

Approval of Managers of Supported Residential Services

July 2018

Approval of managers of supported residential services

This policy is to be read in conjunction with the application for approval of a person to manage an SRS. The form is available to complete and submit online at: <https://www2.health.vic.gov.au/ageing-and-aged-care/supported-residential-services/becoming-a-proprietor/srs-registration>

Legislative requirement

The *Supported Residential Services (Private Proprietors) Act 2010* (the Act) requires that if a proprietor is not ordinarily on site to carry out, direct or undertake the day-to-day operation of the SRS then they must employ a person to manage the SRS.

If a proprietor appoints a manager, then the proprietor must apply to the Secretary of the Department of Health and Human Services (the department) for approval of the person as a suitable person to be a manager of an SRS within 7 days of their employment in the role as manager.

Further details about a proprietor's requirement to employ a manager may be found at page 29 of the <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/Operating%20an%20SRS%20A%20guide%20for%20proprietors>

Responsibilities

Proprietor

The proprietor is responsible for;

- employing a manager if they are not ordinarily on site
- ensuring that a criminal record check is undertaken on a prospective employee before that person is employed
- ensuring a person has the relevant knowledge and skills and is otherwise suitable to be a manager of the SRS

- making an application to the Secretary of the department for approval of the person as a suitable person to be a manager of the SRS
- ensuring the relevant fee accompanies the application

Manager

The manager is responsible for providing the proprietor with the following documents in relation to himself or herself to accompany the application:

- proof of identity
- 2 referee statements
- a criminal record check (both domestic and international if applicable) issued within 6 months preceding the date of the application
- a health statement
- a charges and convictions statement
- a professional standards statement
- a manager's statement form.

Department

The department is responsible for:

- providing an application form to be used by the proprietor (the applicant) that provides for the collection of the prescribed information and documents about the proposed manager.
- making a decision that considers whether a person has the relevant knowledge and skills to be a manager of an SRS
- considering whether the person is otherwise a suitable person to be a manager of an SRS
- approving or refusing to approve the manager of the SRS
- Notifying the applicant of the decision within 60 days after receiving the application (under section 68(2) of the Act); **or** 28 days after the information last requested is given to the Secretary (under section 69 of the Act).

Process and required information

Application

Applications to the Secretary for approval of a manager must be made using the online form

Application fee

Once your application is accepted by the department you will be required to pay the prescribed fee. The prescribed fee can be found at: <https://www2.health.vic.gov.au/ageing-and-aged-care/supported-residential-services/becoming-a-proprietor/srs-registration>

Assessment process

The department is responsible for receiving, and assessing applications.

Manager's assessment

Part of the approval process includes an assessment of the manager. The assessment will be on the manager's knowledge of the Act and Supported Residential Services (Private Proprietors) Regulations 2012 as well as the skills and attributes this person will bring to the role of manager of an SRS.

Approval period

The Secretary of the department may cancel the approval of a person as manager of an SRS if the Secretary believes on reasonable grounds that the person:

- no longer has the relevant knowledge and skills to be a manager of an SRS; or
- is otherwise no longer a suitable person to be a manager of an SRS.

The approval is specific to the SRS for which the application was received.

Approved managers relocating to another SRS

If the manager is moving to another SRS operated by a different legal entity an application for approval is required.

The department will consider whether or not the approved person will be required to be reassessed using the managers' assessment.

Changed ownership

If an SRS is sold, a manager's approval by the Secretary under the previous proprietor ceases.

The new proprietor must determine whether they need to appoint a manager under section 67 of the Act. If so, the new proprietor is required to lodge an application for approval of a manager, irrespective of the person being previously approved by the Secretary.

The department will consider whether or not the manager (who may have been previously approved by the Secretary) will be required to be re-assessed using the managers' assessment.

Other information

A list of some of the duties and responsibilities that a manager may need to undertake is attached.

Further information about SRS including the regulatory role of the department can be found at: <https://www2.health.vic.gov.au/ageing-and-aged-care/supported-residential-services/role-of-the-department/legislation>

Alternatively, you can email SRS.registration@dhhs.vic.gov.au or contact the Authorised Officer in your division.

Manager responsibilities & duties

The specific duties of a manager may vary from SRS to SRS but their role and responsibilities will remain constant. Managers need to be able to manage the operations of the SRS in the proprietor's absence and ensure they carry out this role in compliance with the legislation.

Manager's must have the relevant skills and knowledge of the legislation and guidelines to manage the SRS.

Below is a list of some of the specific duties that a manager may undertake to fulfil their responsibilities as the day-to-day manager.

Responsibilities & Duties:

- Manage the day to day operations of the SRS
- Maintain current knowledge of legislation, regulations and standards which apply to the management and running of an SRS
- Ensure policies, procedures and work practices are in place to guide staff in their role and support regulatory compliance
- Human resource management including recruitment, orientation, training, supervision performance management of staff, students and volunteers
- Ensure the physical environment of the SRS is maintained by ensuring systems in place so that all risks to health and safety are identified, assessed and controlled
 - compliance with occupational health and safety practices
 - safe work practices are documented and implemented
 - incidents investigated and preventative actions implemented
 - OHS training for staff
 - SRS house rules complied with
 - emergency evacuation procedures updated and practised
- Maintain resident records, staff records, incident records and other records required to be kept according to legislation, policy, procedures and standards.
- Maintain appropriate communications with administrators, guardians and nominated persons
- Receive, document, report and resolve complaints and conduct an annual review of complaints as per legislation

Recommended training:

- Obligations of running an SRS
- Administration of residents' information and keeping records
- Putting accommodation and support standards into practice
- Communication and complaints handling
- Managing residents' medications
- Workplace emergency response
- Identifying and reporting on sexual assault
- Identifying and reporting on family violence