

## NOTICE OF FILING

### Details of Filing

Document Lodged:	Concise Statement
Court of Filing	FEDERAL COURT OF AUSTRALIA (FCA)
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File Title:	COMMISSIONER OF THE NDIS QUALITY AND SAFEGUARDS COMMISSION v OAK TASMANIA ACN 055 920 306
Registry:	TASMANIA REGISTRY - FEDERAL COURT OF AUSTRALIA



*Sia Lagos*

Registrar

### Important Information

This Notice has been inserted as the first page of the document which has been accepted for electronic filing. It is now taken to be part of that document for the purposes of the proceeding in the Court and contains important information for all parties to that proceeding. It must be included in the document served on each of those parties.

The date of the filing of the document is determined pursuant to the Court's Rules.



CONCISE STATEMENT

Form NCF1

No. of 2024

Federal Court of Australia
District Registry: Tasmania
Division: General

COMMISSIONER OF THE NDIS QUALITY AND SAFEGUARDS COMMISSION

Applicant

OAK TASMANIA (ACN 055 920 306)

Respondent

1. This is a claim against the Respondent (Oak), a registered NDIS provider under section 73E of the National Disability Insurance Scheme Act 2013 (Cth) (NDIS Act), for contraventions of ss 73J and 73V of the NDIS Act between 1 July 2019 and 1 December 2023 (Relevant Period) in failing to:

- a. comply with the requirements of the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 (Cth) (IMRI Rules);
b. provide supports and services to people with disability in a safe and competent manner, with care and skill pursuant to s 6(c) of the National Disability Insurance Scheme (Code of Conduct) Rules 2018 (Cth) (Code); and
c. comply with the requirements of the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 (Cth) (Practice Standards),

constituting breaches of conditions of Oak's registration as a NDIS services provider and breaches of ss 73J and 73V of the NDIS Act.

A. IMPORTANT FACTS GIVING RISE TO THE CLAIM

Reportable Incidents

- 2. On or about 1 July 2019, Oak became a registered NDIS provider, and has since that date remained a registered NDIS provider.
3. One of the conditions of Oak's registration is that it comply with all applicable requirements relating to Reportable Incidents prescribed by the IMRI Rules.

Filed on behalf of (name & role of party) Commissioner of the NDIS Quality and Safeguards Commission, Applicant
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4. Reportable Incidents are defined under s 73Z(4) of the NDIS Act as including:
  - a. the death of a person with disability; or
  - b. serious injury to a person with disability; or
  - c. abuse or neglect of a person with disability; or
  - d. unlawful sexual or physical contact with, or assault of, a person with disability; or
  - e. sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity; or
  - f. the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.
5. Pursuant to s 73Z of the NDIS Act and Part 3 of the IMRI Rules, registered NDIS providers must report all Reportable Incidents that occur in connection with the provision of supports or services to the Commission within 24 hours (if those incidents are those listed at paragraphs 4.a to 4.e above) or within 5 days (if those incidents are those listed at paragraph 4.f above): rr 20 and 21 IMRI Rules. A Reportable Incident includes a Reportable Incident that is *alleged* to have occurred as per r 17 IMRI Rules.
6. From 1 July 2019, all registered NDIS providers are required to notify the Applicant (**Commission**) of Reportable Incidents, including through the Commission Provider Portal (**Portal**). The Portal requires a provider to self-report the relevant information regarding the Reportable Incident, including:
  - a. a primary contact at the registered NDIS provider;
  - b. the person with a disability impacted by the incident;
  - c. a description of the incident;
  - d. the date and time that: (a) the incident occurred, (b) when the first worker became aware of the incident and (c) when a key personnel was made aware of the incident;
  - e. what immediate action was taken by the provider; and
  - f. whether the provider has undertaken a risk assessment of the incident.
7. If the Commission is notified about a Reportable Incident, it may take certain action, including requiring the provider to undertake specified remedial action, carry out an internal investigation about the incident or engage an independent expert to investigate and report on the incident: r 26 IMRI Rules.
8. Further, registered NDIS providers must implement and maintain incident management systems that comply with the requirements of the NDIS Act and IMRI Rules: s 73Y of the NDIS Act; r 8 IMRI Rules.

