Social Services Regulator

Annual Report 2025–26

Safeguarding the rights of children and people who use social services in Victoria

Acknowledgement of Country

The Social Services Regulator (SSR) acknowledges and celebrates Aboriginal people as the First Peoples, Traditional Owners and Custodians of the lands on which we operate. We acknowledge and respect that Aboriginal communities are steeped in traditions and customs built on a disciplined social and cultural order that has sustained 60,000 years of existence. We recognise the deep and enduring connection of Aboriginal and Torres Strait Islander peoples to Country, and their continuing custodianship of the land, waterways and seas.

We are committed to supporting the organisations we regulate to deliver culturally safe services that uphold the rights of First Nations people to self-determination. We consult with our First Nations Reference Group about the best ways to support service providers to do this.

The Social Services Standards emphasise the importance of dignity, agency and respect for all people who use social services. For First Nations people, this includes recognising the central roles that culture, community connection and self-determination play in wellbeing.

Under the Child Safe Standards, all organisations that provide services to children must create culturally safe environments where the diverse and unique identities and experiences of Aboriginal children are respected and valued.

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This document is available in accessible formats on our website.

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woolartbee wanik - 'respecting the journey'
Artwork commissioned by the SSR from Dixon Patten of Bayila Creative.

Accountable Officer's declaration

Social Services Regulator

6 October 2026

The Hon. Lizzie Blandthorn
Minister for Children
Minister for Disability
50 Lonsdale Street
Naarm/Melbourne VIC 3000

Dear Minister Blandthorn,

I am pleased to present the 2025–26 Social Services Regulator (SSR) annual report in accordance with the requirements of the *Financial Management Act 1994* (Vic) and the *Social Services Regulation Act 2021* (Vic).

The report provides a review of the activities and outcomes of the SSR in performing its functions and powers for the year ending 30 June 2026 and has been prepared in accordance with relevant legislation and reporting guidelines.

It also includes an update on the SSR's progress in relation to the Statements of Expectations you provided on 22 October 2024 and 25 June 2026.

I trust this report will be of assistance in informing Parliament, duty holders, stakeholders and the Victorian community about the SSR's work and outcomes during the reporting period.

Yours sincerely,

Jonathan Kaplan
Social Services Regulator

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Definitions

Acronym or word	Definition
The Act	*Social Services Regulation Act 2021* (Vic)
ACCO	Aboriginal Community Controlled Organisation
ACIC	Australian Criminal Intelligence Commission
ARC	Audit and Risk Committee
BAU	Business as Usual
CCYP	Commission for Children and Young People
CE Act	*Child Employment Act 2003* (Vic)
CSS	Child Safe Standards
CWS Act	*Child Wellbeing and Safety Act 2005* (Vic)

Acronym or word	Definition
DE	Department of Education
DFFH	Department of Families, Fairness and Housing
DGS	Department of Government Services
DH	Department of Health
Duty holders	Service providers and individuals who have an obligation under a relevant Act
ETR Act	*Education and Training Reform Act 2006* (Vic)
Existing service provider	Service providers registered with the previous Human Services Regulator
FM Act	*Financial Management Act 1994* (Vic)
FOI	Freedom of information
FOI Act	*Freedom of Information Act 1984* (Vic)
FRD	Financial reporting directions
FTE	Full-time equivalent
HSR	Human Services Regulator
IBAC	Independent Broad-based Anti-corruption Commission
ICT	Information and communication technology
NCCC	National Continuous Checking Capability
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NDIS Check	National Disability Insurance Scheme (NDIS) Check
NSSSFSP	Non-school senior secondary and foundation secondary providers
OH&S	Occupational health and safety
Out-of-home care	Temporary living arrangements for children who cannot live with their families
OVIC	Office of the Victorian Information Commissioner
PID Act	*Public Interest Disclosures Act 2012* (Vic)
RCS	Reportable Conduct Scheme
The Regulator	Refers to the role of the office holder, Social Services Regulator (during the reporting period, Jonathan Kaplan)
RTO	Registered Training Organisation
SDs	Standing Directions
Secure Care	Secure Care Services is a specialist state-wide service operated by DFFH for children aged 10 –17 years who are subject to a child protection intervention and who have been assessed as being at substantial and immediate risk of harm
SEO	Student Exchange Organisations
SOE	Statement of Expectations
SRS	Supported residential service
SSR	Social Services Regulator, referring to the independent statutory body
SSS	Social Services Standards

Continued >

Acronym or word	Definition
Suitability Panel	An independent panel which decides whether an out-of-home-carer should be disqualified from providing care to children and whether an out of home carer's disqualification can be removed
TRP	Total remuneration package
VCAT	Victorian Civil and Administrative Tribunal
VCEA	Victorian Catholic Education Authority
VECRA	Victorian Early Childhood Regulatory Authority
VGPB	Victorian Government Purchasing Board
VIT	Victorian Institute of Teaching
VPS	Victorian Public Service
VPSC	Victorian Public Sector Commission
WCES	Worker and Carer Exclusion Scheme
WCES Panel	An independent panel which decides whether a WCES worker or carer is to be excluded from providing a WCES service (or a specified class of WCES services) as well as whether a WCES worker or carer's exclusion can be revoked
WCES service user	A child or young person accessing WCES services, or a person with the characteristics of a WCES service user, such as an adult accessing WCES services
WIV	Workforce Inspectorate Victoria
WWC Check	Working with Children Check

Legislation

Legislation referenced in this report
Social Services Regulation Act 2021 (Vic) (the Act)
Social Services Regulation Amendment (Child Safety, Complaints and Worker Regulation) Act 2025 (Vic)
Child Wellbeing and Safety Act 2005 (Vic) (CWS Act)
Worker Screening Act 2020 (Vic)
Worker Screening Amendment (Strengthening the Working with Children Check) Act 2025 (Vic)
National Disability Insurance Scheme Act 2013 (Cth)
Freedom of Information Act 1982 (Vic) (FOI Act)
Building Act 1993 (Vic)
Public Interest Disclosures Act 2012 (Vic) (PID Act)
Carers Recognition Act 2012 (Vic)
Disability Act 2006 (Vic)
Local Jobs First Act 2003 (Vic)
Financial Management Act 1994 (Vic)
Children, Youth and Families Act 2005 (Vic)

Section 1

About the Regulator

Message from the Regulator



I am pleased to present the second annual report for the Social Services Regulator (SSR), highlighting our work to safeguard the rights of children and people who use social services in Victoria.

Throughout our second year in operation, we have continued our work to support the safe delivery of social services and have acted to prevent or respond to harm or risk of harm, including taking enforcement action against providers that seriously or repeatedly fail to meet their obligations.

Further reforms have included an expansion of the SSR's remit to include responsibility for delivering the Working with Children Check, NDIS Worker Screening Check, the Reportable Conduct Scheme and taking a greater role in upholding the Child Safe Standards.

With oversight of these regulatory schemes, we lead on ensuring the safe delivery of care and support services for some of our state's most vulnerable population groups.

Our staff have worked to deliver significant outcomes across the year, including the decision to revoke the registration of Sohal & Company Pty Ltd, the operator of Greenslopes Supported Residential Service, located in Melbourne's eastern suburbs. In December 2025, we revoked the operator's registration and issued a direction for the service to close by the beginning of March 2026. This significant action was taken in line with our Compliance and Enforcement Policy after the actions of the provider were found to cause significant harm or risk of significant harm to residents.

The decision to revoke registration is among the most serious actions available and was taken because of the service provider's failure to meet standards; it was imperative that the SSR acted to protect residents from significant risk of harm.

Across the year, we have engaged in significant reforms to strengthen child safety with a focus on implementing the recommendations of the independent Rapid Child Safety Review.

These new initiatives expand our existing important work regulating the Social Services Standards, the Worker and Carer Exclusion Scheme and co-regulating the Child Safe Standards for the social services sector.

The SSR now holds a central role in the child safeguarding regulatory system, with Aboriginal cultural safety running across all our work, and a focus on preventing harm for children and people who use social services.

Going forward, we will continue to implement child safety reform and extend the impact of the schemes we regulate through strengthened and streamlined connection and information sharing across the child safety sector.

As we have implemented our initial remit and assumed responsibility for these additional schemes, our work has been underscored by collaboration and coordination. Across the two years of our operation, the SSR has consulted broadly to ensure the social services sector and key stakeholders have been engaged across the reform process. This has included extensive engagement with a diverse range of organisations, including key co-regulators, peak bodies, oversight agencies, advocacy groups and unions. These engagements have provided invaluable information about how the SSR can support organisations and workers to better understand the reforms, meet regulatory requirements and provide an opportunity to answer questions and outline our future focus. This year, I focused on strengthening the SSR's connections in other jurisdictions and across the social services, child protection and disability sectors.

Together with our staff, I continue to value the insights and input of members of our advisory groups. My thanks to all who give their time and expertise to inform the work of our Social Services Regulator Consultative Committee, Service Provider Reference Group, First Nations Reference Group and Lived Experience Reference Group. My thanks to committee chairs: Adjunct Professor Susan Pascoe AM for her work on the Consultative Committee; Marianne Watson for her work with the Service Provider Reference Group; Pauline Ugle for her work on the First Nations Reference Group; and Tricia Malowney OAM CF for her work on the Lived Experience Reference Group. Working with you all ensures evidence, industry and lived experience informs all that we do. I am proud that we continue to understand the experience of diverse groups of Victorians to ensure our work is responsive, proactive and connected with the Victorian community.

I would like to thank the staff of the SSR, who have worked to build an organisation that is focused, collaborative, and one that thoughtfully contributes to building the strongest possible systems. The expansion of our remit to include regulatory functions across child safety means we have much more to do. As we enter the final period of our 2025–2027 Strategic Plan, our focus remains firmly on the standards and schemes we regulate, using the full scope of all the regulatory powers and tools available to us to promote a culture of compliance and safe systems.



Jonathan Kaplan
Social Services Regulator

Overview

The SSR is an independent statutory authority that exists to safeguard the rights of children and young people as well as people who use social services in Victoria.

The SSR regulates and administers schemes across a range of settings to safeguard the rights of children and people who use social services in Victoria.

- Social Services Standards (SSS)
- Child Safe Standards (CSS)
- Worker and Carer Exclusion Scheme (WCES)
- Reportable Conduct Scheme (RCS)
- Working with Children (WWC) Check scheme
- National Disability Insurance Scheme (NDIS) Check.

Standards and Schemes Overseen

Social Services Standards

The Social Services Standards (SSS) are a consistent set of obligations that social service providers in Victoria must meet. Service providers need to demonstrate they provide safe social services by meeting the service requirements outlined in the six Standards to ensure that service users, including children, receive safe care and their rights are protected.

Registered service providers must demonstrate they provide safe services by meeting the requirements and standards below:

1. **Standard 1:** Safe service delivery – Social services are safely provided based on assessed needs.
2. **Standard 2:** Service user agency and dignity – Social services are person-centred, and respect and uphold service user rights and agency.
3. **Standard 3:** Safe service environments – Social services are provided in a safe, secure and fit for purpose environment.
4. **Standard 4:** Feedback and complaints – Service users are supported to share feedback, complaints or concerns about service safety.
5. **Standard 5:** Accountable organisational governance – Effective governance and organisational systems support safe social service delivery.
6. **Standard 6:** Safe workforce – Social services are delivered by a workforce with the knowledge, capability and support to provide safe social services with care and skill.

These standards apply to:

- child protection services
- community-based child and family services
- disability services (with some exclusions)
- family violence services
- homelessness services
- out-of-home-care services
- secure welfare services
- sexual assault services
- supported residential services.

Working with Children Check

The WWC Check is a screening process for assessing or re-assessing people who work with or care for children in Victoria. A person who is assessed as suitable is given a WWC Clearance (this is sometimes referred to as a 'valid' WWC Check).

Assessing people's suitability to hold a WWC Clearance and excluding or suspending those who pose a risk of harm from working or volunteering with children is an important component of Victoria's child safeguarding system.

To help protect children from harm, when a person applies for a WWC Clearance, the SSR considers:

- an applicant's criminal history
- relevant court orders
- relevant regulatory and disciplinary findings
- other information relevant to child safety, including allegations of abuse and misconduct towards children.

National Disability Insurance Scheme (NDIS) Worker Screening Check

The NDIS Worker Screening Check (NDIS Check) is a screening process for assessing people seeking to work or volunteer with NDIS participants in risk assessed roles with registered providers. It is a way to ensure that people who work with NDIS participants do not present an unacceptable risk to vulnerable participants.

The NDIS Check is required for registered providers in risk-assessed roles, including volunteer workers, workers engaged through third parties such as labour-hire agencies, and sole traders who are both the provider and the worker.

Worker And Carer Exclusion Scheme

The WCES is designed to address risks posed by unsuitable workers and carers, and is one of our safeguards to protect children and young people from harm.

The workers and carers covered by the scheme include:

- foster carers
- workers or carers providing care and services to children in residential out-of-home-care services
- workers or carers providing care and services to children in Secure Care Services.

In operating the scheme, the SSR maintains an excluded worker and carer database. The database holds the details of people who have been excluded, including on an interim basis, as well as the details of people who are under investigation by the SSR.

Before engaging a worker or carer for the first time, out-of-home-care service providers are required to check with the SSR if the person is on the excluded worker and carer database.

Interim and permanently excluded workers' status is provided to the WWC Check scheme to determine if an individual is permitted to do child-related work in Victoria.

Reportable Conduct Scheme

The need for independent oversight of organisations' handling of child abuse allegations was confirmed through the 2017 Royal Commission into Institutional Responses to Child Sexual Abuse and the Victorian Parliament's Betrayal of Trust: Inquiry into the handling of child abuse by religious and other non-government organisations. Through the RCS, in-scope organisations are legally required to notify the SSR of allegations of child abuse and other child-related misconduct made against their workers and volunteers and to investigate these.

Some of the organisations covered by the RCS include:

- registered government and non-governmental schools
- registered overseas student exchange organisations or organisations that provide certain courses to overseas students
- disability services
- mental health services with in-patient beds
- out-of-home care services
- Victorian Government departments
- religious bodies
- hospitals and public health services
- early childhood education services.

In addition to overseeing the investigation, the SSR ensures that information relevant to child safety is shared appropriately between organisations, their regulators, Victoria Police and other child safeguarding schemes.

Child Safe Standards

In Victoria, the CSS are a set of mandatory minimum requirements designed to help certain organisations prevent, identify and respond to child abuse and harm, and to promote children's safety and wellbeing.

Victorian law requires organisations that provide services or facilities to children to comply with the 11 CSS under the *Child Wellbeing and Safety Act 2005* (Vic) (CWS Act).

