



Update from the Commissioner



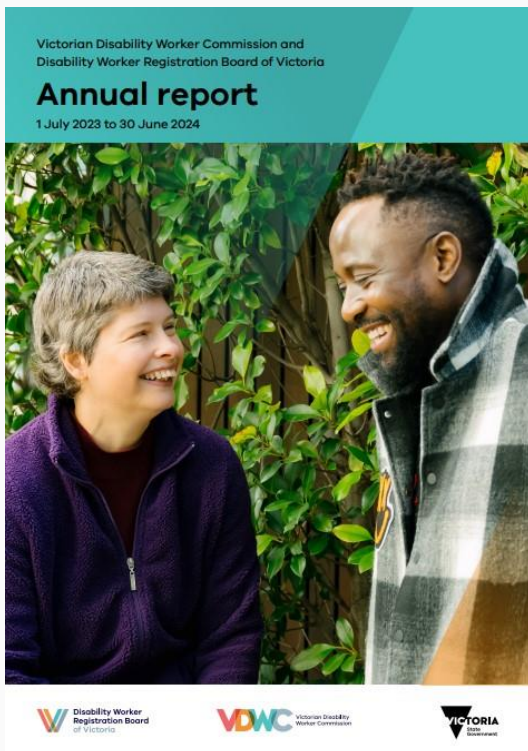
Update from the Commissioner

Welcome to our October eNewsletter.

Today marks the end of the registration renewal period for 2024. Thank you to everyone that has renewed their disability worker registration, it shows a real commitment to continually increasing safety and quality for people with disability in Victoria.

I am thrilled to release the Victorian Disability Worker Commission and the Disability Worker Registration Board of Victoria Annual Report for 2023-24, which highlights all the work that has been done by the Commission in our mission to build a safer, stronger, disability sector. You can read more about it below.

Annual Report 2023-24 now available



The Victorian Disability Worker Commission and the Disability Worker Registration Board of Victoria are proud to present their Annual Report 2023-24.

The report shows that our activities to improve the quality of the disability workforce and safeguarding the sector is increasing in impact and numbers.

In 2023-24, we received a wide range of complaints and notifications about the conduct of disability workers in a range of settings. In 2023-24, we dealt with an increased number of matters where a person was receiving non-NDIS services and we saw a rise in complexity and seriousness of notifications. You can read about the breadth of workers and people with disability and the issues described in data and case studies in this report.

As a result of our extensive program of engagement, we have seen a 35% growth in the number of enquiries received and 63% increase in the number of complaints we have received about the conduct of disability workers.

The number of registered disability workers continue to grow. There were 754 registered workers at 30 June 2024, which is 32% higher than the year before. This year, 80% of registered workers renewed their registration. You can read about the breadth of skills and experience of registered disability workers across Victoria.

The report includes a detailed breakdown of our safeguarding activities, including the number of complaints, notifications and investigations received and closed, types of matters we are seeing in terms of issues and type of disability service, and disability worker registration demographics and pathway (experience or qualification). There are several case studies that illustrate our work.

Our investigations team commenced 13 investigations and finalised 5, issuing 46 Interim Prohibition Orders against unregistered disability workers posing a serious risk to the life, health, safety and/or welfare of a person or the public. This is the largest number of workers prohibited by the Commissioner in a 12-month period. The Commissioner also permanently prohibited one unregistered disability worker from providing disability services.

The full Annual Report is now available to download from the VDWC website in PDF or accessible word versions. We have also produced a summary called 2023-24 At a glance. This version is a great way to quickly and easily see our key achievements over the past financial year.

We invite you to share this report with your networks and welcome any enquiries you may have about the work of the Commission or Board. The Commission relies on the disability sector and wider community to raise concerns with us about disability workers in Victoria.

To view the Annual Report and the At a Glance summary please visit: vdwc.vic.gov.au/about/news-resources-media/news/annual-report-2023-24-now-available

Upcoming events

Bendigo public forum

Do you live or work in the Bendigo region?

For the last time in 2024 we are hitting the road.

