



Health Regulator Performance Snapshot

Financial year 2024–25

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Establishing a cohesive and effective Health Regulator in 2024-25

Who we are

The Health Regulator regulates thousands of professionals, organisations and businesses across the state to ensure compliance with health laws and regulations, with the objective of preventing serious harm to the health and wellbeing of Victorians.

We regulate 14 different sectors and combine the expertise of 74 authorised officers, as well as 77 compliance, policy and strategy officers.

Our work includes:

- developing education and guidance
- issuing approvals and licences
- monitoring compliance with regulatory requirements
- taking risk-based, graduated and proportionate compliance and enforcement action
- designing regulatory reform and policy

These regulatory activities help to promote compliant behaviour, making sure health risks and impacts are managed, and Victorians are protected from harm.

Our compliance and enforcement policy is available at [Health Regulator compliance and enforcement policy](https://www.health.vic.gov.au/publications/health-regulator-compliance-enforcement-policy) <<https://www.health.vic.gov.au/publications/health-regulator-compliance-enforcement-policy>>.

Our principles guide the work we do, and how we operate. Our practices are:

- consistent
- collaborative
- targeted
- efficient
- intelligence-based
- clear
- adaptable
- proportionate
- accountable
- transparent

In 2024–25, we continued to strengthen public safety through modern, risk-based regulation

For example, in the last financial year, the Health Regulator achieved:

5,040

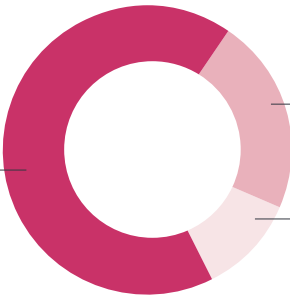
notifications and complaints received and actioned

81,380

permits processed

67%

Granted



22%

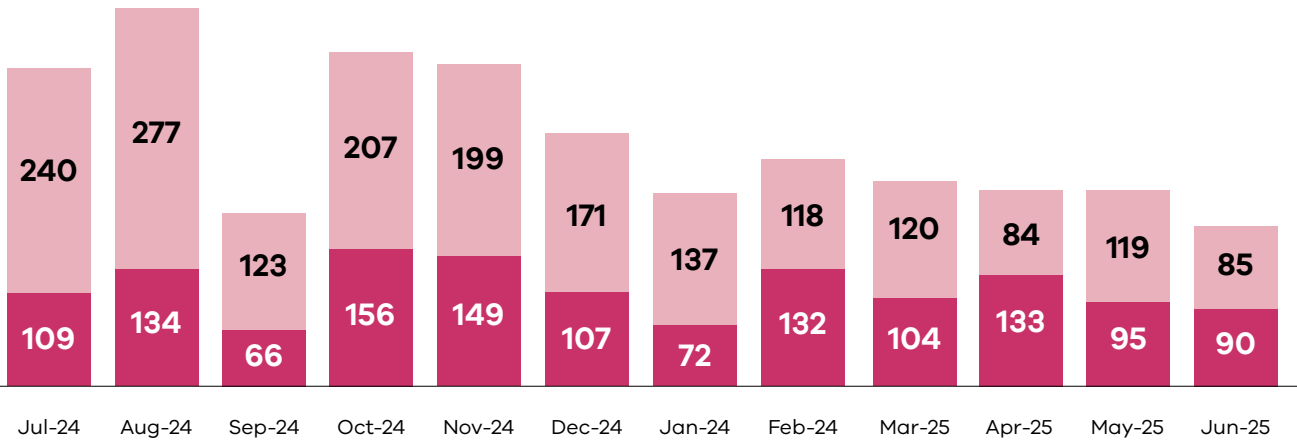
Revoked

11%

Renewed, refused, varied

269 average inspections per month, with 60% on-site

Desktop Physical



183 investigations closed



10 prosecutions completed



Resulting in 5 convictions



And \$1.4 million in fines

We also completed critical projects that extended beyond routine operations

We implemented legislative reforms to health regulation in Victoria.

The Health Legislation Amendment (Regulatory Reform) Act 2024 modernises Victoria’s health regulatory framework and strengthens public health protections. Specifically, it encompassed two significant initiatives.

New Powers

Regulatory powers were aligned and enhanced across seven Acts, giving powers to the Health Regulator to:

- require the production of information,
- assess compliance and manage risk,
- issue improvement and prohibition notices, accept enforceable undertakings, or issue fines in circumstances of non-compliance or risk to public health.

New Assisted Reproductive Treatment functions

Since 1 January 2025, the Health Regulator assumed responsibility for the regulation of ART, and has:

- reviewed all 74 adverse incidents reported by ART providers,
- issued 10 requests for information and 1 formal notice to produce documents,
- supported the 23 registered providers in implementing requirements for moving donated materials (33 imports and 8 exports),
- engaged with partners and other regulators to align and strengthen national oversight.



We operate across a wide range of sectors, while being guided by our regulatory principles

The Health Regulator consolidates multiple regulatory functions providing centralised oversight of 14 portfolios. Here are some examples of the work we did in 2024-25:

Safe drinking water

Review of the *Safe Drinking Water Regulations 2015* including the impacts of climate change on managing risks to drinking water quality

Radiation safety

432 inspections of radiation safety management licences

Food safety

1,906 food related anaphylaxis notifications managed and five product recalls safeguarding public health

Tobacco and e-cigarette use

2 vaping infringement blitzes with the Therapeutic Goods Administration that resulted in 61% of targeted retailers being issued an infringement notice

Legionella

Response to the July and August legionella outbreak and 1,148 cooling towers inspected

Medicines and poisons

More than 2 voluntary assisted dying requests progressed per day and more than 98% of all medicine permits processed within timeframes

Pesticide safety

908 permits processed

Private hospitals and day procedure centres

200 registered facilities

Non-emergency patient transport

100% of licence holders achieving compliance for powered stretchers

First aid service providers

27 routine inspections

Child safety in health services organisations

Release of the *Child Safe Standards – Self Assessment Tool*

Ethical handling of human tissue

15 inspections

Assisted reproductive treatment

10 requests for information issued after the review of 74 adverse events notifications

Cemeteries and crematoria

259 repatriation letters, private interments, exhumation or cremation permits processed