

Version  
**4.0**



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# **ACTIVITY REPORT**

## **1 January – 31 March 2023**

NDIS Quality and Safeguards Commission



**NDIS Quality  
and Safeguards  
Commission**

## NDIS Quality and Safeguards Commission Activity Report 1 January to 31 March 2023

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Unless otherwise stated, data provided in this report pertains to the stated reporting period and was extracted on 3 April 2023.

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”.

Published by:

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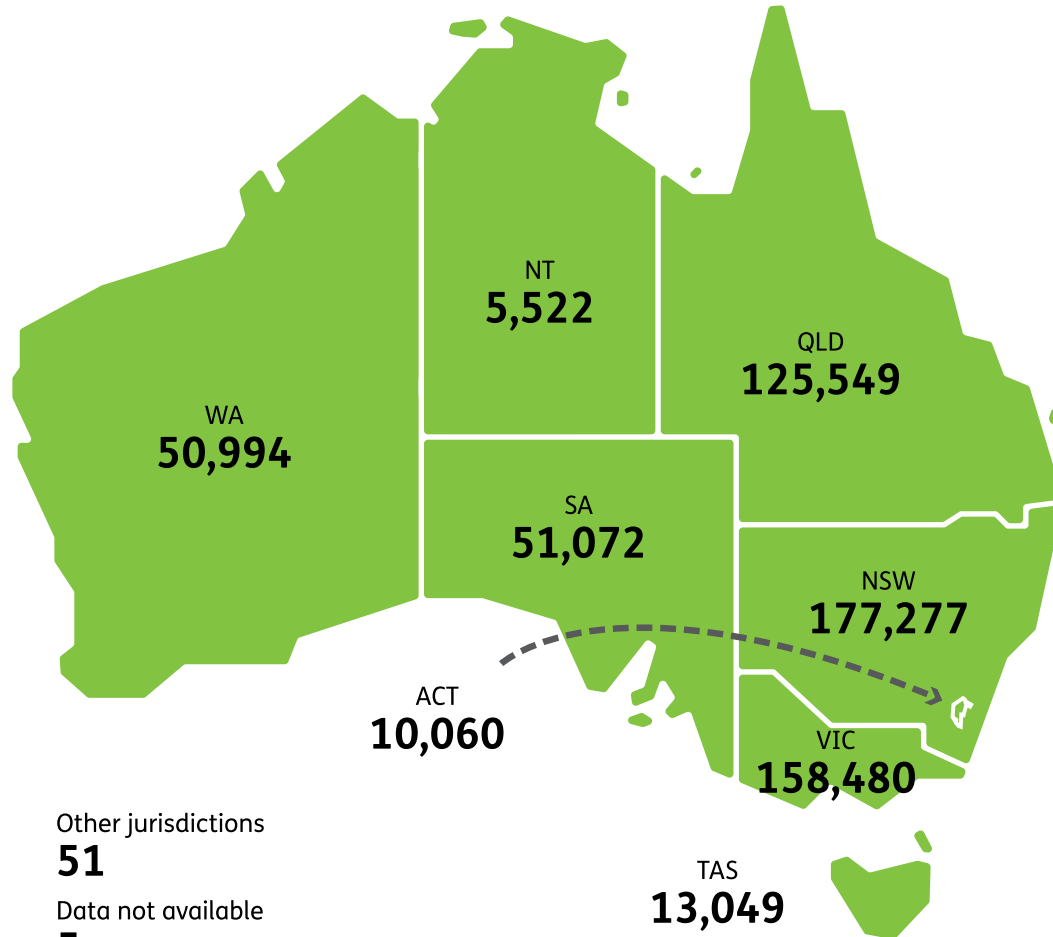
[www.twistedpear.com.au](http://www.twistedpear.com.au)



