



Update from the Commissioner

Welcome to our first newsletter for 2022.

I am excited to announce two upcoming online forums that we are providing.

In conversation with the Commissioner – Wednesday 16th March

How much do you know about the Commission and the work we do across the disability sector?

Join us for our first 'In conversation with the Commissioner' webinar and hear about how we can deal with concerns about disability worker behaviour or why being registered as a disability worker is important.

This webinar is suitable for people with disability, service providers, disability workers, carers, and advocates.

We welcome any questions you may have prior to the session. Questions can be emailed to education@vdbc.vic.gov.au. There will also be an opportunity to ask questions at the webinar.

Please register your interest via the [event page on our website](#). A Zoom link for the session will be emailed directly to you.

Complaints webinar – Thursday 24th March

We're excited to bring you another webinar on Thursday 24th March, *Making a Complaint: Who, What, When and How?*

The webinar will provide information about how to make a complaint, who you might speak with and what could be involved. You can learn more about our team and participate in our

Q&A session.

The webinar is suitable for people with disability, families and carers, as well as disability advocates and anyone that might be interested in learning more about the complaints process.

You can read more under 'News and Updates' or register now on our [webinar page](#).

Community education sessions now available

We now offer more ways to engage with us and learn more about the work that we do.

You might like to learn more about what we do, how to make a complaint, the benefits of disability worker registration or a session tailored for your organisation, community group, advocacy group or network.

Sessions are free and we have included some more information in this newsletter under 'News and Updates'.

If you are interested in booking a session or finding out more, please get in touch with our Community Education Officer, Hilda Quiroga, via education@vdwc.vic.gov.au.

Upcoming complaints campaign

Keep an eye out for our new campaign featuring Victorians with disability talking about our complaints process.

You can make a complaint via an [online form](#) or call 1800 497 132 between 9.30am and 4.30pm, Monday to Friday.

Our team is here to listen, help and guide you as we understand it can be difficult to take the step of contacting us.

We are proud to be continuing our vision in 2022 - that people with disability in Victoria can choose services that best meet their needs and support their quality of life, free from abuse and neglect.

As always, we encourage you to follow us on Facebook, Twitter, LinkedIn and our new Instagram account [@vicdwcommission](#).

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

News and updates



A new way to learn about what we do

The Victorian Disability Worker Commission is pleased to announce a new way to engage with us and learn more about the work that we do. We now offer free, accessible, and tailored education sessions for your organisation, community group, advocacy group or network.

We can provide these sessions online or face to face (in line with COVIDSafe settings). Topics that might be of interest to your organisation or group may include:

- Learn more about the role of the Victorian Disability Worker Commission
- How do I become a registered disability worker and what are the benefits of registering?
- How do I make a complaint?
- What is mandatory notification?
- What is the Code of Conduct?

Sessions can be tailored to meet the needs of your group.

If you are interested in finding out more, please get in touch with our Community Education Officer via education@vdwc.vic.gov.au.

Complaints webinar – Thursday 24th March

We're excited to bring you a webinar on Thursday 24th March at 10am - 11am, *Making a Complaint: Who, What, When and How?*

The webinar will provide information about how to make a complaint, who you might speak with and what could be involved. You can learn more about the team and participate in our Q&A session.

The webinar is suitable for people with disability, families and carers, as well as disability advocates and anyone that might be interested in learning more about the complaints process.

Please register your interest via our complaints [webinar page](#).

Surveillance testing the workforce and wearing face masks

The Department of Families, Fairness and Housing, and the Department of Health recommend disability residential services do surveillance testing on their workforces at least twice a week. The departments also recommend that all disability support workers and volunteers wear N95 respirators indoors when they work with clients.

[Guidance for disability support workers on surveillance testing](#) and wearing personal protective equipment is now available on the [Disability sector website](#).

Free infection control webinars for the disability sector

The Department of Health are offering free one-hour webinars on infection prevention and control for disability workers in residential and community-based programs.

The webinars will take place every Wednesday or Thursday at 11am until June. Registrations are not required, and you can simply join the webinar using Microsoft Teams via the links:

- Disability residential services - Wednesdays 11am: [Click here to join the meeting](#)
- Disability community-based services – Thursdays 11am: [Click here to join the meeting](#)

For more information, please contact covid19education&training@health.vic.gov.au

New deteriorating health resource from the Disability Services Commission

The Disability Services Commission have released a series of posters for disability workers in managing deteriorating health.

These resources focus on:

- raising awareness of the signs and symptoms of deteriorating health and
- providing information about what action a disability worker should take once any signs or symptoms have been identified.

We encourage you to promote these resources to your staff and share with your networks.

For more information visit the [Disability Services Commission web page about deteriorating health](#).

Keep in touch

If our e-newsletter was forwarded to you and you'd like to subscribe please go to: <https://www.vdwc.vic.gov.au/subscribe>

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

For more information visit vdwc.vic.gov.au