NCCH Business Functions

Board of Directors

- Governance,
- Corporate Strategic Plan
- Policy Setting
- Management of the GM
- Staff Remuneration

Chief Executive Officer

- Corporate Strategic Planning
- Organisational Review
- Draft & Implement Business Plan
- Corporate Governance
- Company Spokesperson
- Business Development,
- Tender management for additional housing stock & diverse business opportunities
- Registration/Accreditation
- Marketing (Corporate image, PR, Media, Website)

Property & Asset Management

Asset Maintenance Services	• Asset Management Planning • Planned & Responsive Maintenance • Vacant & Void Maintenance • Fee for service work • Contractor selection & management
Development & Building Services	• Stock Transfer Upgrades • Condition Based Appraisals • Scope dwellings • Property acquisitions
Infrastructure Management Services	• Strategic Asset Management • Design • Project Management • Property & Asset Policies & Procedures
Facilities Management (Office infrastructure)	• Facilities management & maintenance • Fire & safety compliance

Housing & Communities Management

Property Management	• Property inspections • Lodgment of repair requests
Tenancy Management	• Tenancy Management Policy & Procedure review • Income & rent reviews • Lease signing • Rent collection • Arrears management • NCAT representation • Support agreements • Client referrals • Housing Partnership Program • Tenant responsible maintenance • Vacant property management
Allocation of Housing	• Lodging of applications via HOMES • Housing Pathways • Updating of documentation • Priority Assessments • Housing Offers • Tenancy Guarantee • HNSW Product Delivery
Community Development	• Community development • Social services • Community engagement
Tenant Participation	• Tenant Council • Tenant Forums
Branch Management	• Branch budgeting • Process & product delivery • Physical management of branches • Data collection • Service provision
Housing-related compliance	• Contribution to Registration & Accreditation, • CAPMH Reporting • Tendering

Corporate Services Management

Financial Administration & Services	• Management Accounting Services • Accounts Payable & Receivable • Tenant invoices
Corporate Finance	• Annual Operating Plan & budget • Financial & Statutory Accounting • Financial planning • Treasury management • Cash flow management • Compliance with legislative, statutory & taxation requirements • Audit liaison • Finance, Audit, Risk & Fraud Management
Compliance	• Corporate policies & procedures • Risk management • Complaints management • Registration & accreditation
Commercial Management & NCCHC Business Efficiency	• Property acquisitions (legal, valuations & strategic alignment) • Contract administration • Financial & business analysis • Financial Evaluation of Strategic Plans & Projects • NCCH Efficiency Audit Program
Company Secretary	• Fleet management • Board support • Corporate administration of the company • Ensure compliance with the Corporations Act
Human Resources	• Human resource management • OHS&E & Workers Compensation • Training & development
Information Management Services	• IT System Evaluation & Management

Prepared by J McKenna
Updated by J Dukes 14.07.14