



Hon Jill Hennessy MP

Minister for Health
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Kym Peake
Secretary
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Dear Kym

MINISTERIAL STATEMENT OF EXPECTATIONS: ENVIRONMENTAL HEALTH REGULATION AND COMPLIANCE SECTION – PEST CONTROL OPERATORS

I am pleased to provide you with this Statement of Expectations for the Department of Health and Human Services' Environmental Health Regulation and Compliance Section's regulation of pest control operators. This Statement of Expectations applies for the period 1 July 2016 to 30 June 2017, or until otherwise amended.

As Minister for Health, I am committed to improving the health and wellbeing of Victorians. My responsibilities include administering the *Public Health and Wellbeing Act 2008* – designed to promote and protect the public health and wellbeing of all Victorians, including through regulating pest control operators and their use of pesticides. Effective, efficient and proportionate regulation can be an important tool to achieve the objectives of this Act.

Improving the Administration of Regulation

This Statement of Expectations sets out my expectations in relation to the Environmental Health Regulation and Compliance Section's contribution to the Victorian Government's Regulation Reform Program.

As Minister for Health, I expect the Environmental Health Regulation and Compliance Section to consult with key stakeholders when considering any new policy or designing new regulation, to ensure unnecessary regulatory burden can be minimised, in a manner that is consistent with the objectives of the Act.

After consulting with the Environmental Health Regulation and Compliance Section, I have identified specific opportunities for the Section to improve its regulatory performance in relation to pest control operators. These improvements are enclosed.

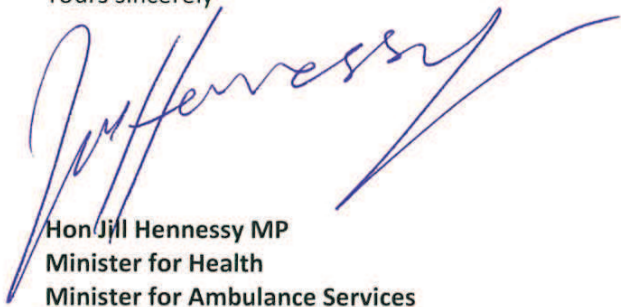
Reporting Requirements for the Ministerial Statement and the Section's Response

I expect that the attached Statement of Expectations performance improvements, and the Section's proposed response to these, will be incorporated into the Environmental Health Regulation and Compliance Section's work plan and published on the department's website.

Reporting on your progress to achieve these Statement of Expectations performance targets should be undertaken shortly after the conclusion of the 2016-17 financial year, on the department's website.

I look forward to the Environmental Health Regulation and Compliance Section continuously working towards achieving best practice in the administration and enforcement of regulation, including in relation to pest control operators.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jill Hennessy', with a long, sweeping flourish extending to the right.

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Encl. Ministerial Statement of Expectations: Improvements for the Environmental Health Regulation and Compliance Section – pest control operators

Ministerial Statement of Expectations: Improvements for the Environmental Health Regulation and Compliance Section - pest control operators

This Statement of Expectations for the period 1 July 2016 to 30 June 2017 sets out my expectations in relation to the Environmental Health Regulation and Compliance Section's contribution to the Government's Regulation Reform Program. After consulting with the Environmental Health Regulation and Compliance Section, I have identified opportunities for the Section to improve its regulatory performance in relation to pest control operators. These improvements include:

- Making continuous improvements to administrative systems to make it as easy as possible for individuals and businesses, particularly small businesses, to comply with pest control licensing laws. This will be achieved for example through continuing to enhance pest control license application forms to make it easier for applicants to apply for licences.
- Building on work undertaken in 2015-16 to improve risk management, transparency and business processes through:
 - Implementing a systematic, risk-based approach to regulation.
 - Developing clearly defined regulatory outcomes that pest control regulation is seeking to achieve.
 - Developing appropriate stakeholder engagement strategies. This will include strategies for engaging with registered training organisations and pest control associations.
 - Implementing a refined methodology for allocating activity-based costs to the Section's activities to improve the Section's understanding of the costs and benefits of their activities, and the burden imposed on the entities it regulates. This builds on the activity based costing model developed and trialled by the Section in 2015-16.
 - Developing robust performance measurement systems to underpin monitoring and continuous improvement.

These improvements build on work already undertaken in 2015 to address recommendations of the Victorian Auditor-General's report *Managing Regulator Performance in the Health Portfolio* (March 2015).

- Developing and implementing a compliance strategy which is transparent, risk based and well communicated to businesses.

In developing actions to achieve these improvements the Environmental Health Regulation and Compliance Section is expected to consult with business and the broader community as appropriate.