

Preparing for registration

Group three service providers

Funded by TAC/WorkSafe Victoria

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Social Services Regulator

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27 March 2025

About today



1. About the Scheme



2. About the Standards



3. Getting ready to register



4. Ongoing compliance and our pilot

And Q&A!

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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

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

Snapshot of the new Social Services Regulatory scheme

Scheme commencement – 1 July 2024

A single **regulator** that is **independent** from
the Department of Families, Fairness and Housing

Registration

**Social Services Standards
and Child Safe Standards**

**Worker and Carer Exclusion
Scheme**

A comprehensive regulatory toolkit and fit-for purpose **incident reporting**
to effectively support **compliance and enforcement**

Information sharing and other provisions to reduce regulatory burden

About the Social Services Regulator

The scheme:

We are an independent statutory authority established under the Social Services Regulation Act 2021:

- The Act establishes a new framework for social services regulation in Victoria
- The Act and the Social Services Regulations 2023 began on 1 July 2024

Services covered by the new laws must:

- ✓ register
- ✓ demonstrate they meet six Social Service Standards
- ✓ meet ongoing requirements

Registration – it's a staged process

Registration timeframes

Social service	Group	Registration window opens
Community-based child and family services registered under the Children Youth and Families Act 2005	1	Automatically registered: 1 July 2024
Secure welfare services and community services provided by DFFH and created under section 44 of the Children, Youth and Families Act 2005	1	Automatically registered: 1 July 2024
Supported residential services	1	Automatically registered: 1 July 2024
Disability services registered under the Disability Act 2006	1	Automatically registered: 1 July 2024
Social services provided by DFFH, other than secure welfare services (such as child protection, forensic disability and Family Safety Victoria's activities)	1	1 to 31 July 2024
Family violence services funded by DFFH	2	1 August to 30 September 2024
Homelessness services funded by DFFH	2	1 October to 31 December 2024
Sexual assault support services funded by DFFH	2	1 January to 31 March 2025
Disability services funded by Transport Accident Commission or Victorian Workcover Authority (WorkSafe)	3	1 April to 30 June 2025



Compliance requirements

Meeting requirements

- The Social Service Standards
- The Child Safe Standards
- How we monitor the Standards

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Social Service Standards

A **consistent set of obligations** that all registered social service providers in Victoria must meet.

- **Standard 1: Safe service delivery**
Social services are safely provided based on assessed needs.
- **Standard 2: Service user agency & dignity**
Social services are person-centred, and respect and uphold service user rights and agency.
- **Standard 3: Safe service environments**
Social services are provided in a safe, secure and fit-for-purpose environment.
- **Standard 4: Feedback and complaints**
Service users are supported to share feedback, complaints or concerns about service safety.
- **Standard 5: Accountable organisational governance**
Effective governance and organisational systems support safe social service delivery.
- **Standard 6: Safe workforce**
Social services are delivered by a workforce with the knowledge, capability and support to provide safe social services with care and skill.

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

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Supporting providers to get ready to meet the Standards

Guidance materials outline:

- **Checklists** to get ready
- **Outcomes:** each Standard aims to achieve key outcomes
- **Service requirements:** actions you take to meet an outcome and a Standard
- Indicators of success to show **ongoing compliance** with a Standard

How to meet Standard 1

Service requirements outline actions for social services providers to demonstrate Standard.

To meet the Standard, you must meet **all** of the Standard's services requirements.

The requirements often guide providers to build on existing frameworks. The Soci recognises that many providers will use needs assessment frameworks in proced delivery.