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# 1) Participants

Count of NDIS participants




Other jurisdictions

**51**

Data not available

**5**

Total NDIS participants

 **592,059**

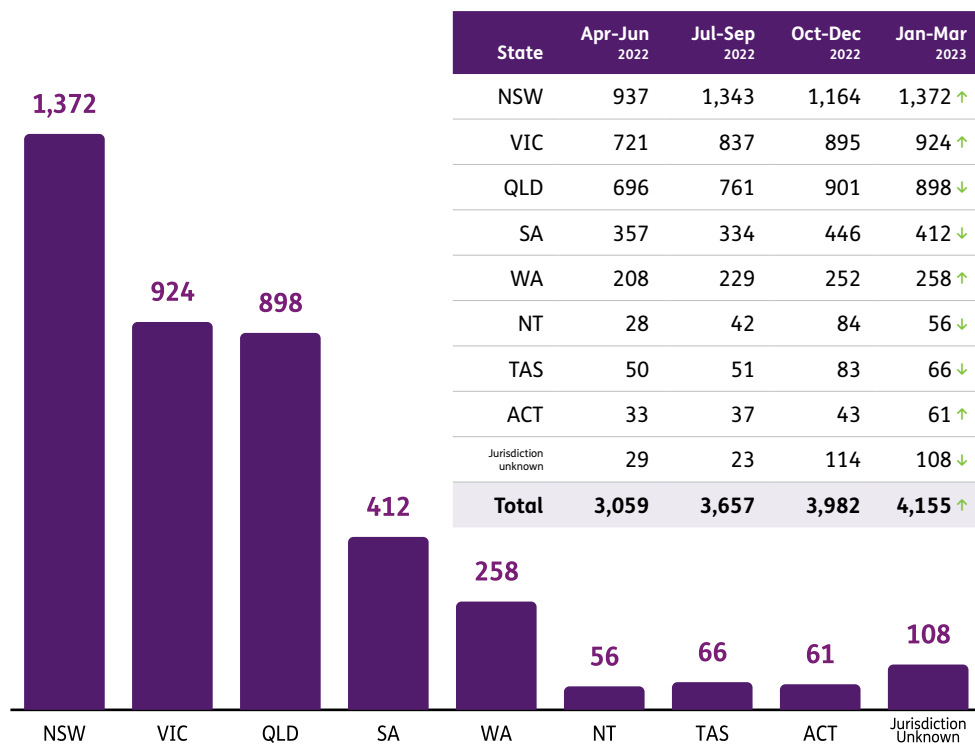


## 2) Complaints

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.

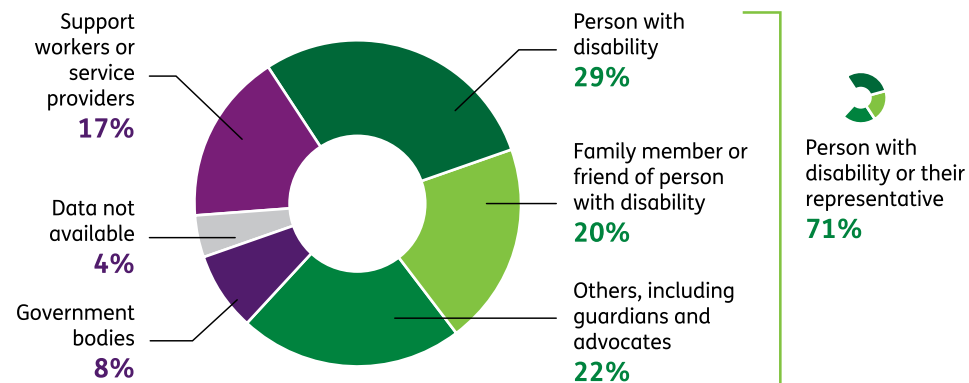
**The NDIS Commission received 4,155 complaints during the reporting period.**

