

Social Services Regulator

16 June 2026

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Acknowledgement of Country

The Social Services Regulator (SSR) acknowledges and celebrates Aboriginal people as the First Peoples, Traditional Owners and Custodians of the land on which we operate.

We acknowledge and respect that Aboriginal communities are steeped in traditions and customs built on a disciplined social and cultural order that has sustained 60,000 years of existence.

We recognise the deep and enduring connection of Aboriginal and Torres Strait Islander peoples to Country, and their continuing custodianship of the land, waterways and seas.

The SSR's role includes ensuring:

- Organisations covered by the Child Safe Standards establish a culturally safe environment for First Nations children where they are respected and valued, and
- First Nations people who use social services receive culturally safe and self-determined services across Victoria.

woolartbee wanik – respecting the journey by Dixon Patten, a proud Gunnai, Yorta Yorta, Gunditjmara, Dhudhuroa man, reproduced with permission under perpetual licence.

You will learn answers to the following

- Who is the Social Services Regulator
- What has changed in 2026 and what this means for you or your organisation
- The Schemes that the SSR regulates
- Where you can find more information or report to the SSR

Getting the most out of today's webinar

- Your microphone will be muted to avoid accidental interruptions
- We will share a copy of the slides and recording 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

Who is the Social Services Regulator

The Social Services Regulator (SSR) is an independent statutory authority that exists to safeguard the rights of children and young people and people who use social services in Victoria.

The SSR was established in 2024. It replaced the:

- Human Services Regulator
- Human Services Standards
- Previous Supported Residential Service (SRS) laws.

Establishing the SSR created a common set of Social Services Standards and a single **independent** regulator

The SSR takes an integrated and intelligence-driven approach to **identifying, preventing** and **excluding** unsafe people from working with children and young people

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

The SSR journey

Why multiple child safety schemes came together at SSR



SSR established
1 July 2024

Rapid Child Safety Review released
August 2025

Key legislation passes Parliament
December 2025

New regulatory functions transfer to the SSR
February 2026



SSR reach at a glance

Working With Children Check/ NDIS Worker Screening

2,114, 818

Number of current WWCC cardholders

368, 531

Number of current NDIS screening clearances

99%

% checks issued within three days of receiving a clear notification

Reportable Conduct Scheme

12,000

Approx. # of organisations that are in scope for RCS in Vic

2,232

notifications of reportable allegations received by the CCYP in the 24/25 FY

36%

% of reportable allegations substantiated in the 24/25 FY

Child Safe Standards

60,000

Approx. # of organisations required to comply with the CSS in Victoria

140

of organisations where the CCYP initiated compliance action in the 24/25 FY

173

of compliance activities undertaken by the SSR in the 24/25 FY

Worker & Carer Exclusion Scheme

6,233

The # of WCES database checks conducted by the SSR in the 24/25 FY

10

The # of workers currently excluded on an interim basis

88

The # of workers/carers currently excluded under the WCES scheme

Social Service Standards

600

Estimated # of registered organisations against the 9 classes of services in scope

184

The # of inspections undertaken by the SSR in the 24/25 FY.

1

SRS provider's registration revoked

The Schemes we regulate

Initial responsibilities (2024):

- Social Services Standards
- Child Safe Standards (Social Services)
- Worker and Carer Exclusion Scheme

New additional responsibilities (Feb 2026):

- Child Safe Standards (organisations who do not have a sector specific regulator)
- Reportable Conduct Scheme
- Working with Children Check
- National Disability Insurance Scheme Check



