

Victorian Disability Worker Commission and
Disability Worker Registration Board of Victoria

Annual report

1 July 2024 to 30 June 2025



Acknowledgement of Country

We proudly acknowledge Victoria’s First Nations peoples and their ongoing strength in practising the world’s oldest living culture. We acknowledge the Traditional Owners of the lands and waters on which we live and work and pay our respect to their Elders past and present. We acknowledge the ongoing role of the Aboriginal community in supporting those with disability and the importance of listening to these voices.

Accessibility statement

The Victorian Disability Worker Commission aims to make its information and publications accessible to all. This annual report has been designed in both a PDF and accessible Word format. If you require an alternative format, please email the [Commission](#).

The Commission and Board are statutory entities of the State Government of Victoria created under the *Disability Service Safeguards Act 2018*.

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Responsible bodies declaration

The Hon Lizzie Blandthorn MP
Minister for Disability
Level 22, 50 Lonsdale Street
Melbourne VIC 3000

15 September 2025

Dear Minister

We are pleased to submit this consolidated annual report of the Victorian Disability Worker Commission and the Disability Worker Registration Board of Victoria for the period 1 July 2024 to 30 June 2025 in accordance with the *Financial Management Act 1994*.

Yours sincerely

Dan Stubbs
Commissioner
Victorian Disability Worker Commission

Melanie Eagle
Chairperson
Disability Worker Registration Board of Victoria

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Commissioner's report



Dan Stubbs
Commissioner

I am very pleased to present this fifth annual report of the Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria.

This year we continued to work with the disability community to foster highly skilled, safe, and experienced disability workers, in the pursuit of workforce quality and improved safety for people with disability using any disability service in Victoria.

We engaged with advocates, service providers, people with disability, their supporters and other regulators to create a deeper understanding of the role of the Commission, ensuring our way of working focuses on what people with disability most need from us. We also held specific consultation sessions with First Nations disability communities that were particularly valuable and I plan to build on these in 2025-26.

In only 5 years the Commission has achieved outcomes that show benefits in the lives of many Victorians with disability and their families. Our community engagement work saw continued increases in complaints (24%), notifications (32%) and disability worker registrations (35%). We are therefore driving higher standards of safety and quality of services for Victorians with disability – across all funding sources and service types.

There were a wide range of complaints and notifications about a variety of services. We saw growth in matters from the large number of services outside of the NDIS – for example, disability services that are school-based, TAC and WorkSafe-funded, privately funded services and wheelchair-accessible taxi services. You can read about the breadth of workers and people with disability and issues in the data and case studies in these pages.

To ensure services are safer, I prohibited more workers putting people with disability at serious risk of harm than ever before. These 51 interim prohibition orders and 5 prohibition orders illustrate the necessity of the Commission's role and how we are delivering on the objectives of the *Disability Service Safeguards Act 2018*.

The report also reflects strategic achievements from the Commission's corporate plan to support the disability community, such as streamlining and enhancing our practices to improve timeframes for handling matters and developing registration standards in partnership with the Registration Board.

Thank you to the Registration Board, with whom we have worked closely this year in its fourth year of voluntary registration. Your work has assisted us to continue to develop the Disability Worker Regulation Scheme.

Finally, the Commission's staff and the Board have continued to make this a sector where workers can be increasingly proud to work and where people with disability are safe and well supported. For this progress I am grateful to the remarkable, hard-working and dedicated staff of the Commission, without whom the results reported here would simply not have been delivered.

Board chairperson's report



Melanie Eagle
Chairperson

In 2024–25 the Board and Commission continued the important work of raising awareness, managing and implementing the registration of disability workers across Victoria. The number of registered disability workers continues to grow, with more workers showing they are skilled and professional and they provide quality and reliable services.

As at 30 June there were more than 1,000 disability workers registered, representing an increase of 35% from the year before. This year saw a 22% increase in new applications for registration, and 82% of registered workers renewed their registration.

We improved our registration process to make it simpler and quicker to apply by accepting an applicant's NDIS Worker Screening Check as evidence of their criminal history check.

To ensure the current disability worker standards are fit for purpose and appropriate for the sector, the Board conducted public consultation from November to December 2024. We heard that there is support for the existing registration standards and that people agreed with changes we proposed to provide better guidance about how to meet the standards.

We also heard that people in the disability sector value worker registration and that registration can increase the quality and safety of service provided to people with disability.

The Board also conducted a survey about its Training and Development Catalogue, an online resource that assists disability workers to build their knowledge and skills to work safely and competently. The feedback highlighted that most disability workers find the catalogue useful, appreciating the accessibility and variety of courses available in one spot.

Engaging with the diversity of the disability community has been fundamental in a time of significant reform to how disability services are delivered and regulated. Board members took part in a range of metropolitan and regional information sessions to hear about local issues and build understanding about how we can assist the disability community to participate fully in the community.

The Board continued to engage with the Department of Families, Fairness and Housing and the new Social Services Regulator to plan for the future merger of the Board's and Commission's functions with the Regulator. Our focus is to ensure the safety and rights of people with disability, and the interests of the disability workforce, remain critical priorities in this reform.

I would like to thank Board members for the significant contribution they have made over the past 12 months. I would also like to thank the Commissioner Dan Stubbs and Commission staff for their high-quality work in supporting the Board and together progressing the Disability Worker Regulation Scheme's purpose.

The Board looks forward to continuing collaboration with the Commissioner and the Commission, promoting a safe and high-quality disability workforce. Together we are committed to improving the standards, safety and choice for people with disability.

Introduction

This is the fifth annual report of the **Victorian Disability Worker Commission (Commission)** and the **Disability Worker Registration Board of Victoria (Board)**.

The Commission, the Board and the Victorian Disability Worker Commissioner (Commissioner) work together to regulate disability workers in Victoria under the Disability Worker Regulation Scheme (the Scheme).
We present our annual report of operations and financial statements in a combined annual report.

Scope of annual report

On 21 March 2021 the Assistant Treasurer, then the responsible minister, determined the following under the *Financial Management Act 1994*:

- The Board and Commission may prepare a single annual report of operations and financial statements in its first reporting period and subsequent years, under s 53(1)(a).
- The Board and Commission may combine their financial statements with the Department of Families, Fairness and Housing’s financial statements, under s 53(1)(b).

The ‘reporting period’ is from 1 July 2024 to 30 June 2025.

Disability Worker Registration Board of Victoria

The Board is responsible for setting registration standards for registered disability workers and accreditation for approved programs of study.

The Board registers disability workers who meet the standards required and responds to complaints about registered disability workers.

The Board is a public entity under the Public Administration Act (s 5).

Figure 1 illustrates the interrelationship between the roles of the Commission, the Commissioner and the Board. For more information on the Commission and Board, visit [our website](#).

Our minister

The Board and the Commission are separately accountable to the Minister for Disability, the Hon Lizzie Blandthorn MP.

About us

Victorian Disability Worker Commission

The Commission is the independent regulator of disability workers in Victoria responsible for the Disability Service Safeguards Code of Conduct. It can accept complaints and notifications, with powers to investigate and ban workers who put people’s safety at risk. The Commission also supports the Disability Worker Registration Board of Victoria to deliver its functions.

The Commission is a public entity under the *Public Administration Act 2004* (s 5).

Victorian Disability Worker Commissioner

The Commissioner has all the duties, functions and powers of the Commission under the *Disability Service Safeguards Act 2018*.

The Commissioner has the power to issue Prohibition Orders about unregistered disability workers, where there is a serious risk to the public or a person.

The Office of the Commissioner is a ‘special body’ under the Public Administration Act (s 6). Dan Stubbs was appointed as the Victorian Disability Worker Commissioner in September 2019.

Figure 1: Interrelationships between the Commission, the Commissioner and the Board



The Disability Worker Regulation Scheme

The Scheme was established through the Disability Service Safeguards Act. It promotes the quality, safety, responsiveness and sustainability of the disability workforce in Victoria through strengthening safeguards for all disability workers and voluntary worker registration.

The Scheme includes:

- a Code of Conduct for all Victorian disability workers
- mandatory notification requirements for employers and workers to report concerns that a disability worker may be putting safety at risk
- an independent complaints service where quality and safety concerns about any Victorian disability worker can be reported
- disability worker registration, which ensures disability workers meet independent standards for safety, skills and professionalism.

The Board and Commissioner can also take immediate action or ban a disability worker, if needed, where a disability worker's conduct puts people at risk.

Section 7: Guiding principles, *Disability Service Safeguards Act 2018*

It is a guiding principle of the regulatory scheme under this Act that persons with a disability to whom disability services are provided have the same rights as other members of the community:

- a) to be respected for their human worth and to be treated with dignity as individuals; and
- b) to live free from abuse, neglect and exploitation; and
- c) to realise their individual capacity for physical, social, emotional and intellectual development; and
- d) to exercise choice and control over their own lives; and
- e) to access information and communicate in a manner appropriate to their communication and cultural needs; and
- f) if a child, actively to involve the child's family and any other caregivers in decisions affecting the child and to have information and support to enable this to occur; and
- g) to choose disability workers with the values, skills and qualifications that meet their needs; and to access services which support their quality of life.

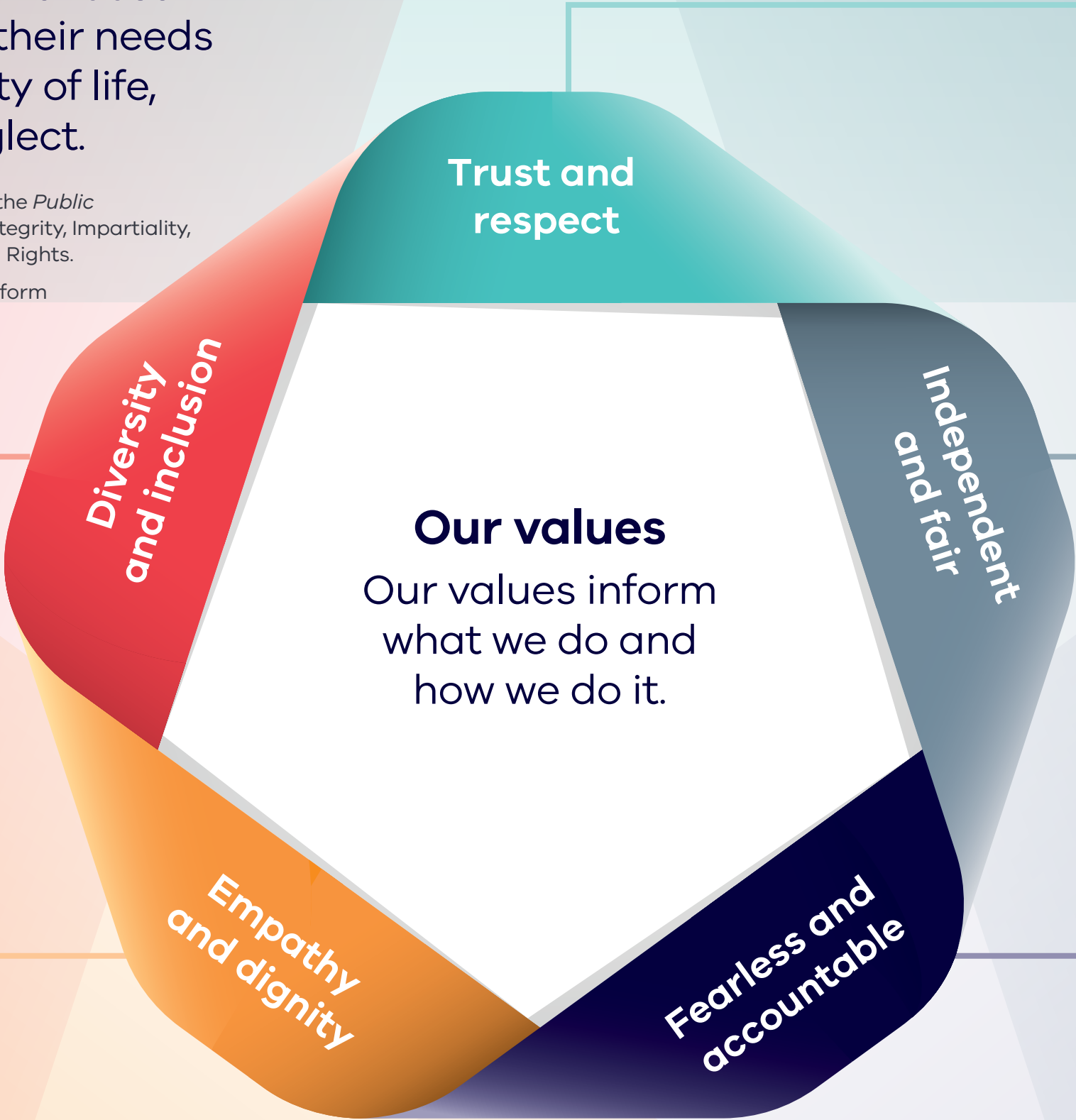


Our vision

People with disability can choose services that best meet their needs and supports their quality of life, free from abuse and neglect.

The Victorian public sector values as defined in the *Public Administration Act 2004*, are: Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, and Human Rights.

In addition, the Commission and Board values inform what we do and how do it.



Trust and respect

- We are respectful and professional with colleagues and the community.
- We foster trust by assessing matters impartially.
- We have confidence in and are respectful of each other’s skills and capabilities.

Independent and fair

- We treat everyone with respect, listening to all parties involved.
- We do what we say we will do and take proportionate action.
- The community sees our processes and decisions as independent and transparent.

Fearless and accountable

- We use our powers to hold others accountable for their actions.
- We are responsible for our actions and are open to scrutiny and feedback.
- We continually evaluate and improve our operations.

Diversity and inclusion

- We have inclusive recruitment and employment practices that foster diversity in our workforce.
- We ensure that diverse communities see themselves in who we are and what we do.
- We are committed to being an accessible workplace and an accessible regulator for our diverse stakeholders.

Empathy and dignity

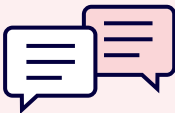
- We take a person-centred approach to everything we do.
- We ask people what they need from us and how we can work with them.
- We are responsive and flexible to support the diverse communities and people we serve.

