



The facts:

June 2021

# About making a complaint

The Victorian Disability Worker Commission takes complaints about any Victorian disability worker.

## About our complaints service

Our complaints service is independent, impartial and free. We are a unique regulator because our focus is on individual workers. We regulate all disability workers in Victoria, regardless of the funding source of the service.

In handling complaints about individual disability workers, we aim to promote the quality, safety, responsiveness and sustainability of the disability workforce.

## You can make a complaint about any disability worker in Victoria

We have a no wrong door approach and work with other bodies. If your concern is not something the Victorian Disability Worker Commission can take a complaint about, we will do our best to help you find out who can help you with your concern.

## Is it OK to complain about a worker?

Yes, it is OK to complain about a worker. It's important that disability workers know when you aren't happy or if something is wrong. Making a complaint can assist disability workers to make positive changes in their work and practice. Making a complaint is a great way to improve services for everyone.

If you are not sure whether you want to make a complaint, you can still call us to talk about what is happening for you. We can help you with advice and information, and you can decide if you want to make a complaint.

## Types of complaints?

You can make a complaint about any disability worker in Victoria. You can complain about:

- their standard of work
- the knowledge, skill or judgement of the disability worker
- their capacity to provide services safely
- an alleged breach of the *Disability Service Safeguards Act 2018* (Vic) or the Disability Service Safeguards Code of Conduct.

# Help build a safer, stronger, disability sector



## Do I need to give my personal details?

We will accept anonymous complaints, and you can ask for your identity to remain confidential.

If you choose to remain anonymous, this may limit how we can investigate or address the matter, and potentially the outcome of the complaints process.

Where you choose to give us your details, we will collect, use, store and protect personal information as we are required to do by law.

## How to make a complaint?

You can make a complaint by:

- Completing an online form at [vdwc.vic.gov.au](http://vdwc.vic.gov.au)
- Calling us on 1800 497 132
- Writing to us at GPO Box 181, Melbourne 3001
- We can arrange interpreters, including Auslan interpreters.
- We can arrange for you to meet face to face.

## About the Victorian Disability Worker Commission

The Victorian Disability Worker Commission is an independent body established to better protect people with disability and build a stronger, safer disability sector. It is responsible for the Disability Service Safeguards Code of Conduct, establishing the minimum expectations for all workers in Victoria supporting people with disability, and the complaints service. It can accept complaints and notifications, with powers to investigate and ban workers who put people's safety at risk.

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