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# **ACTIVITY REPORT**

## **1 April to 30 June 2022**

NDIS Quality and Safeguards Commission



**NDIS Quality  
and Safeguards  
Commission**

## NDIS Quality and Safeguards Commission Activity Report 1 April to 30 June 2022

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Unless otherwise stated, data provided in this report pertains to the stated reporting period and was extracted on 1 July 2022

Every effort has been made to ensure that the information in this document is accurate at the time of publication.

**NOTE:** In order to protect individuals’ privacy, identified populations less than 5 are reported as “<5”.

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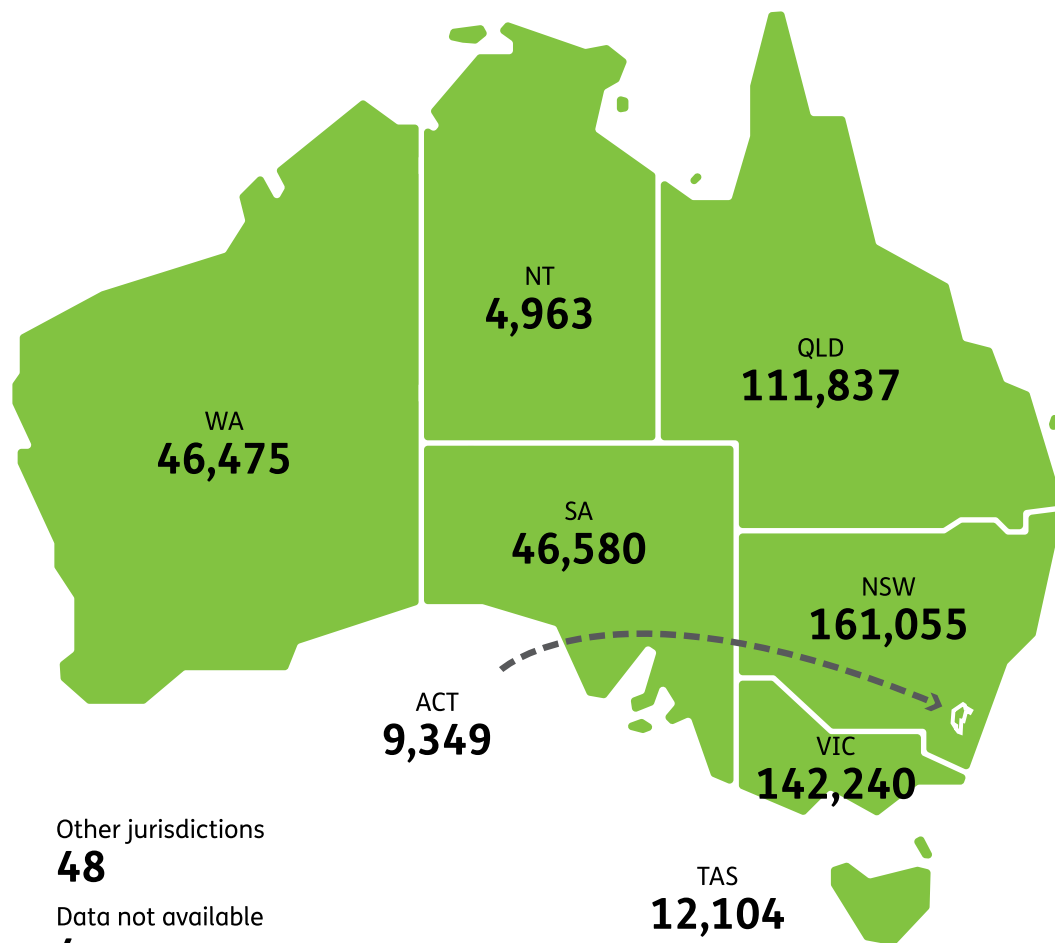
[www.twistedpear.com.au](http://www.twistedpear.com.au)



