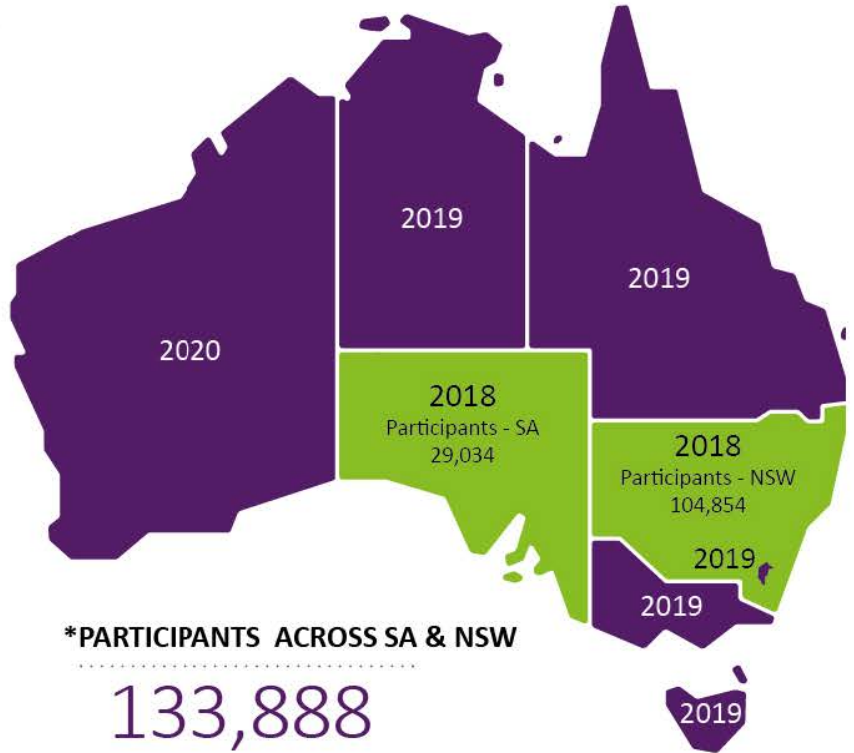# 12 MONTHLY ACTIVITY REPORT
JULY 2018 - JUNE 2019

The NDIS Quality and Safeguards Commission has started in NSW and SA.

By July 2020 the NDIS Commission will have extended nationwide.

REGISTERED PROVIDERS:

8,302   1749 registrations expired of which 92% were not active

2020
2019
2019
2018
Participants - SA
29,034
2018
Participants - NSW
104,854
2019
2019
2019

*PARTICIPANTS ACROSS SA & NSW

133,888

and this number will continue to grow as the Commission covers more states and territories.

* Participant numbers are from the NDIA Q4 report as at 30 June 2019

FIVE MOST POPULAR REGISTRATION GROUPS

Therapeutic Supports

Household Tasks

Assistance With Travel/Transport Arrangements

Early Intervention Supports For Early Childhood

Assistive Products For Personal Care And Safety

| 3,825 Providers | 2,448 Providers | 1,690 Providers | 1,311 Providers | 1,311 Providers |

Organisations
4,377

Individuals
3,925

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

3,743 registrations covering the **five** specialised service groups in which providers are required to meet additional standards.

Specialised Disability Accommodation	348
Specialised Behaviour Supports	557
High Intensity Daily Personal Activities	736
Specialised Support Coordination	791
Early Intervention Supports for Early Childhood	1,311

BEHAVIOUR SUPPORT

1,526

approved Behaviour Support Practitioners
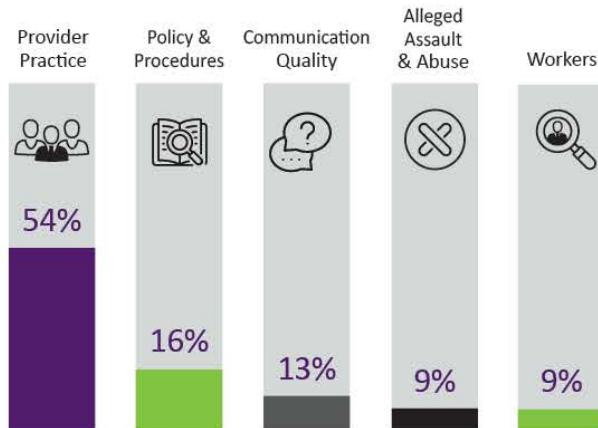
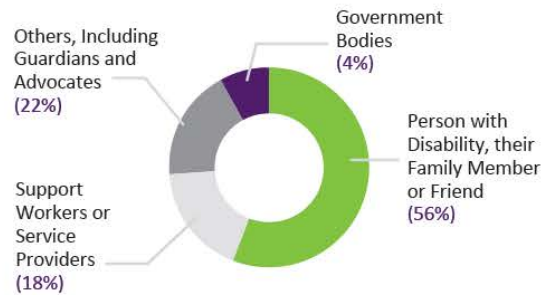(up **65%** since 1 July 2018).

LODGED **1,156**

Behaviour Support Plans

COMPLAINTS

1,422 complaints were handled. The main issues raised in the complaints received*:

Provider Practice	Policy & Procedures	Communication Quality	Alleged Assault & Abuse	Workers
54%	16%	13%	9%	9%

*Figures do not total 100% due to rounding.

COMPLAINTS WERE RECEIVED FROM

- Others, Including Guardians and Advocates (22%)
- Government Bodies (4%)
- Support Workers or Service Providers (18%)
- Person with Disability, their Family Member or Friend (56%)

REPORTABLE INCIDENTS

NDIS providers notified the NDIS Commission of **4,537** reportable incidents

1,618
Unauthorised use of restrictive practices

353
Any death

641
Known serious injury (including accidents)

1,925
Alleged abuse & neglect (physical and other)

- These reports include multiple notifications about the same incident
- Some reports concern allegations that may not have resulted in any impact on a participant
- Reports of alleged abuse and neglect can include physical, verbal or financial abuse

Alleged sexual misconduct	Allegations of unlawful physical/sexual contact	Alleged abuse & neglect
9%	28%	63%