

Victorian Disability Worker Commission and  
Disability Worker Registration Board of Victoria

# Annual report

1 July 2023 to 30 June 2024



# Responsible bodies declaration

The Hon Lizzie Blandthorn  
Minister for Disability  
Level 3, 1 Treasury Place  
East Melbourne VIC 3002

13 September 2024

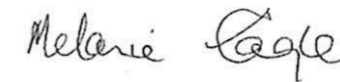
Dear Minister

We are pleased to submit this consolidated annual report of the Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria for the period 1 July 2023 to 30 June 2024 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

## **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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# Commissioner's report



**Dan Stubbs**  
Commissioner

I am pleased to present the 2023–24 report of the Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria.

The annual report shows that in our fourth year the Commission is making a difference in the lives of many Victorians with disability and their families. It is also clear that the Commission is hearing from a growing number of people from the disability community and the disability services sector about disability workers via complaints, enquiries, registration, community education and engagement activities.

As a result, we are delivering on the Victorian Government's objective to set a higher standard for the safety and quality of services to Victorians with disability.

In 2023–24 we received a wide range of complaints and notifications about a variety of services provided by workers for people with disability. We particularly saw growth in the number of matters from the large number of services provided to people with disability, outside of the NDIS. I urge you to read about the breadth of workers and people with disability and the issues described in data and case studies in this report.

Our work in 2023–24 reflects what we set out to achieve in the Commission and Board business plan. This particularly included greater engagement with the disability sector and community, research and a second survey to better understand the sector and increases in complaints, enquiries and registrations.

To deliver on our mandate to ensure services are safer, I prohibited more workers putting people with disability at serious risk of harm than previous years. These results illustrate the necessity of the Commission's role and how we are delivering on the recommendations of the 2016 Parliamentary Inquiry into Abuse in Disability Services.

Over the past 12 months, the need for reform of the systems and structures that support people with disability in our communities has been a present issue. The handing down of the final report of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, and conduct of reviews into the NDIS and disability service regulation have been key instances of this. The Commission and Board were pleased to see recommendations from each of these reviews including a focus on disability worker regulation, consistent with the Commission and Board's submissions.

In this report I am pleased to set out the increased community engagement work during 2023–24 reaching a record 3,250 stakeholders, in both metropolitan and regional areas across Victoria. We engaged with advocates, service providers, people with disability, their supporters and other regulators to create a deeper understanding of the Disability Worker Regulation Scheme, ensuring our way of working focuses on what people with disability most need from us.

Thank you to the Board, with whom we have worked closely this year in its third year of voluntary registration of disability workers. Your support and constructive engagement has assisted our ability to continue to develop the Disability Worker Regulation Scheme.

Finally, despite the challenges and uncertainties for the disability community and the Commission this year, 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 happened.

# Board chairperson's report



**Melanie Eagle**  
Chairperson

In 2023–24 the Board and Commission continued the important work of raising awareness, managing and implementing the registration of disability workers across Victoria. Registration provides disability workers with the opportunity to show they are safe, skilled and competent and to demonstrate their commitment to raising standards across the sector.

It's pleasing that 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.

Board members supported an extensive engagement program with the sector that has achieved a 15-fold increase in the number of stakeholders engaged. This includes sector roundtables and public forums in regional Victoria to promote awareness and understanding about disability worker registration.

The Board also launched its Training and Development Catalogue, a new resource to assist disability workers to build their knowledge and skills to work safely and competently. The catalogue contains more than 200 training courses, resources and activities and can help registered disability workers to find training to support their continuing professional development requirements.

In August 2023 a refreshed Disability Worker Registration Board of Victoria was appointed. I was delighted to be reappointed as Chair of the Board and welcome new Board members. The Board brings expertise from across the disability sector, including disability workers, those with lived experience of disability, service providers and researchers.

The Board continues to engage with key stakeholders in a time of significant potential change in the disability sector. For example, the Board and Commission are pleased to have had the opportunity to meet with the NDIS Provider and Worker Registration Taskforce regarding the design of a new regulatory model for registration of disability workers and providers across Australia.

We provided insights and recommendations from our experience leading the first disability worker registration scheme in Australia and also provided a written submission. This engagement was complementary to our response to the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

The Board continued to engage with the Department of Fairness, Families and Housing and the new Social Services Regulator to learn about plans for the Board's and Commission's functions in merging with this new 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 all former and current 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 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 fourth 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.

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, who is 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 2023 to 30 June 2024.

# About us

## Victorian Disability Worker Commission

The Commission is the independent regulator of disability workers in Victoria. The Commission takes complaints and notifications about the conduct of registered and unregistered disability workers. It also investigates disability worker conduct when required.

The Commission helps the Board to exercise its functions regarding registered disability workers. The Commission’s functions for registered disability workers and disability students include:

- providing administrative support to the Board to enable it to exercise its functions in registering and regulating disability workers and disability students and in accrediting training programs
- with the Board, setting up and maintaining a public register of disability workers and a register of disability students
- if appropriate, conciliating complaints
- entering into agreements with the Board about fees, the Board’s budget and services the Commission will provide to the Board

- monitoring, identifying and advising the minister about trends in complaints, notifications and other related matters
- carrying out and supporting research into complaints handling and ways of improving disability workers’ practices and services
- providing information and education to the public about disability workers and their conduct, complaints handling standards and complaints and notifications processes.

For unregistered disability workers, the Commission’s functions include:

- putting in place efficient procedures for receiving and dealing with complaints
- receiving, assessing and dealing with complaints and notifications – if appropriate, referring them to the Board or conciliating complaints
- advising the minister on matters the minister refers to the Commission
- monitoring, identifying and advising the minister on trends in complaints, notifications and other related matters.

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.

## Disability Worker Registration Board of Victoria

The Board registers and regulates registered disability workers and students.

The Board’s functions include:

- setting standards for registering disability workers and registered disability worker practice
- accrediting training programs and supervised practice arrangements that qualify people for registration as a disability worker
- assessing the probity and qualifications of applicants for registration and registering suitably qualified disability workers

- registering disability students to undertake supervised practice as part of an approved program of study
- dealing with matters of impairment for registered disability workers and disability students
- receiving, assessing and dealing with notifications and complaints about registered disability workers and disability students
- monitoring registered disability workers’ compliance with registration and practice standards
- collecting and providing data for disability workforce planning and system improvement
- regulating the advertising of services provided by 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.

\*Minister for Disability, Ageing and Carers up until October 2023

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



# The Disability Worker Regulation Scheme

The Disability Worker Regulation Scheme, established through the Disability Service Safeguards Act, 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 was established following Victoria's Parliamentary Inquiry into Abuse in Disability Services, which heard of the abuse and neglect of people with disability, including from the conduct of disability workers. Recent landmark reviews about the experiences of people with disability such as the Disability Royal Commission have also recognised the critical importance of disability workers and the need for regulation of workers to provide for quality and safe services.

The Scheme delivers more effective safeguards to protect people with disability and ensure disability workers deliver high-quality care. It does this in 2 ways:

- regulating and registering disability workers according to agreed standards
- strengthening safeguards through mechanisms to report concerns about the conduct of disability workers, ensuring they can be investigated and action taken.

The Scheme covers:

- registered Victorian disability workers
- unregistered Victorian disability workers
- students training to be disability workers in Victoria.

All disability workers must comply with the Disability Service Safeguards Code of Conduct, which outlines the obligations of disability workers to respect and uphold the right to safe and quality supports and services.

In a first across Australia, the Scheme also provides for voluntary registration of disability workers. Registration ensures disability workers meet rigorous standards for safety, skills and professionalism – no matter how they are employed or how their service is funded.

The Board sets standards for this registered workforce and registers and regulates those workers. To be assessed as suitable to hold registration, disability workers must:

- have professional qualifications or relevant work experience or a combination of both
- meet standards in English competency
- comply with standards regarding criminal history
- comply with continuous professional development (CPD) standards.

The Commission provides an independent complaints service so anyone can complain about the conduct of a disability worker.

Disability workers and employers must notify the Commission of certain conduct that places service users at risk.

The Commission and Board can act to resolve complaints and respond to concerns about a disability worker's conduct. This can include:

- conciliating complaints
- counselling workers about upholding the Code of Conduct
- making agreements
- conducting investigations
- referring the issue to another body.

The Board and Commissioner can also take immediate action or ban a 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
- h) to access services which support their quality of life.



## Our vision

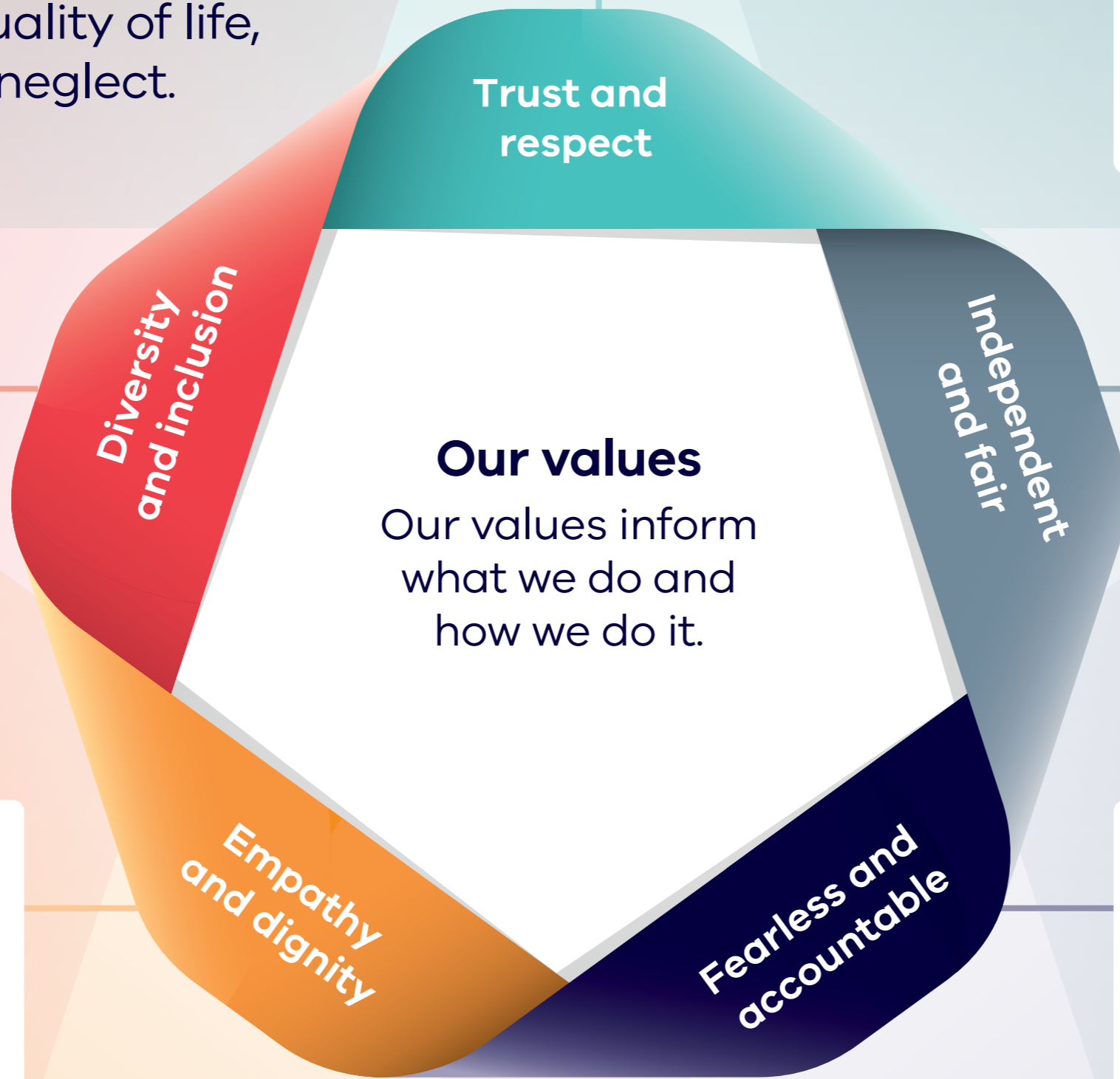
People with disability can choose services that best meet their needs and supports their quality of life, free from abuse and neglect.

