Victorian Disability Worker Commission and
Disability Worker Registration Board of Victoria

Annual report

1 July 2025 to 30 June 2026



Disability Worker Registration Board of Victoria

Victorian Disability Worker Commission

VICTORIA State Government

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.

Acknowledgement of lived experience

We acknowledge people with disability and disability workers whose lived and professional expertise informs our work. We recognise the time, knowledge and experiences they contribute to strengthening disability services, safeguards and worker practice across Victoria.

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*.

© State of Victoria (Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria) 2026

The *Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria annual report 2025–26* is licenced under a Creative Commons Attribution 4.0 licence.

You are free to re-use the work under that licence, on the condition that you credit the State of Victoria (Victorian Disability Worker Commission and Disability Worker Registration Board of Victoria) as author, indicate if changes were made and comply with other licence terms. The licence does not apply to any images, photographs or branding, including the Victorian Government logo, Victorian Disability Worker Commission logo, the Disability Worker Registration Board of Victoria logo and the logos used to certify registration as a registered disability worker.

The publication of this annual report complies with requirements under the Financial Reporting Direction 30B regarding its design, use of colour and images, standard sizing and other publishing requirements.

Copyright queries may be directed to the Victorian Disability Worker Commission.

The images used in the annual report are for illustrative purposes.

ISSN 2653–2360 – Online (pdf/word)

Published October 2026

Victorian Disability Worker Commission
Level 1, 2 Lonsdale Street
Melbourne VIC 3000
Phone: 1800 497 132
Email: info@vdwc.vic.gov.au
Web: vdwc.vic.gov.au

Responsible bodies declaration

The Hon Lizzie Blandthorn MP
Minister for Disability
Level 22, 50 Lonsdale Street
Melbourne VIC 3000

15 September 2026

Dear Minister

We are pleased to submit this consolidated annual report of the Victorian Disability Worker Commission and the Disability Worker Registration Board of Victoria for the period 1 July 2025 to 30 June 2026 in accordance with the *Financial Management Act 1994*.

Yours sincerely

Kate Maddern
Acting Victorian Disability Worker Commissioner
Victorian Disability Worker Commission

Melanie Eagle
Chairperson
Disability Worker Registration Board of Victoria

Contents

Commissioner's report 4

Board chairperson's report 5

Introduction 6

About us 6

The Disability Worker Regulation Scheme 8

Our vision 10

Year in review 2025–26 12

A diverse and skilled workforce of registered disability workers 16

Our actions to raise the quality and safety of disability support 18
- Regulatory action 18
- Safeguarding through co-regulation 18
- Engagement to build awareness and understanding of disability worker regulation 19
- Promoting a high quality workforce 20

Our regulatory approach 22

Governance of the Scheme 24
- Victorian Disability Worker Commission 24
- Disability Worker Registration Board of Victoria 24
- Board committees 26
- Accountability of the Commission and Board 27
- Ministerial Statements of Expectations 27

Case study: Disability workers protecting the privacy and dignity of clients 28

Delivering our strategic priorities and corporate plan 30
- Pillar 1: Registration and standards for workforce quality 32
- Pillar 2: Safety and compliance 34
- Pillar 3: Strategic engagement 35
- Enablers 36

Case study: Commission prosecutes disability worker for breach of Interim Prohibition Order 37

2025–26 financial information 38
- Financial performance 38
- Financial management compliance attestation 39

Compliance 40
- Government advertising expenditure 40
- Disclosure of ICT expenditure 40
- Disclosure of major contracts 40
- Public sector values and employment principles 40
- Workforce data 40
- Workforce inclusion policy 40
- Occupational health and safety 41
- Incident management 41
- Freedom of Information Act 41
- Access to information 42
- Competitive neutrality policy 42
- Public Interest Disclosures Act 42
- Building Act 43
- Local Jobs First Act 43
- Disability Act 44
- Office-based environmental impacts 44
- Consultancy expenditure 44
- Declaration of pecuniary interests 44
- Disclosure of grants and sponsorships 44
- Reviews and studies expenditure 45
- Complaints about the Commission and Board 45
- Disclosure of social procurement activities under the Social Procurement Framework 45
- Disclosure of procurement complaints 45
- Compliance with DataVic access policy 45

Appendix 1: Disclosure index 46

Appendix 2: Workforce data 48

Appendix 3: Worker registration complaints, notifications and investigation data 50

Appendix 4: Progress against Ministerial Statements of Expectations 66

Commissioner's report



Kate Maddern
Acting Victorian Disability Worker Commissioner

I am delighted to present this sixth annual report of the Victorian Disability Worker Commission and the Disability Worker Registration Board of Victoria.

I was appointed as the acting Victorian Disability Worker Commissioner in November 2025, following the leadership of Daniel Stubbs. In my time as Acting Commissioner, I have been privileged to take on the responsibility of regulating disability workers across Victoria and working with the Commission and Board to build a stronger, safer disability sector.

This year we used our range of regulatory tools and powers to improve the quality of disability services and safeguard people with disability. We continued receiving complaints and notifications about disability worker conduct and saw an ongoing need to respond to unsafe practice and support improved practice. Complaints about worker conduct arise particularly in isolated or closed environments (in home and supported independent living settings). Common concerns included the standard of disability services, safety and misconduct.

Our risk-based approach means where worker conduct involved a serious risk, we escalated into investigations and prohibited unsafe workers from delivering disability services across Victoria.

During 2025–26 we strengthened our investigation approach to deliver a substantial increase in completed investigations, underpinning a marked increase in Prohibition Orders to prevent unsafe workers from practising. We worked with our co-regulators across the disability, social service and education sectors to share information, respond to risk and take action to safeguard service users.

In August 2025, the Commission's first prosecution under the *Disability Service Safeguards Act 2018* resulted in a conviction (and fine) against a disability worker who continued to provide disability services, contravening an Interim Prohibition Order.

Another key focus this year was engaging with disability workers and the broader sector to educate about worker obligations and raise awareness about disability worker regulation: the Code of Conduct that all disability workers must comply with, voluntary disability worker registration, and our functions to resolve concerns and take action about disability worker misconduct.

We delivered education through our Continuing Professional Development event and Disability Service Safeguards Code of Conduct webinars, with disability workers from across Victoria participating and improving their skills and practice.

More broadly, 2025–26 has been a time of significant sector change, with proposed reforms to disability services through the NDIS, and improved safeguarding from Victorian child safety reform. The Commission and Board were part of government proposals to consolidate disability and social services regulation, and the Commission worked to prepare for this change. Ultimately with this legislation not being passed by the Victorian Parliament, the Commission and Board and their regulatory functions have continued.

As an organisation, we have focused on modernising the systems that support our work, embarking on a critical case management system update. Alongside this, we have built our staff capability with a focus on Aboriginal cultural safety and engagement and supporting staff through organisational change. This work supports the effective regulation of both unregistered and registered disability workers.

I thank the dedicated staff of the Commission and Board members for their continued commitment to the performance of the Disability Worker Regulation Scheme, and a safer, stronger disability sector during 2025–26.

Board chairperson's report



Melanie Eagle
Chairperson

In 2025–26 the Board and Commission continued the important work of raising awareness, managing and implementing the registration of disability workers across Victoria. The number of registered disability workers continues to grow, with more workers showing they are skilled and professional and that they provide quality and reliable services.

As at 30 June, more than 1,000 disability workers were registered, representing an increase in registered worker numbers of 7% from the year before. This year saw a consistent rate of registered workers maintaining their registration, with 81% of registered workers renewing their registration. This figure demonstrates the value that disability workers see in being part of a professional registration scheme for disability workers.

As part of supporting a quality disability workforce, the Board hosted a free Continuing Professional Development session for registered workers and applicants, providing specialised training and opportunities for workers to connect with peers.

Through this free learning opportunity, we supported workers to meet their CPD requirements while continuing to strengthen their skills and practice. This has resulted in improved compliance with CPD requirements for registered workers, reducing the number of applications granted with conditions.

To assist all disability workers in complying with the Disability Service Safeguards (DSS) Code of Conduct we held a series of free webinars. These key activities support our existing resources, such as the Training and Development Catalogue which is a useful free resource for all disability workers to identify opportunities to improve their skills and practice.

The Board continued to engage with diverse groups in the disability community across Victoria to hear directly from people with disability about what quality, safe support looks like to them, and how regulation can better uphold their rights, safety and choices.

It is also pleasing to see that the Board's revised registration standards established in 2025, are making it easier for workers to access information, understand and comply with registration standard requirements.

Accepting the NDIS Worker Screening Check as part of the registration process has made it easier for disability workers to apply: 61% of applicants in 2025–26 applied using their NDIS clearance.

The Board continued to respond and work constructively with other regulators, including the Australian Skills and Qualifications Authority to address compliance issues in the registered training organisation sector. The Board has proactively addressed the impact on qualification cancellations on registered disability workers to ensure accountability, safety and quality in the registered disability workforce. This resulted in greater assurance for people with disability who rely on these services to have confidence in the qualifications of registered disability workers.

I thank Board members for the significant contribution they have made over the past 12 months. I would also like to thank the former Victorian Disability Worker Commissioner Dan Stubbs, Acting Commissioner Kate Maddern and Commission staff for their high-quality work in supporting the Board and together progressing the purpose of the Disability Worker Regulation Scheme over the past year.

The Board looks forward to continuing its work alongside the Commissioner and the Commission, to promote 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 sixth 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 (the 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, then 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 2025 to 30 June 2026.

About us

Victorian Disability Worker Commission

The Commission is the independent regulator of disability workers in Victoria responsible for the Disability Service Safeguards Code of Conduct (DSS Code of Conduct). It can accept complaints and notifications, with powers to investigate and ban workers who put people's safety at risk.

The Commission also supports the Disability Worker Registration Board of Victoria to deliver its functions.

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* (DSS Act).

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 Victorian Disability Worker Commissioner until 9 November 2025. Kate Maddern was appointed Acting Victorian Disability Worker Commissioner from 10 November 2025.

Disability Worker Registration Board of Victoria

The Board is responsible for setting registration standards for registered disability workers and accreditation of approved programs of study. The Board registers disability workers who meet the standards required and responds to complaints about 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.

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



The Disability Worker Regulation Scheme

The Scheme was established through the DSS Act. It 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 includes:

- a Code of Conduct for all Victorian disability workers
- mandatory notification requirements for employers and workers to report concerns that a disability worker may be putting safety at risk
- an independent complaints service where quality and safety concerns about any Victorian disability worker can be reported
- disability worker registration, which ensures disability workers meet independent standards for safety, skills and professionalism.

The Board and Commissioner can also take immediate action or ban a disability 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:

- to be respected for their human worth and to be treated with dignity as individuals
- to live free from abuse, neglect and exploitation
- to realise their individual capacity for physical, social, emotional and intellectual development
- to exercise choice and control over their own lives
- to access information and communicate in a manner appropriate to their communication and cultural needs
- 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
- to choose disability workers with the values, skills and qualifications that meet their needs
- to access services which support their quality of life.



> "Registration reflects my commitment to accountability and professionalism, while supporting the VDWC's work to build consistency, trust, and higher standards across the disability workforce."

Feedback from a registered disability worker at the CPD event.

Our vision

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

Our values

The Victorian public sector values as defined in the Public Administration Act are: responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights.

In addition, the Commission and Board values inform what we do and how do it. These are:

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 2025–26

Responding to concerns about disability worker conduct

433 enquiries — **406 closed**

117 complaints — **133 closed†**

68 notifications — **76 closed†**

Investigations into worker conduct

19 investigations underway

20 new investigations begun
82% increase*

29 completed
314% increase*

27 Interim Prohibition Orders made

involving 11 unregistered disability workers posing a serious risk being prevented from providing disability services.

12 Prohibition Orders

140% increase*

1 Prosecution

for breaching an Interim Prohibition Order.

