

Victorian Disability Worker Commission and
Disability Worker Registration Board of Victoria

Corporate plan 2024–25





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 <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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Message from the Commissioner and Chair of the Registration Board

We are pleased to present the Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria's Corporate plan for 2024–25.

Since the Disability Worker Regulation Scheme started on 1 July 2020, the Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria have operated to protect people with disability and build a stronger, safer disability sector.

Now in its fifth year of delivering regulatory operations for the Commission and fourth year for the Board, we are pleased that our work to date has helped improve quality of care and service standards across the Victorian community for people with disability.

This plan builds upon the strong foundations laid in our Commission and Board *Corporate plan 2022–24* and lessons we have learnt since the Scheme's establishment. It affirms our commitment to people with disabilities by keeping people with disability at the heart of what we do and in every decision we make.

We have identified three pillars where we will have the greatest impact. These pillars are:

- Registration and workforce standards for workforce quality
- Safety and compliance
- Strategic engagement.

These pillars aim to strengthen trust in disability workers, improve knowledge and capabilities in the workforce, ensure there is an accessible, responsive and balanced process to improve safety and compliance and strategically engage with government, the sector and the disability community.

To meet the demands of the future and adapt to the changes in our operating environment anticipated over the next year, our Corporate plan outline how we will achieve these pillars to drive change and improve quality and safety for people with disability in the short and long term.

We have also identified a set of enablers – investing in the capability of our staff, monitoring and evaluating our work, maintaining strong systems, supporting strong relationships and managing risk effectively – that will guide and support the realisation of our Strategic and Corporate plans.

We look forward to working with our dedicated staff, members of the Registration Board, stakeholders and the wider disability community to deliver on this plan. Together, we will continue to uphold the rights of people with disability and drive 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 2024–25

In 2024, we will dedicate a significant proportion of our resources to delivering projects to support and enhance our core regulatory functions and build on work undertaken in previous years.

The key actions and projects for 2024-25 include:

- Undertaking research projects to support the Board's delivery of the registration scheme.
- 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.
- Undertaking a project to develop an early resolution pathway for complaints and notifications received by the Commission.
- Developing and delivering an engagement and communications 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.

This important work will help us deliver on our strategic pillars, including:

- Workforce standards and a registration scheme 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.
- Build an evidence base, evaluate our work, and are a trusted and influential advisor to government, the sector, and disability community.

Key actions and projects for 2024-25

Pillar 1

Registration and workforce standards for workforce quality

- Registration standards – implementation of changes to existing standards
- Workforce mapping and data dashboard update
- Registration Operations and Development (ROaD) – operations manual improvements implementation
- Registration form updates using Service Vic
- Social Services Regulator (SSR) transition – as per *Disability Service Safeguards Act 2018* (DSSA) Board functions
- Unregistered workers guidance refresh

Pillar 2

Safety and compliance

- Complaints and notification early resolution pilot
- Increasing notifications and complaints – communications and engagement project
- Review investigation processes to improve efficiency
- Research project into best practice approaches relating to supporting complainants with disability throughout the complaints and investigative process

Pillar 3

Strategic engagement

- Disability Worker Registration Board of Victoria (DWRB) research project
- Understand and respond to sector needs with respect to our regulatory operations and engagement actions (sector survey)
- Sponsorship

Key projects

Enabler

IT (Information Technology) project

Tracking our performance

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

This Corporate 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 MEL Framework.

To ensure we regularly monitor our activities against our MEL Framework, we undertake the following activities:

- Review of key performance indicators and measures – On a monthly basis the Commission monitors a range of key performance indicators and measures across these pillars and use them to help us inform our operations.

- Performance reporting against our Corporate plan – The Commission monitors progress against our key actions and projects monthly and updates the Board regularly on this progress.

Approach to risk management

We have taken a Scheme view of our risks (encompassing the Commission and Board). The significance of these risks will vary over time.

Broadly, these risks relate to:

- 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 discussions and delivery of an internal audit plan that actively addresses the way the Board and Commission operate to manage the Scheme. When required, these risks are escalated, for example to the Audit and Risk Committee or with the Commissioner and Board Chair directly.