### 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.



### 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.

# Year in review 2023–24

## A high-quality workforce through disability worker registration



**754**

registered disability workers, a **32% increase\***

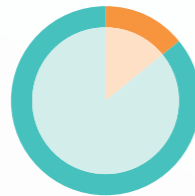


**424 new applications**

for disability worker registration

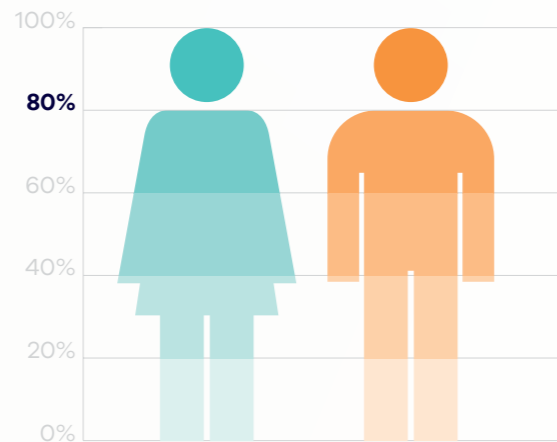
**85%**

of registered workers are **disability support workers**



**15%**

of registered workers are **disability practitioners**



**80%** of registered workers renewed their registration

\*increase on the previous year

## Responding to concerns about disability worker conduct

Our increased engagement has led to greater reporting of complaints about worker conduct.

**407 enquiries**

35% increase\*



**392 closed**

53% increase\*

**103 complaints**

63% increase\*



**121 closed**

133% increase\*

**56 notifications**



**59 closed**

(includes some notifications made in 2022-23)



**24 investigations underway**

33% increase\*

13 new investigations begun, 5 completed



**46 Interim Prohibition Orders made**

84% increase\*

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.

One unregistered disability worker was permanently prohibited from providing disability services.

\*increase on the previous year



# Year in review 2023–24



## Listening to the disability sector

### 2024 disability sector survey

We conducted an annual disability sector survey and in-depth interviews, surveying 1,125 participants in the disability sector in Victoria including disability workers, people with disability, carers and employers, with results strong of awareness of the Scheme, its purpose and functions. This survey also tells us where we need to target our work for engagement and awareness.

### Findings about the Scheme

**80%** agreed the Scheme protects vulnerable people from harm and neglect.

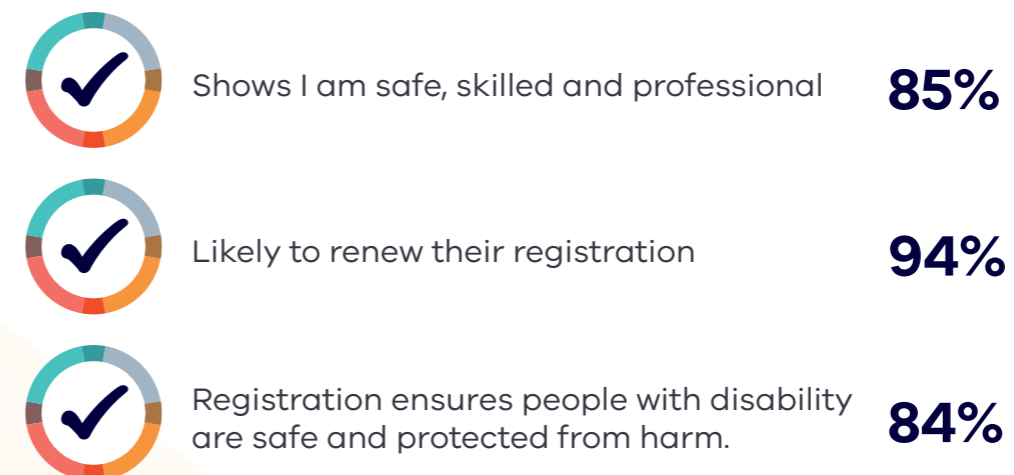
**81%** agreed the Scheme improves the standard of services provided by disability workers.

### Awareness of:

Reporting unsafe conduct (mandatory notifications)	The Code of Conduct	The Commission's complaints service
<b>78%</b> of service providers	<b>82%</b> of service providers	<b>80%</b> of service providers
<b>71%</b> of workers	<b>69%</b> of workers	<b>46%</b> of people with disability
<b>56%</b> of practitioners	<b>38%</b> of practitioners	

### Registered disability worker survey

We conducted a survey of 166 registered disability workers about their registration:



## Our actions to raise the quality and safety of disability support

In pursuing workforce quality and improved safeguarding, the Commission has a vital leadership role fostering highly skilled, safe and experienced disability workers. These workers provide critical, skilled services to Victorians, and through their work, ensure the rights of people with disability and support a more inclusive Victoria.

We're proud to be a leader of reforms in Victoria that ensure safer services, quality workforce standards and better choices for people with disability. We recognise that the growth in demand of the disability workforce has created a number of challenges.

The Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and a review of the NDIS have also highlighted current risks and concerns in the sector, and the need to improve quality and safety. The NDIS Provider and Worker Registration

Taskforce has also been set up to advise on the design and implementation of a new graduated risk-proportionate regulatory model proposed in the NDIS Review's final report.

In 2023–24, our focus was on activities to improve the quality of the disability workforce and safeguarding the sector. This included supporting the disability workforce to **develop skills and knowledge** to provide safe and high-quality services so people with disability have confidence in the services they use, as well as access to and information about safeguards if they have concerns.

In February 2024 we launched an online Training and Development Catalogue to assist disability workers in their CPD. A key element of being a registered worker is to maintain CPD, ensuring competencies are maintained and new skills learned in the practice of disability work.

Over the past year we have continued to build relationships across the sector, listening and understanding needs and priorities to ensure the Scheme is fit for purpose and supports the sector to be stronger and safer.

We conducted an **extensive program of engagement** across the disability community, gaining valuable insights into the different needs of the sector and the issues and challenges faced. This has included roundtables, regional engagement, meetings, education sessions, webinars, forums and conferences.

These conversations are supported by a range of tailor-made resources in various formats that are accessible and cater to the diversity of the sector, such as fact sheets and video animations.

Our **regulatory activity** continues to increase in number and impact. As a result of our engagement, we have seen a 35% growth in the number of enquiries received and increasing growth in complaints being made, with a 133% increase in complaints closed. We continue to investigate serious concerns about unsafe practice. In 2023–24 the Disability Worker Commissioner issued more interim and permanent prohibition orders, stopping unsafe workers from practising as a disability worker.

We are also seeing continued uptake of workers to register, recognising the community value of having safe, skilled and professional disability workers.

A key achievement in 2023–24 was to streamline our processes to make it easier and faster to apply for registration by accepting a NDIS worker screening check as part of the registration application process in lieu of a criminal history check.

As testimony to this, over the past year, 80% of registered workers renewed their registration.

We've built awareness and understanding of registration with disability service providers across Victoria and the importance of notifying the Commission about any worker who puts someone with disability at risk. Disability workers reporting notifiable conduct helps to raise the safety and quality of the whole sector.

Employers and service providers 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 the prohibition order mailing list has grown by 20%.

As a regulator operating across different workforces, we have been engaging constructively with other regulator and government stakeholders to develop efficient and effective coordination of cross-referrals, information sharing and memorandums of understanding. This will lead to a more joined-up and efficient experience for people with disability, carers and families.

We continue to conduct **research** about the sector, providing valuable insights into sector needs and our regulatory role.

We engaged RMIT's Workforce Innovation and Development Institute to map the size, characteristics and type of work undertaken by disability workers. This research draws together critical datasets across the country to identify key workforce characteristics, helping us to understand, engage and work effectively with the disability workforce.

We conducted our second annual sector survey and in-depth interviews with disability workers, people with disability, carers and employers, to identify what information and resources they need when engaging with and registering under the Scheme.

This showed that 80% of respondents overall agree that the Scheme helps protect vulnerable people from harm and neglect and that 81% of respondents feel the Scheme also helps to improve the standard of services provided by disability workers.



# 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 available on our website.

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.

In working with stakeholders, we aim to prevent, minimise or avoid harms of concern and deliver on our desired regulatory outcomes. We use several tools to support this approach including (Figure 3):

- raising awareness and educating about required standards of conduct
- setting standards for disability workers
- encouraging voluntary registration
- supporting compliance with the Code of Conduct and standards
- monitoring compliance and complaints
- monitoring and assessing noncompliance.

Our regulatory principles are: collaborative, effective, accountable, fair and inclusive.

We expect that disability workers comply with their obligations under the law, meet mandatory standards and engage in practices that seek to manage the risk of harm.

We understand that most disability workers want to provide quality services, comply with regulatory requirements and are seeking to improve their practices.

