

# Service Agreement Requirements

OFFICIAL

Funded agency channel



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# Introduction

The Service Agreement is the name of the contract used by the Department of Families, Fairness and Housing and the Department of Health (referred to as 'the departments') to fund organisations for the delivery of crucial community 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.

The Service Agreement Requirements document supports the Service Agreement by outlining the responsibilities, policies and obligations that all funded organisations must comply with. It provides key information necessary for understanding applicable policies and other information aligned with service delivery.

To meet the terms of the Service Agreement funded organisations must ensure they comply with:

1. the Service Agreement
2. the standard policies and obligations in the Service Agreement Requirements
3. the specific policies and obligations in each relevant Activity Description.

## Statement of expectations

The departments fund over 1300 organisations to deliver health and community services on their behalf via Service Agreements. The departments have a duty of care to Victorians who access services, many of whom are particularly vulnerable, and 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 whilst acquitting responsibilities relating to public monies.

The Service Agreement Requirements document is intended 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, performance targets and reporting outputs.

## The departments' approach

The departments are committed to ensuring the performance of agencies in achieving positive client outcomes by:

- prioritising client safety and wellbeing/quality and safety
- embedding performance targets/service delivery
- meeting contractual requirements and obligations/service continuity

## Service Agreement Requirements

Funded organisations can expect the departments will:

- be transparent in relation to 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 during interactions with funded organisations.

## Funded organisation responsibilities

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

In delivering services, the departments expect that collectively, funded organisations are contributing to the departments' outcomes.

Information about DFFH outcomes is available at [Our outcomes](https://www.dffh.vic.gov.au/publications/our-outcomes)  
<<https://www.dffh.vic.gov.au/publications/our-outcomes>>.

Information about DH outcomes is available at [Our outcomes](https://www.health.vic.gov.au/our-strategic-plan-2023-27/our-outcomes)  
<<https://www.health.vic.gov.au/our-strategic-plan-2023-27/our-outcomes>>.

Each activity the departments fund is connected to one of these outcome objectives, forming the basis for service delivery and performance outcomes.

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 (see Schedule 3 of the Service Agreement – Applicable Departmental Policies) and comply with relevant State and National laws that in any way affect or are applicable to the delivery of 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

Funded organisations are at the forefront of service delivery, with effective operation of the service system relying on each organisation to apply their unique insight and expertise. Organisations are

## Service Agreement Requirements

expected to be active players in the local community services industry. This includes, where applicable, 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

Organisations are expected to ensure that services are accessible to all Victorians and able to be utilised by clients. Services are to be prioritised to clients according to need and applied flexibly to meet individual client needs. Service engagement is required to be targeted to and effective in improving client outcomes.

The Service Agreement requires funded organisations to deliver client-centred services which produce the best possible outcomes for Victorians.

## Requirements and policies

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

### User audit management and privacy

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 and policies 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.

Through the provision of services to the community, and by accessing departmental applications and systems, organisations have privileged access to sensitive information about clients. This access is provided based on trust, and it is critical that we uphold this trust by protecting the privacy of this information.

### Acceptance of Service Agreements

Organisations with an existing funding and service delivery relationship with the departments are not required to physically sign the Service Agreement to accept it.

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. When a Service Agreement is varied, the departments will provide organisations with a notice of variation to enable organisations to consider the change to the Service Agreement. Where an organisation prefers to hold/sign a paper copy of their Service Agreement or variation, authorised staff can download a Portable

## Service Agreement Requirements

Document Format (PDF) version of the Service Agreement through the Service Agreement Module in [My Agency](https://fac.dffh.vic.gov.au/my-agency) <https://fac.dffh.vic.gov.au/my-agency>.

## Management of Service Agreements

Variations to Service Agreements are processed monthly, 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	<b>Annual Service Agreement transition</b> Current year funding cannot be changed after the first week of June. Funding for the next year can be viewed on <a href="https://fac.dffh.vic.gov.au/my-agency">My Agency</a> <https://fac.dffh.vic.gov.au/my-agency>, where applicable. At the end of each four-year cycle, Service Agreements with approved future year funding are rolled over for the next four-year cycle.
First Tuesday of each month	<b>Monthly payments</b> Regular monthly payment is made.
Third week of each month	<b>Monthly variations published</b> Organisations can view proposed changes on <a href="https://fac.dffh.vic.gov.au/my-agency">My Agency</a> <https://fac.dffh.vic.gov.au/my-agency>. Email advice is sent to department and organisation signatories to undertake validation of variation.  The organisation should contact their service plan lead if there are any queries.
Fourth week of each month	<b>Monthly variation becomes effective</b> Variation becomes effective once approved by the departments' signatory and organisation acceptance. Where funding increases are backdated, any applicable funding arrears payments are processed.
As required based on reporting cycle	<b>Annual Service Agreement Compliance Certification (SACC)</b> 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 <a href="https://fac.dffh.vic.gov.au/my-agency">My Agency</a> <https://fac.dffh.vic.gov.au/my-agency> and the due date for their SACC will be automatically updated.

