



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

E4276726

Hon Jill Hennessy MP
Minister for Health
Minister for Ambulance Services
Level 22, 50 Lonsdale Street
MELBOURNE VIC 3000

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

Environmental Health Regulation and Compliance Section – Cooling towers and water delivery systems

The table below details the Department of Health and Human Services' Environmental Health Regulation and Compliance Section – Cooling towers and water delivery systems' plan to meet the performance improvement expectations outlined in the Environmental Health Regulation and Compliance Section – Cooling towers and water delivery systems' Ministerial Statement of Expectations 2016-17.

Performance Improvement	Actions	Performance Targets
<p>Making continuous improvements to administrative systems to make it as easy as possible for individuals and businesses, particularly small businesses, to comply with laws relating to cooling towers. This will be achieved for example through continuing to enhance application and notification forms to make it easier for applicants to apply for registration.</p>	<p>The cooling tower system registration form, cooling tower system details change form, cooling tower systems decommissioning form and the cooling tower system registration refund application form will be enhanced to make it as easy as possible for applicants to apply for registration and to make necessary mandatory notifications to the department.</p>	<p>The enhancements and improvements made to these forms will be described on the department's website.</p>
<p>Building on work undertaken in 2015-16 to improve risk management, transparency and business processes through:</p> <ul style="list-style-type: none"> • Implementing a systematic, risk-based approach to regulation. • Developing clearly defined regulatory outcomes that cooling tower and water delivery system regulation is seeking to achieve. • Developing appropriate stakeholder engagement strategies. This will include strategies for engaging with owners of 	<p>Substantially implement a risk based regulatory framework.</p> <p>Publish clearly defined regulatory outcomes.</p>	<p>Substantially implement the framework by 30 June 2017, and demonstrate on the department's website how risk-based strategies have been applied to high risk inspection and enforcement activities.</p> <p>Outcomes published on department's website by 30 June 2017.</p>

Performance Improvement	Actions	Performance Targets
<p>properties where cooling towers are located, and facilities that have water delivery systems including aged care, health, and correctional services.</p> <ul style="list-style-type: none"> 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 its activities. 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. <p>These improvements build on work already undertaken in 2015 to address recommendations of the Victorian Auditor-General's report <i>Managing Regulator Performance in the Health Portfolio (March 2015)</i>.</p>	<p>A stakeholder communication and engagement strategy will be developed.</p> <p>An activity based costing exercise will be repeated.</p> <p>Key performance indicators will be developed and reported on.</p>	<p>The stakeholder communication and engagement strategy will be developed by the end of 2016. It will be demonstrated on the department's website how the strategy is being used to help the department communicate with stakeholders and achieve the regulatory objectives.</p> <p>The activity based costing exercise will be repeated prior to the end of 2017.</p> <p>Key performance indicators will be developed and reported on by June 2018. It will also be demonstrated on the department's website how we are using the indicators to underpin monitoring and continuous improvement.</p>
<p>Developing and implementing a compliance strategy which is transparent, risk based and effectively communicated to stakeholders.</p>	<p>Develop a compliance strategy.</p>	<p>The compliance strategy will be published on the department's website by the end of June 2017.</p>