As one of five co-regulators of the CSS, the SSR works with the other co-regulators to keep children safe from harm and abuse. The SSR also has responsibilities to promote information exchange between co-regulators in relation to the safety of children and compliance with the CSS. We may, for example, publish guidance notes to promote consistent child safety outcomes for use by co-regulators, inheriting this leadership role from the Commission for Children and Young People (CCYP) in February 2026.

1. **Standard 1:** Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.
2. **Standard 2:** Child safety and wellbeing is embedded in organisational leadership, governance and culture.
3. **Standard 3:** Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.
4. **Standard 4:** Families and communities are informed and involved in promoting child safety and wellbeing.
5. **Standard 5:** Equity is upheld and diverse needs respected in policy and practice.
6. **Standard 6:** People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
7. **Standard 7:** Processes for complaints and concerns are child-focused.
8. **Standard 8:** Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
9. **Standard 9:** Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
10. **Standard 10:** Implementation of the Child Safe Standards is regularly reviewed and improved.
11. Standard 11: Policies and procedures document how the organisation is safe for children and young people.

Our Progress Against the Ministerial Statements of Expectations

Since the Minister for Children and Minister for Disability, the Hon. Lizzie Blandthorn MP, provided the SSR's inaugural Statement of Expectations (SOE) in October 2024, the Victorian Government has committed to reforms to strengthen child safety. On 25 June 2026, Minister Blandthorn provided the SSR with an updated Ministerial SOE. This sets out the Minister's expectations for the SSR during the period of initial implementation of the child safety reforms.

The SOEs are formal public statements made by the Minister, providing the Regulator with clear guidance on the government's priorities and expectations.

The two statements should be read in concert; this section outlines our progress against the SOEs.

Supporting implementation of Rapid Review recommendations

In February 2026, as part of reforms to strengthen child safety, the regulatory functions of the CCYP, CSS and RCS transferred to the SSR, along with the WWC Check scheme from the Department of Government Services (DGS).

From July 2026, the WWC Check was strengthened to better protect children by improving how child safety risks are identified and assessed, as well as through improving information sharing and giving the WWC Check scheme greater powers to prevent unsuitable people from engaging in child-related work.

Throughout 2025–26, the SSR worked collaboratively with the Department of Families, Fairness and Housing (DFFH), Victoria Police, the Victorian Early Childhood Regulatory Authority (VECRA), the Victorian Institute of Teaching (VIT) and other relevant regulators and other agencies to prepare for these reforms.

Rapid Review Implementation

The SSR developed operational policies and procedures ahead of the implementation and operationalisation of child safety reforms to enhance the WWC Check scheme. These reforms will enable the SSR to consider child safety risk information in assessments and re-assessments and to issue an interim bar or interim suspension to prevent individuals working with children in response to risk while assessments are underway. Extensive work was undertaken to prepare for these reforms, including the development of new information sharing protocols internal and external to the SSR, and ICT system changes to reflect new powers and additional information that can be considered, including child safety risk information.

The SSR has prepared for the establishment of a new internal review process for anyone seeking to review a WWC Check decision made by the SSR. This is to ensure that child safety is at the centre of decision-making while preserving procedural fairness for applicants. This will be alongside maintaining the internal review process for decisions to refuse an NDIS clearance as well as own motion investigations and other enforcement actions under the RCS, CSS and certain decisions made under *Social Services Regulation Act 2021* (the Act).

Child safeguarding system stewardship

To support stronger coordination and collaboration across child safety regulators and other organisations with key roles in child safety, the SSR has established the Child Safeguarding System Leadership Group. The group brings together senior leaders from VECRA, VIT, the Victorian Registration and Qualifications Authority, Workforce Inspectorate Victoria (WIV) and the Department of Health (DH) in its capacity as co-regulator of the CSS in health settings.

National Working with Children Check reforms

We are actively supporting DFFH to contribute to relevant national reform work relating to the WWC Check scheme. We advance this by working towards the implementation of the six priority actions identified by the Standing Council of Attorneys-General in November 2025. We have also worked with the Australian Criminal Intelligence Commission (ACIC) and other jurisdictions to support readiness for the rollout of a National Continuous Checking Capability (NCCC), supporting community and, specifically, child safety.

Regulatory approach

In recognition of our broadened regulatory remit, the SSR is revising its regulatory approach to broaden its scope. Details of this new approach will be published in 2026–27 and will be promoted through our communication and engagement activities. The SSR's strategic and regulatory principles continue to inform our approach.

In 2024, the SSR published its regulatory approach statement to support service users, service providers and the community to understand how we regulate. The SSR has since implemented a regulatory approach that is transparent, accountable and centred on protecting the rights and safety of services users. Our regulatory approach is based on the following strategic and regulatory principles:

Collaborative: To make sure social services are safe, we work with other relevant agencies including regulators, service funders (e.g. DFFH or the TAC), service users, registered social service providers, as well as the broader community.

Accountable: We are objective and open in our decision making and processes. We help duty holders to understand our regulatory approach and focus areas.

Fair: We treat all social service providers equally, with procedural fairness, and without favouritism or prejudice.

Proportionate: We make decisions using an intelligence-led and integrated approach that is proportionate to risk and minimises regulatory burden.

Effective: We use our resources where they will have the greatest positive effect and protect the safety, wellbeing and rights of people accessing social services.

Clear: We communicate our messages, advice and enforcement actions in a clear, accessible and concise way. We use communication channels that meet the needs of service users, providers and the community.

Inclusive: We engage with and consider the needs of the diverse stakeholders who access, provide and interact with the social services we regulate.

Education, prevention and guidance

The SSR continues to focus on providing high-quality education and guidance materials and has published tailored materials to support compliance. In 2025–26, we hosted educational webinars attended by more than 2,000 people.

In our 2025–26 education and guidance survey, social services providers gave us a 95% satisfaction rating for our education and guidance materials, which includes information sessions and webinars, written resources, our newsletter and significant updates to our website to provide simpler information in plain English for duty holders and the broader public.

Consultation and engagement

We are committed to engaging with duty holders, service users and stakeholders to support the safe delivery of social services.

The SSR has four groups that provide us with advice and perspectives to support our regulation activities:

- **Social Services Regulator Consultative Committee** which brings together representatives from peak bodies to contribute to discussions at a systems level
- **Service Provider Reference Group** which brings together service providers representing many registered service types
- **First Nations Reference Group** which brings together Aboriginal service providers and First Nations people with experience of the social services sector
- **Lived Experience Reference Group** which brings together the expertise and understanding of social services that comes from lived experience.

These groups are vital for informing our work across the social services sector and child safety schemes, and they provide targeted advice and perspectives to support our regulation.

Through the groups we hear from peak bodies, service providers, First Nations people and those with lived experience of using services about their experience and views of our regulatory schemes.

2,000

people attended our educational webinars

95%

satisfaction rating for our education and guidance materials

4 advisory groups:

Social Services Regulator Consultative Committee

Service Provider Reference Group

First Nations Reference Group

Lived Experience Reference Group

Aboriginal cultural safety and inclusion

Aboriginal cultural safety and inclusion is a core pillar of all our work. Our Aboriginal Cultural Safety and Engagement Team is dedicated to delivering on this important role.

We are strongly committed to engaging the critical perspectives of First Nations people.

Our work is guided by an internal subcommittee which oversees work detailed in our Aboriginal Cultural Safety Strategy and Plan. The plan focuses on our role in demonstrating and championing Aboriginal cultural safety both for the SSR and for organisations and service providers within scope of our regulatory schemes.

Our First Nations Reference Group provides advice on:

- our approach to regulating Aboriginal cultural safety, including in Aboriginal Controlled Community Organisations
- the operation, impacts and effectiveness of the Social Services Regulation Scheme
- our communications and education activities
- the development of guidelines for regulating Aboriginal cultural safety across all social services providers.



woolartbee wanik - 'respecting the journey'
Artwork commissioned by the SSR from Dixon Patten of Bayila Creative.

Compliance Monitoring Plan 2025–26

Consistent with the SOE and our Regulatory Approach Statement, the SSR launched its Compliance Monitoring Plan in 2025–26. In addition to the normal scheme based and responsive compliance work, this proactive campaign looked at two areas that are critical to preventing harm:

- organisational governance
- worker screening.

The selected focus areas covered requirements that have been in place for a number of years, and service providers should have well-developed compliance approaches in place.

The focus on organisational governance and worker screening assessed similar requirements under both the SSS and the CSS, with service providers assessed on one or both sets of standards, depending on the services they deliver.

Ten registered social service providers were selected for this program by representative sample, spanning small regional services through to large statewide providers.

Service providers were assessed as compliant against the measures tested, with some opportunities for improvement identified. The SSR offered guidance to help service providers strengthen their processes. These areas for improvement covered the need to:

- demonstrate a clear line of oversight from board and executive oversight through to frontline practice, for example through specific role responsibilities or codes of conduct
- maintain risk management strategies that address general risk to service users and specifically address the safety of children and young people, in line with the requirements of the CSS
- keep records that show WWC Checks are monitored for currency, not only collected at recruitment
- ensure recruitment, referee checking and screening explicitly address and include child safety and wellbeing as per the requirements of the CSS.

Findings from the pilot will help us to refine our guidance on these areas, including online self-assessment tools and fact sheets. It will also inform how we promote our guidance to service providers. Learnings will also inform future proactive campaigns and early engagement with duty holders on areas of focus.

SSR Contact Centre established

The SSR established a contact centre in February 2026 to coincide with Machinery of Government transfer of regulatory functions from the CCYP and DGS.

The SSR Contact Centre takes a 'no wrong door' and trauma-informed approach to enquiries, working to de-escalate, triage and capture notifier issues and support the safety of children and social service users.

From its commencement to 30 June 2026, the contact centre received a total of 1,596 general enquiries, with 62% received via phone and 38% via email. Of contacts received, 43% of general enquiries related to the RCS.

Information sharing to safeguard children and social service users

As a responsive, proactive and connected regulator, we work with peer regulators and relevant agencies to prevent and respond to harm. Effective information sharing is central to our ability to safeguard children and social service users and ensure the right tools and regulatory actions are applied in response to risk. For example, in 2025–26 we made 918 referrals to VIT about reportable allegations involving registered teachers, and 606 referrals of findings made.

We finalised a new Transactional Agreement between Victoria Police and the SSR, relating to information services for the *Worker Screening Act 2020*. We also finalised new protocols for information sharing between the RCS and the WWC Check scheme. Substantial work progressed on new information sharing protocols with VECRA, VIT, WCES, WorkSafe Victoria and the Transport Accident Commission.

We work closely and share information with Commonwealth regulators such as the NDIS Quality and Safeguards Commission and the Aged Care Quality and Safeguards Commission. We also share information with state agencies such as the Disability Services Commission, Victorian Disability Worker Commission (VDWC), State Trustees, the Office of the Public Advocate (OPA), Consumer Affairs Victoria and local government.

We will continue to work closely with co-regulators and other agencies to develop information sharing, intelligence and risk-assessment capabilities.

Section 2

Year in Review and Performance Reporting

Year in review

Social Services Regulation

Registration activities

Social service providers in Victoria who are covered by the Social Services Scheme must be registered with the SSR. The purpose of registration is to make sure service providers have processes in place that will support safe delivery of services on commencement, to better protect service users and prevent harm.

Service providers must satisfy minimum requirements as soon as they are registered and commence service delivery, including:

- meeting the SSS
- meeting the CSS, if delivering services to children and young people
- complying with registration requirements
- reporting notifiable incidents which occur during service delivery
- reporting changes to their organisation and operations.

297 Registration applications approved

The SSR must assess and communicate the outcome of a service provider's registration application within 60 days of receiving the completed application. In 2025–26, 98% of applications were processed within this timeframe, the same percentage as in 2024–25. The SSR continues to maintain a list of registered service providers on its website.

As at 30 June 2026, there are 535 registered service providers. One provider can be registered into multiple classes of social service. In 2025–26, 297 registration applications were approved.

As at 30 June 2026, social service providers are registered into the following classes:

Table 2.1 Classes of Social Services

Class of Social Service	2024–25 total	2025–26 total
Child protection services	4	5
Community-based child and family services	121	125
Disability services	89	226
Family violence services	47	108
Homelessness services	24	96
Out of home care services	77	77
Secure welfare services	1	1
Sexual assault services	6	28
Supported residential services	111	111
Total	**480**	**777**

The SSR did not issue any provisional registrations under s 25 of the Act. Four registrations were cancelled under s 34 of the Act where a provider was no longer providing the services for which it was registered.

Supporting the residents of Greenslopes Supported Residential Service

When an operator falls well short of expected standards and creates a situation where service users have been or are likely to be harmed, the SSR will act.

Authorised officers had been monitoring compliance regularly at the Greenslopes Supported Residential Service, operated by the registered social service provider Sohal & Company Pty Ltd, over several years. Periodic issues had been resolved through improvement notices and guidance.

In response to persistent issues, the SSR issued further improvement notices advising the provider clearly of its obligations under the Act, which were not actioned. Further concerns were subsequently identified relating to levels of care provided to some of the 18 residents. This included residents found to be tied to furniture to prevent falls, sleeping on dirty mattresses and suffering from infected pressure sores.

This prompted a decision to revoke the registration of Sohal & Company Pty Ltd as operators of Greenslopes Supported Residential Service, with a direction for the service to close by 5 March 2026.

The SSR took this action in line with its Compliance and Enforcement Policy, to prevent or respond to significant harm or risk of harm to residents, while also taking enforcement action against providers that seriously or repeatedly fail to meet their obligations.

As well as taking its own action, the SSR referred matters to the Commonwealth Department of Health, the Aged Care Quality and Safety Commission, the VDWC, the NDIS Quality and Safeguards Commission and the City of Manningham.

The needs of residents and their families were at the center of decision making and a coordinated, multi-agency response.

The SSR worked with DFFH, Homes Victoria, The Salvation Army (engaged by DFFH), NDIA, NDIS Quality and Safeguards Commission, Aged Care Quality and Safety Commission and the Commonwealth Department of Health, Disability and Aging to support positive outcomes for the outgoing residents of Greenslopes, ensuring all residents found suitable alternate accommodation. Residents and their families were provided with regular information updating them on the process and informing them of their options.

The supports and services offered to residents and their families included services to provide counselling and advice on finding suitable accommodation. An experienced administrator was appointed to run the facility as residents moved to new accommodation.

Residents and their families were also made aware of supports available through the OPA, Community Visitors, and the Older Persons Advocacy Network.

Notifications

Social service providers registered with the SSR are responsible for reporting serious incidents that occur during the delivery of a registered social service. Incident reports allow the SSR to verify that appropriate actions have been taken in response to incidents and inform the SSR's risk-based, intelligence-led approach to compliance monitoring. The SSR monitors trends in reported incident data which is used to develop intelligence and support regulatory oversight and action.

