

Version
1.0



ACTIVITY REPORT

1 October – 31 December 2022

NDIS Quality and Safeguards Commission



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission Activity Report 1 October to 31 December 2022

© NDIS Quality and Safeguards Commission



The material in this document, with the exception of logos, trademarks, third party materials and other content as specified is licensed under Creative Commons CC-BY-NC-ND licence, version 4.0 International. You may share, copy and redistribute the document in any format. You must acknowledge the NDIS Quality and Safeguards Commission as the owner of all intellectual property rights in the reproduced material by using ‘©NDIS Quality and Safeguards Commission’ and you must not use the material for commercial purposes. If you remix, transform or build upon the material contained in this document, you must not distribute the modified material. The NDIS Quality and Safeguards Commission expects that you will only use the information in this document to benefit people with disability.

Unless otherwise stated, data provided in this report pertains to the stated reporting period and was extracted on 3 January 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:

NDIS Quality and Safeguards Commission

L1, 121 Henry St,

Penrith NSW 2750

www.ndiscommission.gov.au

1800 035 544

Designed by:

Twisted Pear

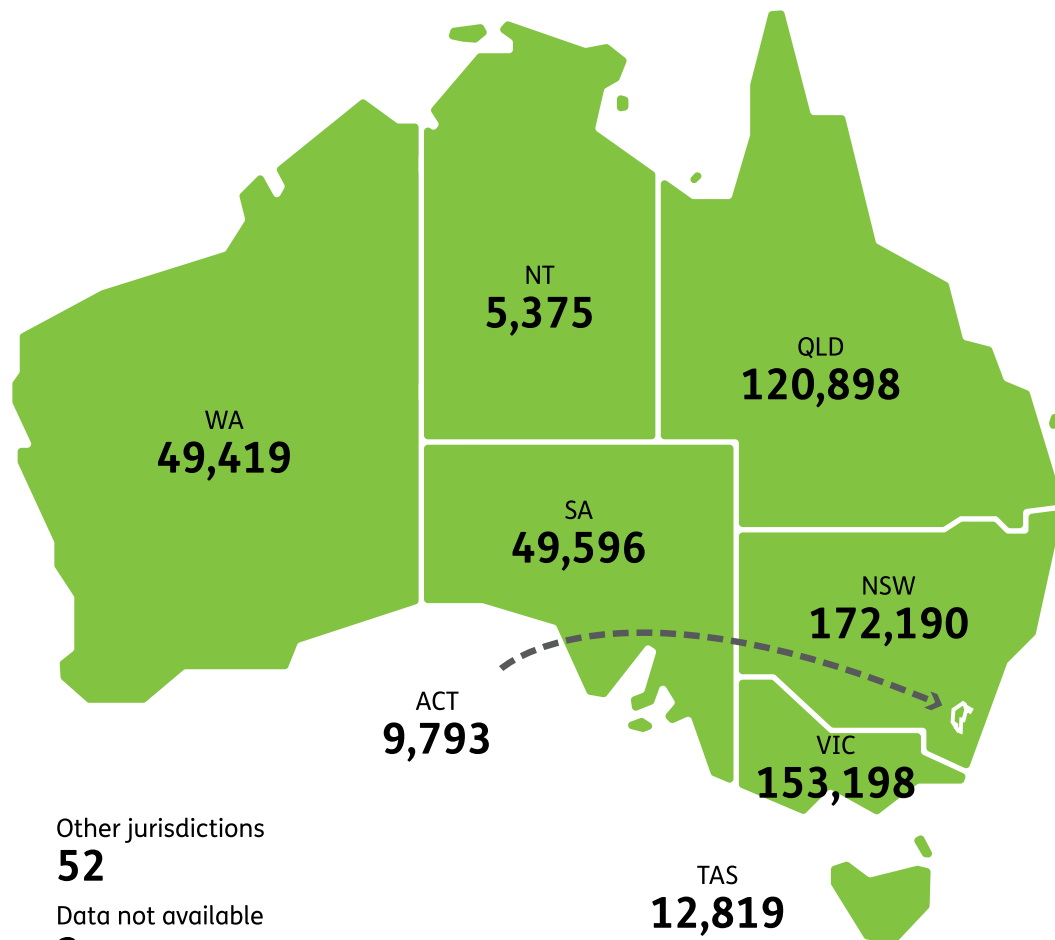
www.twistedpear.com.au



NDIS Quality
and Safeguards
Commission

1) Participants

Count of NDIS participants



Other jurisdictions

52

Data not available

2

Total NDIS participants

 **573,342**



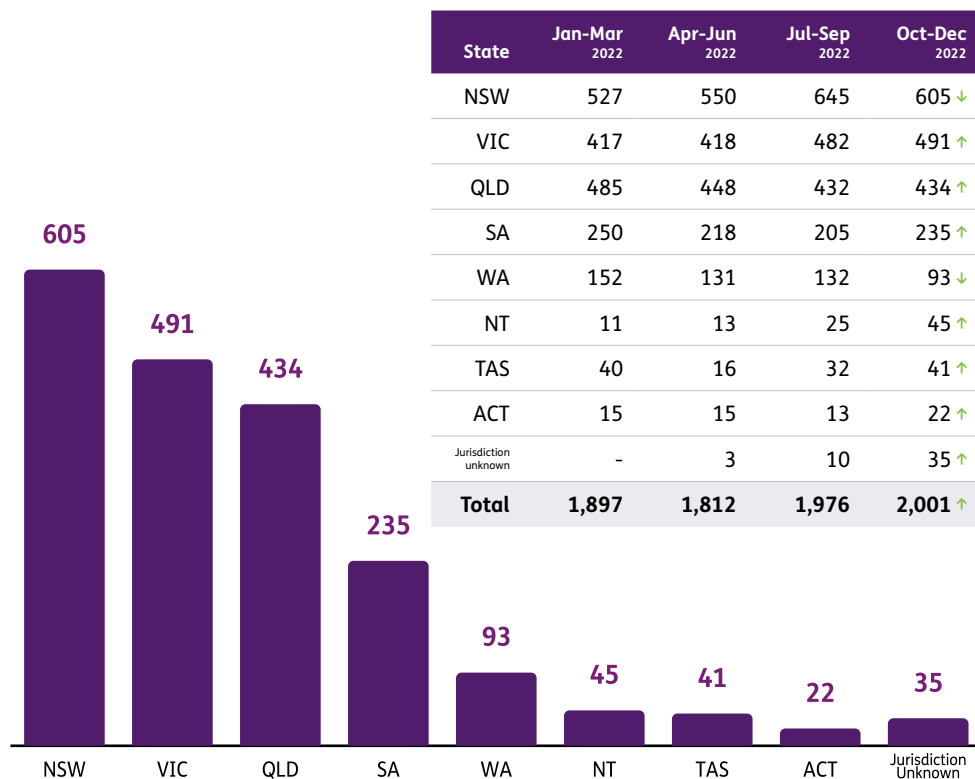
NDIS Quality
and Safeguards
Commission

2) Complaints

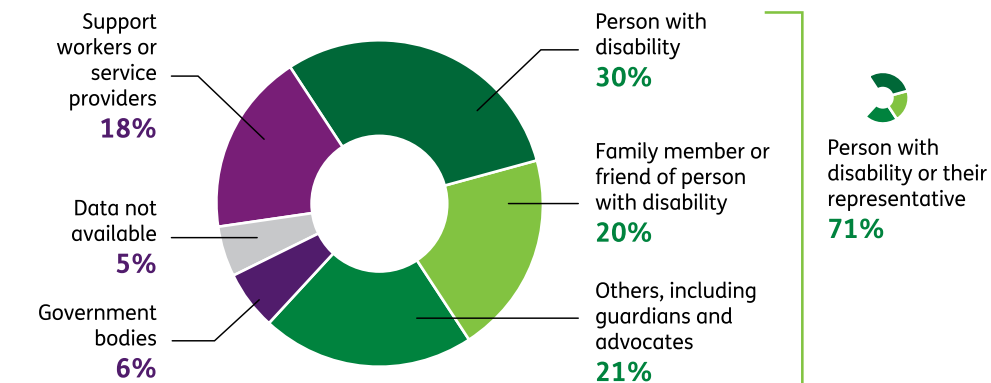
The NDIS Commission manages complaints in connection with supports and services delivered by NDIS providers and their workers. Anyone can make a complaint to the NDIS Commission about an NDIS support or service.