9. Key Personnel (as defined under s 11A of the NDIS Act) of the registered NDIS provider are required to take all reasonable steps to ensure that Reportable Incidents that occur in connection with the provision of supports and services are notified to the Commission: r 18 IMRI Rules.
10. Employees or persons otherwise engaged by a registered NDIS provider who become aware that a Reportable Incident had occurred in connection with the provision of supports or services by the provider must notify either a Key Personnel, a supervisor or manager or a person who is responsible for reporting the Reportable Incidents to the Commission: r 19 IMRI Rules.
11. Throughout the Relevant Period, Oak failed to notify the Commission of the Reportable Incidents within the time period required under the IMRI Rules in the following instances:
  - a. for Reportable Incidents required to be reported to the Commission within 24 hours (pursuant to r 20 of the IMRI Rules), Oak failed to report 202 within the requisite time period as set out in Annexure 1; and
  - b. for Reportable Incidents required to be reported to the Commission within 5 business days (pursuant to r 21 of the IMRI Rules), Oak failed to report 471 within the requisite time period as set out in Annexure 2.
12. For the purposes of paragraph 11 above, Oak was aware of each of the Reportable Incidents identified in Annexures 1 and 2 at the earlier of either the time that a draft report of the Reportable Incident was created in the Portal as indicated in column 5 of Annexures 1 and 2 or a member of Oak's Key Personnel was made aware of the Reportable Incident as indicated in Column 4 of Annexures 1 and 2.
13. By reason of its failures to comply with the IMRI Rules as stated in paragraph 11 above, Oak contravened s 73J of the NDIS Act on each occasion that it failed to notify the Commission of the Reportable Incidents set out in Annexures 1 and 2 within the required time period.

*Specific Incidents of Oak's non-compliance with the Code and Practice Standards*

14. Section 73V(3) of the NDIS Act provides that a person contravenes s 73V (which is a civil penalty provision) if the person is subject to a requirement under the Code and fails to comply with the requirement.
15. At all material times, Oak was required to comply with the Code because it was a "Code-covered person" within the meaning of s 5(2)(a) of the Code as a NDIS provider.
16. Section 6(c) of the Code provides that in providing supports or services to people with disability, a Code-covered person must provide supports and services in a safe and competent manner, with care and skill.
17. At all relevant times, Oak was an NDIS provider and a "Code-covered person". By reason of the facts described in Annexures 3 to 7, Oak did not provide supports and services in a safe and competent manner, with due care and skill.

18. By reason of the matters described in paragraph 17 above, Oak failed to comply with the Code when it provided the support to the persons as described in Annexures 3 to 7.
19. By reason of its failures to comply with the Code as stated in paragraph 18 above, Oak contravened s 73V of the NDIS Act on each occasion that it failed to comply with the Code.
20. Further, s 73F of the NDIS Act provides, among other things, that a person must comply with all applicable requirements under the Code and Practice Standards: s 73F(2)(b) and (c) NDIS Act.
21. At all material times, Oak was required to comply with the standards specified in the Practice Standards to remain registered as an NDIS provider, including: Schedule 1, s 10 (risk management); s 16 (continuity of supports); s 26A (mealtime management).
22. At all relevant times, Oak was a registered NDIS provider and was registered to provide support and services to NDIS participants, including accommodation, transport, assisted living and household tasks.
23. By reason of the facts described in Annexures 3 to 7, Oak failed to comply with Schedule 1, ss 10, 16, 26A of the Practice Standards for the reasons set out in each Annexures 3 to 7 (as identified in those Annexures).
24. By reason of its failures to comply with the Practice Standards as stated in paragraph 23 above, Oak contravened s 73J of the NDIS Act on each occasion that it failed to comply with each of the Practice Standards set out in Annexures 3 to 7.

## **B. RELIEF SOUGHT FROM THE COURT**

25. The Commissioner seeks declarations that Oak contravened ss 73J and 73V of the NDIS Act on each occasion that it failed to comply with the IMRI Rules, the Code and Practice Standards as set out in this Concise Statements and Annexures 1 to 7.
26. The Commissioner also seeks pecuniary penalties and ancillary orders as set out in the Originating Application.

