Disability Worker Regulation Scheme

Tell us what you think about the new scheme

Department of Health and Human Services

Easy English
Hard words

This booklet has some hard words.

The first time we write a hard word
● the word is in blue

● we write what the hard word means.

You can get help with this booklet

You can get someone to help you
● read this booklet

● know what this booklet is about

● find more information.
About this booklet

This booklet is written by Department of Health and Human Services.

This booklet is about new regulations for the Disability Worker Regulation Scheme.

Regulations are rules to help us check that a disability worker does their job well.

The Disability Worker Regulation Scheme or the Scheme will make sure

- people with disability get good services

- people with disability are safe

- disability workers know how to care for people with disability.

The Scheme will start on 1 July 2020.
Tell us what you think

We want to know what you think about

● the **code of conduct**

and

● the new regulations.

The code of conduct is a list of rules disability workers who are **not** registered must follow.

You can tell us what you think on our website.


You must tell us **before** 14 February 2020.
About the Scheme

Disability workers can choose to be registered.

Registered means we will
- check the worker
- put the name of the worker on a list
- tell the worker rules they must follow in their job.

Disability workers must follow the rules of the Scheme to go on the list.

Disability workers on the list can use special names to explain their job.

The names are
- Registered Disability Worker
- Registered Disability Support Worker
- Registered Disability Practitioner.
About the code of conduct

Disability workers not on the list

- are unregistered workers

and

- must follow the rules in the code of conduct.

The code of conduct will protect people with disability from disability workers who

- are not on the list

and

- do the wrong thing.

You can make a complaint about a disability worker if you think they have not followed the rules.

A complaint is when you

- are not happy

- tell someone the reason.
Anyone will be able to make a complaint about a disability worker.

For example,

- people with disability
- family and friends
- providers
- workers.

The Disability Worker Commission or Commission can

- listen to complaints
- find out what happened
- tell police if a crime happened
  - **stop** a disability worker from being able to work.
People who will have to follow the rules in the code of conduct are

- unregistered workers who give disability services
- managers or supervisors of an unregistered disability worker
- disability workers who work under the NDIS but are not registered under the Scheme.

We want registered disability workers to also follow the rules of the code of conduct.

You can read about how we want to make registered disability workers follow the code of conduct on our website.

www.engage.vic.gov.au
How we want to make the code of conduct for the Victorian Scheme

There are already 2 codes of conduct in Victoria that protect people with disability.

They are

- the NDIS code of conduct
- the Zero Tolerance code of conduct.

We think the best idea is to use the NDIS code of conduct for the Scheme in Victoria.

This means we will have the same rules as the NDIS code of conduct so we can make sure all Victorian disability workers follow the same rules.

Tell us what you think about using the NDIS code of conduct.
**Why we chose to use the NDIS code of conduct**

The NDIS code of conduct is already used by disability workers in Victoria who work in the NDIS.

The rules in the NDIS code of conduct are followed by

- NDIS disability service providers

and

- workers who give services under the NDIS.

The NDIS code of conduct makes sure providers and workers

- give good supports and services

- tell you the truth

- tell you what you need to know.
The supports and services must make sure people with disability

- have privacy

- are safe

- have rights.

Rights are things everyone should

- get

- have

- do.

We want to use the rules of the NDIS code of conduct so that there are no gaps in the protection for people with disability.
We know people already think the NDIS code of conduct is good and works.

With only 1 code of conduct

- most workers already follow these rules

- the rules are the same for all workers in Australia

- better decisions can be made about complaints.
Your ideas

We want to know what you think about the code of conduct.

Tell us

- if you agree that we should use the rules in the NDIS code of conduct
- if you think we need to change some of the rules
- how we should tell people about the rules
- if you have other ideas you want to share.
Other ways we will protect people

We will protect people with disability in other ways.

We will have a prescribed offences list.

Prescribed offences means things that unregistered workers might do that are a crime.

The crimes might be

● murder

● violence or sexual violence

● drug crimes

● neglect of a person.

Neglect is when someone does not get the care they need.
Other crimes might be

- **fraud**.

  Fraud is when you trick someone to take their money.

or

- **national security** crimes.

  A national security crime is when someone wants to hurt a lot of people in Australia.

Unregistered disability workers who do crimes on the list may **not** be allowed to work in disability services.

The Disability Worker Commissioner will be able to investigate and decide if the crime is so bad that the worker can **not** work in disability services anymore.
The NDIS checks a list of crimes to decide if workers have done a crime before they can give disability services.

We want to use the same list as the NDIS.

Tell us if you think we should use the same list as the NDIS. Why?

The laws say that we can share information with other groups to make sure complaints about workers are looked at properly.

There are a lot of groups around Australia that look at complaints.

You can read the full list of groups on our website.

www.engage.vic.gov.au
Some of the groups are

● courts

● the police

● human rights groups

● the ombudsman in each state.

The Ombudsman

– is a government person

– listens to complaints

– makes sure public services are fair to everyone.
The law also says that we can share information with health complaints groups in other states.

Health complaints groups might be

- NSW Health Care Complaints Commission

- WA Health and Disability Services Complaints Office

- Queensland Office of the Health Ombudsman.

When we can share information with other health complaints groups we can fix problems in a good and safe way.

Tell us what you think about sharing information with health complaints groups.
When there is an investigation about a complaint an **authorised officer** will find out what happened and make a report.

An authorised officer is someone who the commission says can work for them to find out about a complaint.

An authorised officer can keep objects or things that help us know what happened if there is a complaint.

When they keep things it stops them from being hidden or lost.

When a thing is taken the authorised officer must give a letter to the person in charge of the thing that was taken.
The letter must say
- the authorised officers name
- the date the thing was taken
- who the thing belongs to
- what the thing is.

The person in charge of the thing must sign the letter.

Tell us if you have ideas about the other ways we want to protect people with disability in the regulations.

You can tell us on our website

www.engage.vic.gov.au
More information

For more information contact the Department of Health and Human Services

**Call** 1300 650 172

**Website**  [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

**Email** ofd@dhhs.vic.gov.au

If you need help to speak or listen

Contact the department through the National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

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