†Includes some matters opened in 2024–25
*increase on previous year

A high-quality workforce through disability worker registration

1,083
registered disability workers, a 7% increase*

88% are **disability support workers**

12% are **disability practitioners**

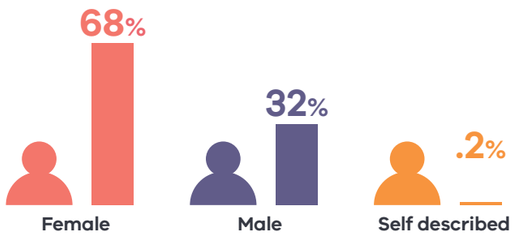
453 new applications for disability worker registration

97% of new applications decided within 90 days

81% of registered workers renewed their registration

92% of renewal applications met CPD requirements

Gender

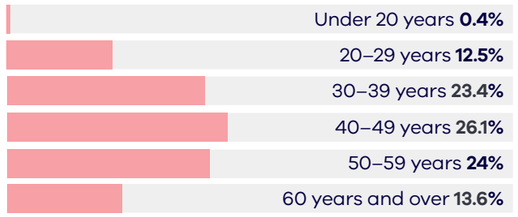


Pathways to qualify

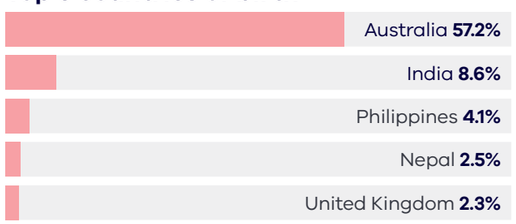


† All applicants must have experience providing disability services in the past 10 years to be eligible for registration.

Age



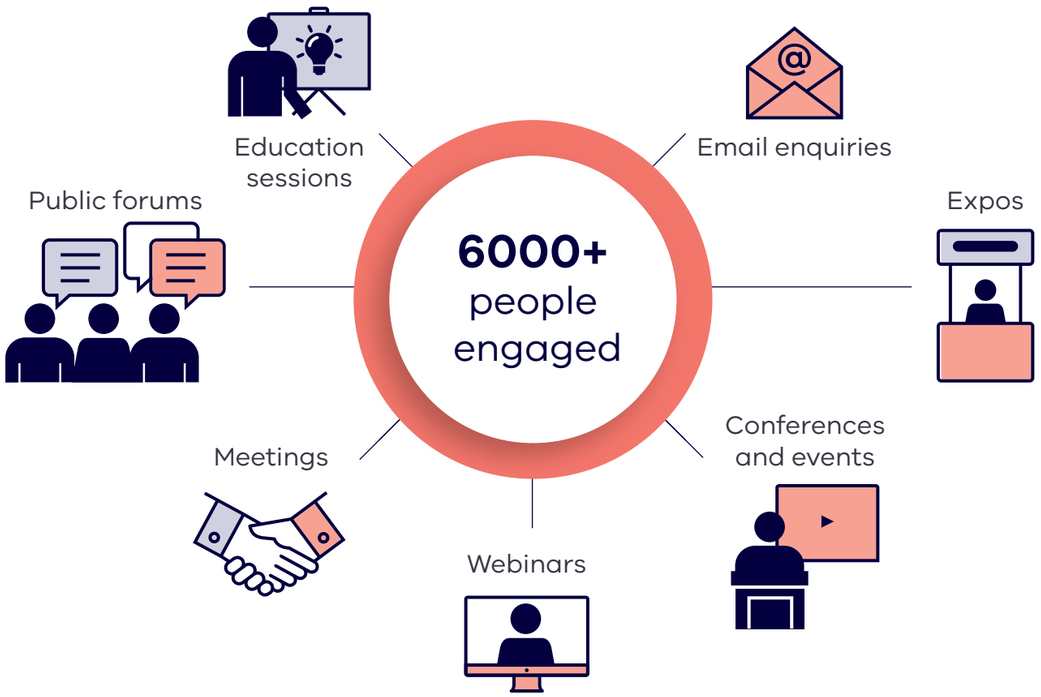
Top 5 countries of birth



*increase on previous year

Year in review 2025–26

Awareness and education about disability worker regulation



138,683
Total website page views
14% increase*

2,542
eNewsletter subscribers
4% increase*

4,856
Social media followers
3% increase*

549
Subscribers to Prohibition Order alerts
2% increase*

*increase on previous year

Improving disability worker capability to deliver safe, quality services

During the year, the Commission hosted key events to assist disability workers to provide quality support and promote compliance with registration standards and the DSS Code of Conduct.

Continuing Professional Development (CPD) event for registered workers

An event providing specialised training to assist registered workers in complying with CPD requirements was held in March 2026.

123
attendees

94%
satisfaction rate with 100% of attendees finding the content useful

4.36K
social media impressions

Registered workers valued the chance to connect with registered peers

Disability Service Safeguards Code of Conduct webinars for disability workers

A series of webinars on elements of the Code of Conduct were held in April, May and June 2026.

400+
people engaged with the content on social media

375
attendees

After the webinars

86%
had a better understanding of DSS Code of Conduct requirements

91%
feel confident applying DSS Code of Conduct into their practice

A diverse and skilled workforce of registered disability workers

Across Victoria, registered disability workers provide critical services in the community, performing a variety of disability services.

By being a registered disability worker, these workers show they have met the Board's registration standards to deliver quality, safe services, providing confidence to people with disability and their families.

These worker's stories demonstrate the breadth and skill of disability work across the state, and the value of being a registered disability worker.

Mischa is a 65-year-old **registered disability support worker** from regional Victoria. He has a Certificate III in Individual Support (Disability) and works at a Supported Independent Living provider.

What inspired you to become a disability worker?

I wanted a change of career and I liked the aspect of caring for individuals. Friends working in the disability sector suggested I would make a good disability worker.

What's your favourite part of the job?

Supporting participants by nurturing the individual, undertaking diverse tasks throughout the day, and working with colleagues from diverse backgrounds.

How does being a registered disability worker benefit you?

Having the opportunity for online training.

Salvatore is a 24-year-old **registered disability support worker** from north west Melbourne. He has experience as a Learning Support Officer and Education Support Officer, Physical Education teacher and is self-employed.

What inspired you to become a disability worker?

My inspiration came from teaching and personal experience with disability close to home. I saw kids excluded because of mainstream programs and I was inspired to make physical activity more accessible for kids who need it most.

What's your favourite part of the job?

Seeing a child realise they can do something they thought was out of reach, and watching their confidence grow. I love building strong relationships with families and hearing how much the sessions mean to their child.

How does being a registered disability worker benefit you?

It gives families confidence that I'm qualified, vetted, and committed to providing safe, professional support. It's helped me build trusted relationships with schools, allied health teams, support coordinators and families.

Di is a 56-year-old **registered disability support worker** from regional Victoria. She has a Certificate III in Individual Support and provides personal care, meal preparation, medication assistance and community access.

What inspired you to become a disability worker?

My inspiration comes from my lived experience as a parent of a child with autism. Supporting her showed me the importance of compassionate, reliable support, and inspired me to become the person individuals and families can depend on.

What's your favourite part of the job?

Building genuine relationships and seeing people gain confidence, independence, and achieve their goals. Knowing I've made a positive difference in someone's day, no matter how big or small, is incredibly rewarding.

How does being a registered disability worker benefit you?

Being registered demonstrates my commitment to providing safe, high-quality, person-centred support. It gives participants and their families confidence that I meet professional standards and allows me to support people who require services from a registered provider.

Chelsea is a 34-year-old **registered disability practitioner** from northern Victoria. She has a Master of Specialist Inclusive Education and experience as Disability Inclusion Leader and Student Inclusion Coordinator.

What inspired you to become a disability worker?

I'm passionate about supporting people with disability to improve their wellbeing, independence, and quality of life. My interest in neuro-affirming and trauma-informed support inspired me to work in the disability sector and advocate for respectful, person-centred care.

What's your favourite part of the job?

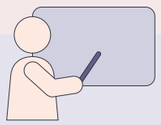
Building strong relationships and seeing small changes lead to greater confidence, independence and wellbeing. I enjoy working alongside families and support teams to create practical and compassionate solutions.

How does being a registered disability worker benefit you?

It's strengthened my professional knowledge, accountability and confidence in practice. Registration reinforces the importance of safe, ethical, and evidence-informed support within the sector.



Types of work that disability workers do across Victoria



Schools
includes focused support from education support officers



Home
includes preparing meals, household tasks, shopping, budgeting



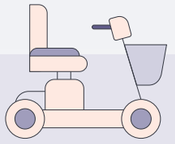
Personal care and medical
includes self care, self management and assisting with medical related matters



Community participation
includes recreational, learning and leisure activities



Learning
includes tutoring and training



Mobility
for example, training and instructions on how to use equipment

Our actions to raise the quality and safety of disability support

The Scheme continues to regulate all Victorian disability workers who provide supports, irrespective of how they are funded and continues to provide a mechanism for disability workers to demonstrate their quality and skills through voluntary worker registration.

During 2025–26 the Commission continued to support people with disability to choose services that best meet their needs and supports their quality of life free from abuse and neglect.

We continued to work with people with disability, workers, employers, service providers and representative organisations to strengthen safeguards, improve workforce capability and build understanding of the role quality disability supports play in enabling people with disability to participate fully in life and community.

The Commission continued to apply a full range of regulatory tools available under the DSS Act. These included:

- improving the skills, capability and the professional recognition of the disability sector, through disability worker registration
- providing information for disability workers and employers to understand and comply with their obligations such as the code of conduct and mandatory reporting. We held targeted education events, conducted outreach and continued to supply a free public training catalogue for disability workers
- taking proportionate regulatory action in response to concerns raised with the Commission. This included resolving complaints and addressing notifications by counselling disability workers, settling matters by agreement between complainants and disability workers, referring matters to other regulators, and investigating the conduct of disability workers. The Commissioner also took steps to immediately protect the community from risk of harm by making Interim Prohibition Orders, and making Prohibition Orders after investigations were concluded
- enforcing the law, including pursuing prosecutions where there was alleged non-compliance with the DSS Act.

This balanced regulatory approach enables the Commission to respond to matters according to the level of risk, while continuing to promote safe, quality disability services and public confidence in the Scheme.

Regulatory action

The Commission responded to an increased number of enquires in 2025–26, while the number of complaints and mandatory notifications remained consistent with the previous year. During 2025–26, the Commission counselled 54 workers and concluded 29 investigations, and the Commissioner issued 27 Interim Prohibition Orders and 12 Prohibition Orders.

Many of the matters received by the Commission continued to involve a high level of complexity and often required coordinated regulatory responses with other regulators. This included investigations involving disability workers operating across multiple service systems and with multiple funding arrangements, as well as matters involving allegations of criminal conduct.

Safeguarding through co-regulation

Collaborating effectively with other regulators in the disability sector remains important, with a range of state and federal bodies having responsibilities to regulate and support safe, quality disability services.

We continued to work closely with the NDIS Commission and Victorian regulators and authorities. These include the Office of the Disability Services Commissioner (ODSC), the Social Services Regulator (SSR), the Commission for Children and Young People (CCYP) and the Victorian Institute for Teaching (VIT).

We continued to prioritise helping people understand our regulatory responsibilities, ensuring issues are directed to the right place and improving referrals to reduce the burden on those with issues of concern.

Working collaboratively with other regulators supports coordinated responses where matters cross regulatory boundaries and ensures concerns are managed by the agency best placed to respond. This approach also reduces duplication for people with disability, workers and employers navigating multiple regulatory systems.

Engagement to build awareness and understanding of disability worker regulation

In 2025–26, we continued to engage with stakeholders to listen to the issues affecting people with disability, workers, employers and the broader disability sector, and how this can inform improvements to the Scheme and our work with the disability community.

A key focus has been promoting a shared understanding of what quality disability supports look like and how they enable people with disability to participate fully in life and community.

We partnered with ODSC to host a joint workshop at the Victorian Advocacy League for Individuals with Disability (VALID) Having a Say conference, an annual conference for people with an intellectual disability. The workshop explored 'How quality disability support helps you reach your goals' and we produced resources to explain how our organisations both support the sector when receiving complaints.

Education remained an important part of the Commission's work to improve workforce quality. We delivered three free webinars on the DSS Code of Conduct to support disability workers to better understand their obligations and provide safe, respectful quality supports. More than 400 disability workers signed up to these webinars.

The Commission continued conversations with First Nations stakeholders providing valuable insights into the experiences and priorities of First Nations communities to strengthen cultural safety and ensure First Nations continue to shape the Commission's work.

Case study

Providing a connected safeguarding approach

The Commission acts to consider risks in disability worker conduct, irrespective of how the particular disability service is funded. This is particularly important when disability workers may support people with disability in receipt of National Disability Insurance Scheme (NDIS) funding, and those same workers may support people with disability who receive funding from state or private sources.