Year in review 2024–25

Responding to concerns about disability worker conduct

Our increased engagement has contributed to greater reporting of complaints and notifications about worker conduct.

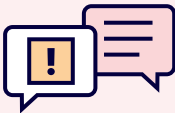
374 enquiries



415 closed
6% increase*

128 complaints
24% increase*

92% of complaints decided within 60 days



127 closed
5% increase*

74 notifications
32% increase*

98% of notifications decided within 60 days



81 closed
37% increase*

*increase on previous year



28 investigations underway

11 new investigations begun, 7 completed



51 Interim Prohibition Orders made

involving 14 unregistered disability workers posing a serious risk being prevented from providing disability services.

This was the largest number of workers prohibited by the Commissioner in a 12-month period. Some workers were subject to consecutive Interim Prohibition Orders preventing them from practising because they were considered a serious risk.



5 Prohibition Orders

A high-quality workforce through disability worker registration

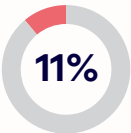


1,016

registered disability workers,
a 35% increase*

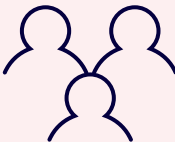


are disability support workers



are disability practitioners

519 new applications
for disability worker
registration, a 22% increase*



93% of new
applications decided
within 90 days

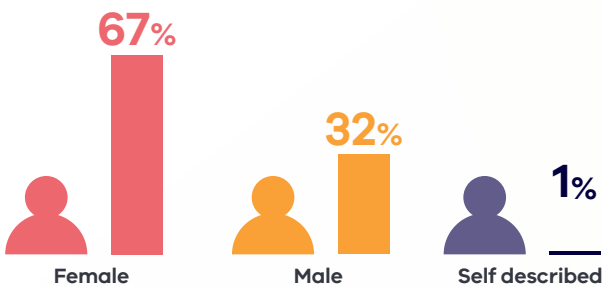
82% of registered
workers renewed
their registration



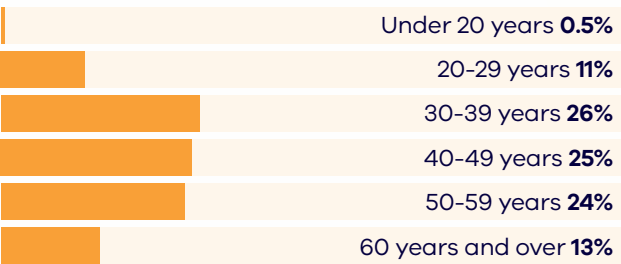
75% of renewal
applications decided
within 30 days

*increase on previous year

Gender



Age

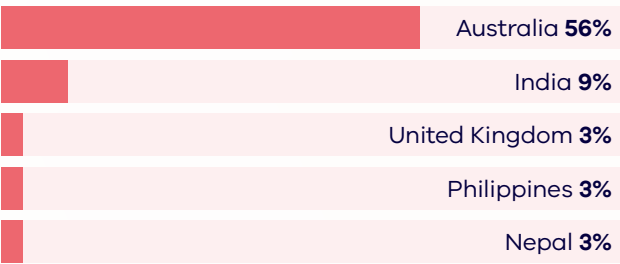


Pathways to qualify



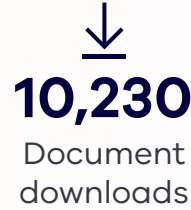
* All applicants must have experience providing disability services in the past 10 years to be eligible for registration.

Top 5 countries of birth



Year in review 2024–25

Awareness and education about disability worker regulation



*increase on previous year

Listening to the disability sector

Disability sector survey

We conducted the third annual disability sector survey and in-depth interviews, hearing from more than 1,000 participants in the Victorian disability sector including disability workers, people with disability, carers and employers.

The purpose of the survey is to understand the sector’s awareness and understanding of the Scheme and its key elements including the Code of Conduct, our complaints service, mandatory notifications, registration of disability workers and Prohibition Orders.

The survey assists the Commission in targeting its work for engagement and awareness as well as the types of communication methods that best reach the disability community.

The results showed strong awareness of the Scheme, its purpose and functions as well as areas for Commission focus to improve awareness.

Findings about the Scheme



Awareness of:

Reporting unsafe conduct (mandatory notifications)	The Code of Conduct	The Commission’s complaints service
72% of service providers	72% of service providers	75% of service providers
69% of workers	66% of workers	39% of people with disability
49% of practitioners*	40% of practitioners*	

*disability practitioners are disability workers with advanced skills, experience and qualifications.

A diverse and skilled workforce of registered disability workers

Across Victoria, registered disability workers provide critical services in the community, performing a variety of disability services. This could be assisting with shopping, cooking or cleaning, providing self-care, tutoring and training, supporting a person's social and recreational activities and allied health professionals providing clinical and therapy services.

By being a registered disability worker, these workers show they have the right skills and experience to deliver quality services, providing confidence to people with disability and their families.

The following examples of registered disability workers use pseudonyms.



Registered Victorian disability practitioner

Alex is a 26 year old disability practitioner living in Shepparton.

Alex qualified for registration with a Graduate Diploma of Psychology, Master of Educational and Developmental Psychology and experience as a senior psychologist and behaviour support practitioner. She is also a registered psychologist with Ahpra.

Alex is employed to provide specialist therapy supports funded through various streams including NDIS, Medicare and fee-for-service options.

Alex works with people with disability, their families and other disability employers to deliver high-quality, best-practice therapeutic services and person-centred supports, either at home or in the community, to support them to participate, thrive and achieve their goals. She conducts psychological assessments, develops behavioural support plans and supports clients with anxiety, stress, depression, trauma, grief and loss, and other emotional regulation issues.



Registered Victorian disability practitioner

Katherine is a 39-year-old disability practitioner living in inner-city Melbourne.

Katherine qualified for registration with a Bachelor of Occupational Therapy (with honours) and experience as an occupational therapist. She works with adults and children with physical, cognitive and developmental disabilities to develop skills for work/school and community involvement.

Katherine is a registered occupational therapist with the Australian Health Practitioner Regulation Agency (Ahpra).



Registered Victorian disability support worker

Puja is a 33-year-old disability support worker living in inner north-eastern Melbourne. She qualified for registration with more than 5,000 hours' experience providing personal care, assistance with daily tasks and learning new skills, emotional support, social interaction and community participation.

Puja started her career as a disability support worker working for a large disability service provider. She was employed for 5 years before starting her own business and has been self-employed since 2023. She has a current NDIS worker screening clearance and Mental Health First Aid certificate.

Puja assists people with disability with many aspects of self-care and self-management, including support with meal preparation and household chores, budgeting, medication management, using public transport and education and learning including teaching skills such as fashion and sewing.

Puja was born in Mauritius and is fluent in Hindi, Creole and French.



Registered Victorian disability support worker

Manuel is a 56-year-old disability support worker living in Somerville on the Mornington Peninsula.

Manuel qualified for registration with a Certificate IV in Disability Support and experience providing personal care, community access and companionship in supported accommodation and respite services.

Manuel currently works as a disability support worker for a large disability employer and has a NDIS worker screening clearance. He assists with daily living activities, including showering and grooming, dressing, meal preparation, cooking and attending medical appointments.

He also has experience as a job coach in which he counselled people with disability in supported employment to upskill, with the aim of landing and sustaining open employment.

Manuel was born in Portugal and is fluent in French, Portuguese and Spanish.

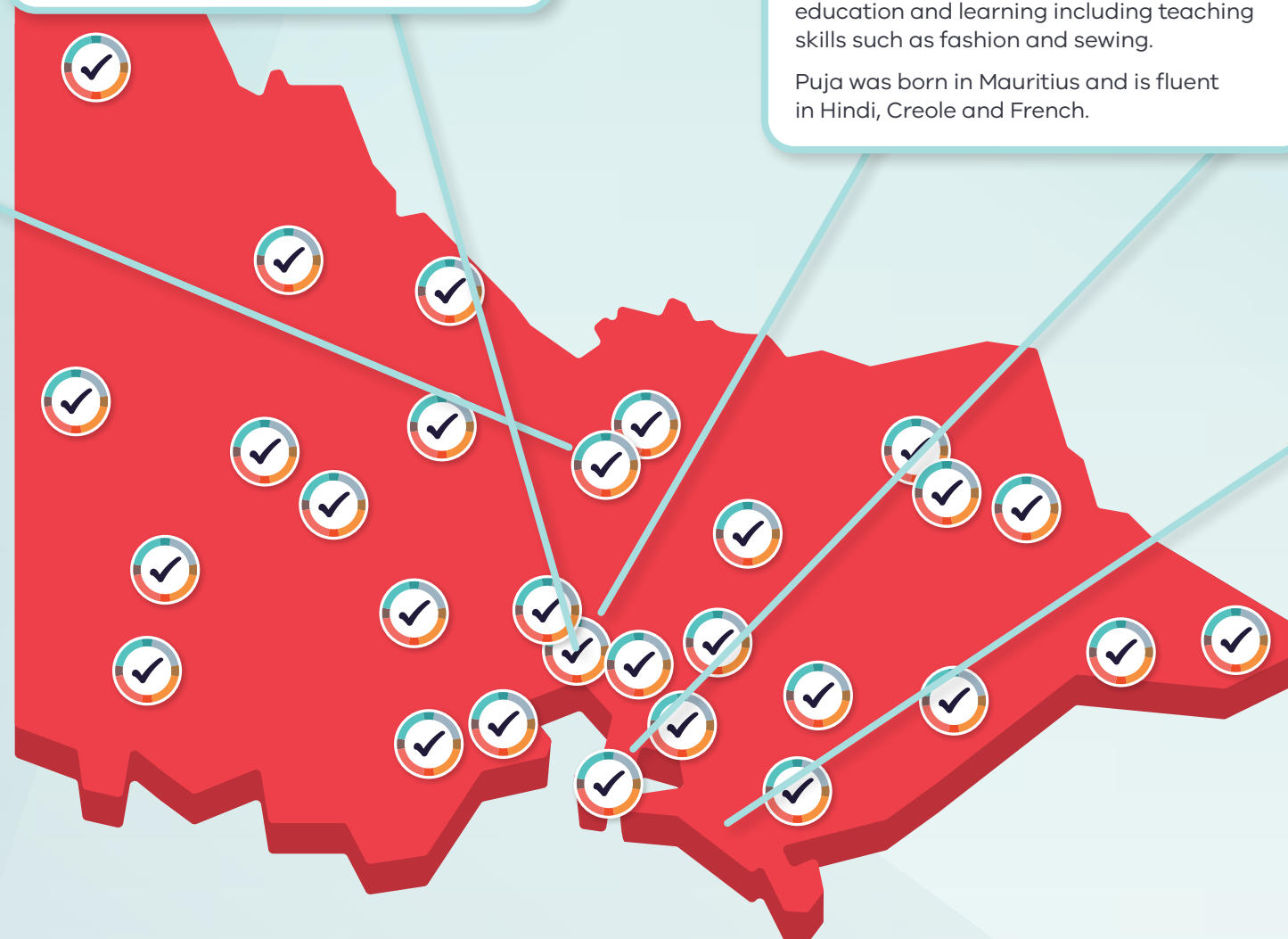


Registered Victorian disability support worker

Joanne is a 43-year-old disability support worker living and working in the Bass Coast Shire of Gippsland, south-east of Melbourne. She qualified for registration with a Certificate IV in Disability Support, Certificate IV in Education Support and a Certificate III in Community Services (Children's Services).

She has 10 years' experience as an education support officer at a specialist school, where she demonstrated her passion for the welfare of students, often going above and beyond to ensure their needs were met.

Joanne now works as a self-employed disability support worker and holds a current NDIS worker screening clearance. She has also undertaken training in Advanced Personal Care and Emergency Asthma Management.



Our actions to raise the quality and safety of disability support

During 2024–25 the Commission continued to play an active role in ensuring people with disability receive services from a workforce that provides safe and high-quality support.

The disability sector is currently navigating significant reforms stemming from the NDIS Review, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, the NDIS Provider and Worker Registration Taskforce recommendations and reforms to regulation in aged care and child safety. These reviews have highlighted areas for improvement and recommendations to address violence, abuse, neglect and exploitation of people with disability and other people who experience vulnerability.

We continued to prioritise engaging with people with disability, carers, families, advocates, workers and service providers. Through these conversations, the Commission is supporting disability communities across the state to better understand their rights and obligations in a complex environment.

At the centre of our work is ensuring people with disability can choose services that best meet their needs and that support their quality of life, free from abuse and neglect.

Regulatory activity

Our regulatory activity continues to increase in frequency and impact. As a result of our engagement, we have seen a 24% increase in complaints about disability worker conduct and a 32% increase in notifications made to the Commission.

We continue to investigate serious concerns about unsafe practice. In 2024–25 the Commissioner issued a record 5 Prohibition Orders and 51 Interim Prohibition Orders, stopping unsafe workers from practising as a disability worker.

Our improvements to complaints and notifications assessment processes are enabling faster decisions for the disability community, resulting in 98% of notifications decided and 92% of complaints decided, within the 60-day statutory period.

This year we have seen growth in the proportion of complaints (63%) related to the standard of disability services provided by the disability worker. This result reflects an increasing understanding about expectations of worker quality, which is a key element of the Commission's community education sessions with people with disability and self advocacy groups.

People with disability and family members are the main cohorts for complaints about disability workers to the Commission. The majority of matters we receive relate to services provided in the home, which may pose a significant risk because there is less opportunity for oversight.

This year the majority of notifications to the Commission were about disability services in Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) settings.

Disability worker employers continue to use our 2 key registers of registered disability workers and of prohibited workers to ensure they are making safe choices. The number of subscribers to [Prohibition Order alerts](#) has increased by 9% to 538.

We are also seeing continued uptake of workers to register, reaching more than 1,000 registered workers this year. The year-on-year growth of people choosing to register illustrates the community is recognising the value of having safe, skilled and professional disability workers.

We are making it easier and faster to apply for registration. Significant improvements have been made in the timeliness of registration and renewal application decisions, resulting in 93% of new registration applications determined within the 90-day statutory period and 75% of renewal applications determined within the 30-day statutory period.

