

Safe service delivery in supported residential services

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You will learn answers to the following

- What requirements have changed for me since 1 July?
- What are the common challenges to compliance in SRS?
- What is Social Services Standard 1 and how do I demonstrate compliance with my requirements?
- 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

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.

About us

About the Social Services Regulator

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Director, Social Services
Regulation



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Who is the Social Services Regulator?

The Victorian Government established the **Social Services Regulator** as an independent statutory authority under the **Social Services Regulation Act 2021**

- The Act establishes new laws to regulate social services in Victoria.
- The Act, the Social Services Regulations 2023 and the Supported Residential Services Regulations 2024 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

Replaces the:

- ✓ Human Services Regulator
- ✓ Previous SRS legislation

How is the Social Service Regulator different to the Department of Families, Fairness and Housing?

Social Services Regulator is responsible for regulation and 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

DFFH is responsible for SRS sector support and focuses on:

Sector capability building

SRS community of practice

Managing SAVVI, PLP funding

Assesses resident support needs, when notified by the Regulator

Acting as a system steward

Registration requirements are ongoing

- SRS providers were automatically registered with the Regulator on 1 July 2024
- Your registration continues unless cancelled by the Regulator
- You must meet ongoing requirements to comply with the new laws

Requirements include:

- ✓ meeting the Social Services Standards
- ✓ meeting the Child Safe Standards (if they apply)
- ✓ reporting about multiple things
- ✓ SRS service specific
 - ✓ Medication management
 - ✓ Notices to vacate
 - ✓ Residential service agreements
 - ✓ Staffing
 - ✓ Fees

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

What we see in supported residential services

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What we are seeing in SRS

1 July 2024 – 22 May 2025

**33 Community
visitor reports**

**719 Notifiable
incidents**

- 73 critical notifiable incidents
- 642 notifiable incidents

**31 Notices to
vacate**

Regulatory Activity for SRS

1 July 2024 – 30 April 2025

151

- physical inspections conducted

41 from notifiable incidents

61

- Improvement Notices issued to 18 Service Providers
 - 12 are 'Closed'
 - 49 are 'Open'

133

- pieces of remedial guidance and information provided

778

- other interactions with Service Providers (emails, phone calls and meetings).

What we are seeing in SRS

Identified non-compliance	Our tips
Medication administration errors	<p>Ensure your staff:</p> <ul style="list-style-type: none">• sign for medication administration immediately• administer medication with resident• report refusals to resident's GP• need evidence from provider/prescriber they are aware resident can safely self-administer and record own medication
Deterioration in health responsibilities	<p>Ensure you:</p> <ul style="list-style-type: none">• discuss your concerns with the resident's health care provider and any other relevant parties• support resident choice• record and can demonstrate what you have done to seek support for your resident
Residential service agreements	Ensure RSAs contain the information the law requires
Reporting incidents	<p>Ensure you:</p> <ul style="list-style-type: none">• provide enough details in your incident reports• check guidance online

Social Service Standard 1: Safe service delivery

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There are six Social Service Standards

Safe service
delivery

Service user
agency &
dignity

Safe service
environment

Feedback
and
complaints

Accountable
organisational
governance

Safe
workforce

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



Standard 1 protects service users from avoidable harm, neglect and abuse

The Standard requires SRS providers to identify and manage risk, and consider their residents':

physical health

mental health

cultural background

Aboriginal cultural
safety

Safe service delivery

Outcomes

- to protect service users from avoidable harm when providing social services
- to take into account service users' needs, circumstances and goals when providing a social service
- 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.

Service requirements

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

Key differences from previous Accommodation and Personal Support Standards

Service requirement	Difference
Service user safety	Includes identifying and reducing risks of harm to service users. Its scope is broader than the physical environment.
Needs assessments and service planning	Includes all services provided to a service user, whether provided by the SRS or not.
Cultural safety and inclusion	More clearly stated requirements, including staff training.
Aboriginal cultural safety and inclusion	More clearly stated requirements that all providers must understand.