The Commission received a referral from the NDIS Commission about a Victorian disability worker who was subject to a banning order under the NDIS Act. The NDIS banning order meant the worker was banned from providing NDIS funded services.

The disability worker was employed to do an active night shift with the person with disability in their own home. The person with disability had a diagnosis of severe epilepsy and required hourly monitoring throughout the night.

During the night, the person with disability had a significant seizure and fell from their bed to the floor. The disability worker on shift was asleep, and did not check on the person with disability for over 4 hours. The person with disability required emergency health treatment and had sustained a significant fracture.

The Commission conducted an investigation into the worker's conduct. At the conclusion of the investigation, the Commissioner made a permanent Prohibition Order, stopping the disability worker from providing any form of disability support service in Victoria. This action occurred alongside that of other regulators: the NDIS Commission, WorkSafe Victoria as well as action by the employer. This outcome ensures greater safety for people with disability across Victoria as the worker can no longer deliver disability services outside of the NDIS.

We met with disability service providers to improve understanding of mandatory notification obligations, how to identify notifiable conduct and the important role mandatory notifications plays in protecting people with disability from harm.

The Commission and Board also hosted their first Continuing Professional Development (CPD) event exclusively for registered disability workers, attracting 123 attendees in person and online. The event provided registered disability workers with access to free professional development opportunities designed to strengthen workforce capability.

Promoting a high quality workforce

Registration provides disability workers with an opportunity to demonstrate their skills, knowledge and commitment to safe, ethical and professional practice while providing greater assurance to people with disability, employers and the broader community.

In 2025–26, we received no complaints or notifications relating to registered disability workers. While complaint data alone cannot measure the quality of practice, this is a positive result that will continue to be monitored alongside other indicators.

Feedback from registered workers who attended the CPD event highlighted the value of registration in supporting their professional practice. Participants described how registration strengthened their confidence, improved the quality of their practice and reinforced their commitment to ongoing professional development.

Attendees from the event mentioned the ways in which they will embed the learnings from the event into their work, illustrating the positive impact registration has had on their practice.

Worker registration is also supported by broader evidence on workforce capability. Research commissioned by the federal government's Jobs and Skills Council, HumanAbility, highlighted the important role a skilled and registered care and support workforce plays in contributing to quality outcomes for people with disability in Australia.

Case study

Working cooperatively to address risk

The Commission worked with the SSR to address poor practice and conduct concerns at a supported residential service.

The SSR had been conducting site visits at a supported residential service as part of compliance monitoring. The SSR investigated the service provider for compliance with the Social Services Standards and issued the provider with improvement notices. The SSR also referred concerns about conduct of an individual disability worker to the Commission.

The Commission investigated the disability worker's alleged conduct and found the worker had not complied with their obligations to provide safe, quality services under the Code of Conduct. The disability worker was formally counselled on their obligation to comply with the Code.

The Commission and the SSR worked to address the issue of concern in their regulatory remit and through sharing key information, were able to secure safe social and disability services in the community.



> "It is great that you have invested so much time in helping us with professional development as part of registration. It is so much easier to have it all in one spot and I'm really enjoying these learning events."
>
> Feedback from a disability support coordinator from the Code of Conduct webinars

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 depicted in Figure 2 and also on our website[1].

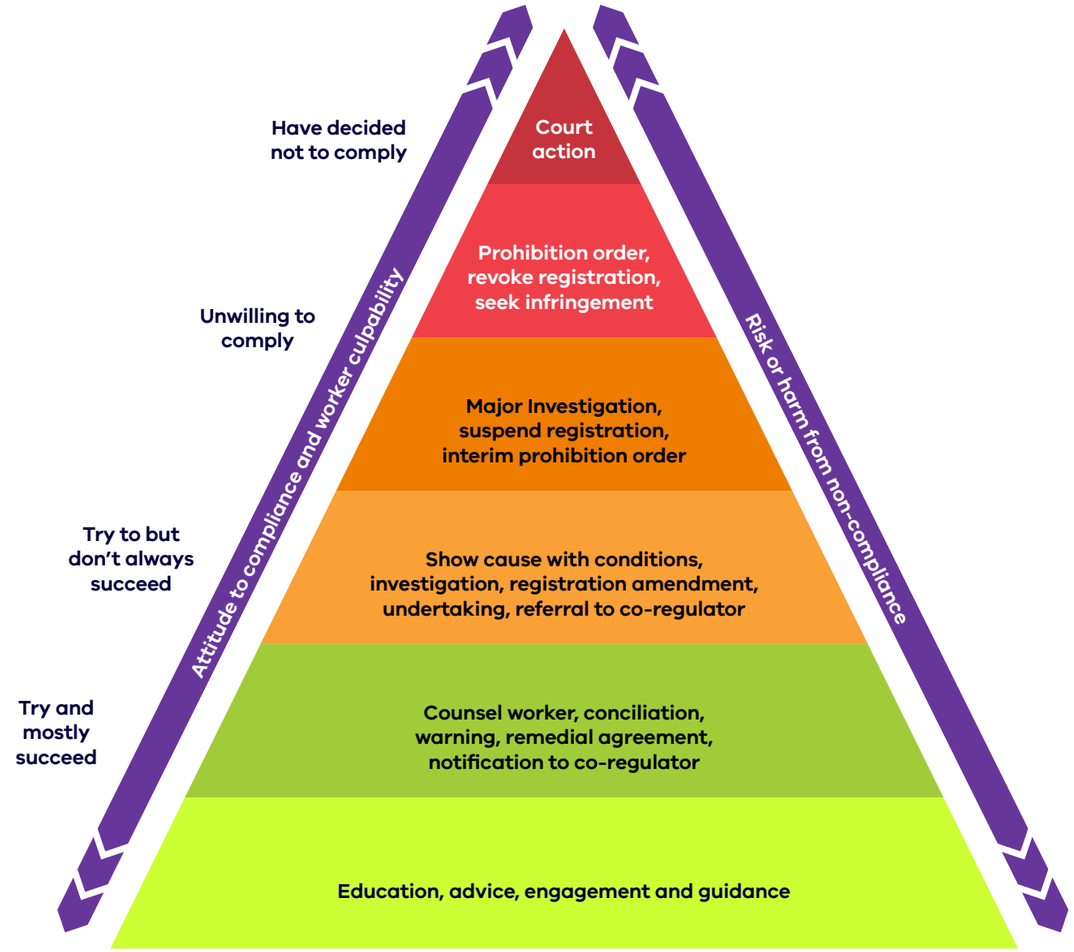
We regulate disability workers who provide a disability service to a person with disability in Victoria, as well as supervisors and managers of disability workers providing a service.

Figure 3 shows our enforcement approach and how we consider harm, the consequences of non-compliance, and a worker's compliance attitude and culpability.

Figure 2: Our regulatory approach



Figure 3: Enforcement pyramid



1 https://www.vdwc.vic.gov.au/our-regulatory-approach

Governance of the Scheme

The Commission, the Board and the Commissioner work together to regulate disability workers under the Scheme. The Commission supports the Commissioner and Board in their respective functions.

Victorian Disability Worker Commission

The Commission is led by the Commissioner. The Commission's work is delivered by two key divisions; Regulatory Operations which provides the registration, complaints and compliance, and engagement functions for the Scheme; and Scheme Performance which is responsible for supporting effective operations of the Scheme. The Commission's organisational structure is shown in Figure 4.

Disability Worker Registration Board of Victoria

The Board is responsible for setting the standards for registration of disability workers and accreditation of approved programs of study.

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 3 members who are people with disability
- 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.

The Board membership meets these requirements and its current members bring expertise across the sector including disability workers, people with disability, disability advocates and service providers. Membership of the Board is shown in Figure 5.

Board membership at 30 June 2026 was:

- Melanie Eagle (Chairperson)
- Christian Astourian
- Ross Coverdale
- Elizabeth March
- Keith McVilly
- Emily Sandison
- Kelly Schulz
- Geoffrey Southwell
- Patrick Wilsmore.

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

Board meeting attendances

Table 1 lists the meetings attended by each board member in 2025–26.

Table 1: Meeting attendance, 2025–26

Name	Number of meetings attended of those eligible to attend
Melanie Eagle (Chair)	7 of 8
Christian Astourian	7 of 8
Ross Coverdale	7 of 7
Maryanne Diamond*	1 of 1
Elizabeth March	6 of 8
Keith McVilly	7 of 8
Emily Sandison	5 of 7
Kelly Schulz	7 of 8
Geoffrey Southwell	8 of 8
Jessica Sullivan*	1 of 1
Patrick Wilsmore	8 of 8

*Term ended 14 August 2025

Figure 4: Organisational structure of the Commission

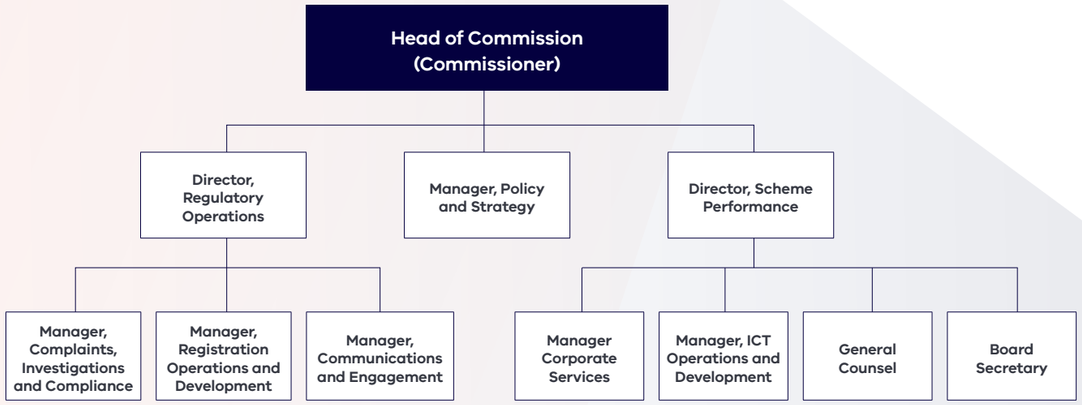


Figure 5: Membership of the Board



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 met once 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 operates on an as-needs basis and did not meet during the reporting period.

Members:

- Keith McVilly (Chairperson)
- Melanie Eagle
- Elizabeth March
- Geoff Southwell
- Ross Coverdale
- Emily Sandison
- Patrick Wilsmore.

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 9 times during the reporting period.

Members:

- Melanie Eagle
- Kelly Schulz
- Daniel Stubbs, Commissioner (1 July 2025 – 9 November 2025)
- Kate Maddern, Director Scheme Performance (1 July 2025 – 9 November 2025), Acting Commissioner, (10 November 2025 – 30 June 2026)
- Naomi Service, Acting Director Scheme Performance, Commission (10 November 2025 – 30 June 2026).

Professional Conduct Committee

The Professional Conduct Committee supports the Board in professional conduct matters relating to registered disability workers. This committee met once during the reporting period.

Members:

- Christian Astourian
- Elizabeth March
- Kelly Schulz
- Patrick Wilsmore.

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 1994* and associated Standing Directions 2018.

The Commission and Board appoint members of the Shared Audit and Risk Committee.

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 2026 were:

- Binda Gokhale (independent chair from 1 July 2025 – 14 March 2026, independent deputy chair from 15 March 2026 – 30 June 2026)
- John Gavens (independent deputy chair from 1 July 2025 – 14 March 2026, independent chair 15 March 2026 – 30 June 2026)
- 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 sections 9 and 22 of the *Disability Service Safeguards Act 2018*.

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 of 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 informed the Commission and Board's 2025–26 corporate plan.

Key achievements against the Statements of Expectations to 30 June 2026 include:

- strengthening a risk-based and proportionate regulatory approach that prevents or minimises the risk of harm to people with disability
- increasing collaboration with other regulators and agencies that strengthen our roles to provide efficient regulation
- promoting avenues for complaint and obligations to notify about unsafe worker conduct
- achieving continued growth in the number of registered disability workers
- implementing revised registration standards
- improving efficiencies in the registration application process
- 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

Disability workers protecting the privacy and dignity of clients

Under the DSS Code of Conduct, disability workers must demonstrate respect for the privacy and dignity of the person with disability who they are providing services for.

