



## Victoria's Performance and Monitoring Regime

### Maintaining safety and quality through the transfer and beyond

Victoria has always been a leader in providing high quality support for people with disability. This commitment to quality and safety in the disability sector will continue as accommodation and respite services transfer to non-government providers.

Maintaining quality services and continuity of support for people with disability is a fundamental condition of transfer.

Through the transfer and beyond, we will work in partnership with the new providers and key stakeholders including the Health and Community Services Union (HACSU) to continue to deliver high quality and safe services.

Under the National Disability Insurance Scheme (NDIS) there will be a national approach to quality and safeguards for residents managed by the newly established NDIS Quality and Safeguards Commission. This new approach will come into effect in Victoria in 2019.

The Victorian Disability Services Commissioner will have an ongoing role during transition to NDIS.

In addition to the national quality and safeguard arrangements, the Victorian Government will put in place a performance and monitoring regime until 31 December 2025 to ensure the new providers meet their obligations.

Under this regime, providers will be contractually required to comply with a range of rigorous obligations relating to **safety, service quality** and **fair workforce conditions**. These will be in addition to the legislative and regulatory requirements that all providers in Victoria must adhere to, and include the following obligations:

- **All residents will continue to receive services.** Providers must ensure all residents continue to receive their current services.



- **Residents and families can continue to enjoy the relationships they have with the staff they know and trust.** The government has invested in the workforce, and providers will be required to maintain house supervisors and support workers so that residents can continue to be supported by the staff they know and trust in their home.
- **House supervisors will remain in their current role.** Providers will be required to maintain house supervisors to provide continuity and leadership, and ensure group homes operate effectively. This was agreed with HACSU in the recent negotiations.
- **Transport arrangements will not change.** Access to transport is a critical part of high quality support and will not change. Providers who take on government services will need to ensure there is no reduction in current transport services for residents.
- **Access to advocacy will be provided.** Providers must ensure appropriate policies, programs and procedures are in place to help residents access independent and peer advocacy services.
- **Residents will be supported to exercise choice and control.** Providers are required to try their best to assist with a smooth transfer where a resident chooses to change providers.
- **Staff will continue to receive fair workforce conditions.** This includes providers' obligation to comply with the eight-year package of wages, conditions and protections agreed between the government and HACSU in the Disability Services Enterprise Agreement Victoria (DSEAV).

The government will monitor providers closely to make sure they are meeting all their obligations, and that the voices and experiences of residents, families and staff are listened to and acted on.

## Monitoring obligations: the voices and experiences of residents, families and staff are our top priority

Under the performance and monitoring regime, the government will keep a close watch over how providers are delivering services, and if they are meeting the expectations of residents and families, and the workforce conditions for staff.

Residents, families and staff will have a critical voice in this monitoring regime. The government wants to know from their perspective if services are meeting their quality and safety expectations.

- **Providers will be required to engage regularly** with residents, families and staff and seek their feedback on service quality and safety. Surveys are one of the ways they will do this. The surveys will be designed together with residents, families and staff.
- **Providers will be required to listen to and act on feedback** from residents, families, staff and HACSU.
- **Providers must regularly report to government** and provide evidence that they are meeting safety and quality standards and fair workforce conditions. They must also show how they are promoting a safe, positive house culture for all who live and work there.
- **Government can request information from the provider** at any time and, if necessary, **has the power to audit a provider** to check their operational practices are in line with their service obligations and the legislation.
- **Stakeholder Advisory Committees will also be established**, and will include residents, families and staff. They will provide direct feedback to the government on how providers are operating to ensure that their lived experiences, ideas and opinions are taken into account.



- **A Workforce Oversight Committee will be established** with representatives from the providers, government and HACSU to monitor the implementation of the DSEAV, facilitate secondment and transfer and consider matters relevant to the transition to the NDIS.

## Providers will be accountable to government if they breach an obligation

The government must be assured that residents and families are satisfied with the quality and safety of the services they are receiving. The feedback from residents, families and staff will be shared with government, and providers will be held accountable.

If there are concerns about the quality and safety of services or operational issues, the government will work with the provider to address the issues.

If the issues are serious and threaten ongoing service delivery (including if the NDIS Quality and Safeguards Commission considers deregistering the organisation as an NDIS provider), the government will take the necessary action to ensure the safety and wellbeing of residents and that supports continue to be delivered.



### Getting ready for the transfer

The government understands that transferring to a new provider is a significant change for residents, their families and staff.

As such, we are committed to ensuring the transfer runs smoothly and as planned, so residents and families continue to receive the best support and care possible.

We know how important it is for families to be able to talk with house supervisors and operations managers to discuss day-to-day issues, provide feedback and raise concerns.

That is why the department will work with residents and families to make sure they have the information they need about the transfer, and that they have opportunities to meet providers and staff, ask questions and provide feedback on the issues important to them.

### Want to learn more?

The government will continue to work with residents, families and staff to shape the transfer so that disability services meet their needs and provide greater choice and control for people with disability into the future.

Visit [www.vic.gov.au/ndis](http://www.vic.gov.au/ndis) to find out more about:

- The tender process, including the evaluation criteria
- Information about how the transfer will happen, including questions and answers for families about the transfer
- The rollout of the NDIS in Victoria
- Other Victorian Government disability reforms to help Victoria transition to the NDIS