The NDIS Commission received 2001 complaints during the reporting period.

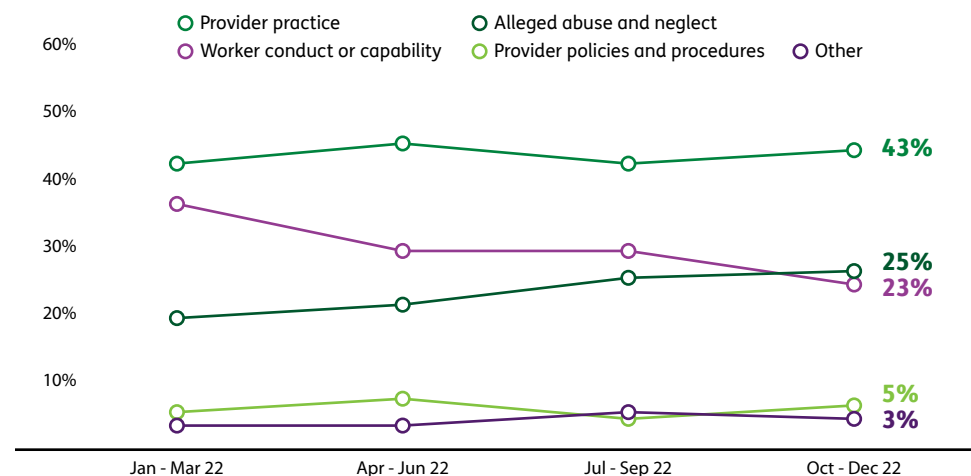
Number of complaints received by state/territory



Percent of complaints received by primary complainant



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



(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.

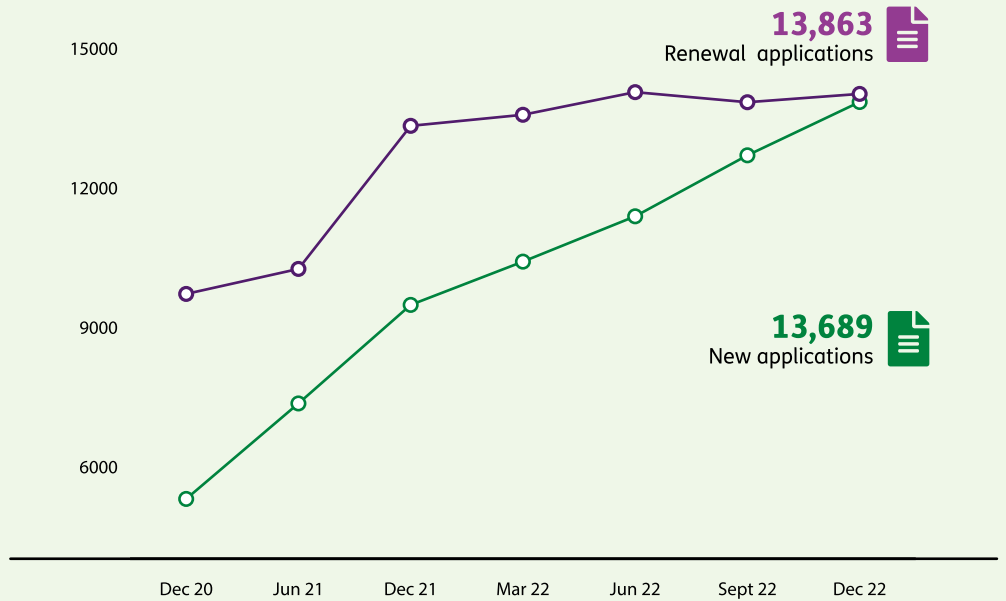
Registered providers



(Total number of registered providers at 30 September 2022: **19,536**)