A majority of matters received by the Commission take place in in-home support settings, and respect for the privacy and dignity of people with disability is often a central theme, along with adhering to professional boundaries when providing disability supports. The DSS Code of Conduct and the Commission's rights-based approach to complaints aim to ensure disability workers deliver quality services in this setting.

This case study describes an example of the types of concerns that people bring to the Commission. It highlights the importance of safe, quality practice, and of disability workers obtaining clear and informed consent when delivering support services.

What happened

Trina, an unregistered disability worker provides disability supports to 15-year-old Adam in his home. Adam does not use speech to communicate and prefers to use an iPad to write messages and use pictures. His uncle Murray is his appointed guardian for decisions around health and daily supports.

Trina supports Adam to get ready in the morning by helping him with personal hygiene, choosing his clothes, making his bed and having breakfast, before Adam attends community participation programs.

Before Adam's morning bathroom routine, Trina asked Murray where the beard trimmer was located. She did not explain why she needed it.

During Adam's morning bathroom routine, Trina shaved Adam's head using the beard trimmer.

What we did

Murray contacted the Commission and explained his concerns, and how Adam showed he was upset by the incident using a picture of a person who was angry.

We spoke to Trina, who told the Commission that she shaved Adam's head because his hair was untidy and she believed that it would make Adam feel more comfortable and easier to look after.

We found the worker failed to follow Adam's personal support plan and had not appropriately communicated what she intended to do or gained consent from Adam or Murray.

We spoke to Trina about her obligations under the DSS Code of Conduct, including the importance of maintaining professional boundaries, respecting bodily autonomy and ensuring consent is informed, specific and clearly understood before undertaking intimate or personal care tasks.

Outcome

The Commission determined that Trina's conduct did not meet the expected professional standards under the DSS Code of Conduct.

We counselled Trina on her obligations to conduct her work with dignity and respect, appropriate consent practices and the importance of following support plans when delivering personal care.



What does counselling of a disability worker mean?

Counselling means providing guidance, education, reflective practices and direction to support improvement in a disability worker's practice.

Counselling is a tool that enable disability workers to learn and improve their practice, creating a culture of continuous improvement and raising standards in the sector. It is also reinforces a disability worker's obligations under the DSS Code of Conduct and addresses future practice requirements.

Please note: This case study shows a type of matter the Commission responded to in 2025–26. Pseudonyms are used and some details have been changed to protect the anonymity of the people involved.

Delivering our strategic priorities and corporate plan

The Commission and Board's strategic plan sets out how we seek to achieve our vision that 'people with disability can choose services that best meet their needs and supports their quality of life, free from abuse and neglect'.

The strategic plan is organised by 3 key pillars of work, and our enabling activities (Figure 6). The 3 pillars represent where efforts need to concentrate to support people with disability.

The pillars are supported by enablers that are crucial to delivering the activities required by the Commissioner, the Board and the Commission.

We develop a corporate plan each year to outline our actions for the year ahead in the context of our current operating environment.

Corporate plan projects highlights

Our 2025–26 Corporate Plan activities were centred on continuing and enhancing this important work and supporting the sector and our people through change. Key projects for 2025–26 included:

- supporting the disability workforce to meet the DSS Code of Conduct
- enhancing the value of worker registration
- regulation reform and proposed transition of functions to the Social Services Regulator
- delivering best practice case management
- creating a positive organisational culture
- enhancing Aboriginal and Torres Strait Islander cultural safety and inclusion.

Figure 6: Our Scheme *Strategic plan 2024–27*

Vision	**People with disability can choose services that best meet their needs and supports their quality of life, free from abuse and neglect.**		
Purpose	**We regulate all workers providing disability services in Victoria, regardless of how the services they provide are funded, setting standards for registration and training, resolving complaints and prohibiting unsafe workers.**		
Guiding principle	**People with disability who use disability services have the same rights as other members of the community.**		
Pillars	**Registration and workforce standards for workforce quality**	**Safety and compliance**	**Strategic engagement**
Objective	A registration scheme and workforce standards that strengthen trust in disability workers and improve knowledge and capability of the workforce.	An accessible, responsive and balanced process for notifications, complaints, investigations, and enforcement.	We build an evidence base, evaluate our work, and are a trusted and influential advisor to government, the sector, and disability community.
How we'll do this	• Requiring all Victorian disability workers to comply with the Code of Conduct. • Advising stakeholders about their obligations under the Code of Conduct. • Reviewing existing standards to align with sector changes. • Ensuring consistent best-practice guidance to comply. • Engaging with the community and the sector to understand ways to improve and prioritise standards for registered workers. • Providing clear, accessible information on the benefits of voluntary registration. • Improving registration processes for timely decision making.	• Targeting communications, particularly to those who will benefit from greater awareness about complaints processes. • Working with service providers to promote safety through mandatory notification reporting. • Engaging with the community, sector, and key stakeholders to understand their experience of and satisfaction with complaints processes. • Enhancing efficiency through improvements in the complaints, notifications, and enforcement processes. • Maintaining referral pathways through a 'no wrong door' policy.	• Promoting the rights of people with disability in our work and advice to government, the sector, and the community. • Based on experience of developing and delivering disability worker registration, identifying key policy issues to contribute to wider reform of disability workforce registration regulation. • Engaging with organisations of people with disability and their advocates, and organisations that represent disability workers, providers, and employers. • Conduct research and evaluation on activities that explore the current challenges, barriers, benefits and opportunities of a registration scheme to inform future direction.
Enablers	• Continuing to recognise and invest in the capacity and capability of Commission staff and Board. • Monitoring and evaluating our work to provide the evidence base and to consider opportunities for continuous improvement in the context of change. • Maintaining strong systems, technology, internal policies, and processes. • Supporting a strong relationship through clear communication between the Board and Commission and robust governance measures. • Managing risk effectively in our work.		

Pillar 1

Registration and standards for workforce quality

Disability worker registration aims to achieve a safer, stronger disability sector. Registration supports a high-quality disability workforce by ensuring the Board independently assesses whether a worker is qualified and suitable for registration and meets registration standards set by the Board.

Our standards for registered workers provide foundational requirements for the skills and safety of disability workers.

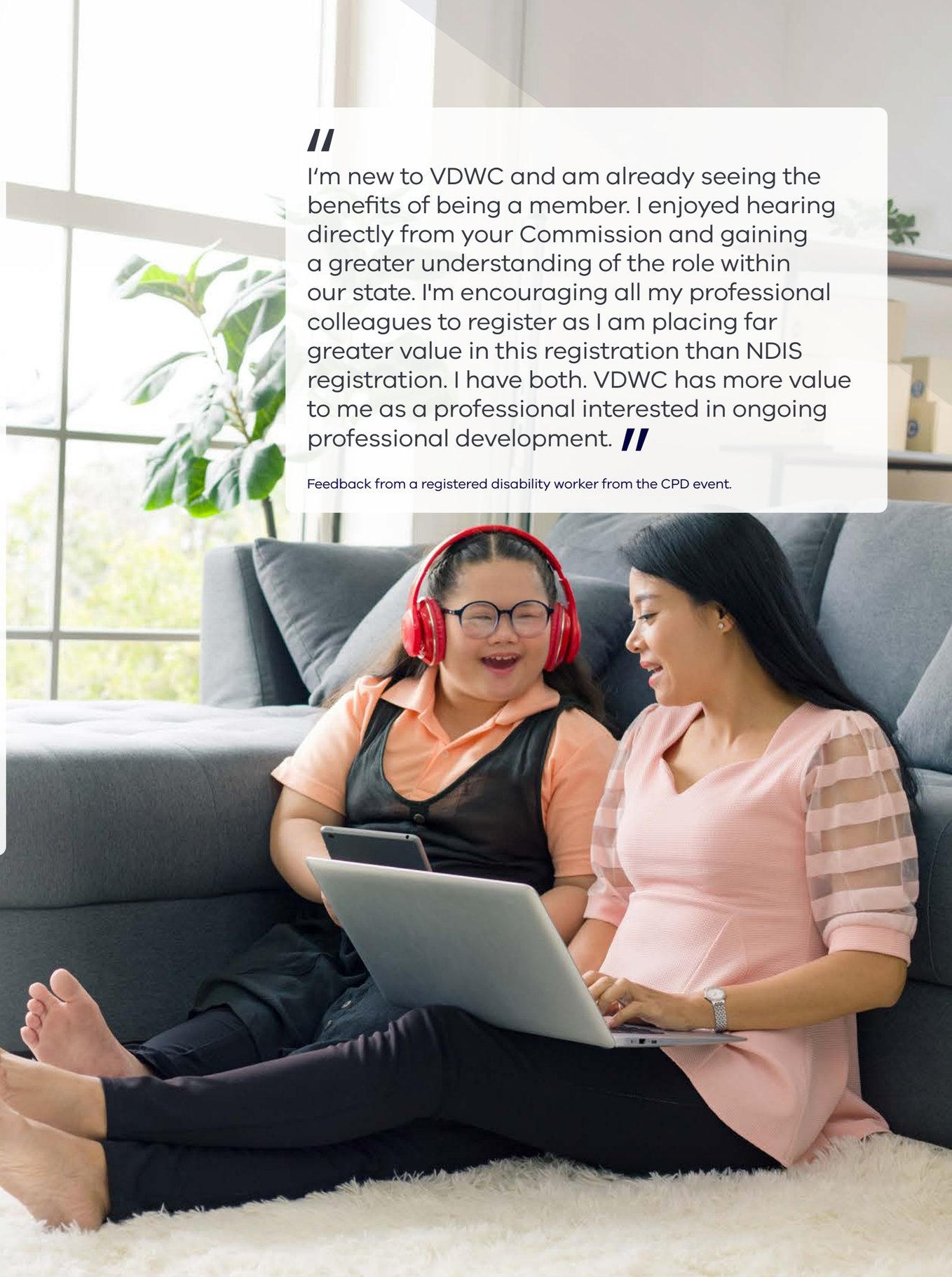
The Continuing Professional Development (CPD) standard ensures that registered disability workers complete continuing professional development annually, maintaining and growing their skills and lifting the quality of disability services across Victoria.

Highlights in 2025–26

- We held a free CPD event for registered disability workers with 123 attendees online and in-person. The event supported workers to meet their CPD requirements, build their knowledge and skills, and provided an opportunity for networking with peer workers.
- To support the disability workforce in complying with the DSS Code of Conduct, we conducted three educational webinars with 423 disability workers signing up for the sessions.
- We launched revised registration standards for registered disability workers to make it easier for them to understand and comply with the standards from 1 October 2025.
- The number of registered workers grew by 7% in 2025-26 and 81% of registered workers renewed their registration as a disability support worker or disability practitioner.
- 97% of applications for registration decided within the 90-day statutory timeframe, 39% decided in less than 30 days
- Over 60% of applicants for registration applied using their NDIS clearance, reducing the need for an additional criminal history check.
- 92% of registration renewal applicants met the CPD standard requirement to complete at least 10 hours of CPD.

> "I'm new to VDWC and am already seeing the benefits of being a member. I enjoyed hearing directly from your Commission and gaining a greater understanding of the role within our state. I'm encouraging all my professional colleagues to register as I am placing far greater value in this registration than NDIS registration. I have both. VDWC has more value to me as a professional interested in ongoing professional development."

Feedback from a registered disability worker from the CPD event.



Pillar 2

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, and that investigations and enforcement activity is timely and proportionate.

Highlights in 2025–26

- The Commission enhanced efficiency in our investigations practices, with significant improvements to the timeliness of investigation of disability worker conduct. In 2025–26, 20 new investigations into worker conduct commenced, and 29 investigations were completed.
- The Commissioner made 12 Prohibition Orders stopping Victorian disability workers from practising and 27 Interim Prohibition Orders involving 11 unregistered disability workers.
- The Commission undertook its first prosecution under the DSS Act after a worker continued to provide disability services in breach of an Interim Prohibition Order. The prosecution resulted in a conviction and fine, demonstrating the consequences of failing to comply with regulatory action to protect people with disability.
- We continued to build community awareness of our complaints processes, working with advocacy organisations across Victoria to provide information so people can use our service, when they need it.
- We delivered mandatory notification resources to service providers, as part of our 2025 mandatory notification project.
- We worked with the other regulators such as the SSR, ODSC and NDIS Commission to maintain our 'no wrong door' approach to complaint handling. We worked closely with other regulatory bodies and enforcement agencies, sharing information where lawfully possible, to respond to concerns about worker conduct in a timely way.

