



Secretary

Department of Health and Human Services

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Hon Jill Hennessy MP
Minister for Health
Minister for Ambulance Services
Level 22, 50 Lonsdale Street
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Dear Minister

2016-17 Ministerial Statements of Expectations: regulatory areas within the health portfolio

Thank you for providing me with your Ministerial Statement of Expectations letters for the department's nine regulatory areas within your health portfolio, for the period 1 July 2016 to 30 June 2017. I am pleased to provide you with the attached department action plans in response to your Ministerial Statements that outline actions the department will undertake to give effect to your expectations.

Common themes in the department's action plans include engaging with industry, unions and local government to effectively communicate Victorian Government initiatives, such as smoking bans in outdoor dining areas and kilojoule labelling laws, improving regulatory areas' risk management practices, and reducing unnecessary regulatory burden for regulated organisations.

Your Ministerial Statements and the department's action plans will form part of relevant regulatory areas' work plans and will also be published on the department's website. The department's progress in undertaking the actions outlined in the action plans will be publically reported on shortly after the conclusion of the 2016-17 financial year.

I look forward to working with you to continue to further improve the performance of the department's regulators.

Yours sincerely


Kym Peake
Secretary
22/8/2016

Encl. (9) 2016-17 Ministerial Statements of Expectations: health portfolio regulator action plans

Ministerial Statement of Expectations: regulator action plan 2016-17

Private Hospitals Branch

The table below details the Department of Health and Human Services' Private Hospitals Branch's plan to meet the performance improvement expectations outlined in the Private Hospital Branch's Ministerial Statement of Expectations 2016-17.

Performance Improvement	Actions	Performance Targets
<p>Improve efficiency and effectiveness of the licensed non-emergency patient transport sector through implementing new Regulations, which commenced on 20 April 2016. The new Regulations aim to reduce restrictions for providers of non-emergency patient transport, for example by expanding the range of health practitioners qualified to clinically assess whether particular patients can be safely transported by non-emergency vehicles; this gives providers opportunities to increase efficiency and potentially gain access to greater volumes of patients requiring non-emergency transport.</p>	<p>Prepare and provide comprehensive advice and information to non-emergency transport providers to support the implementation of the Regulations.</p> <p>Monitor non-emergency patient transport providers for awareness, impact, understanding, and compliance with the new Regulations.</p> <p>Prepare targeted information which will support non-emergency transport providers and other key stakeholders to address specific issues arising from implementation of the new Regulations.</p>	<p>All relevant non-emergency patient transport providers are provided with information regarding significant emerging issues in the implementation of the new Regulations. A forum will also be held prior to December 2016 to support implementation.</p> <p>By September 2017, capture data and report on compliance with the new Regulations.</p>
<p>Enhancing regulatory compliance for existing non-emergency patient transport providers – many of who are small businesses – through introducing a risk-based regulatory framework. The framework establishes a structured approach to identifying risk, for example, identifying where providers' processes may not be sufficient to adequately support patient safety. The framework aims to ensure unnecessary inspections within the non-emergency patient transport sector are eliminated, so that resources are directed towards areas of identified risk.</p>	<p>Develop and implement a risk-based regulatory framework for use in assessing non-emergency patient transport provider compliance with legislative requirements.</p>	<p>Risk-based regulatory framework for non-emergency patient transport providers endorsed December 2016. Commence implementation of risk based regulatory framework December 2016.</p>

Performance Improvement	Actions	Performance Targets
<p>Facilitating improved collaboration and better engagement with private hospital and non-emergency patient transport stakeholders through targeted engagement strategies, such as information and discussion forums, email notifications and website links to relevant information about specific regulatory and compliance issues; for example providing information for non-emergency patient transport providers about how to develop their quality assurance plans to comply with requirements under the new non-emergency patient transport regulations.</p> <p>Reducing regulatory burden through the development of a more streamlined online application and renewals process for registrations and licences issued to private hospitals, day procedure centres and non-emergency patient transport providers. This may involve the use of pre-populated smart forms, where applicants and renewing providers will have less information to complete. Many of these stakeholders are small businesses.</p>	<p>Prepare stakeholder specific engagement plans for private hospitals, day procedure centres and the non-emergency patient transport sector that reflect current and changing activity, such as the changing needs and priorities of the sector.</p> <p>Ensure that engagement plans accommodate the changing needs of stakeholders, including small business stakeholders.</p>	<p>Engagement plans prepared by December 2016.</p>
	<p>Update a series of online compliance tools and checklists to assist businesses to understand and comply with registration and license requirements.</p> <p>Streamline application and renewal processes to avoid unnecessary delays.</p> <p>Ongoing evaluation of the effectiveness of the online tools and checklists, drawing on stakeholder usage and feedback. Improvements include readability, relevance, ease of use and accessibility.</p> <p>Ensure that online tools reflect necessary and tailored information for small business stakeholders and providers.</p>	<p>Online tools and checklists updated by March 2017.</p> <p>Stakeholders have access to improved application and renewal process by March 2017.</p> <p>Refine online tools and checklists based on stakeholder feedback by September 2017.</p>