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## 1) Participants

Count of NDIS participants



Other jurisdictions

**48**

Data not available

**4**

Total NDIS participants

 **534,655**



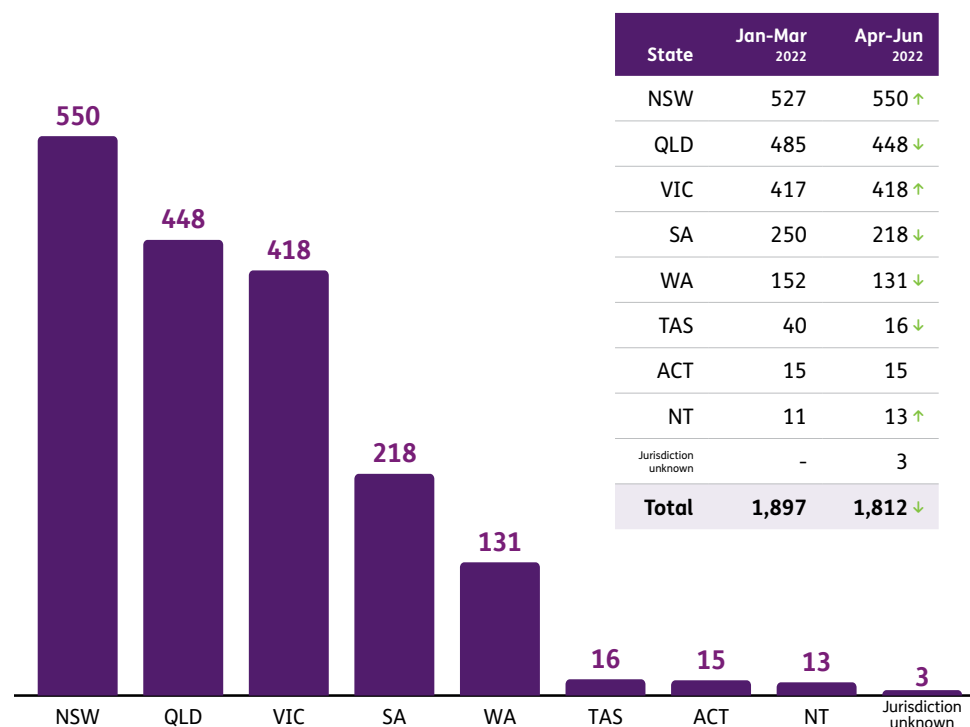
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## 2) Complaints

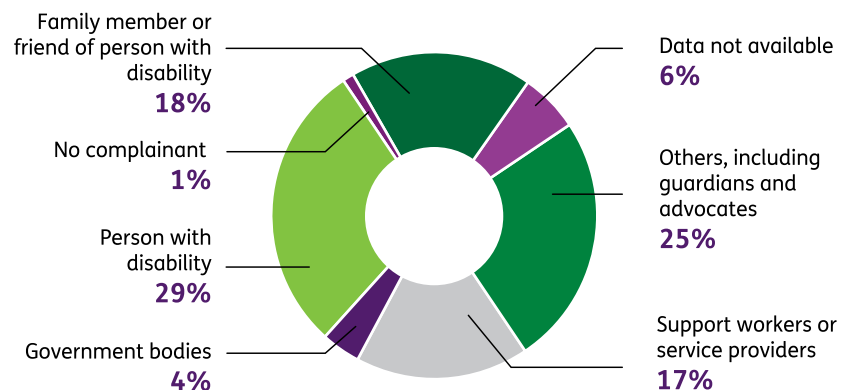
The NDIS Commission manages complaints in connection with supports and services delivered by NDIS providers and their workers. Anyone can make a complaint to the NDIS Commission about an NDIS support or service.

**The NDIS Commission received 1,812 complaints during the reporting period.**

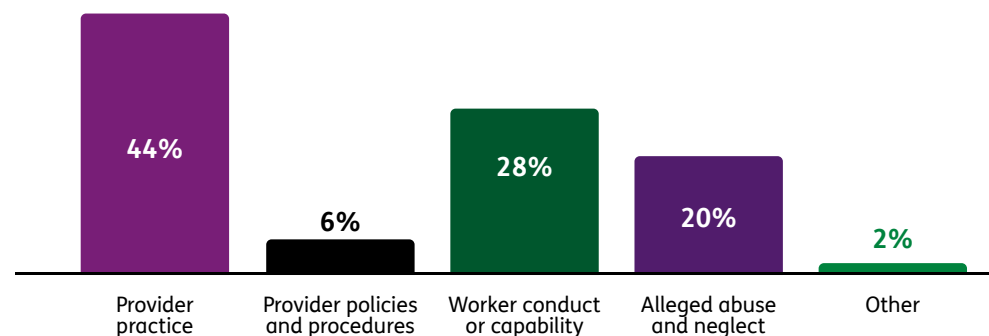
Number of complaints received by state/territory



Percent of complaints received by primary complainant



Issues raised by complaints received in the period are grouped as follows



### 3) Registrations

The registration of NDIS providers aims to ensure the provision of safe and quality services by having providers meet quality and competency standards proportionate to the risk associated with the type of service delivery and the scale of the provider.

