

Registration information for people with disability

April 2025



It can be hard for people using disability services to be assured of the skills and expertise of disability workers. Not all disability workers are assessed for safety and competence in the same way.

Registration of disability workers aims to increase safeguards across the entire disability community by improving the quality and safety of disability services.

Why should I choose a registered disability worker?

It is important that people with disability feel safe and empowered when using disability services. There is a huge amount of trust involved between a worker and a person with disability, so knowing upfront that a worker is appropriately assessed provides greater confidence.

People with disability have the right to choose a disability worker who has been independently assessed as a safe and competent disability worker.

Registered disability workers have been assessed on their background, qualifications, experience and skills before registration is granted.

It means that people with disability who choose a registered disability worker can be confident they are making a safe choice.

Choosing a registered disability worker will help you to better access services that are safe and high quality, knowing the worker has been checked and held accountable. No matter how they are funded or employed, registered Victorian disability workers are independently assessed as safe, skilled, and professional by the regulator, the Disability Worker Registration Board of Victoria.

When choosing a suitable worker, checking if they are registered is easy through the online disability worker register at www.vdwc.vic.gov.au.

What do workers need to register?

There are three registration standards that applicants must meet in order to become registered and continue to meet if they wish to maintain their registration. These are:

1. Competency in English

To be registered, disability workers must be competent to speak or communicate in English.

2. Criminal history

Applicants will be asked if they have plead or been found guilty of, been charged with or convicted of any offence(s) in Victoria or elsewhere. A criminal history check will be done during the application assessment.

3. Continuing professional development

All registered workers must complete 10 hours of continuing professional development during the registration year and provide details of these hours when they apply to renew their registration.



Look for the registered disability worker tick of confidence

Help build a safer, stronger, disability sector

Will I be able to choose a registered disability worker?

You can choose to have registered workers provide disability services.

This means you can choose the right disability worker for you, knowing they have the necessary knowledge, skills and attributes for safe practice.

Can I choose a registered disability worker if I have an NDIS plan?

Yes, registered workers can work across all types of organisations, including NDIS service providers, or they may be self-employed.

Registration ensures Victorian disability workers are assessed as safe, skilled, and professional, no matter what service provider your disability worker works for, where they advertise their services or how their services are funded.

This means you can choose a registered disability worker through your NDIS plan.

Can I choose an unregistered disability worker?

You may decide to choose a worker who is not registered. Unregistered workers in Victoria are required to abide by a Code of Conduct. The Victorian Disability Worker Commissioner regulates unregistered disability workers.

All Victorian disability workers must abide by the Disability Service Safeguards Code of Conduct and this provides a standard to protect people with disability from harm and abuse.

The Code adopts the same requirements as the NDIS Code of Conduct. This means the same requirements apply to all disability workers, regardless of whether they are funded through NDIS or other providers.

The disability worker register

All registered disability workers are listed on the public register of Victorian disability workers that is available at www.vdwc.vic.gov.au. You can search the register to find registered disability workers near you.

On the website you will also be able to find a list of Victorian disability workers who have had a prohibition order issued against them.

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, setting 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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