

**Generic Resources: These resources provide underpinning knowledge relevant to the National Community Housing Standards or relate to good practice in general**

Title	Produced by	Location	Cost	Comments
<b>GENERIC RESOURCES: Either underpinning knowledge or resources applicable to all or several sections of the Standards</b>				
Characteristics of Good Practice	The Bank of Good Practice for Continuous Improvement Housing Corporation 149 Tottenham Court Road London W1T 7BN, UK  E-mail: <a href="mailto:bgp@housingcorp.gsx.gov.uk">bgp@housingcorp.gsx.gov.uk</a>	<a href="http://www.bankofgoodpractice.org">http://www.bankofgoodpractice.org</a> and select <b>Characteristics of Good Practice</b> .	Free	A simple list that sets out the characteristics of good practice.
Using Consultants: A guide to good results and value for money	Management Alternatives Pty Ltd PO BOX 181 Coogee, NSW, 2034 AUSTRALIA  Phone: (02) 9665 7737  Fax: (02) 9315 7542  Email: <a href="mailto:paul.bullen@mapl.com.au">paul.bullen@mapl.com.au</a>	<a href="http://www.mapl.com.au">http://www.mapl.com.au</a> and select <b>Ideas</b> . Scroll down until you reach the heading <b>Consultants</b> , then click on the link (publication title) to download the resource.	Free	"Sometimes consultants make very positive contributions to community organisations and their services. Sometimes they don't. What do you need to do to get good results and value for money?" (p1)
<i>Housing Act 2003</i>	Office of the Queensland Parliamentary Counsel PO Box 185 Albert Street Brisbane Q 4002  Fax: (07) 3229 7426  Email: <a href="mailto:legislation.queries@oqpc.qld.gov.au">legislation.queries@oqpc.qld.gov.au</a>	<a href="http://www.legislation.qld.gov.au">http://www.legislation.qld.gov.au</a>  This will take you to the <b>Introduction Page</b> . Read the information on the page and then select <b>HOME</b> . Select <b>Legislation</b> and click on ' <b>H</b> '. Scroll down until you reach this piece of legislation to download a PDF version.	Free	Replaced the <i>Housing Act 1945</i> . Under the Act, an organisation must be registered as a 'registered provider' in order to receive 'assistance' to provide 'housing services'.
Housing Regulation 2003: Subordinate Legislation 2003 no.333	Office of the Queensland Parliamentary Counsel PO Box 185 Albert Street Brisbane Q 4002  Fax: (07) 3229 7426  Email: <a href="mailto:legislation.queries@oqpc.qld.gov.au">legislation.queries@oqpc.qld.gov.au</a>	<a href="http://www.legislation.qld.gov.au">http://www.legislation.qld.gov.au</a>  This will take you to the <b>Introduction Page</b> . Read the information on the page and then select <b>HOME</b> . Select <b>Legislation</b> and click on ' <b>H</b> '. Scroll down until you reach this piece of legislation to download a PDF version.	Free	Enabling legislation that supports the <i>Housing Act 2003</i> and contains the Community Housing Regulations.

