



Central East Accommodation & Care Alliance Inc

NOTIFICATIONS POLICY

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CONTENTS PAGE

1.0 PURPOSE	3
2.0 RESPONSIBILITIES	3
3. CHANGE IN AFFAIRS.....	3
4. REPUTATION	3
5. NOTIFICATIONS	3
6. TIMING OF NOTIFICATIONS.....	4
7. FAILURE TO NOTIFY	4
5. RELATED DOCUMENTS & LINKS	4

1.0 PURPOSE

As a Provider registered under the Community Housing Regulatory Framework, CEACA must comply with the conditions of registration and CEACA must notify the Community Housing Registration Office of certain events. This policy outlines the requirements that CEACA must abide by as a Provider.

2.0 RESPONSIBILITIES

A Management Committee oversees the governance and operations of CEACA.

The Management Committee appoints an Executive Officer and Operations Manager to manage the day-to-day operations of CEACA and this includes advising the Management Committee of any event that may come under the definition of a notification under the *Community Housing Regulatory Framework*.

The CEACA Management Committee is responsible for demonstrating and maintaining compliance with the Framework and is expected to be pro-active in reviewing, disclosing and addressing issues of non-compliance as they arise.

3.0 CHANGE IN AFFAIRS

Some examples of changes in affairs that may impact on compliance with the Framework:

- Significant unplanned turnover and/or loss of senior staff or board members.
- Significant operational restructure.
- Corporate mergers, de-mergers or restructure.
- Plans to change corporate entity type.
- New affiliations with other entities or significant change to existing affiliations.
- Significant system failures eg. unrecoverable data loss.
- Legal action against CEACA associated with potential financial and/or reputational costs.
- Changes to CEACA's Constitution affecting the wind-up clause that was in place when the Provider was registered.

4.0 REPUTATION

CEACA must maintain high standards of probity including maintaining the reputation of the community housing sector. The Community Housing Registration Office must be satisfied that:

- There are no significant and ongoing or repeated instances of incidents that damage or may damage the reputation of the community housing sector.
- Any incident that damages or may damage the reputation of the community housing sector is dealt with in a prompt and effective manner.
- Notifications are made consistent with the Notifications Guidelines and the Framework.

5.0 NOTIFICATIONS

CEACA must notify the Community Housing Registration Office of the occurrence of any of the following within the time specified:

- A decision to appoint a voluntary administrator to the Provider or a decision to wind up the Provider as soon as practicable after the decision.
- The appointment of a receiver to the Provider as soon as practicable after the decision.
- A decision to apply for the cancellation of the Provider's registration as soon as practicable after the decision and at least 28 days before the application is made.
- A decision to conduct a vote at a meeting on a matter that could affect the Provider's eligibility to be registered or its category of registration as soon as practicable after the decision or at least 28 days before the meeting is held.
- A change in the affairs of the Provider that may have an adverse impact on its compliance with the Framework before or no later than 72 hours after the change.
- Any other occurrence requested in writing by the Community Housing Registration Office to the Provider within the time specified in that notice.

CEACA must also notify the Community Housing Registration Office of any incident involving them that damages or may damage the reputation of the community housing sector. For example:

- Proven serious or repeated breaches of CEACA's Code of conduct.
- Substantiated fraudulent or other criminal behaviour of staff, board members or volunteers.
- Death or serious injury to a tenant in a CEACA property in circumstances where the standard of community housing or services may potentially be seen as a contributing factor.

Notifications can be made by email to registrar@dohw.wa.gov.au

6.0 TIMING OF NOTIFICATIONS

CEACA should notify the Community Housing Registration Office of relevant events within the time specified in the Framework and Appendices. Incidents that damage or may damage the reputation of the community housing sector should be notified within 72 hours of the event occurring.

7.0 FAILURE TO NOTIFY

Notifying the Community Housing Registration Office of events described in Appendix C of the Framework is a mandatory condition of registration. Failure to notify such events within the required timeframes where these subsequently come to the attention of the Community Housing Registration Office, will be considered in compliance assessments.

8.0 RELATED DOCUMENTS & LINKS

- [Department of Housing and Works - Housing investors and partners](#)
- [community_housing_regulatory_framework.pdf](#)
- [appendix_a_tier_guidelines.pdf](#)
- [provider_notification_guidance_note.pdf](#)
- CEACA Code of Conduct
- CEACA Regulatory Compliance Policy