### Number of complaints received by state/territory

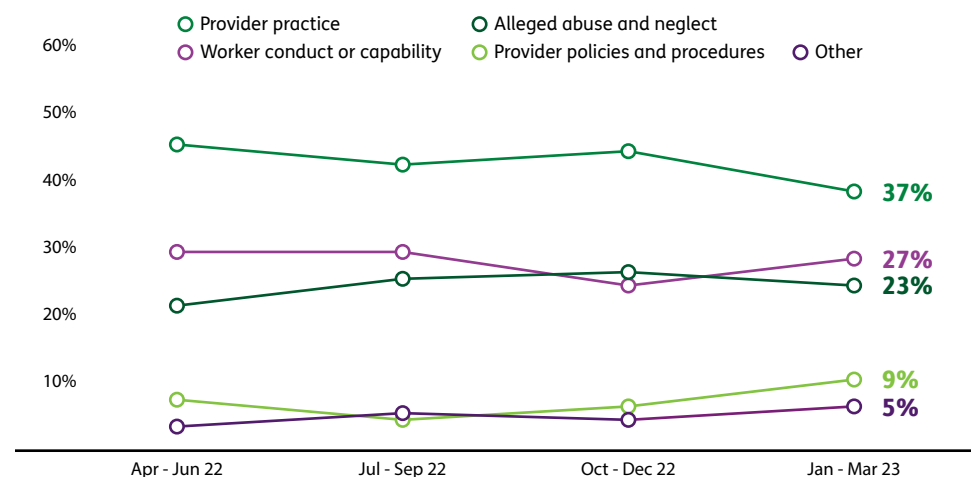


Note: The NDIS Commission has revised reporting methodology. Complaints received count now includes matters that fall outside of the NDIS Commission's regulatory scope (for example, eligibility for NDIS funding). The NDIS Commission manages out of scope complaints through the provision of information and referrals to appropriate agencies.

### Percent of complaints received by primary complainant



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



(may not equal 100% due to rounding)



### 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 attaching to the type of service delivery and the scale of the provider.

## Registered providers



**17,820**

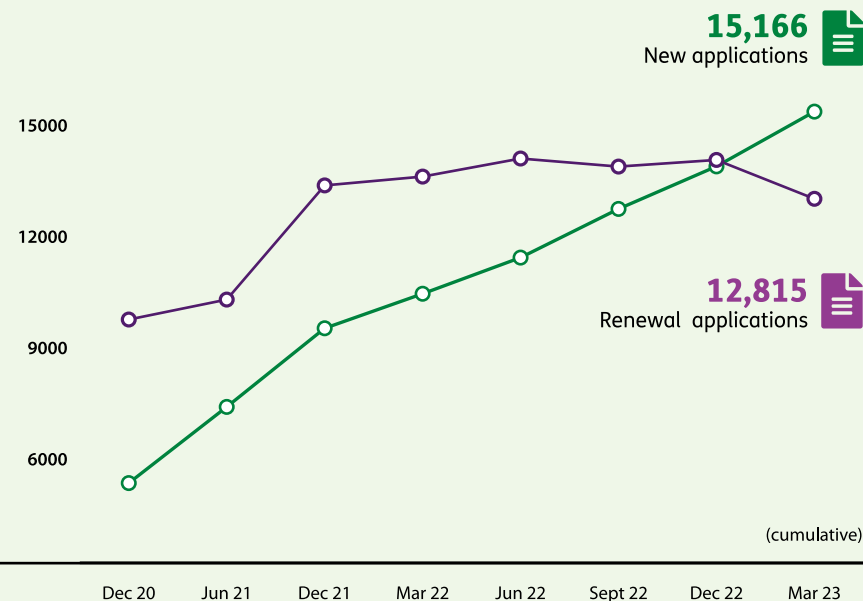
Total number of registered providers at 31 March 2023

(Total number of registered providers at 31 December 2022: **19,315**)

### Total number of registered providers by type



### New and renewal applications (provider registration)



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

**1,832**

Note: Figure does not include compliance activity such as registration revocations. Refer to 7. Compliance for compliance activity.

Providers who have claimed an NDIS payment during reporting period

**9,458**



### Auditors and audit activity



Approved quality auditing bodies

21



Total trained individual auditors

890



Individual auditors who have successfully completed NDIS Commission training in 2022-2023 FY