How do I demonstrate meeting Standard 1?

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How to meet the Standards

Understand

- Build awareness of the Standards
- Identify outcomes for each Standard.
- Note key differences between your practices under the previous Personal support and accommodation standards and the new Standards.

Review

- Review current policies and procedures for safe service delivery
- Check your processes against each Standard's service requirements
- Discuss and review service requirements with your leadership team.

Prepare

- Identify gaps to meeting service requirements
- Use the guidance in the Standards information sheet
- Include key documents showing compliance in your risk frameworks.

Act

- Line your policies and procedures up with service requirements.
- Build in indicators of success to stay on track for ongoing compliance.

Checking your compliance with Standard 1

Regularly review your policies and procedures to track your performance

Positive indicators may include:

- showing that social services are delivered based on evidence-informed practice
 - Support plans are based on health provider advice
- your assessments recognise your residents' strengths
- your SRS uses an early intervention approach to service delivery
- data showing that service users feel safe to express cultural needs
- evidence that service users' cultural identity and lived experience have been respected
- examples showing how you actively encourage residents and their families to take part
- feedback showing that staff can provide culturally safe services, including respecting the cultural identity and lived experience of Aboriginal service users.

Continuous improvement

Providers can:

- Draft and regularly review policies and procedures
- Train their staff in their policies and procedures
- Review feedback received from Regulator
- Participate in Community of Practices



A note on policies and procedures

Documents which help guide decision making and what you expect staff to do in your SRS

Tips:

- If someone looked at your documents, would they know what to do?
- Double check your policies and procedures relate to your requirements
- There is no need to be fancy – documents can be short and simple if they cover everything you need
- Are they easy to find?



Would someone know how to use your documents?

Documents should be:

- Kept up to date
- Reviewed periodically – with your staff feedback
- Easy to read
- In plain English where possible
- Contain clear and concise information
- Have clear instructions if they require someone to do something



Do your policies and procedures relate to your requirements?

Policies and procedures should:

- Be clear on what is required, who is responsible, when and how action should be taken
- Be reviewed periodically and refined / bolstered to reflect the services you deliver
- Include correct / up to date referencing of legislative requirements and standards
- Be familiar and understood well by you and your staff – this includes training where relevant



Scope, scale and accessibility

- Documents including policies and procedures do not need to be long and should centre around the services you deliver
- Staff should have easy access to the most up to date documentation so they can deliver services safely
- Systems you have in place may be simple or complex: your documents should reflect that.



The Regulator's approach to Standard 1

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Standard 1 guidance

Information sheets for each Social Services Standard include:

- Checklists
- Outcomes
- Service requirements
- Indicators of success

Standard 1: Safe service delivery Social Services Standards



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

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How the Standards will be monitored

We will:

- take a proportionate and risk-based approach to meeting the Standards
- focus on the areas of greatest risk, based on evidence and information.

We are guided by principles of preventing harm and addressing risk.

We may take enforcement action depending on factors such as:

- the impact and likelihood of harm to service users
- the provider's approach to meeting the Standards.

Where do you get more information about your requirements?

All providers

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

SRS specific information sheets

- Notices to vacate
- Managing support plans
- Managing medication
- Staffing requirements
- Managing residents' money
- Fees, charges and security deposit
- Using a Residential Services Agreement

All guidance and information is now live at www.ssr.vic.gov.au

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
- For enquiries about registration:
registration@ssr.vic.gov.au



Questions

- **Use raise hand function**
- **Please turn on your camera and unmute yourself when it is your turn**
- **Limit questions to one 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**

Thank you

We appreciate you completing a quick poll to help us improve future sessions

We will circulate a copy of this presentation to attendees

Key take aways

The new laws have similarities and differences to the past SRS legislation

SRS providers must proactively understand and meet the six Social Services Standards

We are actively monitoring and supporting service provider compliance

We have information and guidance on our website



Accessibility statement and publisher information

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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.