

Monitoring Framework

Action Plans may result	DHS Procedure	DHS conduct via:	Occurring
	Complaint Investigation	A planned inspection (announced or unannounced) that may involve other agencies ie. Victoria Police if the complaint involves allegations of criminal conduct, to make an informed assessment of resident safety at the SRS.	Immediate – 21 days from complaint receipt Depending on severity of issues
	Inspections	Random spot-checks (announced or unannounced) to assess the operation of the SRS and residents' health and wellbeing.	Ongoing
	New Registration/ Transfer of Registration	Care Audit of the SRS.	6 months after Registration or Transfer of Registration approval
	Renewal of Registration	<p>The SRS proprietor is required to complete a questionnaire, providing information about how they comply with various aspects of the legislation in terms of the SRS documentation, systems and procedures. The focus of the Self-Assessment is on education of the proprietor and systems development within the facility to uphold the 8 principles of the Act.</p> <p>The Authorised Officer completes a risk analysis of the SRS, based on the information provided by the proprietor and any issues raised in the complaints and prosecutions history of the SRS. A risk rating is then determined, based on whether there is sufficient evidence to indicate the SRS is complying with the legislation.</p>	9 months prior to Registration expiry
	Care Audit & Facility Audit	<p>Care Audit – assesses the operational aspects of the SRS, such as staffing, records, procedures and provisions for ensuring the health and welfare needs of residents are being met.</p> <p>Facility Audit – Assesses the physical aspects of the SRS, relating to the fabric such as stairways, dining and recreation areas, kitchen, resident bedrooms, bathrooms and laundry areas.</p>	<p>Care Audit -</p> <ul style="list-style-type: none"> • Significant risk issues identified • Complaint history indicates the need • 6 months after Registration or Transfer has been approved. • A random validation tool • If no audit has occurred in last 3 years. <p>Facility Audit –</p> <ul style="list-style-type: none"> • When complaint history indicates the need • Prior to Transfer or a New Registration • When concerns are raised during an Inspection, Complaint Investigation Care Audit. • If no audit has occurred in last 3 years.