What this Standard will ask you to demonstrate

For Standard 1,

- service user s
- needs assess
- health and w
- cultural safety
- Aboriginal cul

The **outcomes** Standard 1 aims to achieve are:

- to protect service users from **avoidable harm** when providing social services
- to **take into account** service users' **needs, circumstances and goals** when pro
- service users receive services that **support their health and wellbeing**
- service users receive social services that are **culturally safe**
- **Aborig** Here are some starting points to assess your readiness to meet Standard 2

Upholding dignity and respect of service users²

- Intake forms collect information about the diverse characteristics of a ser
- Policies and procedures on responding to discrimination and how to mar
- Records of st

Track compliance with Standard 5

Regularly review your policies and procedures to track your

Positive indicators may include:

- examples of leaders and staff championing service user s
- data from staff surveys that staff feel safe and supported

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

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Summary: how to meet a Standard

- Service providers need to meet **ALL service requirements** in a Standard to meet the Standard
- There are **multiple service requirements** in every Standard
- Each Standard aims to meet several **outcomes**
- Build in practices and procedures to demonstrate **ongoing compliance**

Standard 1: Safe service delivery
Social Services Standards

Standard 2: Service user agency and dignity
Social Services Standards

Standard 3: Safe service environment
Social Services Standards

Standard 4: Feedback and complaints
Social Services Standards

Standard 5: Accountable organisational governance
Social Services Standards

Standard 6: Safe workforce
Social Services Standards

Social Services Regulator

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

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Social Services Regulator

Meeting the Child Safe Standards

Some organisations must meet the Child Safe Standards:

- Organisations and businesses in scope of the *Child Wellbeing and Safety Act 2005* must meet each Child Safe Standard
 - This includes organisations that provide or facilitate services for children (for some or all of their services)
 - Sole traders also need to meet the Child Safe Standards if they have engaged a contractor / employee / volunteer to provide services, facilities or goods
- ✓ We regulate the Child Safe Standards in **social services**
 - ✓ The Child Safe Standards are not voluntary
 - ✓ There can be legal consequences for non-compliance
 - ✓ There are multiple regulators of the Child Safe Standards: you may have multiple reporting requirements

<https://www.vic.gov.au/changes-regulation-child-safe-standards>

There are 11 Child Safe Standards



<https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/>

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Regulatory approach

The Regulator makes decisions using:

- an intelligence-led and integrated approach
- a proportionate approach to risk
- objectivity and openness in our processes
- procedural fairness
- resources where they have the greatest effect

We take a graduated approach to regulating the new laws

- Our initial focus is on informing and educating organisations about their obligations under the new Standards
- For some organisations, it may take time and effort to get things right and they may not have fully completed implementation
- Over time, we expect organisations to comprehensively comply with requirements of the laws

<https://www.vic.gov.au/social-services-regulators-approach-regulation>

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Getting ready to register

What you need to know about registering



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Key registration focus areas

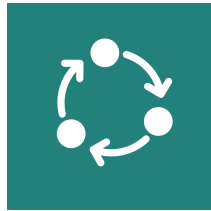


Timing

Group 3 registration:

- **Pilot period: April**
- **Invitation to register: from May**

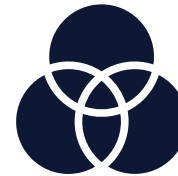
We review completed applications within 60 days



Contact

We'll contact providers as soon as possible via email

- It's the responsibility of in-scope providers to register
- If you haven't heard from us by 30 June, let us know



Information

We'll ask you to upload documents directly to build a registration profile

- This provides information we need to make an assessment
- Topics include key personnel, premises, operations etc



Improvement

- We've used different interim systems before the roll-out of a new ICT system
- We'll test a new system in pilot before Group 3 registration
- Each time we update a process we are looking to improve it!

The webinar will go into further detail on what these details mean for you

Am I in scope for Group 3 registration?

If you deliver:

- disability services
- funded by TAC or WorkSafe, and
- were providing these services prior to 1 July 2024....



**You must register to
continue providing
these services**

However...

- ✓ Disability services *not* funded by DFFH, TAC or WorkSafe Victoria are not in scope
- ✓ It is not necessary to register or meet the Social Service Standards for disability services *not* funded by DFFH, TAC or WorkSafe
- ✓ Remember even single operators or small providers need to register their services if they are in scope

... and there is no cost for registration

Registration looks different for some providers

Are you a new provider?

