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| Service agreement requirements |
| 1 January 2020 – 30 June 2024  Reissued July 2021 |
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To receive this document in another format, [email Service Agreement Communications](about:blank) <sacomms@dffh.vic.gov.au>.

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In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.

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# Introduction

The Department of Families, Fairness and Housing and the Department of Health (referred to as ‘the departments’) (formerly Department of Health and Human Services) aim to achieve the best health, community wellbeing and safety for all Victorians. We touch Victorians at all stages of their lives and often, at times when they are particularly vulnerable. The service agreement is the name of the contract used by the departments to fund the organisations that deliver these crucial services.

The service agreement establishes the standard terms and conditions that apply to all funded organisations and provides organisation-specific information regarding funding and payments in its schedules.

This document supports the service agreement by outlining the departmental responsibilities, policies and obligations that all funded organisations must comply with. It provides key budget information necessary for understanding your organisation’s funding.

To meet the terms of the service agreement, funded organisations must ensure they comply with:

* the service agreement
* the standard policies and obligations in the service agreement requirements
* the specific policies and obligations in each relevant activity description.

# Statement of expectations

The departments fund over 1,600 organisations to deliver health and community services on their behalf through service agreements. Throughout this funding process, the departments have a duty of care to the Victorians who access their services, many of whom are particularly vulnerable. The departments also have obligations to the Victorian community to properly account for the use of public money. For these reasons, it is critical that our contract management framework is robust, effective and contributes to the delivery of positive outcomes for clients.

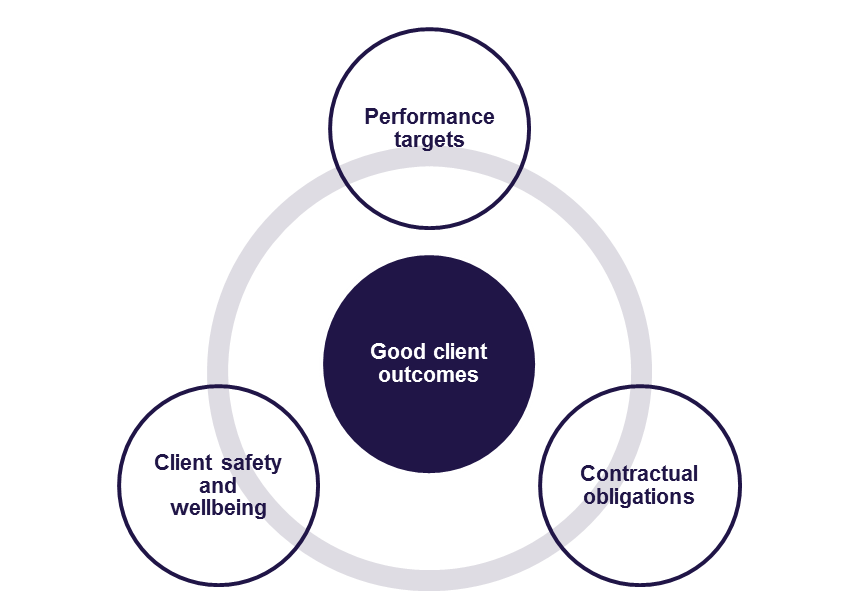
This statement of expectations has been developed to help funded organisations understand the departments’ expectations regarding key aspects of funded service delivery. It should be read in conjunction with the service agreement which defines the comprehensive responsibilities and accountabilities of the departments and funded organisations specifying governance, financial management and service delivery requirements in addition to funding amounts:

## The departments’ approach

Our approach to service agreement management prioritises three key focus areas which, when well-managed, deliver good outcomes for clients.

In applying our focus areas, funded organisations can expect the departments will:

* be transparent in relation to our processes and expectations
* provide supporting material that assists funded organisations to understand and fulfil their obligations
* work with funded organisations to achieve the agreed outcomes in the service agreement
* act early if issues arise in relation to agreed outcomes
* act honestly, with integrity and reasonably at all times in our interactions with funded organisations.



## Funded organisation expectations

The departments and funded organisations share responsibility for ensuring clients receive the services agreed in service agreements in a way that is effective, accountable and serves the interests of all Victorians.