The SSR received 4,859 notifications from registered social services providers in 2025–26, a 22% increase from the 3,970 notifications received in 2024–25. This increase corresponds with an increase in the number of social services providers that were registered during this period.

Of those notifications, 3,191 were reviewed and closed at triage. This means that officers reviewed the notification and assessed that there were no indications of non-compliance and appropriate follow up actions were indicated. This supports the SSR to perform its role in providing assurance to service users and the community on the safety and quality of social services. Data from notifications is used to inform compliance programs.

1,668 notifications received a more detailed review and follow up. Of these, 1,187 related to SRSs and 481 related to other social services. In the majority of these circumstances, further information is sought from the service provider to confirm that appropriate actions have been taken. In a minority of cases where there is an indication of non-compliance, a regulatory officer may undertake a compliance assessment or inspection.

4,859
notifications from registered social services providers

22%
increase from 2024–25

3,191
reviewed and closed at triage

1,668
notifications received a more detailed review and follow up

Significant regulatory action

The SSR implements robust and streamlined processes to regulate social services, ensuring providers can deliver safe services to some of the most vulnerable in our communities. While our focus is first on guidance and support to help providers meet the requirements of the SSS, the Regulator can also use a full range of regulatory powers to protect the rights and safety of users when needed.

Compliance and Enforcement Activities

The SSR continued to take compliance action, in line with its Compliance and Enforcement Policy, to prevent or respond to significant harm or risk of harm to people using social services, as well as taking enforcement action against providers that seriously or repeatedly fail to meet their obligations.

In 2025–26, the SSR conducted 218 compliance inspections with 85 service providers at 95 sites across Victoria. This represents a 19% increase on the 184 compliance inspections with 77 service providers at 83 sites across Victoria in 2024–25.

The SSR filed charges against a provider of a supported residential service alleging breaches related to the handling of resident funds. The SSR issued an infringement against another supported residential service provider for failing to notify the SSR of a serious incident.

Officers of the SSR provided evidence in a VCAT hearing regarding action taken by the former Human Services Regulator (HSR) against the providers of Gracemanor and Sydenham Grace, which were closed by the HSR in 2022. The matter resolved by consent with the outcome that the action taken by the HSR to close the services was not overturned.

The powers exercised in 2025–26 are outlined in Table 2.2

218 inspections

128 improvement notices issued

Table 2.2: Powers Exercised by the SSR

Power	2024–25	2025–26
Power to obtain information, documents and evidence under s 109 (may be equivalent to notice to produce per the CWS Act)	4	5
Power to enter premises of registered social service providers—monitoring compliance under s 112(2)(a)	184	221
Powers of entry – number of times an authorised officer or independent investigator entered the bedroom of a service user in a residential premises without consent under s 113(2)(a)(ii)	Power not exercised	1
Regulator or authorised officer may issue improvement notice under s 138	106	128
Regulator or authorised officer may issue prohibition notices under s 143	Power not exercised	Power not exercised
Verbal direction to cease activity under s 145	Power not exercised	Power not exercised
Infringement notices under s 151	Power not exercised	1
Regulator may accept enforceable undertakings from registered social service provider under s 153	Power not exercised	Power not exercised
Regulator may issue public warning notice under s 161 (note – not a power as an integrated sector regulator)	Power not exercised	Power not exercised
Regulator may issue suspension of intake notice under s 167 (note – not a power as an integrated sector regulator)	1	1
Variation of registration under s 169	0	0
Suspension of registration under s 170	0	0
Revocation of registration under s 172	0	1
The number of civil or criminal proceedings commenced by the Regulator or authorised officers under ss 295 and 297	No proceedings commenced	2
The number of civil or criminal proceedings finalised	0	0

Worker Screening

The Social Services Regulator conducts evidence-based risk assessments to determine the suitability of individuals to hold or retain a WWC and/or NDIS Check. The SSR assumed responsibility for these schemes in February 2026, supporting effective information sharing and regulatory action across child safeguarding schemes, as recommended by the Rapid Child Safety Review.

In 2025–26, there were:

- 489,392 WWC Check applications and renewals
- 96,650 NDIS Check applications and renewals.

All applicants were screened against a national criminal history check and prescribed body findings. This work is vitally important to safeguarding the Victorian community. In 2025–26, in response to such findings or criminal history information, we assessed:

- 47,580 individuals for a WWC Check
- 7,673 individuals for a NDIS Check.

All WWC and NDIS clearance holders are subject to ongoing monitoring of their criminal history and prescribed body findings for the duration of the clearance (five years).

Assessments

When conducting evidence-based risk assessments, we consider relevant offending and misconduct, apply statutory tests and review risk and protective factors.

As part of this process, we may engage with applicants or clearance holders to obtain information about past and present behaviour and circumstances, as well as other relevant bodies. This ensures we have the information needed to make robust, defensible and evidence-based decisions under the *Worker Screening Act 2020*.

The seriousness and relevance of criminal charges, or relevant disciplinary or regulatory findings, determines the 'category' of assessment required under the *Worker Screening Act 2020*.

489,392
WWC Check applications and renewals

1,762
WWC Check exclusions

96,650
NDIS Check applications and renewals

510
NDIS Check exclusions

Exclusions

In 2025–26, we issued:

- 1,762 WWC Check exclusions, making it an offence for these individuals to engage in child-related work for a period of five years
- 510 NDIS Check exclusions, preventing individuals from working in NDIS risk-assessed roles anywhere in Australia for five years.

New powers

We operationalised reforms introduced via the *Worker Screening Amendment (Strengthening the Working with Children Check) Act 2025* and amendments to the *Worker Screening Act 2020* to better safeguard children, including:

- recognising a WWC Check exclusion in another state or territory as an automatic exclusion under Victoria's WWC Check scheme
- new suspension powers to prevent a person from working with children while a re-assessment of relevant criminal history information is undertaken
- a greater number of findings that trigger an assessment or re-assessment, such as prohibition notices issued to early childhood staff
- the ability to immediately cancel a WWC clearance where a person has provided false or misleading information.

We also made changes to systems, procedures and information sharing practices to implement the child safety reforms that commenced on 28 July 2026.

Timeliness

We appreciate that an individual's clearance status can impact their employment.

In 2025–26:

- 99% of clearances across WWC Check and NDIS Check were issued within three days of confirming the applicant/card holder had no disclosable court outcomes or relevant findings
- 100% of exclusions issued were sent within three days of being authorised.

Worker and Carer Exclusion Scheme

The WCES is designed to address risks posed by unsuitable workers and carers. It is one of our safeguards to protect children and young people from harm and started on 1 July 2024.

WCES database checks

The SSR maintains a database of workers and carers who have been excluded, including on an interim basis. Workers and carers who have been excluded, including on an interim basis, must not work, or apply for work, in the out-of-home-care sector. It is an offence to do so.

WCES service providers are required to contact the SSR to check this database prior to engaging or employing a worker or carer. In 2025–26, the SSR conducted 5,558 checks, a decrease from 6,233 in 2024–25.

Notifications and investigations

Heads of WCES service providers must notify the SSR of incidents resulting in serious harm or that are reasonably likely to cause harm to children in out-of-home care. The Act also allows any person – for example, young people, parents or other members of the public – to disclose conduct to the SSR.

In 2025–26, the SSR received 51 notifications of serious misconduct by WCES workers and carers. These 51 notifications relate to 50 carers. A single notification may contain multiple allegations.

While the SSR undertakes the preliminary assessment of notifications, investigations may be conducted by independent investigators for referral to an independent WCES panel where appropriate. Since the commencement of the scheme, there are 45 matters that remain under investigation. Any allegation of criminal activity is investigated by Victoria Police, and criminal investigations must take primacy.

WCES Panel recruitment activities

WCES replaces the Suitability Panel Scheme under the *Children, Youth and Families Act 2005*. In 2025–26, new WCES panel members were appointed, bringing the number of members from 9 to 24 members, with responsibility for reviewing cases and determining whether a worker or carer should be excluded from the out-of-home care sector. WCES panel members are independent professionals with tertiary qualifications and experience in a variety of fields including law, social work, psychology and child trauma. The panel members underwent comprehensive induction on Victoria's child safeguarding framework.

Alongside the establishment of the WCES panel, the Suitability Panel has continued to operate to determine matters where the decision to refer to a panel was made prior to the establishment of WCES on 1 July 2024.

Exclusion

The SSR and WCES Panel have the power to issue interim exclusions to workers and carers while an investigation or panel process is underway, if they believe it is necessary to protect service users. They must reasonably believe the worker or carer poses an unjustifiable risk of harm and that the interim exclusion is necessary to protect service users during the period before a panel decides whether the person should be excluded on a longer-term basis.

A worker or carer cannot work in the out-of-home-care sector covered by the scheme while excluded on an interim basis. This ensures risks of harm to WCES service users in out-of-home care can be managed while the SSR and the panel consider the person's conduct.

The SSR issued 10 interim exclusions in 2025–26.



10 interim exclusions issued

Recognising investigations by other regulatory schemes

The SSR is able to consider investigation reports from other regulators or entities (including Victoria Police) in determining whether an investigation or referral to a panel is required. This power was not used in 2025–26 but is expected to be used following the implementation of child safety reforms.

Recognising exclusions under the Worker Screening Act 2020

The SSR has the power to record on the WCES database, WCES workers and carers who have been given an interim WWC exclusion or WWC exclusion or whose WWC clearance is suspended. SSR has recorded two carers on the WCES database following a WWC exclusion in 2025–26. Recognising exclusions under the *Worker Screening Act 2020* within the WCES Database strengthens safeguards for children.

Table 2.3: WCES regulatory activities

Power	2024–25	2025–26
Referrals to a Panel following preliminary assessment under s 55(4)(b)	1	0
Referrals to a Panel following an investigation under s 63(b)	0	1
Number of interim exclusions issued under s 70	3	10
Number of carers/workers recorded on WCES database under s 83	N/A	2
Number of Panel hearings under s 75	0	0
Outcomes of hearings under s 79 including number of Panel exclusion decisions	0	0

Reportable Conduct Scheme

In February 2026, the administration of the RCS transferred from the CCYP to the SSR as part of reforms to strengthen child safety. The data in this annual report reflects the period of the financial year when the RCS was administered by the CCYP (1 July 2025 until 22 February 2026) and the SSR, after the Machinery of Government change (from 23 February until 30 June 2026).

In line with the reporting approach used by the CCYP, data from previous financial years expressed in this report may vary from that published in previous CCYP annual reports. Any variations are due to RCS data being live and includes open matters; this means data can move over time. New information can come to light as a matter progresses, and this alters previous classifications or results in matters being excluded because they are subsequently determined to be out of the scope of the RCS. In some cases, data is also consolidated where it is identified that multiple notifications have been made for the same matter and the data is reclassified accordingly.

Information presented here is supplemented by additional data tables for the RCS at Appendix 5.

Notifications of reportable allegations

The SSR receives two types of notifications on reportable allegations: mandatory notifications and public notifications.

Organisations subject to the RCS were legally required to notify the CCYP of allegations of reportable conduct against a child or young person by a worker or volunteer in their organisation; these organisations must now notify the SSR. The heads of organisations covered by the RCS must report to the SSR any reportable allegations made against their workers or volunteers through mandatory notifications.



21% increase in mandatory notifications



46% increase in public notifications

Any person, including children and young people, parents or other members of the community, can disclose allegations directly to the SSR through public notifications. Public notifications will often result in the head of an organisation submitting a mandatory notification. Others will be assessed as being outside the jurisdiction of the RCS, due to not meeting the relevant legislative requirements. Where relevant, public notifications may also be shared with other regulators regardless of if they are in scope of the RCS.

The RCS (CCYP and SSR) received 2,693 mandatory notifications and 780 public notifications in 2025–26. This was a 21% increase in mandatory notifications and a 46% increase in public notifications and continues the trend of increases year-on-year reported by the CCYP. Public and mandatory notifications may relate to the same reportable allegations, for example a public notification may result in an organisation submitting a mandatory notification.

Table 2.4: Reportable conduct matters received by notification type

Type	2023–24	2024–25	2025–26	Percentage change 2024–25 to 2025–26
Mandatory notification	1,888	2,227	2,693	+21%
Public notification	523	536	780	+46%

Mandatory notifications

The types of reportable conduct that organisations must notify the SSR of through the mandatory notification process are:

- sexual offences, sexual misconduct and physical violence (against, with or in the presence of, a child)
- behaviour that causes significant emotional or psychological harm
- significant neglect.

Each mandatory notification may contain multiple reportable allegations and multiple alleged victims. In 2025–26, the scheme received 2,693 mandatory notifications.

Of the 13,027 mandatory notifications received since the RCS began, 645 (5%) have been assessed as being outside the scope of the RCS as at 30 June 2026.

Table 2.5: Category of reportable conduct allegations received

Category	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Sexual offences	300	5	321	6	327	6	2,104	6
Sexual misconduct	1,382	24	1,333	24	1,052	20	7,334	22
Physical violence	1,724	29	1,809	32	1,884	36	11,725	34
Behaviour that causes significant emotional or psychological harm	1,171	20	967	17	837	16	6,562	19
Significant neglect	1,276	22	1,184	21	1,147	22	6,348	19
Total	**5,853**	**100**	**5,614**	**100**	**5,247**	**100**	**34,073**	**100**

Alleged victims

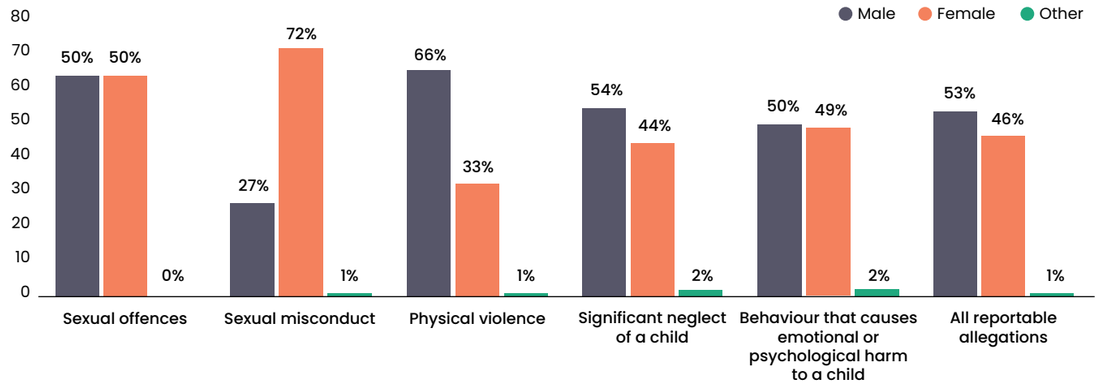
This section includes data related to notifications of reportable allegations, not substantiated incidents of reportable conduct. As a result, the term 'alleged victim' is used.