- Began receiving funding after 1 July 2024, or
- Didn't receive funding in the three months leading up to 1 July 2024,
- Didn't deliver funded disability services in the three months prior to 1 July 2024.



The new social services laws establish a consistent set of registration requirements for *all* social service providers in Victoria

Different registration process

- You'll have a different process in your registration application
- This means you'll need to provide more information about your people, premises and governance operations



Previously, service providers had to meet different requirements under different Victorian laws

Contact us to begin

- Email us to start your registration
- Between 1 April – 30 June contact us at registration@ssr.vic.gov.au

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

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Remember: registration is different if you provide multiple services



Already registered?

- Some service providers may have already registered other social services they deliver
- This is if you also provide social services in Group 1 or Group 2
- Services in Group 1 were registered on 1 July 2024, while services in Group 2 are being registered in stages up to 31 March 2025



Adding services

- For providers who have already registered, you'll need to add to your existing registration profile
- This means you need to add disability services funded by TAC or WorkSafe to your registration



Specific process

- The Regulator will contact these providers directly by email to begin and complete this process
- However you'll need to contact the Regulator if you have *not* received this email by **30 June 2025**

Registration

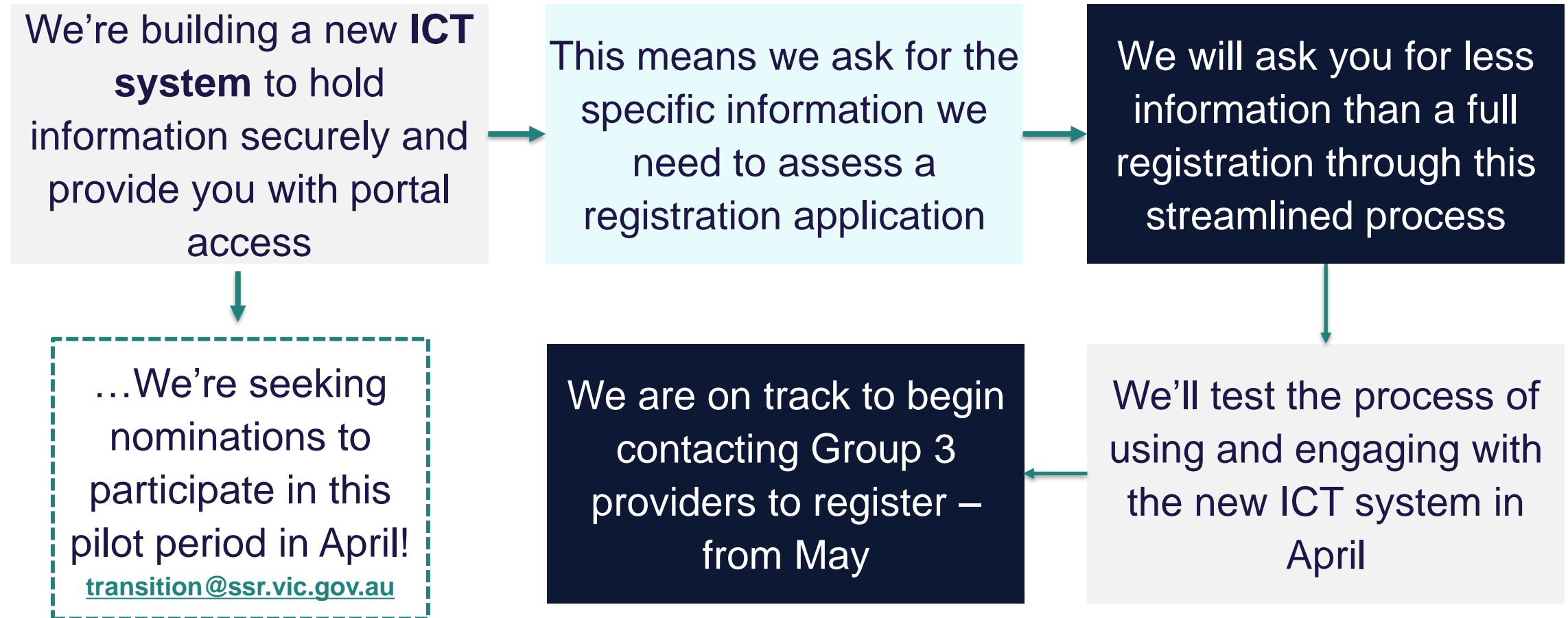
Stages of the registration process

- What the process looks like



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Overview: getting ready to test the registration process



At the end of webinar, we'll let you know more about how to express interest to participate in the pilot

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How we'll contact you to begin registration

We email providers

We will email the CEO of a service provider

- This email begins your engagement in the registration process

Authority to complete

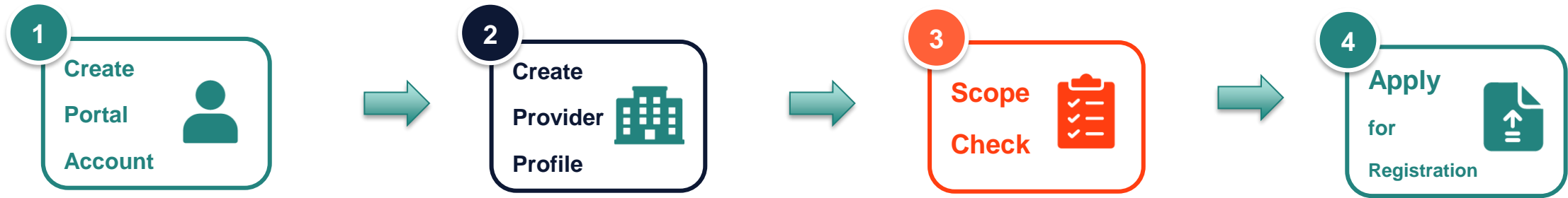
The CEO has the authority to complete the service provider's registration application

...Option to delegate

If the CEO wishes to delegate to another staff member, there is a function to delegate this once you have created a Portal account

**We'll contact providers as soon as possible
– it is not necessary to email us to begin!**