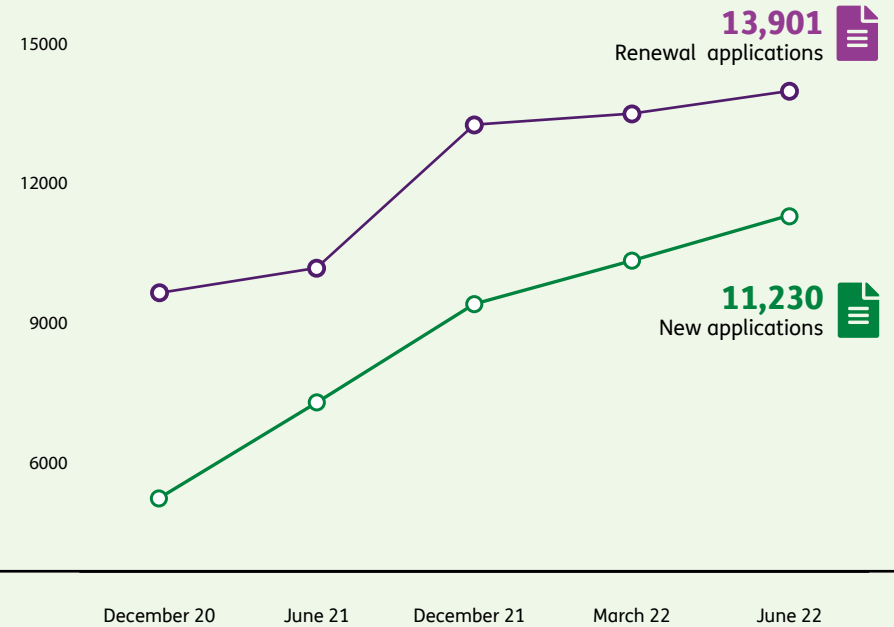
### Registered providers



(Total number of registered providers at 31 March 2022: **19,015**)



### New and renewal applications (provider registration)



Number of providers that did not seek to maintain registration during reporting period

**169**

Providers who have claimed an NDIS payment during reporting period

**9,441**



### Auditors and audit activity



Approved quality auditing bodies

19



Total trained individual auditors

785



Individual auditors who have successfully completed NDIS Commission training (2021-2022)

