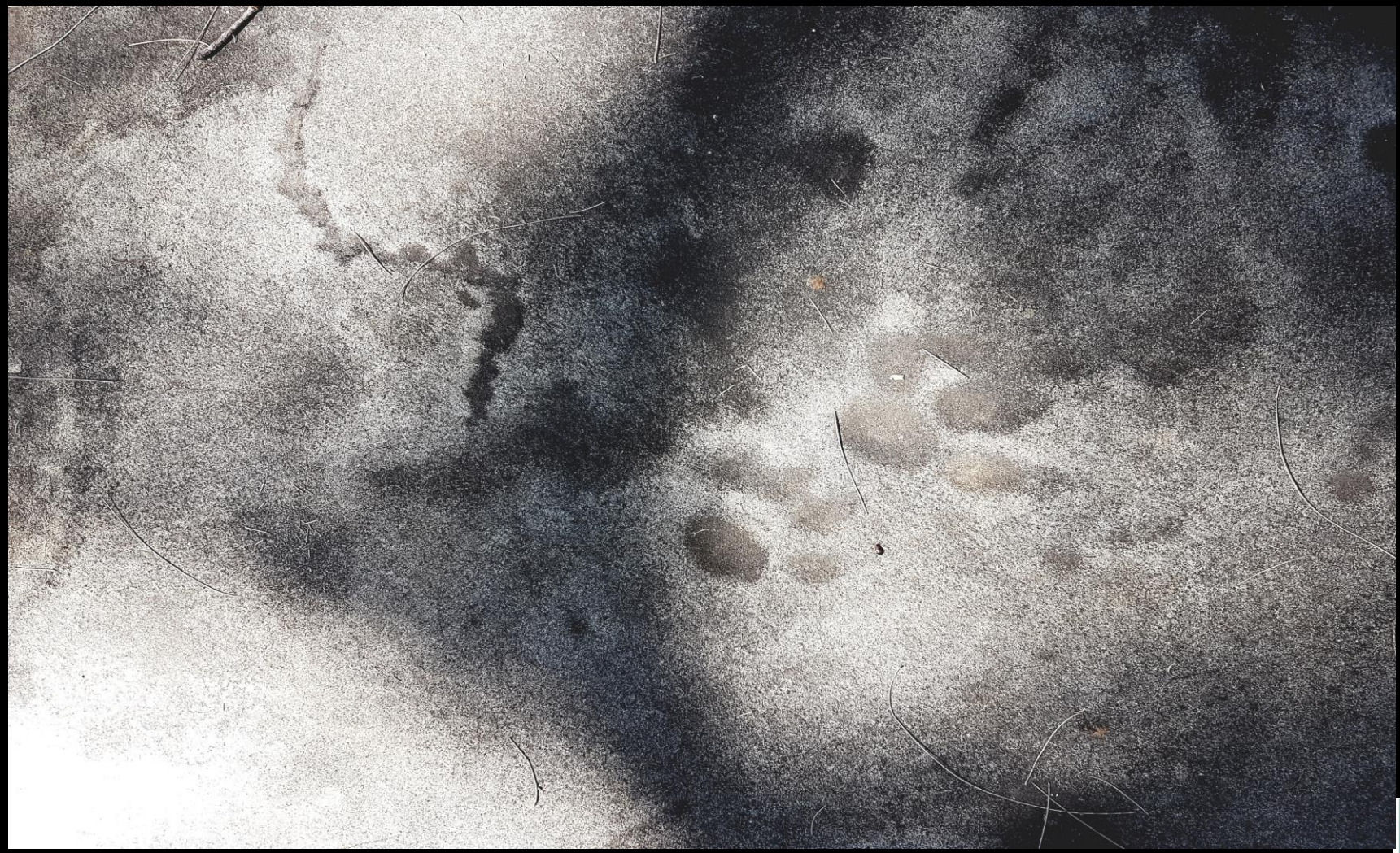

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ABORIGINAL DANCE