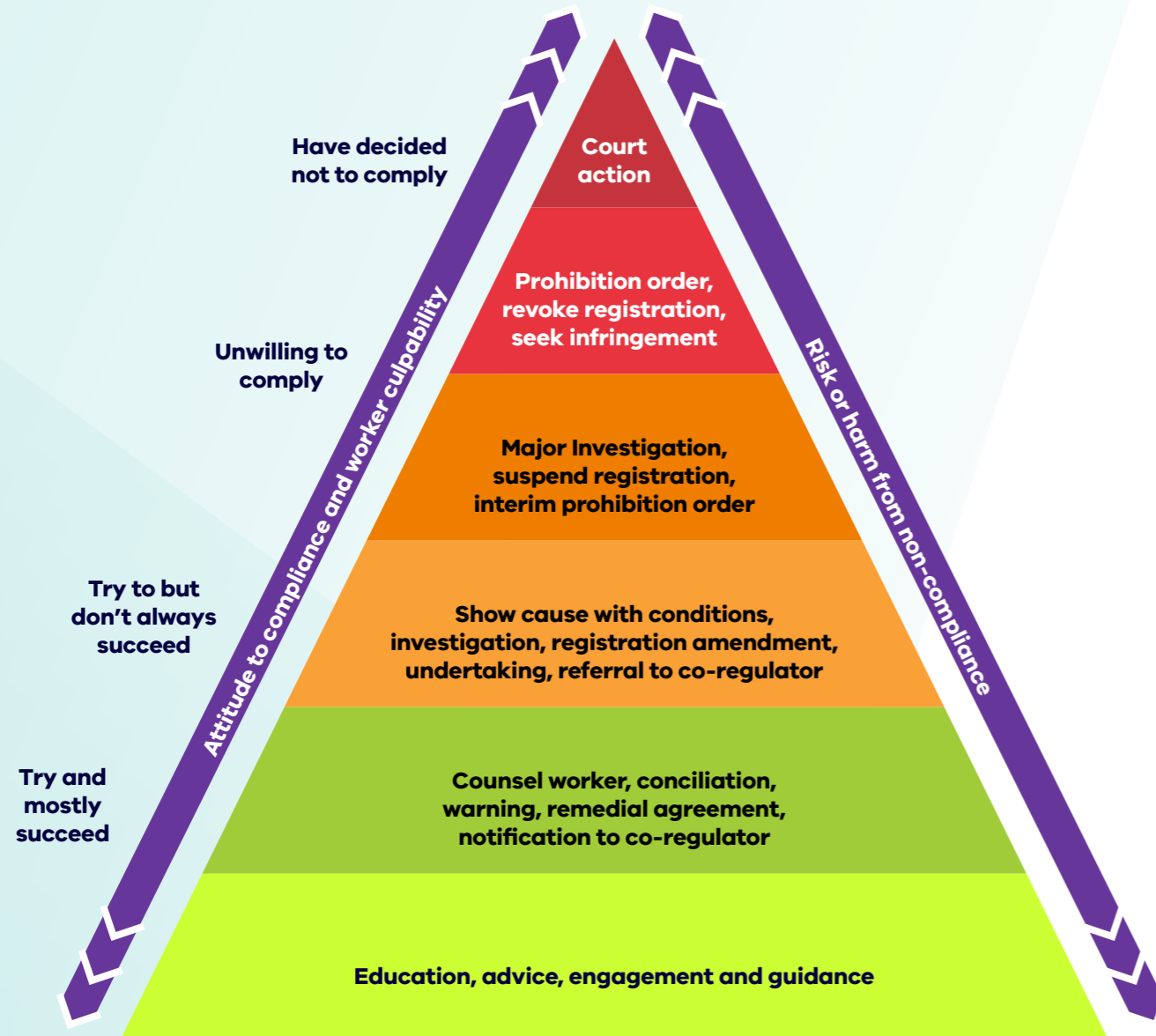
For those who do not comply, we will respond and escalate our compliance and enforcement response. We use a risk-based approach to prioritise our regulatory effort.

Figure 2: Our regulatory approach



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.

Figure 3: Enforcement pyramid



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.

## Case study

# Disability workers ensure clients have choice and control to live their best life

Every person with disability deserves to have choice and control over their life, including choosing who they want to be their representatives such as an advocate or translator. The example below illustrates the importance of disability workers recognising the rights, needs and requests of their clients, and ensuring these are paramount.

### Context

We received a complaint from Brett, who lives in supported independent living accommodation and has been diagnosed with an acquired brain injury. English is Brett's second language. Brett was meeting with his accommodation supervisor, Susan, to discuss his support needs and complaints he had about accommodation staff. Susan brought along another disability worker who speaks Brett's primary language to interpret the conversation. Brett was concerned that a professional interpreter was not present.

### What we did

We met with Brett with an interpreter to understand the details of his complaint. We then contacted Susan about the complaint. Susan acknowledged that she had used another disability worker to act as Brett's interpreter during meetings.

### Outcome

We settled the complaint with an agreement from Susan that:

- a professional interpreter would be present for all meetings with Brett where important information is shared or decisions about his support needs or other areas of his life are made
- when working with a person with disability whose primary language is not English, Susan will ask if they would like an independent interpreter to translate.

**Please note:** This case study shows a type of matter the Commission responded to in 2023–24. Pseudonyms are used and some details have been changed to protect the anonymity of the participants. The image is used for illustrative purposes only.

# Our operating environment

In Victoria, about 21%<sup>1</sup>, or more than one in 5 people, identify as having a disability. According to studies, 32%<sup>2</sup> of people with disability sometimes or always need help with self-care, mobility or communication. Disability workers provide essential services to support people with disability to live lives to their full potential.

Of the 1.35 million Victorians with disability (living in households), approximately 800,000 needed assistance with at least one activity of daily life.<sup>3</sup> When those 800,000 need a support worker or disability support practitioner to assist them, we regulate that work for its safety and quality.

Many Victorians receive support outside the NDIS framework. Research conducted by RMIT for the Commission found approximately 155,000 workers in Victoria provide a disability service to a person with disability.<sup>4</sup> 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.

Of the 1.4 million Victorians who had disability, over 1.2 million had a limitation with at least one of the core activities of communication, mobility or self-care, and/or a schooling or employment restriction.<sup>5</sup>

Our Scheme also seeks to ensure safety of disability services, and to both prevent and respond to instances of abuse and neglect of people with disability by disability workers. While there is no nationally representative data source on neglect of people with disability, and estimates of abuse vary,<sup>6</sup> we know that a greater proportion

of people with disability experience violence than people without disability. In 2022 the Australian Bureau of Statistics asked people with disability over 18 years of age about their experiences of physical abuse, emotional abuse and neglect: 11.4% said they had experienced at least one form of abuse or neglect in the last 12 months.<sup>7</sup>

In late 2023 the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability released its final report with 222 recommendations. Relevantly to the disability workforce, it found that:

**The risks of exposure to violence, abuse, neglect and exploitation increase when people with disability are isolated, dependent, and deprived of choice and control over the services they receive and where and how they are delivered. The risks also increase when people with disability have limited capacity to raise concerns about the design, delivery, quality and safety of essential services and supports.<sup>8</sup>**

The NDIS Review's final report was also released. There is considerable change and uncertainty for people with disability, their families, supporters and the disability sector more broadly with respect to the federal and state governments' responses to these final reports. These include the changes proposed by the Australian Government in the NDIS Amendment Bill 2024.

In 2024 the NDIS Provider and Worker Registration Taskforce was also set up to undertake a consultation on the graduated risk-proportionate worker and provider registration model proposed by the NDIS Review. The Commission and Board had regular engagement with the taskforce and made a submission on the proposed model (refer page 23).

The Disability Worker Regulation Scheme covers both NDIS and non-NDIS disability workers and aims to protect people with disability, including those who are not NDIS participants. This represents most Victorians with disability who use support services. Only just over 10% of Victorians with disability are eligible for a NDIS plan.<sup>9</sup>

In February 2024, the Hon Lizzie Blandthorn, Minister for Disability, announced Government plans to merge the functions of the Commission and the Board with the Social Services Regulator.

In Victoria, many bodies work together to support safe disability services. We work with other agencies and organisations, as well as other workforce regulators including:

- Australian Health Practitioner Regulation Agency
- Commission for Children and Young People
- Disability Services Commissioner
- Health Complaints Commissioner
- Human Services Regulator
- Mental Health and Wellbeing Commission
- NDIS Quality and Safeguards Commission
- Office of the Public Advocate
- Professional bodies
- Transport Accident Commission
- Victoria Police
- Victorian Equal Opportunity and Human Rights Commission
- Victorian Institute of Teaching
- NDIS Worker Screening Unit and Working with Children Check Victoria (Department of Government Services)
- WorkSafe Victoria.

In Victoria, we work closely with the Department of Families, Fairness and Housing.

The Commission and Board are committed to increasing awareness and understanding of the Scheme. Consultation on all aspects of the Scheme including registration standards is vital to ensuring registered disability workers have attributes that are important to people accessing disability services.

The Commission and Board continue to engage with and listen to the perspectives of people with disability to ensure the Scheme is implemented in a person-centred way.

During the 2023–24 financial year, the Commission made submissions to key reform consultations in the disability sector.

## Draft Social Services Regulations 2023 and Social Services Regulations 2023 Regulatory Impact Statement (18 July 2023)

The Victorian Government sought feedback on the draft regulations and regulatory impact statement for the new Social Services Regulatory Scheme. The Commission provided a submission about the regulatory overlaps and intersections with the Disability Worker Regulation Scheme.

The draft regulations prescribed the Commission, Commissioner and Board as a 'relevant agency' for the purposes of information sharing under the *Social Services Regulation Act 2021*. The Commission's submission supported a regulatory approach that achieves streamlining and reduces regulatory burden for social services while providing the safeguarding benefits of the Social Services Regulatory Scheme.

The Commission also submitted that new regulatory arrangements should reduce confusion for people with disability and their allies when needing to make a complaint.

## NDIS Provider and Worker Registration Taskforce consultation

The taskforce was established in early 2024 to provide advice on the design and implementation of the new graduated risk-proportionate regulatory model proposed in the NDIS Review's final report.

The taskforce consulted on the design and implementation of the regulatory model for disability providers and workers proposed in Recommendation 17 of the NDIS Review's final report.

The Commission and Board's submission highlighted the key lessons from operating Australia's sole disability worker registration scheme. We supported mandatory registration to ensure quality and safety requirements are met while not undermining choice and control.

Other lessons shared with the taskforce include:

- the need to raise the professionalism, standards and awareness of disability support workers in our sector
- the need for mandatory notification requirements to ensure the regulator is immediately made aware of conduct that puts a person with disability at risk of serious harm
- to consider registration benefits for providers and workers outside the NDIS funding jurisdiction.

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 RMIT Workforce Innovation and Development Institute 2024. Unpublished.

5 Australian Bureau of Statistics 2022, *Disability, ageing and carers, Australia: summary of findings, Australian Government, Canberra*.

6 Disability Royal Commission, Final Report, p 50.

7 Australian Bureau of Statistics 2022, *Disability, ageing and carers, Australia: summary of findings, Australian Government, Canberra*.

8 Disability Royal Commission, Final Report, p 154.

9 *Inclusive Victoria – State disability plan 2022–2026*, State of Victoria, Australia (Department of Families, Fairness and Housing), 2022.