The Commission and Board continue to uphold standards for worker quality and ensure registered workers have and maintain appropriate skills to practice including monitoring and supporting compliance with the continuing professional development (CPD) registration standard. This resulted in 88% of registered workers who applied for renewal meeting the CPD requirement during the 2024–25 year.

In late 2024 we conducted public consultation on the 3 registration standards of criminal history, English language and CPD. The feedback supported the existing registration standards and the changes we proposed to make the standards clearer for workers. The standards will take effect from 1 October 2025.

The Commission also responded to the actions of other regulators such as the Australian Skills and Quality Authority (ASQA). In 2024–25, ASQA took action to cancel the registration of certain registered training organisations and disability or social support qualifications, affecting some Victorian registered disability workers.

The Commission responded by ensuring that, in the absence of the cancelled qualifications, Victorian registered disability workers affected by the cancellations had appropriate skills to continue to practise safely as a registered disability worker. We also issued public statements encouraging all employers and service providers to take action to ensure safe, quality services for people with disability.

Operating in a co-regulatory environment

Collaborating effectively with other regulators in the disability sector is important, with a range of state and federal bodies having responsibilities to regulate and support safe, quality disability services.

We continue to work closely with the NDIS Quality and Safeguards Commission and Victorian regulators and authorities. These include the Disability Services Commissioner, the Social Services Regulator, the Commission for Children and Young People, the Victorian Senior Practitioner, the Victorian Institute of Teaching and the Transport Accident Commission. We continued to prioritise helping people understand our regulatory remit, help issues get to where they need to go and improve referrals to reduce the burden on those with issues of concern.

Also, in response to the minister's announcement in February 2024 to merge the functions of the Commission and Board with the Social Services Regulator, we worked closely with the Regulator to work towards a smooth transition of our functions and continued protection and safeguards for people with disability.

Engaging with the disability community

Throughout the year we engaged with 6,740 people across the disability community conducting 183 individual engagement activities. We have held in-person meetings, roundtables, webinars, community forums, education sessions and surveys. These activities demonstrate our commitment to our [Stakeholder engagement framework](#), which places people with disability at its centre.

A key focus this year has been on continuing our engagement in regional communities including public forums and roundtables held in Mildura and Bendigo and listening to the voices of First Nations people with disabilities.

People with disability in these communities receiving supports may find it more challenging to access services and information about how their individual rights can be supported including:

- exercising choice on who and how their supports are provided
- what good quality and culturally safe and respectful supports look like
- who to contact if they are not receiving respectful or safe supports.



To support disability workers and employers to comply with their obligations to make mandatory notifications, we delivered targeted activities to promote the importance of notifying the Commission about any worker who puts someone with disability at risk.

We held meetings with disability service providers to listen to their ideas on how the Commission can support them to identify and report notifiable conduct. We also hosted a webinar in June 2025 about mandatory notifications, attracting 280 disability workers and employers.

We continue our research into the sector, providing valuable insights into sector needs and our

regulatory role. In 2024–25 we conducted our third annual sector survey and in-depth interviews with disability workers, people with disability, carers and employers. The aim was to identify what information and resources they need when engaging with and registering under the Scheme.

The survey found that:

- 80% of respondents agree that the Scheme helps protect vulnerable people from harm and neglect
- 78% of respondents feel the Scheme also helps to improve the standard of services provided by disability workers.

Disability sector snapshot

21%, or more than one in 5 people, identify as having a disability in Australia.¹

32% of people with disability sometimes or always need help with self-care, mobility or communication.² Disability workers provide essential services to support people with disability to live lives to their full potential.

Of the **1.1 million Victorians with disability**, about 800,000 need help with at least one activity of daily life.³ When those 800,000 need a support worker or disability support practitioner to assist them, we regulate that work for its safety and quality.

12.1% of children and young people aged 0–24 years (946,300 people) have a disability.⁴

6% of children and young people aged 0–24 years have a profound or severe disability.⁵

Over two-thirds (67.8%) of children and young people aged 0–24 years with disability need some support with everyday activities.⁶

About 155,000 Victorian workers provide a disability service to a person with disability.⁷ This work is diverse, ranging from assisting with shopping, cooking or cleaning, providing self-care, tutoring and training, supporting individual participation in social and recreational activities and allied health professionals providing clinical and therapy services.

Case study

Acting to stop serious misconduct

Disability workers in Victoria must follow the Code of Conduct and not engage in practices that put a person with disability or the community at risk.

This example shows how the Commission can act where allegations of physical assault are made, and how we work with other regulators and authorities.

What happened

The Commission was told that Diane, an unregistered disability support worker, had physically assaulted Raveed, a man with an intellectual disability and complex physical needs. The incident happened during a personal care routine and was also reported to the police.

What we did

We worked with Victoria Police as they carried out their investigation. Diane was charged with unlawful assault and later pleaded guilty. While the police matter was underway, we made an Interim Prohibition Order to stop Diane from working as a disability support worker.

As part of our investigation, we gave Diane the chance to respond to the allegations about her conduct as a disability worker. She chose not to provide a statement. Based on all the available evidence, we found that Diane had breached the Code of Conduct and put Raveed’s safety at risk.

Outcome

The Commissioner issued a permanent Prohibition Order, meaning Diane is no longer allowed to work in disability services in Victoria. This decision was published on our website, as required by law.

We met with Raveed and his family to explain what had happened. They told us they were relieved and grateful to know that strong action had been taken to protect their son and others in the community.

1 Australian Bureau of Statistics 2022, [Disability, ageing and carers, Australia: summary of findings](#), Australian Government, Canberra.
2 Australian Institute of Health and Welfare 2020, [People with disability Australia](#), Australian Government, Canberra.
3 Australian Bureau of Statistics 2022, [Disability, ageing and carers, Australia: summary of findings](#), Australian Government, Canberra.
4 Ibid

5 Ibid
6 Ibid
7 RMIT’s Workforce Innovation and Development Institute (unpublished). The data is from mid-2022 with some characteristic data points taken from the Census in mid-2021. The data sources used were: ABS Person level integrated data asset (PLIDA) and 2021 Census of Population and Housing.

Please note: This case study shows a type of matter the Commission responded to in 2024–25. Pseudonyms are used and some details have been changed to protect the anonymity of the people involved.

Our regulatory approach

The Commission and Board have established a regulatory approach to describe our regulatory activities, how we make our decisions and the types of actions we can take to support quality, safe disability services in our community. Our regulatory approach is depicted in Figure 2 and also on [our website](#).

Figure 2: Our regulatory approach

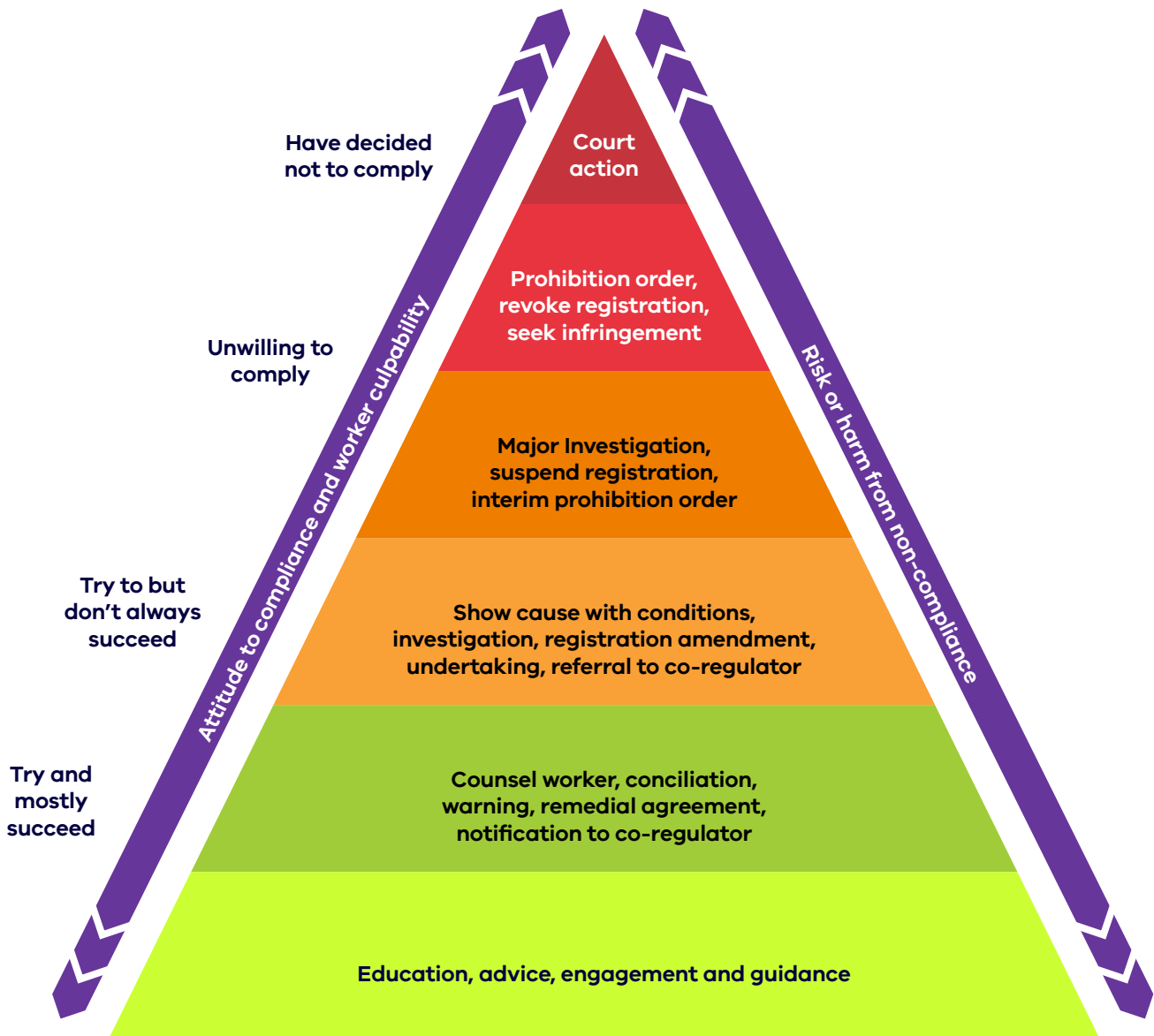


Description of diagram: A circular diagram depicting the regulatory approach. The outer ring depicts the Victorian Disability Worker Commissioner and the Disability Worker Registration Board of Victoria as the 2 statutory bodies delivering the Disability Worker Regulation Scheme. The next ring depicts the over-arching ways these bodies apply their authority and influence: enabling activities and systems, co-regulator relationships, referrals and information sharing. The inner ring depicts the methods used to deliver the approach: Raise awareness and educate; set standards for disability workers and students; encourage voluntary registration; support to comply; monitor compliance and complaints; refer, remedy and sanction.

We regulate disability workers who provide a disability service to a person with disability in Victoria, as well as supervisors and managers of disability workers providing a service.

Figure 3 shows our enforcement approach and how we consider harm, the consequences of non-compliance, and a worker’s compliance attitude and culpability.

Figure 3: Enforcement pyramid



Description of diagram: A pyramid diagram depicting the enforcement approach. The left-hand side of the pyramid depicts the levels of compliance attitudes to worker culpability, from ‘Try and mostly succeed’ at the bottom, ‘Try to but don’t always succeed’, ‘Unwilling to comply’ and ‘Have decided not to comply’ at the top. The right-hand side of the pyramid depicts the levels of risk or harm from non-compliance. The pyramid itself is made up of the different enforcement actions. The levels from bottom to top are: Education, advice, engagement and guidance; counsel worker, conciliation, warning, remedial agreement, notification to co-regulator; show cause with conditions, investigation, registration amendment, undertaking, referral to co-regulator; major investigation, suspend registration, interim prohibition order; prohibition order, revoke registration, seek infringement; court action.

Governance of the Scheme

The Commission, the Board and the Commissioner work together to regulate disability workers under the Scheme.

Victorian Disability Worker Commission

The Commission is led by the Commissioner. The Commission’s work is delivered by two key divisions; Regulatory Operations which provides the registration, complaints and compliance, and engagement functions for the Scheme; and Scheme Performance which is responsible for supporting effective operations of the Scheme. The Commission’s organisational structure is shown in Figure 4.

Disability Worker Registration Board of Victoria

Board membership

The chairperson and members of the Board are appointed by the Governor-in-Council on the minister’s recommendation.

The Board’s membership must include:

- at least 2 members (and not more than two-thirds of members) who are not and have never been registered disability workers
- at least 2 members (and not more than two-thirds of members) who are registered disability workers
- at least 3 members who are people with disability.

Board membership at 30 June 2025 was:

- Melanie Eagle (Chairperson)
- Christian Astourian
- Maryanne Diamond
- Elizabeth March
- Keith McVilly
- Kelly Schulz
- Geoffrey Southwell
- Jessica Sullivan
- Patrick Wilshire.

The Board does not employ staff. The Commission supports the Board to exercise its functions for registration and regulation of registered disability workers.

Board meeting attendances

Table 1 lists the meetings attended by each board member and those eligible to attend in 2024–25.

Table 1: Meetings attended and eligible to attend, 2024–25

Name	Number of meetings attended of those eligible to attend
Melanie Eagle (Chair)	7 of 8
Christian Astourian	8 of 8
Maryanne Diamond	5 of 8
Elizabeth March	6 of 8
Keith McVilly	6 of 8
Kelly Schulz	7 of 8
Geoffrey Southwell	8 of 8
Jessica Sullivan	7 of 8
Patrick Wilshire	5 of 8

The committee develops recommendations on:

- qualifications to be approved under the Disability Service Safeguards Act
- the registration standards or guidelines.

The committee met 4 times during the reporting period.

Members:

- Keith McVilly (Chairperson)
- Melanie Eagle
- Elizabeth March
- Geoff Southwell
- Jessica Sullivan
- Patrick Wilshire.

Executive Committee

The Executive Committee supports the Board Chair and the Board to plan and organise the Board’s work and strengthen productive and effective ways of working with the Commissioner and Commission. The Board Secretary supports the committee.