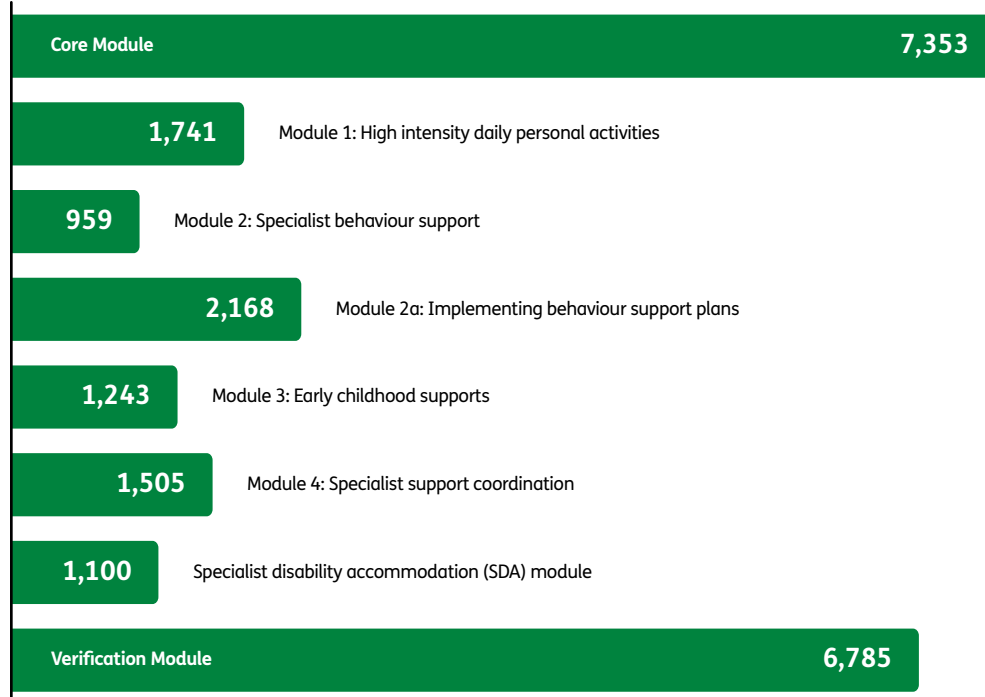
105

### Applications by audit and modules completed

By audit completed as part of the application process



Of those audits completed, by module completed



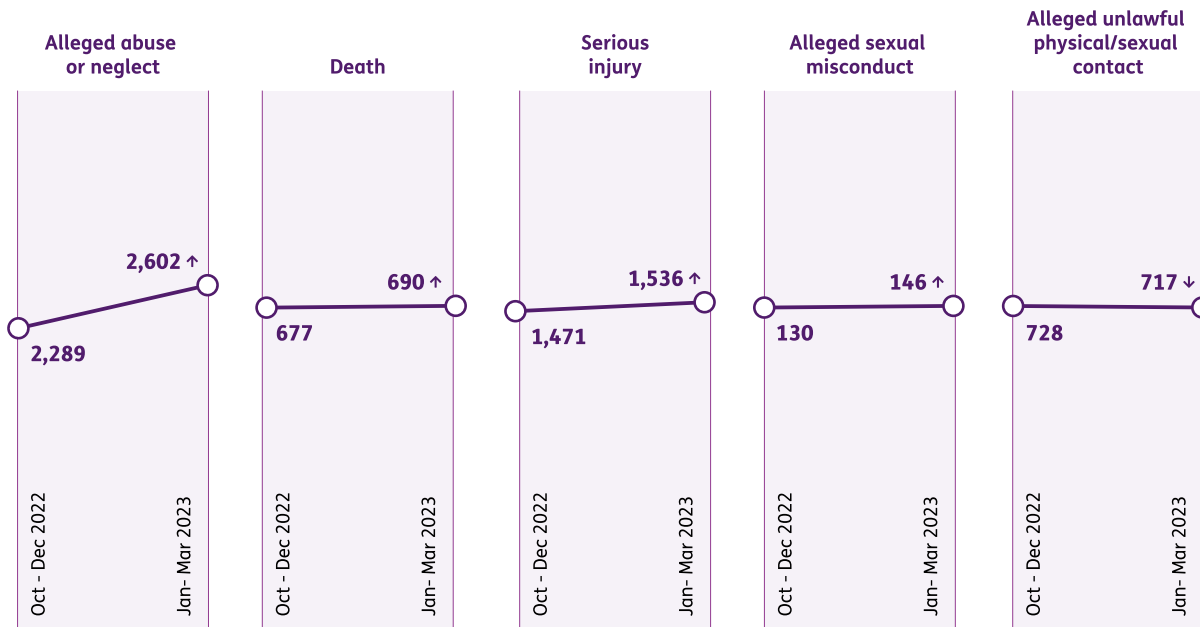
## 4) Reportable Incidents

Registered NDIS 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)

# 5,691



Providers indicated that Police were informed in relation to 970 incidents notified during reporting period