Stable, safe, outcomes-focused service delivery is critical to ensure community services and health services are person-centred and sustainable. In delivering services, the departments expect that collectively, funded organisations are delivering the following outcomes:

* Victorians are healthy and well
* Victorians are safe and secure
* Victorians have the capabilities to participate
* Victorians are connected to culture and community.

These outcomes help measure our impact at a system-level and form the basis of the departments’ service delivery and performance expectations. Each activity the departments fund is connected to one of these outcome objectives.

In pursuing these outcomes, funded organisations are expected to:

### Act in the public interest

Services will be focused on the key outcomes of health, safety, participation and connectedness to culture and community and operate in a way that demonstrates the highest ethical standards and reflects transparency and honesty.

### Be accountable and have effective governance

Organisations will be accountable against the policies and guidelines under the service agreement and comply with relevant state and national laws that in any way affect or are applicable to the delivery of their funded services. It is important that organisations have strong governance processes in place to support service delivery and ensure ongoing organisational viability.

### Cooperate with the departments and other providers to build an effective service system

Service providers are at the coal-face of service delivery, with effective operation of the service system relying on each provider to apply their unique insight and expertise. Organisations are expected to be active players in the local community services industry. This includes sharing knowledge with each other, operating cooperatively and participating in sector capability building and reform initiatives.

### Deliver services that contribute to effective service delivery outcomes

* Services are accessible to all Victorians and utilised by clients
* Services are prioritised to clients according to need
* Services are applied flexibly to meet individual client needs
* Service engagement is targeted to improving client outcomes
* Service engagement is effective in improving client outcomes.

The service agreement supports the departments and funded organisations to deliver client-centred services which produce the best possible outcomes for Victorians. Understanding and supporting each other’s role in this process is critical to ensure the outcomes in the service agreement are obtained, and is the key to achieving effective, sustainable service delivery.

# Requirements and policies

## Requirements

This section describes the departments’ requirements that all funded organisations must comply with.

### Entering into a new service agreement

An organisation usually has one service agreement with a specific department at any point in time. The exceptions to this are where:

* the organisation is funded by the Department of Families, Fairness and Housing through separate service agreements for provision of disability and other services
* the organisation also enters into a separate service agreement as a member of a consortium
* the departments have approved multiple service agreements with divisions because the organisation is a state-wide organisation or operates in multiple areas across the state and has presented a convincing business case to the departments.

When entering into a new service agreement with an organisation, the departments requires the documentation and information described below.

### Organisational contact details and legal status

To enter into a new service agreement, an organisation must be a legal entity established under either an Act of Parliament or another relevant legislative framework.

Organisations are required to maintain their legal status and advise the departments within five business days should their status change.

In some circumstances, the departments may also fund individuals (known legally as a 'natural person'). An individual must be a person at least 18 years of age, must have the mental capacity to understand the service agreement, must not be under any court order and must not be bankrupt.

Copies of documentation demonstrating an organisation’s legal registration may be required by the departments, typically this would be in the form of an incorporation certificate or company registration certificate. For natural person arrangements, the departments may require a copy of a driver’s licence or passport details, and confirmation of the service address. An ABN is required for payment and GST purposes.

### Details for the electronic transfer of payments

Payments to the organisation will only be made to a registered financial institution. When entering a new service agreement, organisations are required to fill in the form *Details for the electronic transfer of payments* and attach a cancelled deposit slip for the account or have the financial institution validate (stamp) the completed attachment.

### eBusiness agreement

Organisations must be registered with the Victorian Government eBusiness system to be able to authorise staff to register and access their organisation’s funding and payment details, data collection requirements and service standards and guidelines through the Service Agreement Module (SAM) in [My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency>, the secure area within the Funded Agency Channel.

Where organisations are not registered with eBusiness, the details in the ‘*eBusiness access agreement for organisations’* need to be completed and the eBusiness access agreement signed. The eBusiness access agreement has provision to nominate an Organisational Authority. Once eBusiness approves the application for access, it will provide the organisation’s nominated person with an individual username and password along with guidelines and instructions on how to register themselves as a user on eBusiness.

### User audit and management

The departments provide funded organisations with access to applications and systems to support effective service delivery. These applications often contain sensitive client and financial information, meaning it is imperative that user access is strictly controlled. The departments have processes in place for managing users, including revoking access when an employee ceases employment with a funded organisation.