## Funding

### Price indexation

The Victorian government applies a floating indexation rate for Community Services (as defined in the Victorian Fair Jobs Code for the Community Services Sector) calculated as follows:

$$[(0.8 \times \text{AWRD Rate}) + (0.2 \times \text{CPI Rate})],$$

where:

- (a) **AWRD Rate** means, in relation to a financial year, the percentage increase in the national minimum wage as determined under the Annual Wage Review Decision published by the Fair Work Commission for the applicable financial year; and
- (b) **CPI** means, in relation to a financial year, the projected rate of Consumer Price Index provided in the State Budget Papers.

The department will increase the funding payable for a Community Service (as defined in the Victorian Fair Jobs Code for the Community Services Sector) each financial year of the term of a Service Agreement in accordance with the floating indexation rate (as set out above).

Annual funding indexation will be notified to organisations on or before 1 July of each financial year. It will also be published on the Funded Agency Channel on or before 1 July.

The department will either pay the indexation amount each month at the time base funding is paid or as soon as reasonably practicable after the monthly payment (in which case the indexation payment will be backdated).

For the avoidance of doubt, the annual floating indexation rate applies to the funding for the period 1 July to 30 June of the relevant financial year.

The department will not vary the formula used to set the floating indexation rate without first:

- a. engaging in a reasonable process of consultation with the Service Agreement Working Group and the Human Services and Health Partnership Implementation Committee and any committee, working group or other body which in effect replaces either of them; and
- b. taking reasonable steps in good faith to address any concerns raised by those bodies through the process of consultation.

### Price indexation exceptional events arrangement

The price indexation exceptional event arrangement 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](https://fac.dffh.vic.gov.au/price-index-exceptional-event-arrangements) <<https://fac.dffh.vic.gov.au/price-index-exceptional-event-arrangements>>.

## Service Agreement Requirements

### Acknowledgement and publicity guidelines for Victorian Government funding support

Organisations must acknowledge funding support provided by the Victorian Government via a Service Agreement.

Information about an organisations obligations is available at: [Acknowledgement and publicity guidelines for Victorian Government funding support](https://fac.dffh.vic.gov.au/acknowledgement-and-publicity-guidelines-victorian-government-funding-support) <<https://fac.dffh.vic.gov.au/acknowledgement-and-publicity-guidelines-victorian-government-funding-support>>.

### 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 Requirement (FAR) 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 via a Service Agreement from more than one department, only one FAR is required. The FAR is incorporated into the SACC.

### 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 July 2023 to 30 June 2024) 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 (A-IFRS) which came into effect in 2005.

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



## 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 Check, 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.

Further information is available on the [Funded Agency Channel – Guidelines for the Service Agreement Compliance Certification form](https://fac.dffh.vic.gov.au/guidelines-service-agreement-compliance-certification-form-0) <https://fac.dffh.vic.gov.au/guidelines-service-agreement-compliance-certification-form-0>.

For assistance in completing the SACC, [email the OFAS Helpdesk](mailto:OFAS.helpdesk@dffh.vic.gov.au) <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, including the following minimum insured amounts:

- Public Liability \$10,000,000
- Professional Indemnity \$5,000,000.

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 requirements are part of the Victorian Government's response to the recommendations arising from the 2013 *Betrayal of Trust* report and the [Royal Commission into Institutional Responses to Child Sexual Abuse](https://www.childabuseroyalcommission.gov.au/) <https://www.childabuseroyalcommission.gov.au/>.

Funded organisations providing services to children must provide evidence that their existing insurance cover includes additional elements that meet these requirements.

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

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

## Variations

A variation is required when there is a change to funding, 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 usually processed monthly, to ensure timely funding of services.

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.

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

## 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](https://www.humanrights.vic.gov.au/) <<https://www.humanrights.vic.gov.au/>>.

