



## The Hon Mary-Anne Thomas MP

Minister for Health  
Minister for Health Infrastructure  
Minister for Ambulance Services

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BAC-BR-26849

Louise McKinlay  
Chief Executive Officer  
Safer Care Victoria  
50 Lonsdale Street  
Melbourne VIC 3000

Dear Ms McKinlay

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 to continue as follows:

- Support public and private health services to prioritise and improve quality and safety for patients.
- Strengthen clinical governance and drive quality improvement programs and processes across the health system.
- Support and advocate for consumer and clinician engagement and actively demonstrate consumer and lived experience partnership in work undertaken.
- Provide independent advice and support to public and private health services to respond to 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, including utilising powers of the Chief Quality and Safety Officer when necessary.

- Lead Victoria's engagement with the Australian Commission on Safety and Quality in Health Care with reference to clinical care standards.
- Drive a learning health system through focused quality and safety improvements by using data to prioritise and measure progress, applying improvement methodologies for effective change, supporting the evaluation of service innovations, optimising clinical and patient outcomes and reducing disparities, especially for disadvantaged groups. This includes driving sector-wide innovations and sustainable models of care through engagement with consumers and clinicians, including the implementation of Safer Care for Kids, and recommendations to government via the Maternity Taskforce.
- Reduce harm in the health system by sharing lessons from significant incidents, proactively addressing patient safety issues, and coordinating system-wide responses to 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
- Provide advice to the Minister and Secretary on any issues arising out of its functions.

### **Privacy and sharing of Information**

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 data security and privacy provisions outlined in the Privacy and Data Protection Act 2014 (Vic), the Health Records Act 2001 (Vic) and other applicable legislation, and in accordance with government and department policies.

I also expect Safer Care Victoria to put in place appropriate controls to manage the risk of unauthorised disclosure of information, including adherence to applicable data security standards, including the Victorian Protective Data Security Standards.

### **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.

### **Service planning**

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



**The Hon. Mary-Anne Thomas MP**  
Minister for Health  
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28/09/2024

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