# **Group three service provider registration**​ 19 June 2025​

Presented by Richard Marks, Director Social Services Regulation and Braden Hegedus, Senior Project and Policy Officer.

## Today’s webinar

You will learn answers to the following:

* What work has the Social Services Regulator done to support group three service providers?​
* What is the registration application process for these providers?​
* What are the common challenges when applying for registration?​
* Where can I get more information?

## About us – work to date

### A Social Services Regulator refresher​

We focus on:

* **Engagement and education** about the new laws​
* Managing **registrations**​
* **Regulating** the:​
  + 6 new Social Services Standards
  + Child Safe Standards
* **Responding to** breaches of:​
  + legislation
  + regulations
  + conduct

We also work with peer regulators, such as

* Commission for Children and Young people​
* Victorian Disability Worker Commission​
* NDIS Commission

We make decisions independently. We are not directed by the Minister when making decisions

[Find out more about the Social Services Regulator](https://www.vic.gov.au/about-social-services-regulator)

### Who needs to register as part of group 3?

You are covered by the new laws if you provide disability services funded by TAC or WorkSafe. You must register with the Regulator to continue providing these services. ​  
If you were providing these services before 1 July 2024 you are part of group 3. ​

This includes TAC or WorkSafe services specifically for persons with a disability: ​

* disability support services ​
* case management services ​
* training and skills development services that aim to increase or maintain the independence of persons with a disability ​
* residential services for persons with a disability.​

[Find out more about Social Services Regulator Registration](https://www.vic.gov.au/social-services-regulator-registration)

### Our registration pilot

What we tested:

* The key pieces of information we need to assess a provider’s suitability ​
* The minimum details we need to build a registration profile for a TAC/WorkSafe funded provider ​
* Key areas of usability including navigation, ease of use, look and feel​
* Service provider understanding of our prompts and questions​
* Our guidance provides meaningful assistance in completing the registration process

What we have changed:

* Provided more clarity about evidence requirements​
* Adjusted the system to build in further usability ​
* Improved our guidance materials

## The registration process

Registration steps:

1. prepare to register
2. complete your service provider profile
3. confirm the services you deliver are covered by the Regulator
4. apply for registration
5. Social Services Regulator review of your registration application

## Guidance and information to support you

### Registration guidance pack​

* We have sent you a request for your Active Admin User ​
* Most of you have provided this information and will shortly receive a comprehensive **registration pack**​
* Active Admin User information must be received in order for you to receive the pack ​
* This pack will contain helpful information including the registration portal quick reference guides​
* These have been designed to help you successfully register with us – read them before accessing the portal and keep them with you as you navigate the process
* We will be running **'drop in' sessions** to address your registration queries – information will be emailed with guidance.

### Getting in touch with the Social Services Regulator​

For more information, start with [our website](http://www.ssr.vic.gov.au/)

For general enquiries email [transition@ssr.vic.gov.au](mailto:transition@ssr.vic.gov.au)

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

For technical issues with the portal:​[portalsupport@ssr.vic.gov.au](mailto:portalsupport@ssr.vic.gov.au)

## Registration application tips and tricks

### Common challenges

The most common things that delayed registration:

**Active Admin User nomination not advised by CEO or equivalent**

How you can avoid Active Admin User problems:

* nomination is needed for reg. 48% so far.​
* nomination is CEO or equivalent come from CEO or equivalent ​
* if not CEO, but equivalent, please confirm

**Need to demonstrate appropriate insurance to provide the social service, for example public liability, professional indemnity, etc.**

How you can avoid problems with demonstrating insurance:

* use your judgement
* doesn't need to be home and contents.​
* insurance Certificate of currency suffices

**ABN / ACN / Legal Entity Name**

How you can avoid problems with ABN / ACN / Legal Entity Name:

* select one, the other, or both. If you have ACN, select both​
* they all need to match ​
* if unsure of your details use [ABN look up](https://abr.business.gov.au/)

**Evidence of funding**

How you can avoid problems with evidence of funding:**​**

* where TAC/WSV has confirmed your Category and Service Type only remittance or invoice is required.​
* if you provide inidividualised funding, you will need to provide a letter from TAC or WSV confirming your funding.​
* if unsure, reach out to your TAC/WSV contact.

**Funding arrangements and the DFFH Service Agreement**

How you can avoid problems with funding arrangements and the DFFH Service Agreement:

* a Service Agreement is a funding contract with DFFH. If you don’t have one, tick no. ​
* if you receive funding from DFFH for other services outside of a Service Agreement, ie via invoice, you can select ‘Other – Contingency”.

**Sub-contracting vs consortia ​**

How you can avoid problems with sub-contracting vs consortia:

* consortia is a funding agreement signed together by two or more service providers.​
* sub-contracting is when you pay another provider to provide services on their behalf.

**Key personnel – submit information about​**

How you can avoid problems with submitting information about key personnel:

* each member of the group of persons who is responsible for the executive decisions​
* the chief executive officer (however described)​
* any other person who has primary responsibility for (or significant influence over) planning, directing or controlling delivery of the social service.​
* Please refer to the suitability factsheet for further information.

**Site information**

How you can avoid problems with submitting site information

* Includes all sites where service delivery occurs. This could be your head office or an offsite facility, but don't include client's home or public sites for example library.
* Application will ask for Head Office and sites, if you only deliver services in client's home or community, enter your head office as the site.​
* Please refer to the suitability factsheet for instructions. **​**

## Key takeaways

* The Regulator ran a pilot so we can better support group three service providers through registration​
* Registration system access will open on 23 June for group three providers who have confirmed an Active Admin User​
* We will email you a package of guidance to support you through the process and run 'drop in' sessions ​