# Governance of the Scheme

The Commission's organisational structure is shown in Figure 4. In 2023 the Commission conducted consultation as part of Clause 11 of the *Victorian Public Service Enterprise Agreement 2020 – Implementation of Change*. Following the consultation, the Commission's organisational structure was refreshed, enabling streamlining of its regulatory and supporting operations.

## 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 2024 was:

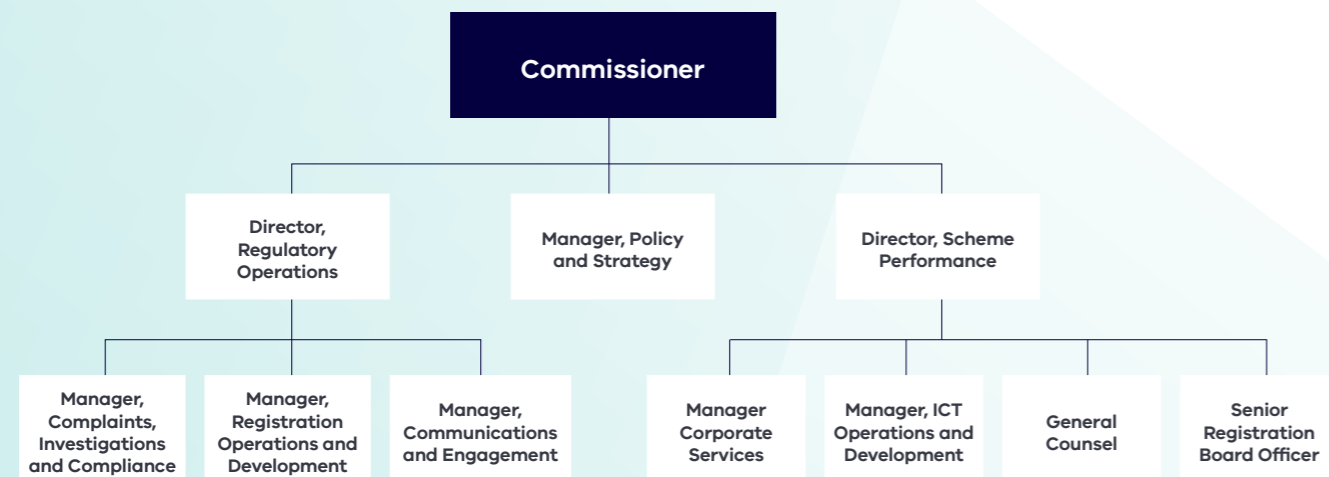
- Melanie Eagle (Chairperson)
- Christian Astourian
- Maryanne Diamond
- Geoffrey Southwell
- Kelly Schulz
- Patrick Wilsmore
- Keith McVilly
- Elizabeth March
- Jessica Sullivan.

The minister appointed new Board members on 15 August 2023. One Board member, Martin Checkett, resigned in November 2023. The following Board members' terms expired during the reporting period:

- Christine Bigby
- Gobi Chandran
- Colleen Furlanetto
- Alexandra Gunning
- Jill Linklater.

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

Figure 4: Organisational structure of the Commission



### Board meeting attendances

Table 1 lists the meetings attended by each board member and those eligible to attend in 2023–24.

Table 1: Meetings attended and eligible to attend during the reporting period

Name	Number of meetings attended of those eligible to attend
Melanie Eagle (Chair)	9 of 9
Christian Astourian	9 of 9
Maryanne Diamond	7 of 9
Geoffrey Southwell	8 of 9
Patrick Wilsmore	7 of 7
Keith McVilly	7 of 7
Elizabeth March	4 of 7
Kelly Shulz	7 of 7
Jessica Sullivan	7 of 7
Martin Checketts	3 of 3
Christine Bigby	2 of 2
Gobi Chandran	1 of 2
Colleen Furlanetto	2 of 2
Alexandra Gunning	2 of 2
Jill Linklater	2 of 2

### 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 Wilsmore.

#### Registration Standards, Guidelines and Accreditation Committee

The Registration Standards, Guidelines and Accreditation Committee helps the Board exercise its standards, guidelines and accreditation functions. The committee develops recommendations on:

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

The committee met 5 times during the reporting period.

Members:

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

#### 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 7 times during the reporting period.

Members:

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

### 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 their 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 2024 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 ss 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 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 inform the Commission and Board's 2023–24 business plan.

Key achievements against the Statements of Expectations to 30 June 2024 include:

- developing a risk-based and proportionate regulatory approach that prevents or minimises the risk of harm to people with disability
- strengthening collaboration and engagement with other regulators and agencies
- promoting complaints and notifications as well as the uptake of registration
- 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

# Responding to allegations of sexual misconduct by a disability worker

All disability workers in Victoria are required by law to comply with the Code of Conduct and not engage in practices that put their clients at risk of harm. This example illustrates how the Commission can act where allegations of sexual assault are made, and how we work with other regulators and authorities.

### Context

We received a notification from an employer alleging that an unregistered disability worker had sexually assaulted a person with disability in supported accommodation. At the time of the notification, the matter had been reported to the police and was under investigation.

### What we did

We liaised with Victoria Police as it conducted its investigation. Ultimately, Victoria Police did not lay charges regarding the alleged conduct.

We decided to launch an investigation on the basis that, on the information available to us, we reasonably believed the unregistered disability worker may have failed to comply with the Code of Conduct, specifically:

- clause 6, to take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- clause 7, to take all reasonable steps to prevent and respond to sexual misconduct.

### Outcome

To protect the community during the investigation, the Commissioner issued an Interim Prohibition Order against the worker. The order prohibited the worker from providing all disability services in Victoria for 12 weeks. The basis for the order was that the Commissioner reasonably believed that the worker had failed to comply with the Code of Conduct and posed a serious risk to the health, safety and welfare of the public.

We took steps to ensure the worker understood the effect of the Interim Prohibition Order and did not continue working. We contacted the worker and explained that they could not work as a disability worker and that contravening an Interim Prohibition Order is an offence under the Act. We also provided them with a statement of reasons for the decision and advice on how to seek a review of the order by applying to the Victorian Civil and Administrative Tribunal.

The investigation into the worker's alleged conduct continues.

**Please note:** This case study shows a type of matter the Commission responded to in 2023–24. Pseudonyms are used and some details have been changed to protect the anonymity of the participants.

# Corporate plan 2023–24

The Commission and Board operate under a Scheme strategic plan. The plan has 5 pillars (Table 2). The first 4 pillars represent where the Scheme needs to concentrate its efforts to support people with disability. A fifth pillar describes the crucial activities required to enable the functions and delivery of pillars 1 to 4 by the Commissioner, the Board and the Commission.

The *Corporate plan 2022–24* outlines the *Victorian Disability Worker Regulation Scheme strategic plan 2022–23 to 2023–24* (Figure 5) and our 2023–24 business plan.

**Table 2: Corporate plan pillars and short-term goals by mid-2024**

<b>1. Safety and compliance</b>
We have an accessible, responsive and balanced notifications, complaints and assessment system
<b>2. Registration</b>
The percentage of the disability workforce that is registered is growing steadily
<b>3. Workforce standards</b>
Our standards for registration and training improve the knowledge and capability of the workforce
<b>4. Engagement and communications</b>
People with disability, their families, advocates and service providers understand and have confidence in the Scheme and its processes
<b>5. Enablers</b>
The Board, Commissioner and Commission work collaboratively and are well supported to develop and operate the Scheme

Our corporate plan is updated every year to incorporate the new annual business plan and with the latest information about our operating environment.

Key strategic projects that were delivered in 2023–24:

- continuing to strengthen our stakeholder engagement on creating awareness of our safeguarding role and improving the quality of the disability workforce
- improving the applicant registration process and developing our communication to registered workers
- producing publicly available and targeted resources about the Scheme including a training and development catalogue
- review of registration and renewal fee settings
- developing a workforce data dashboard for the Commission that estimates the size, characteristics and type of work undertaken by the disability workforce.



Figure 5: Our strategic plan 2022 to 2024

The Victorian Disability Worker Regulation Scheme					
Strategic Plan 2022/23–2023/24					
<b>Vision</b>	People with disability can choose services that best meet their needs and supports their quality of life, free from abuse and neglect				
<b>Purpose</b>	We regulate all workers providing disability services in Victoria, regardless of how they are funded, setting standards for registration and training, resolving complaints and prohibiting unsafe workers				
<b>Guiding Principle</b>	People with disability who use disability services have the same rights as other members of the community				
<b>Pillars</b>	<b>1. Safety and compliance</b>	<b>2. Registration</b>	<b>3. Workforce standards</b>	<b>4. Engagement and communications</b>	<b>5. Enablers</b>
<b>By mid 2024</b>	We have an accessible responsive and balanced notifications, complaints and assessment system	The percentage of the disability workforce that is registered is growing steadily	Our standards for registration and training improve the knowledge and capability of the workforce	People with disability, their families, advocates and service providers understand and have confidence in the Scheme and its processes	The Board, Commissioner and Commission work collaboratively and are well supported to develop and operate the Scheme
<b>2022–24 priorities</b>	<p>1.1 Develop and implement a <b>compliance framework</b> for the conduct of registered and unregistered workers</p> <p>1.2 Establish and implement procedures for <b>receiving, assessing and actioning</b> notifications and complaints</p> <p>1.3 Implement <b>monitoring, evaluation and continuous improvement</b> processes in relation to complaints and notifications</p> <p>1.4 Raise <b>awareness</b> of the Scheme’s complaints and notifications process</p>	<p>2.1 <b>Build knowledge of the benefits of registration</b> for disability support workers, their employers, and for people with disability, their families, carers and advocates</p> <p>2.2 Ensure the <b>registration process</b> is simple, quick and easy to use</p> <p>2.3 <b>Promote registration</b> to disability support workers</p> <p>2.4 <b>Build demand for registered disability support workers</b> from:</p> <ul style="list-style-type: none"> <li>– people with disability, their families, carers and advocates</li> <li>– service providers</li> </ul>	<p>3.1 Develop a <b>roadmap</b> to guide the development of guidelines, standards and accreditation</p> <p>3.2 Prioritise <b>standards for registration</b> of disability support workers</p> <p>3.3 <b>Collaborate</b> with organisations including employers who develop the workforce through curricula, qualifications and training</p> <p>3.4 Strengthen the Commissions <b>capability, capacity and resources</b> to develop standards</p>	<p>4.1 <b>Work with other regulators and agencies</b> in Victoria and nationally to:</p> <ul style="list-style-type: none"> <li>– achieve quality and safety outcomes for people with disability</li> <li>– avoid unnecessary duplication of effort</li> </ul> <p>4.2 <b>Build awareness</b> of the role of the Board and Commission</p> <p>4.3 Further <b>strengthen our relationships</b> with the community, sector and our stakeholders</p> <p>4.4 Build our capability to <b>engage and consult</b></p>	<p>5.1 The Board, Commissioner and Commission have:</p> <ul style="list-style-type: none"> <li>a) shared <b>values and principles</b></li> <li>b) a complementary <b>partnership</b>, underpinned by a respectful empowering and learning <b>culture</b></li> <li>c) <b>high performing</b> teams that draw on each other’s strengths</li> <li>d) the necessary <b>resources, capacity and capability</b></li> <li>e) supporting <b>technology</b> hardware systems and applications</li> </ul> <p>5.2 The Board, Commissioner and Commission collaboratively develop a <b>regulatory approach</b> that, is evidence-informed, risk-based, responsive and balanced</p> <p>5.3 Progressively build an <b>evidence-based understanding</b> of the Scheme’s impact, strengths and shortcomings, and ways these may be addressed</p>

## Pillar 1

# 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 2023–24

- The number of complaints made to the Commission grew by 63% to 103 complaints.
- The Commissioner prohibited a record number of workers from providing disability services in Victoria. In all, 14 unregistered disability workers posing a serious risk were prevented from providing disability services in Victoria, resulting in 46 Interim Prohibition Orders – an 84% increase. Some workers were subject to extensions of an Interim Prohibition Order while being investigated.