### 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.

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

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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](https://www.justice.vic.gov.au/safer-communities/protecting-children-and-families/national-redress-scheme) <<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 [Commission for Children and Young People <CCYP | Reportable Conduct Scheme>](#).

## Social Services Regulator

The Social Services Regulator is an independent statutory authority established under the Social Services Regulation Act 2021 (Vic) (SSR Act). The SSR Act establishes a framework for social services regulation in Victoria from 1 July 2024.

The initiatives in the SSR Act will:

- support the safe delivery of social services
- ensure social service providers understand their role in protecting the rights of social service users
- define roles and responsibilities of social service providers
- give the new regulator monitoring and enforcement powers, so it can respond to risks of harm
- improve information sharing between regulators so they can identify and respond to any risks of harm to service users.

Services within the scope of the new regulatory framework include:

- out of home care services for children and young people
- community-based child and family services including early parenting, intake services, Aboriginal child specialist advice support services and counselling services
- disability services offered or funded by DFFH, or funded by the Transport Accident Commission or WorkSafe
- supported residential services
- family violence services such as case management, support, and accommodation services (for those at risk of or who have experienced family violence) and services for perpetrators
- sexual assault services such as specialist services for survivors of sexual assault and specialist harmful sexual behaviour services
- homelessness services such as assessment, case management, support and accommodation services.

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The Social Services Regulator regulates the Social Services Standards. Providers of social services in Victoria that are in scope of the scheme must register with the Social Services Regulator and comply with the Social Services Standards.

The department and the Social Services Regulator will share information about funded organisations and registered service providers in accordance with their obligations under the SSR Act.

Further information is available at [Social Services Regulator](https://www.vic.gov.au/social-services-regulator) <<https://www.vic.gov.au/social-services-regulator>>.

## Statement of Recognition Act

Community services should recognise, respect, and support the right to self-determination for Aboriginal people. Amendments to the Children, Youth and Families Act 2005 introduced through the Statement of Recognition Act 2023 require community service organisations to have regard and give effect to the recognition principles (s.7E) when making decisions and taking action when providing services for Aboriginal children under the CYFA 2005. The provision of services should include direct responsibility or participation in making decisions and taking action which support the best interests of a child as delivered under the CYFA 2005.

Further information is available at [Funded Agency Channel Policies and procedures](https://fac.dffh.vic.gov.au/policies-and-procedures) <<https://fac.dffh.vic.gov.au/policies-and-procedures>>.

## The Victims' Charter

Specific victims' services have obligations to treat victims and persons adversely affected by crime in line with the principles outlined in the Victims' Charter.

If a funded organisation is one of the following, it is required to comply.

- An entity established under an enactment that is responsible for the provision of services to persons adversely affected by crime.
- A public official within the meaning of the Public Administration Act 2004 who is responsible for the provision of services to persons adversely affected by crime.
- An entity that is publicly funded to provide services to persons adversely affected by crime.

Further information is available at [Victims of Crime Commissioner](https://victimsofcrimecommissioner.vic.gov.au/agencies/obligations-under-the-victims-charter) <<https://victimsofcrimecommissioner.vic.gov.au/agencies/obligations-under-the-victims-charter>>.

## Service Agreement Requirements

### 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 are available at [Family Violence Protection \(Information Sharing and Risk Management\) Regulations 2018](https://www.legislation.vic.gov.au/in-force/statutory-rules/family-violence-protection-information-sharing-and-risk-management/003) <<https://www.legislation.vic.gov.au/in-force/statutory-rules/family-violence-protection-information-sharing-and-risk-management/003>> and the [Child Wellbeing and Safety \(Information Sharing\) Regulations 2018](https://www.legislation.vic.gov.au/in-force/statutory-rules/child-wellbeing-and-safety-information-sharing-regulations-2018/002) <<https://www.legislation.vic.gov.au/in-force/statutory-rules/child-wellbeing-and-safety-information-sharing-regulations-2018/002>>.

Further information is available at [Victorian Government Information Sharing and MARAM framework](https://www.vic.gov.au/information-sharing-schemes-and-the-maram-framework) <<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](https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations) <<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 organisations 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](https://www.dffh.vic.gov.au/publications/aboriginal-and-torres-strait-islander-cultural-safety-framework) <<https://www.dffh.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](https://www.dffh.vic.gov.au/publications/supporting-self-determination-prioritising-funding-aboriginal-organisations-policy) <<https://www.dffh.vic.gov.au/publications/supporting-self-determination-prioritising-funding-aboriginal-organisations-policy>>.

