

Subject: **Response to Coroner's Recommendations; COR 2021 003078**
From: Moray & Agnew Lawyers, on behalf of the Social Services Regulator
Date: 22 April 2026
Reference No.: COR 2021 003078

Recommendation (i)

*With a view to improve public health and safety, I recommend that the **Social Services Regulator** develop an additional Fact Sheet to provide guidance to Supported Residential Service (SRS) providers on handovers. Such a document may be a standalone document or may be incorporated into an existing factsheet and should provide service-specific guidance to SRSs focused on the promotion of safety through effective transfer of information.*

1. The Coroner's recommendation is being implemented.
 - (a) The SSR has drafted a Fact Sheet for SRS providers titled 'Effective information exchange during handovers: Information for registered supported residential service providers'. The draft Fact Sheet sits in addition to the existing suite of Fact Sheets developed by SSR for SRS.
 - (b) A consultation draft of the Fact Sheet has been shared with relevant agencies.
 - (c) After consultation, the final version of the Fact Sheet will be published on the SSR's Supported Residential Services webpage under Resources <https://www.vic.gov.au/supported-residential-services> and accompanied by targeted communication to SRS providers.

Recommendation (ii)

*With a view to improve public health and safety, I recommend that consideration be given by the **Social Services Regulator** to developing additional guidance for SRS providers on their obligations under the Social Services Standards and how to meet expected outcomes particularly with respect to the communication of key information about residents between shifts and how to appropriately respond to changes in service user needs (including escalation processes).*

2. The Coroner's recommendation is being implemented.
 - (a) The SSR has considered recommendation (ii) and is developing additional guidance for SRS providers as follows:
 - The SSR is developing an e-learn module (an online training module) on the Social Services Standards for SRS and other providers, which includes guidance to SRS providers on how to meet expected outcomes in respect of the communication of key information between shifts and how to respond to changes in service user needs.
 - As outlined in response to recommendation (i), the SSR has drafted a Fact Sheet for SRS providers called '*Effective information exchange during handovers: Information for registered supported residential service providers*'. This includes communication of key information about residents between shifts and how to appropriately respond to changes in service user needs (including escalation processes).
 - (b) A consultation draft of the Fact Sheet has been shared with relevant agencies.

- (c) After consultation, the final version of the Fact Sheet will be published on the SSR's Supported Residential Services webpage under Resources <https://www.vic.gov.au/supported-residential-services> and accompanied by targeted communication to SRS providers.

Recommendation (iii)

*With a view to improve public health and safety, I recommend that the **Social Services Regulator**, following consultation with key stakeholders in the area, include mental health training as a priority training area for personal support coordinators with the view to ensure there are appropriate emergency and escalation protocols in place and so that personal care coordinators are adequately equipped to provide suitable care if and when mental health issues arise.*

3. The Coroner's recommendation is being implemented.
 - (a) The SSR acknowledges the prevalence of mental health issues amongst SRS residents.
 - (b) The Regulator will publish a notice of determination under regulation 35 (Mental health training) of the Social Services (Supported Residential Services) Regulations 2024.
 - (c) The notice applies to a provider of an SRS who is an individual, any personal support coordinator for the SRS and any person who is responsible for the day-to-day management of the SRS (**relevant individuals**). The notice as currently drafted identifies the mental health training priority areas for relevant individuals at registered SRS providers as follows: trauma-informed care, psychosocial disability, mental health first aid & psychological safety and workplace health and safety.
 - (d) Personal support coordinators in supported residential services must undertake a minimum of 40 hours training in the priority areas determined by the Social Services Regulator.
 - (e) The Regulator has also identified mental health as a suggested topic in the Training priority areas for personal support coordinators and will publish a notice of determination under regulation 32 (Continuing education of personal support coordinator) of the Social Services (Supported Residential Services) Regulations 2024. Mental health is listed within Priority areas 1 – Supporting resident health and personal support needs.
 - (f) Training in the aforementioned priority areas typically includes guidance in appropriate emergency escalation protocols and one of the reasons for choosing these areas is to ensure that personal support coordinators are adequately equipped to provide suitable care if and when mental health issues arise. Notwithstanding, it is noted that whilst the Social Services Regulator sets the priority areas, the Regulator does not have control over the content of the training.