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Risk Management: AS/NZ 4360:2004 (2004)  ISBN: 0 7337 5904 1	Standards Australia GPO Box 5420, Sydney, NSW, 2001  Telephone: (02) 8206 6000  Email: <a href="mailto:mail@standards.org.au">mail@standards.org.au</a>	<a href="http://www.standards.com.au">http://www.standards.com.au</a> .  Under the heading <b>Browse Main Subjects</b> select <b>Risk Management</b> . Publication can be ordered online in either hard copy or in PDF format.  Alternatively order by telephone by calling 1300 65 46 46.	\$85.80 for hard copy  \$77.22 for PDF copy  \$103.40 for Standards and Handbook package or \$93.06 for PDF versions	This Standard provides a generic guide for managing risk. This Standard may be applied to a very wide range of activities, decisions or operations of any public, private or community enterprise, group or individual.  This Standard should be applied at all stages in the life of an activity, function, project, product or asset.
HB 436:2004 (Guidelines to AS/NZS 4360:2004) : Risk Management Guidelines Companion to AS/NZS 4360:2004  ISBN: 0 7337 5960 2	Standards Australia GPO Box 5420, Sydney, NSW, 2001  Telephone: (02) 8206 6000  Email: <a href="mailto:mail@standards.org.au">mail@standards.org.au</a>	<a href="http://www.standards.com.au">http://www.standards.com.au</a> .  Under the heading <b>Browse Main Subjects</b> select <b>Risk Management</b> . Publication can be ordered online in either hard copy or in PDF format.  Alternatively order by telephone by calling 1300 65 46 46.	\$85.80 for hard copy  \$77.22 for PDF copy  \$103.40 for Standards and Handbook package or \$93.06 for PDF versions	This Handbook is a companion document to AS/NZS 4360 <i>Risk Management</i> . The two documents are intended to be used together, with the Handbook providing important commentary, guidance and examples on the implementation of the Standard.
Building a Better System: The Manual	National Community Housing Forum (NCHF) Suite 626, 3 Smail Street, Ultimo, NSW 2007  Phone: (02) 9211 0422  Fax: (02) 9211 3735  Email: <a href="mailto:enquiries@nchf.org.au">enquiries@nchf.org.au</a>	<a href="http://www.nchf.org.au">http://www.nchf.org.au</a> and select <b>Publications</b> and then <b>NCHF Online Publications</b> . This resource can be found under the heading <b>Good Practice and Service Standards</b> and can be downloaded to disk.	Free	Provides summaries of work and projects presented at the Expo of Best Practice in 1999. Areas covered include improving outcomes, supporting growth, managing community housing, and developing Indigenous housing.

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Community Tool Box (CBT)	University of Kansas, USA  Work Group on Health Promotion and Community Development 4082 Dole Human Development Center 1000 Sunnyside Ave University of Kansas Lawrence, KS 66045-7555 (USA)  <b>Email:</b> <a href="mailto:Toolbox@ku.edu">Toolbox@ku.edu</a>	<a href="http://ctb.ku.edu">http://ctb.ku.edu</a>	Free	Developed to support organisations involved in promoting community health and development. Topics covered include policy development, strategic planning, increasing participation, evaluation etc
Charity Village	Charity Village Ltd 160 Main Street South PO Box 92536, Brampton, Ontario, Canada L6W 4R1  Email: <a href="mailto:help@charityvillage.com">help@charityvillage.com</a>	<a href="http://www.charityvillage.com">http://www.charityvillage.com</a>	Free	A Canadian web-based 'Library' facility, with a Research Section that includes information for Boards of Directors, Human Resource Management and strategic planning. Resources section includes links to Australian non-profit web sites.
Good Practice Guide 2: Code of Ethical Conduct (1999)	New South Wales Federation of Housing Associations Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010  Phone: (02) 9281 7144  Fax: (02) 9281 7603  Email: <a href="mailto:nswfha@communityhousing.org.au">nswfha@communityhousing.org.au</a>	<a href="http://www.communityhousing.org.au">http://www.communityhousing.org.au</a> and select <b>Publications</b> . Click on the link <b>Publications produced by the NSW Federation of Housing Associations</b> . Under the <b>Publications List</b> , select <b>Resources for Housing Management</b> . Find Good Practice Guides (1998-2004) and click on <b>more info</b> to access an order form.	Members \$11 inc GST  Others \$15 inc GST  Full set of 12 Guides is \$88 for members or \$108 for non members	Provides assistance to community housing providers on developing policies and procedures regarding ethical conduct.  Checklists, sample forms, formats and model policies and procedures are provided on disk.
Writing Policy and Organisational Manuals	Management Alternatives Pty Ltd PO BOX 181 Coogee, NSW, 2034 AUSTRALIA  Phone: (02) 9665 7737  Fax: (02) 9315 7542  Email: <a href="mailto:paul.bullen@mapl.com.au">paul.bullen@mapl.com.au</a>	<a href="http://www.mapl.com.au">http://www.mapl.com.au</a> and select <b>Writing Policy</b> .	Free	These tools are designed to help people working in smaller community organisations develop written policies and organisational manuals.