In 2025–26, there were 3,071 unique alleged victims identified relating to 2,444 notifications. 53 per cent of these unique alleged victims were male and 46 per cent were female. Of these:

- 8% per cent of unique alleged victims were identified as being Aboriginal and/or Torres Strait Islander, which is a substantial overrepresentation of Aboriginal and/or Torres Strait Islander children and young people, who only make up 2 per cent of the Victorian population under 18 years of age
- 15% of unique alleged victims were identified as being from a culturally and/or linguistically diverse background
- 14% of unique alleged victims were identified as having a disability.

Experiencing discrimination can increase a child's vulnerability to abuse and harm and can also mean they are less likely to ask for help or speak up if they have a concern.

Figure 2.1: Reportable allegations by type of reportable conduct and gender of alleged victims 2025–26



Subject of allegations

A worker or volunteer who is alleged to have committed reportable conduct is known as 'the subject of allegation'. A person can be the subject of allegation for more than one notification with multiple reportable allegations involving more than one alleged victim. The following data relates to the characteristics of the subjects of allegations, not substantiated incidents of reportable conduct.

In 2025–26, there were 2,592 unique individuals who were subjects of allegation. 49% of those were subject to one allegation and 16% were subject to five or more allegations. Since the scheme began in 2017 there have been 11,515 unique subjects of allegation.

Findings from investigations into reportable allegations

Under the RCS, the head of an organisation is required to investigate a reportable allegation and provide the findings to the SSR (or the CCYP prior to February 2026). Under the scheme, the Regulator can also investigate matters (own motion investigations) and make findings.

There were 3,157 open mandatory notifications as at 30 June 2026, a 37% increase on the same time last year. Open mandatory notifications include matters that are under investigation by the organisation, matters on hold at the request of Victoria Police and where findings have been submitted to the SSR and are being assessed.

2,592

unique individuals who were subjects of allegation

1,816

mandatory notifications finalised by the CCYP and SSR

A total of 1,816 mandatory notifications of reportable allegations were finalised by the CCYP and the SSR in 2025–26. This includes own motion investigation outcomes, which do not always stem from a mandatory notification.

Table 2.6: New mandatory notifications, matters open and finalised at the end of each financial year

Type	2023–24	2024–25	2025–26	Percentage change 2024–25 to 2025–26
New mandatory notifications	1,888	2,227	2,693	+21
Finalised mandatory notifications	1,411	1,662	1,816	+9
Open cases as at 30 June 2026	1,729	2,298	3,157	+37

Reportable Conduct findings

A substantiated finding is used when a decision maker has decided that the reportable conduct has been proven to have happened on the balance of probabilities. An unsubstantiated finding indicates insufficient or inadequate evidence to support the allegation. Where there is strong evidence that reportable conduct did not happen, then an unfounded finding may be made. If the conduct occurred but does not fit any of the types of reportable conduct, then a finding of conduct outside Scheme may be made.

36% of reportable allegations were substantiated in 2025–26.

36% reportable allegations substantiated

Table 2.7: Finding type per allegation 2023–24 to 2025–26 and Scheme total

Finding type	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Substantiated	1,193	30	1,791	36	1,877	36	8,392	31
Unsubstantiated – insufficient evidence	1,207	30	1,726	34	1,858	36	8,407	32
Unsubstantiated – lack of evidence of weight	773	19	643	13	774	15	5,081	19
Unfounded	383	10	390	8	307	6	2,203	8
Conduct outside Scheme	441	11	494	10	370	7	2,564	10
Totals	**3,997**	**100**	**5,044**	**100**	**5,186**	**100**	**26,647**	**100**

Public notifications

In 2025–26, public notifications came from a range of sources including workers in organisations subject to the Scheme about the conduct of workers inside their organisation and other organisations, parents or carers, Victoria Police, other regulators and members of the general public.

The CCYP and SSR received 780 disclosures of potential reportable allegations from persons other than the head of an organisation, an increase of 46% from last year. These related to 564 unique organisations. The number of public notifications received under the RCS continues to increase year on year.

Some public notifications involve allegations that are not within the scope of the Scheme. The CCYP and SSR assessed 26% as being outside jurisdiction of the RCS. A further 18% of public notifications were under consideration as at 30 June 2026.

46% increase in disclosures from persons other than the head of an organisation

Allegations received from public notifications are disclosed to the employer of the person who is the subject of allegation, ensuring any requests made by public notifiers for anonymity are maintained.

Mandatory notifications were subsequently submitted by organisations in relation to 44% of public notifications and an investigation undertaken. In some cases, multiple public notifications may be made about the same conduct and will result in only one mandatory notification being made.

Table 2.8: Public notifications received by sector

Sector	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Education	194	37	178	33	274	35	1,143	38
Out-of-home care	87	17	85	16	72	9	437	15
Early childhood education	91	17	108	20	194	25	515	17
Religious body	19	4	26	5	29	4	140	5
Disability	46	9	47	9	51	7	216	7
Youth Justice	2	<1	2	<1	5	1	11	<1
Accommodation	6	1	8	1	5	1	45	2
Health	6	1	6	1	10	1	41	1
Child protection	19	4	4	<1	14	2	73	2
Victorian Government Departments	2	<1	3	1	3	<1	14	<1
Other	51	10	69	13	123	16	356	12
Total	**523**	**100**	**536**	**100**	**780**	**100**	**2,991**	**100**

Own motion investigations and other compliance actions

The SSR may, on its own motion, investigate an allegation of reportable conduct by a worker or volunteer who is or was engaged by an organisation subject to the RCS (ss 16O(1) and 16O(2) of the CWS Act) in limited circumstances. The SSR may also conduct an investigation concerning any inappropriate handling of, or response to, a reportable allegation (s 16O(3) of the CWS Act).

A total of four own motion investigations were transferred to the SSR from the CCYP in February 2026. No new own motion investigations have commenced since RCS transferred to the SSR. At 30 June 2026, three own motion investigations remained open. Sectors involved in these own motion investigations include disability, early childhood education and care, and education.

Table 2.9: Investigations underway or completed

Power	Underway or completed in 2025–26
Section 16K(3) – recommendation for action regarding reportable conduct systems	4
Section 16O – own motion investigation concerning a reportable allegation	4
Section 16ZG – notice to produce	0
Section 16ZF – prosecution for providing false or misleading information	0
Section 16ZH – application for civil penalty – failure to comply with a notice to produce	0

Reportable Conduct Scheme decisions reviewed

In 2025–26, the CCYP and SSR received three applications for internal review of findings made in an own motion investigation. These remained open on 30 June 2026.

Table 2.10: Decisions reviewed

Power	Underway or completed in 2025–26
Section 16ZI – internal review	3
Section 16ZJ – review by VCAT	0

Child Safe Standards

The SSR is an integrated sector regulator for the CSS. SSR has regulated social services and disability organisations since 2024. With the transfer of the regulation functions from the CCYP in February 2026, the SSR now has overarching oversight of the CSS and is the default regulator, that is, if an organisation is not regulated by another specific CSS regulator (VECRA, VRQA, WIV or DH), then they are regulated by the SSR.

The SSR and CCYP have taken a graduated approach to regulating the CSS, with a focus on educating organisations and service providers about their obligations. Concerns about non-compliance are assessed considering the seriousness of the concern and the risk profile of the organisation and potential outcomes for children's safety by engaging in compliance action. This year, the CCYP and SSR commenced compliance action with 457 organisations.

Table 2.11: Organisations by sector where the SSR and CCYP started action about potential non-compliance with the CSS in 2025–26.

Sector	Number	%
Cultural, sporting or recreational services	264	58
Community sporting clubs	197	N/A
Other sporting organisations	34	N/A
Dance, acting, fine arts, music and theatre	19	N/A
Other cultural and recreational services	14	N/A
Out of home care services	66	14
State-funded child protection services	26	6
Disability services	19	4
Religious bodies	18	4
State-funded support services for parents and families	13	3
Entertainment and party services	9	2
Coaching and tuition services	6	1
Counselling and other support services	5	1
Victorian government departments and entities	5	1
Gym and play facilities	4	1
Language schools	3	1
Youth organisations	3	1
State-funded services in relation to family violence or sexual assault	1	0
State-funded housing services or other assistance to homeless persons	1	0
Other	14	3
Total	**457**	**100**

While all service providers we engaged with indicated a commitment to child safety, some common themes or issues found to contribute to non-compliance with the CSS included:

- risk management frameworks at an organisational level and risk assessments at service area level were lacking
- records of staff training were not kept and/or communicated
- staff training programs did not adequately demonstrate Child Safety training.

Compliance activities resulted in organisations taking action that included:

- implementing comprehensive risk management plans
- reviewing and changing governance arrangements and processes for child safety
- improving screening procedures for volunteers, employees, and leaders.

Support to comply with the CSS

We take a graduated approach and always aim to ensure duty holders understand their obligations and are empowered to comply. In 2025–26 we maintained a strong focus on promoting the CSS and:

- engaged with peak bodies, associations and other lead organisations, as well as delivering presentations at sector events, to support sector wide improvements in compliance and child safety
- provided and promoted clear channels for duty holders and stakeholders seeking information and advice about the CSS. SSR also distributed information on the Standards to a range of organisations that provide services or facilities to children and young people
- drew on our four reference groups to gather important feedback, including lived experience perspectives
- hosted nine webinars attended by more than 2000 people
- published the SSR quarterly external email newsletter and sent this to more than 19,000 subscribers

2,000+

people attended our webinars

19,000+

subscribers to our quarterly external email newsletter

- visited providers across the state to promote the role of the SSR, as well as the CSS and the SSS.
- delivered a Community of Practice on the topic of grooming in November 2025 while CSS regulation was under the CCYP. The forum was attended by over 100 child safety and leadership representatives, from more than 10 sectors. The forum featured expert speakers from a range of organisations, including from Victoria Police. Feedback from attendees demonstrated the forum's impact with 86% of survey respondents rating the forum as Excellent or Very Good.

Sector regulation

From 1 July 2025 to 23 February 2026, the CCYP regulated the CSS as a sector regulator using the powers under the CWS Act. From 23 February 2026 to 30 June 2026, the SSR regulated the CSS as an integrated sector regulator under the Act. Consequently, the following CSS data is split into two sections, separately addressing sectors that were previously within the remit of the CCYP and those registered social services and disability services that were within the remit of SSR for the full financial year.

CCYP/SSR – all other sectors CSS data

In 2025–26, the CCYP and SSR commenced compliance action with 331 organisations, concluded compliance activity with 336 organisations and had open action with 37 organisations as at 30 June 2026.

The CCYP and SSR's regulatory activities have included:

- providing education and advice to organisations to support them to improve their compliance, including by sending reminders to comply, meeting with organisations and sharing resources and templates to help them improve safety for children
- gathering information and documents from organisations about their child safety policies and practices through requests for information, notices to produce, discussions with staff and volunteers and inspections, and used this to assess compliance with the Standards and understand any potential child safety issues
- providing feedback and recommendations to organisations to help them address areas of non-compliance.

331

organisations commenced compliance action

In 2025–26, the CCYP and SSR completed assessments of compliance with selected Standards and minimum requirements for 22 organisations on 27 occasions (some organisations were assessed multiple times). Requests for Information were sent to 27 organisations. In some instances, the completion of assessments required the use of statutory tools including one inspection, six notices to produce and 15 notices to comply with the Standards. Additionally, the CCYP and SSR issued two official warnings and one infringement for non-compliance with a notice.

Table 2.12: CCYP and SSR Child Safe Standards compliance assessment data from the period between 1 July 2025 to 30 June 2026

	Number of times Standard was assessed	Number of times Standard was assessed and non-compliance was identified	Number of times Standard was assessed and no non-compliance was identified
CSS1	0	0	0
CSS2	19	12	7
CSS3	8	5	3
CSS4	6	3	3
CSS5	1	1	0
CSS6	10	6	4
CSS7	15	14	1
CSS8	6	4	2
CSS9	11	6	5
CSS10	1	1	0
CSS11	9	6	3

SSR – Social Services CSS data

In 2025–26, SSR compliance activities included contacting entities and relevant agencies to request information for the purpose of determining scope, investigating, and assessing compliance. This included joint compliance assessments with the SSS as part of the Compliance Monitoring Pilot, which focused on assessing the CSS and SSS within registered social service providers. The SSR also coordinated the exchange of information with CSS co-regulators in response to compliance matters where shared regulatory jurisdiction was identified.

The SSR commenced 44 compliance activities in 2025–26 and 19 cases remained open on 30 June 2026 (including any compliance activity commenced in 2023–2024 and 2024–2025). Advice and guidance about the CSS was provided to 86 organisations through the SSR's help desk and nine letters were sent to newly registered SSR providers about the CSS. We also engaged with services providing disability supports to children and young people to build their understanding of the CSS and support their compliance with the CSS.

Table 2.13: Data for SSR CSS compliance and enforcement actions between 1 July 2025 and 30 June 2026 (within Social Services)

Action	Number
Request for information or documents made under s 108 of the Act	12
The number of reminders of obligations to comply with the Standards	10
The number of improvement notices issued s 138 of the Act	0
The number of requests for information (to relevant agencies and the Commonwealth) s 193 of the Act	5

Table 2.14: SSR Child Safe Standards compliance assessment data from the period between 1 July 2025 to 30 June 2026

Standard	Number of times Standard was assessed	Number of times Standard was assessed and non-compliance was identified	Number of times Standard was assessed and no non-compliance was identified
CSS1	0	0	0
CSS2	14	3	11
CSS3	0	0	0
CSS4	0	0	0
CSS5	0	0	0
CSS6	13	1	12
CSS7	0	0	0
CSS8	1	1	0
CSS9	1	1	0
CSS10	0	0	0
CSS11	0	0	0

Child Safe Standards co-regulation

From February 2026, a Machinery of Government change transferred additional CSS regulation functions from the CCYP to the SSR. This establishes five coregulators of the CSS under the CWS Act. The CWS Act requires that the SSR reports compliance by relevant entities with the CSS.

This section describes the activities engaged in by sector regulators and integrated sector regulators. Sector regulators are the DH and WIV, and integrated sector regulators are VECRA, VRQA and the SSR.

While each co-regulator takes a different approach to their role as a regulator, all provide education, information and advice on the CSS and monitor and enforce compliance consistent with the model established under the CWS Act. Information and data presented in this section illustrates activities engaged in by sector regulators and integrated sector regulators and insights from those activities. This information and data should not be used to compare compliance levels between sectors.

Department of Health

The Health Regulator was formally established in February 2024 as the main regulatory oversight branch of the DH.

The Health Regulator undertook a range of education and capacity building activities, including the development and distribution of three targeted sector bulletins, ongoing maintenance of the Health Regulator's website and the publication of a revised Self-Assessment Tool and Guidance. In November 2025, the Health Regulator delivered a Community of Practice (CoP) focused on Standard 9 (Physical and Online environments) that was informed by sector feedback and provided an opportunity for peer-learning, sharing of sector resources and discussion of practical approaches to implementation of the CSS.