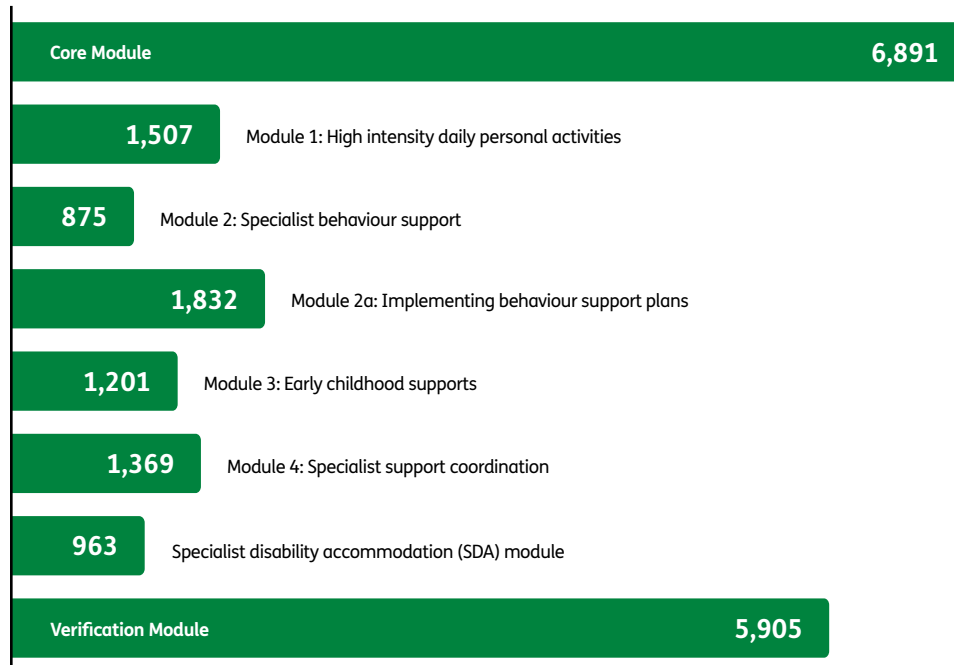
172

### Applications by audit and modules completed

By audit completed as part of the application process



Of those audits completed, by module completed



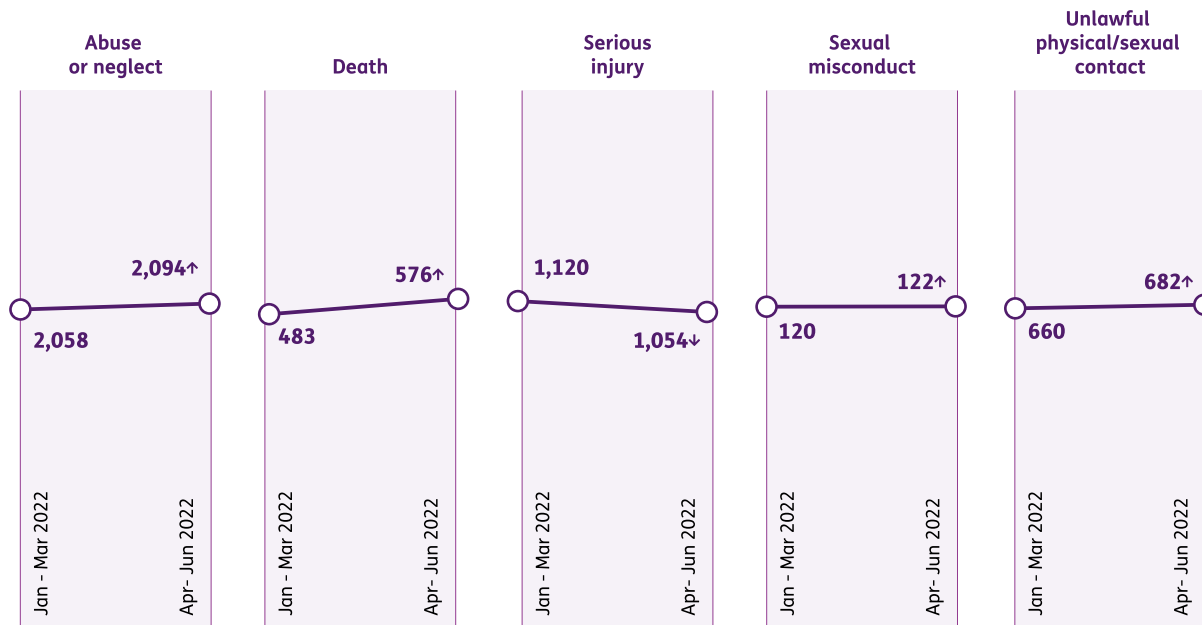
## 4) Reportable Incidents

Registered providers are required to notify the NDIS Commission of certain serious incidents, including allegations that occur in connection with the provision of NDIS supports and services.

### Number of Reportable Incidents received during reporting period

(excludes Unauthorised Restrictive Practices)

# 4,528



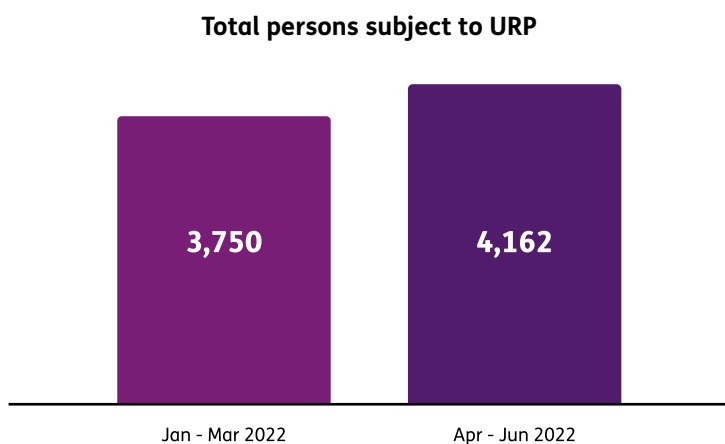
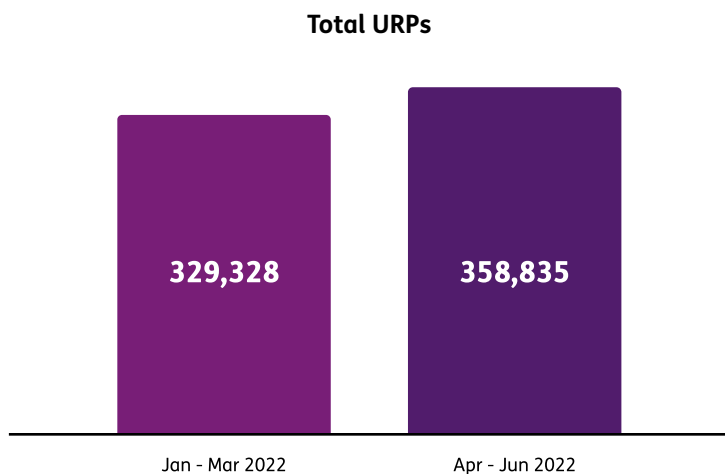
**Providers indicated that Police were informed in relation to 791 incidents.**

