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| Reporting changes to your organisation and operations  |
| Section 47 notification form  |
| OFFICIAL |

## Notifying the Social Services Regulator

In Victoria, registered social service providers (service providers) must notify the Social Services Regulator (the Regulator) of matters that impact service delivery.

This requirement helps to ensure the rights, safety and wellbeing of social service users in Victoria.

The Regulator aims to strengthen protections for social service users to safeguard people from harm, abuse and neglect.

Core objectives include:

* protecting the rights of service users
* supporting safe and effective social services delivery
* minimising the risk of avoidable harm in service delivery.

## Using this form

Service providers use this form to notify the Regulator of organisational and operational matters outlined in section 47 of the [Social Services Regulation Act 2021](https://www.legislation.vic.gov.au/in-force/acts/social-services-regulation-act-2021/001) (the Act), the [Social Services Regulations 2023](https://www.legislation.vic.gov.au/in-force/statutory-rules/social-services-regulations-2023/002) (the Regulations) and the [Social Services (Supported Residential Services) Regulations 2024](https://www.legislation.vic.gov.au/in-force/statutory-rules/social-services-supported-residential-services-regulations-2024/001)(SRS Regulations).

When completing this form, make sure to reference the [Reporting changes to your organisational and operational information page](https://www.vic.gov.au/reporting-changes-your-organisation). This page provides more information on the types of changes that you need to notify the Regulator about.

### When to use this form

A service provider must notify the Regulator of certain organisational and operational matters, including those that materially impact service delivery.

Service provider notification requirements include information about certain changes to:

* services provided
* staffing
* governance
* organisational changes
* premises
* registration information, including information on the Register
* criminal history of the provider and/or key personnel of the provider
* exemption information
* criminal history of the provider and/or key personnel of the provider
* misconduct and other findings
* regulatory sanctions.

Please read [Reporting changes to your organisation’s information](https://www.vic.gov.au/reporting-changes-your-organisation) to confirm your specific notification requirements and to understand what ‘material impact’ means.

### When to notify the Regulator

There are timelines for when to notify the Regulator which are generally:

* supported residential service providers must notify the Regulator of changes **within 7 days** of the change occurring
* all other service providers must notify the Regulator of changes **within 28 days** of the event/change occurring.

Further information about specific timeframes can be found in the [Reporting changes to your organisation’s information page](https://www.vic.gov.au/reporting-changes-your-organisation).

## How to complete this form

This form must be completed by an individual who is authorised to complete the form on behalf of the service provider. The Regulator is unable to process forms completed by an unauthorised person.

You must complete each section of the form and provide sufficient information in each part.

Before the form is submitted, the Chief Executive Officer (or equivalent) of the service provider must review the completed form and sign the declaration at the end to verify that the information contained in the form is true and correct.

Once this form is complete and the declaration signed, you can submit the completed form by email to registration@ssr.vic.gov.au.

We will send you an email to confirm receipt of your notification.

## Next steps

We will review the information you submit and, in some circumstances, may contact you for additional information.

Our response to notifications may include:

* a request for further information about the change
* identifying that a service provider may need to apply for a variation or revocation of a condition of its registration
* identifying compliance or non-compliance with the Social Services Standards.

## Organisational and operational information changes notification form

### Contact details

The person submitting this form must be authorised to complete the form on behalf of the service provider. They will be the contact point for any further communication about the information provided in this form.

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| --- | --- | --- |
| 1. | Title |  |
| 2. | First name |  |
| 3. | Last name |  |
| 4. | Position |  |
| 5. | Phone number |  |
| 6. | Email address |  |

### Provider details

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| --- | --- | --- |
| 7. | Provider legal entity name |  |
| 8. | Provider trading name/s |  |
| 9. | Provider ABN and/or ACN |  |

### Service details

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| 10. | Which of the following prescribed classes of social services does the provider deliver?* Community-based child and family services
* Child protection services
* Disability services
* Family violence services
* Homelessness services
* Out of home care services
* Secure welfare services
* Sexual assault services
* Supported residential services
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### [ ] Notification details

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| 12. | What type of change are you notifying the Regulator about?* Changes to the volume and type of social service provided
* Staffing changes that materially impact service delivery
* Organisational changes that materially impact service delivery
* Changes to premises at which the social services are provided that materially impact service delivery
* Changes to information provided on registration
* Any conviction for an indictable offence or offence for fraud and dishonesty punishable by imprisonment of 3 months or more committed by the provider (if that provider is an individual), a director of the provider or a prescribed key personnel of the provider
* Any change to information recorded in the Register in relation to the registered provider
* Where the Regulator has granted an exemption from a registration requirement under section 32 of the SSR Act, any changes to the information that formed the basis for the exemption that are required by the Regulator and the information set out in Schedule 2 of the SSR Regulations
* For providers that were previously registered with the Human Services Regulator and transitioned on 1 July 2024, the information set out in Schedule 2 of the Regulations
* Details of certain new key personnel of the provider

Note: Notifications for new key personnel must also attach a completed Information about new key personnel form for each new individual  |  |
| 13. | What is the nature and scope of the change? How could the change impact on service delivery?Please provide details for all changes selected in Q12. |  |

### Risk assessment

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| 14. | Could the change or event impact how your provider meets the service requirements in the [Social Services Standards (Standards)](https://www.vic.gov.au/social-services-regulator-social-services-standards)? If yes, how? |  |
| 15.  | Could the change or event impact your compliance with your registration requirements as outlined in the [Suitability requirements information sheet](https://www.vic.gov.au/sites/default/files/2024-08/Suitability-requirements-fact-sheet.docx) If yes, how? |  |

### Planning

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| 16. | What risk mitigation steps and planning will you use to address any identified non-compliance with registration requirements or the Standards? If you have developed a plan, please attach it when you submit this form.  |  |
| 17.  | What supports will you provide to service users during the change/s or event?  |  |

### Declaration

This declaration must be completed by the service provider’s Chief Executive Officer or equivalent.

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| --- | --- |
| Full name  |  |
| Role title  |  |
| Do you verify that the information provided in this form is true and correct? |  |
| Signature  |  |
| Date declared |  |

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