



The Hon. Mary-Anne Thomas MP

Minister for Health
Minister for Ambulance Services

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BAC-BR-15613

Professor Mike Roberts
Chief Executive Officer
Safer Care Victoria
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Dear Professor Roberts

I am pleased to provide you with this Statement of Expectation (SoE) for Safer Care Victoria. This SoE will be reviewed every two years in accordance with recommended practice or unless otherwise amended.

This SoE sets out my expectations of Safer Care Victoria in relation to the Victorian Government's commitments to ensuring that all Victorians, irrespective of their economic circumstances, receive world-class health care.

Objectives

Safer Care Victoria is Victoria's agency for quality and safety improvement in health. Safer Care Victoria works in partnership with consumers, clinicians, health services, and the Department of Health (the department) to drive quality and safety improvement across Victoria's health system.

Statement of Functions

Safer Care Victoria's functions are as follows:

- Support all public and private health services to prioritise and improve quality and safety for patients.
- Strengthen clinical governance, lead consumer and clinician engagement, and drive quality improvement programs and processes across the health system.
- Advocate for and actively demonstrate consumer and lived experience partnership in work undertaken.
- Provide independent advice and support to public and private health services to respond and address serious quality and safety concerns.
- In conjunction with the department, review public and private health services and health service performance, to investigate and improve safety and quality for patients.
- Lead Victoria's engagement with the Australian Commission on Safety and Quality in Health Care with particular reference to clinical care standards.

- Co-ordinate the provision of evidence-based guidance in collaboration with academic institutions, professional bodies and consumer groups.
- Build capability in improvement science, just culture and safety science across the health sector and the department.
- As a key element to the learning health system, SCV will lead purposeful quality and safety improvement that aims to:
 - use data to prioritise and measure improvement
 - embed improvement methodology to achieve change
 - identify and supports the evaluation of service innovation
 - optimise clinical and patient outcomes
 - reduce unwarranted clinical variation with particular reference to disadvantaged groups.
- Reduce harm in the health system by:
 - sharing lessons from incidents of significant harm
 - responding to and anticipating health system issues relating to patient safety
 - coordinating system responses to specific safety events.
- Support the functions of the following independent governance and review bodies appointed by the Minister:
 - Consultative Council on Obstetric and Paediatric Mortality and Morbidity
 - Victorian Perioperative Consultative Council
 - Voluntary Assisted Dying Review Board.
- Provide advice to the Minister and Secretary on any issues arising out of its functions.

Further, I expect that Safer Care Victoria will share data and information with the department to enable it to carry out its functions with respect to the funding, management, planning, monitoring, improvement and evaluation of health services. This includes data and information that may be received from third parties.

I expect Safer Care Victoria to put in place appropriate arrangements so that all data and information is protected by the security and privacy provisions outlined in legislation and in government policies. I also expect Safer Care Victoria to put in place appropriate controls to manage the risk of unauthorised disclosure of information.

Independence and Accountability

Safer Care Victoria was established under section 11 of the *Public Administration Act 2004* (the Act) as an administrative office in relation to the department by Orders in Council dated 18 October 2016 and published in the Victoria Government Gazette on 20 October 2016.

Safer Care Victoria will operate as part of the Victorian Government and, under section 14(1) of the Act. The Chief Executive Officer is responsible to the Secretary to the department for the general conduct and effective management of the functions and activities of the Administrative Office and must advise the Secretary in all matters relating to the Administrative Office.

Safer Care Victoria will perform its functions independently of the department and with a view to best practice. However, like other government agencies, I also expect Safer Care Victoria to take account of government policies and legislation in performing its role.

Further, I expect that Safer Care Victoria will promptly inform the department and my office of any significant, sensitive or imminent issues, including media issues, and any known risks to the effective operation of Safer Care Victoria.

Annual plan

I expect Safer Care Victoria to prepare and publish a three-year strategic plan for coordinating interdisciplinary improvement work. I also expect Safer Care Victoria to develop and publish an annual plan outlining key activities it will undertake to achieve its aims, which it will submit to the department within sixty days of the start of each financial year. The annual plan should be developed in consultation with the department to ensure alignment between the strategic and annual work plans of the department and its entities.

Performance reporting

In addition to performance reporting required by the department, I expect Safer Care Victoria to provide to me as the Minister for Health with an annual report within sixty days of the end of each financial year. The report should detail the Safer Care Victoria's key achievements and any challenges faced in delivering on your functions in the preceding year.

Finally, I expect this SoE, together with your annual plan, to be published on the Safer Care Victoria website.

I look forward to seeing Safer Care Victoria's progress and its contribution to the strengthening of Victoria's health system.

Yours sincerely



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cc: Professor Euan Wallace AM, Secretary to Department of Health