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| Human Services Regulator plan on a page |
| Human Services Regulator plan July 2019 – June 2021 |

This document summarises the key elements of the *Human Services Regulator plan*. The plan provides the context the regulator works within and an overview of its regulatory framework and activities. This is supported by the *Better regulatory practice framework* which provides a process for risk-based and accountable regulatory practice, and improved regulatory performance in the health and human services sector. The regulator plan and framework are available on [Regulatory practice framework](https://www.dhhs.vic.gov.au/better-regulatory-practice-framework) <https://www.dhhs.vic.gov.au/better-regulatory-practice-framework>.

# Purpose

The Human Services Regulator administers legislation intended to protect the safety and wellbeing of Victorians accessing human services. It regulates the delivery of human services to children, young people and families, and people who are frail, aged or have a disability.

# Outcomes

The outcomes sought for the regulation of entities under the Human Services Regulator are to promote and protect the safety and wellbeing of Victorians who receive human services through:

* assistance to regulated entities to comply with legislative obligations
* registration of suitable entities and individuals
* prevention of poor service delivery by ensuring legislative obligations are met
* appropriate enforcement measures to address non-compliance.

# Who we regulate

The Human Services Regulator is responsible for administering legislation intended to protect the safety and wellbeing of Victorians accessing human services. Based on an overarching regulatory framework and an annual compliance and enforcement plan, it regulates the delivery of human services to children, young people and families, and people who are frail, aged or have a disability. This includes approximately:

* 161 entities and 12,750 out-of-home carers registered

under the *Children, Youth and Families Act 2005*

* 735 entities registered under the *Disability Act 2006*
* 114 proprietors registered under the *Supported Residential Services (Private Proprietors) Act 2010.*

# Who we work with

The Human Services Regulator works with co-regulators that have complementary objectives or functions, and/or regulate the same entities. Co-regulators include:

* NDIS Quality and Safeguards Commission
* Disability Services Commissioner
* Commission for Children and Young People
* Housing Registrar.

**Children, Youth and Families Act, Disability Act, Child Safety and Wellbeing Act and Supported Residential Services (Private Proprietors) Act.**

Diagram setting out the Tools we use:
Full force of the law: appoint administrator, criminal prosecution. Graduated and proportionate sanctions: Suspension of admissions, compliance notice, infringement notice, voluntary undertakings, conditions on registration or revocation of registration, censure in Parliament; Proactive compliance: Monitoring, inspections, independent reviews, assessments; Assisted compliance: Compliance instructions, warning letters, phone calls to discuss compliance concerns; Guidance and support: Verbal and written guidance and advice, meetings with stakeholders, training


# Contribution story

The tools we use

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| The regulatory objectives of the Human Services Regulator are to:   * protect the safety and wellbeing of residents in private supported residential services * promote and protect the rights of persons accessing disability services funded by the department by supporting the provision of high-quality disability services * provide for the protection of children, young people and families who receive community services by supporting the provision of high-quality community services * support the Commission for Children and Young People to promote the safety of children and child safe organisations. |

# Measuring our impacts

Human Services Regulator monitors impact through:

* responding to enquiries from regulated entities to support compliance with legislative obligations
* proactive inspections/audits to monitor compliance with legislation and standards
* reactive assessments, audits or inspections in response to identified non-compliance or risk of non-compliance
* survey regulated entities to gauge their experience of compliance-related assistance and advice.

# Diagram text

This figure is an enforcement pyramid. The figure seeks to demonstrate that the unit will use the full range of tools available to it in line with the risks that they are seeking to manage. The enforcement pyramid illustrates a graduated and proportionate enforcement approach. The bottom of the pyramid outlines the lighter touch interventions such as education and advice to regulated parties, through to revoking a registration at the top of the pyramid, where regulated parties deliberately work against intended outcomes and intend to evade compliance obligations.

The Human Services Regulator also works closely with internal stakeholders including the Office of Senior Practitioner, Operational Performance and Quality, Disability Worker Exclusion Scheme, operational divisions and relevant program and policy areas, for example, Mental Health and NDIS transition.

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