



I have a concern about a disability worker
Should I make a **complaint** or **mandatory notification**?

Complaints

Making a complaint can assist disability workers to make positive changes in their work and practice.

Anyone can make a complaint about any disability worker in Victoria.

You can complain about:

- their standard of work
- the knowledge, skill or judgement of the disability worker
- their capacity to provide services safely
- a breach of the Disability Service Safeguards Code of Conduct.



Make a complaint online

or



Call the Victorian Disability Worker Commission on **1800 497 132**

Mandatory notifications

When a **disability worker** or **employer** reasonably believes that a disability worker has engaged in **notifiable conduct**, they **must** make a mandatory notification.

What is notifiable conduct?

Four types of conduct **must** be notified to the Commission. If a disability worker has:

1

Been **intoxicated by alcohol or drugs** while working,

2

Engaged in **sexual misconduct**,

3

Placed, or may place, the **public at risk** due to an **impairment** that has, or is likely to, affect their **ability to practise**, or

4

Placed the **public at risk** of harm because of a **significant departure from accepted professional standards**.



You should read the guidelines about mandatory notifications here.



Make a notification online

or



Call the Victorian Disability Worker Commission on **1800 497 132**