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# ACTIVITY REPORT

## 1 July 2019 to 31 December 2019

NDIS Quality and Safeguards Commission

From 1 July 2020, the NDIS Commission operates in all Australian states and territories except Western Australia. The NDIS Commission will commence in WA from 1 December 2020.



**NDIS Quality  
and Safeguards  
Commission**

# NDIS Quality and Safeguards Commission

## Activity Report: 1 July 2019 to 31 December 2019

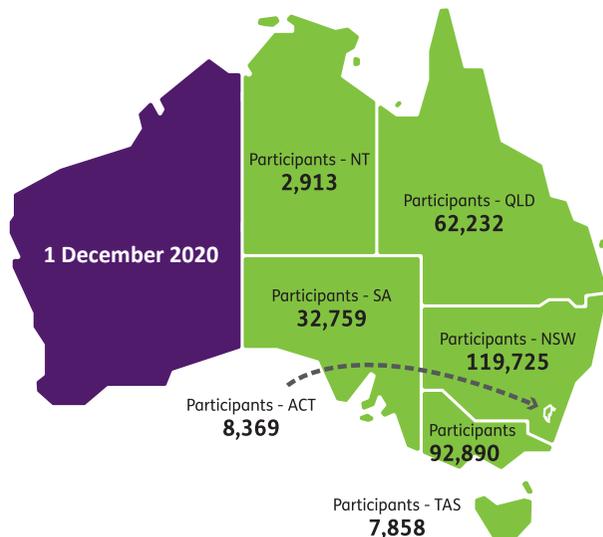
### 1) Participants across Australia

The NDIS Commission regulates NDIS supports and services to NDIS participants in all states and territories other than WA where the NDIS Commission will commence from 1 December 2020.

All Participants exc.WA

**326,746**

\* Participant numbers are from the NDIA Q2 report as at 31 December 2019



### 2) Complaints

The NDIS Commission manages complaints in connection to services delivered by NDIS providers and their workers.

Anyone can make a complaint to the NDIS Commission about an NDIS support or service. Complaints received during the period were in the following categories.

Provider practice

**51%**

Provider policies and procedures

**20%**

Worker conduct or capability

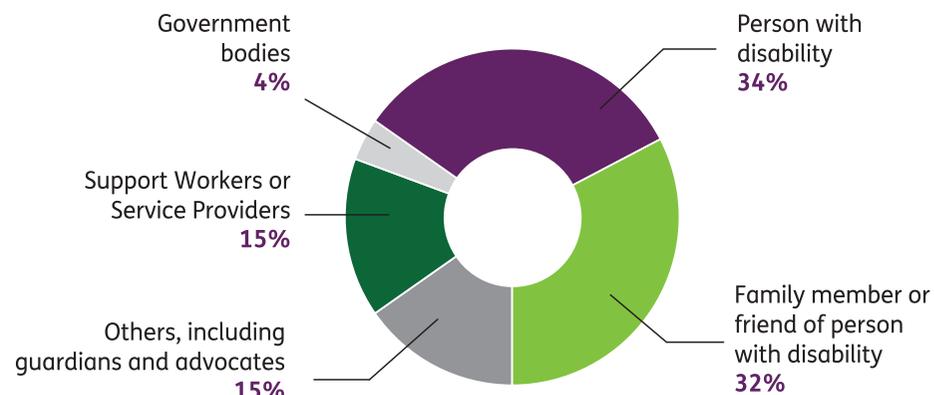
**17%**

Alleged abuse and neglect

**12%**

During the period 1 July 2019 to 31 December 2019, we received 2,022 complaints.

Complaints were received from:



### 3) Engagement

We have a contact centre and education function to support people to make a complaint, receive information or access education.

The NDIS Commission's 1800 035 544 contact number received over **51,000** calls and over **16,000** emails from participants and providers.

