

## Prohibition orders

A prohibition order stops a person from practising as a disability worker or requires that they can only work if certain conditions are met.

The Commissioner can make a prohibition order if they are satisfied that it is necessary to avoid a serious risk to the life, health, safety or welfare of a person or the health, safety or welfare of the public.

## Disability Worker Registration

By choosing a registered worker, people with disability can be confident the worker meets professional standards.

No matter how they are funded or employed, registered Victorian disability workers are independently assessed as safe, skilled and professional by the Disability Worker Registration Board of Victoria.

The Victorian Disability Worker Commission is making it easier choose a registered disability worker, with a list of registered disability workers now available at [vdwc.vic.gov.au](http://vdwc.vic.gov.au).

## Code of Conduct

The Code of Conduct sets out the obligations that all Victorian disability workers must abide by and provides a standard to protect people with disability from harm and abuse.

You can read the Code of Conduct at [vdwc.vic.gov.au/rights-and-responsibilities/disability-worker-code-of-conduct](http://vdwc.vic.gov.au/rights-and-responsibilities/disability-worker-code-of-conduct)

## Contact us

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Call 1800 497 132

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# Disability Worker Regulation Scheme



**Safer services.**  
**Quality workforce standards.**  
**Better choices for people with disability.**

# What is the Disability Worker Regulation Scheme?

The Disability Worker Regulation Scheme includes:

- Code of Conduct for all Victorian disability workers
- mandatory notification requirements for providers 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.



## Who we are

### Victorian Disability Worker Commission

The Commission takes and investigates complaints about all Victorian disability workers (registered and unregistered).

### Victorian Disability Worker Commissioner

The Commissioner is the head of the Commission. The Commissioner regulates the conduct of unregistered disability workers.

### The Disability Worker Registration Board of Victoria

The Board registers disability workers who meet certain standards and deals with complaints about registered disability workers. It also accredits study programs for disability workers.

## Our purpose

Our purpose is to:

- investigate and deal with complaints and notifications about disability workers and disability students
- regulate unregistered disability workers via a Code of Conduct
- regulate registered disability workers and students training to be disability workers via a registration scheme
- share information about disability workers.

## Complaints

Our complaints service is independent, confidential and free.

We can take complaints about any disability worker in Victoria, regardless of how their service is funded or how the worker is engaged.

Complaints can be made by:

- calling 1800 497 132 between 9.30am and 4.30pm, Monday to Friday or
- via an [online form](https://www.vdwc.vic.gov.au) at [vdwc.vic.gov.au](https://www.vdwc.vic.gov.au)

If you are not sure whether you want to make a complaint, we encourage you to contact us about your concern.

Making a complaint is a great way to improve services for everyone.

## Notifications

Disability workers or employers must notify the Commission if they believe that a worker has engaged in certain types of misconduct.

More information about the types of misconduct are available at [vdwc.vic.gov.au](https://www.vdwc.vic.gov.au)

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