We will be visiting Bendigo to host a public forum at the Bendigo Bank Theatre on Thursday 28 November from 10am - 11:30am.

We are keen to speak with people working in the disability sector, and those that use disability services, about the issues affecting you.

Commissioner Dan Stubbs will speak about our role to build a safer, stronger, disability

sector in Victoria and a representative from the registration Board will discuss the benefits of becoming a registered worker. There will be information about our different functions: the Code of Conduct for disability workers; complaints and notifications about disability workers, and disability worker registration. Attendees will have the opportunity to ask questions and morning tea will be provided at the end.

[Click here](#) for more information and to register for your free ticket.

In the media

Link to...News

The Victorian Disability Worker Commission

Helping people with disability spend their day, their way.

People with disability deserve services that best meet their needs and support their quality of life.

It's your right to spend your day, your way, doing the things that interest you and help you achieve your goals. It could be learning how to cook so you can live more independently, going to the gym to increase your strength, or taking a dance class to improve your confidence.

During a disability worker's first shift with you, it's important to discuss these interests and activities with them. You can then work together to develop a support plan best suited to your needs and what you want out of your service. It's a disability worker's role to assist you to create a support plan and then follow that plan to enable you to achieve your goals.

The Victorian Disability Worker Commission (VDWC) assists people with disability to know about their rights and how to speak up if they have a concern about a disability worker or aren't happy with the services they're receiving. The VDWC provides an independent, free, and confidential complaints service that doesn't require the involvement of a service provider.

Making a complaint can feel daunting but is a great way to improve services for everyone and can help disability workers to make positive changes in their work and practice. If you're unsure whether your concern is something you can make a complaint about, you can always call the VDWC on 1800 497 132 to discuss.

24 October/November 2024



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

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

Because people with disability deserve to feel safe.

All disability workers delivering disability services in Victoria must comply with the Code of Conduct (the Code), regardless of their funding source. The Code is a legal obligation underpinned by Respect, Quality and Safety and identifies the requirements disability workers must adhere to when providing supports or services to people with disability. The Code is in place so people with disability have choice and control, are not at risk of being hurt and receive the high-quality supports and services they deserve.

To learn more about the Code, complaints and how the VDWC works to ensure greater participation and inclusion of people with disability, visit vdwc.vic.gov.au.

*This case study shows one of the types of matters the VDWC often respond to. Pseudonyms are used and some details have been changed to protect the anonymity of the participants.

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



Helping people with disability spend their day, their way.

The Victorian Disability Worker Commission recently featured in Link Disability Magazine highlighting how important it is that people with disability deserve services that best meet their needs and support their quality of life. The VDWC assists people with disability to know about their rights and how to speak up if they have a concern about a disability worker or aren't happy with the services they're receiving.

Read all about it on pages 24-25 here - [Link Magazine October-November 2024 by The Intermedia Group - Issuu](#)

Out and about

As part of our mission to raise awareness of the Disability Worker Regulation Scheme and inform disability workers of their obligations under the Act, Commissioner Dan Stubbs has been out and about engaging with disability workers and people with disability across Victoria.

Melbourne Polytechnic

Commissioner Dan Stubbs visited Melbourne Polytechnic to speak to students completing their Certificate III in Individual Support. The students had lots of questions about how the Commission drives a safer and stronger sector for all Victorians with disability and many were interested in the requirements to notify the Commission of any conduct that puts people with disability at risk of harm.

It was also pleasing to hear that the students were keen to register as disability workers and have their registration advertised on the public register of Victorian disability workers. While they were equally delighted to hear that registration is free!



REAL Inc

Commissioner Dan Stubbs had the privilege of visiting REAL Inc (Rights Education Advocacy & Leisure) to speak at their annual general meeting about how the work we do at the Commission relates to their important role of promoting participation for people with disability.

He was reminded that organisations like REAL is where the real work of inclusion, respect and safety for so many people with disability is being delivered on a daily basis.



Keep in touch

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For more information visit vdwc.vic.gov.au