Organisations must comply with the departments’ user management processes for each system or application they are granted access to and must have adequate internal controls to audit their employee user credentials. Failure to do so may result in whole-of-organisation system or application access being terminated.

### Copies of financial statements/annual reports

Organisations that do not have a current service agreement with the departments would normally be asked to provide their financial statements or annual reports. Finance staff from the departments use this information to analyse the financial position and sustainability of the organisation, prior to authorising funding and entering into the service agreement.

### Conflict of Interest

When entering into a new service agreement, an organisation is required to confirm that it has no actual or potential conflict of interest and that no actual or potential conflict of interest is likely to arise during the term of the service agreement (clauses 5.1 to 5.3 of the service agreement)

### Signing of service agreements

Organisations with an existing funding and service delivery relationship with the departments are not required to physically sign their service agreement.

Organisations are also not required to sign subsequent variations to the service agreement where there is a change to funding, deliverables or other matters contained in the service agreement. The departments will provide organisations with notice of variations to enable organisations to consider the change to the service agreement.

Where an organisation does not have an existing funding and service delivery relationship with the departments or there has been a break in service delivery (service agreement periods), a new service agreement must be established and signed by all parties. This service agreement approval can be made online through the Service Agreement Module available at [My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency>.

Where an organisation prefers to hold/sign a paper copy of their service agreement or variation, authorised staff can download a Portable Document Format (PDF) version of the contract through the Service Agreement Module in [My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency>.

### Management of service agreements

In the standard service agreement business cycle, variations to service agreements will be processed on a monthly basis, where required, to ensure that organisations receive funding for new or revised services in a timely manner.

Key dates affecting Service Agreements

| Dates | Item |
| --- | --- |
| **Late June** | **Annual service agreement transition**  Current year funding cannot be changed after the first week of June. A new future year of funding can be viewed on [My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency>, where applicable. At the end of each four-year business cycle, service agreements with approved future year funding are rolled over for the next four year business cycle. |
| **July** | **Annual price indexation**  Annual price indexation applied to eligible activities for the new financial year and future years. Increases are backdated to 1 July and paid on or before the next scheduled payment. No action is required by organisations. Advice of increased funding is provided to organisations. |
| **First Tuesday of each month** | **Monthly payments**  Regular monthly payment is made. |
| **1st of each month** | **Monthly variations open**  Changes that have been negotiated with an organisation are entered into the Service Agreement Management System (SAMS2). Organisations can view and check changes when finance approval is completed by the departments. Variations are not normally made in June or July and a shorter window is available in December due to the Equal Renumeration Order processing. |
| **18th of each month** | **Monthly variations published**  Organisations can view proposed changes on [My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency>. Email advice is sent to department and organisation signatories to undertake final check of changes.  If the 18th of the month falls on a weekend, variations will be published on the next business day. The organisation should contact their service plan leads it there is something they do not understand or agree to in the proposed variation. |
| **23rd of each month** | **Monthly variation becomes effective**  Variation becomes effective once they have been approved by the departments’ signatory. Where funding increases are backdated, any applicable funding arrears payments are processed. |
| **As required based on reporting cycle** | **Annual Service Agreement Compliance Certification (SACC)**  The due date for the SACC is three months after the end of an organisation’s reporting period, or seven days after an organisation’s Annual General Meeting (AGM). Organisations can update their AGM date via the Service Agreement Module on [My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency> and the due date for their SACC will be automatically updated. |

### Funding

#### Price Indexation

The departments will increase the funding payable each year of the service agreement by the rate of indexation approved by the Victorian Government (clause 4.3). For financial years 2020-2024, Victorian Government approved price indexation rates for funded organisations will be available in the ‘Funding’ tab at [Funded Agency Channel – Service agreement](about:blank) <https://fac.dhhs.vic.gov.au/service-agreement>.

Annual price indexation is processed in July of each year of the service agreement and organisations are notified when processing is completed. Increased payments, backdated to 1 July, are provided to organisations by the next scheduled payment in the service agreement.

#### Price indexation exceptional events arrangements

The price index exceptional event arrangement for the departments provides a formal mechanism for peak bodies to seek price adjustments where industrial and regulatory decisions occur which result in cost increases that are over and above the price index. In these circumstances, peak bodies may request formal consideration for supplementary funding to cover such price increases from relevant departments.