- One unregistered disability worker was permanently prohibited from providing disability services.
- We bolstered our team's capacity to support the sector and respond to complaints and notifications by improving processes and offering support and mentoring to the team. These improvements saw a 133% increase in complaints closed.
- We implemented the regulatory framework for assessing the conduct of registered and unregistered workers.
- We continued to work closely with the Disability Services Commissioner to implement our 'no wrong door' approach to complaint handling, through direct and warm referrals, as well as 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 2 Registration

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.

Registration fills a critical gap by ensuring registered disability workers meet set standards for safety, skills and professionalism – no matter how they are employed or how the service they provide is funded.

### Highlights in 2023–24

- The number of registered workers grew by 32% in 2023–24. The public register of Victorian disability workers allows anyone to search the registration status of Victorian disability workers. View the [Register of Victorian disability workers website](#).

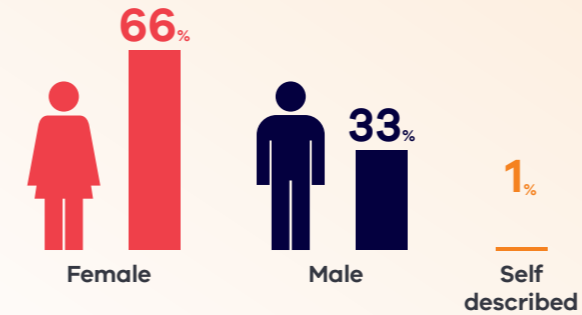
- 80% of registered workers renewed their registration as a disability support worker or disability practitioner.
- The new standard to undertake at least 10 hours of CPD activities during the 2022–23 registration year was implemented. Most registered workers met this requirement and provided details of their CPD activities when they applied to renew their registration for 2023–24.
- Legislation to enable the Board to accept a current NDIS worker screening clearance in lieu of checking the criminal history of an applicant for registration was proclaimed. This allowed the Commission to implement a streamlined application process for disability workers who have a current NDIS clearance. The new process saves these workers from undergoing another national police check and makes it quicker and easier to register.

## Snapshot of the disability workforce

### Registered disability workers

754 disability workers are registered under the Scheme. Below is a breakdown of registered disability workers demographics, pathway of registration and country of birth.

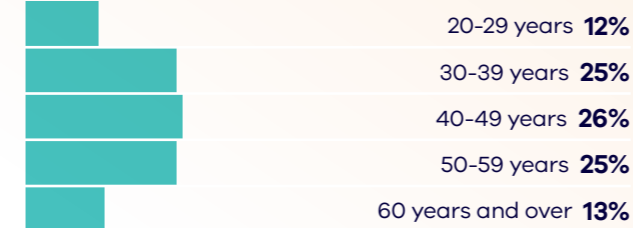
#### Gender



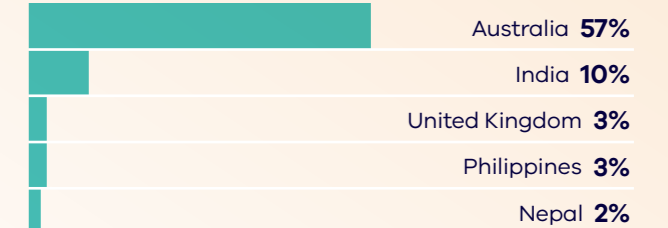
#### Pathways of registered workers



#### Age



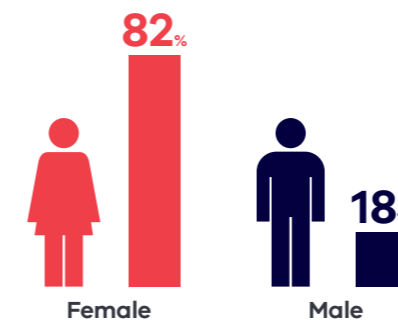
#### Top 5 countries of birth



### Victorian disability workforce

Research conducted for the Commission by RMIT's Workforce Innovation and Development Institute estimates there are more than 155,000 disability workers in Victoria. Some key findings are shown below according to demographics, country of birth and location.\*

#### Gender



#### Birthplace, Australia and other



#### Location

Melbourne metropolitan area: **101,122**  
Regional Victoria: **45,614**

#### Age



#### \*Source

The workforce data is from mid-2022 with some characteristic data points taken from the Census in mid-2021. The following data sources were used by RMIT's Workforce Innovation and Development Institute:

- ABS' Person level integrated data asset (PLIDA)
- 2021 Census of Population and Housing

# A diverse and skilled workforce of registered disability workers\*

Registered disability workers perform a variety of disability services. This could be 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.

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

Across Victoria, registered disability workers provide critical services in the community.



## Registered Victorian disability support worker

Deepak is a 34-year-old disability support worker living in regional Bendigo.

Deepak registered as a disability support worker with a Certificate IV in Disability Support and experience providing disability support services.

Deepak works for an NDIS service provider and supports participants with daily needs, meal preparation, medication management, transportation to appointments, socialisation and interaction with the community.

He also has a degree and background in nursing from an overseas university, and has previously worked as a health care assistant and caregiver for retirement villages.



## Registered Victorian disability support worker

Peter is a 47-year-old general manager living in north-east Melbourne.

Peter qualified to register as a disability support worker with 3 years' experience working at a large disability service provider.

He began working for the organisation as a disability support worker and was eventually promoted to general manager where he is responsible for oversight of all disability support workers and support co-ordinators at the organisation.

Peter uses his disability support background to regularly mentor disability support workers to industry best practice.



## Registered Victorian disability support worker

Genevieve is a 28-year old disability support worker living in northern regional Victoria.

Genevieve registered as a disability support worker using her Diploma of Community Services and experience as a disability support worker.

She has 8 years experience in the sector, with a background as a day services practitioner and local area co-ordinator. In her current role she provides personal support in a non-curriculum based day service at site and within the community, and manages the creation and implementation of individual support plans.

She has also recently started working as a sole trader, providing support services to people with disability in the greater Shepparton area.



## Registered Victorian disability practitioner

Katherine is a 40-year-old registered nurse living in Geelong.

She registered as a disability practitioner using her Bachelor of Nursing and 18 years' experience as a paediatric nurse where she provided complex night and day care to children with medical issues and disabilities.

She has diverse nursing experience, from providing care to acute phases of illness, through to ongoing care at home for patients with chronic health issues.

She is currently working independently providing full daily care for a child with severe disabilities at their home, whilst maintaining her role as a paediatric nurse in a hospital setting.



\*These examples use pseudonyms.

## Case study

# Ensuring disability workers perform personal care tasks safely

Disability workers are often engaged to perform various personal care tasks for their clients.

The example below illustrates how important it is for disability workers to be clear on how these tasks should be performed in keeping with a personal care plan to ensure the safety and respect of the person with disability.

### Context

Tom's parents made a complaint about Sonia, a disability worker engaged to provide wound management, personal care and monitoring of skin integrity for Tom, a child with a fragile skin condition. Tom's parents had seen Sonia touching Tom's skin without using the necessary protective materials, which was inconsistent with Tom's personal care plan.

### What we did

We contacted Sonia about the complaint. Sonia acknowledged that on several occasions she had not used the required protective materials,

which increased the risk of skin tears and infections. Sonia explained that she did not feel comfortable using the materials but had not checked in with Tom or his parents about her concerns.

### Outcome

Sonia was counselled about her obligations under the Code of Conduct, which requires disability workers to provide supports and services in a safe and competent manner with care and skill, and the importance of following care plans to achieve this.

**Please note:** This case study shows a type of matter the Commission responded to in 2023–24. Pseudonyms are used and some details have been changed to protect the anonymity of the participants. The image is used for illustrative purposes only.



## Pillar 3

# Workforce standards

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.

Adherence to standards form part of the assessment of 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 2023–24

- The Board and Commission launched an online Training and Development Catalogue to assist disability workers to access training more easily. It also supports registered disability workers to meet their CPD requirements. The Catalogue has been received well by the sector and is in the top 3 most popular pages visited on the Scheme website.
- The Commission and Board undertook work to clarify and potentially set new registration standards. This includes understanding how to make existing registration standards more transparent and explore what other registration standards may improve the professionalisation of the workforce and improve the quality of service provided.

## Pillar 4

# Engagement and communications

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 engagement activities.

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

### Highlights in 2023–24

- We conducted engagement activities with 1,200 disability sector stakeholders including hosting a series of stakeholder roundtables, regional forums in Shepparton and Gippsland, webinars, information sessions, meetings and presentations.

- We conducted the second annual disability sector survey, providing insights into the awareness, understanding and effectiveness of the Scheme.
- We partnered with stakeholders such as the Victorian Advocacy League for Individuals with Disability, Australian Children with Disability and the Disability Advocacy and Resource Centre to deliver some of our information sessions.
- We participated in major disability conferences and events, reaching an audience of 2,050 including speaking engagements, workshops, exhibition booths and providing educational resources.
- We achieved a 48% increase in social media followers, an 11% increase in eNewsletter subscriptions and reached a new record for document downloads from our website.
- We issued public statements in response to the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the NDIS Review.

## Case study

# Disability worker safely transporting a client

Disability workers often have the responsibility of assisting their client to transport safely from a destination. This can involve using appropriate lifts and equipment and, importantly, the disability worker must know how to use the equipment safely and with the needs of their client at the forefront.

### Context

We received a notification from an employer about the conduct of Jonothon, who was employed to provide accommodation and support services to Rhiley.

This involved supporting Rhiley to attend various activities. Rhiley has a behaviour support plan in place that includes requirements for safe travel in a vehicle.

