

Statement of Expectations - Action Plan 2018/20

Wage Inspectorate

The Ministerial Statement of Expectations (Statement) for the Wage Inspectorate Victoria (the Inspectorate) within the Department of Premier and Cabinet (DPC) for 2018-2020 together with this Action Plan will be published on DPC's website, consistent with the guidelines issued by the Department of Treasury and Finance (DTF).

The Action Plan confirms the Inspectorate's commitment to improving regulatory performance and contributes to the Government's program to reduce red tape affecting businesses, not-for-profit organisations, government service providers and households.

Our plan to meet your commitments

The Inspectorate identified areas of governance and operational performance where improvements could be made to reduce cost impacts on business. These areas of improvement are set out below.

Timeliness

Review and improve current resourcing and processes to respond in a timely manner to claims of underpayment or non-payment of long service leave entitlements.

Activity	Target
Long Service Leave	
Respond in a timely manner to claims for non-payment or underpayment of long service leave entitlements	<p>The Inspectorate will allocate additional staff to conduct investigations into alleged breaches of the Long Service Leave Act 2018 (LSL Act).</p> <p>The Inspectorate will take a risk-based approach to providing advice and conducting investigations regarding long service leave complaints.</p> <p>The Inspectorate will continue to review its regulatory processes and practices and implement the most efficient and effective methods of resolving claims, including the use of education, alternative dispute resolution and voluntary compliance techniques.</p>

Regulatory risk-based framework

Implement the recently developed risk-based framework for the regulation of child employment and long service leave laws to ensure the efficient allocation of resources, proportionate to the level of risk where breaches of those laws occur.

Activity	Target
Child Employment	
<p>The Inspectorate will implement the risk-based framework following allocation of additional resourcing</p>	<p>The Inspectorate will implement policies and procedures for risk-based decision making when processing applications for child employment permits under the Child Employment Act 2003 (CE Act).</p> <p>The Inspectorate will, within the framework and as per the its functions under the CE Act, provide advice and conduct risk based investigations regarding alleged breaches of the CE Act.</p> <p>The Inspectorate will recruit and train new staff in the relevant policies and procedures regarding risk-based decision making when processing applications for child employment permits.</p> <p>The Inspectorate will consider the risk profile and seriousness of alleged breaches of the CE Act when determining appropriate enforcement action.</p> <p>The Inspectorate will update relevant case management systems to reflect risk-based processes.</p> <p>The Inspectorate will monitor the effectiveness of the framework and the outcomes and synchronise with future planning.</p>
Long Service Leave	
<p>The Inspectorate will implement the risk-based framework following allocation of additional resourcing</p>	<p>The Inspectorate will implement policies and procedures for risk-based decision making when investigating alleged breaches of the LSL Act.</p>

	<p>The Inspectorate will recruit and train new staff in the relevant policies and procedures regarding risk-based decision making when investigating alleged breaches of the LSL Act.</p> <p>The Inspectorate will:</p> <ul style="list-style-type: none"> • consider the risk profile and seriousness of alleged breaches of the LSL Act. • over time, update relevant case management systems to reflect risk-based processes. • Monitor the effectiveness of the risk based framework and outcomes to inform future planning
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Compliance related assistance and advice

Develop tools and resources to raise awareness and educate employers about changes in long service leave legislation, operative from 1 November 2018. Attention should be given to appropriately pitching the materials at the target audience, particularly addressing the needs of small business.

Long Service Leave	
Development of tools and resources	<p>The Inspectorate to develop a communication plan to incorporate a broad range of methodologies and communication techniques to inform the public of the changes to the LSL Act.</p> <p>The Inspectorate to develop and publish a comprehensive guide for the LSL Act.</p>
Raising awareness and educating employers about new LSL Act	<p>The Inspectorate will conduct information and education campaigns concerning the LSL Act and the CE Act.</p> <p>The Inspectorate to increase its reach to ensure employers are exposed to the new laws with which they must comply.</p>
Targeted messaging	The Inspectorate to develop educative materials that are specific to the needs of target audiences.

Increase the visibility, accountability and transparency of Wage Inspectorate Victoria

Refine and implement the Monitoring and Evaluation plan, including the collection, collation and analysis of relevant data to evaluate effectiveness. Report outcomes to demonstrate the Inspectorate's commitment to improving visibility, accountability and transparency.

Improvement strategy / Activity	Target
Child Employment	
Monitoring and evaluation	The Inspectorate will implement its monitoring and evaluation plan, including confirming its processes and criteria for the collection of data and reporting with respect to the CE Act.
The Inspectorate will report on its outcomes in the DPC annual report	The Inspectorate will collect, collate, analyse and provide data for publication in the DPC Annual Report as appropriate.
Long Service Leave	
Monitoring and evaluation	The Inspectorate will implement its monitoring and evaluation plan, including confirming its processes and criteria for the collection of data and reporting with respect to the LSL Act.
The Inspectorate will report on its outcomes in the DPC annual report	The Inspectorate will collect, collate, analyse and provide data for publication in the DPC Annual Report as appropriate.

Purpose and role clarity

Given the introduction of the Victorian Wage Inspectorate and the incorporation of the former EI&C into this new branch in IRV, provide clarity around the purpose and role of EI&C within the new structure and clear communication to internal and external stakeholders.

Improvement strategy / Activity	Target
The Inspectorate's Vision	The Inspectorate will develop and refine a clear vision statement regarding its role in the regulation of the LSL Act and the CE Act. The Inspectorate will publish its vision and detailed information about its operations
Stakeholders	The Inspectorate leadership will engage with stakeholders about its role and operations and solicit feedback, intelligence and information to assist and improve its operations.