The scope of this arrangement is outlined in the *Price index exceptional event arrangements* available at [Funded Agency Channel – Price index exceptional event arrangements](about:blank) <https://fac.dhhs.vic.gov.au/price-index-exceptional-event-arrangements>.

#### Funding for substitute public holidays

When Christmas Day, Boxing Day and New Year's Day fall on a Saturday or Sunday, 'substitute' holidays occur on the following Monday/Tuesday. 'Substitute' days represent additional public holidays for the purposes of various enterprise agreements that cover staff on rosters that include Saturdays and Sundays. Appointment of these substitute holidays is governed by the *Public Holidays Act 1993*.

The departments’ funding to organisations incorporates, on an annualised basis, the capacity to deal with 'substitute' public holidays days for the two Christmas/Boxing Day holidays and New Year’s Day. There is no requirement to supplement this funding in the years when such substitute days occur.

In 2009, the Victorian Government declared a substitute holiday for ANZAC Day that fell on a Saturday that year. Supplementary funding was provided in that instance as up until then substitute holidays had never been declared for ANZAC Day. Such a declaration was not repeated in 2015 when ANZAC Day again fell on a Saturday.

Note, the *Public Holidays Act 1993* provides for a 'shift' of Australia Day holiday to the following Monday when the 26 January falls on a Saturday or Sunday.

### Reporting

The organisation will provide the departments with information and reports on the services delivered as outlined in clauses 8.1 to 8.5 of the service agreement.

This section provides information on reporting and accountability submitted through the Service Agreement Module (SAM), including financial reporting to the department.

### Data collection

To ensure accountability, organisations are required to regularly report on the funded services through data collections and other reporting. This allows the organisation and departments to periodically review progress and to adjust the service agreement if necessary.

Details of data collection requirements are in Schedule 2 of the service agreement.

### Financial Accountability Requirements

Organisations are required to report their financial position to the departments and complete the financial accountability requirements in the Service Agreement Compliance Certification (SACC) on an annual basis. This confirms the organisation’s compliance with the requirements of clauses 6 (recordkeeping), 7 (assets) and 8 (reporting) of the service agreement.

Organisations need to attach relevant financial data and/or hyperlinks via the Service Agreement Module of My Agency. This includes the information of the location of the organisation’s Annual Report, a Financial Indicator Statement (FIS) or a Cash Indicator Statement (CIS).

Where an organisation receives funding from more than one department, only one Financial Accountability Requirement (FAR) is required. The FAR is incorporated into the SACC.

FAR reporting assists the departments to ensure that there is a financially sustainable service system. Finance staff from the departments analyse the financial position of each organisation and monitor financial position trends over time.

#### Standard financial reporting templates

The annual financial statements/annual report are the preferred documentation to be supplied in support of the FAR.

If an organisation is not legally required to produce annual financial statements, the organisation may download and complete either the CIS (where total income is less than $250,000) or FIS and Auditor’s Statement templates from the Funded Agency Channel. Organisations should ensure that the applicable reporting period is inserted (for example 1 Jul 2019 to 30 Jun 2020) as well as details of the organisation.

#### Financial reporting standards

Organisations are required to comply with the Australian equivalents of the International Financial Reporting Standards (AIFRS) which came into effect in 2005.

Information about the AIFRS is available at [Australian Accounting Standards Board](about:blank) <http://www.aasb.gov.au/Home.aspx>

### Service Agreement Compliance Certification

Most organisations funded through a service agreement will be required to submit an annual Service Agreement Compliance Certification (SACC).

The SACC contains questions relating to:

* Financial management, that the organisation has used funding as outlined in their service agreement, is financially viable, has prepared its financial reports and any audit reports and maintains an asset register.
* Risk management, that risks are managed in accordance with the Australian/New Zealand Risk Management Standard.
* Staff safety screening, referee checks, police checks, and if relevant Working with Children Clearance, have been completed.
* Privacy and Data Protection, that the organisation’s practices and systems that do not contravene the *Privacy and Data Protection Act 2014* and the *Health Records Act 2001 (Vic)* and the *Privacy Act (Cth)*, to protect personal and health information.
* Occupational Health and Safety, that the health and welfare of the staff employed are protected by organisation’s policies and practices in accordance with OHS requirements.

