



Hon Anthony Carbines MP

Minister for Disability, Ageing and Carers  
Minister for Child Protection and Family Services

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Mr Dan Stubbs  
Victorian Disability Worker Commissioner  
Victorian Disability Worker Commission  
Level 30, 570 Bourke Street  
MELBOURNE VIC 3000

Dear Mr Stubbs 

## STATEMENT OF EXPECTATIONS FOR THE VICTORIAN DISABILITY WORKER COMMISSION AND

### THE VICTORIAN DISABILITY WORKER COMMISSIONER

I am pleased to provide my expectations for the Victorian Disability Worker Commission (the Commission) and the Victorian Disability Worker Commissioner (the Commissioner) to guide their business planning.

#### Legislative framework

As Minister for Disability, Ageing and Carers, I am responsible for the administration of the *Disability Service Safeguards Act 2018* (the Act) and this guidance should be read in the context of the objectives, obligations and functions outlined in that Act, under which the Commission and the Commissioner operate.

The Commission and the Commissioner work in partnership with the Disability Worker Registration Board (the Board). I have issued the Board a separate Statement of Expectations, including items to be delivered by the Commission on behalf of the Board.

My expectations for the Commission and the Commissioner are as follows.

#### Regulatory practice

Regulators must operate within a framework that enables them to maximise efficiency and effectiveness. I expect the Commission to develop a risk-based and proportionate regulatory approach that prevents or minimises the risk of harm to persons with a disability. I expect the Commission to apply appropriate regulatory tools, ranging from education and guidance through to compliance and enforcement, to support a safer, stronger disability sector.

Key elements of good regulatory practice include:

- Timeliness – collection of data to establish baseline timeliness measures for key functions and processes such as complaints and notifications.

- Risk-based regulation – development of an overarching regulatory approach that incorporates data-driven, risk-based and proportionate regulatory practices.
- Compliance-related assistance– ensuring timely and effective information is provided to disability service providers and disability workers to assist them to comply with obligations such as the Code of Conduct and requirements to notify misconduct.

## **Emerging risks and priorities**

### *Strengthening collaborations and engagement with other regulators and agencies*

I expect the Commission to work effectively and collaboratively with State and Commonwealth government departments, peer agencies and the disability services sector to streamline information-sharing and administrative processes, prevent unnecessary duplication and minimise regulatory burden.

### *Promoting complaints and notifications process*

The Government is committed to protecting the safety and rights of persons with a disability and implementing policy and systems that give this cohort greater choice in how services are provided to them. I expect the Commission to implement efficient, accessible mechanisms for dealing with complaints and notifications about disability workers, supported by communication and engagement with persons with a disability and service providers to promote these channels so that:

- persons with a disability can easily access and navigate the complaints channels and are supported to actively participate in the complaint's resolution process
- disability service providers and disability workers are aware of their mandatory notification obligations
- disability workers understand the complaints and notifications processes, are treated with procedural fairness, and are advised of their rights to independent review of outcome decisions.

### *Collating and analysing data*

I expect the Commission to analyse and report on data from complaints, notifications and investigations to inform the continuous development of disability worker registration in Victoria.

### *Maintaining and promoting a public register of banned workers*

I expect the Commission to maintain and promote the register of prohibited unregistered disability workers to enable informed choice for persons with a disability and service providers in choosing disability workers.

I expect the Commission to:

- keep the public register of unregistered workers subject to prohibition orders and interim prohibition orders in a manner that is accessible, accurate and up to date.
- publicise the register to the community, people with disability and disability service providers and provide guidance on how the register may be used.

### *Raising community awareness about the work of the Commission*

I expect the Commission to promote its work to Victorian disability workers, the community and other stakeholders to increase the number of complaints, notifications and investigations.

## Reporting

I expect that this Statement of Expectations will be published on the Commission's website as soon as practicable.

I request that the Commission incorporate these expectations into its business plans and provide me with an indicative timeframe describing when it expects to meet these expectations. The business plans should also include appropriate milestones to review the content of this letter and to advise me when it needs to be updated or renewed.

I further request the Commission, in conjunction with the Department of Families, Fairness and Housing, to undertake a review of the expectations in this letter as part of their annual reporting obligations and to advise me if there are any refinements they would recommend.

I look forward to seeing the Commission continuing its work towards achieving best practice in regulating disability workers.

Yours sincerely



**Hon Anthony Carbines MP**  
Minister for Disability, Ageing and Carers  
Minister for Child Protection and Family Services

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