The notifier alleged that Jonothon did not follow Rhiley's behaviour support plan for how to safely transport him between locations. This resulted in Rhiley leaving the vehicle and being at risk of harm.

### What we did

We collected information from the notifier including a copy of the behaviour support plan and specific practice guidance on travelling safely with Rhiley. Jonothon acknowledged that he did not follow the plan, which placed Rhiley at risk. Jonothon reported that he had contacted his employer for support and guidance but did not receive assistance on the day of the incident.

### Outcome

We counselled Jonothon, providing written advice about how to improve practice as a disability worker. We also acknowledged that Jonothon had attempted to obtain guidance from others about how to transport Rhiley safely.

We reiterated Jonothon's obligations to:

- provide supports and services in a safe and competent manner, with care and skill
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.

**Please note:** This case study shows a type of matter the Commission responded to in 2023–24. Pseudonyms are used and some details have been changed to protect the anonymity of the participants.

## Pillar 5

# Enablers

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

The work under this pillar includes maintaining strong values and principles, supporting the Commission with the necessary technology and processes to understand our impact.

### Highlights in 2023–24

- The Commission restructured to streamline our regulatory and supporting operations, implementing a Clause 11 consultation process and subsequent organisational restructure.

- We inducted 6 new Board members to the Disability Worker Registration Board of Victoria.
- We improved the way we present our performance data as part of a wider effort to improve the use of our data and evidence. This was followed by monthly performance meetings discussing trends and performance indicators. The Board and Commission prepared and improved quarterly regulatory management agreement reports.
- The way we capture, store, report and monitor information out of our case management database was considerably improved.

# 2023–24 financial information

## Financial performance

Pursuant to a determination by the 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 3 lists the principal operating expenses the Commission and Board incurred in 2023–24.

**Table 3: Commission and Board operating expenses, 2023–24**

Expenditure item	Amount (\$)
Staffing employee expenses	6,789,875
Other operating expenses	4,034,133
Depreciation	9,429
Grants and sponsorships	32,000
<b>Total</b>	<b>10,865,437</b>

## 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 \$11.361 million for 2023–24 was allocated for the Scheme in the 2022–23 State Budget.



## Financial management compliance attestation

I, Daniel 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: 13 September 2024

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: 13 September 2024

# Compliance

## Amending Scheme legislation

On 20 September 2023 changes in the *Disability and Social Services Regulation Amendment Act 2023* came into effect.

It amended the Disability Service Safeguards Act to remove duplicative requirements for criminal history checks for people applying to become registered disability workers.

The changes enable the Board to check applicants' NDIS worker clearance status instead of obtaining and assessing their criminal history. This reflects that the NDIS and Scheme have the same criminal history requirements.

## Government advertising expenditure

The Commission did not incur any advertising expenditure in 2023–24.

## Disclosure of ICT expenditure

The ICT expenditure for the Commission in 2023–24 is listed in Table 4.

**Table 4: ICT expenditure, 2023–24**

Business as usual ICT expenditure (\$)	Non-business as usual ICT expenditure			Total ICT expenditure (\$)
	Operational (\$)	Capital (\$)	Subtotal (\$)	
475,120	973,913	Nil	973,913	1,449,033

## Disclosure of major contracts

The Commission and Board did not enter into any major contracts during 2023–24. 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's staff are employed under the Victorian Public Service Enterprise Agreement 2020.

No time has been lost as a result of industrial relations disputes.

## Workforce data

Appendix 2 provides an analysis of the Commission's employee workforce composition such as gender balance, 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.

As of this report, we are in the final stages of completing our *Diversity and inclusion framework*, which includes a comprehensive action plan for implementation.

Aligned with the *Gender Equality Act 2020*, the Commission has set a target to achieve at least 50% of female representation in leadership roles by 2024. As of 30 June 2024, 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 obligations to ensure human and financial costs of occupational injury and illness are minimised. Initiatives include providing:

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

During the reporting year, the Commission provided face-to-face training for all staff on Building a Positive Workplace Culture and Psychological Safety. Staff who could not attend in person could take part online via Microsoft Teams.

The Commission organised an in-office inspection through the Department of Families, Fairness and Housing's Health, Safety and Wellbeing team to assess health and safety hazards in the office. The inspection identified 3 recommendations, which the Commission accepted to implement.

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 recently reviewed and 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 undertake this mandatory training.

The incidents reported in 2023–24 were:

- number of reported hazards or incidents – **2**
- number of 'lost time' standard claims – **5 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, 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. 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.

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 policy objectives of government. 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.

No procurements initiated by the Commission or Board in the reporting period were assessed as falling within the policy.

### 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 15% representation by 2020 and 12% by 2025. The Commission's priority and target for employing people with disability is 20%. The result in 2023–24 is 15% 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.

### Carers Recognition Act

The Commission and Board support the principles of the *Carers Recognition Act 2012* to recognise the importance of carers and care relationships in our community.

The principles and obligations of the Act are encompassed within:

- the Victorian Public Service (VPS) Enterprise Agreement
- VPS common policies
- flexible working arrangement guidelines, which support staff in their roles as carers.

### Office-based environmental impacts

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

The Commission has 55 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 and encourages double-sided printing.

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 2023–24 there was one consultancy where the total fees payable to the consultants were \$10,000 or greater. The total expenditure incurred during 2023–24 in relation to these consultancies is \$37,257 (excluding GST) (Table 5).

**Table 5: Consultancies valued at \$10,000 or greater, 2023–24**

Consultant	Purpose of consultancy	Total approved project fee (\$ (excl. GST)	Expenditure 2023–24 (\$ (excl. GST)	Future expenditure (\$ (excl. GST)
Dandolo Partners	Strategic and business plan, and review of Theory of Change	75,896	37,257	38,639

### Details of consultancies under \$10,000

No consultancies were engaged in 2023–24 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 2023–24 the Commission provided sponsorships totalling \$32,000 (excluding GST) (Table 6).

**Table 6: Sponsorship, 2023–24**

Sponsorship	Purpose	Date	Expenditure (\$ (excl. GST)
Informa Australia Pty Ltd	National Disability Summit	August 2023	7,000
VALID INC	Having a Say Conference	February 2024	25,000

## Reviews and studies expenditure

During 2023–24, there were 2 reviews or studies undertaken with the total cost of \$258,161. Details of individual reviews and studies are outlined below.

**Table 7: Reviews and studies, 2023–24**

Name of the review (portfolio(s) and output(s)/ agency responsible)	Reasons for review/study	Terms of reference/scope	Anticipated outcomes	Estimated cost for the year (excl. GST)	Final cost if completed (excl. GST)	Publicly available (Y/N) and URL
Disability Workforce Mapping	To understand the quantity, characteristics and the work of the disability workforce	Develop a data asset that provides a tool to estimate the size, characteristics and type of work of the disability workforce	Provide more insight and allow to better plan, engage and support the disability workforce	164,070	164,070	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.	94,091	122,273	N

## 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 2023–24.

## 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, 17–23
FRD 22I	Functions, powers and duties	6–9, 16–20
FRD 22I	Performance reporting (non-financial) – operational	12–17
FRD 22I	Summary of the financial results for the year	41
FRD 22I	Major changes or factors affecting performance	22

## 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	42

## Workforce data

Legislation	Requirement	Page
FRD 22I	Public sector values and employment principles	42
FRD 22I	Occupational health and safety	43
FRD29B/FRD 22I	Workforce data disclosures	54
FRD 22I	Workforce inclusion policy	45
FRD 10A	Disclosure index	49–50
FRD 15	Executive officer disclosure	52

## Other disclosures as required by FRDs

Legislation	Requirement	Page
FRD 25D	Local Jobs First	46
FRD 29	Workforce data disclosures	54
FRD 22I	<i>Disability Act 2006</i>	46
FRD 22I	Disclosure of government advertising expenditure	42
FRD 22I	Details of consultancies over \$10,000	47
FRD 22I	Details of consultancies under \$10,000	47
FRD 22I	Disclosure of ICT expenditure	45
FRD 22I	Reviews and studies expenditure	48
FRD 12B	Disclosure of major contracts	42
	Declaration of pecuniary interests	47
FRD 22I	Application and operation under the <i>Freedom of Information Act 1982</i>	43–44
FRD 22I	Compliance with the <i>Building Act 1993</i>	45
FRD 22I	Statement on competitive neutrality policy	47
FRD 22I	Application of the <i>Public Interest Disclosures Act 2012</i>	47
FRD 24D	Reporting on office-based environmental impacts	46
FRD 22I	Statement of availability of other information available on request	45
FRD 22I	Disclosure of procurement complaints	48

## Compliance attestation and declaration

Legislation	Requirement	Page
SD 5.1.4	Attestation for compliance with Ministerial Standing Directions	41
SD 5.2.3 (c)	Declaration in the report of operations	2

## Legislation

Legislation	Page
<i>Freedom of Information Act 1982</i>	43–44
<i>Building Act 1993</i>	45
<i>Public Interest Disclosures Act 2012</i>	47
<i>Local Jobs First Act 2003</i>	46
<i>Financial Management Act 1994</i>	1, 6, 41
<i>Public Administration Act 2004</i>	6–7, 26, 42
<i>Disability Act 2006</i>	46
<i>Carers Recognition Act 2012</i>	46

## Appendix 2: Workforce data

The workforce data in Tables 8 and 9 captures the headcount (number of employees) and full-time staff equivalent (FTE) / time fractions of all active Commission employees over the last two reporting periods. The data reflects the last full pay period in June 2024 and June 2023 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 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
<b>Gender</b>							
Women	42	39.2	30	12	9.16	4	3.5
Men	12	12	12	0	12	1	1
Self-described	0	0	0	0	0	0	0
<b>Age</b>							
15–24	0	0	0	0	0	0	0
25–34	4	4	4	0	4	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	7	0	7	1	1
65+	1	0.8	0	1	0.8	0	0
<b>Classification</b>							
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
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	1	1
<b>Total employees</b>	<b>54</b>	<b>51.2</b>	<b>40</b>	<b>9</b>	<b>46.7</b>	<b>5</b>	<b>4.5</b>

**Table 9: Workforce data as of June 2023**

	All employees		Ongoing			Fixed term and casual	
	Number (headcount)	FTE	Full-time (headcount)	Part-time (headcount)	FTE	Number (headcount)	FTE
<b>Gender</b>							
Women	29	26.2	17	8	22.9	4	3.3
Men	12	12.0	9	0	9.0	3	3.0
Self-described	0	0.0	0	0	0.0	0	0.0
<b>Age</b>							
15–24	0	0.0	0	0	0.0	0	0.0
25–34	5	5.0	5	0	5.0	0	0.0
35–44	17	14.6	7	6	11.3	4	3.3
45–54	11	10.8	8	1	8.8	2	2.0
55–64	6	6.0	5	0	5.0	1	1.0
65+	2	1.8	1	1	1.8	0	0.0
<b>Classification</b>							
VPS 1–6 grades	40	37.2	26	8	31.9	6	5.3
VPS 3	5	4.6	2	0	2.0	3	2.6
VPS 4	11	10.7	9	1	9.7	1	1.0
VPS 5	15	13.8	10	4	12.8	1	1.0
VPS 6	9	8.1	5	3	7.4	1	0.7
Executives	1	1.0	0	0	0.0	1	1.0
<b>Total employees</b>	<b>41</b>	<b>38.2</b>	<b>26</b>	<b>8</b>	<b>31.9</b>	<b>7</b>	<b>6.3</b>

Table 10 shows the annualised total salary for the Commission's senior employees (by \$20,000 bands, for executives and other senior non-executive staff).