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Take Action Meeting Form	National Court Appointed Special Advocates Association 100 W. Harrison North Tower, Suite 500 Seattle, WA 98119  Email: <a href="mailto:staff@nationalcasa.org">staff@nationalcasa.org</a>	<a href="http://www.casanet.org">http://www.casanet.org</a> and select <b>Program Management</b> , then select <b>Personnel</b> . Under the heading 'Managing Meetings' click on <b>Take Action Meeting Form</b> .	Free	Form to use or adapt to record 'Action Minutes' for meetings.
To Meet or Not to Meet	National Court Appointed Special Advocates Association 100 W. Harrison North Tower, Suite 500 Seattle, WA 98119  Email: <a href="mailto:staff@nationalcasa.org">staff@nationalcasa.org</a>	<a href="http://www.casanet.org">http://www.casanet.org</a> and select <b>Program Management</b> , then select <b>Personnel</b> . Under the heading 'Managing Meetings' click on <b>To Meet or Not to Meet</b> .	Free	Dot point lists to help decide on whether a meeting would be useful or not.
Basic Guidelines for Successful Planning Process	The Free Management Library, hosted by the Management Assistance Program for Nonprofits, USA  Email: <a href="mailto:mail@mapnp.org">mail@mapnp.org</a>	<a href="http://www.managementhelp.org">http://www.managementhelp.org</a> and select <b>Planning (Many Kinds)</b> and then select <b>Basic Guidelines for Successful Planning (basis for many types of plans)</b> .	Free	Part of a comprehensive web-based resource for all types of planning (see section 5). Provides a basic overview of typical phases in any planning process. Includes links to appropriate tools.
Performance Indicators	Management Alternatives Pty Ltd PO BOX 181 Coogee, NSW, 2034 AUSTRALIA  Phone: (02) 9665 7737  Fax: (02) 9315 7542  Email: <a href="mailto:paul.bullen@mapl.com.au">paul.bullen@mapl.com.au</a>	<a href="http://www.mapl.com.au">http://www.mapl.com.au</a> and under <b>Hot Topics</b> , select <b>Performance Indicators</b> .	Free	Covers what performance indicators are, how to develop them and how to use them. Also includes questionnaires to help an organisation work out whether performance indicators will be useful for them.
Evaluation	Management Alternatives Pty Ltd PO BOX 181 Coogee, NSW, 2034 AUSTRALIA  Phone: (02) 9665 7737  Fax: (02) 9315 7542  Email: <a href="mailto:paul.bullen@mapl.com.au">paul.bullen@mapl.com.au</a>	<a href="http://www.mapl.com.au">http://www.mapl.com.au</a> and select <b>Evaluation</b> . Click on each section (e.g. <b>Tools</b> ) to access information and other related links.	Free	A six section web page that outlines a wide range of potential evaluation strategies and provides a link to some potentially useful evaluation tools, including a tool to facilitate 'outcomes thinking'.

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Pursuing Customer Satisfaction in the Human Services	Social Options Australia PO Box 6570 Halifax St Adelaide South Australia 5000  Phone: (08) 8326 8033  Fax: (08) 8339 1074  Email: <a href="mailto:info@soa.com.au">info@soa.com.au</a>	<a href="http://www.soa.com.au">http://www.soa.com.au</a> and select <b>Publications</b> . Click on the title of the publication for information about its content and to download an order form.	\$41.80 inc GST and P&H	<p>"Pursuing <i>customer satisfaction</i> does not mean pandering to every whim and fancy of your users – it means ensuring that the customer experiences a quality service which meets their identified needs to the best of your ability within your resources and your charter." (p8).</p> <p>Includes sections on developing criteria for assessing customer satisfaction and on methods of assessing customer satisfaction.</p>
Outcome Measurement in Nonprofit Organizations: Current Practices and Recommendations (2001)	Elaine Morley, Elisa Vinson, and Harry P. Hatry  Published by Independent Sector, 1200 Eighteenth Street, NW, Suite 200 Washington, DC 20036  Email: <a href="mailto:info@IndependentSector.org">info@IndependentSector.org</a>	<a href="http://www.independentsector.org">http://www.independentsector.org</a> and under the heading <b>Research</b> , select <b>Free Research Publications</b> . Under the heading <b>Other Publications</b> , look for the title of this publication and click on <b>Summary</b> . This will allow you to download a free summary of the publication and an order form if you wish to purchase the full document.	Summary free  Full document is approx. \$30 plus P&H	Aimed at managers and staff of non-profit organisations and provides examples of procedures that organisations have used to measure outcomes. Sections include: Types of Outcome Information Collected, Data Collection Procedures for Measuring Outcomes, Analysis of Outcome Information, and Reporting and Use of Outcome Information.