



I have a concern about a disability worker

Should I make a **complaint** or **notification**?

Complaints

Making a complaint can assist disability workers make positive changes in their work and practice.

Anyone 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
- a breach of the Disability Service Safeguards Code of Conduct.



Make a complaint online

or



Call the Victorian Disability Worker Commission on
1800 497 132

Notifications

When a **disability worker** or **employer** reasonably believes that a disability worker has engaged in **notifiable conduct**, they **must** make a notification.

What is notifiable conduct?

Four types of conduct **must** be notified to the Commission:

1

Practising as a disability worker while **intoxicated by alcohol or drugs**,

2

Engaging in **sexual misconduct** while practising as a disability worker,

3

Placing the **public at risk of harm** because the disability worker has an **impairment that detrimentally affects** (or is likely to affect), the disability worker's **capacity to practise** as a disability worker, or

4

Placing the **public at risk of harm** because the disability worker practised, or is practising, as a disability worker in a manner that constitutes a **significant departure from accepted professional standards**.



You should read the guidelines about mandatory notifications here.

or



Make a notification online



Call the Victorian Disability Worker Commission on
1800 497 132