**Table 10: Annualised total salary of senior employees**

Income band, 2023–24 (full-time annualised salary)	Executive officers	Senior technical specialists
\$180,000–\$199,999		1
\$200,000 - \$219,999		
\$220,000–\$239,999	1	
<b>Total</b>	<b>1</b>	<b>1</b>

# Appendix 3: Scheme safety and compliance, and registration data

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

## Disability worker registration

**Table 11: Disability workers registered as of 30 June 2024**

Number of registrations	
Total	754

**Registration applications: 1 July 2023 to 30 June 2024**

**Table 12: Applications received, 2023–24**

Application status	Number of applications	Percentage (%)
Registration granted	223*	52.6
Withdrawn by applicant	32	7.5
Withdrawn under s 153(5)**	76	17.9
Application remains open	93	21.9
<b>Total</b>	<b>424</b>	<b>100.0</b>

Notes:

\* A further 37 applications received in 2022–23 were granted for a total of 260 registrations granted in 2023–24 (Table 17)

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

**Table 13: Applications received by division, 2023–24**

Application division	Number of applications	Percentage (%)
Disability support worker	372	87.7
Disability practitioner	52	12.3
<b>Total</b>	<b>424</b>	<b>100.0</b>

**Table 14: Applications received by pathway, 2023–24**

Pathway	Number of applications	Percentage (%)
Experience	101	23.8
Experience, qualifications	2	0.5
Qualifications	290	68.4
Training	31	7.3
<b>Total</b>	<b>424</b>	<b>100.0</b>

**Table 15: Applicant demographics – age, 2023–24**

Age range	Number of applications	Percentage (%)
Under 20 years	8	1.9
20 to 29 years	104	24.5
30 to 39 years	122	28.8
40 to 49 years	93	21.9
50 to 59 years	66	15.6
60 years to over	31	7.3
<b>Total</b>	<b>424</b>	<b>100.0</b>

**Table 16: Applicant demographics – gender, 2023–24**

Gender	Number of applications	Percentage (%)
Women	291	68.6
Men	131	30.9
Self-described	2	0.5
<b>Total</b>	<b>424</b>	<b>100.0</b>

**Table 17: Applications decided, 2023–24**

Application status	Number of applications	Percentage (%)
Registration granted	260	67.4
Withdrawn by applicant	42	10.9
Withdrawn under s 153(5)*	84	21.8
<b>Total</b>	<b>386</b>	<b>100.0</b>

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

Note: There were 93 applications not decided as at 1 July 2024. The Commission reports on applications received (Tables 12, 13 and 14) as well as applications decided (ie. Table 17) because not all applications are received within the reporting period are also decided within the same reporting period.

**Registration renewal applications: 1 July 2023 to 30 June 2024**

**Table 18: Applications decided**

Application status	Number of applications	Percentage (%)
Registration granted	357	76.0
Registration granted with conditions	112	23.8
Withdrawn under s 153(5)	1	0.2
<b>Total</b>	<b>470</b>	<b>100.0</b>

Registration was renewed with conditions 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 conditions require the worker to complete CPD in 2023–24. The Board adopted this educative approach in 2022–23 in light of the introduction of CPD as a new standard implemented in the registration year.

## Safety and compliance

We continue to provide guidance on the Disability Worker Regulation Scheme for people with disability, families, carers, disability workers and service providers. This includes advice to disability workers and their employers on their 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 entities to help people to get to the right place.

## Enquiries

Enquiries are handled by our intake and resolution team. An enquiry is a contact requesting information on our Scheme or seeking to provide information they believe is relevant to our functions. An enquiry may become a complaint or notification. 72% of our contacts are for enquiries, growing from 302 in 2022–23 to 407 in 2023–24.

**Table 19: Number of contacts, 2023–24**

Type of contact	Number	Percentage (%)
Complaint	103	18.2
Enquiry	407	71.9
Notification	56	9.9
<b>Total</b>	<b>566</b>	<b>100.0</b>

**Table 20: Enquiries by mode of submission, 2023–24**

Mode of submission	Number	Percentage (%)
Email	93	22.8
In person	1	0.3
Other	8	2.0
Phone	86	21.1
Referral from other entity	38	9.3
Web portal	181	44.5
<b>Total</b>	<b>407</b>	<b>100.0</b>

**Table 21: Complaints by mode of submission, 2023–24**

Mode of submission	Number	Percentage (%) matters received
Email	21	20.4
Phone	49	47.6
Referral from entity	15	14.6
Web portal	18	17.5
<b>Total</b>	<b>103</b>	<b>100.0</b>

**Table 22: Notifications by mode of submission, 2023–24**

Mode of submission	Number	Percentage (%)
Email	5	8.9
Phone	11	19.6
Web portal	40	71.4
<b>Total</b>	<b>56</b>	<b>100.0</b>

**Table 23: Mode of submission for all matters, 2023–24**

Mode of submission	Number	Percentage (%)
Email	119	21.0
In person	1	0.2
Other	8	1.4
Phone	146	25.8
Referral from other entity	53	9.4
Web portal	293	42.2
<b>Total</b>	<b>566</b>	<b>100.0</b>

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, particularly as they become more familiar with the Scheme and their notification obligations.

While enquiries and complaints are frequently received by phone and email as callers want to engage in discussion about the Scheme.

## 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 2023–24 we received 56 notifications and closed 59 notifications. Table 24 shows 4 notifications closed related to sexual misconduct and 55 related to placing the public at risk of harm.

**Table 24: Notifications by type of conduct for matters closed, 2023–24**

Conduct	Number	Percentage (%)
Engaged in sexual misconduct while practising as a disability worker (s 58(b))	4	6.8
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))	55	93.2
<b>Total</b>	<b>59</b>	<b>100.0</b>

Table 25 shows that notifications received about unregistered disability workers were mostly about:

- disability services in supported independent living (or group homes): 44.6%
- in-home support: 28.6%.

We assess and prioritise matters based on risk assessment; services provided in the home may pose a significant risk because there is less opportunity for oversight.

**Table 25: Notifications by type of service given by unregistered disability worker, 2023–24**

Type of service	Number	Percentage (%)
Accommodation – own home	2	3.6
Accommodation – Special Disability Accommodations (SDA)	2	3.6
Accommodation – Supported Independent Living (SIL)	25	44.6
Community access supports (social and civic activities)	4	7.1
Day activity supports (day program services)	4	7.1
In-home supports – respite (also respite provided in the community)	1	1.8
In-home supports – personal care	16	28.6
Other	1	1.8
Transport	1	1.8
<b>Total</b>	<b>56</b>	<b>100.0</b>

Table 26 shows that most notifications received in 2023–24 about disability workers were made by the employer (89.3%).

**Table 26: Notifications received by notifier type, 2023–24**

Notifier	Number	Percentage (%)
Colleague / Other disability worker	6	10.7
Employer of the worker	50	89.3
<b>Total</b>	<b>56</b>	<b>100.0</b>

Consistent with our regulatory approach, we aim to prevent noncompliance through education when appropriate. Counselling an unregistered disability worker about their conduct is often a proportionate response.

As shown in Table 27, most notifications were addressed through counselling. This can range from educational to cautionary counselling, providing information to help disability workers improve their practice and understand their obligations. Approximately 20%, or 1 in 5 matters, related to matters in the jurisdiction of another entity.

**Table 27: Outcomes of notifications closed, 2023–24**

Action taken	Number	Percentage (%)
s 67(a)(i) – counselling the disability worker or disability student	39	66.1
s 67(a)(v) – investigating the disability worker under Pt 8 or 9 as the case requires	1	1.7
s 69(a) NFA – the Commission is satisfied that the notification is frivolous or vexatious or was not made in good faith	1	1.7
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	5	8.5
s 69(c) NFA – the subject matter of the notification comes within the jurisdiction of an adjudication body or other entity	12	20.3
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	1	1.7
<b>Total</b>	<b>59</b>	<b>100.0</b>

19 notifications were closed with No Further Action. The Act provides a range of reasons that the Commission may decide that No Further Action is needed. In 2023–24 most decisions related to the alleged conduct being within the jurisdiction of another entity. Consistent with our regulatory approach we referred these matters.

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.

In 2023–24 most notifications (86.4%) about the conduct of unregistered disability workers related to workers employed by a NDIS provider. As required by the *Disability Services Safeguards Act 2018* notifications about workers employed by NDIS-registered service providers were referred to the NDIS Quality and Safeguards Commission. The Commission may continue to deal with a matter referred to the NDIS Quality and Safeguards Commission.



## 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 2023–24 we received 103 complaints and closed 121 cases, marking a significant increase in the number of complaints received, and our efficiency. In 2022–23 we received 63 complaints and closed 52 cases.**

Of the complaints received, one related to a registered disability worker. This matter was assessed and closed with no further action.

Many complainants contact us by phone and email, and our intake and resolution officers spend the necessary time to support them through the process.

In 2023–24, 32% of complaints were made by individuals receiving disability services, compared with 57% in 2022–23. Notably, there has been an increase in complaints from advocates, community members and government entities (Table 28).

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

To assist complainants in 2024–25, we are updating our website with short videos to better inform the community about the obligations for disability workers under the Code of Conduct.

Most complaints (50.4%) related to services provided in the home (Table 29), including the standard of disability services, the capacity of disability workers to practise safely, and their knowledge, skills and judgement (Table 30).

For complaints closed in 2023–24, 75.2% of the unregistered disability workers worked for a registered NDIS service provider.