The SACC must be submitted to the department three months after the end of the organisation’s reporting period, or seven days after the organisation’s Annual General Meeting.

Exceptions for Financial Accountability Requirements (FAR) and Service Agreement Compliance Certification (SACC)

| Reporting | Exceptions |
| --- | --- |
| Service Agreement Compliance Certification (SACC) form | * Organisations only funded under a Short Form Victorian Common Funding Agreement. * Hospitals where they:   + Already complete financial reports to the Department of Health only on a monthly basis   + Complete a risk management attestation/certification and are scrutinised by the Health Services Commissioner in relation to their compliance with the Health Records Act and the Privacy and Data Protection Act   + Where there is staff file sampling as part of accreditation processes and other compliance requirements, including the Australian Health Practitioner Regulations |
| Financial Accountability Requirements (FAR) (but SACC Financial Management questions still apply) | * Local Government * Government schools, Universities/TAFE. |
| Risk management questions in SACC form | Risk management questions do not apply to the following organisations:   * TAFEs and universities * some statutory bodies * other organisations that already complete a risk management attestation/certification to the Victorian Government. This could be part of their annual reporting requirements under the Financial Management Act or publishing similar certification in their annual reports as required by legislation. |

### Timelines for Service Agreement Compliance Certification

The period that the SACC relates to is based on the organisation's operating period.

The annual SACC must be submitted to the departments:

* within three months of the end the organisation's financial reporting period. For example, an organisation operating on:
  + Financial year (1 Jul to 30 Jun) - Due by 30 September
  + Calendar year (1 Jan to 31 Dec) - Due by 31 March
  + Other (1 Oct to 30 Sep) - Due by 30 December
  + Other (1 Nov to 31 Oct) - Due by 29 January
  + Other (1 Apr to 31 Mar) - Due 30 June
* or within seven days of the organisation’s Annual General Meeting, if this is later than three months after the end of the organisation’s financial operation period.
* or another time if agreed by the departments and the organisation.

Organisations can record the planned date of their AGM against the SACC online on the [Service Agreement Module in My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency>. This will automatically update the due date for SACC completion.

Where the department has reasonable concerns about an organisation's financial position, the department can require more frequent FAR reporting under clause 8.2 (reporting). The department will discuss any concerns it has with the organisation and advise in writing of any additional reporting requirements.

#### Further information

Further information is available on the [Funded Agency Channel – Guidelines for the Service Agreement Compliance Certification form](about:blank) <https://fac.dhhs.vic.gov.au/guidelines-service-agreement-compliance-certification-form>.

For assistance in completing the SACC, email the [OFAS Helpdesk](mailto:OFAS%20Helpdesk) <OFAS.helpdesk@dffh.vic.gov.au>

### Insurance and risk management

Funded organisations that enter into a service agreement are required to have appropriate insurance to cover their operational and business risks. The insurance cover must be maintained for the period of the service agreement.

Since 1 July 2019 the Victorian Government has also required all non-government organisations, that are funded by the Victorian Government to deliver services to children, to be both incorporated and insured against child abuse. These new requirements are part of the Victorian Government’s response to the recommendations arising from the [Betrayal of Trust report](about:blank) <https://www.parliament.vic.gov.au/fcdc/article/1788> of 2013 and the [Royal Commission into Institutional Responses to Child Sexual Abuse](about:blank) <https://www.childabuseroyalcommission.gov.au/>.

Funded organisations providing services to children must provide evidence that their existing insurance cover meets these additional requirements. This means that organisations funded to provide services to children must hold insurance that:

* Indemnifies for liability for child abuse.
* Indemnifies the organisation for third party personal injury, including shock and mental injury, and does not contain any exclusion or limitations of coverage for child abuse (public liability).
* Includes liability for abuse perpetrated by persons associated with the organisation including an office holder, employee, volunteer, agent, contractor, or another child (professional indemnity).
* Is held on a ‘claims made’ or ‘occurrence’ basis (occurrence basis preferred).
* Specifies a minimum insured amount of $5 million per claim, or in the case of coverage provided based on a monetary aggregated claims amount, $10 million per annum.

