

Victorian Disability Worker Commission and
Disability Worker Registration Board of Victoria

Corporate Plan 2025–26



Message from the Commissioner and Chair of the Registration Board

We are pleased to share the Corporate Plan 2025–26 of the Victorian Disability Worker Commission and the Disability Worker Registration Board of Victoria.

This Corporate Plan targets our activity to deliver the goals of our 2024–27 Strategic Plan. Under our Strategic Plan, our work is guided by three key pillars where we can make the greatest impact:

- **Pillar 1** – Registration and workforce standards to strengthen workforce quality.
- **Pillar 2** – Safety and compliance to ensure an accessible, fair, and balanced process.
- **Pillar 3** – Strategic engagement to build trust and strengthen relationships with the sector, disability community, government, and other regulators.

Through these pillars, we aim to increase confidence in disability workers, grow workforce knowledge and skills, improve safety, and support stronger collaboration across the sector.

We will also use a set of enablers to support our work. These include investing in our staff, monitoring and evaluating our work, maintaining strong systems, building strong relationships, and managing risk effectively.

In 2025–26, our continued focus is to promote respect and safety for people with disability and build a stronger, safer disability sector in Victoria. Our activities for the year ahead are centred on continuing and enhancing this important work and supporting the sector and our people to through change. We commit to always place people with disability at the centre of our work and decision making.

We look forward to working with our staff, the Board, stakeholders, and the disability community to deliver on this plan. Together, we will continue to uphold the rights of people with disability and support safer, higher-quality services delivered by a skilled and valued workforce.



Dan Stubbs
Commissioner
Victorian Disability Worker Commission



Melanie Eagle
Chair
Disability Worker Registration Board of Victoria

Our priorities 2025–26

The Victorian Government has announced that the functions of the Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria will merge into the Social Services Regulator. While this transition is underway, our priority remains on delivering our key regulatory functions and providing continuity and stability for people with disability, the disability workforce, and the sector.

In 2025–26, we will focus on delivering projects to support and enhance our core regulatory functions and build on work undertaken in previous years.

Figure 1 on page 4 shows our 2024–27 Strategic Plan. Under our Strategic Plan there are key actions and projects for 2025–26. These are outlined in Table 1 on page 5 and include:

- supporting the registered and unregistered disability workforce to comply with the Code of Conduct
- enhancing the value of disability worker registration in Victoria
- supporting regulatory reform for effective co-regulation
- delivering best practice case management to improve data quality and support an evidence- and risk-based approach to regulation
- creating a positive organisational culture as a best practice regulator
- enhancing culturally safe engagement with Aboriginal and Torres Strait Islander communities.

In addition to our core priorities, we are undertaking several initiatives that reinforce and enhance our regulatory functions. This includes strengthening registration standards, improving the consistency and efficiency of complaints and investigations processes, continuing our outreach and engagement across Victoria, and building a robust evidence base to inform policy and practice. Through this work, we demonstrate our commitment to continuous improvement.



Figure 1: Strategic Plan 2024–27 on a page

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	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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. 		

Table 1: Key actions and strategic projects for 2025–26

The table below lists six projects, the strategic pillars that they align to and provides a brief project description.

Project	Strategic pillars	Project description
Supporting the disability workforce to meet the Code of Conduct	Pillar 1 Pillar 2 Pillar 3	Compliance with the Code of Conduct is a regulatory obligation of all disability workers, including registered disability workers. This project will deliver practical and constructive resources on the Code of Conduct to maximise compliance with the Code and improve worker conduct.
Enhancing the value of worker registration	Pillar 1 Pillar 3	This project will deliver targeted benefits for registered disability workers through exclusive continuing professional development. Participation can be used by registered disability workers to count towards the Continuing Professional Development (CPD) standard requirement of 10 hours per year.
Regulation reform and transition of functions to the Social Services Regulator (SSR)	Pillar 1 Pillar 2 Pillar 3 Enabler	Supporting an effective transition of Commission and Board functions to the SSR through planning, engagement and organisational delivery.
Delivering best practice case management	Pillar 1 Pillar 2 Pillar 3 Enabler	Significantly improve capability and functions of our case management system for registration, complaints, notifications, investigations, and decisions to address all current and future needs to perform all regulatory functions more efficiently and effectively.
Creating positive organisational culture	Enabler	Support Commission staff and Board members by investing in capability and wellbeing to maintain and build on a strong organisational culture for the delivery of best practice regulation.
Enhancing Aboriginal and Torres Strait Islander cultural safety and inclusion	Pillar 2 Pillar 3 Enabler	Building on work completed in 2024–25 to create a strategy and plan for our actions to support greater cultural safety and engagement with Aboriginal and Torres Strait Islander communities.

Tracking our performance

The Commission and the Board Monitoring, Evaluation and Learning framework was developed to ensure the Commission, and the Board have the tools needed to make well-informed, evidence-based decisions.

The 2024–27 Strategic Plan provides an overview of how we will achieve our long-term vision over the next three years by outlining the initiatives that will contribute to our key objectives. These initiatives are aligned to the key outcome areas outlined in our Monitoring, Evaluation and Learning framework.

We regularly monitor our activities against this framework through:

- regular reporting of key performance indicators and measures on our regulatory outputs
- performance reporting to the Commission and Board against our corporate plan.

Approach to risk management

The Commission and Board apply a risk management framework that considers and addresses key risks including:

- providing adequate safeguards to prevent and respond to abuse and neglect
- promoting the Scheme and supporting the professionalisation of the disability workforce to enhance the quality and safety of services disability workers provide
- the effective operation of the Scheme, appropriate resourcing and well-supported Commission and Board to deliver outcomes.

Operational risks are actively managed through ongoing internal assessments and delivery of an internal audit plan that actively addresses the way the Board and Commission operate to manage the Scheme. The Commission and Board's shared Audit and Risk Committee oversee risk management.

Acknowledgement of Country

The Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria proudly acknowledges and celebrates First Nations people and their ongoing strength in upholding some of the world's oldest living cultures. We acknowledge the Traditional Custodians of the lands throughout what is now Victoria, where we live and work, and pay our respects to their Elders, past and present.

Traditional Custodians maintain that their sovereignty has never been ceded. The strength, resilience and pride of First Nations people, their cultures, communities, and identities continue to grow and thrive today despite the impact of colonisation.

The Commission celebrates the important contribution of First Nations communities in supporting and progressing the rights of those with disability.

Accessibility statement

The Victorian Disability Worker Commission aims to make its information and publications accessible to all. This corporate plan has been designed in both a PDF and accessible Word format. If you require an alternative format, please [email the Commission](mailto:info@vdwc.vic.gov.au) <info@vdwc.vic.gov.au>.

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

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