### Community Services Fair Jobs Code (CS Code)

The CS Code seeks to:

- promote secure employment opportunities
- recognise the community services sector's employment, industrial relations and workplace health and safety obligations in government funding contracts
- foster cooperative relationships between employers, employees and their representatives
- promote workplace equity and diversity.

All community services to which the CS Code applies must comply with the Standards issued under the CS Code.

Further information is available at [The Victorian Fair Jobs Code for the Community Services Sector](https://www.dffh.vic.gov.au/victorian-fair-jobs-code-community-services-sector) <<https://www.dffh.vic.gov.au/victorian-fair-jobs-code-community-services-sector>>.

## Operational policies

### Fire risk management

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

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Further information is available at [Fire risk management procedures and guidelines](https://providers.dffh.vic.gov.au/fire-risk-management-procedures-and-guidelines)  
<<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 Agency for Health Information](https://vahi.vic.gov.au/ourwork/vhims-program-of-reforms)  
<<https://vahi.vic.gov.au/ourwork/vhims-program-of-reforms>>
- [Client incident management system](https://providers.dffh.vic.gov.au/cims) <<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](https://providers.dffh.vic.gov.au/safety-screening-policy)  
<<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 social 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](https://providers.dffh.vic.gov.au/emergency-management)  
<<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](https://providers.dffh.vic.gov.au/emergency-management)  
<<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](https://www.dffh.vic.gov.au/publications/language-services-policy)  
<<https://www.dffh.vic.gov.au/publications/language-services-policy>>.

### Complaints management

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

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

## Fraud, corruption and other losses

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

Further information is available at [Fraud, corruption and other losses](https://www.dffh.vic.gov.au/publications/fraud-corruption-and-other-losses) <https://www.dffh.vic.gov.au/publications/fraud-corruption-and-other-losses>.

## Recommended information

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

- [Not-for-profit Law - Legal help for community organisations](https://nfplaw.org.au/) <https://nfplaw.org.au/>
- [Community services quality governance framework](https://www.dffh.vic.gov.au/publications/community-services-quality-governance-framework) <https://www.dffh.vic.gov.au/publications/community-services-quality-governance-framework>
- [Client voice framework for community services](https://www.dffh.vic.gov.au/publications/client-voice-framework-community-services) <https://www.dffh.vic.gov.au/publications/client-voice-framework-community-services>
- [Records](https://fac.dffh.vic.gov.au/policies-and-procedures) <https://fac.dffh.vic.gov.au/policies-and-procedures>
- [Victorian Healthcare Association - Integrity Governance Framework and Assessment Tool](https://www.vha.org.au/index.cfm//members-networks/resources/governance-resources/integrity-governance-framework-and-assessment-tool/) <https://www.vha.org.au/index.cfm//members-networks/resources/governance-resources/integrity-governance-framework-and-assessment-tool/>
- [Asset management resources](https://fac.dffh.vic.gov.au/service-agreement)  
Further information is available in the 'Assets and financial' tab at [Funded Agency Channel - Service Agreement](https://fac.dffh.vic.gov.au/service-agreement) <https://fac.dffh.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](https://providers.dffh.vic.gov.au/criminal-offences-improve-responses-child-sex-abuse) <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](https://providers.dffh.vic.gov.au/criminal-offences-improve-responses-child-sex-abuse) <https://providers.dffh.vic.gov.au/criminal-offences-improve-responses-child-sex-abuse>.

Alternatively, you can email [childsafestandards@ccyp.vic.gov.au](mailto:childsafestandards@ccyp.vic.gov.au).

- Reporting breaches of data privacy



## Service Agreement Requirements

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), the Privacy and Data Protection Act or the Health Records Act.

Further information is available at [DFFH Privacy Policy](https://www.dffh.vic.gov.au/publications/privacy-policy)

<<https://www.dffh.vic.gov.au/publications/privacy-policy>> and at [Department of Health Privacy Policy](https://www.health.vic.gov.au/department-of-health-privacy-policy)  
<<https://www.health.vic.gov.au/department-of-health-privacy-policy>>.

- [Social Services Regulator](https://www.vic.gov.au/social-services-regulator)

<https://www.vic.gov.au/social-services-regulator>

To receive this document in another format, [email Service Agreement Communications](mailto:sacomms@dffh.vic.gov.au)  
<[sacomms@dffh.vic.gov.au](mailto: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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Available at [Funded Agency Channel Service Agreement Requirements](https://fac.dffh.vic.gov.au/service-agreement-requirements)

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