

Update from the Commissioner

Welcome to our April newsletter.

We are pleased to announce the launch of our annual disability sector survey. The survey helps us to identify the type of information and resources that are important to people in the disability sector regarding complaints, notifications and registration of disability workers. By completing the survey, you could win a \$100 GiftPay voucher. There is further information about the survey below.

In other news, our growing range of engagement with the sector is resulting in interesting and useful feedback and learnings. We headed to Shepparton at the beginning of April to take part in the Pathways to Care Insights and Connection event and look forward to attending the next one in Ballarat on 14 May. You can read more below.

Finally, we have released a range of new resources about mandatory notifications highlighting the importance and the legal obligations of reporting misconduct by disability workers. We are holding a webinar on Wednesday 28 May to explain when and how to make mandatory notifications to us. I encourage all disability workers and employers to join us for the session. You can find more information and the resources below.



Seeking your views

Are you a person with disability, a disability worker, carer or service provider? We want to hear from you on a range of topics including registration of disability workers, complaints and notifications under the Victorian Disability Worker Regulation Scheme.

We are seeking your participation in our annual disability sector survey. The survey will take around 15 minutes, and to thank you for your time, one in 10 respondents win a \$100 GiftPay voucher.

Your feedback will help the Commission to identify what people with disability, their families and carers, disability workers and service providers need when engaging with and registering under the Scheme.

The survey is open until 21 May and is being run by independent company ORIMA Research. No personal information will be provided to the VDWC and responses are grouped in the report.

Start Survey

[Click here to complete an Easy Read version of the survey.](#)

If you have difficulties accessing the online survey, or need to complete the survey in another way, please email VDWCsurvey@orima.com or call ORIMA on 1800 883 345. Tell them it is about the VDWC survey.

Mandatory notifications: Know your obligations

Disability workers and their employers are required under law to report conduct by disability workers that may put the people they support at risk. This is called a mandatory notification, which must be made to the Commission. The types of conduct that must be notified are when a disability worker has:

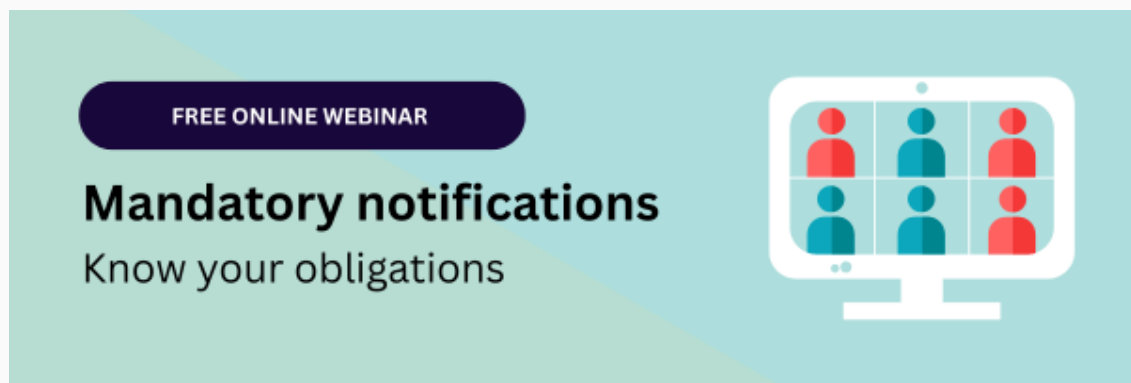
- been intoxicated by alcohol or drugs while working
- engaged in sexual misconduct
- placed, or may place, the public at risk due to an impairment that has, or is likely to, affect their ability to practice
- placed the public at risk of harm because of a significant departure from accepted professional standards.

You must notify as soon as you reasonably believe the incident occurred or risk exists. For example, when you have direct knowledge or a report from a reliable source.

The simplest way to make a notification is through our website: vdwc.vic.gov.au/notifications or by calling 1800 497 132.

To support you to comply with your legal obligations when reporting notifiable conduct, we have developed new resources. You can check them out here:

- Mandatory notifications guidance [PDF/Word](#)
- Mandatory notifications fact sheet [PDF/Word](#)
- Mandatory notifications brochure [PDF/Word](#)
- Complaints and notifications flowchart [PDF](#)



Want to know when to make a notification to VDWC?

All disability workers and employers are encouraged to join Commissioner Dan Stubbs and Commission staff at a free webinar to learn about:

- What is notifiable conduct?
- The four types of conduct that must be notified to the Commission
- Notifying the Commission and other regulators
- Actions the Commission takes if people's safety is at risk.

Date: Wednesday 28 May 2025

Time: 10am

Location: Online

You will also have the chance to ask questions.

To register for your free ticket visit: <https://events.humanitix.com/vdwc-notifications-webinar>

In the media

Link to...News

Victorian Disability Worker Commission

Ensuring participation and respect for people with disability



Every person with disability deserves quality support that makes them feel safe, happy and respected.

Receiving quality support means participating in all aspects of life and community, which can look different for each person with disability. Examples of participation could include leaving the bedroom to watch a movie, going to school, or maybe learning how to cook a meal for friends.

A good disability worker will encourage participation by giving the person they are supporting choice and control to achieve the things they want to and spend their time the way they want to.

