



The facts:

July 2021

About the Disability Worker Regulation Scheme

The Disability Worker Regulation Scheme includes:

- a Code of Conduct for all Victorian disability workers
- mandatory notification requirements for providers and workers to report concerns that a disability worker may be putting safety at risk
- an independent complaints service where quality and safety concerns about any Victorian disability worker can be reported.
- disability worker registration, which ensures disability workers meet independent standards for safety, skills and professionalism.

About the Code

The Code of Conduct is an important tool to protect people with disability from harm and abuse by establishing the obligations that unregistered Victorian disability workers must abide by. The Code of Conduct will apply to all disability workers, regardless of whether they are funded through the NDIS or other providers.

The Disability Service Safeguards Code of Conduct (the Code) is set out in the Disability Service Safeguards Regulations 2020, which are rules made under the *Disability Service Safeguards Act 2018*.

The Code sets out the obligations that all Victorian disability workers must abide by and provides a standard to protect people with disability from harm and abuse.

The Code is designed to complement the NDIS Quality and Safeguarding Framework to promote a safe and skilled disability workforce within Victoria. The Code adopts the NDIS Code of Conduct, promoting consistency in the requirements for worker conduct in Victoria, regardless of whether they are funded through the NDIS or other providers.

Who is covered by the Code of Conduct?

The Code applies to all disability workers employed or otherwise engaged to deliver disability services in Victoria, regardless of their funding source.

About notifications

Anyone can tell us about a concern that a disability worker may be putting safety at risk. This is called a 'notification'. Under the *Disability Service Safeguards Act 2018*, disability workers and employers must notify the Victorian Disability Worker Commission if they believe that a worker has engaged in certain types of misconduct.

This part of the Disability Worker Regulation Scheme helps make the Victorian Disability Worker Commission aware of potential risks to disability service users, so we can better prevent and protect people with disability from harm. A notification must be made when a disability worker or employer reasonably believes that a disability worker has engaged in notifiable conduct.

Help build a safer, stronger, disability sector



Complaints about disability workers in Victoria

Our complaints service is independent, unbiased and free. We can take complaints about any disability worker in Victoria, regardless of how their service is funded.

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

Disability worker registration

It can be hard for people using disability services to be assured of the skills and expertise of disability workers. Not all disability workers are assessed for safety and competence in the same way. Registration will help people with disability to better access services that are safe and high quality.

From 1 October 2021, you will be able to quickly and easily check the Register of Disability Workers at vdbc.vic.gov.au to see if a worker is registered.

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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