In 2025–26, the Health Regulator completed six compliance assessments with no instances of non-compliance identified within those assessments.

Table 2.15: Department of Health Child Safe Standards compliance assessment data from the period between 1 July 2025 to 30 June 2026

Standard	Number of times Standard was assessed	Number of times Standard was assessed and non-compliance was identified	Number of times Standard was assessed and no non-compliance was identified
CSS1	1	0	1
CSS2	6	0	6
CSS3	2	0	2
CSS4	1	0	1
CSS5	2	0	2
CSS6	5	0	5
CSS7	2	0	2
CSS8	1	0	1
CSS9	1	0	1
CSS10	1	0	1
CSS11	5	0	5

No formal compliance or enforcement actions were required during the reporting period. All necessary outcomes were achieved through voluntary and assisted actions, including general and targeted guidance and education.

Victorian Early Childhood Regulatory Authority

Established on 1 January 2026, taking over from the Quality Assessment Regulation Division (QARD), VECRA is the new integrated sector regulator for the CSS in the early childhood education and care sector. Both QARD and VECRA are referred to as the Regulatory Authority in this report.

In 2025–26, VECRA conducted regionally based education sessions and meetings with early childhood education and care approved providers and services that included information and discussions on the CSS.

VECRA assessed compliance with the CSS as part of its broader regulatory visits to services, as well as through its investigations and assessments. These visits include discussion about the CSS but do not necessarily assess compliance with all Standards. Of the 4,409 broader regulatory visits, Authorised Officers identified 122 non-compliance actions with the CSS at 145 visits. These were predominantly against CSS 1, 2, 7 and 9.

Table 2.16 records compliance assessment findings from VECRA's Focussed/Themed Child Safe Standards Visit Program to monitor compliance with CSS in 2025–26. These visits were conducted at 76 early childhood education and care services, during which Authorised Officers made focussed inquiries to assess the service's compliance with CSS. The figures in Table 2.16 show the number of times each Standard was assessed and whether some level of non-compliance was identified. They do not represent the number of formal compliance actions issued, as not all non-compliance identified through focused visits resulted in a compliance action or breach.

Table 2.16: VECRA Child Safe Standards compliance assessment data from the period between 1 July 2025 to 30 June 2026

Standard	Number of times Standard was assessed	Number of times Standard was assessed and non-compliance was identified	Number of times Standard was assessed and no non-compliance was identified
CSS1	69	53	16
CSS2	56	43	13
CSS3	51	31	20
CSS4	51	11	40
CSS5	51	31	20
CSS6	74	32	42
CSS7	72	54	18
CSS8	71	42	29
CSS9	70	57	13
CSS10	54	16	37
CSS11	57	41	16

During the CSS focused visits, minimum requirements identified as requiring particular attention included 1.3 (antiracism), 3.1 (children informed of their rights), 5.3 (equity), 7.1 (child-focused complaints policy), 7.4 (complaints reporting), 9.1 (risk identification and mitigation) and 11.1 (policies address all CSS).

Victorian Registration and Qualifications Authority

The VRQA is the CSS regulator for registered schools, school boarding premises, school-sector providers of courses to overseas students (that is, providers on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)), non-school senior secondary and foundation secondary providers (NSSSFSP), student exchange organisations (SEOs) and VRQA-regulated Registered Training Organisations (RTOs) that deliver training to children under 18 years of age.

Registered schools, school boarding premises, and schools registered as CRICOS providers, SEOs and RTOs are required to comply with Ministerial Order No.1359 – Implementing the Child Safe Standards – Managing the risk of child abuse in schools and school boarding premises (Ministerial Order 1359). Non-school CRICOS providers, SEOs, RTOs and NSSSFSPs are required to comply with the CSS.

The VRQA undertakes assessments of the CSS when it registers and regulates government, Catholic and independent schools, school boarding premises, SEOs, CRICOS providers and RTOs. The VRQA also directly reviews independent schools every 5 years and may open an out-of-cycle review of any government, Catholic or independent school at any time.

The VRQA has appointed two review bodies with responsibility for reviewing registered schools' compliance with the Standards. These are the Department of Education (DE) for government schools and the Victorian Catholic Education Authority (VCEA) for non-government Catholic schools. Under the review body arrangements, VCEA and DE undertake cyclical reviews, out-of-cycle reviews and investigations of Catholic and government schools only. Data provided by these review bodies is included in this report, which is for reviews closed during the reporting period.

During 2025–26, the VRQA continued to provide guidance and stakeholder engagement focused on assisting providers to comply with the Standards. Between 1 July 2025 and 30 June 2026, the CSS for education providers website section on VRQA's website had 10,741 sessions, by 7,882 users and maintained high levels of user satisfaction.

In addition, compliance with the CSS was a focus of the 2025 and 2026 school cyclical review programs. All school reviews and CRICOS re-registrations included site visits to better assess implementation and practice. All non-compliant schools were also offered the opportunity to meet with VRQA staff to get clarity and guidance about how to comply. To drive consistency and quality of assurance, training sessions were also held for school reviewers that covered Ministerial Order 1359 and the CSS.

Strategies to ensure consistent approaches to compliance and assessment regarding Ministerial Order 1359 were incorporated into new review body Memoranda of Understanding (MoUs) with DE and VCEA. As part of its MoU, the VCEA was required to develop and implement a comprehensive assurance framework and new review model, which involves directly reviewing Catholic schools. This new approach commenced in 2025, and reflects a more rigorous, consistent and evidence-based assessment methodology, improved identification and reporting of non-compliance and greater oversight of schools' implementation of the CSS, rather than a decline in child safety performance or increased risk across the sector.

To support the review body arrangements and drive quality and consistency across sectors, the community of practice attended by the VRQA, DE and VCEA met regularly in the reporting period.

Both DE and VCEA continue to support their schools to comply with the CSS including providing resources and guidance, regular communications to schools and school boarding premises, and providing training to their reviewers. DE also provides training to school staff.

The 2025–26 reporting period represents the third full 12-month cycle the VRQA is reporting on compliance monitoring activities against Ministerial Order 1359.

Table 2.17: Standards assessed for registered schools, school boarding premises and CRICOS providers and outcomes 2025–26 (noting total duty holders is 2,347)

Standard	Number of assessments[1]				Non-compliance identified[2]			Number assessed as not compliant following rectification[3]		
	All schools	Government	Catholic	Independent	Government	Catholic[4]	Independent	Government	Catholic	Independent
1	623	478	99	46	47	15	12	0	1	0
2	623	478	99	46	241	37	26	0	2	0
3	623	478	99	46	200	11	17	0	1	0
4	623	478	99	46	166	11	8	0	0	0
5	623	478	99	46	147	10	13	0	1	0
6	623	478	99	46	314	25	23	0	0	0
7	623	478	99	46	106	20	27	0	0	0
8	623	478	99	46	208	19	24	0	0	0
9	623	478	99	46	123	17	21	0	0	0
10	623	478	99	46	189	45	18	0	1	0
11[5]	623	478	99	46	408	62	36	0	2	0

1 This table consolidates the data for registration activity for registered schools and school boarding premises, including re-approval of CRICOS providers, school and school boarding premises reviews, school and school boarding premises investigations and assessments following a complaint. There were 3 new school registration applications that were refused due to non-compliance with MO1359. These have not been included in the table as they are not a registered duty holder.

2 Ministerial Order No. 1359 has 126 separate requirements schools and school boarding premises must meet to demonstrate compliance with the Child Safe Standards, compared to 50 requirements under the Child Safe Standards. This naturally leads to higher identified rates of non-compliance.

3 Catholic school reviews were closed with non-compliances against MO1359. New reviews of these two schools were opened immediately under the VCEA's new review model. Both schools are now compliant.

4 The level of non-compliance reported overall by Catholic schools has seen a significant increase since the VCEA commenced directly reviewing Catholic schools in 2025. Refer to contextual details above the table.

5 Child Safe Standard 11 is an overarching implementation standard. As a result, where a school is not compliant with any requirement of Standards 1 to 10, this results in non-compliance with Standard 11.

Table 2.18: CSS assessed for NSSSFSPs, SEOs and RTOs and outcomes 2025–26 (noting total duty holders is 142)

Standard	Number of assessments			Non-compliance identified			Number assessed as not compliant following rectification		
	NSSSFSP	SEO	RTO[1]	NSSSFSP	SEO	RTO	NSSSFSP	SEO	RTO
1	5	2	4	3	1	1	0	0	0
2	5	2	4	5	2	1	0	0	0
3	5	2	4	5	2	1	0	0	0
4	5	2	4	3	1	2	0	0	0
5	5	2	4	0	1	2	0	0	0
6	5	2	4	3	2	2	0	0	0
7	5	2	4	2	2	0	0	0	0
8	5	2	4	2	2	2	0	0	0
9	5	2	4	5	2	0	0	0	0
10	5	2	4	3	2	2	0	0	0
11	5	2	4	5	2	1	0	0	0

1 A total of 14 RTOs were approved or reapproved in the period. The 10 RTOs not assessed were registered schools or do not deliver to students under 18.

The VRQA became an integrated sector regulator on 1 January 2023. As a result, the VRQA now has an expanded range of regulatory tools and powers. During the period the VRQA did not exercise any of the new powers contained in s.41K(3) of the CWS Act.

Workforce Inspectorate Victoria

Businesses that employ children under 15 years of age need a Child Employment Licence from the WIV and are required to abide by child employment laws, which include the CSS and the *Child Employment Act 2003* (CE Act).

To support and promote compliance with the Standards and child employment laws, WIV undertook a range of educational and engagement activities, including:

- maintained guidance material and resources on its website
- delivered targeted presentations and webinars to key stakeholders
- 841 employers were issued a child employment licence, during which they received information outlining their obligations under the Standards
- Authorised Officers conducted field visits across the Great South Coast, Mornington Peninsula and East Gippsland, inspecting 305 employers. Field visits were complemented by media releases and local media coverage, extending awareness of child employment obligations to the wider community.

During the financial year, WIV commenced 153 compliance assessments and finalised 135, with 26 ongoing at year-end. Standard 6 was assessed in 135 instances, with 26 assessments identifying a breach. Standard 7 was assessed in 111 instances, with compliance found in all instances.

In 2025–26, all noncompliance resulted in the provision of information and education to support ongoing compliance with the CE Act and the CSS.

During 2025–26, the Workforce Inspectorate issued 12 CSS Notice(s) to Produce to ask for evidence specifically addressing compliance with all the Standards. Eleven of these were issued to high-volume employers in the entertainment industry. Compliance assessments found that all 12 employers were compliant with the Standards and had systems and processes in place to support compliance.

841 employers issued a child employment licence

305 employers inspected in field visits

153 compliance assessments commenced

135 compliance assessments finalised

12 Child Safe Standards Notice(s) to Produce issued

Table 2.19: WIV CSS compliance assessment data from the period between 1 July 2025 to 30 June 2026

Standard	Number of times Standard was assessed	Number of times Standard was assessed and non-compliance was identified	Number of times Standard was assessed and no non-compliance was identified
CSS1	12	0	12
CSS2	12	0	12
CSS3	12	0	12
CSS4	12	0	12
CSS5	12	0	12
CSS6	136	26	110
CSS7	112	0	112
CSS8	12	0	12
CSS9	12	0	12
CSS10	12	0	12
CSS11	12	0	12

Enforcement action by all CSS regulators

The SSR is required to report on enforcement action taken by all CSS regulators.

Table 2.20: Enforcement action taken by CSS regulators in 2025–26[1].

Enforcement action	Number issued by SSR/CCYP	Number issued by VECRA	Number issued by WIV	Number issued by DH
Notice to produce	6	N/A	12	–
Notice to comply	15	–	–	–
Infringement	1	–	–	–

1 The VRQA used pre-existing powers under the *Education Training and Reform Act 2006* (ETR Act) to ensure compliance with the Child Safe Standards, accepting 1 enforceable undertaking and imposing conditions on 2 schools. Additionally, the VRQA used its powers under the ETR Act to cancel a school's approval to provide courses for overseas students, which resulted in the school ceasing to operate.

Section 3

Planning for the Future

Strategic Plan 2025–27

The SSR's Strategic Plan for 2025–27 outlines how we will meet the SOEs and continues to inform our business planning. The strategic plan will be revised in 2027 during its final year of delivery.

The SSR Strategic Plan 2025–27 is available on our website.

Image 1.1: Overview of SSR Strategic Plan 2025–27 – *Supporting the safe delivery of social services*.

Our Vision

Social services are **safe and treat people with agency and dignity**

Our Purpose and Principles

- Effective
- Fair
- Proportionate
- Clear
- Inclusive
- Accountable
- Collaborative

Our Outcomes

The safety of social services users is at the centre of social services delivery

Descriptors of success:

- Service providers and carers who pose an unacceptable risk to service users are excluded from service
- Service user feedback and service provider notifications inform our regulatory response
- Aboriginal service users feel safe and respected
- Personal characteristics of service users are considered and respected
- Service user information is appropriately collected, used, shared and protected

Service providers understand their obligations and deliver safe services

Descriptors of success:

- Providers understand the Social Services Standards and the Child Safe Standards and their compliance obligations
- Providers integrate meeting the Standards into their operations
- Providers comply with their obligations under the Worker and Carer Exclusion Scheme
- Service providers report that public guidance and education is accessible and useful
- Service providers continuously improve their services to reduce avoidable harm

A responsive, proactive and connected regulator

Descriptors of success:

- Continuous improvement of guidance and communications to ensure they are effective, consistent and accessible and respond to sector feedback
- A proactive approach to compliance monitoring that includes working with peer regulators and agencies
- Effective analysis of intelligence and information sharing with relevant agencies to achieve a connected and integrated view

Strengthened and more streamlined regulation

Descriptors of success:

- Enforcement actions are proportionate and based on risk
- A regulatory approach informed by intelligence and analysis
- Duplication and efficiencies are identified to reduce regulatory burden
- Right tools, people and processes are applied at the right time

Our Strategic Focus Areas

Regulatory approach

1. Embed a risk-based regulatory framework in our regulatory activities
2. Support a culture of continuous improvement across the sectors, standards and schemes we regulate
3. Implement the Government's child safety reform program
4. Capture, analyse and use data, information and intelligence to inform activity and improvements
5. Review and adjust regulatory approach based on first three years of operation

Peer regulation

1. Build and strengthen peer regulator relationships
2. Identify and work with key peer regulators to map the social services regulatory landscape
3. Proactively share information to reduce harm and decrease regulatory burden and duplication
4. Work with peer regulators to ensure service users are connected to support when they need it
5. Work with co-regulators to promote and enforce Child Safe Standards

Engagement with service users, providers and stakeholders

1. Proactively engage with and consider the needs of the diverse stakeholders who access, provide and interact with the social services we regulate
2. Increase awareness of the role of the Regulator
3. Develop sector specific engagement strategies and guidance that supports compliance
4. Actively seek the advice and perspectives of Aboriginal people on cultural safety and self-determination

Our people

1. Foster a workplace culture that prioritises learning, continuous improvement and staff wellbeing
2. Support our people to use their expertise and experience effectively and invest in their capability
3. Ensure our people have the role clarity and resources to do their jobs well
4. Ensure our people have awareness of cultural safety and regulate in a way that recognises the strengths and resilience of Aboriginal people

Business systems and processes

1. Enable risk-based decision making through effective collection, analysis and reporting of information
2. Streamline systems and processes to reduce administrative burden and duplication with a focus on registration and incident reporting
3. Continually implement protocols to protect our systems and information
4. Efficiently manage our budget to meet our statutory obligations and regulatory outcomes

Accountability and transparency

1. Build confidence in independence of the Regulator
2. Promote our role and impact to stakeholders, duty holders and the community
3. Seek and act where appropriate on feedback from stakeholders and regulated entities
4. Deliver on government expectations
5. Meet compliance and reporting obligations

Section 4

Financial Information & Compliance

Financial Management Information

On 28 August 2024, under s 53 of the *Financial Management Act 1994* (FM Act), the Assistant Treasurer approved the SSR's financial statements to be included in the accounts of DFFH in its annual report.

