



Update from the Commissioner



Update from the Commissioner

Welcome to our July eNewsletter.

To effectively regulate and support the disability sector we work closely with a range of stakeholders. The last couple of months have been replete with collaborations which have helped us continue to develop how we promote respect and ensure safety for people with disability receiving any services in Victoria.

- To reduce confusion about where people go about a concern with their service, we are working more closely with the Disability Services Commissioner (DSC) to jointly promote our roles. You can read more about this and see our new brochure below.
- We have had the pleasure of visiting Shepparton and the Inner Gippsland area so far this year for our regional roadshows. We have met with lots of wonderful people across the sector and have gained many insights into the fantastic work being done as well as challenges and issues to address. We look forward to visiting Mildura in September, more info on that below.
- Having gained a lot from presenting to and taking questions from many organisations around the sector, we urge you to let us know if we can come and talk to your staff, members or board. Recently I've had some great Q&A sessions with Melba, Pathways To Care, ACSO and DRC Advocacy. Contact us at education@vdbc.vic.gov.au if you would like to arrange a session.
- July 1st saw the official start of the Social Services Regulator (SSR). As mentioned previously the Commission is currently expecting to merge with the SSR around 2026. We will continue to strongly deliver our regulatory functions to benefit people with disability until these functions and powers are delivered by the SSR. [Click here](#) to read more about the SSR.
- It was fantastic for the Commission to have the opportunity to meet with the NDIS Provider and Worker Registration Taskforce and be part of the discussions and provide input into the design of a national registration scheme.

More recently, we have introduced a change to our registration process to make it quicker and easier to apply, by allowing you to use your NDIS Worker Screening ID number in lieu of a national police check. More info on that is below.

Speaking of registration, for those of you already registered it is nearly that time of year again - registration renewal time. We will provide more information about how you can renew on our

website and via email in the coming weeks.

As always, we encourage you to follow us on [Facebook](#), [X](#), [LinkedIn](#) and [Instagram](#).

Please let friends and colleagues know that they can subscribe to receive updates at www.vdwc.vic.gov.au/subscribe.

Use your NDIS Worker Screening Clearance when registering as a disability worker

To simplify and speed up the registration process, we have introduced the option to provide your NDIS Worker Screening ID number when applying. This means you can skip the requirement for an additional national police check.

A reminder that when applying for registration you need to:

- prove your identity*
- agree to a national police check**
- complete the application form
- provide relevant documents

*If you have stored your verified identity with Service Victoria then you won't need to prove your identity again.

**If you already have a NDIS Worker Screening ID number you can provide this when you apply and you won't need to undergo a national police check again.

It's OK to complain!

Complaints about Victorian Disability Services

Who to contact to make a complaint about a disability service or worker



**Disability Workers
Victoria only**

Victorian Disability Worker Commission
1800 497 132
www.vdwc.vic.gov.au
complaints@vdwc.vic.gov.au

**DFFH and TAC funded
disability services
Victoria only**

Disability Services Commissioner
1800 677 342
www.odsc.vic.gov.au
complaints@odsc.vic.gov.au

**NDIS funded
supports and services**

NDIS Quality and Safeguards Commission
1800 035 544
www.ndiscommission.gov.au
contactcentre@ndiscommission.gov.au

Making a complaint is a great way to improve services for everyone and can assist disability workers to make positive changes in their work and practice.

Complaints made to the VDWC have led to improvements like:

- clarifying roles and responsibilities
- ensuring that support plans are up to date and followed
- better communication and consultation between service users, families and disability workers

In order to improve the safety and quality of care and service standards across the Victorian disability service, it is important to raise your concerns. However, it might not always be clear where to go to do so.

In conjunction with the Disability Services Commissioner, we have created a [Complaints about Victoria Disability Services flyer](#). This resource will help to identify who to contact to make a complaint about a disability service or worker. [Click here](#) to view the accessible version.

Rest assured, we will always work with you to ensure your concern gets to the right Commission.

[Click here for more information on our complaints service.](#)

Upcoming event

Mildura public forum

Do you live or work in the Mildura region?

VDWC will be visiting Mildura and will host our next public forum on Wednesday 11 September from 10am - 11:30am.

Commissioner Dan Stubbs will provide attendees with information on our different functions: the code of conduct for disability workers; complaints and notifications about disability workers, and disability worker registration. Attendees will also have the opportunity to ask questions.

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

For the disability workforce

Have you been thinking about becoming registered as a disability worker? If you are unsure about why registration is so important for people with disability and the wider sector, [hear from some of our registered workers here](#).

Learn more about registration at vdbc.vic.gov.au/registration

Proud to be a



**Registered Victorian
disability support
worker**

Currently a registered worker?

A reminder that applications to renew your registration for 2024-25 opens in August. Look out for an email from our Registration team with further information on renewing your registration to ensure it stays active.

Don't forget your CPD requirements

With renewal time fast approaching you should check that you have completed and recorded a minimum of 10 hours of continuing professional development (CPD) activities for the year, required to maintain your registration.

If you need to top up those points, check out our [Training & Development Catalogue](#). It has a wide range of resources that can assist.

Make sure to keep a record of your CPD in your [activity log](#) for easy reference at renewal time.

What's been happening

In June, Commissioner Dan Stubbs had the pleasure of speaking to over thirty disability workers, service providers and family members/carers at a networking event hosted by

Pathways to Care and Independence Australia.

Dan discussed the role of the VDWC, focusing on all the components of the Scheme - complaints, notifications, registration and the Code of Conduct. Dan also spoke about how important it is not just for people with disability and their families, but for disability workers and services providers to know that they can come to us with any concerns as well.





Image 1: Commissioner Dan Stubbs presenting to the attendees.



Image 2: Commissioner Dan Stubbs with VDW, Pathways to Care and Independence Australia staff.

Image 3: Commissioner Dan Stubbs chatting to attendees.

Information sessions

Don't forget our team can conduct information sessions on the work of the Commission, and the regulation requirements of disability workers, both in-person and virtually. We can tailor the material to the needs of your organisation. If you are interested in finding out more or arranging a session, please reach out to education@vdbc.vic.gov.au

Keep in touch

If our e-newsletter was forwarded to you and you'd like to subscribe please go to: vdbc.vic.gov.au/subscribe

If you have any questions or comments, please get in touch via our website [Contact us](#) page, send an email to info@vdbc.vic.gov.au or call us on 1800 497 132.

For more information visit vdbc.vic.gov.au