



Update from the Commissioner

As we very quickly approach the end of another busy year, we would like to say thank you to all of you who supported us in 2021.

We've worked alongside people with disability, carers, disability workers, service providers, advocacy groups, educators and so many others. Whether you've posted to social media, sent emails, attended our webinars, or even had conversations with your colleagues, friends or family about the Commission, you've all helped us to contribute to a stronger, safer disability sector.

Got a concern about the quality or safety of a disability worker?

Please talk to us - the Commission takes and investigates complaints about any Victorian disability worker, no matter how they are funded. Making a complaint is a great way to improve services for everyone.

We've provided a case study below to show the types of matters the Commission has responded to. The case study uses pseudonyms and some details have been changed to protect the anonymity of the participants.

Case study: A complaint about a dietary support plan

Blake, the brother of Michael, a person with disability, lodged a complaint with the Commission.

Michael has an intellectual disability and specific dietary requirements. He lives in a supported independent living accommodation service managed by a disability service provider. Blake raised concerns about a disability worker, Hannah. She had reportedly yelled at Michael, telling him he would eat his food just like his housemates while being aware of his dietary requirements.

Blake raised two issues:

- Hannah was not following Michael's dietary support plan.
- Hannah's practice did not respect Michael's right to choose to eat a particular food or not.

Blake wanted to ensure Hannah would follow support plans in her future work with Michael.

The Commission presented the concerns to Hannah in writing and gave her an opportunity to write a response.

Hannah's written response suggested she was aware of Michael's dietary requirements. However, her response did not explain why she had not followed the dietary support plan. Her response did not address her practice of not respecting Michael's right to make his own decisions on what he wants to eat.

The Commission decided to counsel Hannah on her obligation to comply with the Disability Service Safeguards Code of Conduct, providing education on her obligations under the Code. This action was consistent with the outcome Blake sought in his complaint.

Like Blake or Michael, you can make a complaint via an [online form](#) or call 1800 497 132 between 9.30am and 4.30pm, Monday to Friday.

If you're not sure whether your concern is something you can lodge a complaint about, please contact the friendly VDWC team who can discuss it with you.

Have you had a chance to search through our list of registered disability workers?

It's now easier than ever to find a registered worker in your area. You can search the registered disability workers list by location, gender, or languages spoken. Simply go to our ['Find a registered disability worker' page](#).

Are you a disability worker that's been thinking of applying to register but just not sure where to start? Our ['How to Register' page](#) steps you through everything you need to know before starting your application including any supporting documents you can prepare.

As always, we encourage you to follow us on Facebook, Twitter and LinkedIn and let friends and colleagues know that they can subscribe to receive updates at www.vdwc.vic.gov.au/subscribe.

News and updates



International Day of People with Disability

Friday 3rd December is International Day of People with Disability. It is a day for us to celebrate the contributions and achievements of people with disability and promote inclusion.

The Commission's vision is to ensure that people living with disability experience respectful, empowering and safe services from Victorian disability workers, so they live free from abuse and neglect.

We encourage you to join the conversation in your community to challenge stereotypes, break down barriers and encourage inclusive attitudes and behaviours.

We all have a role to play in ensuring people with disability have the opportunity to reach their full potential and participate in all aspects of community life. Let's all take action to make our community more inclusive and accessible for people with disability.

You can find out more about International Day of People with Disability at www.idpwd.com.au.

Please keep an eye on our social media posts over the coming weeks as we celebrate:

Facebook: @vdwcommission

<https://www.facebook.com/VDWCommission/>

Twitter: @vdwcommission

<https://twitter.com/VDWCommission>

LinkedIn: Victorian Disability Worker Commission

<https://www.linkedin.com/company/vdwcommission>

Supporting People with Intellectual Disability to Access Health Program

Western Victoria Primary Health Network (WVPHN) is collaborating with the Council for Intellectual Disability and the Department of Health for a project called the 'Supporting People with an Intellectual Disability to Access Health' (SPIDAH).

The pilot SPIDAH project is based in western Victoria and aims to improve health outcomes for people with intellectual disability.

WVPHN is seeking your feedback about primary healthcare for people with intellectual disability. This might include what is working well, what is not working well, and what are opportunities and ideas for improvement for primary health care accessibility.

The surveys will close on 16th December 2021 and are available at:

www.westvicphn.com.au/spidah.

Launch of Office of the Public Advocate (OPA) HealthCARE Conversations

The Office of the Public Advocate (OPA) is launching a new 'HealthCARE Conversations' video resource for people working in the health sector.

The video will help those in occupations including medicine, nursing and allied health to gain skills and knowledge to communicate effectively with people with disability, helping them to achieve positive health outcomes.

You can join the free online launch of the new resource Wednesday 1 December at 11am by [registering here](#).

Keep in touch

If our e-newsletter was forwarded to you or you'd like to help subscribe your colleagues to the Commission's e-news go to:

<https://www.vdwc.vic.gov.au/subscribe>

If you have any questions or comments, please get in touch via our website [Contact us](#) page, send an email to info@vdwc.vic.gov.au or call us on 1800 497 132.

For more information visit vdwc.vic.gov.au