New and renewal applications (provider registration)



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

500

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

9,603



Auditors and audit activity



Approved quality auditing bodies

20



Total trained individual auditors

865



Individual auditors who have successfully completed NDIS Commission training (2022-2023)

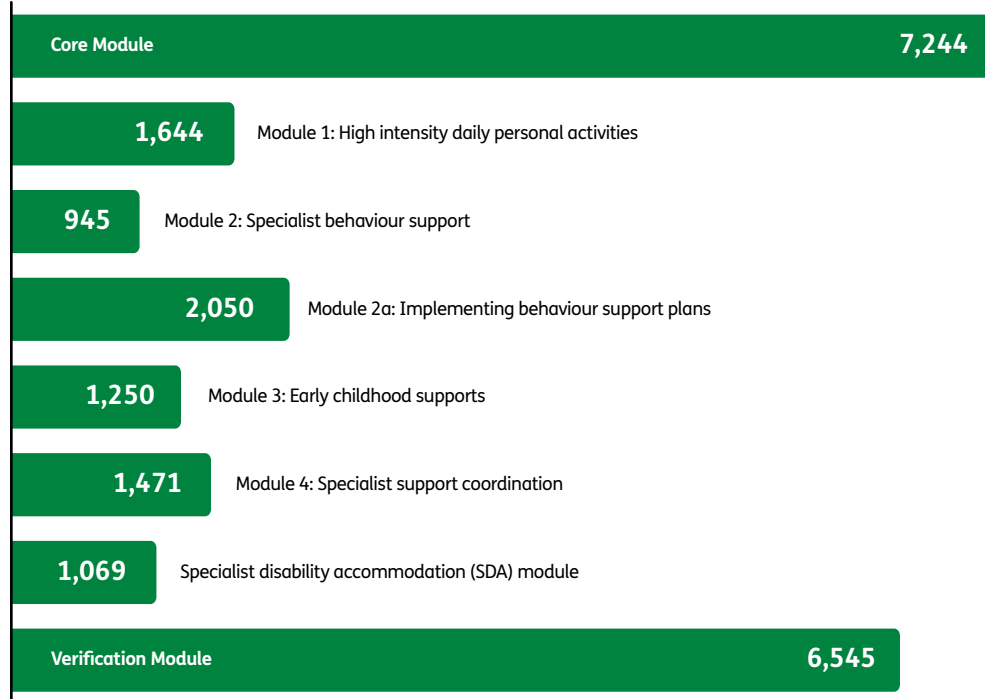
80

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)

5,295



Providers indicated that Police were informed in relation to 908 incidents during reporting period.

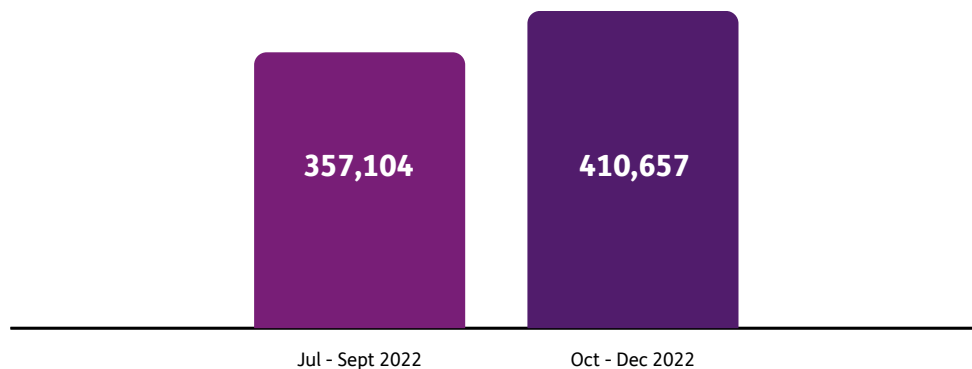
Note: The number of reports received does not correlate to the number of actual instances of harm to a person with disability. Reports may include multiple notifications of the same matter, allegations of incidents, and situations where incidents occurred, but harm to the person was avoided.