Note: The number of reports received does not correlate to the number of actual instances of harm to a person with disability. Reports may include multiple notifications of the same matter, allegations of incidents, and situations where incidents occurred, but harm to the person was avoided.

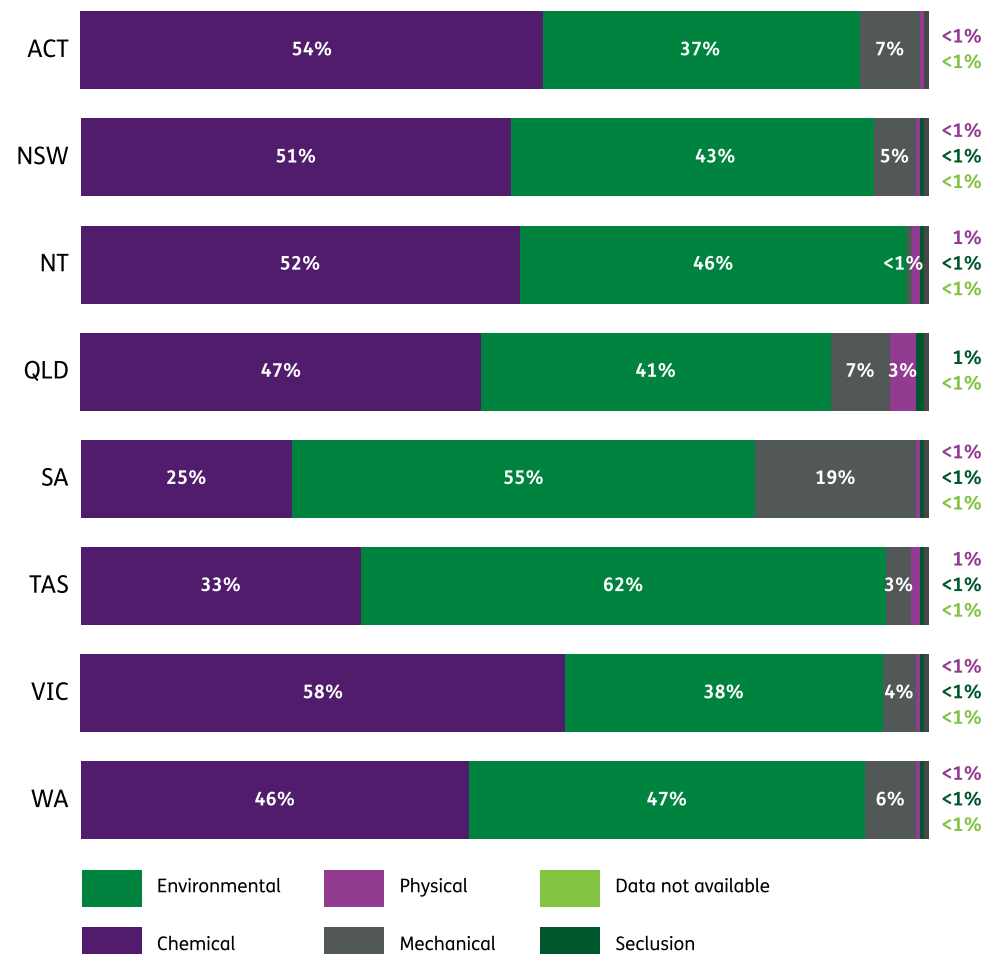


## 5) Unauthorised Restrictive Practices (URPs)

A restrictive practice is any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability.