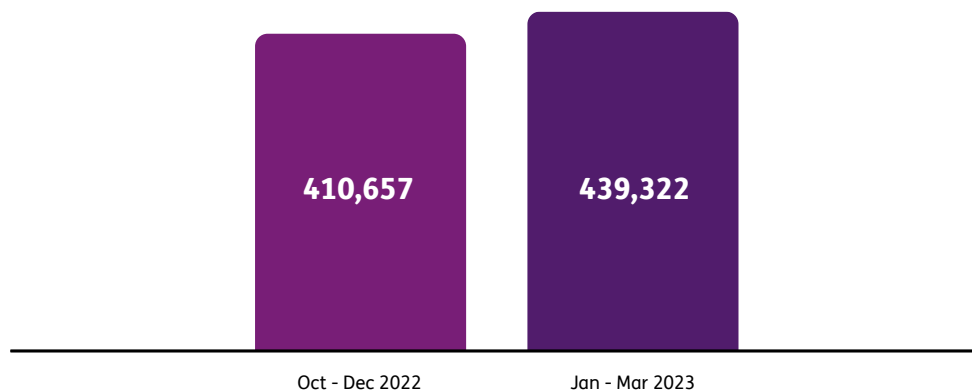
Note: The number of reports received does not correlate to the number of actual instances of harm to a person with disability. Reports may include multiple notifications of the same matter, allegations of incidents, and situations where incidents occurred, but harm to the person was avoided.



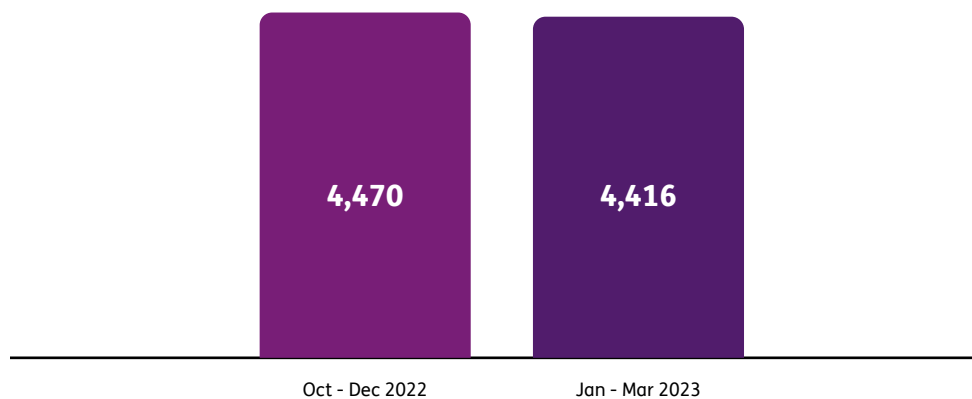
## 5) Unauthorised Restrictive Practices (URPs)

A restrictive practice is any practice or intervention that has the effect of restricting the human rights or freedom of movement of a person with disability. NDIS providers are required by law to ensure that restrictive practices are only used as a last resort, and in the least restrictive form.

