

## RESOURCES: HOUSING SERVICE STANDARDS

### NRSCH Resources

NRSCH National Provider Register  
[https://www.nrsch.gov.au/national\\_register](https://www.nrsch.gov.au/national_register).

NRSCH Evidence Guidelines  
<https://www.nrsch.gov.au/publications/nrsch-operational-guidelines/evidence-guidelines>

### NSW Government policies

Aboriginal Housing Office, *Housing Services Guidelines*  
[https://www.aho.nsw.gov.au/sites/default/files/2020-09/AHO-Communications-AHO-Housing-Services-Guidelines-Policy-June-2017\\_0.PDF](https://www.aho.nsw.gov.au/sites/default/files/2020-09/AHO-Communications-AHO-Housing-Services-Guidelines-Policy-June-2017_0.PDF)

### Accessible and inclusive service delivery

Australian Government: Digital Guides, 'Accessibility and Inclusivity'  
<https://guides.service.gov.au/content-guide/accessibility-inclusivity/>

Mick Gooda, Aboriginal and Torres Strait Islander Social Justice Commissioner, 'Social Justice and Aboriginal and Torres Strait Islander Peoples Access to Services', QCOSS Regional Conference: Building a Better Future – themed around improving service delivery for regional and remote communities, 12 August 2010.  
<https://www.humanrights.gov.au/news/speeches/social-justice-and-aboriginal-and-torres-strait-islander-peoples-access-services-2010>

Australian Human Rights Commission, *The Good, the Bad and the Ugly: Design and construction of access*  
<https://humanrights.gov.au/our-work/disability-rights/publications>

Government of Western Australia, Department of Communities, Disability Services, *Accessibility*  
<http://www.disability.wa.gov.au/understanding-disability1/understanding-disability/accessibility/>

NSW Department of Communities and Justice, Aboriginal Housing Office and CHIA NSW, *Aboriginal Cultural Competency Standards*  
<https://communityhousing.org.au/wp-content/uploads/2018/10/CHAP-Standards-final.pdf>

SBS, 'Cultural Competence Program (CCP)

<https://cultural-competence.com.au/>

NSW Health, 'What is a person-centred approach?'

<https://www.health.nsw.gov.au/mentalhealth/psychosocial/principles/Pages/person-centred.aspx>

NSW Family & Community Services and the Australian Catholic University, *Working in Person Centred Ways: A resource book for NSW advocacy and information services*

[http://www.adhc.nsw.gov.au/\\_data/assets/file/0013/250033/Working\\_in\\_Person\\_Centred\\_Ways\\_Resource\\_Book.pdf](http://www.adhc.nsw.gov.au/_data/assets/file/0013/250033/Working_in_Person_Centred_Ways_Resource_Book.pdf)

Joseph Rowntree Foundation, *Person-Centred Support: what service users and practitioners say*

<https://www.jrf.org.uk/report/person-centred-support-what-service-users-and-practitioners-say>

NSW Health, 'What is trauma-informed care?'

<https://www.health.nsw.gov.au/mentalhealth/psychosocial/principles/Pages/trauma-informed.aspx>

Australian Government, Institute of Family Studies, 'Trauma-informed care in child/family welfare services'

<https://aifs.gov.au/cfca/publications/trauma-informed-care-child-family-welfare-services>

Blue Knot Foundation, 'Trauma-informed care and practice'

<https://www.blueknot.org.au/Workers-Practitioners/For-Health-Professionals/Resources-for-Health-Professionals/Trauma-Informed-Care-and-practice>

## Child wellbeing

ChildStory Reporter Community portal

<https://reporter.childstory.nsw.gov.au/s/>

Family Referral Service

<http://www.familyreferralservice.com.au/>

Department of Communities and Justice, *Children and Young People at Risk Policy* (public housing policy)

<https://www.facs.nsw.gov.au/housing/policies/children-young-people-at-risk-policy>

Australian Human Rights Commission, Child Safe Organisations, *National Principles*

<https://childsafe.humanrights.gov.au/national-principles>

## Mandatory reporting

ChildStory Reporter Community, Mandatory Reporter Guide,

<https://reporter.childstory.nsw.gov.au/s/>

ChildStory Reporter Community, *Guide to Selecting a Decision Tree*

<https://reporter.childstory.nsw.gov.au/s/article/Guide-To-Selecting-A-Decision-Tree>

ChildStory Reporter Community, *Responding to and Reporting Risk of Abuse and Neglect*

<https://reporter.childstory.nsw.gov.au/s/article/Responding-to-and-Reporting-Risk-of-Abuse-and-Neglect>

ChildStory Reporter Community, *What is Mandatory Reporting?*

<https://reporter.childstory.nsw.gov.au/s/article/What-is-Mandatory-Reporting>

NSW Department of Communities and Justice, *NSW Interagency Guidelines: Guidance for government and non-government agencies delivering child wellbeing and child protection services in NSW*

<https://www.facs.nsw.gov.au/providers/children-families/interagency-guidelines>

NSW Family Referral Service portal

<http://www.familyreferralservice.com.au/index.html>

NSW Department of Communities and Justice, *Children and Young People at Risk Policy*

<https://www.facs.nsw.gov.au/housing/policies/children-young-people-at-risk-policy>

Protecting Aboriginal Children Together (PACT) - Information about the program  
<https://absec.org.au/protecting-aboriginal-children-together.html>

PACT fact sheet  
<https://absec.org.au/images/downloads/FACTSHEET2014PACT.pdf>

## Privacy

Australian Government, Office of the Australian Information Commissioner, *Australian Privacy Principles*  
<https://www.oaic.gov.au/privacy/australian-privacy-principles/>

Justice Connect, Not-for-profit Law, *Privacy*  
<https://www.nfplaw.org.au/privacy>

NSW Information and Privacy Commission, *Privacy*  
<https://www.ipc.nsw.gov.au/privacy>

Department of Communities and Justice, 'Tenancy Policies'  
<https://www.facs.nsw.gov.au/resources/policies/housing-policies>

## NSW Government - NSW Legislation

<https://www.legislation.nsw.gov.au/>

## Examples of Service Charters

Legal Aid NSW, *Client Service Charter*  
<https://www.legalaid.nsw.gov.au/about-us/who-we-are/our-clients/client-service-charter>

Housing Appeals Committee, *Service Charter: Our commitments to you*  
<http://www.hac.nsw.gov.au/about-us/service-charter/our-service-standard/our-commitments-to-you>

National Disability Insurance Scheme (NDIS), *Service Charter*  
<https://www.ndis.gov.au/about-us/policies/service-charter>

NSW Department of Family and Community Services, *Specialist Homelessness Services – Practice Guidelines: Module 3: Quality Assurance System*, 'Tab B Support tool: Client charter model', pages 7 and 39  
[http://www.housing.nsw.gov.au/\\_data/assets/pdf\\_file/0020/325208/GHSHPracticeGuidelines\\_Module3.pdf](http://www.housing.nsw.gov.au/_data/assets/pdf_file/0020/325208/GHSHPracticeGuidelines_Module3.pdf)

Listed above are links to resources that community housing providers may find useful when exploring the topic of Housing Service Standards. This is not intended to be an exhaustive list. Community housing providers are advised to make their own check of mandatory requirements in State Government policies or legislation and areas where they may apply their own discretion, before introducing/ updating policies or service delivery practices.