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ART AS THERAPY

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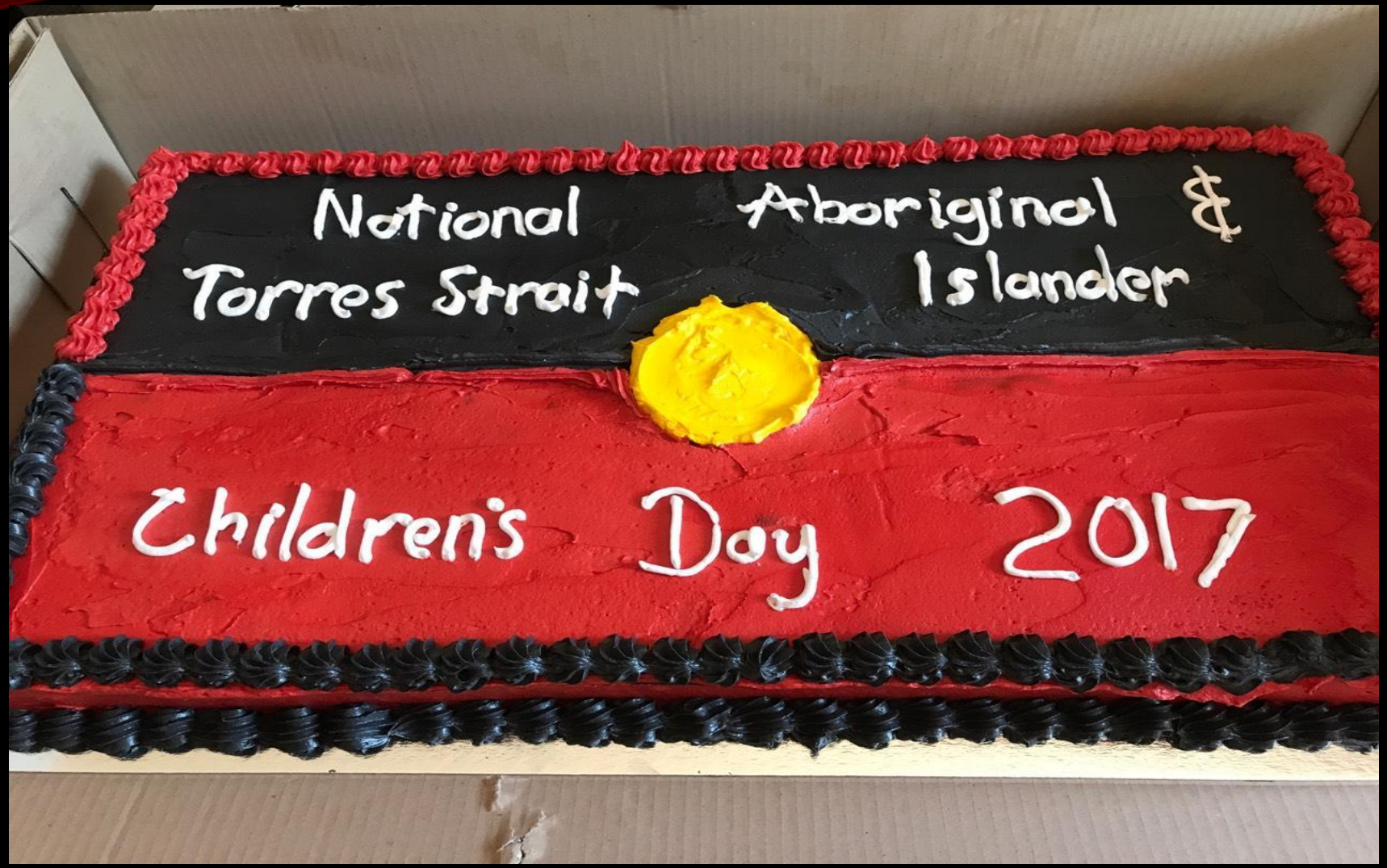