The committee met 9 times during the reporting period.

Members:

- Melanie Eagle
- Maryanne Diamond
- Kate Maddern, Director Scheme Performance, Commission
- Dan Stubbs, Commissioner.

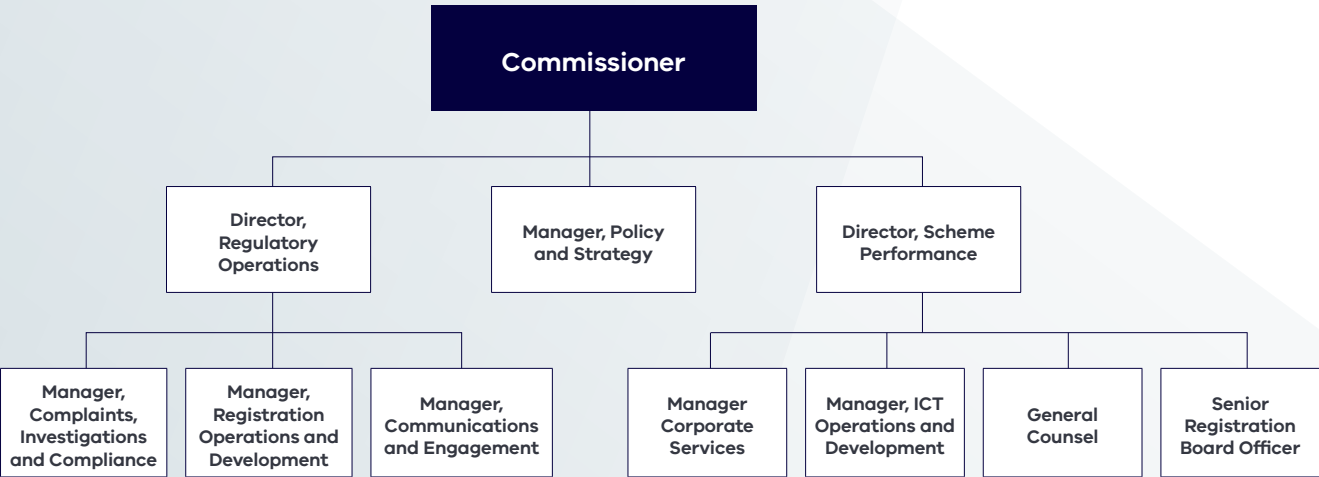
Complaints and Notifications Committee

The Complaints and Notifications Committee supports the Board in its actions to ensure compliance with the Scheme by registered disability workers and to deliver the processes required for these actions. This committee met once during the reporting period.

Members:

- Melanie Eagle
- Liz March
- Kelly Schulz
- Jessica Sullivan
- Patrick Wilshire.

Figure 4: Organisational structure of the Commission



Board committees

The Board operates committees to improve its efficiency and to help deliver its functions.

Registration Applications Assessment Committee

The Registration Applications Assessment Committee considers and makes recommendations for approval by the Board on complex or sensitive registration assessment matters. The committee did not meet in the reporting period.

Members:

- Melanie Eagle (Chair)
- Christian Astourian
- Elizabeth March
- Patrick Wilshire.

Registration Standards, Guidelines and Accreditation Committee

The Registration Standards, Guidelines and Accreditation Committee helps the Board exercise its standards, guidelines and accreditation functions.

Shared Audit and Risk Committee

The Board and Commission established a Shared Audit and Risk Committee in April 2021.

The committee helps the Board and Commission fulfil its statutory responsibilities under the Financial Management Act and associated Standing Directions 2018.

The Commission and Board appoint members of the Shared Audit and Risk Committee in line with the committee’s charter.

Key responsibilities of the committee are to:

- help the Board and Commission review the effectiveness of their internal control environment, covering effectiveness and efficiency of operations, reliability of financial reporting and compliance with applicable laws and regulations
- review information in the report of operations on financial management, performance and sustainability
- determine the scope of the internal audit function and ensure its resources are adequate and used effectively, including coordination with external auditors
- maintain effective communication with external auditors, consider recommendations made by internal and external auditors and review the implementation of actions to resolve issues raised
- oversee the effective operation of the risk management framework.

The Commission and Board nominate committee meeting attendees.

In the reporting period, the Shared Audit and Risk Committee held 4 meetings.

Members of the Shared Audit and Risk Committee at 30 June 2025 were:

- Binda Gokhale (independent chair)
- John Gavens (independent deputy chair)
- Ken Parsons (independent member).

Accountability of the Commission and Board

The Commission and Board must exercise their respective powers and perform the duties set out in sections 9 and 22 of the Disability Service Safeguards Act.

The Commission and Board are subject to the general direction and control of the minister and any specific written directions given by the minister.

Under the Public Administration Act, the Commission and Board must:

- inform the responsible minister and the portfolio Secretary (Department of Families, Fairness and Housing) of known major risks (significant or emerging) to their effective operation and the risk management systems it has in place to address those risks
- provide the responsible minister, unless prohibited from doing so by or under any law, with any information relating to the entity or its operations as he or she requests.

Ministerial Statements of Expectations

The responsible minister issued Statements of Expectations to the Board, the Commissioner and Commission on 26 April 2022. The Statements of Expectations informed the Commission and Board’s 2024–25 corporate plan.

Key achievements against the Statements of Expectations to 30 June 2025 include:

- strengthening a risk-based and proportionate regulatory approach that prevents or minimises the risk of harm to people with disability
- increasing collaboration with other regulators and agencies that strengthen our roles to provide efficient regulation
- promoting avenues for complaint and obligations to notify about unsafe worker conduct
- achieving continued growth in the number of registered disability workers
- gaining efficiencies in the registration application process
- maintaining and promoting the public register of registered disability workers and the public register of banned workers
- raising community awareness of the work of the Commission and Board.

Appendix 4 includes more detail on how we have met the Statements of Expectations.

Case study

Supporting choice and independence

All people with disability have a right to be supported to realise their individual capacity for physical, social, emotional and intellectual development. They must be respected for their human worth and to be treated with dignity as individuals with choice and control.

This example highlights the importance of disability workers respecting and supporting the choices and decisions of individuals.

What happened

Hamish, a young man with autism, wanted to learn how to use the tram to travel to his local shops. He raised this with Sasha, his disability support worker, but she preferred to drive him instead. Although Hamish appreciated Sasha’s help overall, he felt unheard and contacted the Commission for support.

What we did

We spoke with Sasha to share Hamish’s concerns. Sasha admitted she hadn’t made a formal plan with Hamish about his goals and hadn’t realised how important tram travel was to him. We encouraged Sasha to listen to what Hamish wanted and to work with him on a plan that reflected his goals. This ensured that Sasha was providing disability support consistent with the Code of Conduct, respecting Hamish’s rights.

Outcome

Sasha apologised to Hamish and they worked together to create a support plan. Hamish was thrilled to see his tram goal written down and to know Sasha was now on board to help him build his independence.

Sasha also completed training on how to develop person-centred support plans. Sasha mapped out the steps for Hamish to enable him to work towards his goals. Hamish shared his new plan with us and said he was excited about learning new skills on his own terms.

Please note: This case study shows a type of matter the Commission responded to in 2024–25. Pseudonyms are used and some details have been changed to protect the anonymity of the people involved.

Delivering our strategic priorities and corporate plan

The Commission and Board's Scheme strategic plan sets out how we seek to achieve our vision that 'people with disability can choose services that best meet their needs and supports their quality of life, free from abuse and neglect'.

The strategic plan is organised by 3 key pillars of work, and our enabling activities (Figure 5). The 3 pillars represent where efforts need to concentrate to support people with disability. The pillars are supported by enablers that are crucial to delivering the activities required by the Commissioner, the Board and the Commission.

We develop a corporate plan each year to outline our actions for the year ahead in the context of our current operating environment.

Corporate plan pillars and projects highlights

The key actions and projects for 2024–25 included:

- undertaking research projects to support worker registration
- implementing changes to enhance and improve registration standards
- building our understanding of the disability workforce to support our core regulatory function
- improving our registration assessment process to ensure it is modern, efficient and effective
- undertaking work to support transition of the Scheme to the Social Services Regulator
- developing and delivering an engagement and communication strategy to increase complaints and notifications
- collecting and analysing data about the operations of the Scheme to improve internal processes and communication and improving internal capabilities such as IT functions.

We deferred one activity in our 2024–25 corporate plan (developing an early resolution pathway for complaints and notifications received by the Commission) in response to operational considerations.

Our 2024–25 activities delivered on our strategic pillars, including:

- reviewing and consulting on our workforce standards to deliver a registration process that strengthens trust in disability workers and improves the knowledge and capability of the workforce
- providing an accessible, responsive and balanced process for notifications, complaints, investigations and enforcement
- building an evidence base, evaluate our work and are a trusted and influential advisor to government, the sector and disability community.

Figure 5: Our Scheme *Strategic plan 2024–27*

Vision	People with disability can choose services that best meet their needs and supports their quality of life, free from abuse and neglect.		
Purpose	We regulate all workers providing disability services in Victoria, regardless of how the services they provide are funded, setting standards for registration and training, resolving complaints and prohibiting unsafe workers.		
Guiding principle	People with disability who use disability services have the same rights as other members of the community.		
Pillars	Registration and workforce standards for workforce quality	Safety and compliance	Strategic engagement
Objective	A registration scheme and workforce standards that strengthen trust in disability workers and improve knowledge and capability of the workforce.	An accessible, responsive and balanced process for notifications, complaints, investigations, and enforcement.	We build an evidence base, evaluate our work, and are a trusted and influential advisor to government, the sector, and disability community.
How we'll do this	• Requiring all Victorian disability workers to comply with the Code of Conduct. • Advising stakeholders about their obligations under the Code of Conduct. • Reviewing existing standards to align with sector changes. • Ensuring consistent best-practice guidance to comply. • Engaging with the community and the sector to understand ways to improve and prioritise standards for registered workers. • Providing clear, accessible information on the benefits of voluntary registration. • Improving registration processes for timely decision making.	• Targeting communications, particularly to those who will benefit from greater awareness about complaints processes. • Working with service providers to promote safety through mandatory notification reporting. • Engaging with the community, sector, and key stakeholders to understand their experience of and satisfaction with complaints processes. • Enhancing efficiency through improvements in the complaints, notifications, and enforcement processes. • Maintaining referral pathways through a 'no wrong door' policy.	• Promoting the rights of people with disability in our work and advice to government, the sector, and the community. • Based on experience of developing and delivering disability worker registration, identifying key policy issues to contribute to wider reform of disability workforce registration regulation. • Engaging with organisations of people with disability and their advocates, and organisations that represent disability workers, providers, and employers. • Conduct research and evaluation on activities that explore the current challenges, barriers, benefits and opportunities of a registration scheme to inform future direction.
Enablers	• Continuing to recognise and invest in the capacity and capability of Commission staff and Board. • Monitoring and evaluating our work to provide the evidence base and to consider opportunities for continuous improvement in the context of change. • Maintaining strong systems, technology, internal policies, and processes. • Supporting a strong relationship through clear communication between the Board and Commission and robust governance measures. • Managing risk effectively in our work.		

Pillar 1

Registration and standards for workforce quality

Disability worker registration aims to achieve a safer, stronger disability sector. Registration supports a high-quality disability workforce by ensuring the Board independently assesses every worker's suitability.

Establishing workforce standards and appropriate training is key to improving the quality of disability work. It will also lift the standards of disability services across Victoria.

Following standards forms part of assessing an applicant's suitability to be registered as a disability worker. These standards contribute to disability workers delivering high-quality and safe disability services and, in turn, keeps people with disability safe when receiving these services.

Highlights in 2024–25

- We consulted publicly on revised registration standards – criminal history, English language and CPD. The revised standards will come into effect on 1 October 2025.
- The number of registered workers grew by 35% in 2024–25. The [Register of Victorian disability workers](#) allows anyone to search the status of registered Victorian disability workers.

- We improved the timeliness of decisions by streamlining assessment processes, reducing the assessment time from a median of 76 days to 36 days, equating to 93% of new applications determined within the 90-day statutory period.
- We made it easier and faster for workers with a NDIS Worker Screening Check to register through automatic verification in real time. In total, 392 (76%) applicants in 2024–25 applied using their NDIS clearance, reducing the need for an additional criminal history check.
- 82% of registered workers renewed their registration as a disability support worker or disability practitioner. This is an increase from 80% in 2023–24. We processed renewals faster than previous years, with 75% of renewals determined within the 30-day statutory period. The median time to process a renewal was 17 days.
- 88% of registered workers who applied for renewal met the CPD standard requirement to complete at least 10 hours of CPD activities during the 2024–25 registration year. The Board continues to support registered workers to comply with their CPD obligations.



Pillar 2

Safety and compliance

The Commission's complaints and notifications service enhances the safety and quality of disability services in Victoria. The Scheme has robust policies and procedures to ensure complaints and notifications are handled accessibly, responsively and fairly. This service is independent, impartial and free.

Highlights in 2024–25

- The number of complaints made to the Commission in a single year grew by 24% to 128 complaints in 2024–25.
- The Commissioner prohibited a record number of workers from providing disability services in Victoria. Unregistered disability workers posing a serious risk were prevented from providing disability services in Victoria, resulting in 51 Interim Prohibition Orders. Some workers were subject to multiple Interim Prohibition Orders while their conduct was investigated.

- Five Prohibition Orders were made to prohibit unregistered disability workers from providing disability services. These Prohibition Orders can only be made at the end of an investigation.
- We bolstered our capacity to respond to complaints and notifications through efficiency improvements, resulting in 98% of notifications decided within the 60-day statutory period, an increase from the previous year (87%).
- We made it easier for employers and workers to provide evidence supporting a notification by updating our notifications webform.
- We continued to work closely with the Disability Services Commissioner to implement our 'no wrong door' approach to complaint handling through referrals and joint engagement activities.
- We worked closely with other regulatory bodies, sharing information where lawfully possible, to respond to concerns about worker conduct in a timely way.

Pillar 3

Strategic engagement

The Commission and Board aim to build awareness and understanding of the Scheme and the roles of the Commission and the Board across the disability sector and the broader community.