Creating a Portal account and getting started



After clicking the link we send you:

- Enter email address and create a password
- Process of verifying your email address is correct
- After verification you can add your user details

Then you can complete a form to begin building your Provider profile

- You can save it as you go and return to complete it

Confirm the services you deliver are in scope of the Regulator

- We review completed provider profiles
- Part of that review is confirming that the services you provide are in scope of the Regulator

Then you'll be able to start a registration application

- You can save your progress and return to complete it

Summary: setting up portal access and starting your application

Accessing a Portal account to complete your registration application covers:

What we send you in one email

- A link to the portal to begin your registration application and build your registration profile
- An instruction guide on how to create an account, build a profile and navigate the system



How you'll complete your application

- Once you've set up portal access and provider profile, you can begin your registration application
- The system will prompt you to upload documents to demonstrate your provider's suitability to provide social services
- There are links to guidance materials to help your preparation



Attesting you understand the Standards

- Your CEO (or equivalent) will need to confirm the service provider understands requirements under the Standards
- You can familiarise yourself with the six Social Services Standards by downloading our guidance at: <https://www.vic.gov.au/social-services-regulator-social-services-standards>

Anticipated timing: what it looks like



April-May

Getting ready

Documentation you'll need to complete your registration application includes information covering:

- Your people
- Premises
- Governance / operations



May-June

Access the system

- Start building your registration profile
- Provide information for your registration application



June onwards

Start your profile

- Upload documents requested
- You can only submit a completed registration application
- We'll contact you if the information submitted is not sufficient



June onwards

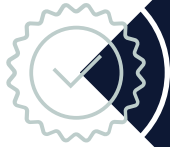
Review and finalisation

- We review and assess completed registration applications within 60 days
- Your registration will not necessarily be finalised before 30 June
- We email you to let you know the outcome

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

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What can service providers do now?