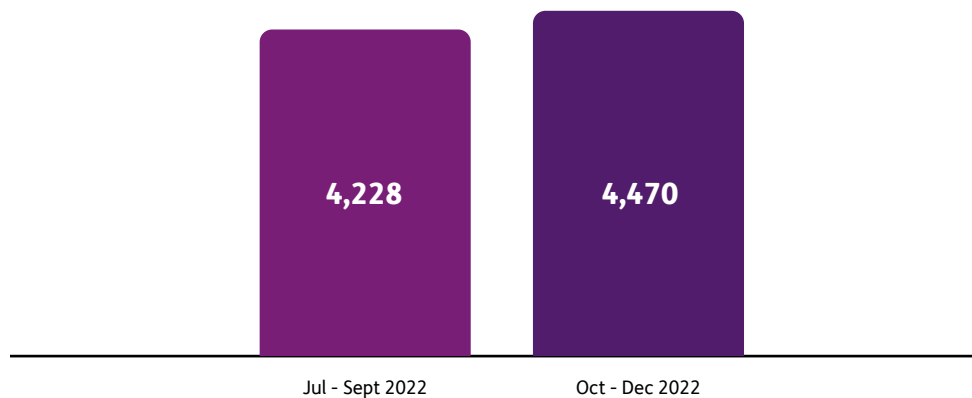
5) Unauthorised Restrictive Practices (URPs)