A core part of this work is providing information and resources and communicating our role through a variety of meetings, information sessions and events.

Strengthening our relationships with the community, disability sector and other major stakeholders is essential to meeting our objectives.

Highlights in 2024–25

- We held 183 individual activities engaging with 6,740 members of the disability community through public forums, roundtables, meetings, webinars, information sessions, conferences, exhibitions and email enquiries.
- To raise awareness and understanding about making a complaint we hosted public forums in Mildura and Bendigo and partnered with stakeholders such as the Victorian Advocacy League for Individuals with Disability, Australian Children with Disability, National Disability Services, the Self-Advocacy Resource Unit and Brain Injury Matters to deliver information sessions.

- We met with service providers and provided new resources to assist their organisations and workforce to comply with obligations to report notifiable conduct.
- We produced an educational video for disability workers and service providers about the Scheme and a video on the revised registration standards.
- We conducted the third annual disability sector survey, providing insights into the awareness, understanding and effectiveness of the Scheme.
- We partnered with Karabena Consultancy and Deaf Indigenous Community Consultancy to deliver 3 community consultation workshops across Victoria to strengthen relationships with First Nations communities.
- We worked with co-regulators including the Social Services Regulator and the Disability Services Commissioner to improve understanding about how the sector can contact us through a 'no wrong door' approach.



Enablers

The strong performance of the Commissioner, the Board and the Commission is fundamental to an accessible, effective and sustainable Scheme.

The work under enabling activity included maintaining strong values and principles, supporting the Commission with the necessary technology to deliver our work and processes to understand our impact.

Highlights in 2024–25

- We continued to recognise and invest in the capacity and capability of Commission staff and Board by undertaking targeted, high-impact training aligned with the Commission strategic priorities, including:
 - The Board participated in a Regulatory Fundamentals discussion deepening their understanding on what it means to be an effective regulator and the specific role of the Disability Worker Registration Board.
 - Staff collaborated with the Victorian Ombudsman to explore best practice good complaint handling and took part in a Psychological Safety and Wellbeing in the Workplace workshop to support implementation of the new Occupational Health and Safety (Psychological Health) Regulations.
 - The Commission’s Complaints, Investigations and Compliance team completed targeted training on Interviewing Vulnerable Witnesses with the Centre for Investigative Interviewing at Griffith University.

- The Commission continued to make improvements to its data information system to enable a more streamlined and efficient assessment process for registration applicants and complaints, notifications and investigations. The Commission continued to invest in assessing and ensuring the cybersecurity, privacy and availability of its core databases and systems.
- We improved our risk management and risk culture with a focus on the *Victorian Government risk management framework*. This has improved our risk management self-assessment score from 41% to 82%, with increased consultation and accountability across the Board and Commission.

Case study

Respecting professional boundaries

Under the Code of Conduct, disability workers must meet high standards of behaviour, be respectful and make sure people with disability receive services that are safe. This means having professional boundaries for relationships between disability workers and people with disability.

This case example shows what the Commission can do in response to allegations that a worker has not maintained professional boundaries.

What happened

Henry, who lives in supported accommodation and has Down syndrome, received care from Rosa, an unregistered disability support worker. Rosa often gave Henry a cuddle before bedtime during her overnight shifts. While Henry liked this and said it helped him sleep, her employer was concerned it crossed professional boundaries and notified the Commission.

What we did

We spoke with Rosa and reviewed the information provided by her and her employer. Rosa confirmed she had been giving Henry a cuddle before bed. She said she thought it was a comforting gesture that helped him feel safe.

We explained to Rosa that even though her intentions weren’t harmful, disability workers must maintain professional boundaries at all times to keep the relationship safe, respectful and clear. This protects both the worker and the person receiving support.

Outcome

Rosa agreed to complete extra training about professional boundaries and the Code of Conduct. She now has a better understanding of how to show care and support in ways that are safe and appropriate.

Henry’s service provider continues to support him to feel comfortable and settled at bedtime, while making sure his care always meets the highest standards. His family were reassured that the matter was taken seriously and handled with care.

Please note: This case study shows a type of matter the Commission responded to in 2024–25. Pseudonyms are used and some details have been changed to protect the anonymity of the people involved.

2024–25 financial information

Financial performance

Pursuant to a determination by the then Assistant Treasurer on 21 March 2021, the financial statements of the Board and the Commission are prepared and consolidated with the financial statements of the Department of Families, Fairness and Housing. Disclosures required under the Financial Management Act, Standing Directions and Financial Reporting Directions as notes to the financial statements are referenced in the department’s annual report.

Table 2 lists the principal operating expenses the Commission and Board incurred in 2024–25.

Table 2: Commission and Board operating expenses, 2024–25

Expenditure item	Amount (\$)
Staffing employee expenses	8,836,859
Other operating expenses	3,895,192
Depreciation	7,262
Grants and sponsorships	30,000
Total	12,769,314

Scheme funding

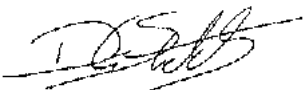
The Disability Service Safeguards Act establishes a Disability Worker Regulation Fund, administered by the Commission (s 277). Payments to the fund include:

- all fees, fines and penalties paid to the Board or the Commission
- any other funds the Board receives
- any money the Commission receives from the public account.

A budget of \$11.6 million for 2024–25 was allocated for the Scheme in the May 2024 State Budget.

Financial management compliance attestation

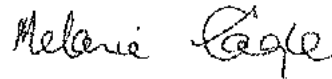
I, Dan Stubbs, on behalf of the Responsible Body, certify that the Victorian Disability Worker Commission has no material compliance deficiency with respect to the applicable Standing Directions under the Financial Management Act 1994 and Instructions.



Dan Stubbs
Victorian Disability Worker Commissioner
Victorian Disability Worker Commission

Date signed: 15 September 2025

I, Melanie Eagle, on behalf of the Responsible Body, certify that the Disability Worker Registration Board of Victoria has no material compliance deficiency with respect to the applicable Standing Directions under the Financial Management Act 1994 and Instructions.



Melanie Eagle
Chairperson
Disability Worker Registration Board of Victoria

Date signed: 15 September 2025

Compliance

Government advertising expenditure

The Commission did not incur any advertising expenditure in 2024–25.

Disclosure of ICT expenditure

The ICT expenditure for the Commission in 2024–25 is listed in Table 3.

Table 3: ICT expenditure, 2024–25

Business as usual ICT expenditure (\$)	Non-business as usual ICT expenditure			Total ICT expenditure (\$)
	Operational (\$)	Capital (\$)	Subtotal (\$)	
1,067,971	487,670	Nil	487,670	1,555,641

Disclosure of major contracts

The Commission and Board did not enter into any major contracts during 2024–25. A major contract is one valued at \$10 million or more.

Public sector values and employment principles

The Public Administration Act outlines the values and employment principles that apply to the public sector.

The Commission complies with these employment principles and regularly updates its policies and procedures to advance them. Our employment policies and practices, including the Victorian public service common policies, are consistent with the principles. For example, merit and equity in selection processes ensures applicants are assessed and evaluated fairly and equitably based on key selection criteria and other accountabilities without discrimination.

The Commission advised its employees on how to avoid conflicts of interest, how to respond to offers of gifts and how it deals with misconduct.

The Commission’s staff are employed under the Victorian Public Service Enterprise Agreement 2024.

No time was lost in 2024–25 as a result of industrial relations disputes.

Workforce data

Appendix 2 provides an analysis of the Commission’s employee workforce composition such as gender, age demographics, headcount and other workforce-related analytics.

The Board has no employees.

Workforce inclusion policy

The Commission is dedicated to working towards creating an inclusive working environment where equal opportunity and diversity are valued, and that reflects the communities we serve.

The *Diversity and inclusion framework* was finalised during the year, which includes a comprehensive action plan for implementing initiatives that support workforce inclusion.

Aligned with the *Gender Equality Act 2020*, the Commission has set a target to achieve at least 50% of female representation in leadership roles. As of 30 June 2025, 80% of the Commission’s leadership team identify as women, which has already surpassed the initial target of at least 50% in leadership roles.

Occupational health and safety

The Commission is committed to providing and maintaining a working environment that is safe, healthy and complies with all statutory requirements and codes of practice.

The Commission undertakes a full range of health and safety activities to ensure human and financial costs of occupational injury and illness are minimised. Initiatives include providing:

- a safe working environment
- ergonomic assessments of all workstations
- facilities to support physical activity
- training in work health and safety practices
- all staff with confidential access to an employee assistance program
- access to a fitness passport and a discounted workplace health and fitness program
- access to wellness webinars
- vaccinations for influenza.

In December 2024, the Victorian Secretaries Board resolved to cease 21 CBD leases as part of whole-of-Victorian-Government decision to reduce the overall accommodation footprint. This decision included the Commission’s office at 570 Bourke Street. The Commission secured a CBD office location that meets accessibility needs of staff and stakeholders.

During the reporting year, the Commission delivered 3 face-to-face training sessions for all staff on building psychological safety and wellbeing at work.

Staff elected a health and safety representative to represent their views on health and safety to the Commission. The representative can inspect any Commission and Board workplace in the event of an incident or a situation where there is an immediate risk to health and safety. They can also take part in investigations when an incident or injury has occurred.

Various occupational health and safety positions, namely fire warden, floor warden, designated management representative and first aid representative, were filled. Elected representatives undergo relevant certifications and refresher training.

Incident management

Our online system for reporting workplace incidents and hazards is eDINMAR (electronic disease, injury, near miss, accident report). All staff must train in how to report hazards.

The incidents reported in 2024–25 were:

- number of reported hazards or incidents – 5
- number of ‘lost time’ standard claims – 0 days
- average cost per claim (including payments to date and an estimate of outstanding claim costs as advised by WorkSafe) – nil.

Freedom of Information Act

The *Freedom of Information Act 1982* (FOI Act) gives the public access to documents held by the Commission and the Commissioner.

The purpose of the FOI Act is to extend, as far as possible, the right of the community to access information held by:

- government departments
- local councils
- ministers
- other bodies subject to the FOI Act.

This applies to documents both created by agencies and supplied to agencies by an external organisation or individual.

Information about the type of material produced by the Commission and Commissioner is available on [our website](#).

The FOI Act allows an agency to refuse access to certain documents or information, either fully or partially. Examples of documents that may not be accessed include:

- Cabinet documents
- some internal working documents
- law enforcement documents
- documents covered by legal professional privilege such as legal advice
- personal information about other people
- information given to an agency in confidence.

FOI requests must generally be processed within 30 days. However, when external consultation is needed, the processing time is 45 days. These timeframes may be extended in consultation with the applicant.

If an applicant is not satisfied with a decision we make about an FOI request, they can seek a review by the Office of the Victorian Information Commissioner within 28 days of receiving a decision letter (s 49A of the FOI Act).

Making a request

To make an FOI request, [email the Commission’s FOI Officer](#).

An application fee applies. In 2024–25 this was \$32.70. Applicants can also request the fee be waived.

Access charges may also be payable if the document request is large and the search for material is time consuming.

When making FOI requests, applicants should ensure requests:

- are in writing
- clearly identify the type of material or documents being sought
- include the relevant fee.

Freedom of information statistics

During the reporting period, the Commission and Commissioner received no requests under the FOI Act. The Commission and Commissioner were not required to make any FOI decisions in the reporting period.

During the reporting period, no requests were subject to a complaint or internal review by the Office of the Victorian Information Commissioner. No requests went to the Victorian Civil and Administrative Tribunal.

More information

More on the operation and scope of FOI is on the [Office of the Victorian Information Commissioner website](#).

Access to information

The Commission and Board disclose information online and through printed publications.

We also provide information services:

- in person
- by phone
- in our annual report
- on [our website](#).

Competitive neutrality policy

Where services compete or may compete with the private sector, government businesses must ensure any advantage arising solely from government ownership be removed if it is not in the public interest.

Government businesses must cost these services as if they were privately owned.

The competitive neutrality policy supports fair competition between public and private businesses. It gives government businesses a tool to improve resource allocation decisions. This policy does not override other government policy objectives. It focuses on efficiency in providing services.

The nature of the functions of the Board and Commission as independent regulators do not fall within the scope of the competitive neutrality policy.

Public Interest Disclosures Act

The *Public Interest Disclosures Act 2012* (PID Act) encourages and helps people to make a disclosure about corrupt or improper conduct by a public officer or a public body.

The PID Act protects people who make disclosures in line with the Act. It also sets up a system for the matters disclosed to be investigated and rectified.

The Commission, the Commissioner and the Board are subject to the PID Act.

The entities are committed to the aims and objectives of the PID Act. They recognise the value of transparency and accountability in administrative and management practices. They support disclosures that reveal improper conduct or detrimental action.

The entities have established procedures for public interest disclosures. They have processes to protect people from detrimental action in reprisal for making a public interest disclosure.

The procedures are available on [our website](#).

Making a public interest disclosure

Under the PID Act, the Commission and Board cannot receive public interest disclosures.

Contact the Independent Broad-based Anti-Corruption Commission (IBAC) to make a public interest disclosure about improper conduct or detrimental action committed by:

- the Board or its members
- the Commission or its officers or employees
- the Commissioner.

Contact IBAC:

- by mail – Independent Broad-based Anti-Corruption Commission, GPO Box 24234, Melbourne VIC 3001
- online – IBAC website’s [‘Report corruption or misconduct’](#) page.
- by phone – 1300 735 135.

Additional information available on request

In compliance with the requirements of the Standing Directions 2018 of the Minister for Finance (FRD 22), details in respect of the following items (where applicable to the entities) have been retained:

- a statement that declarations of pecuniary interests have been duly completed by all relevant officers

- details of shares held by a senior officer as nominee or held beneficially in a statutory authority or subsidiary
- details of publications produced by the entities and how these can be obtained
- details of changes in prices, fees, charges, rates and levies charged by the entities
- details of any major external reviews carried out on the entities
- details of major research and development activities undertaken by the entities
- details of overseas visits undertaken, including a summary of the objectives and outcomes of each visit
- details of major promotional, public relations and marketing activities undertaken by the entities to develop community awareness of the entities and their services
- details of assessments and measures undertaken to improve the occupational health and safety of employees
- a general statement on industrial relations within the entities and details of time lost through industrial accidents and disputes
- a list of major committees sponsored by the entities, the purposes of each committee and the extent to which the purposes have been achieved
- details of all consultancies and contractors including consultants or contractors engaged, services provided and expenditure committed for each engagement.

