

Making a complaint

May 2025

The Victorian Disability Worker Commission (VDWC) can deal with your concerns about a disability worker's conduct when providing disability services. Because people with disability deserve to feel safe.

About our complaints service

Our complaints service is confidential, 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.

Whether you're a person with disability, a family member or carer of someone with disability – you have the right to make a complaint.

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're unsure whether your concern is something you can make a complaint about, you can call us on **1800 497 132** to discuss. If the VDWC 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.

Is it OK to complain about a disability worker?

Yes, it is OK to complain about a disability worker. It's important that disability workers know when you aren't happy or if something is wrong.

Making a complaint can help 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 suitability to hold disability worker registration
- 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.

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. Making a complaint using our online portal requires you to provide a first name only.

If you choose to remain anonymous, this may limit what we can do and we cannot let you know the outcome of your complaint.

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:

- Calling us on **1800 497 132**
- Completing an online form on the VDWC website – at <https://portal.vdwc.vic.gov.au/public/home>
- 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.nrscall.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
- You can have a support person with you.

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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