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Service Provider Days

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SCHOOL BASED GROUPS

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Men's Groups

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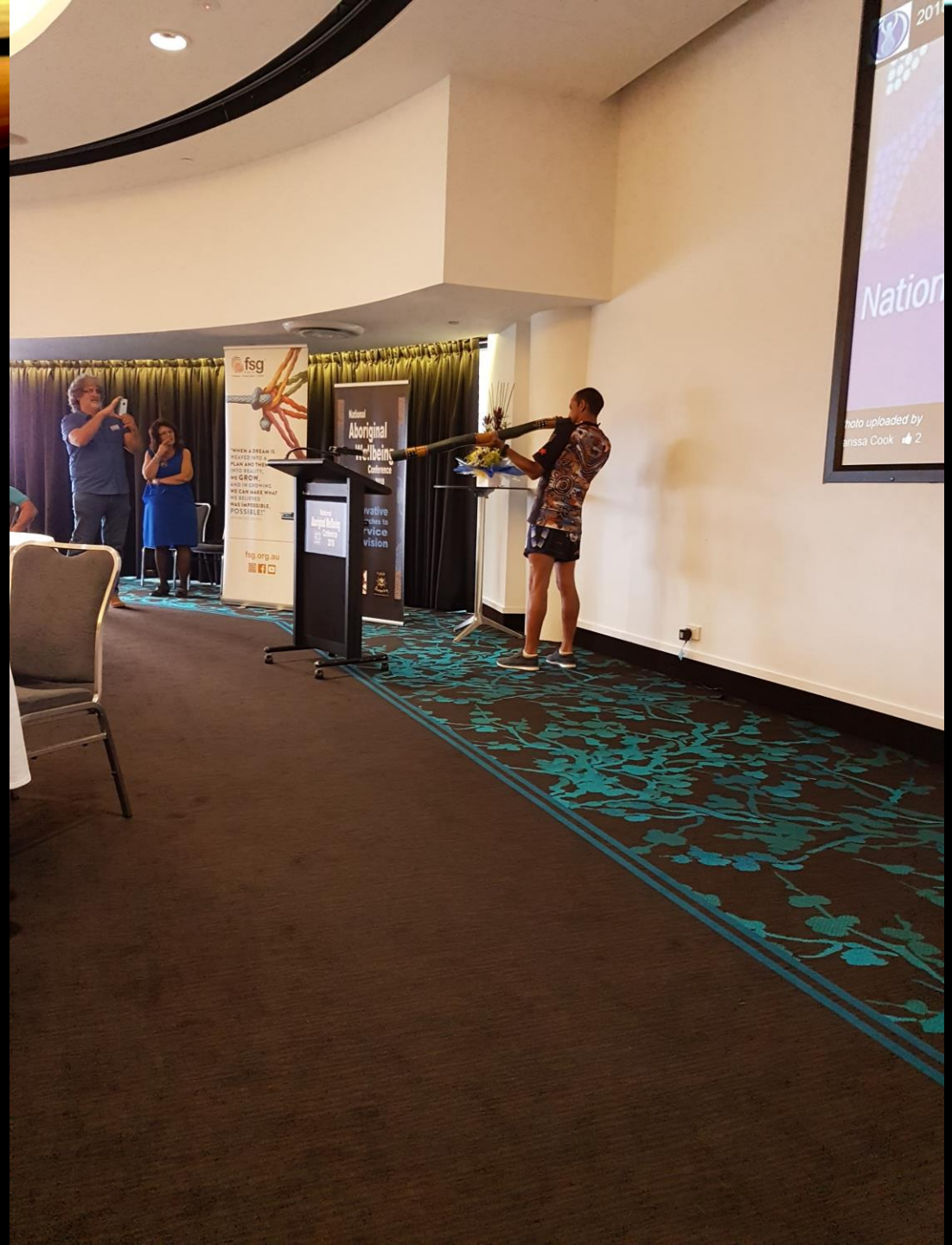

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