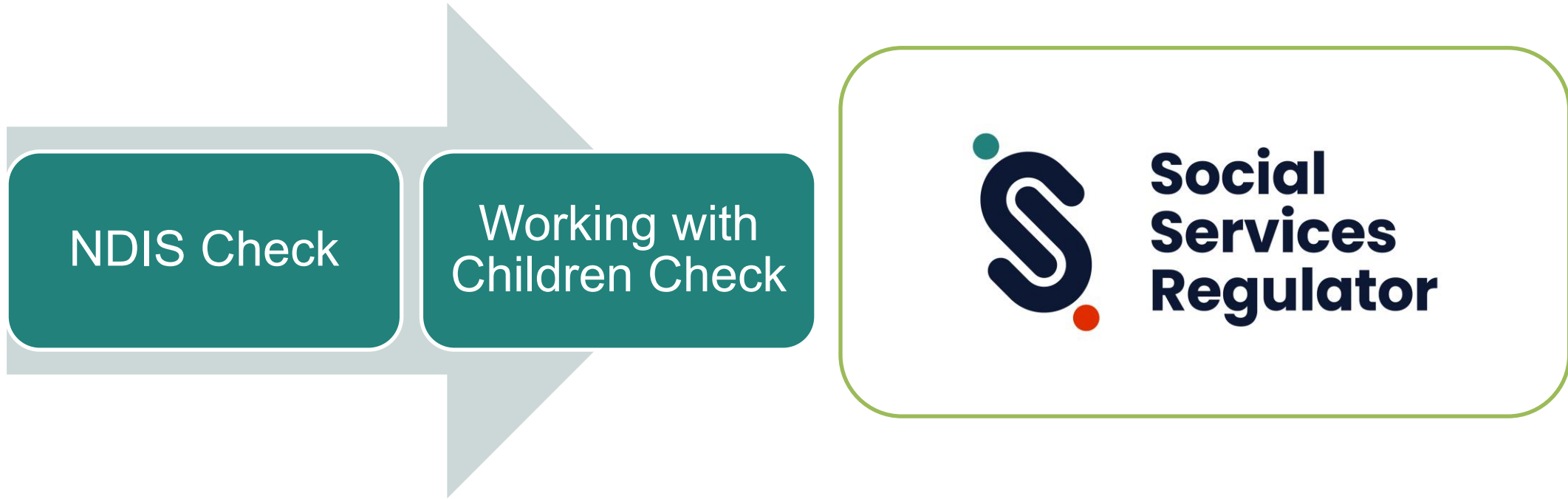
Schemes that transferred from the Commission for Children and Young People



What these changes mean for organisations previously regulated by CCYP

- The **SSR is now your regulator.**
- Your **legal obligations remain the same** meaning:
 - You are still required to report allegations of reportable conduct to the SSR.
 - There is no change to which organisations are covered by which scheme.
 - You do not need to register under the Social Services Standards or any other pre-existing SSR scheme.
- You should now **contact the SSR with any queries or concerns.**
- You can still access guidance and resources on CCYP's website. These will migrate to SSR's website in upcoming months.

Schemes that transferred from the Department of Government Services



How to make a report to the SSR

Social Services
Standards

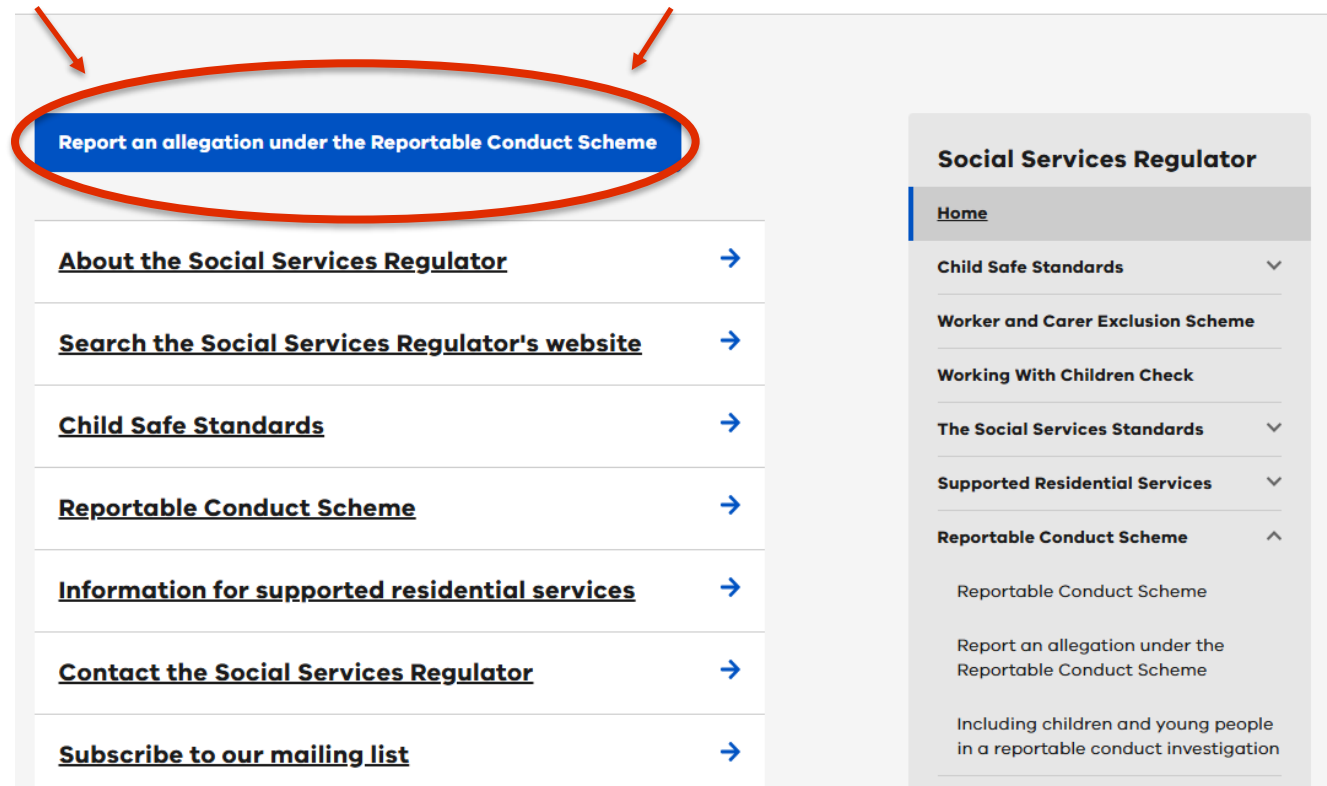
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How to report an allegation under the Reportable Conduct Scheme