This information is available on request, subject to the provisions of the FOI Act, other applicable laws and policies. To request this information, [email the Commission’s FOI Officer](#).

Building Act

The Commission and Board do not own or control any government buildings. Because of this, we are exempt from notifying compliance with the building and maintenance provisions of the *Building Act 1993*.

Local Jobs First Act

The *Local Jobs First Act 2003*, introduced in August 2018, brings together the *Victorian industry participation policy* and the *Major project skills guarantee policy*. These were previously administered separately.

Government departments and public sector bodies must apply the Local Jobs First Policy in all projects valued at:

- \$3 million or more in metropolitan Melbourne or for statewide projects
- \$1 million or more for projects in regional Victoria.

During 2024–25, the Commission began one Local Jobs First Standard project totalling \$4.752 million. This project has a commitment of 97% of local content and will retain 4.24 existing jobs. One enterprise prepared a Local Industry Development Plan (LIDP) for this contract.

Disability Act

The *Disability Act 2006* reaffirms and strengthens the rights of people with disability. The Act recognises that this needs support across the government sector and within the community.

The Commission and Board actively seek to provide services in a way that reduces barriers and promotes the inclusion and participation of people with disability.

The Commission supports the government’s *Inclusive Victoria: state disability plan 2022–26* and *Getting to work: Victorian public sector disability employment action plan 2018–2025*. This is a long-term employment plan for people with disability in the public sector.

The government’s action plan target was 6% representation by 2020 and 12% by 2025. The Commission’s priority and target for employing people with disability is 20%. The result in 2024–25 was 17% across the Commission.

The Commission has also adopted the *Disability confident recruitment guide*, which helps recruiting managers to:

- improve their ability to recruit talented people with disabilities
- ensure recruitment processes are inclusive and barrier-free for all candidates.

All Commission staff must complete diversity and inclusion training. This includes the Charter of Human Rights in Victoria; Equity, Diversity and Inclusion; and Disability Awareness training.

Consistent with the functions of the Board, the Act requires that at least 3 members of the Board are people with disability.

Office-based environmental impacts

The Commission is committed to reducing our environmental footprint by promoting awareness and reducing environmental impacts.

The Commission has 59 personnel (VPS and contractors) and an accommodation space of 578 square metres.

The Commission aims to minimise electricity use by using efficient appliances and office equipment, including energy-efficient lighting.

The Commission uses 100% recycled paper, creates and stores records electronically, encourages double-sided printing and promotes biodegradable cutlery use to reduce our carbon footprint.

The Commission also separates waste systems into recycled, glass, landfill and compost.

Staff are encouraged to use public transport for business activities.

Consultancy expenditure

Details of consultancies valued at \$10,000 or greater

In 2024–25 one consultancy where the total fees payable to the consultant were \$10,000 or greater. The total expenditure incurred in 2024–25 for this is consultancy was \$38,639 (excluding GST), representing the final milestone payment of the consultancy engaged in 2023–24. (Table 4)

Details of consultancies under \$10,000

No consultancies were engaged in 2024–25 where the total fees payable to the individual consultancy were less than \$10,000.

Declaration of pecuniary interests

All Commission officers exercising a financial delegation have completed a declaration of pecuniary interest in line with the Commission’s delegation and conflict of interest policies.

Disclosure of grants and sponsorships

In 2024–25 the Commission provided sponsorships totalling \$30,000 (excluding GST) (Table 5).

Table 4: Consultancies valued at \$10,000 or greater 2024–25

Consultant	Purpose	Total approved project fee (\$)(excl. GST)	Expenditure 2024–25 (\$)(excl. GST)	Expenditure (\$)(excl. GST)
dandolo partners	Strategic plan for 2024-27, first year business plan 2024-25 and review of Theory of Change	75,896	38,639	–

Table 5: Sponsorships, 2024–25

Sponsorship	Purpose	Date	Expenditure (\$)(excl. GST)
Scope–University of Melbourne partnership	Virtual Disability Conference	September 2024	3,000
VALID Victorian Advocacy League for Individuals with Disability Inc	Having a Say Conference	January 2025	25,000
VALID Victorian Advocacy League for Individuals with Disability Inc	Advocacy in Action Conference	June 2025	2,000

Reviews and studies expenditure

During 2024–25, the Commission undertook 2 reviews or studies with the total cost of \$115,839. Details of individual reviews and studies are outlined in Table 6.

Table 6: Reviews and studies, 2024–25

Name of the review	Reasons for review/study	Terms of reference	Anticipated outcomes	Estimated cost \$ (excl. GST)	Final cost if completed \$ (excl. GST)	Publicly available (Y/N) and URL
Evaluation of the training and development catalogue	To evaluate the web-based Training and development catalogue (TDC) that assists disability workers improve the quality and safety of the support they provide	Evaluate the impacts of the first 12 months of the TDC Assess the TDC’s utilisation and utility for and by disability workers in Victoria Consider the TDC and the continuous professional development (CPD) needs of registered disability workers	Report highlighting the impacts of 12 months of TDC and recommendations for next steps.	32,344	32,344	N
Annual Disability Sector Survey	To measure the uptake and effectiveness of the Disability Worker Regulation Scheme	Conduct an annual disability sector survey and in-depth interviews	Report on sector outcomes for the Commission’s Monitoring, Evaluation and Learning (MEL) Framework	83,495	112,211	N

Complaints about the Commission and Board

The Commission and Board welcome complaints about their work and handle them in accordance with guidance issued by the Victorian Ombudsman.

The Commission and Board recorded one complaint in 2024–25. This was resolved by reflecting on the complainant’s feedback and providing an apology.

Disclosure of social procurement activities under the Social Procurement Framework

The Social Procurement Framework (SPF) governs how the Victorian Government undertakes social procurement. The framework applies to the procurement of all goods, services and construction undertaken by, or on behalf of, entities subject to the Standing Directions 2018 under the *Financial Management Act 1994*.

As the Commission is principally engaged in the delivery of regulatory services, it has limited procurement activity, however we embrace the principles underpinning the SPF and aim to apply them across our operations.

During the 2024–25 year, the Commission engaged two Aboriginal businesses and traditional owner corporations, as well as disability enterprise, to deliver a Cultural Safety and Awareness Training program. This initiative incorporates policy review and feedback from community consultations to ensure relevance. The total expenditure for these services totalled \$153,000 (excluding GST).

The Commission also implemented several initiatives to support its commitment to the Social Procurement Strategy, including:

- advertising vacant positions with Koori Mail to promote job opportunities for Aboriginal and Torres Strait Islander peoples
- procuring catering from a social enterprise that aims to provide opportunities for Victoria’s most marginalised young people and creates meaningful employment opportunities for people with disabilities
- selecting venues in Victorian regional areas for stakeholder engagement and consultation events, contributing to local economic activity and employment.

Disclosure of procurement complaints

Under the Victorian Government Purchasing Board’s governance policy, the Commission must disclose any formal complaints relating to the procurement of goods and services received through its procurement complaints management system.

The Commission did not receive any formal complaints through its procurement complaints management system in 2024–25.

Compliance with DataVic access policy

The Commission and Board are subject to the DataVic access policy. No data was provided to DataVic in the reporting period.

Appendix 1: Disclosure index

The Commission and Board’s consolidated annual report is prepared in line with all relevant Victorian legislation and pronouncements. This index helps identify the Commission and Board’s compliance with statutory disclosure requirements, particularly Financial Reporting Directions (FRD) and Ministerial Standing Directions (SD).

Charter and purpose

Legislation	Requirement	Page
FRD 22I	Manner of establishment and responsible minister	6–11
FRD 22I	Nature and range of services provided	8, 18–23
FRD 22I	Functions, powers and duties	6–8, 18–23
FRD 22I	Performance reporting (non-financial) – operational	12–15
FRD 22I	Summary of the financial results for the year	36
FRD 22I	Major changes or factors affecting performance	18–20

Governance and organisational structure

Legislation	Requirement	Page
FRD 22I	Organisational structure and corporate governance	24–26
FRD 22I	Board’s role and membership	24–25
FRD 22I	Audit and Risk Committee membership	26
FRD 22I	Employment and conduct principles	38

Workforce data

Legislation	Requirement	Page
FRD 22I	Public sector values and employment principles	38
FRD 22I	Occupational health and safety	38–39
FRD29B/FRD 22I	Workforce data disclosures	47–48
FRD 22I	Workforce inclusion policy	38
FRD 10A	Disclosure index	45–46
FRD 15	Executive officer disclosure	48

Appendix 2: Workforce data

Other disclosures as required by FRDs

Legislation	Requirement	Page
FRD 25D	Local Jobs First	41
FRD 29	Workforce data disclosures	47–48
FRD 221	<i>Disability Act 2006</i>	41
FRD 22I	Disclosure of government advertising expenditure	38
FRD 22I	Details of consultancies over \$10,000	42
FRD 22I	Details of consultancies under \$10,000	42
FRD 22I	Disclosure of ICT expenditure	38
FRD 221	Reviews and studies expenditure	43
FRD 12B	Disclosure of major contracts	38
	Declaration of pecuniary interests	42
FRD 22I	Application and operation under the <i>Freedom of Information Act 1982</i>	39
FRD 22I	Compliance with the <i>Building Act 1993</i>	41
FRD 22I	Statement on competitive neutrality policy	40
FRD 22I	Application of the <i>Public Interest Disclosures Act 2012</i>	40
FRD 221	Disclosure of procurement complaints	44
FRD 24D	Reporting on office-based environmental impacts	42
FRD 22I	Statement of availability of other information available on request	39–41
FRD 22	Disclosure of social procurement activities under the Social Procurement Framework	44

Compliance attestation and declaration

Legislation	Requirement	Page
SD 5.1.4	Attestation for compliance with Ministerial Standing Directions	37
SD 5.2.3 (c)	Declaration in the report of operations	1

Legislation

Legislation	Page
<i>Freedom of Information Act 1982</i>	39–40
<i>Building Act 1993</i>	41
<i>Public Interest Disclosures Act 2012</i>	40
<i>Local Jobs First Act 2003</i>	41
<i>Financial Management Act 1994</i>	1, 6, 26, 36–37, 44
<i>Public Administration Act 2004</i>	6–7, 10, 26, 38, 47
<i>Disability Act 2006</i>	41

The workforce data in Tables 7 and 8 captures the headcount (number of employees) and full-time staff equivalent (FTE) / time fractions of all active Commission employees over the past 2 reporting periods. The data reflects the last full pay period in June 2025 and June 2024 respectively.

The data does not capture:

- external contractors or consultants
- temporary staff employed through employment agencies
- people who are not employees but are appointees to a statutory office, as defined in the *Public Administration Act 2004*.

Table 7: Workforce data as of June 2025

	All employees		Ongoing			Fixed term and casual	
	Number (headcount)	FTE	Full-time (headcount)	Part-time (headcount)	FTE	Number (headcount)	FTE
Gender							
Women	40	38.3	29	5	32.6	6	5.7
Men	14	14.0	13	0	13.0	1	1.0
Self-described	0	0	0	0	0	0	0
Age							
15–24	0	0	0	0	0	0	0
25–34	4	4.0	3	0	3.0	1	1.0
35–44	20	19.3	14	3	16.4	3	2.9
45–54	19	18.0	15	2	16.2	2	1.8
55–64	11	11.0	10	0	10.0	1	1.0
65+	0	0	0	0	0	0	0
Classification							
VPS 1–6 grades	52	50.4	40	7	45.6	5	4.8
VPS 3	4	4.0	4	0	4.0	0	0
VPS 4	16	15.8	13	1	13.8	2	2.0
VPS 5	21	20	14	4	17.2	3	2.8
VPS 6	11	10.6	9	2	10.6	0	0
STS	1	0.9	0	0	0	1	0.9
Executives	1	1.0	0	0	0	1	1.0
Total employees	54	52.3	40	7	45.6	7	6.7

Appendix 3: Worker registration, complaints, notifications and investigation data

Table 8: Workforce data as of June 2024

	All employees		Ongoing			Fixed term and casual	
	Number (headcount)	FTE	Full-time (headcount)	Part-time (headcount)	FTE	Number (headcount)	FTE
Gender							
Women	42	39.2	30	12	9.16	4	3.5
Men	12	12.0	12	0	12.0	1	1.0
Self-described	0	0	0	0	0	0	0
Age							
15–24	0	0	0	0	0	0	0
25–34	4	4.0	4	0	4.0	0	0
35–44	25	22.9	17	6	21.2	2	1.7
45–54	16	15.5	12	2	13.7	2	1.8
55–64	8	8.0	7	0	7.0	1	1.0
65+	1	0.8	0	1	0.8	0	0
Classification							
VPS 1–6 grades	52	49.3	40	9	46.7	3	2.6
VPS 3	7	6.5	5	1	5.5	1	1.0
VPS 4	15	14.9	14	1	14.9	0	0
VPS 5	21	19.3	14	5	17.7	2	1.6
VPS 6	9	8.6	7	2	8.6	0	0
STS	1	0.9	0	0	0	1	0.9
Executives	1	1.0	0	0	0	1	1.0
Total employees	54	51.2	40	9	46.7	5	4.5

Table 8 shows the annualised total salary for the Commission’s senior employees (by \$20,000 bands, for executives and other senior non-executive staff).

Table 9: Annualised total salary of senior employees, 2024–25

Income band (full-time annualised salary)	Executive officers	Senior technical specialists
\$180,000 – \$199,999		
\$200,000 – \$219,999		1
\$220,000 – \$239,999		
\$240,000 – \$259,999	1	
\$260,000 – \$279,999		
Total	1	1

Percentages in the following tables have been rounded to one decimal place.