### URPs by State/Territory and restrictive practice type





## 6) Behaviour Support

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.

### Number of behaviour support plans lodged within reporting period

 **3,640**

### Behaviour support practitioners



### Positive Behaviour Support Capability Framework

A total of 4,361 behaviour support practitioners have submitted self-assessment evidence against the framework since implementation in 2021. 2,529 behaviour support practitioners are currently considered suitable to deliver behaviour support services and review of the remaining 1,832 behaviour support practitioner self-assessments is in progress. The NDIS Commission continues to receive additional self-assessment applications from behaviour support practitioners.

## 7) Compliance

### Number of compliance outcomes by outcome type (1 July 2021 - 30 June 2022)

| By outcome type |   |
|-----------------|---|
| <b>33</b>       | Banning orders  |
| <b>6</b>        | Registration suspensions                                      |
| <b>2</b>        | Registrations revoked   |
| <b>64</b>       | Registration refusals   |
| <b>9</b>        | Infringement notices  |
| <b>17</b>       | Compliance notices  |
| <b>99</b>       | Warning letters   |
| <b>303</b>      | Education   |
| <b>462</b>      | Investigations underway                                       |
| <b>1</b>        | Revocations   |
| <b>2</b>        | Civil proceedings commenced                                   |
| <b>1,901</b>    | Compliance activities underway                                |
| <b>2,754</b>    | Providers subject of compliance and/or investigation activity |

**Note:** Compliance and/or investigation activity excludes activity in relation to worker COVID-19 vaccination status.

### Targeted compliance action in relation to COVID-19:

- 11,827 registered NDIS providers have been issued with a notice requiring them to provide information pertaining to the COVID-19 vaccination status of their workers, and are being monitored for compliance in the context of their obligations in accordance with state and territory public health orders.



## 8) Worker Screening

State and territory governments undertake the screening of individuals who seek a clearance in accordance with state and territory laws.

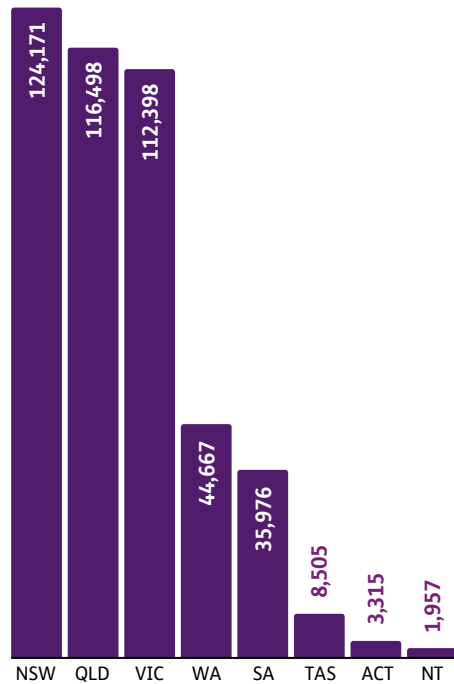
### Number of worker clearances granted

(since 1 February 2021)

 **447,487**

### Number of worker screening clearances by state/territory

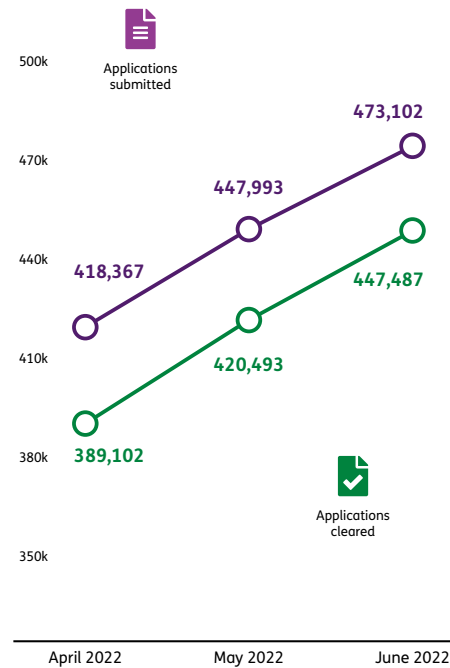
(since 1 February 2021)