## **C. PRIMARY LEGAL GROUNDS FOR THE RELIEF SOUGHT**

27. Oak contravened s 73J of the NDIS Act throughout the Relevant Period by breaching its conditions of registration as a registered NDIS provider to: comply with all applicable requirements relating to Reportable Incidents prescribed by the IMRI Rules (condition h of its certificate of registration and in consequence ss 73F(2)(h) and 73J of the NDIS Act); comply with all applicable requirements of the Code and the Practice Standards.
28. Further, Oak contravened s 73J of the NDIS Act throughout the Relevant Period by its failures to comply with the requirements of the Practice Standards as specified in paragraphs 20 to 24 above.
29. Further, Oak contravened s 73V of the NDIS Act throughout the Relevant Period by failing to comply with the Code as specified in paragraphs 14 to 19 above.

30. Pursuant to s 97 of the *Regulatory Powers (Standard Provisions) Act 2014* (Cth), the elements of ss 73J and 73V of the NDIS Act that were done by an employee, agent or officer of Oak as described in the Annexures to this Concise Statement, were done by those persons acting within the actual or apparent scope of their employment and/or authority, and are therefore attributable to Oak.

**D. HARM SUFFERED**

31. Oak’s contraventions of the NDIS Act prevented the NDIS Commissioner from giving effect to its primary purpose under the legislative scheme: to protect and prevent harm to people with a disability who are receiving support and services from registered NDIS providers. As it failed to notify the Commission within the requisite time, the persons impacted by the Reportable Incidents may have been deprived of prompt, adequate and necessary treatment or responses to the harm that they suffered.
32. Further, Oak’s contraventions of the NDIS Act through its non-compliance with the Code and relevant Practice Standards, as detailed in Annexures 3 to 7, caused (or at least put persons at risk of) harm of the utmost seriousness to persons with disabilities who, by virtue of those disabilities required protection from harm. Oak’s failures resulted in harm and suffering (or at least the serious risk of harm and suffering) experienced by those persons detailed in Annexures 3 to 7 which could have been prevented had Oak complied with its obligations under the Code, Practice Standards and NDIS Act. Further, harm was also suffered by family members, friends and carers of the persons the subject of Annexures 3 to 7 in the sense that those persons likely experienced stress and anxiety in entrusting Oak as the provider of a necessary service to and caring for someone who requires their assistance and those services have been provided in an environment in which there is non-compliance with the rules and regulations designed to protect them.
33. It is a matter of high public policy that the obligations of NDIS providers, which are voluntarily assumed, are met and, if not met, strictly enforced. As the regulator responsible for monitoring compliance with the Act, the Practice Standards, the IMRI Rules and the Code, the NDIS Commissioner is acting to protect the public interest.

Date: 19 April 2024



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Solicitors for the Applicant

This Concise Statement was prepared by Sahrah Hogan of counsel, and settled by Dr Charles Parkinson KC.

**CERTIFICATE OF LAWYER**

I Rebecca Caroline Jaffe certify to the Court that, in relation to the concise statement filed on behalf of the Plaintiff, the factual and legal material available to me at present provides a proper basis for each allegation in the concise statement.

Date: 19 April 2024



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Lawyer for the Applicant

**Annexure 1 Reportable incidents notified to the Commissioner out of time: 24-Hour Reports**

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
1.	4-CG0L0SM	Neglect of a PWD	21/09/2019	23/9/2019	21/9/2019	15/10/2019	22	24	24 hours
2.	4-CUCJYO	Unlawful Sexual Contact	8/11/2019	10/11/2019	10/11/2019	15/11/2019	5	5	24 hours
3.	4-DASWFSI	Serious Injury of a PWD	31/12/2019	31/12/2019	31/12/2019	3/1/2020	3	3	24 hours
4.	4-DGPL6ZY	Unlawful Physical Contact	10/01/2020	14/1/2020	16/1/2020	16/1/2020	2	0	24 hours
5.	4-DN934HA	Serious Injury of a PWD	1/02/2020	1/2/2020	1/2/2020	3/2/2020	2	2	24 hours
6.	4-DTZVYKM	Neglect of a PWD	21/02/2020	23/2/2020	21/2/2020	24/2/2020	1	3	24 hours
7.	4-DZIAXP0	Neglect of a PWD	26/02/2020	27/2/2020	26/2/2020	10/3/2020	12	13	24 hours
8.	4-E4T3AIQ	Abuse of a PWD	15/03/2020	23/3/2020	23/3/2020	27/3/2020	4	4	24 hours