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

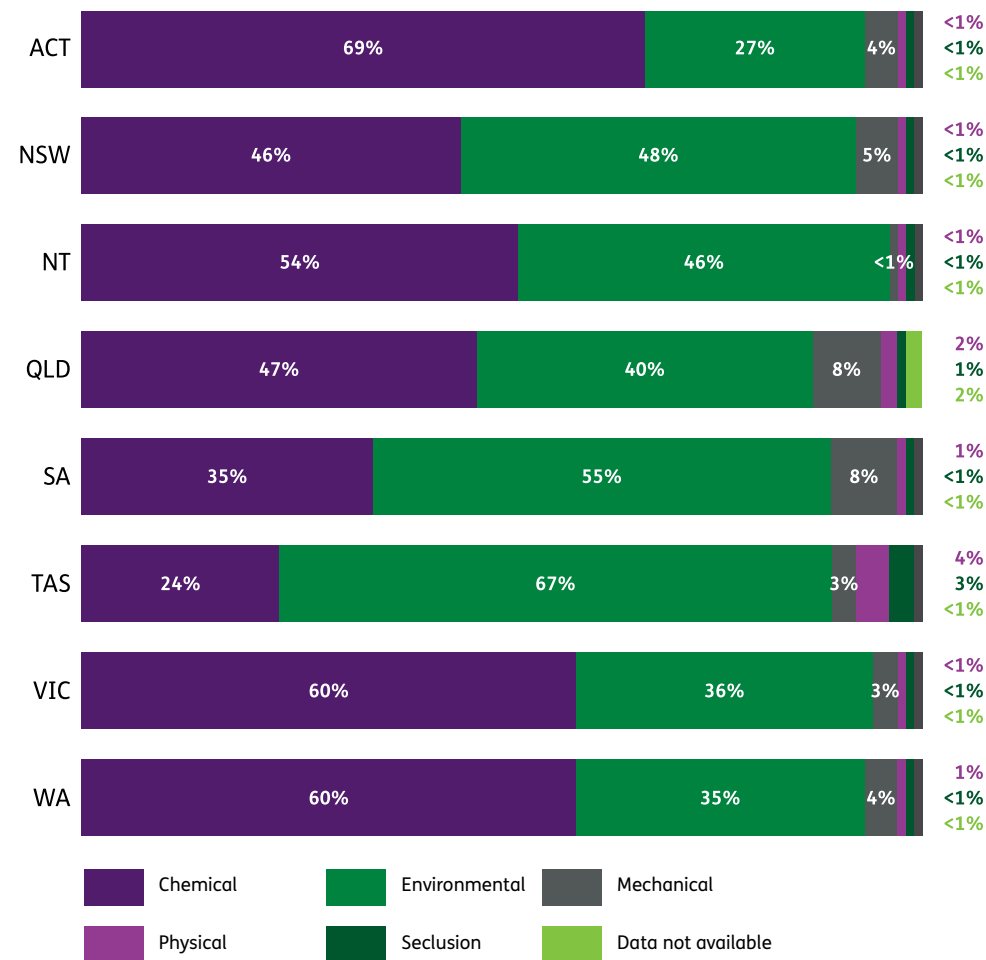
Total URPs



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

 **3,967**

NDIS behaviour support practitioners



Suitable (cumulative)

4,544



Suitable (this quarter)

1,292

Positive Behaviour Support Capability Framework

A total of 5,683 behaviour support practitioners have submitted self-assessment evidence against the framework since implementation in 2021. 4,544 behaviour support practitioners are currently considered suitable to deliver behaviour support services and review of the remaining 1,139 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 2022 - 31 December 2022)

By outcome type

- 42** Banning order
- 5** Registration revoked
- 6** Registration suspensions
- 269** Registration refusal
- 9** Infringement notice
- 5** Compliance notice
- 25** Warning letter
- 4,868** Education
- 208** Corrective action request
- 428** Investigation underway
- 950** Compliance activity underway
- 772** Providers subject of compliance and/or investigation activity¹

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

¹ Count excludes compliance activity in relation to COVID-19



NDIS Quality and Safeguards Commission

8) Worker Screening

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

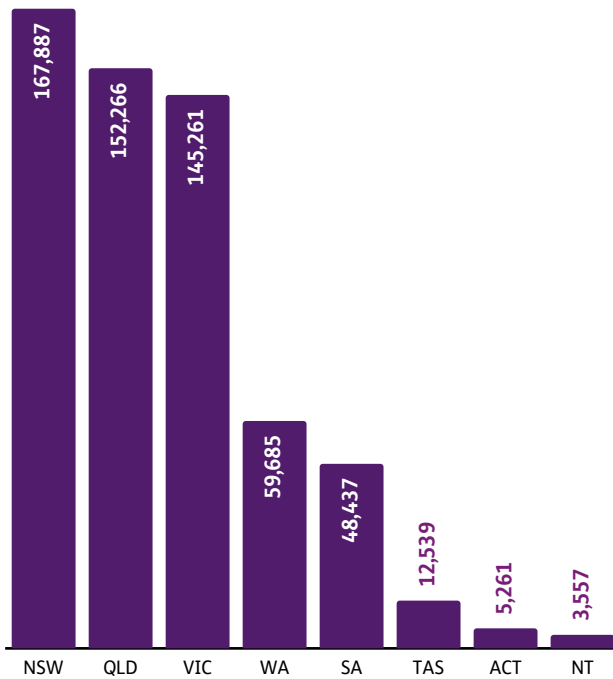
Number of worker clearances granted

(since 1 February 2021)

