



Secretary

Department of Health and Human Services

50 Lonsdale Street
Melbourne Victoria 3000
Telephone: 1300 650 172
GPO Box 4057
Melbourne Victoria 3001
www.dhhs.vic.gov.au
DX 210081

E4276345

Hon Martin Foley MP
Minister for Housing, Disability and Ageing
Minister for Mental Health
Level 22, 50 Lonsdale Street
MELBOURNE VIC 3000

Dear Minister

2016-17 Ministerial Statements of Expectations: Supported Residential Services and Accommodation Support Unit and Standards and Regulation Unit

Thank you for your Ministerial Statement of Expectations letters for the Supported Residential Services and Accommodation Support Unit and Standards and Regulation Unit, for the period 1 July 2016 to 30 June 2017. I am pleased to provide you with the attached department action plans in response. They outline actions the department will undertake to give effect to your expectations.

Your Ministerial Statement for the Standards and Regulation Unit highlights the importance of broader organisational design and regulatory reform work that is being carried out across the department. This work is significant in driving ongoing departmental changes required during the transition to the National Disability Insurance Scheme and beyond.

In this context, I have established an organisational design team within the department to provide advice on the department's future operating model and structure to help us realise our vision of improving the health and wellbeing of Victorians. I have also tasked the department's Regulation, Health Protection and Emergency Management Division to develop a strengthened regulatory governance framework across the department's regulators with the aim of improving regulatory oversight and coordination.

The Standards and Regulation Unit's action plan includes a commitment that the unit's regulatory policy will clearly articulate when it is appropriate to use regulatory action, or when it is appropriate to use departmental funding or stewardship measures.


As your Ministerial Statement for the Supported Residential Services and Accommodation Support Unit notes, the supported residential services legislative framework has acted as a forerunner in the area of contemporary risk based regulation. The department intends to review the effectiveness of this legislation, which has now been in place for four years. Therefore key actions for the unit outlined in the attached action plan include conducting an evaluation of the legislative framework, which commenced in July 2016. The evaluation will focus on the effectiveness of residents'

accommodation standards, security of tenure, provisions relating to residents' money and whether the legislative framework has reduced regulatory burden for proprietors.

Your Ministerial Statements and the department's action plans will form part of the work plans of the Supported Residential Services and Accommodation Support Unit and the Standards and Regulation Unit 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
18/8/2016
Encl. (2)

2016-17 Ministerial Statement of Expectations: Supported Residential Services and Accommodation Support Unit's action plan

2016-17 Ministerial Statement of Expectations: Standards and Regulation Unit's action plan

Ministerial Statement of Expectations: regulator action plan 2016-17

Supported Residential Services and Accommodation Support Unit

The table below details the Department of Health and Human Services' Supported Residential Services and Accommodation Support Unit's plan to meet the performance improvement expectations outlined in the Supported Residential Services and Accommodation Support Unit's Ministerial Statement of Expectations 2016-17.

Performance Improvement	Actions	Performance Targets
<p>Effectively implement key policy reforms introduced in the Supported Residential Services legislative framework¹ relating to resident safety and wellbeing, including:</p> <ul style="list-style-type: none"> • security of resident tenure • protection of residents' money • outcome based accommodation and personal support standards 	<p>Conduct mid-term evaluation² of the effectiveness of the legislative framework to assess impact of the reforms on resident safety and wellbeing and reduce the regulatory burden for supported residential services proprietors.</p>	<p>Evaluation finalised by June 2017</p>
<p>Reducing unnecessary regulatory burden (both financial and time burdens) on Supported Residential Services proprietors by improving small business operations relating to registration activity – for example by the completion and roll out of a new online registration system.</p>	<p>Implement the recommendations of two reviews (internal and external) conducted in 2015/16:</p> <ol style="list-style-type: none"> (1) internal business analysis of registration application processes (2) external legal review of the department's registration practices against the supported residential services legislative provisions <p>The purpose of the reviews was to simplify registration processes and improve information for applicants therefore reducing the regulatory burden on small business operators.</p>	<p>Implement recommendations of external reviews by March 2017</p>

¹ *Supported Residential Services (Private Proprietors) Act 2010* and *Supported Residential Services (Private Proprietors) Regulations 2012*

² In the regulatory impact statement of the supported residential services draft regulations 2012, the Department made a commitment to undertake a mid-term evaluation of the supported residential services legislative structure. The mid-term evaluation commenced in July 2016 and focuses primarily on the effectiveness of the accommodation and support standards, security of tenure provisions and provisions relating to resident's money. The mid-term evaluation will also seek to determine if the legislative framework has reduced the regulatory burden on proprietors.

Performance Improvement	Actions	Performance Targets
<p>Strengthening and consolidating the risk management approach to monitoring and enforcement activity through the development and roll out of a new governance framework.</p> <p>Ensuring transparency and accessibility of regulatory documentation to stakeholders on the Unit's webpage.</p>	<p>Review and validate internal and external guidelines and policies, which are part of the governance framework, to ensure monitoring tools and enforcement responses are robust, risk based and targeted.</p> <p>Upload regulatory practice framework which includes all policy, tools and guidelines on the department's website.</p>	<p>Implement by December 2016</p> <p>Implement by December 2016</p>
<p>Supporting improvements in regulatory procedures by creating a central online repository of documents for the inspectorate workforce.</p>	<p>Upload suite of documents including the regulatory practice framework documentation to a central repository which is easily accessible for state wide inspectorate workforce.</p>	<p>Implement by December 2016</p>
<p>Building capability of the inspectorate workforce to operate effectively and efficiently in a contemporary risk based regulatory environment. This will be achieved through the development and application of a new learning and development strategy.</p>	<p>Implementation of the learning and development strategy developed over 2015-16 covering the workforce capability framework, risk based audit skills, judgement and decision making for effective monitoring and enforcement activity in a risk based environment.</p> <p>Ensure the department's intention to improve internal (workforce) performance and transparency of regulatory operations is achieved through an agreed set of key performance indicators relating to:</p> <ul style="list-style-type: none"> • a schedule of planned targeted compliance reviews • responding to notifications from community visitors in a timely manner • proportionate and risk based approach to use of compliance instructions to achieve improved proprietor compliance with legislative obligations. 	<p>Implement Learning and development strategy by September 2016</p> <p>Key performance indicators reported by October 2016</p>