### Applications submitted and cleared by state and territory

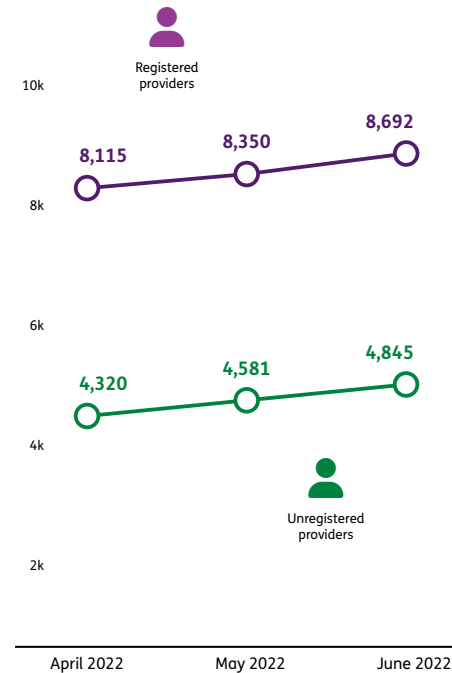
Worker Screening Units

(month-to-month, cumulative)



### Number of providers linked to a worker

(cumulative)



Number of NDIS Worker Screening Check exclusions issued

**230**



Number of NDIS Worker Screening Check applications under interim bar

**320**



Number of NDIS Worker Screening Check clearances under suspension

**76**



## 9) Engagement

Number of contacts received via Contact Centre (1800 number) or email during reporting period



Total number of contacts

**44,575**



Total number of contacts from NDIS participants

**4,190**



Emails

**4,999**

## 10) COVID-19

Registered NDIS providers are required, under conditions of registration, to notify the NDIS Quality and Safeguards Commissioner of certain changes and events that significantly impact their ability to deliver NDIS supports and services that they are registered to provide.

**Number of infections**  
(cumulative since March 2020)

### New South Wales

|                               |       |
|-------------------------------|-------|
| Participant active infections | 694   |
| Participant recovered         | 6,471 |

### Victoria

|                               |       |
|-------------------------------|-------|
| Participant active infections | 899   |
| Participant recovered         | 4,895 |

### All other states and territories

|                               |       |
|-------------------------------|-------|
| Participant active infections | 1,374 |
| Participant recovered         | 7,468 |

|                                     |               |
|-------------------------------------|---------------|
| Total participant active infections | <b>2,967</b>  |
| Total participant recovered         | <b>18,834</b> |



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Number of COVID-19 related complaints in this reporting period

**131**



Number of COVID-19 related calls to Contact Centre in this reporting period

**248**



Number of providers making COVID-19 related notifications of support change (cumulative since March 2020)

**2,695**

### Number of COVID-19 related notifications of events and/or support change<sup>1</sup> by registration category



**Total notifications<sup>2</sup> 21,464** (cumulative since March 2020)

<sup>1</sup> Registered Providers have an obligation to maintain supports critical to the health, wellbeing and safety of NDIS participants, to plan for adjustments to services, to communicate and consult changes with participants, and to have plans in place to prevent and respond to COVID-19 infections. Registered Providers are required to notify the Commissioner of events and changes impacting the delivery of supports and services for which they are registered.

<sup>2</sup> Total notifications inclusive of notifications that have yet to have a support category identified. A single notification can be about more than one registration category.



### Worker vaccination rates by state/territory at end of reporting period

|       |       |
|-------|-------|
| ACT   | 99.4% |
| NSW   | 91.6% |
| NT    | 95.9% |
| QLD   | 95.1% |
| SA    | 93.0% |
| TAS   | 93.9% |
| VIC   | 95.9% |
| WA    | 94.9% |
| Total | 93.9% |

#### COVID-19 pandemic information

The NDIS Commission has continually provided information to service providers about their obligations to safely and competently provide supports and services to people with disability during the COVID-19 pandemic. Since the beginning of the COVID-19 pandemic we have issued:

#### Providers

192 provider alerts; 8 fact sheets; 8 e-newsletters containing information relating to COVID-19; and 1 information pack for NDIS providers and workers.

#### Participants

4 fact sheets; 5 Easy Read documents; 5 e-newsletters (SAFEGuard) containing information relating to COVID-19; 1 information pack for NDIS participants; and 1 joint NDIS Commission and NDIA open letter to all Victorian participants and their support networks.