 **594,893**

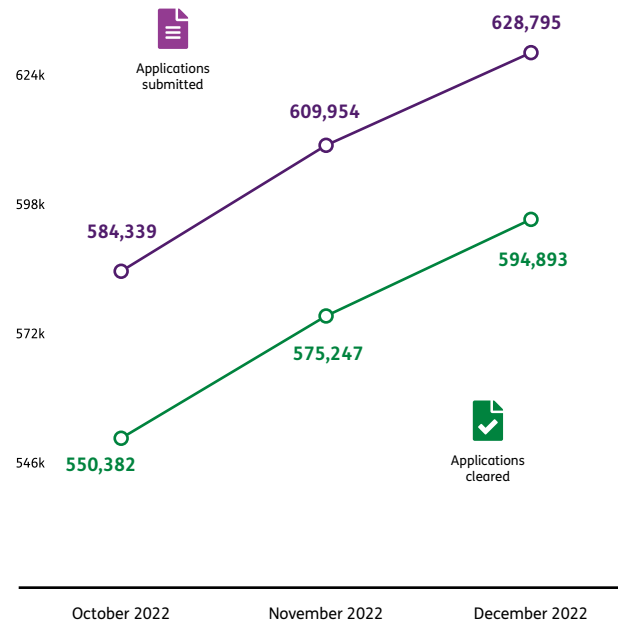
Number of worker screening clearances by state/territory

(since 1 February 2021)



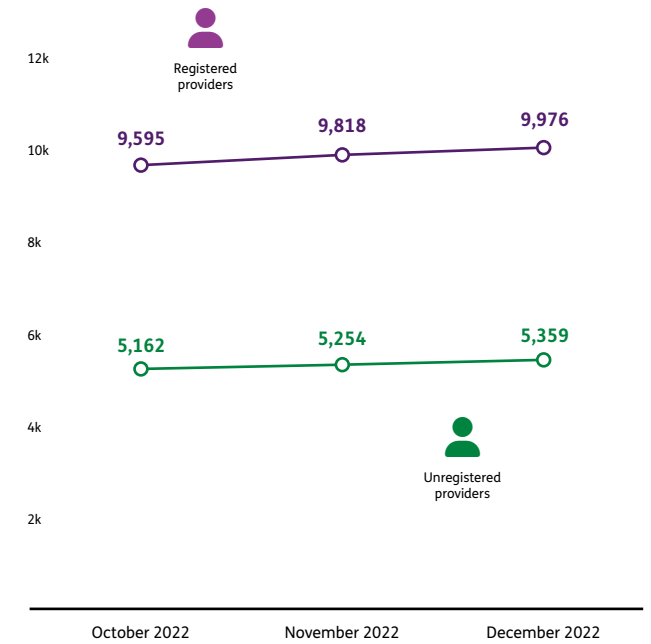
Applications submitted and cleared by state and territory Worker Screening Units

(month-to-month, cumulative)



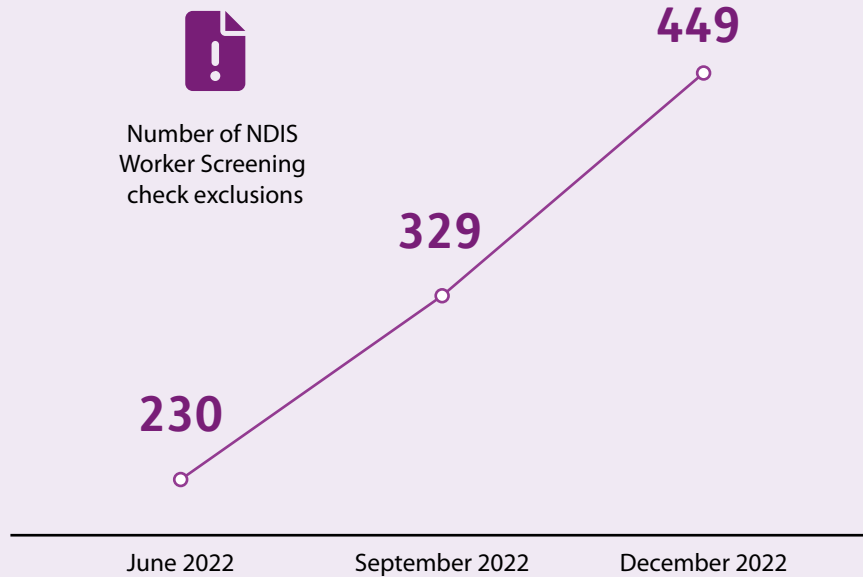
Number of providers linked to a worker

(cumulative)