#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
9.	4-EDD3EB6	Abuse of a PWD	30/04/2020	1/5/2020	30/4/2020	2/5/2020	1	2	24 hours
10.	4-EMB0PUC	Neglect of a PWD	7/06/2020	7/6/2020	7/6/2020	10/6/2020	3	3	24 hours
11.	4-F3828G7	Unlawful Sexual Contact	11/08/2020	11/8/2020	11/8/2020	13/8/2020	2	2	24 hours
12.	4-F3828G7	Unlawful Sexual Contact	11/08/2020	11/8/2020	11/8/2020	13/8/2020	2	2	24 hours
13.	4-F3828G7	Unlawful Sexual Contact	11/08/2020	11/8/2020	11/8/2020	13/8/2020	2	2	24 hours
14.	4-FQMGU4F	Neglect of a PWD	12/10/2020	16/10/2020	12/10/2020	18/11/2020	33	37	24 hours
15.	4-FN20388	Neglect of a PWD	16/10/2020	21/10/2020	16/10/2020	22/10/2020	1	6	24 hours
16.	4-FKZ7816	Sexual Misconduct	16/10/2020	19/10/2020	16/10/2020	20/10/2020	1	4	24 hours
17.	4-FQ2KZ01	Unlawful Physical Contact	1/11/2020	6/11/2020	1/11/2020	10/11/2020	4	9	24 hours

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
18.	4-FRPZU2A	Serious Injury of a PWD	20/11/2020	20/11/2020	20/11/2020	9/12/2020	19	19	24 hours
19.	4-FR6BWGR	Serious Injury of a PWD	28/11/2020	28/11/2020	28/11/2020	4/12/2020	6	6	24 hours
20.	4-FRPWOOM	Abuse of a PWD	6/12/2020	8/12/2020	6/12/2020	9/12/2020	1	3	24 hours
21.	4-FRNZY78	Serious Injury of a PWD	6/12/2020	6/12/2020	6/12/2020	8/12/2020	2	2	24 hours
22.	4-FSN2I97	Serious Injury of a PWD	19/12/2020	19/12/2020	19/12/2020	23/12/2020	4	4	24 hours
23.	4-FTZG4AV	Neglect of a PWD	7/01/2021	7/1/2021	7/1/2021	12/1/2021	5	5	24 hours
24.	4-FTZ3AQQ	Abuse of a PWD	11/01/2021	11/1/2021	11/1/2021	15/1/2021	4	4	24 hours
25.	4-FUU8DSV	Neglect of a PWD	14/01/2021	14/1/2021	14/1/2021	23/1/2021	9	9	24 hours
26.	4-FVO47S0	Serious Injury of a PWD	29/01/2021	29/1/2021	29/1/2021	3/2/2021	5	5	24 hours

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27.	4-FVMX4EA	Unlawful Physical Contact	29/01/2021	29/1/2021	29/1/2021	1/2/2021	3	3	24 hours
28.	4-FWDT99C	Serious Injury of a PWD	7/02/2021	7/2/2021	7/2/2021	12/2/2021	5	5	24 hours
29.	4-FWZG98Y	Serious Injury of a PWD	15/02/2021	15/2/2021	15/2/2021	18/2/2021	3	3	24 hours
30.	4-FXO8GKI	Serious Injury of a PWD	24/02/2021	24/2/2021	24/2/2021	26/2/2021	2	2	24 hours
31.	4-FY2ZCBK	Serious Injury of a PWD	28/02/2021	28/2/2021	28/2/2021	7/3/2021	7	7	24 hours
32.	4-FY6CB8J	Abuse of a PWD	3/03/2021	3/3/2021	3/3/2021	5/3/2021	2	2	24 hours
33.	4-FZ41VFI	Neglect of a PWD	13/03/2021	13/3/2021	13/3/2021	16/3/2021	3	3	24 hours
34.	4-FZSYISH	Neglect of a PWD	15/03/2021	15/3/2021	15/3/2021	26/3/2021	11	11	24 hours
35.	4-FZB0NN2	Serious Injury of a PWD	18/03/2021	18/3/2021	18/3/2021	22/3/2021	4	4	24 hours