If a current insurance provider does not offer the appropriate cover, then cover will need to be sought from other insurance providers.

Some organisations may be eligible for insurance cover through the Victorian Managed Insurance Authority (VMIA).

The criteria for an organisation to be eligible for insurance cover under the VMIA Community Service Organisation (CSO) program are:

* Current and ongoing funding through a service agreement with the departments for the community-based delivery of services
* Head office in Victoria
* Registered not-for-profit which is either an incorporated association (Inc) or company limited by guarantee (Ltd).
* The organisation does not have access to other state based or national group insurance arrangements, such as insurance coverage available through specialist insurers for educational institutions, local government organisations, diocesan entities, religious denominational bodies, or other peak bodies.

Further information is available at [VMIA Community Service Organisation program](about:blank) <https://www.vmia.vic.gov.au/insurance/policies-and-cover/community-service-organisations-program>.

### Variations

A variation is required when there is a change to funding, to deliverables or to other requirements contained in the service agreement.

As outlined in clause 21.1 (Variation), of the service agreement, variations must either be agreed in writing by both the organisation and the departments or be evidenced by the organisation continuing to provide services after a proposed variation has been provided to the organisation by the department.

Variations are typically for growth or new services, but can be for other changes, such as changes to funding and performance targets (increases or decreases).

Discussions and negotiations about a variation can be initiated by the departments or the organisation.

The annual calendar of events provides further detail on standard variation dates. Variations are usually processed on a monthly basis, to ensure timely funding of services.

For the variation process:

* The departments and organisation staff discuss and/or negotiate proposed changes, which may include changes to the service mix, additional or new services, and to incorporate new funding.
* Once details of the changes are agreed, department staff reflect these changes in the Service Agreement Management System.
* Once the departments’ finance officer approves the changes they can then be viewed (as approved commitments) by authorised organisation staff on the [Service Agreement Module of My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency>
* When all changes for an agreement are entered and approved, the amended version of the service agreement is published and an email is sent to authorised signatories (organisation and departments) notifying them of the variation.
* The organisation signatory has five calendar days from the publication date to review the changes. The amended version of the service agreement will move to contract status and will take effect after the five days, as long as the departments’ signatory has finalised their authorisation. The organisation should contact their service plan leads it there is something they do not understand or agree to in the proposed variation.

The variation becomes an addendum to the original service agreement and forms the revised basis on which the service agreement will be conducted.

Organisations can view a history of all the variations made to their service agreement on the [Service Agreement Module of My Agency](about:blank) <https://fac.dhhs.vic.gov.au/my-agency>.

### Important human rights and safety obligations

#### Victorian Charter of Human Rights and Responsibilities

Organisations are required to operate in accordance with the *Victorian Charter of Human Rights and Responsibilities Act 2009*. The Charter ensures that when the government makes laws and delivers services, it does so with civil and political rights in mind.

Further information is available at [Victorian Equal Opportunity & Human Rights Commission](about:blank) <https://www.humanrightscommission.vic.gov.au/human-rights/the-charter>

#### Child Safe Standards

Organisations that provide services or facilities for children, are required to operate in accordance with and comply with Child Safe Standards. Child Safe Standards work towards ensuring that the safety of children is promoted, child abuse is prevented, and allegations of child abuse are properly responded to.

The department plays an important role in overseeing and promoting compliance with the Child Safe Standards and has adopted a risk-based regulatory approach to assessing compliance.

Further information is available at [Child Safe Standards](about:blank) <https://www.dhhs.vic.gov.au/publications/child-safe-standards>

#### National Redress Scheme for Institutional Child Sexual Abuse

In March 2020, the Victorian Government determined that any institution that has been named in a redress application, and which is assessed as eligible to join the Scheme by the Scheme Operator, must join the Scheme as a condition of receiving Victorian Government funding.

Consistent with the approach of the Commonwealth Government, the Victorian Government is committed to preventing and responding to institutional child sexual abuse. The Victorian Government expects that institutions that are named in applications for redress will join the Scheme, provided that the institution can fulfil its obligations under the Act, so that survivors can gain access to redress.

To enter into a service agreement or during the life of the service agreement, an organisation needs to have signed up to the Scheme if they have been named.