Pillar 3

Strategic engagement

The Commission and Board continue 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 key focus in 2025–26 was engaging with the community at a time of regulatory reform in the disability sector and child safety reforms.

Highlights in 2025–26

- To raise awareness and understanding about our independent complaints service we held workshops and education sessions around Victoria, with a focus on advocacy. Through the year we met with VALID, Brain Injury Matters, Citizen Advocacy Sunbury and Districts, and Rights Information and Advocacy Centre to deliver information.
- We commenced a Commission-wide project to improve our engagement, understanding and capability for working with Aboriginal and Torres Strait Island people and communities. To gain insights, we met with Aboriginal people with disability, disability advocates, Aboriginal community service providers and regulators.
- We continued to meet with service providers and provide resources to assist organisations and workers to comply with obligations to report notifiable conduct.
- Our reach to the broader disability community continues to build, engaging with 6,000 people over the year and increased engagement across our communications channels.
- We provided education about the benefits of disability worker registration, including with employers, TAFEs and disability advocates.
- We participated in disability sector conferences and exhibitions to promote our role and functions to the wider community. This included the VALID Having a Say conference in January featuring a keynote speech from the Acting Commissioner, an exhibition booth and hosting a workshop with the ODSC.
- We made submissions to the NDIS safeguards consultation and the Australian Government's Productivity Commission report on social services, promoting the rights of people with disability and the importance of regulation of disability service provision.



Enablers

Our enabling activities ensure an accessible, effective and sustainable Scheme. This work included maintaining strong values and principles and supporting the Commission with the necessary technology to deliver our work and processes to understand our impact.

Highlights in 2025–26

- In 2025–26 we commenced a project to deliver best practice case management systems to improve data quality and support evidence-based and risk-based regulation. This project will uplift the capability and efficiency of our regulatory work.
- We committed to engaging in regulatory reform processes for effective co-regulation by participatingin stakeholder consultation by the Department of Families, Fairness and Housing on entities reform in the Victorian social services sector. The Commission prepared for a proposed merger of Scheme functions with the SSR, however ultimately these changes were not passed in the Victorian Parliament.
- Through our positive organisational culture project, we continued to invest in the capacity and capability of Commission staff by targeted, high-impact training aligned with Commission strategic priorities. This included training to strengthen future organisational capability, including cultural safety awareness training to enhance staff capability when working with Aboriginal and Torres Strait Islander communities, Disability Fundamentals to improve understanding of disability and inclusive practice, and training on the Victorian public sector values.
- We strengthened our commitment to a healthy, safe, and psychologically supportive workplace by delivering psychological safety and wellbeing training to all staff, alongside tailored leadership workshops to equip leaders to foster a supportive, inclusive, and psychologically safe workplace.
- We continued to make improvements to systems to enable a more streamlined and efficient assessment process for registration applicants and complaints, notifications and investigations. We continued to assess and ensure the cybersecurity, privacy and availability of our core databases and systems.
- We improved our risk management practice and risk culture, consistently with the requirements of the Victorian Government risk management framework.

Case study

Commission prosecutes disability worker for breach of Interim Prohibition Order

The Commission issues Interim Prohibition Orders (IPOs) when the conduct of a disability worker is posing a serious risk to the life, health, safety or welfare of a person or the health, safety or welfare of the public.

In 2025–26, the Commission undertook its first prosecution under the DSS Act after an unregistered disability worker continued to provide disability services in breach of an IPO.

This action demonstrates that the Commission will take action when workers fail to comply with the law.

The IPO had been imposed to address immediate risk to the safety and wellbeing of a person with disability while the Commission progressed an investigation. Despite the order being in effect, information received indicated the worker had continued to provide disability supports.

The Commission commenced enquiries to determine whether the worker had breached the IPO. Investigators gathered and analysed documentary and physical evidence, obtained witness accounts and conducted interviews with relevant parties. During the investigation the disability worker acknowledged they had continued to work as a disability worker while the IPO remained in force.

The Commission commenced a prosecution under the DSS Act for failing to comply with an IPO.

The disability worker pleaded guilty in the Magistrates' Court of Victoria to breaching the IPO. The Court recorded a criminal conviction against the disability worker and the worker was ordered to pay a fine of $15,000.

2025–26 financial information

Financial performance

Pursuant to a determination by the then 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 2 lists the principal operating expenses the Commission and Board incurred in 2025–26.

Table 2: Commission and Board operating expenses, 2025–26

Expenditure item	Amount ($)
Staffing employee expenses	8,760,924
Other operating expenses	3,840,074
Grants and sponsorships	31,500
Total	**12,632,498**

Scheme funding

The DSS 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 million for 2025–26 was allocated for the Scheme in the May 2025 State Budget. The difference between funding and expenditure reflects use of savings from previous year's funding on core operating expenses.

Financial management compliance attestation

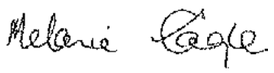
I, Kate Maddern, on behalf of the Responsible Body, certify that the Victorian Disability Worker Commission has no material compliance deficiency with respect to the applicable Standing Directions under the *Financial Management Act 1994* and Instructions.



Kate Maddern
Acting Victorian Disability Worker Commissioner
Victorian Disability Worker Commission

Date signed: 15 September 2026

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: 15 September 2026

Compliance

Government advertising expenditure

The Commission did not incur any advertising expenditure in 2025–26.

Disclosure of ICT expenditure

The ICT expenditure for the Commission in 2025–26 is listed in Table 3.

Table 3: ICT expenditure, 2025–26

Business as usual ICT expenditure ($)	Non-business as usual ICT expenditure			Total ICT expenditure ($)
	Operational ($)	Capital ($)	Subtotal ($)	
821,788	856,581	Nil	856,581	1,678,369

Disclosure of major contracts

The Commission and Board did not enter into any major contracts during 2025–26. 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 Victorian 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 advised its employees on how to avoid conflicts of interest, how to respond to offers of gifts and hospitality and how it deals with misconduct.

The Commission's staff are employed under the Victorian Public Service Enterprise Agreement 2024.

No time was lost in 2025–26 as a result of industrial relations disputes.

Workforce data

Appendix 2 provides an analysis of the Commission's employee workforce composition such as gender, age demographics, headcount and other workforce-related analytics.

The Board has no employees.

Workforce inclusion policy

The Commission is dedicated to fostering an inclusive working environment where equal opportunity and diversity are valued, and that reflects the communities we serve.

Since the launch of the Commission's *Diversity and Inclusion Framework,* implementation actions include:

- Developing a Diversity and Inclusion Awareness Calendar to promote cultural days of significance and support greater awareness and recognition across the Commission
- Strengthening support for the staff Diversity and Inclusion Committee to strengthen staff input to the Commission's initiatives
- Hosting events and internal awareness raising to recognise the diverse cultures, backgrounds, and experiences of our workforce.
- Expanding recruitment outreach through targeted networks, including Aboriginal community networks such as Koori Mail, to encourage broader participation and representation.
- 'Disability confident' resources for managers to support accessible and inclusive recruitment.
- Recruiting trainees with disability through the Youth Employment Scheme, creating meaningful opportunities for skills development, workplace participation, and career growth.

Aligned with the *Gender Equality Act 2020*, the Commission has set a target to achieve at least 50% of female representation in leadership roles. As of 30 June 2026, 89% of the Commission's leadership team identify as women.

Occupational health and safety

The Commission is committed to 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 activities to ensure human and financial costs of occupational injury and illness are minimised. Initiatives include:

- providing funded vaccinations for influenza
- providing access to facilities to support physical activity
- providing all staff with confidential access to Employee Wellbeing and support Program
- access to fitness passport, discounted workplace health and fitness program
- access to wellness webinars
- online health and wellness magazine
- a safe working environment
- ergonomic assessments of all workstations
- providing training in occupational health and safety practices

In early July 2025, the Commission successfully moved to a new office that supports the accessibility needs of staff and stakeholders. To support staff during transition, building tours were provided to help staff become familiar with the new workplace, including facilities and end of trip amenities.

During the reporting year, the Commission delivered information sessions for all staff on building psychological safety and wellbeing at work, as well as a disability awareness training.

Incident management

OurSafety is the online system for reporting workplace incidents and hazards. The platform enables staff to report workplace health, safety, and wellbeing (HSW) incidents and hazards.

OurSafety includes reporting of psychosocial hazards, one-up reporting, HSW risk management, HSW checklists and inspections, and safety conversations.

Training sessions, along with access to recorded modules and supporting resources, were delivered and made available to all staff during the reported period.

The incidents reported in 2025–26 were:

- number of reported hazards or incidents – 4
- number of 'lost time' standard claims – 0 days
- average cost per claim (including payments to date and an estimate of outstanding claim costs as advised by WorkSafe Victoria) – nil.

Freedom of Information Act

The *Freedom of Information Act 1982* (FOI Act) gives the public access to documents held by public entities.

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[2].

2 https://www.vdwc.vic.gov.au/about/part-ii-statement-under-freedom-information-act

The FOI Act allows an agency to refuse access to certain documents or information, either fully or partially, if specific requirements apply. These can cover:

- 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, or by agreement with the applicant, the processing time may be extended.

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). An applicant may also make a complaint to the Office of the Victorian Information Commissioner within 60 days of receiving notification that a document requested does not exist or could not be located (s 61A of the FOI Act).

To make an FOI request, email the Commission's FOI Officer, foi@vdwc.vic.gov.au.

An application fee applies. In 2025–26 this was $33.60. Applicants can also request the fee be waived or reduced.

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 received 3 requests under the FOI Act. The Commission made 2 FOI decisions in the reporting period and granted 2 requests to waive the FOI application fee.

During the reporting period, the Commission was not advised of any complaints or requests for review to the Office of the Victorian Information Commissioner, or applications lodged with 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[3].

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[4].

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.

The 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 government policy objectives. 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.

3 https://ovic.vic.gov.au/freedom-of-information.
4 https://vdwc.vic.gov.au/

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[5].

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[6], ibac.vic.gov.au/report.
- 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, foi@vdwc.vic.gov.au.

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.

The Commission did not commence or conclude any projects covered by the Local Jobs First Policy in the reporting period.

5 https://www.vdwc.vic.gov.au/about/public-interest-disclosures
6 https://www.ibac.vic.gov.au/report

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 2022–2026 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 6% representation by 2020 and 12% by 2025. The Commission's priority and target for employing people with disability is 20%. The result in 2025–26 was 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.

Office-based environmental impacts

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

During the reporting period, the Commission relocated its office and reduced its office footprint by sharing accommodation with other Victorian Public Service entities.

The Commission aims to minimise electricity use by using efficient appliances and office equipment, including energy-efficient lighting.

The Commission's practices support environmental sustainability by:

- purchasing 100% recycled paper
- creating and storing records electronically to reduce paper use
- encouraging double-sided printing
- purchasing biodegradable cutlery where possible
- consolidating office supply orders and purchasing in bulk to reduce packaging waste and transport emissions
- participating in a toner recycling program
- providing recycling bins throughout the office.

Staff are encouraged to use reusable cups and travel by public transport for business activities.

Consultancy expenditure

Details of consultancies valued at $10,000 or greater

The Commission did not incur any consultancy expenditure in 2025–26 where the total fees payable to the individual consultancy were $10,000 or greater.

Details of consultancies under $10,000

The Commission did not incur any consultancy expenditure in 2025–26 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 2025–26 the Commission provided sponsorships totalling $31,500 (excluding GST).

Table 4: Sponsorships, 2025–26

Sponsorship	Purpose	Date	Expenditure ($) (excl. GST)
Victorian Advocacy League for Individuals with Disability Inc	Having a Say Conference	January 2026	25,000
National Disability Services (NDS)	NDS State and Territory Conference Melbourne	May 2026	4,500
Victorian Advocacy League for Individuals with Disability Inc	Advocacy in Action Conference	June 2026	2,000

Reviews and studies expenditure

The Commission did not incur any expenditure on reviews and studies in 2025–26.