Disability worker registration

Table 10: Disability workers registered as at 30 June 2025

Number of registered disability workers	
Total	1,016

Disability worker registration applications: 1 July 2024 to 30 June 2025

Table 11: Registration applications received, 2024–25

Application status	Number of applications	Percentage (%)
Registration granted	347*	66.8
Withdrawn by applicant*	59	11.4
Withdrawn under s 153(5)**	72	13.9
Application remains open	41	7.9
Total	519	100.0

* A further 48 applications received in 2023–24 were granted for a total of 567 registrations granted in 2024–25 (Table 16). Common reasons for withdrawing applications include the applicant was seeking to apply for an NDIS Worker Screening Check, the applicant was unable to satisfy the requirements to qualify for registration and withdrew their application voluntarily, and the applicant did not respond to the Commission’s request for further information, so their application was withdrawn under s 153(5).

**If an applicant does not provide further information requested by the Commission, the Commission may withdraw an application.

Table 12: Registration applications received by division, 2024–25

Application division	Number of applications	Percentage (%)
Disability support worker	464	89.4
Disability practitioner	55	10.6
Total	519	100.0

Table 13: Registration applications received by pathway, 2024–25

Pathway	Number of applications	Percentage (%)
Experience	99	19.1
Experience and qualifications	5	1.0
Qualifications	361	69.6
Training	25	4.8
Unknown*	29	5.6
Total	519	100.0

* Pathway details are not available for applications that were withdrawn or that were under assessment on 1 July 2025.

Table 14 Applicant age, 2024–25

Age range	Number of applications	Percentage (%)
Under 20 years	15	2.9
20 to 29 years	119	22.9
30 to 39 years	142	27.4
40 to 49 years	117	22.5
50 to 59 years	91	17.5
60 years or older	35	6.7
Total	519	100.0

Table 15: Applicant gender, 2024–25

Gender	Number of applications	Percentage (%)
Woman	341	65.7
Man	136	26.2
Self-described	1	0.2
Not disclosed*	41	7.9
Total	519	100.0

* These applicants declined to provide their personal details needed for registration (including gender), so their applications were withdrawn.

Table 16: Registration applications received with NDIS worker screening clearance, 2024–25

Application type	Number of applications
Applicants with a NDIS Worker Screening clearance	395
Applicants without an NDIS Worker Screening clearance – so requiring a National Police Check (NPC)	124
Total	519

Note: All applications must have either a NDIS worker screening clearance or a police check.

Table 17: Registration applications decided, 2024–25

Application status	Number of applications	Percentage (%)
Registration granted	401	70.7
Withdrawn under s 153(5)*	69	12.2
Withdrawn by applicant	97	17.1
Total	567	100.0

* If an applicant does not provide further information requested by the Commission, the Commission may withdraw an application. Common reasons for withdrawing applications include the applicant was seeking to apply for a NDIS Worker Screening Check, the applicant was unable to satisfy the requirements to qualify for registration and withdrew their application voluntarily, and the applicant did not respond to the Commission’s request for further information, so their application was withdrawn under s 153(5).

Note: There were 48 applications not decided at 1 July 2025. The Commission reports on applications received (Tables 10, 11 and 12) as well as applications decided (Table 16) because not all applications are received within the reporting period are also decided within the same reporting period.

Registration renewal applications: 1 July 2024 to 30 June 2025

Table 18: Registration renewal applications decided, 2024–25

Application status	Number of applications	Percentage (%)
Registration granted	524	88.4
Registration granted with a condition*	63	10.6
Registration refused**	4	0.7
Withdrawn under s 153(5)***	1	0.2
Withdrawn by applicant	1	0.2
Total	593	100.0

* Registration was renewed with a condition where an applicant did not meet the continuing professional development (CPD) registration standard and the Board was satisfied the applicant was eligible for registration by imposing a condition on the registration. The condition required the worker to complete CPD in 2024–25.

** Renewal of registration was refused where an applicant did not meet the CPD standard in 2 consecutive years and did not attempt to comply with the condition on their registration requiring them to meet the CPD standard in 2024–25.

*** If an applicant does not provide further information requested by the Commission, the Commission may withdraw an application.

Table 19: Decision time for new registration applications and renewal applications, 2024–25

Registrations applications	Median days
New registration applications	39
Renewal applications	17

Table 20: Decision time for new registration applications, 2024–25

Decision time	Number of applications	Percentage (%)
Within 30 days	223	39.0
30–60 days	198	35.0
60–90 days	107	19.0
Subtotal	528	93.0
More than 90 days	39	7.0
Total	567	100.0

Table 21: Decision time for renewal applications, 2024–25

Decision time	Number of applications	Percentage (%)
Within 30 days	444	75.0
More than 30 days	149	25.0
Total	593	100.0

Safeguarding the disability community

We provide a complaints service that is independent, impartial and free. We can receive complaints about the conduct of disability workers and receive notifications about disability worker conduct.

We also provide advice to people with disability and their families, disability workers and employers about rights and obligations under the *Disability Service Safeguards Act 2018*.

The Commission is committed to ensuring our service is accessible and responsive.

We offer a range of ways for people to contact us including via:

- our website
- dedicated phone line
- email
- referrals.

To ensure responsiveness, we have a ‘no wrong door’ approach. This means we support people contacting us and also work closely with other regulators and agencies to help people to get to the right place for their issue of concern.

Enquiries

The Commission’s intake and resolution team handle enquiries. An enquiry is any contact from a person who requests information about disability worker conduct and our role or provides us information about a matter of concern. Complaints and notifications matters can start as an enquiry, however once they become a complaint or an enquiry they are counted separately.

Referrals arising from enquiries

The Commission refers some enquiries where the enquiry does not result in a complaint or notification under the DSS Act. For instance, a referral may be made to another organisation or service where a person does not wish to proceed with a complaint, where it does not meet the threshold for notification, or where the matter is out of the Commission’s scope of functions under the DSS Act.

The Commission also provides information about relevant support services where appropriate.

The top 3 organisations or services the Commission refers enquiries to are:

- National Disability Insurance Agency
- Fair Work Commission / Fair Work Ombudsman
- Advocacy services.

The Commission also refers enquiries to: Mental Health and Wellbeing Commission, Department of Families, Fairness and Housing (for example, child protection), Social Service Regulator, Victorian Institute of Teaching, Office of the Public Advocate, Victoria Police, Safe Transport Victoria, Aged Care Quality and Safety Commission, Australian Health Practitioner Regulation Agency, and the Victorian Equal Opportunity and Human Rights Commission. The Commission also refers complaints and notifications to the NDIS Quality and Safeguards Commission as required under the DSS Act (Table 36).

As shown in Table 22, 65% of our contacts are for enquiries, which has grown by 24% over the past 2 years. There were 415 enquiries closed including 78 received in 2023–24, 127 complaints closed including 49 received in 2023–24 and 81 notifications closed including 37 received in 2023–24.

Table 22: Number of matters, 2024–25

Type of matter	Number received	Number closed	Percentage (%)
Enquiry	374	415	64.8
Complaint	128	127	22.4
Notification	74	81	12.8
Total	576	623	100.0

As shown in Table 23, most contacts are made with the Commission via our web portal. Feedback from service providers suggests they have found the website to be more convenient for notifications, particularly as they become more familiar with the Scheme and their notification obligations..

Table 23: All matters by mode of submission, 2024–25

Mode of submission	Number	Percentage (%)
Email	72	12.5
In person	2	0.3
Phone	173	30.0
Referral from other entity	77	13.4
Web portal	252	43.8
Total	576	100.0

Table 24: Enquiries by mode of submission, 2024–25

Mode of submission	Number	Percentage (%)
Email	46	12.3
In person	1	0.3
Phone	104	27.8
Referral from other entity	58	15.5
Web portal	165	44.1
Total	374	100.0

Table 25: Complaints by mode of submission, 2024–25

Mode of submission	Number	Percentage (%) matters received
Email	15	11.6
In person	1	0.8
Phone	57	44.2
Referral from entity	19	15.5
Web portal	36	27.9
Total	128	100.0

Table 26: Notifications by mode of submission, 2024–25

Mode of submission	Number	Percentage (%)
Email	11	14.9
Phone	12	16.2
Web portal	51	68.9
In person	0	0
Total	74	100.0

Note: Notifications can be made by disability workers and employers.

Mandatory notifications

What are mandatory notifications?

Disability workers and employers must tell us about any concerns that a disability worker may be putting safety at risk. These matters are called ‘notifications’. There are 4 types of notifiable conduct:

- intoxication when practising
- sexual misconduct while practising
- having an impairment that detrimentally affects a worker’s capacity to practise safely
- placing a person or the public at risk of harm because of a significant departure from accepted professional standards.

In 2024–25 we received 74 notifications and closed 81 notifications. Table 27 shows 72 matters related to a disability worker practising in a manner that constitutes a significant departure from accepted professional standards. As this statutory category covers a range of conduct, it constitutes the largest category of notifiable conduct matters.

Five closed notifications related to practising while intoxicated by alcohol or drugs.

Table 27: Notifications by type of conduct for matters closed, 2024–25

Conduct	Number	Percentage (%)
Practised as a disability worker while intoxicated by alcohol or drugs – s 58(a)	5	6.2
Engaged in sexual misconduct while practising as a disability worker – s 58(b)	3	3.7
Placed, or may place, the public at risk of harm because the disability worker has an impairment that detrimentally affects, or is likely detrimentally to affect, the disability worker’s capacity to practice as a disability worker – s 58(c)	1	1.2
Placed, or is 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 – s 58(d)	72	88.9
Total	81	100.0

Table 28 shows that notifications received about unregistered disability workers were mostly about:

- disability services in supported independent living (or group homes): 43.2%
- disability services in specialist disability accommodation: 17.3%.

Table 28: Notifications by type of service given by unregistered disability worker, 2024–25

Type of service	Number	Percentage (%)
Accommodation – own home	3	3.7
Accommodation – respite (facility-based)	1	1.2
Accommodation – Specialist Disability Accommodation (SDA)	14	17.3
Accommodation – Supported Independent Living (SIL)	35	43.2
Community access supports (social and civic activities)	9	11.1
Behaviour support services	1	1.2
Day activity supports (day program services)	3	3.7
In-home supports – respite (also respite provided in the community)	1	1.2
In-home supports – domestic assistance	2	2.5
In-home supports – personal care	11	13.6
Transport	1	1.2
Total	81	100.0

Table 29 shows that most notifications received in 2024–25 about disability workers were made by an employer (77%).

Table 29: Notifications received by notifier type, 2024–25

Notifier	Number	Percentage (%)
Colleague or other disability worker	17	23.0
Employer of the worker	57	77.0
Total	74	100.0

Consistent with our regulatory approach, we encourage compliance through education when appropriate. Counselling an unregistered disability worker about their conduct is often a proportionate response. As shown in Table 30, most notifications were addressed through counselling. This can range from educational to cautionary counselling to help disability workers improve their practice and understand their obligations.

Table 30: Outcomes of notifications closed, 2024–25

Action taken	Number	Percentage (%)
s 66(1) – not a disability worker	1	1.2
s 67(a)(i) – counselling the disability worker or disability student	59	72.9
s 67(a)(ii) – referring the notification to an appropriate entity	3	3.7
s 67(a)(v) – investigating the disability worker under Pt 8 or 9 as the case requires	1	1.2
s 69(a) NFA – the Commission is satisfied that the notification is frivolous or vexatious or was not made in good faith	3	3.7
s 69(b) NFA – the subject matter of the notification is trivial, misconceived or lacking in substance, and the Commission reasonably believes it does not require complaint resolution, conciliation or investigation	7	8.6
s 69(d) NFA – the subject matter of the notification has been dealt with adequately by the Board or the Commission	2	2.5
s 69(e) NFA – the subject matter of the notification is being dealt with, or has been dealt with, by another entity or has been referred by the Board to another entity to be dealt with by that entity	3	3.7
s 69(f) NFA – the disability worker or disability student to whom the notification relates has taken appropriate steps to remedy the matter which is the subject to the notification and the Board or Commission reasonably believes no further action is required in relation to the notification	2	2.5
Total	81	100.0

We closed 17 notifications with no further action in 2024–25. The Act provides a range of reasons that the Commission may decide that no further action is needed.

Types of no further action include:

- The Commission is satisfied that the notification is frivolous or vexatious or was not made in good faith.
- The subject matter of the notification is trivial, misconceived or lacking in substance and the Commission reasonably believes that it does not require complaint resolution, conciliation or investigation.
- The subject matter of the notification comes within the jurisdiction of an adjudication body or other entity.
- The subject matter of the notification has been dealt with adequately by the Board or the Commission.
- The subject matter of the notification is being with, or has been dealt with, by another entity or has been referred by the Board to another entity to be dealt with by that entity.
- The disability worker or disability student has taken appropriate steps to remedy the matter which is the subject to the notification, and the Board or Commission reasonably believes no further action is required in relation to the notification.
- The notification is made more than 12 months after providing the disability service that is the subject matter of the notification.
- The notification is made more than 12 months after the disability service sought was not provided.

Table 31: Decision time for notifications, 2024–25

Decision time	Number of applications	Percentage (%)
0-60 days	80	98
More than 60 days	1	2
Total	81	100.0

Complaints

Making a complaint

The Commission manages complaints about disability workers providing disability services.

Complaints can be made by anyone in the community who is concerned about the professional conduct of a worker.

A person can make a complaint about a disability worker’s professional conduct including:

- the standard of the disability services provided by the disability worker
- the knowledge, skill or judgement possessed by the disability worker
- the disability worker’s suitability to hold registration
- the disability worker’s capacity to practise in a safe manner
- alleged breaches of the Disability Service Safeguards Act, or an approved code of conduct
- notifiable conduct.

In 2024–25 we received 128 complaints about disability workers and closed 127 cases, an increase from 2023–24, when we received 103 complaints and closed 121 cases. All complaints related to unregistered disability workers.

Many complainants contact us by phone or via the web form and our intake and resolution officers spend the necessary time to support them through the process.

In 2024–25, 33% of complaints were made by people receiving disability services followed by 29.6% from family members (Table 32).