Further information is available at [Department of Justice and Community Safety – National Redress Scheme](about:blank) <https://www.justice.vic.gov.au/safer-communities/protecting-children-and-families/national-redress-scheme>.

#### Reportable conduct scheme

Organisations are required to operate in accordance with the Reportable conduct scheme and to notify the Commission for Children and Young People (CCYP) of all allegations of reportable conduct by employees and volunteers.

Further information is available at [Victorian Registration and Qualifications Authority](about:blank) <https://www.vrqa.vic.gov.au/childsafe/Pages/conduct.aspx>.

#### Family Violence Multi-Agency Risk Assessment and Management Framework, Family Violence Information Sharing Scheme and Child Information Sharing Scheme

Prescribed organisations are required to operate in accordance with the Family Violence Multi-Agency Risk Assessment and Management (MARAM) framework as established in law under Part 11 of the *Family Violence Protection Act 2008*. The MARAM framework has been designed to increase the safety and wellbeing of Victorians by supporting relevant organisations to identify, assess and manage family violence risk effectively.

In conjunction with the MARAM framework, prescribed entities are also required to operate in accordance with the Family Violence Information Sharing Scheme (FVISS) which is established under Part 5A of the *Family Violence Protection Act 2008* and enables information to be shared to assess or manage family violence risk, and the Child Information Sharing Scheme (CISS), which is established under Part 6A of the *Child Wellbeing and Safety Act 2005* and enables information to be shared to promote the wellbeing or safety of a child or a group of children.

Schedules detailing prescribed information sharing entities and MARAM framework organisations can be found in the [Family Violence Protection (Information Sharing and Risk Management) Regulations 2018 and the Child Wellbeing and Safety (Information Sharing) Regulations 2018](https://www.vic.gov.au/family-violence-information-sharing-scheme). < https://www.vic.gov.au/family-violence-information-sharing-scheme>

Further information is available at [Victorian Government Information Sharing and MARAM framework](about:blank) <https://www.vic.gov.au/information-sharing-schemes-and-the-maram-framework>.

#### Occupational Health and Safety

Organisations are required to operate in accordance with the *Occupational Health and Safety Act* *2004* and regulations, and to have policies and procedures in place to support these legislative requirements.

Further information is available at [Worksafe Victoria Occupational Health and Safety Act and Regulations](about:blank) <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>.

## Policies

All funded organisations that have a service agreement must comply with the following policies and obligations

### Aboriginal People and Communities

#### Aboriginal and Torres Strait Islander cultural safety framework

Mainstream health and community services are required to provide culturally safe workplaces and services through the development of strategies, policies, practices and workplace cultures that address unconscious bias, discrimination and racism.

Further information is available at [Aboriginal and Torres Strait Islander cultural safety framework](about:blank) <https://www.dhhs.vic.gov.au/publications/aboriginal-and-torres-strait-islander-cultural-safety-framework>.

#### Supporting self-determination: prioritising funding to Aboriginal organisations

This policy supports the transfer of Aboriginal specific funding to Aboriginal organisations and outlines the governance, monitoring and reporting processes to support the sustainable implementation of this policy. Mainstream services retaining funding will be required to have a transition plan with Aboriginal organisations.

Further information is available at [Supporting self-determination: prioritising funding to Aboriginal organisations policy](about:blank) <https://www2.health.vic.gov.au/about/health-strategies/aboriginal-health/prioritisation-of-funding>.

### Operational policies

#### Fire risk management

Organisations that provide bed-based care, support or sleeping accommodation for clients under their care are responsible for ensuring that implementation of appropriate fire risk management measures and requirements.

Further information is available at [Fire risk management procedures and guidelines](about:blank) <https://providers.dffh.vic.gov.au/fire-risk-management-procedures-and-guidelines>.

#### Incident Reporting

Organisations are required to report and manage incidents or alleged incidents that involve or impact upon clients during service delivery. Incidents are to be reported on the relevant systems:

Further information, including descriptions of the services in-scope for each reporting system, is available at

* [Victorian Health Incident Management System – VHIMS program of reforms](about:blank) <https://www.bettersafercare.vic.gov.au/notify-us/victorian-health-incident-management-system-vhims/vhims-program-of-reforms>; and
* [Client incident management system](about:blank) <https://providers.dffh.vic.gov.au/cims>.