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36.	4-G0JWO1W	Serious Injury of a PWD	1/04/2021	1/4/2021	1/4/2021	6/4/2021	5	5	24 hours
37.	4-G1LYS3D	Neglect of a PWD	10/04/2021	12/4/2021	10/4/2021	20/4/2021	8	10	24 hours
38.	4-G2C383P	Serious Injury of a PWD	29/04/2021	29/4/2021	29/4/2021	3/5/2021	4	4	24 hours
39.	4-G2VX5UR	Serious Injury of a PWD	5/05/2021	5/5/2021	5/5/2021	7/5/2021	2	2	24 hours
40.	4-G376V4T	Serious Injury of a PWD	5/05/2021	11/5/2021	5/5/2021	11/5/2021	0	6	24 hours
41.	4-G3C38WU	Serious Injury of a PWD	7/05/2021	10/5/2021	7/5/2021	13/5/2021	3	6	24 hours
42.	4-G72VTKC	Abuse of a PWD	8/05/2021	29/6/2021	8/5/2021	29/6/2021	0	52	24 hours
43.	4-G3C1K4X	Serious Injury of a PWD	8/05/2021	11/5/2021	8/5/2021	13/5/2021	2	5	24 hours
44.	4-G33G9TN	Serious Injury of a PWD	8/05/2021	11/5/2021	8/5/2021	17/5/2021	6	9	24 hours

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
45.	4-G3LNXJ9	Serious Injury of a PWD	15/05/2021	18/5/2021	16/5/2021	18/5/2021	0	2	24 hours
46.	4-G4AQ4JF	Unlawful Physical Contact	18/05/2021	25/5/2021	18/5/2021	25/5/2021	0	7	24 hours
47.	4-G4886BL	Abuse of a PWD	22/05/2021	23/5/2021	22/5/2021	24/5/2021	1	2	24 hours
48.	4-G4JBHOL	Neglect of a PWD	25/05/2021	28/5/2021	25/5/2021	28/5/2021	0	3	24 hours
49.	4-G4HL584	Serious Injury of a PWD	25/05/2021	27/5/2021	25/5/2021	27/5/2021	0	2	24 hours
50.	4-G5FTK95	Serious Injury of a PWD	4/06/2021	8/6/2021	4/6/2021	8/6/2021	0	4	24 hours
51.	4-G5BI9K7	Neglect of a PWD	5/06/2021	7/6/2021	5/6/2021	7/6/2021	0	2	24 hours
52.	4-G5C46AV	Serious Injury of a PWD	5/06/2021	7/6/2021	5/6/2021	7/6/2021	0	2	24 hours
53.	4-G6XKZLX	Neglect of a PWD	18/06/2021	28/6/2021	18/6/2021	29/6/2021	1	11	24 hours

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54.	4-G6Y2C4F	Neglect of a PWD	19/06/2021	28/6/2021	19/6/2021	28/6/2021	0	9	24 hours
55.	4-G6Z4DW3	Neglect of a PWD	26/06/2021	28/6/2021	26/6/2021	29/6/2021	1	3	24 hours
56.	4-G757S3G	Serious Injury of a PWD	27/06/2021	29/6/2021	27/6/2021	30/6/2021	1	3	24 hours
57.	4-G79PU5H	Neglect of a PWD	29/06/2021	29/6/2021	29/6/2021	1/7/2021	2	2	24 hours
58.	4-G876U5H	Serious Injury of a PWD	10/07/2021	12/7/2021	10/7/2021	12/7/2021	0	2	24 hours
59.	4-G97EX7N	Serious Injury of a PWD	21/07/2021	23/7/2021	21/7/2021	23/7/2021	0	2	24 hours
60.	4-G9H5B9R	Unlawful Sexual Contact	23/07/2021	26/7/2021	23/7/2021	27/7/2021	1	4	24 hours
61.	4-G9HDCRW	Unlawful Sexual Contact	23/07/2021	26/7/2021	23/7/2021	27/7/2021	1	4	24 hours
62.	4-GB4LM0Z	Serious Injury of a PWD	13/08/2021	16/8/2021	13/8/2021	16/8/2021	0	3	24 hours

