

# Preparing for registration with the Social Services Regulator

## Group three service providers

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## Today's webinar

- **About the Social Services Regulator**
- **Meeting the Social Services Standards and the Child Safe Standards**
- **Registration**
- **Ongoing requirements**
- **Q&A**

**Please complete the quick poll on your screen, this helps us evaluate today's session**

About us

## About the Social Services Regulator

Jonathan Kaplan  
Social Services Regulator

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## Acknowledgement of Traditional Owners

I would like to begin by acknowledging the Traditional Owners of the lands on which we are meeting today

I pay my respects to Elders past and present, and to all the Aboriginal and Torres Strait Islander people who are joining us today.

# Who is the Social Services Regulator?

**The Social Services Regulator is an independent statutory authority established under the Social Services Regulation Act 2021**

- The Act establishes a new framework for social services regulation in Victoria
- The Act and the Social Services Regulations 2023 began on 1 July 2024.

**The new laws mean Victorian social service providers have:**

- ✓ a common set of social service **standards**
- ✓ a single **independent** regulator.

# Roles and responsibilities of the Social Services Regulator

## Social Services Regulator focuses on:

**Engagement and education** about the new laws

Managing **registrations**

### **Regulating the:**

- six new Social Service Standards
- Child Safe Standards

### **Responding to** breaches of:

- legislation
- regulations
- conduct

- ✓ Works with **co-regulators**, such as:
  - Commission for Children and Young people
  - Victorian Disability Worker Commission
  - NDIS Commission
- ✓ Makes decisions **independently**
- ✓ It is not directed by the Minister when making decisions

# Snapshot of the new Social Services Regulatory laws

**New laws commence 1 July 2024**

**A single regulator that is independent**

**Registration**

**Social Services Standards  
and Child Safe Standards**

**Worker and Carer Exclusion  
Scheme**

**A comprehensive regulatory toolkit and fit-for purpose incident reporting  
to effectively support compliance and enforcement**

**Information sharing** and other provisions to reduce regulatory burden

# Who is covered by the new laws?

## Services covered by the Social Services Regulator

**Children, youth and family services, including child protection**

### **Disability services**

(provided or funded by Department of Families, Fairness and Housing, or funded by Transport Accident Commission and/or WorkSafe Victoria)

**Supported residential services**

**Homelessness support services**

**Family violence support services**

**Sexual assault support services**

**Out-of-home care and secure welfare services**

<https://www.vic.gov.au/services-scope-new-scheme>

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## Value of the new laws

- To give primary consideration to the **protection of service users** from harm, abuse and neglect
- **Minimise** risks of avoidable harm in social services delivery
- **Promote and support** the delivery of safe, effective social services
- Encourage **continuous improvement**
- **Close gaps** in safeguarding coverage





## Requirements

- Meeting the standards
- Registration
- Ongoing requirements

Richard Marks  
Director, Social Services  
Regulation

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# Most TAC and WorkSafe funded providers are in Group 3

For registration, providers are divided into groups with different timings

Group 3	<ul style="list-style-type: none"><li>• Providers of disability services funded by TAC or WorkSafe</li><li>• Were not required to be registered with the Human Services Regulator</li><li>• Were delivering disability services before 1 July 2024</li></ul>
Group 1	<ul style="list-style-type: none"><li>• Providers who <b>were</b> required to be registered with the Human Services Regulator</li><li>• Your registration automatically transferred</li></ul>
Group 2	<ul style="list-style-type: none"><li>• Already registered or in the process of registering because you provide <b>other</b> services</li><li>• <b>Add</b> your TAC and/or WorkSafe funded disability services to your registration</li></ul>
New provider	<ul style="list-style-type: none"><li>• Newly created provider</li><li>• Began receiving funding from TAC or WorkSafe after 1 July 2024</li></ul>



Compliance requirements

## Meeting the Social Services Standards

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# Social Service Standards

A **consistent set of obligations** that all registered social service providers in Victoria must meet.

- **Standard 1: Safe service delivery**  
Social services are safely provided based on assessed needs.
- **Standard 2: Service user agency & dignity**  
Social services are person-centred, and respect and uphold service user rights and agency.
- **Standard 3: Safe service environments**  
Social services are provided in a safe, secure and fit-for-purpose environment.
- **Standard 4: Feedback and complaints**  
Service users are supported to share feedback, complaints or concerns about service safety.
- **Standard 5: Accountable organisational governance**  
Effective governance and organisational systems support safe social service delivery.
- **Standard 6: Safe workforce**  
Social services are delivered by a workforce with the knowledge, capability and support to provide safe social services with care and skill.

<https://www.vic.gov.au/social-services-regulator-social-services-standards>

# Supporting providers to get ready to meet the Standards

## Our information sheets have

- ✓ **Checklists** to get ready
- ✓ **Outcomes:** each Standard aims to achieve key outcomes
- ✓ **Service requirements:** actions you take to meet an outcome and a Standard
- ✓ Indicators of success to show **ongoing compliance** with a Standard

## How to meet Standard 1

Service requirements outline actions for social services providers to demonstrate Standard.