A summary of the SSR's expenditure for the financial year ended 30 June 2026, can be found in Table 4.1 below. For further information, please refer to the DFFH 2025–26 Annual Report.

Table 4.1: SSR Expenditure During the Financial Year Ended 30 June 2026

Expenditure	2025–26 ($)
Salaries and on-costs	21,931,457
Operating expenses	10,560,285
Total	**32,491,742**

Social Services Regulator financial management compliance attestation

I, Jonathan Kaplan, certify that the Social Services Regulator has no Material Compliance Deficiency with respect to the applicable Standing Directions under the FM Act and Instructions.



Jonathan Kaplan
Social Services Regulator

6 October, 2026

Section 5

Appendices

Appendix 1: Disclosure Index

The annual report of the Social Services Regulator is prepared in accordance with all relevant Victorian legislation and pronouncements. This index has been prepared to facilitate identification of compliance with statutory disclosure requirements.

Table 5.1: Financial Reporting Directions

Financial reporting directions (FRDs)	Requirement	Page reference
FRD 22	Manner of establishment and responsible minister	13
FRD 22	Purpose, functions, powers and duties	14
FRD 22	Key initiatives and projects	14
FRD 22	Nature and range of services provided	23

Table 5.1.1: Management and Structure

FRD	Requirement	Page reference
FRD 22	Organisational structure	57

Table 5.1.2: Financial and Other Information

FRD	Requirement	Page reference
FRD 10	Disclosure index	55
FRD 12	Disclosure of major contracts	64
FRD 15	Executive disclosures	62
FRD 22	Employment and conduct principles	59
FRD 22	Occupational health and safety policy	63
FRD 22	Summary of the financial results for the year	See annual report of the Department of Families, Fairness and Housing
FRD 22	Significant changes in financial position during the year	Not applicable
FRD 22	Major changes or factors affecting performance	Not applicable
FRD 22	Subsequent events	Not applicable
FRD 22	Application and operation of *Freedom of Information Act 1982* (Vic)	64

Continued >

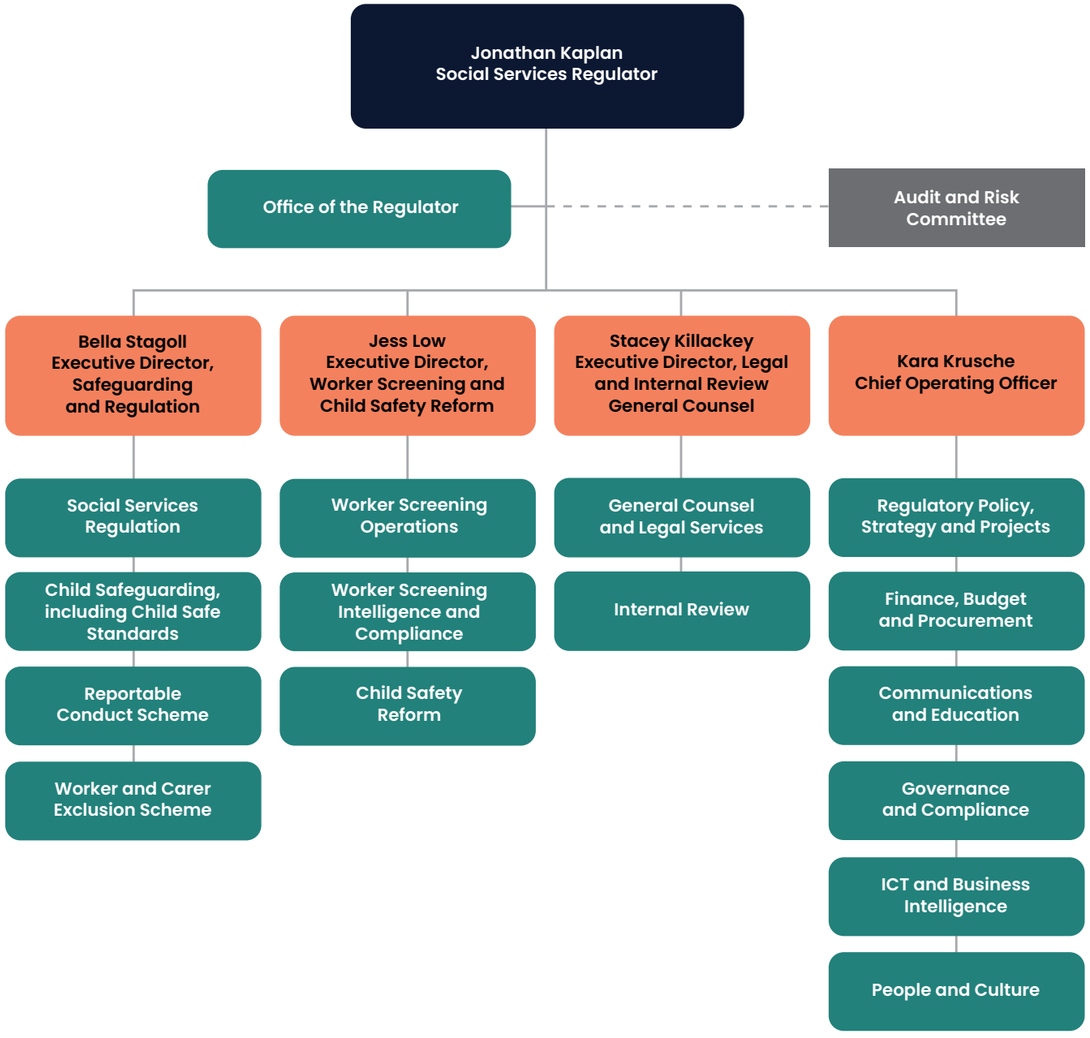
FRD	Requirement	Page reference
FRD 22	Compliance with building and maintenance provisions of *Building Act 1993* (Vic)	65
FRD 22	Statement on National Competition Policy	Not Applicable
FRD 22	Application and operation of the *Public Interest Disclosures Act 2012* (Vic)	65
FRD 22	Application and operation of the *Carers Recognition Act 2012* (Vic)	66
FRD 22	Details of consultancies over $10,000	63
FRD 22	Details of consultancies under $10,000	64
FRD 22	Disclosure of government advertising expenditure	63
FRD 22	Disclosure of ICT expenditure	64
FRD 22	Reviews and studies expenditure	64
FRD 22	Statement of availability of other information	67
FRD 22	Asset Management Accountability Framework (AMAF) maturity attestation	Not applicable
FRD 22	Disclosure of emergency procurement	66
FRD 22	Disclosure of social procurement activities under the Social Procurement Framework	66
FRD 22	Disclosure of procurement complaints	66
FRD 24	Reporting of environmental data	67
FRD 25	Local Jobs First	67
FRD 29	Workforce data disclosures	59

Table 5.1.3 Compliance Attestation and Declaration

Standing Directions 2018 (SDs) under the *Financial Management Act 1994*	Requirement	Page reference
SD 5.1.4	Attestation for compliance with Ministerial Standing Direction	53
SD 5.2.3	Declaration in report of operations	3

Appendix 2: Organisational Structure

Image 5.2: Organisational Chart as at 30 June 2026



Audit and Risk Committee

The SSR has established an Audit and Risk Committee (ARC) in accordance with the Standing Directions 2018 issued under the FM Act.

The purpose of the ARC is to provide independent assurance and advice to the Social Services Regulator on the effectiveness of SSR's internal control, risk management and compliance frameworks and its financial statement responsibilities.

The ARC assists the Social Services Regulator as the "Responsible Body" in fulfilling the Regulator's responsibilities. The primary responsibility for financial reporting, internal control, risk management and compliance with laws, regulations and ethics rests with the Regulator (who is also the "Accountable Officer") and the executive management of the SSR.

ARC considers reports from the Regulator, executive management, employees and auditors to provide assurance about the integrity of SSR's risk management and financial processes, systems and reporting.

The 2025–26 ARC comprised three independent members:

- Julia Griffiths (Chair)
- Ian Turnbull (Member)
- Ken Parsons (Member)

Appendix 3: Workforce Data

Employment and conduct principles

The SSR is committed to applying merit and equity principles when appointing staff, in line with VPS-wide recruitment and selection policies and guidelines. These selection processes ensure applicants are assessed and evaluated fairly and equitably on the basis of the key selection criteria and other accountabilities without discrimination. Employees have been correctly classified in workforce data collections.

Public sector values and employment principles

The *Public Administration Act 2004* established the Victorian Public Sector Commission (VPSC). The VPSC's role is to strengthen public sector efficiency, effectiveness and capability, and to advocate for public sector professionalism and integrity.

The SSR introduced policies and practices that are consistent with the VPSC's employment standards and provide for fair treatment, career opportunities and the early resolution of workplace issues. The SSR advised its employees on how to avoid conflicts of interest, how to respond to offers of gifts and how it deals with misconduct.

During 2025–26, the SSR implemented a new induction program which ensures all employees have a strong foundation in the public sector values and employment principles, and a shared understanding of the behaviours, standards and responsibilities expected of all staff.

Comparative workforce data

The following table discloses the head count and full-time equivalent (FTE) of all active public service employees of the SSR, employed in the last full pay period in June 2026, and in the last full pay period in June of the previous reporting period (2025). The role of the Regulator was appointed by the Governor in Council in February 2024.

The increase in workforce numbers from June 2025 to June 2026 is due to the expanded remit of the SSR from February 2026, bringing into SSR new regulatory functions in line with recommendations from the Rapid Child Safety Review.

Table 5.3: Workforce data in June 2025 and June 2026

		June 2025							June 2026						
		All employees		Ongoing			Fixed term and casual		All employees		Ongoing			Fixed term and casual	
		Number (headcount)	FTE	Full-time (headcount)	Part-time (headcount)	FTE	Number (headcount)	FTE	Number (headcount)	FTE	Full-time (headcount)	Part-time (headcount)	FTE	Number (headcount)	FTE
Demographic data	**Gender**														
	Women	63	60.11	35	8	40.77	20	19.34	155	145.24	96	22	111.24	37	34.00
	Men	26	25.8	12	0	12	14	13.8	52	50.67	38	2	39	12	11.67
	Self-described	1	1	1	0	1	0	0	3	3	3	0	3	0	0
	Age														
	15-24	1	1	0	0	0	1	1	3	3	3	0	3	0	0
	25-34	24	23.6	12	1	12.6	11	11	56	51.55	34	8	38.7	14	12.8
	35-44	28	26.62	14	2	15.28	12	11.34	68	63.55	45	9	51.08	14	12.47
	45-54	19	18.59	11	2	12.59	6	6	46	45.31	29	2	30.71	15	14.6
	55-64	14	13.5	8	2	9.7	4	3.8	28	27.3	20	3	22.3	5	5
	65+	4	3.6	3	1	3.6	0	0	9	8.2	6	2	7.4	1	0.8
Classification data	**VPS 1-6 grades**	**85**	**81.91**	**48**	**8**	**53.77**	**29**	**28.14**	**199**	**187.91**	**137**	**24**	**153.24**	**38**	**34.67**
	VPS 2	0	0	0	0	0	0	0	1	1	1	0	1	0	0
	VPS 3	5	5	1	0	1	4	4	16	16	14	0	14	2	2
	VPS 4	25	24.40	10	2	11.4	13	13	82	77.06	56	12	64.26	14	12.8
	VPS 5	36	33.68	22	6	26.37	9	7.31	64	59.38	40	9	46.08	15	13.3
	VPS 6	19	18.83	15	0	15	3	3.83	36	34.47	26	3	27.90	7	6.57
	Senior employees	**5**	**5**	**1**	**0**	**1**	**4**	**4**	**11**	**11**	**0**	**0**	**0**	**11**	**11**
	STS	2	2	1	0	1	1	1	0	0	0	0	0	0	0
	Executives	2	2	0	0	0	2	2	10	10	0	0	0	10	10
	Other	1	1	0	0	0	1	1	1	1	0	0	0	1	1
	Total employees	**90**	**86.91**	**49**	**8**	**54.77**	**33**	**32.14**	**210**	**198.91**	**137**	**24**	**153.24**	**49**	**45.67**

Note:

a) The increase in employee numbers from 2025 to 2026 reflects the expanded functions of the SSR as a result of the 2025 Rapid Child Safety Review, https://www.vic.gov.au/rapid-child-safety-review including associated transfer of staff from the Department of Government Services and the Commission for Children and Young People.

b) The total FTE across VPS1-6 grades reported in the 2024–25 annual report contained a sub-totalling error. This has been corrected in the above table.

The following table discloses the annualised total salary for senior employees of the SSR, categorised by classification. The salary amount is reported as the full-time annualised salary.

Table 5.4: Annualised total salary of senior employees

Income band 2025–26 (full-time annualised salary)	Senior executive service	Other
$200 000 – $219 999	1	
$220 000 – $239 999	2	
$240,000 – $259,999	2	
$260,000 – $279,999	1	
$280,000 – $299,999	1	
$300,000 – $319,999	2	
$320,000 – $339,999		
$340,000 – $359,999	1	
$360,000 – $379,999		
$380,000 – $399,999		
$400 000 – $419 999		
$420 000 – $439 999		1
Total	**10**	**1**

Appendix 4: Other Disclosures

Occupational health and safety

The health, safety and wellbeing of our people is fundamental to our ability to regulate effectively and safeguard the rights, safety and wellbeing of children and people who use social services. We recognise that our work can be difficult, specifically for staff exposed to distressing content. The SSR is committed to providing an environment where our people feel safe, healthy and supported.