Complaints about the Commission and Board

The Commission and Board welcome complaints about their work and handle them in accordance with guidance issued by the Victorian Ombudsman. The Commission and Board recorded 6 complaints in 2025–26. 5 complaints were resolved by considering the complainant's feedback, providing a written response to their concerns and where appropriate, providing an apology. 1 complaint was closed with no action required.

Disclosure of social procurement activities under the Social Procurement Framework

The Social Procurement Framework (SPF) governs how the Victorian Government undertakes social procurement. The framework applies to the procurement of all goods, services and construction undertaken by, or on behalf of, entities subject to the Standing Directions 2018 under the Financial Management Act.

As the Commission is principally engaged in the delivery of regulatory services, it has limited procurement activity, however we embrace the principles underpinning the SPF and aim to apply them across our operations.

During 2025–26, the Commission completed a Cultural Safety and Awareness Training program by engaging an Aboriginal and disability enterprise. Total expenditure on these services in the reporting period was $2,000 (excluding GST), as most costs were committed in the previous financial year.

The Commission also implemented several initiatives to support its commitment to the Social Procurement Strategy, including:

- procuring catering from a social enterprise that aims to provide opportunities for Victoria's most marginalised young people and creates meaningful employment opportunities for people with disabilities
- selecting venues in Victorian regional areas for stakeholder engagement and consultation events, contributing to local economic activity and employment.

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 2025–26.

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, 18–23, 28–29
FRD 22I	Functions, powers and duties	6–8, 18–23, 28–29
FRD 22I	Performance reporting (non-financial) – operational	12–15
FRD 22I	Summary of the financial results for the year	38
FRD 22I	Major changes or factors affecting performance	18–20

Governance and organisational structure

Legislation	Requirement	Page
FRD 22I	Organisational structure and corporate governance	24–27
FRD 22I	Board's role and membership	24–26
FRD 22I	Audit and Risk Committee membership	26–27
FRD 22I	Employment and conduct principles	40

Workforce data

Legislation	Requirement	Page
FRD 22I	Public sector values and employment principles	40
FRD 22I	Occupational health and safety	41
FRD29B/FRD 22I	Workforce data disclosures	48–49
FRD 22I	Workforce inclusion policy	40–41
FRD 10A	Disclosure index	46–47
FRD 15	Executive officer disclosure	49

Other disclosures as required by FRDs

Legislation	Requirement	Page
FRD 25D	Local Jobs First	43
FRD 29	Workforce data disclosures	48–49
FRD 221	*Disability Act 2006*	44
FRD 22I	Disclosure of government advertising expenditure	40
FRD 22I	Details of consultancies over $10,000	44
FRD 22I	Details of consultancies under $10,000	44
FRD 22I	Disclosure of ICT expenditure	40
FRD 221	Reviews and studies expenditure	45
FRD 12B	Disclosure of major contracts	40
	Declaration of pecuniary interests	44
FRD 22I	Application and operation under the *Freedom of Information Act 1982*	41–42
FRD 22I	Compliance with the *Building Act 1993*	43
FRD 22I	Statement on competitive neutrality policy	42
FRD 22I	Application of the *Public Interest Disclosures Act 2012*	42–43
FRD 221	Disclosure of procurement complaints	45
FRD 24D	Reporting on office-based environmental impacts	44
FRD 22I	Statement of availability of other information available on request	42–43
FRD 22	Disclosure of social procurement activities under the Social Procurement Framework	45

Compliance attestation and declaration

Legislation	Requirement	Page
SD 5.1.4	Attestation for compliance with Ministerial Standing Directions	39
SD 5.2.3 (c)	Declaration in the report of operations	1

Legislation referenced in this report

Legislation	Page
Freedom of Information Act 1982	41–42
Building Act 1993	43
Public Interest Disclosures Act 2012	42–43
Local Jobs First Act 2003	43
Financial Management Act 1994	1, 6, 26, 38–39, 45
Public Administration Act 2004	6–7, 10–11, 27, 40, 48
Disability Act 2006	44

Appendix 2: Workforce data

The workforce data in Tables 5 and 6 captures the headcount (number of employees) and full-time staff equivalent (FTE) / time fractions of all active Commission employees over the past 2 reporting periods. The data reflects the last full pay period in June 2026 and June 2025 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 5: Workforce data as of June 2026

	All employees		Ongoing			Fixed term and casual	
	Number (headcount)	FTE	Full-time (headcount)	Part-time (headcount)	FTE	Number (headcount)	FTE
Gender							
Women	37	35.5	26	7	31.8	4	3.7
Men	15	14.8	11	1	11.8	3	3
Self-described	0	0	0	0	0	0	0
Age							
15–24	1	1	1	0	1	0	0
25–34	3	3	2	0	2	1	1
35–44	13	12.7	9	2	10.7	2	2
45–54	22	21.2	17	3	19.4	2	1.8
55–64	12	11.6	8	2	9.7	2	1.9
65+	1	0.8	0	1	0.8	0	0
Classification							
VPS 1–6 grades	50	48.4	37	7	42.7	6	5.7
VPS 2	1	1	1	0	1	0	0
VPS 3	7	6.8	6	1	6.8	0	0
VPS 4	13	12.8	11	0	11	2	1.8
VPS 5	19	17.9	10	5	14	4	3.9
VPS 6	10	9.9	9	1	9.9	0	0
STS	1	0.9	0	1	0.9	0	0
Executives	1	1	0	0	0	1	1
Total employees	**52**	**50.3**	**37**	**8**	**43.6**	**7**	**6.7**

Table 6: Workforce data as of June 2025

	All employees		Ongoing			Fixed term and casual	
	Number (headcount)	FTE	Full-time (headcount)	Part-time (headcount)	FTE	Number (headcount)	FTE
Gender							
Women	40	38.3	29	5	32.6	6	5.7
Men	14	14.0	13	0	13.0	1	1.0
Self-described	0	0	0	0	0	0	0
Age							
15–24	0	0	0	0	0	0	0
25–34	4	4.0	3	0	3.0	1	1.0
35–44	20	19.3	14	3	16.4	3	2.9
45–54	19	18.0	15	2	16.2	2	1.8
55–64	11	11.0	10	0	10.0	1	1.0
65+	0	0	0	0	0	0	0
Classification							
VPS 1–6 grades	52	50.4	40	7	45.6	5	4.8
VPS 3	4	4	4	0	4	0	0
VPS 4	16	15.8	13	1	13.8	2	2
VPS 5	21	20	14	4	17.2	3	2.8
VPS 6	11	10.6	9	2	10.6	0	0
STS	1	0.9	0	0	0	1	0.9
Executives	1	1	0	0	0	1	1
Total employees	**54**	**52.3**	**40**	**7**	**45.6**	**7**	**6.7**

Table 7 shows the annualised total salary for the Commission's senior employees (by $20,000 bands, for executives and other senior non-executive staff).

Table 7: Annualised total salary of senior employees, 2025–26

Income band (full-time annualised salary)	Executive officers	Senior technical specialists
$180,000 – $199,999		
$200,000 – $219,999		
$220,000 – $239,999		1
$240,000 – $259,999	1	
$260,000 – $279,999		
Total	**1**	**1**

Appendix 3: Worker registration, complaints, notifications and investigation data

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

Disability worker registration

Table 8: Disability workers registered as at 30 June 2026

Number of registered disability workers	
Total	**1,083**

Registered disability worker demographics

Table 9: Registration disability workers by division, 2025–26

Application division	Number of registered workers	Percentage (%)
Disability support worker	954	88.1
Disability practitioner	129	11.9
Total	**1,083**	**100.0**

Table 10: Registered disability workers by pathway, 2025–26

Pathway	Number of registered workers	Percentage (%)
Qualifications	897	82.8
Experience	174	16.1
Combination of qualifications and experience	12	1.1
Total	**1,083**	**100.0**

Table 11: Registered disability worker age, 2025–26

Age range	Number of registered workers	Percentage (%)
Under 20 years	4	0.4
20 to 29 years	135	12.5
30 to 39 years	253	23.4
40 to 49 years	283	26.1
50 to 59 years	261	24.0
60 years or older	147	13.6
Total	**1,083**	**100.0**

Table 12: Registered disability worker gender, 2025–26

Gender	Number of registered workers	Percentage (%)
Female	735	67.9
Male	345	31.9
Self-described	3	0.2
Total	**1,083**	**100.0**

Table 13: Registered disability workers by country of birth, 2025–26

Country	Number of registered workers	Percentage (%)
Australia	620	57.2
India	93	8.6
Philippines	44	4.1
Nepal	27	2.5
United Kingdom	25	2.3
Other[1]	274	25.3
Total	**1,083**	**100.0**

Note

1. The above table captures the top 5 countries of birth of registered workers. 'Other' represents 80 other countries.

Disability worker registration applications: 1 July 2025 to 30 June 2026

Table 14: Registration applications received, 2025–26

Application status	Number of applications	Percentage (%)
Registration granted[1]	247	54.5
Voluntarily withdrawn by applicant[2]	101	22.3
Deemed withdrawn under s153 (5)[3]	36	8.0
Application remains open	69	15.2
Total	**453**	**100.0**

Notes

1. A further 20 applications received in 2024–25 were granted for a total of 426 registrations decided in 2025–26 (Table 17).
2. Voluntarily withdrawn applications. Common reasons for an applicant to withdraw their application include the applicant was seeking to apply for a NDIS Worker Screening Check rather than disability worker registration or the applicant was unable to satisfy the requirements to qualify for registration and withdrew their application
3. Deemed withdrawn applications. If an applicant does not respond to a request to provide further information needed to decide their application by the due date, the applicant is taken to have withdrawn the application.

Table 15: Registration applications received by division, 2025–26

Application division	Number of applications	Percentage (%)
Disability support worker	419	92.5
Disability practitioner	34	7.5
Total	**453**	**100.0**

Table 16: Registration applications received by pathway, 2025–26

Pathway	Number of applications	Percentage (%)
Experience	36	8.0
Experience and qualifications	1	0.2
Qualifications	248	54.7
Training	0	0
Unknown[1]	168	37.1
Total	**453**	**100.0**

Note

1. Application pathway details are not available for applications that were withdrawn or that were under assessment on 1 July 2026.

Table 17: Registration applicant age, 2025–26

Age range	Number of applications	Percentage (%)
Under 20 years	13	2.9
20 to 29 years	119	26.3
30 to 39 years	105	23.2
40 to 49 years	102	22.5
50 to 59 years	82	18.1
60 years or older	32	7.0
Total	**453**	**100.0**

Table 18: Registration applicant gender, 2025–26

Gender	Number of applications	Percentage (%)
Woman	315	69.5
Man	135	29.8
Self-described	3	0.7
Total	**453**	**100.0**

Table 19: Registration applications received with NDIS worker screening clearance, 2025–26

Application type	Number of applications	Percentage (%)
Applicants with an NDIS Worker Screening clearance	277	61.1
Applicants without an NDIS Worker Screening clearance – so requiring a National Police Check	176	38.9
Total	**453**	**100.0**

Note

All applications must have either an NDIS worker screening clearance or a police check.

Table 20: Registration applications decided, 2025–26

Application status	Number of applications	Percentage (%)
Registration granted	267	62.7
Voluntarily withdrawn by applicant[1]	107	25.1
Deemed withdrawn under s 153(5)[2]	52	12.2
Total	**426**	**100.0**

Notes

69 applications were not decided at 1 July 2026. The Commission reports on applications received (Tables 16, 17 and 18) as well as applications decided (Table 22) because not all applications received within the reporting period are also decided within the same reporting period.

1. Voluntarily withdrawn applications. Common reasons for an applicant to withdraw their application include the applicant was seeking to apply for an NDIS Worker Screening Check rather than disability worker registration or the applicant was unable to satisfy the requirements to qualify for registration and withdrew their application.
2. Deemed withdrawn applications. If an applicant does not respond to a request to provide further information needed to decide their application by the due date, the applicant is taken to have withdrawn the application.