Number of NDIS Worker Screening Check exclusions issued

(active at end reporting period)



Number of NDIS Worker Screening Check applications under interim bar

399

Number of NDIS Worker Screening Check clearances under suspension

173

9) Engagement

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



Total number of calls received

38,698



Total number of calls from NDIS participants²

4,057



Total number of emails received

8,390

² 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 deliver NDIS supports and services that they are registered to provide.

Number of infections

(as at 20 December 2022; cumulative since March 2020)

New South Wales

| | |
|-------------------------------|-------|
| Participant active infections | 257 |
| Participant recovered | 9,903 |

Victoria

| | |
|-------------------------------|-------|
| Participant active infections | 227 |
| Participant recovered | 7,127 |

All other states and territories

| | |
|-------------------------------|--------|
| Participant active infections | 202 |
| Participant recovered | 11,141 |

| | |
|-------------------------------------|--------|
| Total participant active infections | 686 |
| Total participant recovered | 28,171 |



Number of COVID-19 related complaints in this reporting period

19



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

109



Number of providers making COVID-19 related notifications of support change (as at 20 December 2022; cumulative since March 2022)

2,830



Number of COVID-19 related notifications of events and/or support change³ by registration category



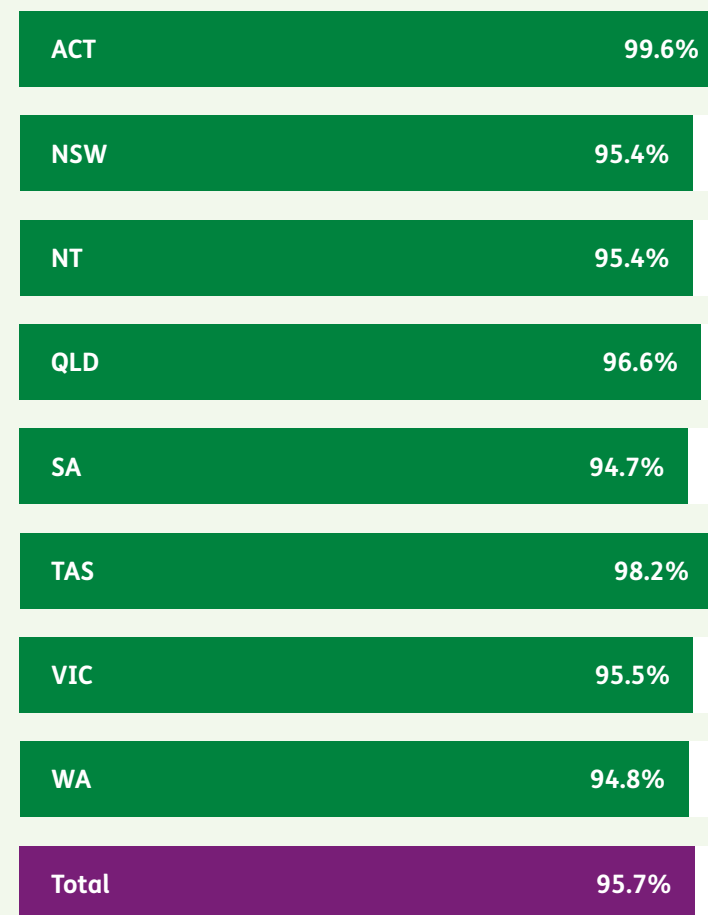
Total notifications⁴ 27,603

(as at 20 December 2022, cumulative since March 2020)

³ 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.

⁴ 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/territory⁵



⁵ As at 7 October 2022. Registered Providers are no longer required to report worker COVID-19 vaccination status to the NDIS Quality and Safeguards Commission.

