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| Human Services Standards  Regulation Reference Group (HSSRRG) |
| Meeting minutes ADD/18/10300 |

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| Time and date | Monday, 7 May 2018, 1.00 to 3.00 pm |
| Chairperson | Sophie Buffey (Manager, Standards and Regulation) |
| Location | Room 18.23, Level 18/50 Lonsdale Street, Melbourne |
| Attendees | Please see attached list |
| Apologies | Please see attached list |
| Purpose | Refer to Terms of Reference |
| Tabled papers | Agenda, Terms of Reference, Communication Strategy |

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|  | Welcome, apologies and introductions | | Sophie Buffey |
| Summary | | Welcome and acknowledgement to Country. | |

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|  | Outstanding actions from previous meetings | | Sophie Buffey |
| Summary | | Outstanding actions from previous minutes.  The following Department of Health and Human Services (department) staff have been invited to attend future meetings:   * Compliance and Quality (Spot Audit Team) to discuss spot audits. * Child Safeguarding and Regulation Branch to discuss the carers register, Child Safe Standards and Reportable Conduct Scheme. | |

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|  | Community Services Quality and Safety Office | | Brigid Clarke | |
| Summary | | The Office was established recently and is responsible for:   * developing a quality governance framework for implementation across the community services system * supporting local provider networks to enable and promote the sharing of innovation, best practice, and evidence-informed interventions * sharing learnings and system improvements across the community services system * reviewing and triangulating data and information from internal and external sources to identify themes and issues that require attention and departmental/agency intervention * establishing the Community Service System Performance Oversight Committee.   **Group discussion**  The group discussed:   * program area policies, including how policies are updated and whether they reflect new changes in regulation. The group noted it would be useful to revisit program requirements and to streamline them * communication from the department is critical in providing information on what good practice looks like, for example interpreting the law * different reporting requirements organisations are required to report on for the department and how this could be mapped. For example incident reporting, spot audits, Human Services Standards and Funded Organisation Performance Management Framework (FOPMF). | | |
| Action | | 1. Standards and Regulation (S&R) to invite Brigid to speak at the next HSSRRG meeting on Monday 6 August 2018. 2. S&R to include questions regarding departmental reporting requirements to the Human Services Standards Regulation forum pre survey. | | |
| Person responsible | | 1. S&R 2. S&R | Deadline | 1. 6 August 2018 2. 6 August 2018 |

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|  | Introduction | | Pauline Ireland Human Services Regulator |
| Summary | | Pauline Ireland is the Assistant Director, Human Services Regulator. The Human Services Regulator sits in the recently created Health and Human Services Regulation and Reform Branch. The Human Services Regulator Unit includes Standards and Regulation, Supported Residential Services and Child Safeguarding and Regulation. The Child Safeguarding and Regulation unit is responsible for Child Safe Standards and the Carers Register.  Recently there have been inquiries, royal commissions and reviews, which have criticised government and community organisations. This has placed scrutiny on how the government, including the department, regulates. In response to this, the department is looking at how it regulates to better protect vulnerable Victorians. The department is strengthening its expertise in regulation and is separating contract management and regulation.  The department, including Standards and Regulation has a number of tools it can use as a regulator. The type of tool used needs to match the issue and can range from education, revocation of registration and penalties. | |

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|  | 2018 Membership and Terms of Reference | | Sophie Buffey | |
| Summary | | Membership, change of name, Terms of Reference and Communication Strategy.   * The Terms of Reference and Communication Strategy have been updated to reflect the focus on regulation. * It was noted the transition to the National Disability Insurance Scheme (NDIS) should be strengthened in the Terms of Reference. | | |
| Action | | 1. Group members to provide feedback on the Terms of Reference and Communication Strategy to S&R. 2. S&R to consider strengthening the terms of reference to reflect the transition to NDIS as required. | | |
| Person responsible | | 1. Group Members 2. S&R | Deadline | 1. 18 May 2018 2. 6 August 2018 |