Registration renewal applications: 1 July 2025 to 30 June 2026

Table 21: Registration renewal applications decided, 2025–26

Application status	Number of applications	Percentage (%)
Registration granted	731	92.3
Registration granted with a condition[1]	48	6.1
Registration refused[2]	5	0.6
Voluntarily withdrawn by applicant[3]	6	0.8
Deemed withdrawn under s 153 (5)[4]	2	0.2
Total	**792**	**100.0**

Notes

1. Registration was renewed with a condition 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 condition required the worker to complete CPD in 2025–26.
2. Renewal of registration is refused in circumstances where applicants do not meet the requirements of registration. This includes circumstances where an applicant did not meet the CPD standard in 2 consecutive years and did not attempt to comply with the condition on their registration requiring them to meet the CPD standard in 2025–26.
3. Voluntarily withdrawn applications. Common reasons for an applicant to withdraw their application include the applicant was seeking to apply for a NDIS Worker Screening Check rather than disability worker registration or the applicant was unable to satisfy the requirements to qualify for registration and withdrew their application
4. Deemed withdrawn applications. If an applicant does not respond to a request to provide further information needed to decide their application by the due date, the applicant is taken to have withdrawn the application.

Table 22: Median decision time for new registration applications and renewal applications, 2025–26

Registrations applications	Median days
New registration applications	40
Renewal applications[1]	54

Note

1. In 2025–26 applicants for renewal were required to declare certain information about the status of any NDIS worker screening check as part of the annual declaration under s 188(1)(ba) of the *Disability Service Safeguards Act 2018*. This information was collected separately to the renewal application, extending the time to decide some applications.

Table 23: Decision time for new registration applications, 2025–26

Decision time	Number of applications	Percentage (%)
Within 30 days	164	38.5
30-60 days	134	31.5
60-90 days	114	26.8
Subtotal	**412**	**96.7**
More than 90 days	**14**	**3.3**
Total	**426**	**100.0**

Table 24: Decision time for renewal applications, 2025–26

Decision time	Number of applications	Percentage (%)
Within 30 days	122	15
More than 30 days	670	85
Total	**792**	**100.0**

Note
In 2025–26 applicants for renewal were required to declare certain information about the status of any NDIS worker screening check as part of the annual declaration under s 188(1) (ba) of the Disability Service Safeguards Act 2018. This information was collected separately to the renewal application, extending the time to decide some applications.

Regulating disability worker conduct

We provide a complaints service that is independent, impartial and free. We can receive complaints about the conduct of disability workers and receive notifications about disability worker conduct. We have powers to resolve complaints, and also to take action in response to worker conduct.

We also provide advice to people with disability and their families, disability workers and employers about rights and 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 regulators and agencies to help people to get to the right place for their issue of concern.

Accessing our services

As shown in Table 25, 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 for notifications, particularly as they become more familiar with the Scheme and their notification obligations.

Table 25: All matters by mode of submission, 2025–26

Mode of submission	Number	Percentage (%)
Email	168	27.2
In person	4	0.6
Phone	122	19.7
Referral from other entity	95	15.4
Web portal	226	36.6
Social media	2	0.3
Mail	1	0.2
Total	**618**	**100.0**

Table 26: Enquiries by mode of submission, 2025–26

Mode of submission	Number	Percentage (%)
Email	127	29.3
In person	1	0.2
Phone	81	18.7
Referral from other entity	71	16.4
Web portal	150	34.7
Social media	2	0.5
Mail	1	0.2
Total	**433**	**100.0**

Table 27: Complaints by mode of submission, 2025–26

Mode of submission	Number	Percentage (%) matters received
Email	33	28.2
In person	3	2.6
Phone	35	29.9
Referral from other entity	24	20.5
Web portal	22	18.8
Total	**117**	**100.0**

Table 28: Notifications by mode of submission, 2025–26

Mode of submission	Number	Percentage (%)
Email	8	11.8
Phone	6	8.8
Web portal	54	79.4
Total	**68**	**100.0**

Note
Notifications can be made by disability workers and employers.

Enquiries

The Commission's intake and resolution team handle enquiries. An enquiry is any contact from a person who requests information about disability worker conduct and our role or provides us information about a matter of concern. Complaints and notifications matters can start as an enquiry, however once they become a complaint or an enquiry they are counted separately.

As shown in Table 29, 70% of our contacts are for enquiries and we have seen a 16% increase in enquiries compared to the previous year.

Table 29: Number of matters, 2025–26

Type of matter	Number	Percentage (%)
Enquiry	433	70.1
Complaint	117	18.9
Notification	68	11.0
Total	**618**	**100.0**

Referrals arising from enquiries

The Commission refers some enquiries where the enquiry does not result in a complaint or notification under the DSS Act. For instance, a referral may be made to another organisation or service where a person does not wish to proceed with a complaint, where it does not meet the threshold for notification, or where the matter is out of the Commission's scope of functions under the DSS Act.

The top 3 organisations or services the Commission refers enquiries to are:

- National Disability Insurance Agency
- Fair Work Commission or Fair Work Ombudsman
- Advocacy services.

The Commission also refers enquiries to: Mental Health and Wellbeing Commission, Department of Families, Fairness and Housing (for example, child protection), Social Service Regulator, Victorian Institute of Teaching, Office of the Public Advocate, Victoria Police, Safe Transport Victoria, Aged Care Quality and Safety Commission, Australian Health Practitioner Regulation Agency, and the Victorian Equal Opportunity and Human Rights Commission. The Commission also refers complaints and notifications to the NDIS Commission as required under the DSS Act.

Mandatory notifications

What are mandatory notifications?

Disability workers and employers must tell us about 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 2025-26 we received 68 notifications and closed 63 notifications about unregistered disability workers and investigated a further 13 notifications. We did not receive any notifications about registered disability workers. Most notifiable conduct matters related to a disability worker practising in a manner that constitutes a significant departure from accepted professional standards (57 matters).

Table 30: Notifications by type of conduct for matters closed, 2025–26

Conduct	Number	Percentage (%)
Practised as a disability worker while intoxicated by alcohol or drugs – s 58(a)	1	1.0
Engaged in sexual misconduct while practising as a disability worker – s 58(b)	9	12.0
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 – s 58(c)	0	0
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)	66	87.0
Total	**76**	**100.0**

Table 31 shows that notifications received about unregistered disability workers were mostly in the setting of:

- In-home supports – personal care: 30.9%
- Community access supports (social and civic activities): 26.5%.

Table 31: Notifications received by type of service setting, 2025–26

Type of service	Number	Percentage (%)
Accommodation – own home	1	1.5
Accommodation– living with family	3	4.4
Accommodation– short term	1	1.5
Accommodation– Specialist Disability Accommodation (SDA)	4	5.9
Accommodation– Supported Independent Living (SIL)	10	14.7
Community access supports (social and civic activities)	18	26.5
Day activity supports (day program services)	3	4.4
In-home supports – domestic assistance	7	10.2
In-home supports – personal care	21	30.9
Total	**68**	**100.0**

Table 32 shows that most notifications received in 2025–26 about disability workers were made by an employer (93%).

Table 32: Notifications received by notifier type, 2025–26

Notifier	Number	Percentage (%)
Colleague or other disability worker	4	6.0
Employer of the disability worker	64	93.0
Total	**68**	**100.0**

Consistent with our regulatory approach, we encourage compliance through education when appropriate, and we have the ability to take other action, such as investigating a worker, as a case requires. Table 33 shows that most notifications were addressed through counselling. This can range from educational to cautionary counselling to help disability workers improve their practice and understand their obligations. Notifications that resulted in an investigation action have only been reported in this table as an outcome of the matter. These are reported separately under investigations in Table 43.

Table 33: Outcomes of notifications closed, 2025–26

Action taken	Number	Percentage (%)
Closed with regulatory action[1]		
Counselling	31	40.8
Referral to another entity	1	1.3
Investigate	13	17.1
Closed with no further action by the Commission[2,3,4,5]		
Not a disability worker[2]	2	2.6
Vexatious, trivial, or lacking in substance[3]	15	19.8
Matter more appropriately dealt with by another entity[4]	13	17.1
Matter does not require action[5]	1	1.3
Total	**76**	**100.0**

Notes

1. Includes counselling the disability worker under s 67(a)(i), referral to another entity under s 67(a)(ii), investigating the disability worker under s 67(v).
2. Includes matter closed under s 66 when a worker is not a disability worker.
3. Includes matters closed under s 69(a) where the Commission is satisfied that the notification is frivolous or vexatious or was not made in good faith, and s 69(b) where 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.
4. Includes matters closed under s 69(c) where the notification comes within the jurisdiction of another entity, or s 69(e) that matter has been dealt with, or is referred to another entity.
5. Includes matters closed under s 69(d) where the matter has already been dealt with adequately by the Commission or Board, s 69(f) where the disability worker has taken appropriate steps to remedy the matter, or ss 69(g) and 66(h), where the notification is made more than 12 months has elapsed since the disability service that is the subject matter of the notification.

Table 34: Decision time for notifications received, 2025–26

Decision time	Number of notifications	Percentage (%)
0–60 days	16	25.4
More than 60 days	47	74.6
Total	**63**	**100.0**

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 DSS Act, or an approved code of conduct
- notifiable conduct.

In 2025–26 we received 117 complaints about disability workers and closed 133 cases. All complaints received related to unregistered disability workers.

In 2025–26, 38.5% of complaints were made by a government entity/body followed by 18.8% from the person with disability (Table 35).

Table 35: Complaints received by initiator, 2025–26

Initiator	Number	Percentage (%)
Advocate	14	12.0
Community member	3	2.6
Disability worker	12	10.3
Family member	21	17.8
Government entity/body	45	38.5
Person with disability	22	18.8
Total	**117**	**100.0**

The Commission classifies each complaint with a primary issue of concern, although complainants may raise multiple issues.

Table 36 shows a quarter (26.4%) of complaints recieved were about services in various accommodation settings, and 23.1% related to disability services provided in the home, and 23.1% related to community access supports (social and civic activities). A key theme related to the standard of disability services including disability workers not developing or implementing individual support plans.

Table 36: Complaints received by disability worker service setting or type, 2025–26

Disability Worker Service Setting	Number of matters closed	Percentage %
Advocacy services	2	1.7
Accommodation – Specialist Disability Accommodation (SDA)	7	5.9
Accommodation – Supported Independent Living (SIL)	22	18.8
Accommodation – Supported Residential Services (SRS)	2	1.7
Allied health services (occupational therapist, speech pathology, dietitian, physiotherapy, other related exercise, strength services)	1	0.9
Behaviour Support Services	2	1.7
Community access supports (social and civic activities)	27	23.1
Day activity supports (day program services)	2	1.7
Disability-related health supports (support with managing dysphasia/epilepsy/respiratory issues/diabetes/and other)	1	0.9
Education – unregistered teachers, learning support officer, unregistered early childhood teachers	18	15.4
Employment assistance (to access and maintain employment)	2	1.7
In-home supports – respite (also respite rovided in the community)	1	0.9
In-home supports – domestic assistance	8	6.8
In-home supports – personal care	18	15.4
Support Coordination Services	3	2.5
Interpreting services	1	0.9
Total	**117**	**100.0**

Table 37 shows that the primary issue raised in complaints closed related to the standard of disability services provided by the disability worker (99 matters, 74.0%).

Table 37: Primary issue raised in complaints closed, 2025–26

Type of conduct	Number	Percentage (%)
Quality[1]		
The knowledge, skill or judgement possessed by the disability worker	17	13.0
The standard of disability services provided by the disability worker in the course of practising as a disability worker	99	74.0
Safety[2]		
Capacity of the disability worker to practise in a safe manner, for example when a worker has practiced in a manner that caused substantial injury to person with disability or an alleged contravention of the Act or an approved code of conduct	13	10.0
Matters about which a notification must be made – engaging in sexual misconduct while practising as a disability worker	4	3.0
Total	**133**	**100.0**

Notes

Table 37 does not include the primary issue for complaints closed with the outcome of investigation.

1. Quality includes workers not implementing behavioural or individual support plans, manual handling plans; the knowledge, skill or judgement possessed by the disability worker under s 33 (1) (b); the standard of disability services provided by the disability worker in the course of practising as a disability worker under s 33 (1) (a)
2. Safety includes where a worker has sustained injury as a result of a worker's practice; the disability worker's capacity to practise in a safe manner under s 33 (1) (d) or an alleged contravention of the Act or an approved code of conduct under s 33 (1) (e); matters about which a notification must be made – engaging in sexual misconduct while practising as a disability worker, s 58 Part 7 (b).

Table 38 shows that of the outcome of complaints closed in 2025–26, 18.8% of complaints were settled by agreement between the worker and the complainant, where the disability worker agreed on how to improve their practice.