Table 32: Complaints received by initiator, 2024–25

Initiator	Number	Percentage (%)
Advocate	11	8.5
Community member	8	6.2
Disability worker	9	7.0
Family member	38	29.6
Government entity/body	19	15.5
Person with disability	43	33.3
Total	128	100.0

We classify each complaint with a primary issue of concern, although complainants may raise multiple issues.

Table 33 shows most complaints related to services provided in the home (24.4%) including the standard of disability services, the capacity of disability workers to practise safely, and their knowledge, skills and judgement (Table 34). Almost a quarter (23.5%) were about services in various accommodation settings, and 20.5% related to community access supports (social and civic activities).

Matters about workers employed by NDIS-registered service providers were referred to the NDIS Quality and Safeguards Commission, as required by the Disability Service Safeguards Act.

Table 33: Complaints by disability worker service setting or type, 2024–25

Disability Worker Service Setting or Type	Number of matters closed	Percentage %
Accommodation – crisis accommodation	4	3.1
Accommodation – own home	2	1.6
Accommodation – respite (facility-based)	4	3.1
Accommodation – short term	5	3.9
Accommodation – Specialist Disability Accommodation (SDA)	1	0.8
Accommodation – Supported Independent Living (SIL)	12	9.4
Accommodation – Supported Residential Services (SRS)	2	1.6
Allied health services (occupational therapist, speech pathology, dietitian, physiotherapy, other related exercise, strength services)	2	1.6
Behaviour Support Services	13	10.2
Community access supports (social and civic activities)	26	20.5
Day activity supports (day program services)	7	5.5
Education – unregistered teachers, learning support officer, unregistered early childhood teachers	6	4.7
Employment – case manager/officer	2	1.6
Employment assistance (to access and maintain employment)	3	2.4
In-home supports – respite (also respite provided in the community)	1	0.8
In-home supports – domestic assistance	9	7.1
In-home supports – personal care	21	16.5
Support Coordination Services	7	5.5
Total	127	100.0

Table 34 shows that the primary issue raised in complaints closed related to the standard of disability services provided by the disability worker (80 matters equating to 63%). This may be attributed to an increased understanding about worker quality to expect as a result of the Commission’s community education sessions with people with disability and self advocacy groups.

A key theme in complaints related to the standard of disability services include disability workers not developing or implementing individual support plans.

Table 34: Primary issue raised in complaints closed, 2024–25

Type of conduct	Number	Percentage (%)
The knowledge, skill or judgement possessed by the disability worker – s 33(1)(b)	14	11.0
The disability worker’s capacity to practise in a safe manner – s 33(1)(d)	20	15.7
The standard of disability services provided by the disability worker in the course of practising as a disability worker – s 33(1)(a)	80	63.0
The disability worker’s capacity to hold registration – s 33(1)(c)	2	1.6
Matters about which a notification must be made – engaging in sexual misconduct while practising as a disability worker, Part 7, s 58(b)	3	2.4
An alleged contravention of the Act or an approved code of conduct – s 33(1)(e)	8	6.3
Total	127	100.0

For complaints closed in 2024–25, 36.2% of disability workers were counselled on their Code of Conduct obligations (Table 35). Consistent with our regulatory approach, counselling is often a proportionate response to educate the worker on improvements needed to consistently meet the Code of Conduct or improve their practice.

Twenty-two per cent of complaints were settled by agreement between the worker and the complainant, meaning the disability worker agreed on how to improve their practice. 14.2% related to a complainant who did not comply with a request for more information.

Table 35: Outcomes of complaints closed, 2024–25

Disability worker outcome actions	Number of matters closed	Percentage (%) matters closed
s 37(i) – withdrawal of complaint (during initial consideration stage)	12	9.4
S 39 – not a disability worker	4	3.1
s 47(1)(a)(i) – counselling the disability worker	46	36.2
s 47(1)(a)(iii) – referring the complaint to an appropriate entity	3	2.4
s 47(1)(a)(iv) – settling the complaint by agreement with the unregistered disability worker or by agreement with the unregistered disability worker and the complainant	28	22.0
s 49(a) NFA – the Commission is satisfied that the complaint is frivolous or vexatious or was not made in good faith	1	0.8
s 49(b) NFA – the subject matter of the complaint is trivial, misconceived or lacking in substance, and the Commission reasonably believes that it does not require complaint resolution, conciliation or investigation	8	6.3
s 49(c) NFA – the complainant does not comply with a request for more information under s 42(2)	18	14.2
s 49(e) NFA – the Commission is satisfied that there is no reasonable prospect of resolving the complaint by attempting to settle the complaint and the Commission does not believe that the complaint should be investigated under the Act	3	2.4
s 49(g) NFA – there is, or was, in relation to the complaint, a satisfactory alternative means of dealing with the matter by the complainant, and the complainant does not have sufficient reason to not pursuing that alternative means	4	3.1
Total	127	100.0

Table 36 below shows the Commission’s referrals of complaints and notifications to the NDIS Quality and Safeguards Commission. This is a requirement under the DSS Act relating to complaints and notifications received by the Commission where the matter involves a National Disability Insurance Scheme (NDIS) registered disability provider and/or an employee that has been engaged to provided disability supports or services by an NDIS registered provider.

Table 36: Referrals made to the NDIS Quality and Safeguards Commission, 2024–25

Type of matter	Matters (closed)	Number of matters referred to NDIS Quality and Safeguards Commission
Complaint	127	27
Notification	81	69
Total	208	96

Table 37: Decision time for complaints, 2024–25

Decision time	Number of applications	Percentage (%)
0–60 days	118	92.0
More than 60 days	9	8.0
Total	127	100.0

Investigations

In 2024–25 the Commission began 11 investigations into the conduct of unregistered disability workers and completed 7 investigations (Table 38). At 30 June 2025, the Commission had 28 investigations underway.

There was a 40% increase in investigations completed in 2024–25 compared to the previous year. The Commission continues to review the average time taken to complete an investigation, acknowledging some matters are more readily resolved while others are more complex and involve engagement with external stakeholders such as Victoria Police, other regulators or pending court hearings that can impact on the time taken to complete an investigation. These factors may also impact the number of consecutive Interim Prohibition Orders that are made.

The Commission is committed to ensure all investigations are procedurally fair and completed within a reasonable timeframe and consider the nature of the serious risk to life, health, safety or welfare of a person or the public.

Table 38: Investigations 2024–25

Source	Investigations open at 1 July 2024 (no.)	Investigations started (no.)	Investigations completed (no.)	Investigations open at 30 June 2025 (no.)
Own motion or Commissioner-initiated	10	1	4	7
Complaint	4	5	0	9
Notification	10	5	3	12
Total	24	11	7	28

Interim Prohibition Orders

The Commissioner prohibited 14 workers from practising in Victoria by issuing 51 Interim Prohibition Orders. An Interim Prohibition Order prohibits an unregistered disability worker from providing all or specified disability services for up to 12 weeks. Some workers were subject to consecutive Interim Prohibition Orders preventing them from practising while they were a serious risk.

Prohibition Orders

Following an investigation, the Commissioner issued 5 permanent Prohibition Orders against unregistered disability workers, prohibiting them from providing all disability services in Victoria to avoid a serious risk to life, health, safety or welfare of a person or the public. In 2023–24 there was one Prohibition Order made.

During the year, the Commission commenced its first prosecution case against a disability worker who did not comply with an Interim Prohibition Order made against them by the Commissioner. As of 30 June 2025 the matter continues to be before the court.

All Interim Prohibition Orders and Prohibition Orders made by the Commissioner are published on the [Commission’s website](#).

Appendix 4: Progress against Ministerial Statements of Expectations

In April 2022 the Minister for Disability, Ageing and Carers issued Statements of Expectations to the Commissioner and Board (Statement of Expectations for the Commission and Commissioner, Statement of Expectations for the Board).

The following table shows our progress against these expectations in 2024–25.

Regulatory practice

Expectation	Progress at 30 June 2025
Develop a risk-based and proportionate regulatory approach that prevents or minimises the risk of harm to people with disability.	✓ The Scheme regulatory approach is published on the Scheme website. ✓ In 2024–25, the Commission and Board continue to improve, review and evaluate risk indicators to support the Commission’s risk mitigation with a focus on the <i>Victorian Government risk management framework</i>, improving the risk management self-assessment score from 41% to 82% with increased consultation and accountability across the Board and Commission.
Apply appropriate regulatory tools, ranging from education and guidance through to compliance and enforcement, to support a safer, stronger disability sector.	✓ The Scheme regulatory approach sets out a compliance and enforcement framework and outlines the regulatory tools that are available. ✓ The Commission and Board use case management technology capabilities to provide fit-for-purpose technology solutions for the operational and regulatory needs of the Commission and Board. ✓ The Commission expanded and evaluated a worker training and development catalogue which provides disability workers with accessible information about training and development resources. This resource assists registered disability workers to fulfill continuing professional development requirements and improve the quality and safety of the support they provide. ✓ The Board reviewed its registration standards including conducting a public-facing consultation. Registration standards were revised to improve clarity and operation of the standards.
Timeliness – collection of data to establish baseline timeliness measures for key functions and processes such as complaints and notifications.	✓ In 2024-25 the Board and Commission delivered significant improvements in the timeliness of registration and renewal application decisions. ✓ Implemented an automated process for accepting NDIS worker clearance in registration leading to shorter application time and better client experience. ✓ The Scheme updated its monitoring, evaluation and learnings process and refined key indicators and measures.
Risk-based regulation – development of an overarching regulatory approach that incorporates data-driven, risk-based and proportionate regulatory practices.	✓ The Commission applies its regulatory approach to delivery of its functions to regulated disability workers.

Emerging risks and priorities

Expectation	Progress at 30 June 2025
Compliance-related assistance – ensuring timely and effective information is provided to disability service providers and disability workers / registered disability workers to assist them to comply with obligations such as the code of conduct and requirements to notify misconduct.	✓ Community education activities undertaken including a webinar for service providers and disability workers about mandatory notifications and meetings with disability service providers. ✓ We engage with the disability community to provide information about complying with the Code of Conduct and notifications obligations through public forums, roundtables, meetings, webinars, information sessions, conferences and exhibitions.
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.	Memorandums of understanding (MOU) and formal ways of sharing information with state and Commonwealth regulators are in place.
Work with the government, the disability sector and wider community to promote widespread uptake of registration.	Promoting registration in key subsectors of the disability workforce to build recognition and trust in the Commission among service providers and other disability sector organisations operating outside the scope of the NDIS. Improved registration communications and engagement work undertaken to raise awareness and understanding about disability worker registration and contribute to the uptake of registration. Stakeholder engagement framework underpins building recognition and trust in the Commission among key stakeholders; plan, carry out and evaluate the effectiveness of stakeholder engagement activities.
Implement efficient, accessible mechanisms for dealing with complaints and notifications about disability workers (registered and unregistered), supported by communication and engagement with people with 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 complaints 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.	Provide a ‘no wrong door’ approach to complaints and notifications about disability workers, including through collaboration with other stakeholders. Provide a wide range of channels that complaints and notifications can be made including web portal, phone, email and in person. Implemented a communication and engagement strategy with a range of educational and information resources, available via the website, social media and eNewsletters. All resources are available in different formats with a focus on accessibility and tailored to specific audiences including people with disability, their families and carers, disability workers and service providers. Also actively engaged with the sector and stakeholders by hosting or sponsoring events. Community education activities across Victoria to further expand the audience and reach of information and awareness about complaints and notifications. Conducted a webinar for service providers and workers to understand their mandatory notifications obligations and had meetings with service providers

Expectation	Progress at 30 June 2025
Analyse and report on data from complaints, notifications and investigations to inform the continuous development of disability workers/ registered disability worker registration in Victoria.	Public reporting in annual reports (2019–21, 2021–22, 2022–23, 2023–24, 2024–25). The Scheme updated its monitoring, evaluation and learning processes and refined key indicators and measures.
Support the achievement of the following objectives in accordance with statutory role and functions, working with the disability sector and wider community. The government’s objectives are to: ✓ build the evidence base to better understand the drivers of job attraction for disability workers, satisfaction and retention across the sector ✓ improve sector attractiveness and creating the potential for a fulsome career ✓ identify data gaps and coordinate the collection of consistent data across government entities and other agencies. This will also support more robust forecasts for sector supply and demand to enable workforce planning and inform government decision-making and investment.	The Board consulted on its disability worker registration standards to improve their operation and support disability workers to become registered and improve workforce quality and safety. Undertook a stakeholder survey to continue to better understand the drivers of job attraction for disability workers and data gaps to support consistent data across government around supply and demand characteristics of the disability sector.
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: ✓ 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, persons with a disability and disability service providers and provide guidance on how the register may be used.	The register of prohibited disability workers is accessible, accurate and up to date. It is regularly promoted via newsletters, webinars, social media and other material. As at 30 June 2025, 538 people subscribe to receive alerts when this register is updated to notify then when the Commissioner has prohibited a worker from working in the Victorian disability sector.
Maintain and promote the register of <u>registered</u> disability workers to enable informed choice for service users and to give service providers assurance when employing disability workers: ✓ keep the public register of registered workers in a manner that is accessible, accurate and up to date ✓ publicise the register of registered disability workers to the community, persons with a disability and disability service providers and provide guidance on how the register may be used.	The register of registered disability workers is accessible, accurate and up to date and is regularly promoted via newsletters, webinars, social media and other material. The data from the register of registered disability workers is monitored by the Commission and the Board to identify trends that inform future planning in the areas of safeguarding and improving the quality of the disability workforce.
Promote its work to Victorian disability workers, the community and other stakeholders to increase the number of complaints, notifications and investigations.	Implemented a communication and engagement strategy with a range of educational and information resources, available via the website, social media and eNewsletters. All resources are available in different formats, with a focus on accessibility and tailored to specific audiences including people with disability, their families and carers, disability workers and service providers.

Reporting

Expectation	Progress at 30 June 2025
Publish Statement of Expectations on the website as soon as practicable.	Published on website in May 2022.
Incorporate these expectations into 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.	Statements of Expectations were used in business planning and the Board and Commission's strategic plan for 2024–27.
In conjunction with the Department of Families, Fairness and Housing, 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.	A new Statement of Expectations to be considered in light of announced reforms to merge the Commission and Board's functions with the Social Service Regulator.

