



The facts:

About making a complaint

The Victorian Disability Worker Commission can deal with your concerns about a disability worker's behaviour. Because people with disability deserve to feel safe.

About our complaints service

Our complaints service is confidential and free, and available to anyone. If you have concerns about a disability worker's behaviour, safety or the quality of their work, we're here for you.

We are a unique regulator because our focus is on individual disability workers.

You can make a complaint about any disability worker in Victoria

You can make a complaint about any disability worker in Victoria, regardless of how the disability service is funded or how the disability worker is engaged.

If you are not sure whether you want to make a complaint, we encourage you to contact us about your concern.

If the Commission is not able to assist you, we may still be able to help by making referrals and directing you to an organisation who can help to address your concern.

Is it OK to complain about a disability 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.

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.

Visit vdwc.vic.gov.au
Call 1800 497 132

Help build a safer, stronger, disability sector



Do I need to give my personal details?

We accept anonymous complaints. You can ask for your identity to remain confidential. To make a complaint using our online portal requires you provide a first name only. If you choose to remain anonymous, this may limit how we proceed with your concern, 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
- Calling us on 1800 497 132
- Writing to us at Level 20, 570 Bourke Street, Melbourne VIC 3000
- Contacting us via the National Relay Service, including for Auslan interpreters: <https://nrschat.nrs.gov.au/nrs/internetrelay>, call 1300 555 727 or SMS 0423 677 767
- We can arrange in-language interpreters
- We can arrange to meet with you 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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