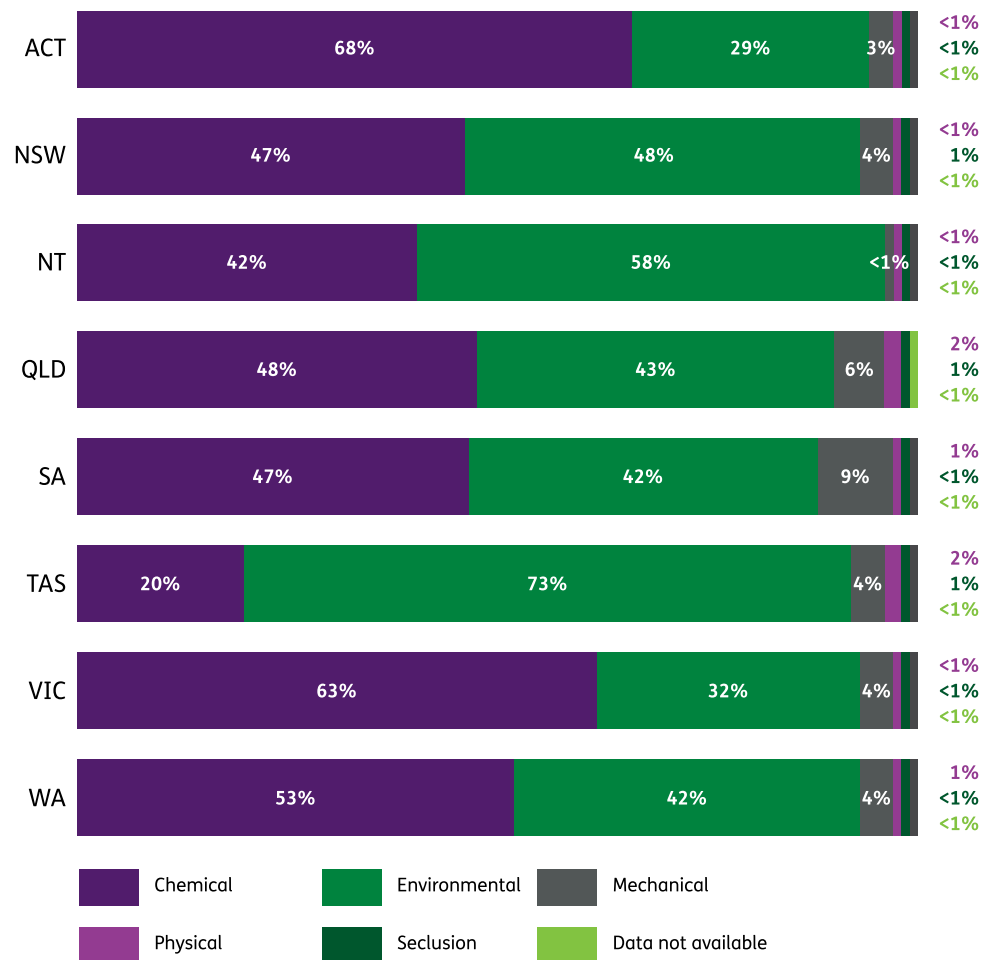
### Total URPs



### Total persons subject to URP



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



(state/territory total may not equal 100% due to rounding)





## 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

 **3,721**

### NDIS behaviour support practitioners



Suitable (cumulative)

**5,376**



Suitable (this quarter)

**832**

### Positive Behaviour Support Capability Framework

5376 behaviour support practitioners are currently considered suitable to deliver behaviour support services. 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 2022 - 31 March 2023)

#### By outcome type

<b>1</b>	Civil penalty proceeding commenced
<b>74</b>	Banning order
<b>9</b>	Registration revoked
<b>12</b>	Registration suspensions
<b>1,078</b>	Registration refusal
<b>10</b>	Infringement notice
<b>6</b>	Compliance notice
<b>40</b>	Warning letter
<b>4,976</b>	Education
<b>584</b>	Corrective action request
<b>481</b>	Investigation underway
<b>1,082</b>	Compliance activity underway
<b>12,852</b>	Providers subject of compliance and/or investigation activity



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## 8) Worker Screening

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

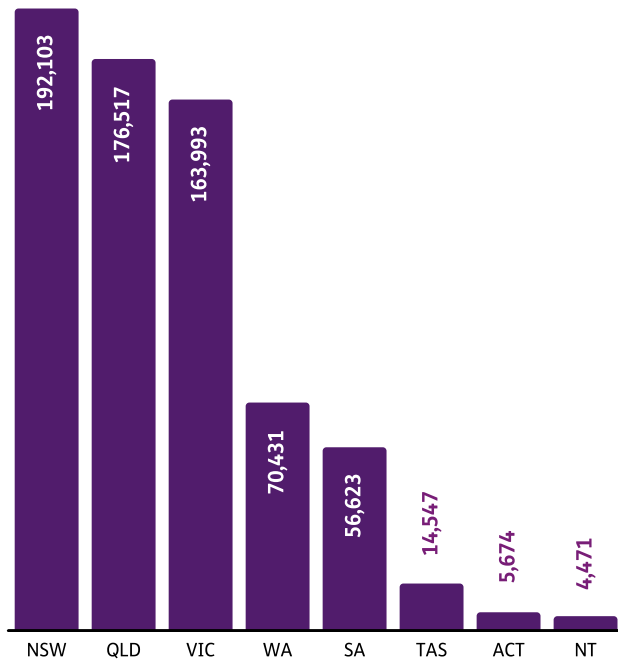
### Number of worker clearances granted

(since 1 February 2021)

 **684,359**

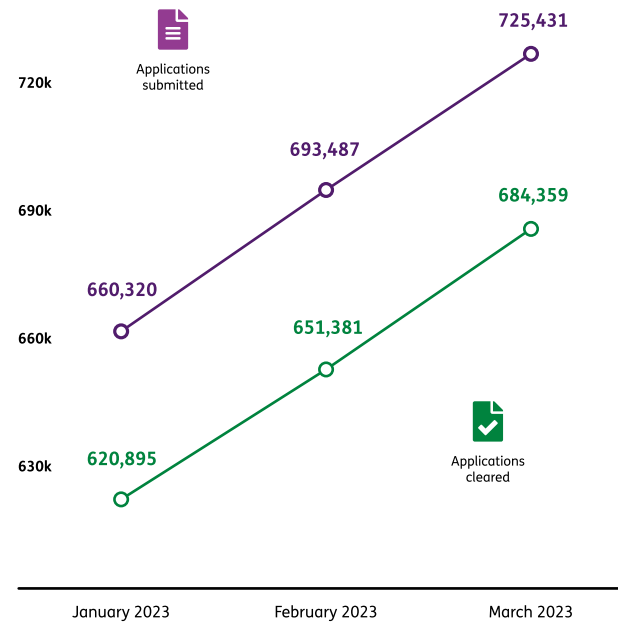
### Number of worker screening clearances by state/territory