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|  | Standards and Regulation Update | | Sophie Buffey | |
| Summary | | 1. Independent review body six monthly themes report (Oct 17 to Mar 18) will be updated and provided to the group in June 2018. 2. The S&R regulator plan is available and can be found on the department’s website: <https://dhhs.vic.gov.au/better-regulatory-practice-framework>. 3. The Ministerial Statement of Expectations is available and can be found on the department’s website: <https://dhhs.vic.gov.au/ministerial-statements-expectations-regulators>. 4. The Quality forum has been renamed the Human Services Standards Regulation forum.  * S&R will add questions to the pre forum survey on the various types of department reporting requirements. The survey will be sent out to organisations in scope of an independent review prior to the forum. The responses will be reported at the forum and included in the follow up report. * The group discussed possible speakers for the forum, including the department’s NDIS Branch, National Disability Service to speak on zero tolerance and NDIS transition or a speaker to present on Child Safe Standards (particularly on the standard relating to participation).  1. S&R to produce an email update. If you would like to receive the email update, please email your request to the S&R helpdesk [hsstandards@dhhs.vic.gov.au](mailto:hsstandards@dhhs.vic.gov.au) and in the subject line ask to subscribe. | | |
| Action | | 1. Email a link to the Standards and Regulation (S&R) regulator plan. 2. Email a link to the Ministerial Statement of Expectations. Provide the links to the group. | | |
| Person responsible | | 1. S&R 2. S&R | Deadline | Both actions completed. Refer to minutes. |

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|  | Sector news and updates  Opportunities for improvement and feedback | | Members | |
| Summary | | The group discussed the new electronic file audit tool. S&R noted the tools will be uploaded to the department’s website shortly.  The group discussed the question on the client file audit tool regarding relevant information collected and country of birth for Cradle to Kinder clients. It was discussed that when clients are referred to organisations, the organisation receiving the referral may not receive county of birth information. S&R advised the organisation should show evidence of their attempt to gain the information and provide this to their independent review body as evidence.  The group discussed moving towards paperless systems and how long organisations need to keep files in hard copy and/or electronically. Information on records management, including a fact sheet on digitisation can be found on the department’s website: <https://fac.dhhs.vic.gov.au/policies-and-procedures>.  The compliance audit tool will be implemented shortly. The tool is to assist independent review bodies with their reviews. Questions on this tool relate to processes that are not included in the file audit tools, for example processes for child safe standards, risk and governance. | | |
| Action | | 1. S&R to email a link to the electronic file audit tool once it is uploaded to the department’s website. | | |
| Person responsible | | 1. S&R | Deadline | 1. 6 August 2018 |

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| Next Meeting | Monday, 6 August 2018 |

**Attendees and apologies**

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| **Name** | **Organisation** | **Attendance** |
| Jo-anne McMahon | Centre for Excellence in Child and Family Welfare - Peak Body | Apology |
| Sarah Fordyce | National Disability Services (NDS) - Peak Body | Attended |
| Ian Gough | Council to Homeless Persons (CHP) - Peak Body | Attended |
| Bradley Stephens | VACSAL |  |
| Paul Ireland | Yooralla | Attended |
| Jackie Moriarty | CentaCare Ballarat | Attended |
| Michelle Sutherland | OzChild | Attended |
| Rebecca Cleaver | Wombat | Attended |
| Diane Kannemeyer | VACCA | Attended (TC) |
| Letitia Robinson | Mallee District Aboriginal Services |  |
| Winnie Saulle | VACCHO | Apology |
| Lee Fairley | Melbourne City Mission |  |
| Meaghan Courtney | Anglicare Victoria | Attended |
| Connie Vaiano | Children’s Protection Society | Attended |
| Katrina Stone | Berry Street | Attended |
| Zoe London | Mackillop Family Services | Attended |
| Kerrie McMahon | Doncare Community Care and Counselling Centre | Attended |
| Sally Sibley | Ramahyuck District Aboriginal Corporation | Attended |
| Sue Carlile | Family Access Network (FAN) | Apology |
| Amy Padgham | EACH | Apology |
| Sally Brown | Melbourne City Mission | Attended |
| Sophie Buffey | Department of Health and Human Services (DHHS) Standards and Regulation | Attended |
| Miriam McDonough | DHHS - Standards and Regulation | Attended |
| Savva Zavou | DHHS - Standards and Regulation | Attended |
| Zeki Seren | DHHS - North Division | Attended (TC) |
| Cameron Watson | DHHS - West Division | Attended |
| Lisa Baker | DHHS - West Division | Attended |
| Pauline Ireland | DHHS - Human Services Regulator | Attended |
| Brigid Clarke | DHHS - Community Services Quality and Safety Office | Attended |