#### Safety screening

Organisations are required to undertake employment safety screening to ensure safe service delivery for clients who receive support and services.

Further information is available at [Safety screening policy for funded organisations](about:blank) <https://providers.dffh.vic.gov.au/safety-screening-policy>.

#### Emergency management

Organisations are required to operate in accordance with the emergency management policy that supports the health and human services sector to maximise the health, wellbeing and safety of Victorians who access their services before, during and after emergencies.

Further information is available at [Emergency management](about:blank) <https://providers.dffh.vic.gov.au/emergency-management>.

#### Vulnerable people in emergencies

Organisations are required to operate in accordance with the Vulnerable people in emergencies policy that integrates emergency preparedness planning with the delivery of funded services.

Further information is available at [Emergency management](about:blank) <https://providers.dffh.vic.gov.au/emergency-management>.

#### Language services

Organisations are required to operate in accordance with the Language services policy and are encouraged to develop local language services policies and procedures consistent with this policy and legislative requirements. Carers of clients, where appropriate, may also require the language services.

Further information is available at [Language services policy and guidelines](about:blank) <https://www.dhhs.vic.gov.au/publications/language-services-policy-and-guidelines> .

#### Complaints management

Funded organisations must record and respond to feedback, including compliments and complaints regarding the services funded by the department.

Further information regarding what is required in a funded organisation’s complaints management approach is available at [Complaints management policy for funded organisations](about:blank) <https://providers.dffh.vic.gov.au/complaints-management-policy-funded-organisations>.

#### Fraud and corruption control framework

Organisations must have in place their own reporting, investigation and fraud risk management strategies.

Further information is available at [Fraud and corruption control framework](about:blank) <https://www.dhhs.vic.gov.au/publications/fraud-and-corruption-control-framework>.

### Recommended information

The following information may be useful to assist funded organisations in general

* [Victorian Council of Social Service Governance Health check](about:blank)  
  <https://vcoss.org.au/sector-hub/healthcheck/>
* [Not-for-profit Law - Legal help for community organisations](about:blank)  
  <https://nfplaw.org.au/>
* [Community services quality governance framework](about:blank)  
  <https://www.dhhs.vic.gov.au/publications/community-services-quality-governance-framework>
* [Client voice framework for community services](about:blank)  
  <https://www.dhhs.vic.gov.au/publications/client-voice-framework-community-services>
* [Record management fact sheets](about:blank)  
  <https://fac.dhhs.vic.gov.au/policies-and-procedures>
* [Victorian Healthcare Association - Integrity Governance Framework and Assessment Tool](about:blank)   
  <https://vha.org.au/resources/integrity-governance-framework-and-assessment-tool/>

[Asset management resources](about:blank)  
Further information is available in the ‘Assets and financial’ tab at [Funded Agency Channel - Service Agreement](about:blank) <https://fac.dhhs.vic.gov.au/service-agreement>

* **Client Safety and Privacy Protections**
  + Offence for failure to disclose child sexual abuse

The offence for failure to disclose child sexual abuse to the police came into effect on 27 October 2014.

Further information about the offence and how to report is available at [Criminal offences to improve responses to child sexual abuse](about:blank) <https://providers.dffh.vic.gov.au/criminal-offences-improve-responses-child-sex-abuse>.

* + Offence for failure to protect children from the risk of sexual abuse

The offence for 'failure to protect' a child from a risk of sexual abuse commenced on 1 July 2015.

A fact sheet about the offence is available at [Criminal offences to improve responses to child sexual abuse](about:blank) <https://providers.dffh.vic.gov.au/criminal-offences-improve-responses-child-sex-abuse>. Alternatively, you can email [childsafestandards@ccyp.vic.gov.au](about:blank)

* **Reporting breaches of data privacy**

Funded organisations have access to a client’s personal, health and sensitive information, which is often provided on the basis of trust.

It is critical that funded organisations protect the privacy of this information. When a privacy breach, possible breach or near miss has occurred, funded organisations must capture this information and report this privacy breach to the departments.

Refer to the service agreement clause 17.3(k), under the Privacy and Data Protection Act or the Health Records Act.

Further information is available at [Privacy Policy](about:blank)  
<https://www.dhhs.vic.gov.au/publications/privacy-policy>.