To meet the Standard, you must meet **all** of the Standard's services requirements.

The requirements often guide providers to build on existing frameworks. The Soci recognises that many providers will use needs assessment frameworks in proced delivery.

For Standard 1, the service requirements focus on:

- service user safety
- needs assessments and service planning
- health and wellbeing
- cultural safety and inclusion
- Aboriginal cultural safety and inclusion.

## What this Standard will ask you to demonstrate

The **outcomes** Standard 1 aims to achieve are:

- to protect service users from **avoidable harm** when providing social services
- to **take into account** service users' **needs, circumstances and goals** when pro
- service users receive services that **support their health and wellbeing**
- service users receive social services that are **culturally safe**
- **Aboriginal service users** receive social services that are **culturally safe**.

<https://www.vic.gov.au/social-services-regulator-social-services-standards>

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## Meeting the Child Safe Standards



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# There are 11 Child Safe Standards



<https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/>

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# Who must meet the Child Safe Standards

- Organisations and businesses in scope of the *Child Wellbeing and Safety Act 2005* must meet each Child Safe Standard
  - This includes organisations that provide or facilitate services for children (for some or all of their services)
  - Sole traders also need to meet the Child Safe Standards if they have engaged a contractor / employee / volunteer to provide services, facilities or goods
- ✓ We regulate the Child Safe Standards in social services
  - ✓ The Child Safe Standards are not voluntary
  - ✓ There can be legal consequences for non-compliance
  - ✓ There are multiple regulators of the Child Safe Standards: you may have multiple reporting requirements

<https://www.vic.gov.au/changes-regulation-child-safe-standards>

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Compliance requirements

## Registering with the Social Services Regulator



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## Who needs to register as part of group three?

You **are** in scope if you provide disability services which are funded by TAC or WorkSafe and you were providing these services prior to 1 July 2024

You must register with the SSR if you wish to continue providing these services

You are **not** in scope of the new laws if you provide disability services which are *not* funded by DFFH, TAC or WorkSafe Victoria

It is not necessary to register these services or demonstrate that you meet the Standards for these services



# What if I started providing Victorian funded services after 1 July 2024?

You are **not** part of group 3 if you:

- are a newly established provider
- began receiving funding after 1 July 2024, or
- did not receive funding or deliver funded disability services in the three months leading up to 1 July 2024.

Instead, you are considered **a new provider**

There is a different registration application process for new providers

You can find more information about this process on our website:

<https://www.vic.gov.au/social-services-regulator-registration>

New providers need to email [registration@ssr.vic.gov.au](mailto:registration@ssr.vic.gov.au) to start the registration application process



## Registration is different if you provide multiple services

Some service providers may have already registered or begun the registration process for *other* services they provide if they are part of registration group 1 or 2

If you also provide disability services funded by TAC or WorkSafe, you must **add** these to your existing registration profile

The Regulator will contact you by email to begin and complete this process

You must contact the Regulator if you have *not* received this email by **30 June 2025**



## Snapshot: registering your TAC and/or WorkSafe funded disability services with the Regulator

Registration group	What do I need to do?
New provider	Review the information on our website and email us to begin the registration application process
Group 1 or 2 provider	Add your TAC and/or WorkSafe funded disability services to your registration profile
Group 3 provider	Begin preparing for registration, while you wait for contact from us

## Group three registration process snapshot

### The Group three registration process:

- Uses relevant information the Regulator has about service providers' operations
  - Streamlines the process where possible
  - Reduces administrative burden
- ✓ There is **no cost** for registration
  - ✓ It is **not necessary to renew** registration with the Regulator
  - ✓ The Regulator makes every effort to **email you** within the specified timeframe about completing the registration process

# How do service providers begin the registration process?

**Group three's dedicated registration period is between May and June 2025.**

Group three service providers need to begin the registration application process during this time.

**The Social Services Regulator will email Group 3 providers about starting the registration application process during this period**

This is the first of a series of email communications you will have with the Regulator during the registration process.

**Contact the Regulator if you are in Group three and do not receive an email by 30 June 2025**



# What can service providers do now?



Confirm what registration group you are in

Who is covered by the new laws?  
Registration groups



Subscribe to get the latest updates, sector guidance, news and event details from the Regulator



Review the Regulator's guidance

- Six Social Services Standards information sheets
- Preparing to register – Group 3 (coming In December)
- Demonstrating suitability in registration process



Review the Regulator's information about our approach

- Overview of the new laws and comparison documents
- Our principles and approach to regulation

All guidance and information is at [www.ssr.vic.gov.au](http://www.ssr.vic.gov.au)

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Compliance  
requirements

## Ongoing registration and compliance requirements for all registered service providers



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## Ongoing registration requirements

**Once registered, service providers do not need to renew registration with the Regulator. Your registration will continue unless cancelled by the Regulator.**

**Once registered, you must meet ongoing compliance requirements of the new laws. These include:**

- **meeting the six Social Services Standards**
- **meeting the Child Safe Standards (if they apply)**
- **complying with your registration requirements**
- **reporting incidents which occur during service delivery**
- **reporting changes to your operations and organisation.**