(since 1 February 2021)



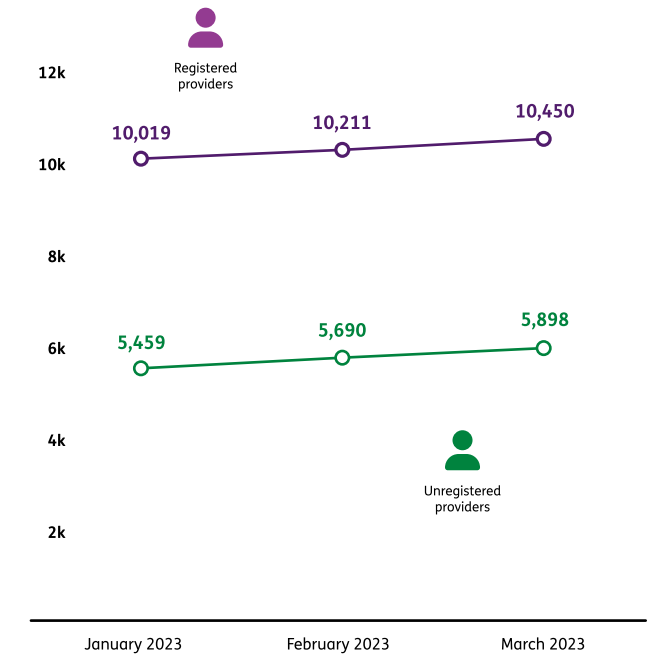
### Applications submitted and cleared by state and territory Worker Screening Units

(month-to-month, cumulative)



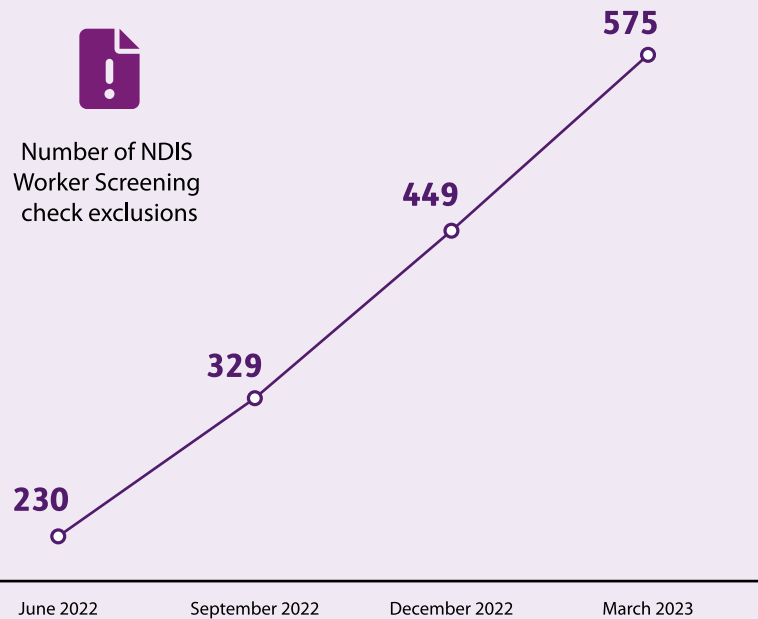
### Number of providers linked to a worker

(cumulative)



## Number of NDIS Worker Screening Check exclusions issued

(active at end reporting period)



Number of NDIS Worker Screening check exclusions



Number of NDIS Worker Screening Check applications under interim bar

**416**



Number of NDIS Worker Screening Check clearances under suspension

**234**



## 9) Engagement

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

Total number of calls received  
**50,733**



Total number of calls from NDIS participants<sup>1</sup>  
**4,351**



Total number of emails received  
**10,029**



<sup>1</sup> May include family members, supporters and advocates on behalf of participants.