The NDIS Code of Conduct puts obligations on workers supporting NDIS participants. Providers are required to support workers to complete the NDIS Commission's Worker Orientation Module, which was launched in May 2019. By 31 December 2019:

**147,718** people completed the Worker Orientation Module, of which 914 completed the Auslan version.

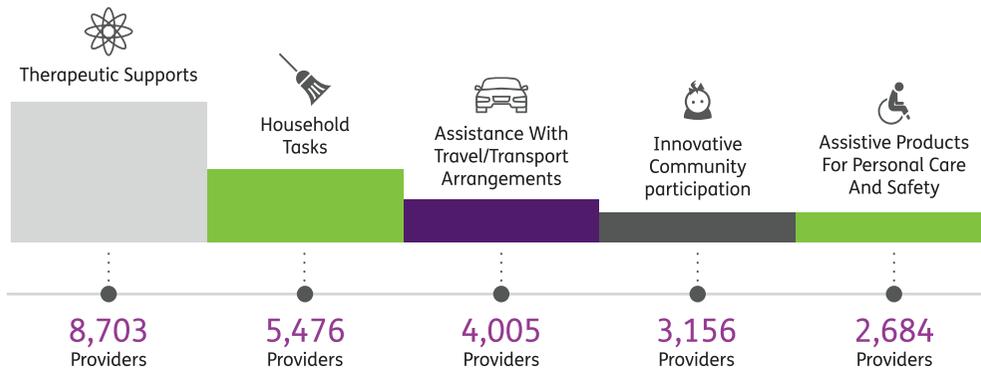


## 4) Registration



There were **8,302** providers registered at 30 June 2019.  
**13,733** new or transitioned NDIS Commission registrations since 1 July 2019.  
**3,651** registrations expired, of which 94% were not active.

Five most popular registration groups



Providers must be registered to deliver supports and services to participants whose plans are managed by the NDIA. Providers must also be registered to deliver certain support types to any participant: specialist disability accommodation, behaviour support, and implementing regulated restrictive practices.

Providers previously registered with the NDIA transferred to the NDIS Commission when the Commission started in each state and territory.

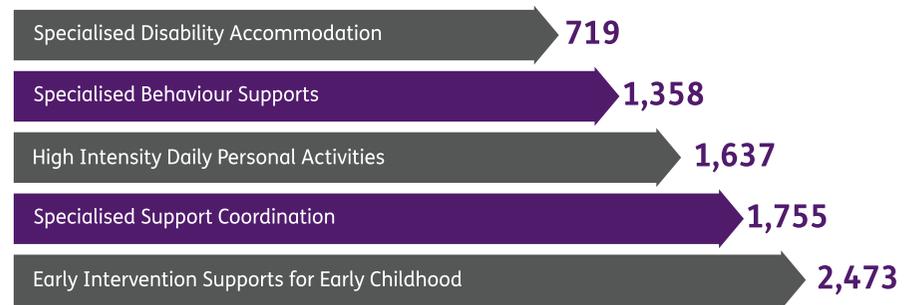


Organisations and individuals

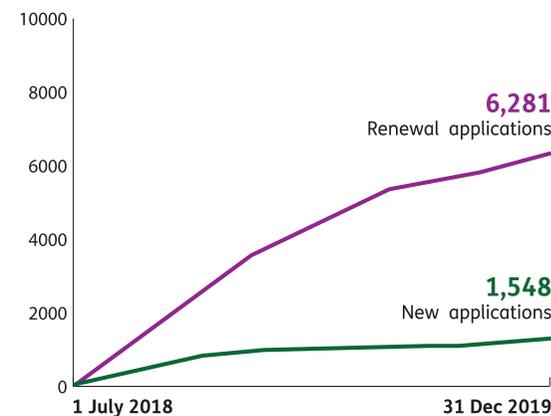
Registered service providers include all sizes of organisations and businesses, from sole traders to large companies and not-for-profits.

