

Group three service provider registration

19 June 2025

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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. We acknowledge Aboriginal people as Australia's first peoples and the Traditional Owners and custodians of the land and water on which we rely

We recognise and value the ongoing contribution of Aboriginal people and communities to Victorian life and how this enriches us. We embrace the spirit of reconciliation, working towards the equality of outcomes and ensuring an equal voice.

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

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?

Getting the most out of today's webinar

- We encourage you to have your camera on
- Your microphone will be muted to avoid accidental interruptions
- There is a chat enabled for this meeting
- We will share a copy of the slides after the meeting
- Use the 'View' button to change what your screen looks like if you are having trouble viewing the presenter or slides
- The slides have links to our website you can click on to find out more
- There will be time at the end of the webinar for questions

About us

Work to date

Richard Marks
**Director, Social Services
Regulation**



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A Social Services Regulator refresher

We focus 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

We:

- ✓ Work with **peer regulators**, such as:
 - Commission for Children and Young people
 - Victorian Disability Worker Commission
 - NDIS Commission
- ✓ Make decisions **independently**
 - We are not directed by the Minister when making decisions

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

Who needs to register as part of group three?

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.

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

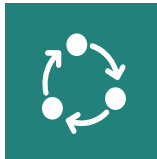


Our registration pilot

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:

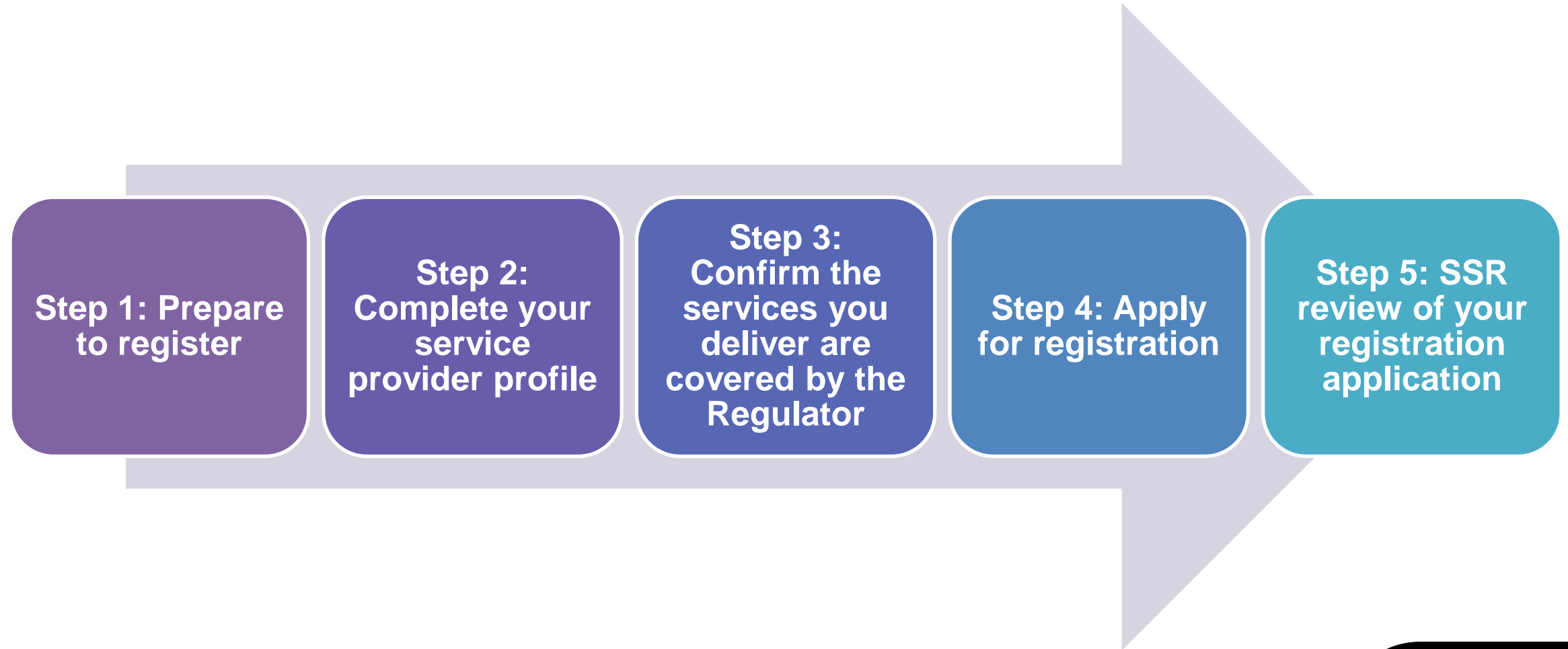
- Provided more clarity about evidence requirements
- Adjusted the system to build in further usability
- Improved our guidance materials

The registration process
Richard Marks
**Director, Social Services
Regulation**



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Registration steps



Guidance and information to support you

Braden Hegedus
Senior Project and Policy
Officer



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:

www.ssr.vic.gov.au

For general enquiries:

transition@ssr.vic.gov.au

For enquiries about registration:

registration@ssr.vic.gov.au

For technical issues with the portal:

portalsupport@ssr.vic.gov.au



Registration application tips and tricks

Braden Hegedus

Senior Project and Policy
Officer



Common challenges

The most common things that delayed registration	How you can avoid them
Active Admin User nomination not advised by CEO or equivalent	<ul style="list-style-type: none">• 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 eg public liability, professional indemnity, etc.	<ul style="list-style-type: none">• Use your judgement.• Doesn't need to be home and contents.• Insurance Certificate of currency suffices
ABN / ACN / Legal Entity Name	<ul style="list-style-type: none">• 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

Common challenges

The most common things that delayed registration	How you can avoid them
Evidence of funding	<ul style="list-style-type: none">• Where TAC/WSV has confirmed your Category and Service Type only remittance or invoice is required.• If you provide individualised 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.

Common challenges

The most common things that delayed registration	How you can avoid them
Key Personnel – submit information about	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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 eg 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.

Questions

- **Use raise hand function**
- **Please turn on your camera and unmute yourself when it is your turn**
- **Limit questions to two per person to ensure all can participate**
- **Put any additional questions in the chat**
- **We will address any questions we don't get to after the webinar**

Key take aways

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



Thank you

We will circulate a copy of this presentation to attendees

Accessibility statement and publisher information

To receive this presentation in another format phone email the [Social Services Regulator](mailto:enquiries@ssr.vic.gov.au) <enquiries@ssr.vic.gov.au>.

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In this presentation, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. 'Indigenous' or 'Koori/Koorie' is retained when part of the title of a report, program or quotation.