This year, to continue strengthening our occupational health and safety approach, the SSR:

- reset our OH&S Consultative Committee and OH&S framework to accommodate new teams and functions joining the SSR following the machinery of government changes in February 2026
- maintained the provision of an employee wellbeing and support program and critical incident support
- provided employee support through access to trained Peer Support Officers
- designed a new learning program to focus on managing wellbeing and recognising vicarious trauma, dealing with complex behaviours and de-escalating difficult situations, and
- updated our staff induction program to ensure all new staff are aware of the SSR's OH&S framework, processes and systems to support the health, safety and wellbeing of our employees.

Incident management

The SSR uses the Department of Families, Fairness and Housing's *OurSafety* system to report workplace health, safety and wellbeing incidents and hazards. In the 2025–26 financial year, there were 13 incidents reported: 8 hazards and 5 injuries. This is an increase of 4 from the previous year, reflecting the growth of the organisation.

In 2025–26, reported incidents were mostly related to work outside the office environment. Risk assessments are undertaken prior to site visits to identify, assess and manage OH&S risks to employees before commencing regulatory activities offsite.

There were no claims during this period.

Government advertising expenditure

The SSR did not commission any advertising campaigns during 2025–26.

Consultancy expenditure

Details of consultancies valued at $10,000 or greater

In 2025–26 there was one consultancy where the total fees payable was $10,000 or greater.

The total value of this consultancy was $50,000

Table 5.5: Consultancies Valued at $10,000 or Greater

Consultant	Purpose of consultancy	Total approved project fee ($) (excl. GST)	Expenditure 2025–26 ($) (excl. GST)	Future expenditure ($) (excl. GST)
Code Black Psychology	Working with Children Checks – Risk Assessment and Decision -Making Framework	$50,000	$50,000	$50,000

Details of consultancies under $10,000

In 2025–26, the SSR did not engage any consultants with individual costs less than $10,000.

Information and communication technology (ICT) investment

In 2025–26, the SSR had a total ICT expenditure of $502,603.

Table 5.6: ICT investment

Business-as-usual	ICT expenditure related to projects to create or enhance ICT capabilities		Total ICT expenditure ($)
	Operational expenditure	Capital expenditure	
$423,546	$79,057	0	$502,603

ICT expenditure refers to the SSR's costs in providing business-enabling ICT services within the current reporting period. It comprises Business as Usual (BAU) ICT expenditure and Non-Business as Usual (Non-BAU) ICT expenditure. Non-BAU ICT expenditure relates to extending or enhancing the SSR's current ICT capabilities. BAU ICT expenditure is all remaining ICT expenditure that primarily relates to ongoing activities to operate and maintain the current ICT capability.

Reviews and Studies Expenditure

In 2025–26, the SSR did not incur any reviews and studies expenditure.

Disclosure of Major Contracts

A major contract is a contract greater than $10 million in value. The SSR did not enter into any major contracts during 2025–26.

Freedom of information

Freedom of Information Act 1982

The *Freedom of Information Act 1982* (FOI Act) gives the public access to documents held by the SSR. The purpose of the FOI Act is to extend, as far as possible, the right of the community to access information held by government departments, local councils, ministers and other bodies subject to the FOI Act. This applies to documents both created by agencies and supplied to agencies by an external organisation or individual.

An applicant has a right to apply for access to documents held by the SSR. This comprises documents both created by the SSR or supplied to the SSR by an external organisation or individual, and may also include maps, films, microfiche, photographs, computer printouts, computer discs, tape recordings and videotapes. Information about the type of material produced by the SSR is available on the SSR's website under our Part II Information Statement.

Under the FOI Act, the FOI processing time for requests received is 30 calendar days. However, when external consultation is required under ss29, 29A, 31, 31A, 33, 34 or 35, a 15-day automatic extension applies. Processing time may also be extended by periods of up to 30 days, in consultation with the applicant. With the applicant's agreement this may occur any number of times. However, obtaining an applicant's agreement for an extension cannot occur after the expiry of the timeframe for deciding a request. If an applicant is not satisfied by a decision made by the SSR, under s 49A of the FOI Act, they have the right to seek a review by the Office of the Victorian Information Commissioner (OVIC) within 28 days of receiving a decision letter.

Making a request

Freedom of information requests can be made using the options available on the SSR's website.

An application fee of $33.60 applied in 2025–26.

When making an FOI request, applicants should ensure requests are in writing, clearly identify what types of material/documents are being sought and be accompanied by the application fee to be a valid request. In cases of hardship, applicants can request for the fee to be waived.

Exemption from *Freedom of Information Act 1982*

S 210 of the Act creates a broad exemption from the FOI Act. It says that any document held by the Regulator or a panel, including the WCES Panel or the Independent Expert Advisory Panel for Internal Review of a WWC Check decision, is exempt from FOI, "to the extent" that it discloses "protected information." "Document" carries the same meaning it has in the FOI Act.

S 188 of the Act defines "protected information" as material that is:

- not already in the public domain
- obtained by or disclosed to the Regulator, an independent investigator, a panel member
- an authorised officer or their staff gathered or shared in order to perform any function or duty under the Act (or another act)
- communicated either in the course of exercising regulatory powers, by another relevant agency, or under certain specified parts of the Act.

This exemption covers many types of SSR documents, which means members of the public may not be able to access them through FOI requests. More information is available on our website.

Freedom of information statistics

In 2025–26, the SSR received 16 requests under the FOI Act. No decisions were subject to a complaint or review by OVIC or referred to the Victorian Civil and Administrative Tribunal (VCAT).

Further information

Further information regarding the operation and scope of FOI can be obtained from the Act, regulations made under the Act and OVIC's website.

Compliance with the *Building Act 1993*

The SSR does not own or control any government buildings and consequently is exempt from notifying its compliance with the building and maintenance provisions of the *Building Act 1993*.

Compliance with the *Public Interest Disclosures Act 2012*

The *Public Interest Disclosures Act 2012* (PID Act) encourages and assists people in making disclosures of improper conduct by public officers and public bodies. The PID Act provides protection to people who make disclosures in accordance with the Act and establishes a system for the matters disclosed to be investigated and rectifying action to be taken.

The SSR does not tolerate improper conduct by employees, nor the taking of reprisals against those who come forward to disclose such conduct. It is committed to ensuring transparency and accountability in its administrative and management practices and supports the making of disclosures that reveal corrupt conduct, conduct involving a substantial mismanagement of public resources, or conduct involving a substantial risk to public health and safety or the environment.

The SSR will take all reasonable steps to protect people who make such disclosures from any detrimental action in reprisal for making the disclosure. It will also afford natural justice to the person who is the subject of the disclosure to the extent it is legally possible.

Reporting procedures

Disclosures of improper conduct or detrimental action by the SSR or any of its employees may be made to the Independent Broad-based Anti-corruption Commission (IBAC):

Level 1, North Tower, 459 Collins Street
Melbourne VIC 3000
Phone: 1300 735 135
Website: www.ibac.vic.gov.au

Public interest disclosure statistics

In 2025–26, the SSR was not made aware of any public interest disclosures made to IBAC by an individual regarding the SSR or any of its employees.

Compliance with the *Carers Recognition Act 2012*

The SSR has taken measures to comply with its obligations under the *Carers Recognition Act 2012*, which aims to recognise and promote the importance of carers and care relationships in our community.

The SSR considers the care relationships principles set out in the Carers Recognition Act when setting internal policies. In 2025–26, we continued to embed our leave and flexible work policies, supporting hybrid working arrangements, individual flexible work arrangements and use of leave to support caring responsibilities.

Compliance with the *Disability Act 2006*

The *Disability Act 2006* reaffirms and strengthens the rights of people with disability and recognises that this requires support across the government sector and within the community. The Disability Act requires public sector bodies to prepare a disability action plan for the purpose of:

- reducing barriers to people with disability accessing goods, services and facilities
- reducing barriers to people with disability obtaining and maintaining employment
- promoting the inclusion and participation in the community of people with disability
- achieving tangible changes in attitudes and practices which discriminate against people with disability.

The SSR is in the process of developing its first disability action plan to reflect the organisation's growth and expanded functions during 2025–26. This plan will be finalised in 2026–27.

Key activities undertaken during 2025–26 that contribute to our emerging plan include:

- enhancing the SSR's approach to recruitment and onboarding to embed inclusive recruitment practices throughout the process and promote workplace adjustments and access to flexible work
- commencing work to understand and analyse our workforce and experience data relating to people with disability at the SSR
- enhancing the accessibility of public facing communication about the SSR's expanded functions and schemes, including webinars delivered with live captioning, additional accessible web content and clear guidance for people accessing the SSR's schemes.

Disclosure of emergency procurement

The SSR did not activate any emergency procurement activities in 2025–26.

Disclosure of social procurement activities under the Social Procurement Framework

As a Victorian Government agency, the SSR is aligned with the Victorian Government's Social Procurement Framework. The SSR's procurement activity is administered by DFFH, and our social procurement activities will be reported as part of the DFFH 2025–26 Annual Report.

Disclosure of procurement complaints

Under the Governance Policy of the Victorian Government Purchasing Board (VGPB), the SSR must disclose any formal complaints relating to the procurement of goods and services received through its procurement complaints management system.

The SSR did not receive any formal procurement complaints in 2025–26.

Reporting of environmental data

The SSR has a service level agreement in place with DFFH for the provision of office accommodation and fleet services. Environmental data relating to the SSR is included as part of the overall environmental data reporting in DFFH 2025–26 Annual Report.

Local Jobs First

The *Local Jobs First Act 2003*, introduced in August 2018, brings together the Victorian Industry Participation Policy and the Major Project Skills Guarantee policy, which were previously administered separately.

Departments and public sector bodies are required to apply the Local Jobs First policy in all projects valued at $3 million or more in metropolitan Melbourne or, for statewide projects, $1 million or more for projects in regional Victoria.

The Major Project Skills Guarantee applies to all construction projects valued at $20 million or more.

The SSR did not engage in any applicable tenders or projects which met the required thresholds for the application of the Local Jobs First Policy during the reporting period.

Additional information available on request

In compliance with the requirements of the Standing Directions 2018 under the FM Act, details in respect of the items listed below have been retained by the SSR and are available on request, subject to the provisions of the FOI Act.

- a statement that declarations of pecuniary interests have been duly completed by all relevant officers
- details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary
- details of publications produced by the entity about itself, and how these can be obtained
- details of changes in prices, fees, charges, rates and levies charged by the entity
- details of any major external reviews carried out on the entity
- details of major research and development activities undertaken by the entity
- details of overseas visits undertaken, including a summary of the objectives and outcomes of each visit
- details of the major promotional, public relations and marketing activities undertaken by the entity to develop community awareness of the entity and its services
- details of assessments and measures undertaken to improve the occupational health and safety of employees
- a general statement on industrial relations within the entity and details of time lost through industrial accidents and disputes
- a list of major committees sponsored by the entity, the purposes of each committee and the extent to which the purposes have been achieved
- details of all consultancies and contractors including:
  - consultants/contractors engaged;
  - services provided; and
  - expenditure committed for each engagement.



If you wish to make a request for this information, you can contact the SSR at enquiries@ssr.vic.gov.au.

Appendix 5: Reportable Conduct Scheme Data Tables

Note RCS data is live and includes open matters; this means data can move over time and vary from previously published data. New information can come to light as a matter progresses and alter previous classifications or result in a matter being excluded because it is subsequently out of scope. Similarly, multiple notifications for the same matter may be consolidated and reclassified accordingly.

Table 5.7: Mandatory notifications of reportable allegations received by sector 2023–24 to 2025–26 and Scheme total

Sector	2023–2024		2024–2025		2025–2026		Percentage change 2024–25 to 2025–26	Since the start of the Scheme	
	No.	%	No.	%	No.	%	%	No.	%
Education	**759**	**40**	**949**	**43**	**1,026**	**38**	▲ 8	**4,387**	**34**
Government school	484		590		533		▼ 10	2,226	
Non-government school – Catholic	134		191		282		▲ 48	1,107	
Non-government school – Independent	114		154		197		▲ 28	948	
Senior secondary course/ qualification	26		12		12		0	87	
Student exchange program	0		0		2		–	7	
International student course	0		1		0		▼ 100	7	
Employee – other/admin	1		1		0		▼ 100	5	
Early childhood	**534**	**28**	**705**	**32**	**935**	**35**	▲ 33	**3,550**	**27**
Long day care	437		567		710		▲ 25	2,752	
Preschool / kindergarten	40		71		118		▲ 66	408	
Outside school hours care	46		54		87		▲ 61	311	
Family day care	8		11		17		▲ 55	71	
Childcare (4 or more children)	2		2		3		▲ 50	7	
Employee – other/admin	1		0		0		–	1	
Out of home care (OOHC)	**393**	**21**	**374**	**17**	**426**	**16**	▲ 14	**3,333**	**26**
Kinship care	162		179		186		▲ 4	1,184	
Residential care	106		114		138		▲ 21	1,078	
Foster care	111		73		96		▲ 32	965	
Employee – other/admin	12		7		3		▼ 57	54	
Respite and contingency care	1		0		2		–	26	
Lead tenant	1		1		1		0	21	
Permanent care	0		0		0		–	5	
Religious body	**57**	**3**	**51**	**2**	**88**	**3**	▲ 73	**550**	**4**
Disability	**42**	**2**	**45**	**2**	**60**	**2**	▲ 33	**330**	**3**
Youth justice	**22**	**1**	**18**	**1**	**46**	**2**	▲ 156	**281**	**2**
Child protection	**7**	**<1**	**13**	**1**	**15**	**1**	▲ 15	**83**	**1**
Accommodation	**14**	**1**	**9**	**<1**	**13**	**<1**	▲ 44	**76**	**1**
Health	**2**	**<1**	**8**	**<1**	**11**	**<1**	▲ 38	**69**	**1**
Victorian Government Departments	**11**	**1**	**7**	**<1**	**5**	**<1**	▼ 29	**57**	**<1**
Other	**47**	**2**	**48**	**2**	**68**	**3**	▲ 42	**311**	**2**
Total	**1,888**	**100**	**2,227**	**100**	**2,693**	**100**	▲ 21	**13,027**	**100**

▲ increase from 2024–25 to 2025–26

▼ decrease from 2024–25 to 2025–26

– not calculable (base year figure was zero)

Continued >

Table 5.8: Reportable allegations received by sector and conduct type

In this table, the category 'other' refers to notifications of allegations relating to organisations not otherwise captured in the other sectors, including youth services, aquatic and leisure centre workers and council workers. It also includes notifications of allegations from organisations that were subsequently deemed outside the Scheme.