# Regulatory approach

## The Regulator makes decisions using:

- an intelligence-led and integrated approach
- a proportionate approach to risk
- objectivity and openness in our processes
- procedural fairness
- resources where they have the greatest effect

## We will take a graduated approach to regulating the new laws

- Our initial focus will be on informing and educating organisations about their obligations under the new Standards
- For some organisations, it may take time and effort to get things right and they may not have fully completed implementation
- Over time, we will expect organisations to have comprehensively comply with requirements of the laws

# How does the Regulator monitor compliance?

By using a **risk-based approach**, we monitor compliance in a graduated, timely and proportionate way. This means that:

- Registered service providers are *not* required to undertake scheduled periodic reviews
- Service providers may choose to undertake independent reviews with private providers

The Regulator uses a range of compliance and enforcement tools

## Using a data-driven approach to determine risk:

- ✓ Nature of service provided
- ✓ Profile of the service users
- ✓ Incident reports and handling
- ✓ Complaints and notifications from service users and the community
- ✓ Referrals from regulators and safeguarding bodies
- ✓ Announced and unannounced inspections

<https://www.vic.gov.au/social-services-regulators-approach-regulation>



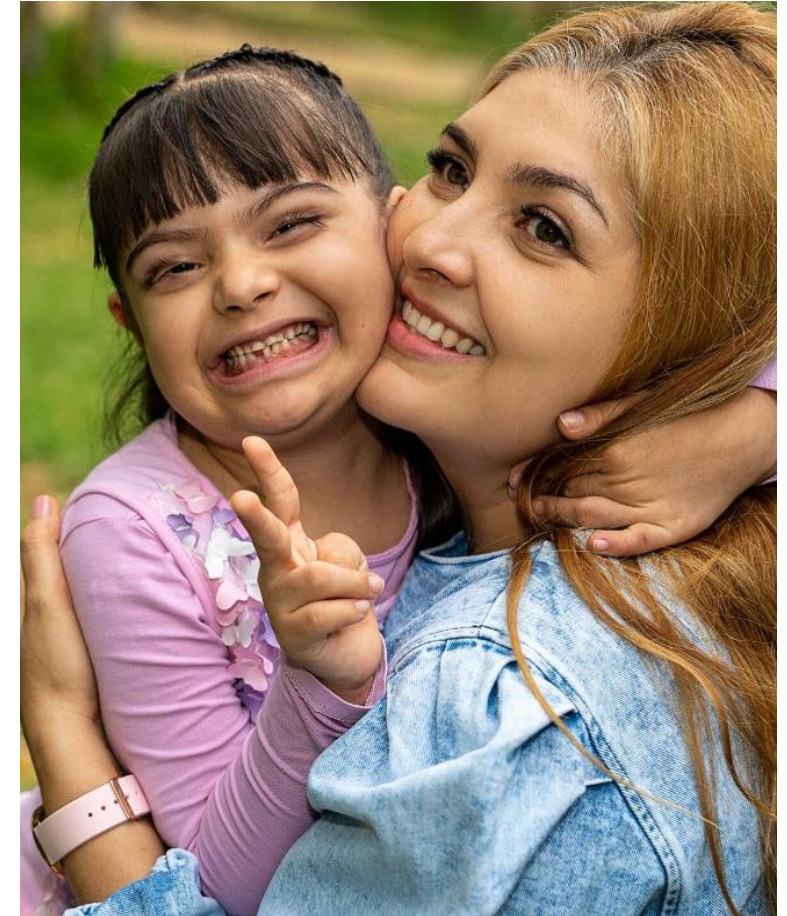
# Balancing existing good practices with maintaining oversight

**Some compliance requirements are similar to other regulatory schemes**

- ✓ for some service providers, this includes meeting previous compliance requirements
- ✓ some providers are already meeting the Child Safe Standards

This means the Regulator:

- expects many providers to have systems and practices in place to help them meet new compliance requirements
- streamlines regulatory burden where possible by looking for evidence of good systems



# Guidance and information for the sector

## Preparing for registration

- [Social Services Standards information sheets](#)
- [Preparing to register – Group 3](#)
- [Demonstrating suitability in registration process](#)
- [Child Safe Standards](#)
- [Overview of the new laws](#)

## Ongoing registration and compliance

- [Our principles and approach to regulation](#)
- [Reporting a notifiable incident](#)
- [Reporting changes to your organisational and operational information](#)

All guidance and information is now live at [www.ssr.vic.gov.au](http://www.ssr.vic.gov.au)

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# Getting in touch with the Social Services Regulator

For more information, start with our website:

<https://www.vic.gov.au/social-services-regulator>

- For general enquiries:  
[enquiries@ssr.vic.gov.au](mailto:enquiries@ssr.vic.gov.au)
- For enquiries about registration:  
[registration@ssr.vic.gov.au](mailto:registration@ssr.vic.gov.au)





# Questions

Thank you

# Accessibility statement and publisher information

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