Confirm the registration group you are in

Who is covered by the new laws?
Registration groups



Subscribe to get the latest updates, sector guidance, news and event details from the Regulator



Review the Regulator's guidance

- Six Social Services Standards information sheets
- Preparing to register – Group 3
- Demonstrating suitability in registration process



Review the Regulator's information about our approach

- Overview of the new laws and comparison documents
- Our principles and approach to regulation

All guidance, information and subscription link is at www.ssr.vic.gov.au

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[Register](#)

Registration recap

Our pilot process



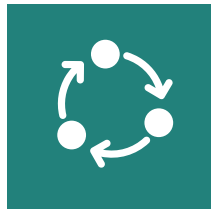
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Recap of today's focus areas on registration...



Timing

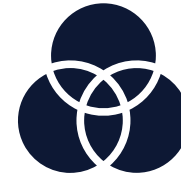
- Pilot period for registration is in April
- Invitation to register begins from May



Contact

We contact providers as soon as possible via email

- If you haven't heard from us by 30 June, let us know



Information

You'll upload examples directly to complete your application and build a registration profile

- This provides information we need to make an assessment



Improvement

Our new ICT system will be tested in a pilot to make the process as easy as possible

There is guidance material on our website to help you start getting ready and understand your legislative obligations

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What we'll test in a pilot period in April

What we'll test:



The key pieces of information we need to assess a provider's suitability and understanding of prompts and questions



Documentation that demonstrates core governance and operational systems – for **registration** and **ongoing** compliance



Key areas of usability including navigation, ease of use, look and feel



The **minimum** details we need to build a registration profile for a TAC-WorkSafe funded provider

How we'll test:

We'll test the new ICT system with a sample of providers in April



This includes providing access to a prototype process in our ICT system



We'll consolidate learnings on how to adjust the system to build in further usability



We'll begin contacting Group 3 providers in May to request information that will be uploaded into this new system

Getting in touch about participating in piloting our new ICT system



Participating in the pilot means you'll get to complete your registration application in April and May



We will adapt our guidance and information material to further streamline the process



We will work closely with you to understand your experiences about navigating the system and what is required



We value pilot feedback about how easy the system is to use and understand – this does not reflect negatively on your registration application

Expressing interest in the pilot period in April

- ✓ You'll need to be available over a 2-week period
- ✓ And have documentation about your people, premises and operations ready to share
- ✓ Let us know if you are a small, medium or large provider so we test with a mix of sizes

... Email transition@ssr.vic.gov.au
to express interest
by 11 April!

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Compliance requirements

Ongoing compliance requirements

for all registered service providers



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Ongoing requirements

Once registered, providers must meet ongoing compliance requirements of the new laws:



Ongoing practices and procedures to meet service requirements in the six Social Service Standards

See: [about the Standards](#)



Reporting incidents which occur during service delivery

See: [reporting a notifiable incident](#)



Meeting the Child Safe Standards (if applicable). Some providers already have practices in place to meet these requirements

See: [about the Child Safe Standards](#)



Reporting changes to operations and organisation

See: [how to report these changes](#)



Complying with other registration requirements

See: [suitability requirements](#)



Registered providers do not need to renew registration. It will continue unless cancelled by the Regulator

Questions

Thank you

enquiries@ssr.vic.gov.au

For more information, start with our website:

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

About registration:

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

For enquiries about registration:

registration@ssr.vic.gov.au

About the Standards:

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

<https://www.vic.gov.au/changes-regulation-child-safe-standards>

Express interest in participating in a pilot of our ICT system:

transition@ssr.vic.gov.au

Accessibility statement and publisher information

To receive this presentation in another format email the Social Services Regulator <enquiries@ssr.vic.gov.au>.

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