Sector and Conduct type	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Education	**2,923**	**100**	**2,867**	**100**	**2,320**	**100**	**14,875**	**100**
Sexual misconduct	1,072	37	1,061	37	716	31	5,424	37
Physical violence	637	22	656	23	576	25	3,561	24
Behaviour that causes emotional or psychological harm to a child	619	21	556	19	439	19	3,189	21
Significant neglect of a child	428	15	406	14	448	19	1,820	12
Sexual offences	167	6	188	7	141	6	881	6
Out-of-home care	**1,496**	**100**	**1,304**	**100**	**1,067**	**100**	**9,840**	**100**
Physical violence	495	33	416	32	386	36	3,845	39
Significant neglect of a child	597	40	529	41	345	32	3,161	32
Behaviour that causes emotional or psychological harm to a child	301	20	256	20	206	19	1,988	20
Sexual misconduct	68	5	54	4	61	6	502	5
Sexual offences	35	2	49	4	69	7	344	4
Early childhood	**924**	**100**	**1,051**	**100**	**1,387**	**100**	**5,624**	**100**
Physical violence	509	55	654	62	830	60	3,375	60
Significant neglect of a child	137	15	175	17	217	16	796	14
Behaviour that causes emotional or psychological harm to a child	145	16	101	10	134	10	762	14
Sexual misconduct	101	11	95	9	169	12	547	10
Sexual offences	32	4	26	3	37	3	144	3
Religious body	**150**	**100**	**109**	**100**	**134**	**100**	**1,497**	**100**
Sexual offences	34	23	33	30	56	42	516	35
Sexual misconduct	42	28	37	34	30	22	357	24
Behaviour that causes emotional or psychological harm to a child	42	28	17	16	21	16	310	21
Physical violence	15	10	20	18	24	18	248	17
Significant neglect of a child	17	11	2	2	3	2	66	4
Disability	**84**	**100**	**80**	**100**	**73**	**100**	**523**	**100**
Physical violence	22	26	23	29	22	30	218	42
Significant neglect of a child	17	20	20	25	23	32	103	20
Sexual misconduct	18	21	17	21	18	25	90	17
Behaviour that causes emotional or psychological harm to a child	12	14	14	18	6	8	62	12
Sexual offences	15	18	6	8	4	6	50	10
Youth justice	**40**	**100**	**26**	**100**	**105**	**100**	**496**	**100**
Physical violence	20	50	8	31	17	16	240	48
Significant neglect of a child	15	38	8	31	69	66	147	30
Sexual misconduct	1	3	9	35	8	8	59	12
Behaviour that causes emotional or psychological harm to a child	4	10	1	4	8	8	35	7
Sexual offences	0	–	0	–	3	3	15	3

Continued >

Sector and Conduct type	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Accommodation	**68**	**100**	**21**	**100**	**15**	**100**	**202**	**100**
Sexual misconduct	30	44	18	86	3	20	85	42
Significant neglect of a child	22	32	0	–	3	20	47	23
Behaviour that causes emotional or psychological harm to a child	16	24	0	–	3	20	41	20
Sexual offences	0	–	1	5	3	20	16	8
Physical violence	0	–	2	10	3	20	13	6
Child protection	**10**	**100**	**26**	**100**	**25**	**100**	**162**	**100**
Significant neglect of a child	5	50	16	62	20	80	68	42
Physical violence	4	40	6	23	1	4	49	30
Sexual misconduct	0	–	2	8	2	8	19	12
Behaviour that causes emotional or psychological harm to a child	1	10	1	4	1	4	16	10
Sexual offences	0	–	1	4	1	4	10	6
Health	**3**	**100**	**14**	**100**	**14**	**100**	**153**	**100**
Physical violence	1	33	1	7	0	-	35	23
Significant neglect of a child	0	–	2	14	4	29	34	22
Sexual offences	1	33	3	21	4	29	33	22
Behaviour that causes emotional or psychological harm to a child	1	33	8	57	2	14	31	20
Sexual misconduct	0	–	0	–	4	29	20	13
Victorian Government Departments	**21**	**100**	**15**	**100**	**6**	**100**	**140**	**100**
Sexual offences	6	29	5	33	1	17	47	34
Physical violence	4	19	6	40	1	17	37	26
Behaviour that causes emotional or psychological harm to a child	6	29	0	–	0	-	27	19
Significant neglect of a child	5	24	2	13	3	50	15	11
Sexual misconduct	0	–	2	13	1	17	14	10
Other	**134**	**100**	**101**	**100**	**101**	**100**	**561**	**100**
Sexual misconduct	50	37	38	38	40	40	217	39
Physical violence	17	13	17	17	24	24	104	19
Behaviour that causes emotional or psychological harm to a child	24	18	13	13	17	17	101	18
Significant neglect of a child	33	25	24	24	12	12	91	16
Sexual offences	10	8	9	9	8	8	48	9
Total	**5,853**	**100**	**5,614**	**100**	**5,247**	**100**	**34,073**	**100**

Continued >

Table 5.9: Findings per conduct category 2024–25 to 2025–26 and Scheme total

Sector and Conduct type	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Physical violence	**1,246**	**100**	**1,610**	**100**	**1,719**	**100**	**9,512**	**100**
Substantiated	378	30	489	30	574	33	2,865	30
Unsubstantiated – insufficient evidence	345	28	585	36	671	39	3,001	32
Unsubstantiated – lack of evidence of weight	305	25	258	16	283	17	2,114	22
Unfounded	108	9	116	7	93	5	689	7
Conduct outside scheme	110	9	162	10	98	6	843	9
Sexual misconduct	**887**	**100**	**1,008**	**100**	**1,256**	**100**	**5,651**	**100**
Substantiated	338	38	479	48	642	51	2,232	40
Unsubstantiated – insufficient evidence	240	27	255	25	323	26	1,491	26
Unsubstantiated – lack of evidence of weight	108	12	108	11	134	11	832	15
Unfounded	82	9	57	6	44	4	403	7
Conduct outside scheme	119	13	109	11	113	9	693	12
Behaviour that causes significant emotional or psychological harm to a child	**920**	**100**	**981**	**100**	**899**	**100**	**5,314**	**100**
Substantiated	160	17	237	24	209	23	1,096	21
Unsubstantiated – insufficient evidence	350	38	452	46	451	50	2,113	40
Unsubstantiated – lack of evidence of weight	198	22	110	11	120	13	1,077	20
Unfounded	74	8	69	7	46	5	471	9
Conduct outside scheme	138	15	113	12	73	8	557	11
Significant neglect of a child	**704**	**100**	**1,137**	**100**	**995**	**100**	**4,654**	**100**
Substantiated	225	32	430	38	335	34	1,623	35
Unsubstantiated – insufficient evidence	197	28	370	33	349	35	1,426	31
Unsubstantiated – lack of evidence of weight	123	18	107	9	142	14	700	15
Unfounded	97	14	130	11	93	9	487	11
Conduct outside scheme	62	9	100	9	76	8	418	9
Sexual offences	**240**	**100**	**308**	**100**	**321**	**100**	**1,520**	**100**
Substantiated	92	38	156	51	117	36	576	38
Unsubstantiated – insufficient evidence	75	31	64	21	68	21	380	25
Unsubstantiated – lack of evidence of weight	39	16	60	20	95	30	358	24
Unfounded	22	9	18	6	31	10	153	10
Conduct outside scheme	12	5	10	3	10	3	53	4
Total	**3,997**	**100**	**5,044**	**100**	**5,190**	**100**	**26,651**	**100**

Continued >

Table 5.10: Age of unique alleged victim at date of first reportable allegation

Age	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
0 to 4 years	534	23	635	23	833	27	3,513	23
5 to 9 years	518	21	613	23	664	22	3,223	21
10 to 14 years	789	32	865	32	871	28	4,855	31
15 to 17 years	472	19	487	18	579	19	3,112	20
Not identified	136	6	113	4	121	4	924	6
Total	**2,449**	**100**	**2,713**	**100**	**3,068**	**100**	**15,627**	**100**

Note: The allegations that were determined to be out of jurisdiction of the Scheme or remain under review for Alleged Victims that were 18 and over are not included in the above data.

The table above includes data on 'unique alleged victim' by age of their first reportable allegation, which refers to an individual child or young person who has been the victim of a reportable allegation at least once during the Scheme. Where the unique alleged victims are referred to in terms of the financial year, then this refers to the number of individuals who were the victim of a reportable allegation within that financial year. Where a child or young person has been the victim of multiple allegations over multiple years, they will be counted once for each financial year.

Table 5.11: Allegations by alleged victim's age and conduct type

Age of Alleged Victim and Conduct	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
0–4 years	**834**	**100**	**931**	**100**	**1,215**	**100**	**5,404**	**100**
Physical violence	439	53	538	58	711	59	3,067	57
Significant neglect of a child	165	20	207	22	212	17	1,031	19
Behaviour that causes emotional or psychological harm to a child	129	16	91	10	137	11	746	14
Sexual misconduct	70	8	72	8	111	9	395	7
Sexual offences	31	4	23	3	44	4	165	3
5–9 years	**1,172**	**100**	**1,134**	**100**	**1,079**	**100**	**6,793**	**100**
Physical violence	425	36	483	43	466	43	2,950	43
Significant neglect of a child	342	29	283	25	269	25	1,570	23
Behaviour that causes emotional or psychological harm to a child	259	22	216	19	182	17	1,411	21
Sexual misconduct	106	9	112	10	96	9	559	8
Sexual offences	40	3	40	4	66	6	303	4
10–14 years	**1,753**	**100**	**1,813**	**100**	**1,331**	**100**	**10,479**	**100**
Physical violence	496	28	474	26	364	27	3,204	31
Sexual misconduct	441	25	469	26	310	23	2,389	23
Behaviour that causes emotional or psychological harm to a child	378	22	388	21	289	22	2,383	23
Significant neglect of a child	352	20	381	21	283	21	1,852	18
Sexual offences	86	5	101	6	85	6	651	6
15–17 years	**1,277**	**100**	**1,113**	**100**	**914**	**100**	**7,193**	**100**
Sexual misconduct	525	41	433	39	339	37	2,572	36
Behaviour that causes emotional or psychological harm to a child	234	18	212	19	149	16	1,438	20
Significant neglect of a child	301	24	224	20	247	27	1,420	20
Physical violence	170	13	148	13	137	15	1,348	19
Sexual offences	47	4	96	9	42	5	415	6

Continued >

Age of Alleged Victim and Conduct	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Not Identified	**814**	**100**	**618**	**100**	**704**	**100**	**4,158**	**100**
Sexual misconduct	240	30	245	40	195	28	1,394	34
Physical violence	194	24	165	27	206	29	1,153	28
Behaviour that causes emotional or psychological harm to a child	169	21	59	10	78	11	573	14
Sexual offences	96	12	60	10	90	13	566	14
Significant neglect of a child	115	14	89	14	135	19	472	11
Total	**5,850**	**100**	**5,609**	**100**	**5,243**	**100**	**34,027**	**100**

Note: The allegations that were determined to be out of jurisdiction of the Scheme or remain under review for Alleged Victims that were 18 and over are not included in the above data.

Table 5.12: Reportable allegations by gender of subject of allegation and conduct type

Reportable allegations by type of reportable conduct and gender of subject of allegation	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Physical violence	**1,724**	**100**	**1,809**	**100**	**1,884**	**100**	**11,725**	**100**
Male	650	38	577	32	559	30	4,415	38
Female	1,068	62	1,225	68	1,270	67	7,239	62
Other	6	<1	7	<1	55	3	71	<1
Sexual misconduct	**1,382**	**100**	**1,333**	**100**	**1,052**	**100**	**7,334**	**100**
Male	1,138	82	1,011	76	771	73	5,864	80
Female	236	17	297	22	253	24	1,406	19
Other	8	1	25	2	28	3	64	1
Behaviour that causes emotional or psychological harm to a child	**1,171**	**100**	**967**	**100**	**837**	**100**	**6,562**	**100**
Male	601	51	419	43	328	39	3,080	47
Female	566	48	545	56	473	57	3,431	52
Other	4	<1	3	<1	36	4	51	1
Significant neglect of a child	**1,276**	**100**	**1,184**	**100**	**1,147**	**100**	**6,348**	**100**
Male	474	37	376	32	344	30	1,992	31
Female	800	63	801	68	778	68	4,301	68
Other	2	<1	7	<1	25	2	55	1
Sexual offences	**300**	**100**	**321**	**100**	**327**	**100**	**2,104**	**100**
Male	258	86	281	88	257	79	1,801	86
Female	38	13	38	12	55	17	281	13
Other	4	1	2	<1	15	4	22	1
Total	**5,853**	**100**	**5,614**	**100**	**5,247**	**100**	**34,073**	**100**

Note: There are 11 allegations that did not include a conduct type.

Employment status of subject of allegation

The employment status of subjects of allegation is recorded based on the individual's relationship to the organisation that has submitted the mandatory notification.

Table 5.13: Unique subjects of allegation by employment type

Employment type	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Employee	1,520	84	1,723	80	2,042	79	9,021	78
Foster or kinship care	240	13	239	11	259	10	1,691	15
Volunteer	34	2	47	2	73	3	299	3
Minister of religion or religious leader	14	1	25	1	45	2	218	2
Labour hire or agency worker	0	-	81	4	77	3	152	1
Other (includes contractors, director or office holders, student placements and other employment types)	0	-	39	2	88[1]	3	144	1
Total	**1,808**	**100**	**2,154**	**100**	**2,584**	**100**	**11,525**	**100**

1 Includes contractors (61), director or office holders (5), student placements (21) and other employment types (1).

Substantiated reportable conduct

Substantiation rate is the percentage of all findings that were substantiated by the organisations conducting investigations.

Table 5.14: Substantiation rate of reportable conduct incidents by sector

Sector	2023–24		2024–25		2025–26		Since the start of the Scheme	
	No.	%	No.	%	No.	%	No.	%
Education	535	36	950	43	1,041	40	3,958	37
Out-of-home care	336	30	443	28	313	30	2,320	28
Early childhood education	190	27	226	28	355	34	1,242	27
Religious body	53	19	67	33	51	25	355	28
Disability	8	15	43	44	10	17	108	25
Youth Justice	8	16	8	40	41	76	119	37
Accommodation	2	2	8	32	5	42	26	14
Health	1	8	0	-	1	3	22	16
Child protection	2	11	5	50	8	40	39	29
Victorian Government Departments	17	49	5	31	14	88	48	43
Other	41	32	36	41	38	41	155	34
Total	**1,193**	**30**	**1,791**	**36**	**1,877**	**36**	**8,392**	**31**

Safeguarding the rights of children and people who use social services in Victoria

Social Services Regulator

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