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 28: Complaints received in 2023–24, by initiator**

Initiator	Number	Percentage (%)
Advocate	15	14.5
Community member	7	6.8
Disability service provider	1	1.0
Disability worker	3	2.9
Family member	25	24.3
Government entity/body	16	15.6
Police	3	2.9
Service user	33	32
<b>Total</b>	<b>103</b>	<b>100.00</b>

**Table 29: Complaints by disability worker service type**

Disability Worker Service Type	Number of matters closed	Percentage (%) of matters closed
Accommodation	25	20.7
Behaviour support services	1	0.8
Community access supports (social and civic activities)	2	1.7
Day activity supports – (day program services)	5	4.1
Education – unregistered teachers/ learning support officer/ unregistered early childhood teachers	1	0.8
Employment – case manager/ case officer	1	0.8
Employment assistance (to access and maintain employment)	3	2.5
In-home supports	61	50.4
Medical	1	0.8
Other	4	3.3
Support coordination services	7	5.8
Support to participate in community, social and civic activities	7	5.8
Therapeutic supports (allied health services / Occupational Therapist/ Speech Pathology/ Dietitian/ Physiotherapy/ other related exercise, strength services)	1	0.8
Transport	2	1.6
<b>Total</b>	<b>121</b>	<b>100.0</b>

**Table 30: Primary issue raised in complaints closed, 2023–24**

Type of conduct	Number	Percentage (%)
The knowledge, skill or judgement possessed by the disability worker s 33(1)(b)	52	43.0
The disability worker's capacity to practise in a safe manner s 33(1)(d)	42	34.7
The standard of disability services provided by the disability worker in the course of practising as a disability worker s 33(1)(a)	25	20.7
Matters about which a notification must be made s 33(1)(f) – 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 practise as a disability worker, Part 7, s 58(c)	1	0.8
Matters about which a notification must be made s 33(1)(f) – placed, or may place the public at risk of harm because the disability worker practiced, or is practising, as a disability worker in a manner that constitutes a significant departure from acceptable professional standards, Part 7, s 58(d)	1	0.8
<b>Total</b>	<b>121</b>	<b>100.0</b>

As shown in Table 31, for complaints closed in 2023–24, 29.7% of disability workers were counselled on their Code of Conduct obligations. Consistent with our regulatory approach, counselling is often a proportionate response.

12.4% of complaints were settled by agreement, meaning the disability worker agreed on how to improve their practice. There were a small number of complaints (7.4%) where a complainant withdrew

their complaint during the process. In 2024–25 we will focus on early resolution processes to improve outcomes for complainants, keeping them engaged in the process.

The one complaint received about a registered disability worker was assessed as requiring no further action.

**Table 31: Outcomes of complaints closed, 2023–24**

Disability worker outcome actions	Number of matters closed	Percentage (%) of matters closed
s 37(i) – withdrawal of complaint (during initial consideration stage)	9	7.4
s 39(1) – not a disability worker	1	0.8
s 45 (1)(a) NFA – the Commission is satisfied that the complaint is frivolous or vexatious or was not made in good faith	1	0.8
s 47(1)(a)(i) – counselling the disability worker	36	29.7
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	15	12.4
s 49(a) NFA – the Commission is satisfied that the complaint is frivolous or vexatious or was not made in good faith	4	3.3
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	10	8.3
s 49(c) NFA – the complainant does not comply with a request for more information under s 42(2)	17	14.0
s 49(d) NFA – the subject matter of the complaint comes within the jurisdiction body or other entity	1	0.8
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	26	21.5
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	1	0.8
<b>Total</b>	<b>121</b>	<b>100.0</b>

## Investigations

In 2023–24 the Commission began 13 investigations into the conduct of unregistered disability workers and completed 5 investigations (Table 32). At 30 June 2024, the Commission had 24 investigations underway.

The Commissioner prohibited 14 workers from practising in Victoria by issuing 46 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.

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

Following an investigation, the Commissioner issued one permanent Prohibition Order against an unregistered disability worker, 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.

**Table 32: Investigations started in 2023–24 – basis of investigation**

Source	Number of matters started	Percentage (%) of matters started	Number of matters completed	Percentage (%) of matters closed
Own motion or Commissioner-initiated	4	30.8	2	40
Complaint	4	30.8	0	0
Notification	5	38.5	3	60
<b>Total</b>	<b>13</b>	<b>100.0</b>	<b>5</b>	<b>100.0</b>

# 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 2023–24.

## Regulatory practice

Expectation	Progress as at 30 June 2024
Develop a risk-based and proportionate regulatory approach that prevents or minimises the risk of harm to people with disability.	<ul style="list-style-type: none"> <li>✓ The Scheme regulatory approach is published on the Scheme website.</li> <li>✓ The Scheme now accepts NDIS worker clearance in registration. This required legislative changes and implementation work with Service Victoria and Department of Government Services' Worker Screening Unit, which was funded through Regulatory Reform Incentive Fund (Department of Treasury and Finance).</li> <li>✓ The Scheme has improved risk indicators and identification of operational risks to support the Commission's risk mitigation.</li> <li>✓ The Commission has reviewed its future policy pathway position on the continuing voluntary nature of registration under the Disability Service Safeguards Act 2018 and is exploring mandatory registration requirements for specific cohorts.</li> </ul>
Apply appropriate regulatory tools, ranging from education and guidance through to compliance and enforcement, to support a safer, stronger disability sector.	<ul style="list-style-type: none"> <li>✓ The Scheme regulatory approach sets out a compliance and enforcement framework and regulatory tools including education, counselling, undertakings, reprimands and prohibition orders, which are available to disability workers, service users and external stakeholders.</li> <li>✓ The Scheme assesses NDIS-excluded workers in applying for NDIS risk-assessed roles in Victoria and will consider what, if any, action the Commission should take on those disability worker(s).</li> <li>✓ The Scheme undertook a system review to evaluate the case management technology capabilities and supporting supplier relationships currently in place to ensure contemporary and fit-for-need technology solutions are available to support the ongoing operational and regulatory needs of the Commission.</li> <li>✓ The Scheme developed a worker training and development catalogue to provide disability support workers with easily accessible information about training and development resources that will help registered disability support workers to fulfill continuing professional development and improve the quality and safety of the support they provide.</li> <li>✓ The Commission reviewed registration standards to professionalise and upskill the disability workforce.</li> <li>✓ The Scheme completed an unregistered disability worker complaints, investigations and compliance manual upgrade.</li> </ul>
Timeliness – collection of data to establish baseline timeliness measures for key functions and processes such as complaints and notifications.	<ul style="list-style-type: none"> <li>✓ Renewal registration improvement through continuing professional development.</li> </ul>

Expectation	Progress as at 30 June 2024
Risk-based regulation – development of an overarching regulatory approach that incorporates data-driven, risk-based and proportionate regulatory practices.	<ul style="list-style-type: none"> <li>✓ Assessment has been streamlined.</li> <li>✓ The Scheme has improved registration data reporting.</li> <li>✓ The Scheme has improved the user experience.</li> </ul>
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.	<ul style="list-style-type: none"> <li>✓ The annual sector survey for 2023–24 completed.</li> <li>✓ Community education activities undertaken.</li> </ul>

## Emerging risks and priorities

Expectation	Progress as at 30 June 2024
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.	<ul style="list-style-type: none"> <li>✓ Memorandum of understanding and informal ways of sharing information with state and Commonwealth regulators are in place, including with the NDIS Quality and Safeguards Commission, Commission for Children and Young People, Mental Health and Wellbeing Commission, Australian Health Practitioner Regulation Agency and Victoria Police.</li> <li>✓ Improved registration communications and engagement work undertaken to raise awareness and understanding about disability worker registration and contribute to the uptake of registration.</li> </ul>
Work with the government, the disability sector and wider community to promote widespread uptake of registration.	<ul style="list-style-type: none"> <li>✓ 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.</li> <li>✓ Stakeholder engagement framework and plan developed to build recognition and trust in the Commission among key stakeholders; plan, carry out and evaluate the effectiveness of stakeholder engagement activities.</li> <li>✓ Student engagement work undertaken through education providers to encourage newly qualified workers to register.</li> </ul>

Expectation	Progress as at 30 June 2024
<p>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:</p> <ul style="list-style-type: none"> <li>– persons with a disability can easily access and navigate the complaints channels and are supported to actively participate in the complaints resolution process</li> <li>– disability service providers and disability workers are aware of their mandatory notification obligations</li> <li>– 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.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Implemented a no-wrong-door approach to complaints and notifications and implemented a wide range of channels that complaints and notifications can be made including web portal, phone, email and in person.</li> <li>✓ 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.</li> <li>✓ Community education activities across Victoria to further expand the audience and reach of information and awareness about complaints and notifications.</li> </ul>
<p>Analyse and report on data from complaints, notifications and investigations to inform the continuous development of disability workers / registered disability worker registration in Victoria.</p>	<ul style="list-style-type: none"> <li>✓ Continued to strengthen and report against our internal Monitoring, Evaluation and Learning framework and our processes to support development in the areas of our effectiveness, efficiency and how to continue work collaboratively with stakeholders.</li> <li>✓ Public reporting in annual reports (2019–2021, 2021–22, 2022–23, 2023–24).</li> </ul>
<p>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:</p> <ul style="list-style-type: none"> <li>– build the evidence base to better understand the drivers of job attraction for disability workers, satisfaction and retention across the sector</li> <li>– improve sector attractiveness and creating the potential for a fulsome career</li> <li>– 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.</li> </ul>	<ul style="list-style-type: none"> <li>✓ The Commission engaged RMIT's Workforce Innovation and Development Institute to create a data dashboard with a valuable tool to estimate the size, characteristics and type of work undertaken by the disability workforce. It will help the Commission to understand, plan and engage effectively with the disability workforce and other key stakeholders, enabling the Commission to improve safeguards, workforce quality and standards.</li> <li>✓ Training and Development Catalogue available on the Scheme website.</li> </ul>

Expectation	Progress as at 30 June 2024
<p>Maintain and promote the register of prohibited <u>unregistered</u> disability workers to enable informed choice for persons with a disability and service providers in choosing disability workers:</p> <ul style="list-style-type: none"> <li>– 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</li> <li>– publicise the register to the community, persons with a disability and disability service providers and provide guidance on how the register may be used.</li> </ul>	<ul style="list-style-type: none"> <li>✓ The register of prohibited disability workers is accessible, accurate and up to date and is regularly promoted via newsletters, webinars, social media and other material. Close to 500 people subscribe to receive alerts when this register is updated – that is, when the Commissioner has prohibited a worker from working in the Victorian disability sector.</li> </ul>
<p>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:</p> <ul style="list-style-type: none"> <li>– keep the public register of registered workers in a manner that is accessible, accurate and up to date</li> <li>– 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.</li> </ul>	<ul style="list-style-type: none"> <li>✓ 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.</li> <li>✓ 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.</li> </ul>
<p>Promote its work to Victorian disability workers, the community and other stakeholders to increase the number of complaints, notifications and investigations.</p>	<ul style="list-style-type: none"> <li>✓ Enhanced our communication and engagement strategy with a range of educational and information resources, available via the website, social media and eNewsletters.</li> <li>✓ 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 1,200 sector stakeholders by hosting or sponsoring events and information sessions as well as participating in external events.</li> </ul>

## Reporting

Expectation	Progress as at 30 June 2024
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 is developing a 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.	

Notes: ✓ Completed