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

Social Services Regulator

The Social Services Regulator (SSR) is an independent statutory authority that safeguards the rights of children and young people as well as people who use social services in Victoria.



The screenshot shows the Social Services Regulator website. A blue button with white text, "Report an allegation under the Reportable Conduct Scheme", is highlighted with a red oval and two red arrows pointing to it. Below the button is a list of links: "About the Social Services Regulator", "Search the Social Services Regulator's website", "Child Safe Standards", "Reportable Conduct Scheme", "Information for supported residential services", "Contact the Social Services Regulator", and "Subscribe to our mailing list". On the right side, there is a navigation menu with the following items: "Home", "Child Safe Standards", "Worker and Carer Exclusion Scheme", "Working With Children Check", "The Social Services Standards", "Supported Residential Services", and "Reportable Conduct Scheme". Under "Reportable Conduct Scheme", there are three sub-items: "Reportable Conduct Scheme", "Report an allegation under the Reportable Conduct Scheme", and "Including children and young people in a reportable conduct investigation".

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Key takeaways

There are no changes to which organisations are covered by each scheme.

Regardless of what scheme your organisation comes under, **your legal obligations have not changed.**

For organisations that were previously regulated by the CCYP, the SSR is now your regulator and you must now report allegations of reportable conduct to the SSR.

These changes will strengthen the safety net for children and young people.

If you need information or have questions or concerns, please visit the SSR website or contact us.

Where to go for more information

Visit the SSR's website



www.ssr.vic.gov.au

Contact the SSR



1300 310 778



contact@ssr.vic.gov.au

Keep in touch



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Questions

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Questions: Child Safe Standards

Who is required to comply with the Child Safe Standards? What advice do you have for organisations of this nature to promote child safety?

Questions: Child Safe Standards

What is the Social Service Regulator's approach to compliance and enforcement of the Child Safe Standards, and is there a specific Standard or Standards organisations should focus on to support compliance?

Questions: Child Safe Standards

What child safety training requirements should organisations undertake with the Child Safe Standards?

Does the SSR endorse any accredited child safety training programs?

Questions: Reportable Conduct Scheme

What should organisations consider when determining whether an allegation or incident falls within the Reportable Conduct Scheme?

Questions: Reportable Conduct Scheme

Bella outlined the changes to reporting pathways earlier in the webinar following the transfer of the reportable conduct scheme from CCYP to SSR. Emily, are there any other changes that organisations need to be aware of as part of the transfer?

Questions: Social Services Standards

What is SSR's approach to monitoring, enforcement and audits? Is there a set frequency to audits?

Questions: Social Services Standards

What are the most common areas of non-compliance identified by SSR, and how can organisations proactively address these?

Thank you

We will circulate a copy of this presentation to attendees

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