17.3% of disability workers were counselled on their compliance with DSS Code of Conduct obligations. Consistent with our regulatory approach, counselling is often a proportionate response to educate the worker on improvements needed to consistently meet the DSS Code of Conduct or improve their practice. 22.6% of matters were closed when a complainant did not comply with a request for more information so that the matter could be progressed.

Table 38: Outcomes of complaints closed, 2025–26

Disability worker outcome actions	Number of matters closed	Percentage (%) matters closed
Closed with regulatory action[1]		
Counselling the disability worker	23	17.3
Referral to other entity	2	1.5
Settle by agreement	25	18.8
Investigate	9	6.8
Closed with no further regulatory action by the Commission[2,3,4,5,6,7]		
Not a disability worker[2]	7	5.3
Vexatious, trivial or lacking in substance[3]	10	7.5
Matter more appropriately dealt with by other entity[4]	0	0.0
Withdrawal of complaint[5]	10	7.5
Information not provided[6]	29	22.6
Matter does not require action[7]	18	14.5
Total	**133**	**100.0**

Notes

1. Includes counselling the disability worker under s 47(1)(a)(i), referral to an appropriate entity s 47(1)(a)(ii), settling the complaint by agreement, section 47(1)(a)(iv), investigating the disability worker under s 47(1)(a)(v).). Investigation outcomes are in Table 43.
2. Includes matter closed under s 39 when a worker is not a disability worker under the DSS Act.
3. Includes complaints considered vexatious, trivial, misconceived or lacking in substance under s 49(a)and (b).
4. Includes where the matter of the complaint comes within the jurisdiction of an adjudication body or other entity under ss 49(d) and 49(f)
5. Includes complaints withdrawn by the complainant under s 37(1) and s 49(h).
6. Includes closure under s 49(c) where the complainant does not comply with a request for more information under s 47(2)
7. Includes matters under s 49(e) where the Commission is satisfied that there is no reasonable prospect of resolving the complaint and s49(g) where there is a satisfactory alternative means of dealing with the matter by the complainant.

Table 39: Decision time for complaints closed, 2025–26

Decision time	Number of complaints	Percentage (%)
0–60 days	88	71.0
More than 60 days	36	29.0
Total	**124**	**100.0**

Table 40 shows the Commission's referrals of complaints and notifications to the NDIS Commission. The DSS Act requires the Commission to refer details of complaints and notifications received where the matter involves a National Disability Insurance Scheme (NDIS) registered disability provider and/or an employee that has been engaged to provided disability supports or services by an NDIS registered provider. The Commission can continue to deal with the complaint or notification.

Table 40: Referrals made to the NDIS Commission – closed matters, 2025–26

Type of matter	Matters	Number of matters referred to NDIS Quality and Safeguards Commission
Complaint	124	40
Notification	63	39
Total	**188**	**79**

Investigations

In 2025–26, the Commission's investigation team progressed 19 investigations involving allegations of serious misconduct and breaches of obligations under the DSS Act.

These investigations reflected a broad range of conduct issues, with several investigations involving multiple allegations and intersecting areas of concern within a single matter. The Commission completed 29 investigations and commenced 20 new investigations.

Table 41: Investigations 2025–26

Source	Investigations open at 1 July 2025 (no.)	Investigations started (no.)	Investigations completed (no.)	Investigations open at 30 June 2026 (no.)
Own motion or Commissioner-initiated	7	2	7	2
Complaint	9	13	9	13
Notification	12	5	13	4
Total	**28**	**20**	**29**	**19**

Table 42: Types of investigations, 2025–26

Investigation status	Grounds	Number
New investigations commenced	Breach of DSS Code of Conduct	10
	NDIS banning order	3
	Multiple grounds[1]	7
Total		**20**
Investigations in progress from 2024–25	Breach of DSS Code of Conduct	15
	NDIS banning order	0
	Multiple grounds[1]	10
	Prescribed offence	3
Total		**28**

Note
1. Multiple grounds includes where an investigation is commenced for a breach of the DSS Code of Conduct, a prescribed offence, other banning order, or all three grounds.

Table 43: Outcomes of completed investigations, 2025–26

Outcome	Number
Counselling[1]	17
No further action[2]	0
Prohibition order[3]	12
Total	**29**

Notes
1. Where the disability worker was counselled on the subject matter of the investigation under s 129(a)(i)
2. Where no further action was taken in relation to the subject matter of the investigation under s 129(a)(ii)
3. Where, after an investigation, the Commissioner made a Prohibition Order prohibiting a disability worker from providing all disability services or specified disability services for a specified period or permanently under s 132(1)(a).

Prohibition orders

All Interim Prohibition Orders and Prohibition Orders made by the Commissioner are published on the Commission's website[7].

Interim Prohibition Orders

An Interim Prohibition Order prohibits an unregistered disability worker from providing all or specified disability services for up to 12 weeks and may be made before or during the course of an investigation.

Table 44: Interim Prohibition Orders, 2025–26

Category	Number
Disability workers subject to Interim Prohibition Orders	11
Interim Prohibition Order issued[1]	27
Interim Prohibition Order revoked[2]	1

Notes
1. The Commissioner made Interim Prohibition Orders under s 130(1).
2. The Commissioner decided to revoke an Interim Prohibition Order under s 137(1).

Prohibition Orders

A Prohibition Order prohibiting an unregistered disability worker from providing any or all disability services may be made after an investigation. Prohibition Orders may be for a specified period of time or permanent.

Table 45: Prohibition Orders, 2025–26

Category	Number
Disability workers subject to Prohibition Orders	12
Prohibition Order issued[1]	12
Prohibition Order revoked[2]	0

Notes
1. The Commissioner made a Prohibition Order under s 132(1).
2. The Commissioner decided to revoke a Prohibition Order under s 137(1).

Enforcement action

During the year, the Commission undertook its first prosecution case against a disability worker for breaching an Interim Prohibition Order. The prosecution resulted in the worker being convicted and fined $15,000 and ordered to pay costs of $7500.

7 https://www.vdwc.vic.gov.au/prohibition-orders

Appendix 4: Progress against Ministerial Statements of Expectations

In April 2022 the Minister for Disability issued Statements of Expectations to the Commission and Board.

Table 46 shows our progress against these expectations in 2025–26.

Table 46: Regulatory practice

Expectation	Progress at 30 June 2026
Develop a risk-based and proportionate regulatory approach that prevents or minimises the risk of harm to people with disability.	✓ The Scheme regulatory approach is published on the Scheme website and aligns to the Victorian Government risk management framework. We continue to embed Better Regulation Victoria's towards best practice regulation. ✓ Our regulatory approach and effort is prioritised according to an assessment of harms, and risks of harm, to people with disability receiving services from a disability worker.
Apply appropriate regulatory tools, ranging from education and guidance through to compliance and enforcement, to support a safer, stronger disability sector.	✓ The Scheme regulatory approach sets out our compliance and enforcement framework and regulatory tools. These tools range from education and awareness raising, counselling disability workers, investigating conduct of concern, issuing Interim and Prohibition Orders, prosecution of offences to support a safer stronger disability sector. ✓ Education and guidance activities have included DSS Code of Conduct webinars, a CPD event for registered workers and meetings with service providers about mandatory notifications obligations., ✓ The Scheme continues to support the disability workforce through the provision of a training and development catalogue to improve access to skills and training pathways.
Timeliness – collection of data to establish baseline timeliness measures for key functions and processes such as complaints and notifications.	✓ In 2025–26, the Board and Commission continued to improve the timeliness of key regulatory functions, most particularly investigation closure. ✓ The monitoring, evaluation and learning framework uses performance indicators and measures to support the effective delivery of Commission functions.
Risk-based regulation – development of an overarching regulatory approach that incorporates data-driven, risk-based and proportionate regulatory practices.	✓ The Commission applies its regulatory approach to deliver its functions to regulated disability workers. In 2025–26, the Commission continued to improve compliance with the CPD standard for registered workers following updates to the CPD Standard and relevant processes in 2024–25.
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 DSS code of conduct and requirements to notify misconduct.	✓ Information on obligations of duty holders was promoted across the disability sector, including through DSS Code of Conduct webinars ✓ Compliance support was provided through education sessions, regional events, public forums, small group discussions, eNewsletters, social media and fact sheets, including translated information and resources. ✓ This work was further supported by participation at sector conferences and expos.

Emerging risks and priorities

Expectation	Progress at 30 June 2026
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.	✓ The Board and Commission continued to develop and adjust information sharing arrangements, including through formal information sharing arrangements, Memorandums of Understanding and protocols. ✓ The Commission also engaged in discussions on proposed Victorian legislative reforms to the social services sector in 2025 and provided feedback on safeguarding and workforce issues.
Work with the government, the disability sector and wider community to promote widespread uptake of registration.	✓ The Commission implements a Stakeholder engagement framework[8] and ongoing partnerships with regulators, training providers and education providers. These activities support awareness of disability worker registration. ✓ Revised disability worker registration standards were implemented in 2025–26. ✓ The Board and Commission contributed to reform processes regarding worker registration, including the federal government jobs and skills council HumanAbility research report.

8 https://www.vdwc.vic.gov.au/sites/default/files/2025-04/VDWC%20Stakeholder%20Engagement%20Framework_Accessible_v2_April%202025.docx

Expectation	Progress at 30 June 2026
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: • persons with a disability can easily access and navigate the complaints channels and are supported to actively participate in the complaints resolution process • disability service providers and disability workers are aware of their mandatory notification obligations • 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.	✓ The Commission updated internal resources and processes to support its 'no wrong door' approach to complaints and notifications about disability workers, working with other regulators and government agencies. Complaints and notifications can be made through a range of accessible channels, including the web portal, phone, email and in person. ✓ Targeted education webinars for disability workers about expected standards of conduct, as well as targeted engagement with workers, advocacy groups about the complaints and notifications process. ✓ In 2025–26, we delivered a mandatory notifications campaign, which led to increased use of notification resources and notifications submitted by service providers.
Analyse and report on data from complaints, notifications and investigations to inform the continuous development of disability workers / registered disability worker registration in Victoria.	✓ The Commission and Board report annually on regulatory data. ✓ The Scheme implements a monitoring, evaluation and learning framework to support continuous improvement.
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: • build the evidence base to better understand the drivers of job attraction for disability workers, satisfaction and retention across the sector • improve sector attractiveness and creating the potential for a fulsome career • 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.	✓ In 2025–26 we completed a project to enhance the value of worker registration, providing free continuing professional development activities and connection opportunities for disability workers. ✓ We continued to engage with disability sector employers and employee representatives on issues affecting the disability workforce.
Maintain and promote the register of prohibited unregistered disability workers to enable informed choice for persons with a disability and service providers in choosing disability workers: • 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 • publicise the register to the community, persons with a disability and disability service providers and provide guidance on how the register may be used.	✓ The public register of prohibited disability workers is accessible, accurate and up to date. It is regularly promoted via newsletters, webinars, social media, at events and in our resources. ✓ As of 30 June 2026, 549 people subscribed to receive alerts to notify them when the register is updated.

Expectation	Progress at 30 June 2026
Maintain and promote the register of registered disability workers to enable informed choice for service users and to give service providers assurance when employing disability workers: • keep the public register of registered workers in a manner that is accessible, accurate and up to date • 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.	✓ The public register of registered disability workers is accessible, accurate and up to date and is regularly promoted via newsletters, webinars, social media, at events and in our resources. ✓ The register can be used to locate disability workers by name, registration type, location, gender, languages spoken and qualifications. ✓ The data from the register of registered disability workers is monitored by the Commission and the Board to identify trends that inform organisational planning.
Promote its work to Victorian disability workers, the community and other stakeholders to increase the number of complaints, notifications and investigations.	✓ The Commission adopts a communications and engagement strategy to focus on priority audiences. ✓ Resources are available in a range of accessible formats and tailored to meet the needs of different audiences, including people with disability, their families and carers, disability workers and service providers.

Reporting

Expectation	Progress at 30 June 2026
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.	✓ Expectations informed the current Board and Commission's strategic plan 2024–27 and continue to be included in corporate and business planning processes at both operational and strategic levels.
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.	✓ The current expectations outlined for the Commission and Board continue to be met.

Victorian Disability Worker Commission
vdwc.vic.gov.au