## 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 comply with their conditions of registration or to deliver NDIS supports and services that they are registered to provide.

Registered providers notify the NDIS Commission of the impact of COVID-19 where it adversely affects NDIS participant access to the supports and services that they are registered to provide. This includes NDIS participant COVID-19 infection and changes to support delivery.

### Number of infections

(as at 4 April 2023; cumulative since March 2020)

#### New South Wales

Participant active infections	90
Participant recovered	10,768

#### Victoria

Participant active infections	62
Participant recovered	7,870

#### All other states and territories

Participant active infections	108
Participant recovered	11,944

Total participant active infections	260
Total participant recovered	30,585



Number of COVID-19 related complaints in this reporting period

13



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

43



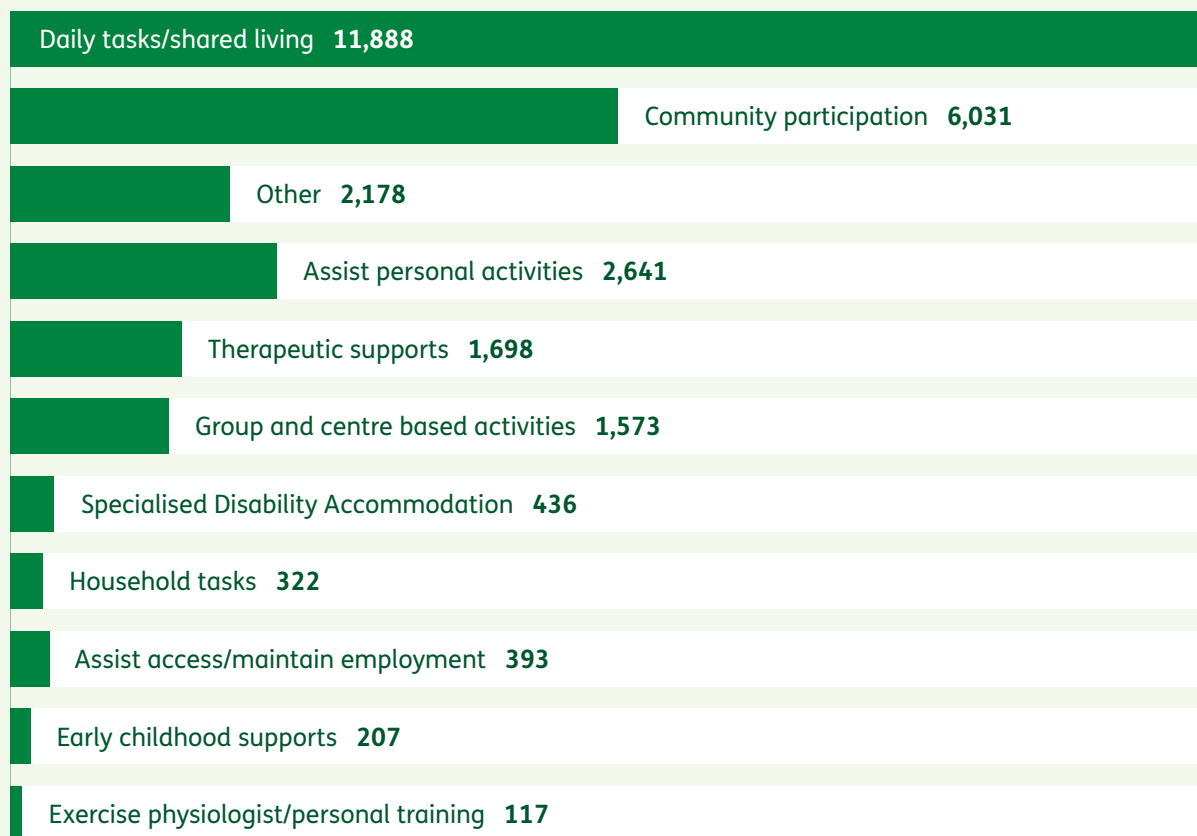
Number of providers making COVID-19 related notifications of support change  
(as at 4 April 2023, cumulative since March 2022)

2,858



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## Number of COVID-19 related notifications of events and/or support change<sup>2</sup> by registration category



<sup>2</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 NDIS Commissioner of events and changes impacting the delivery of supports and services for which they are registered.



Total notifications<sup>3</sup>

**29,225**

(as at 4 March 2023, cumulative since March 2020)

<sup>3</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.