Participation is also a way to ensure the safety of people with disability.

The Victorian Disability Worker Commission (VDWC) recognises and celebrates good disability workers through disability worker registration. Registration assesses workers on their qualifications, experience and skills, and shows they are willing to go above and beyond to deliver safe, respectful services.

The VDWC also enforces the Disability Service Safeguards Code of Conduct (the Code), a legal obligation that all disability workers in Victoria must follow when providing disability services, regardless of funding source.

The Code is in place so people with disability are not at risk of being hurt and receive the high-quality supports and services they deserve.

If you ever feel disrespected, unhappy or unsafe, the most important thing you can do is tell someone. The VDWC provides an independent, free, and confidential complaints service if you have concerns about a disability worker's behaviour or if you've had a negative experience.

A negative experience could involve a worker preventing or stopping the person they are supporting from participating in some way. This was the case for Kim*, a person with disability who called the VDWC to discuss concerns she had about her disability worker not doing the activities she wanted to do.

Kim was interested in learning about meal preparation and cooking, which would help her live more independently in the community. Instead, her worker would take her out for coffee every shift.

Kim was asked whether the disability worker discussed what goals she wanted to achieve as part of the supports and services provided when they started. Kim advised the disability worker did not develop a support plan with her during their first shift together that identified her goal of and interest in learning about meal preparation and cooking.

The complaint was settled by agreement with the disability worker, the agreement being they would need to develop a support plan with Kim and other people with disability they support. The worker was also provided with education about their obligations under the Code.

Making a complaint can feel difficult but the VDWC is here for you. You can call the VDWC on 1800 497 132 to discuss your concerns.

To learn more about how the VDWC works to ensure greater participation and respect for people with disability, visit vdwc.vic.gov.au.

*This case study shows a type of matter the VDWC responded to. Pseudonyms are used and some details have been changed to protect the anonymity of the participants.

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If a disability worker does something that doesn't feel right, we're here for you.

The Victorian Disability Worker Commission can deal with your concerns about a disability worker's behaviour or quality of their work. Our complaints service is **confidential**, and we can take action if something isn't right.

Because people with disability deserve to feel safe.



Scan the QR code for more information about complaints. If you have concerns about a disability worker visit vdwc.vic.gov.au/complaints or call 1800 497 132. You can also meet us face-to-face or contact us via the National Relay Service, including for Auslan interpreters. Call 1300 555 727 or SMS 0423 677 767.

VDWC
Victorian Disability Worker Commission

Ensuring participation and respect for people with disability

The Victorian Disability Worker Commission recently featured in Link Disability Magazine discussing that every person with disability deserves quality support that makes them feel safe, happy and respected.

Receiving quality support means participating in all aspects of life and community, which can look different for each person with disability.

[Read more on pages 42-43.](#)

Out and about

Pathways to Care: Insights & Connections

The Commissioner had the pleasure of participating in a panel discussion at the Pathways to Care Insights & Connections event in Shepparton earlier this month.

It was a fantastic opportunity to speak about the Disability Worker Regulation Scheme and how it keeps the sector at a high standard and supports people with disability and workers.

He shared that the best way to ensure safety for people with disabilities is to require high quality and respectful service and that workers who see unsafe conduct should notify the Commission. To learn more about mandatory notifications and to make a notification visit: vdbc.vic.gov.au/notifications

There was also strong interest and support for disability worker registration as this supports safer services. To learn more about registration, visit: vdbc.vic.gov.au/disability-worker-registration

We will be attending the upcoming Pathways to Care event in Ballarat on 14 May.

Event Details

Venue: North Ballarat Sports Club

Date: Wednesday 14 May

Time: 10:00 AM sharp

Spaces are limited, to book your spot, [click here](#)



Image descriptions: - Commissioner Dan Stubbs presenting a PowerPoint about the VDWC.

In the sector

Be part of the VMIAC Navigating My Way project

The Victorian Mental Illness Awareness Council (VMIAC) is currently creating a set of resources for NDIS participants and service providers which will help participants understand their rights and make complaints.

They are looking for staff from NDIS Service Providers to engage with the project and be involved in a video resource or assist in reviewing draft resources.

More information on the project can be found here: <https://www.vmiac.org.au/navigating-my-way-project/>

To receive more information on being involved email navigatingmyway@vmiac.org.au

Save the date: VALID Advocacy in Action Conference

Commissioner Dan Stubbs is looking forward to speaking at the VALID Advocacy in Action Conference in June. The conference will focus on key issues impacting advocacy services and people with disability.

Event Details

Venue: Novotel Hotel Function Centre, (formerly Rydges Bell City) 215 Bell St. Preston

Date: June 16-17th 2025

Time: 9.00 am to 4.30 pm

Registration opening soon.

For more information visit valid.org.au/event/advocacy-in-action-conference

Discontinuation of X

From today, the Commission is ceasing use of our X (formerly Twitter) account.

This decision is in line with other government departments and follows a review of our communication and engagement objectives.

We encourage you to follow our other social media accounts

– [Facebook](#), [Instagram](#) and [LinkedIn](#) – to stay up to date with Commission news.

Keep in touch

If our e-newsletter was forwarded to you and you'd like to subscribe please go to: 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