Five specialised Service Groups

**7,942** providers registered across the **five** specialised service groups



New & Renewal Applications Received



Providers must reapply to maintain their registration. Providers can also choose to let their registration lapse, for example, if they have not been actively supporting NDIS participants.

New providers are regularly entering the NDIS market through the new NDIS Commission arrangements.



## 5) Reportable Incidents

### Reportable Incidents NDIS providers notified the NDIS Commission of 69,397 reportable incidents

Registered providers are required to report certain incidents or allegations to the NDIS Commission that occur in connection with the provision of NDIS supports and services.

The Commission monitors the management of incidents by providers to determine whether they are meeting their obligations to keep participants safe.

The number of reports received does not correlate to the number of actual instances of harm to a person with disability.

Reports include multiple notifications of the same matter, allegations of incidents and where incidents occurred but harm to the person was avoided.

#### Reportable Incidents by category

**Alleged sexual misconduct**

182

**Any death**

432

**Allegations of unlawful physical/sexual contact**

779

**Known serious injury (including accidents)**

902

**Alleged abuse & neglect**

Reports of alleged abuse and neglect can include physical, verbal or financial abuse

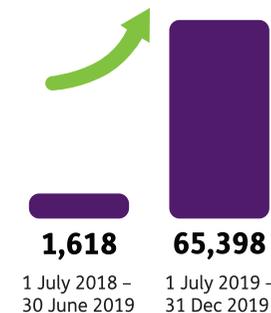
1,704

**Unauthorised use of restrictive practices**

65,398

A significant number of incidents that are reported to the NDIS Commission involve the use of restrictive practices on people with disability which have not been authorised by state and territory authorities, or where plans to promote positive behaviour supports are not in place for that person.

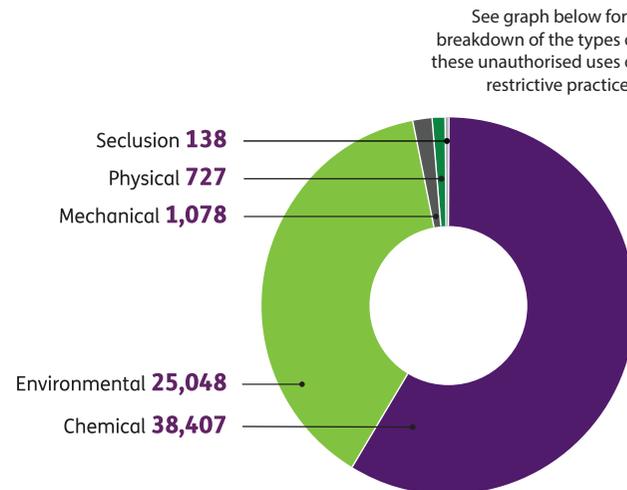
#### Reports of unauthorised use of restrictive practices



The increase in reports since the Commission's first year relates to:

- Coverage across 5 new jurisdictions from 1 July 2019
- Increasing reporting compliance by NDIS registered providers
- The requirement to report each instance of an unauthorised restrictive practice in jurisdictions where no authorisation mechanism exists

**1,102**  
incidents reported to the NDIS Commission were also reported by providers to Police



These relate to 2,436 participants supported by 340 providers

#### Repeat reports

Providers are required to report every instance of a restrictive practice, including each use until a behaviour support plan is lodged.



## 6) Behaviour Support

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2,998

Behaviour Support  
Practitioners  
(since 1 July 2018)



3,782

Behaviour Support Plans  
(since 1 July 2018)

The NDIS Commission oversees behaviour support practitioners and providers who use behaviour support strategies and restrictive practices involving NDIS participants. The NDIS Commission also provides best practice advice to practitioners, providers and participants on positive behaviour support strategies.

To inform that work, the NDIS Commission reviews provider reports on the use of restrictive practices and responds to the unauthorised use of restrictive practices reported through the NDIS Commission's reportable incident function.