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
63.	4-GBMOP75	Serious Injury of a PWD	17/08/2021	23/8/2021	17/8/2021	24/8/2021	1	7	24 hours
64.	4-GC17UI0	Neglect of a PWD	20/08/2021	25/8/2021	20/8/2021	26/8/2021	1	6	24 hours
65.	4-GD2D6D0	Neglect of a PWD	28/08/2021	6/9/2021	29/8/2021	6/9/2021	0	8	24 hours
66.	4-GCE7NPR	Serious Injury of a PWD	28/08/2021	30/8/2021	28/8/2021	30/8/2021	0	2	24 hours
67.	4-GDL334K	Neglect of a PWD	10/09/2021	13/9/2021	10/9/2021	13/9/2021	0	3	24 hours
68.	4-GDL3FQH	Serious Injury of a PWD	10/09/2021	13/9/2021	10/9/2021	13/9/2021	0	3	24 hours
69.	4-GDKRE8V	Serious Injury of a PWD	11/09/2021	13/9/2021	11/9/2021	13/9/2021	0	2	24 hours
70.	4-GE1QTKK	Abuse of a PWD	15/09/2021	20/9/2021	16/9/2021	20/9/2021	0	4	24 hours
71.	4-GEH88BF	Serious Injury of a PWD	23/09/2021	27/9/2021	24/9/2021	27/9/2021	0	3	24 hours

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
72.	4-GEGRMKY	Abuse of a PWD	24/09/2021	27/9/2021	24/9/2021	29/9/2021	2	5	24 hours
73.	4-GEGXN6L	Serious Injury of a PWD	24/09/2021	27/9/2021	24/9/2021	27/9/2021	0	3	24 hours
74.	4-GF4Q76Z	Abuse of a PWD	4/10/2021	5/10/2021	4/10/2021	6/10/2021	1	2	24 hours
75.	4-GG2E885	Neglect of a PWD	12/10/2021	18/10/2021	12/10/2021	18/10/2021	0	6	24 hours
76.	4-GG2B7KR	Neglect of a PWD	14/10/2021	18/10/2021	14/10/2021	18/10/2021	0	4	24 hours
77.	4-GHEJNOV	Neglect of a PWD	15/10/2021	19/10/2021	19/10/2021	5/11/2021	17	17	24 hours
78.	4-GH9LLV9	Abuse of a PWD	25/10/2021	29/10/2021	27/10/2021	2/11/2021	4	6	24 hours
79.	4-GH04WW3	Neglect of a PWD	26/10/2021	29/10/2021	26/10/2021	29/10/2021	0	3	24 hours
80.	4-GHP22PH	Abuse of a PWD	6/11/2021	8/11/2021	6/11/2021	8/11/2021	0	2	24 hours



#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
81.	4-GIU5LYP	Abuse of a PWD	7/11/2021	22/11/2021	22/11/2021	24/11/2021	2	2	24 hours
82.	4-GI0FKTX	Serious Injury of a PWD	8/11/2021	9/11/2021	8/11/2021	12/11/2021	3	4	24 hours
83.	4-GIHLSGN	Unlawful Physical Contact	15/11/2021	18/11/2021	15/11/2021	19/11/2021	1	4	24 hours
84.	4-GJ21OZA	Unlawful Physical Contact	17/11/2021	18/11/2021	17/11/2021	25/11/2021	7	8	24 hours
85.	4-GIR805Z	Serious Injury of a PWD	18/11/2021	22/11/2021	20/11/2021	22/11/2021	0	2	24 hours
86.	4-GIQ8OED	Serious Injury of a PWD	19/11/2021	19/11/2021	22/11/2021	22/11/2021	3	0	24 hours
87.	4-GIQF1NV	Serious Injury of a PWD	19/11/2021	19/11/2021	19/11/2021	22/11/2021	3	3	24 hours
88.	4-GIPX5BV	Abuse of a PWD	20/11/2021	22/11/2021	20/11/2021	22/11/2021	0	2	24 hours
89.	4-GJ441BJ	Serious Injury of a PWD	24/11/2021	25/11/2021	24/11/2021	26/11/2021	1	2	24 hours

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
90.	4-GJA4F69	Serious Injury of a PWD	27/11/2021	29/11/2021	27/11/2021	29/11/2021	0	2	24 hours
91.	4-GJHMN9P	Serious Injury of a PWD	29/11/2021	1/12/2021	29/11/2021	1/12/2021	0	2	24 hours
92.	4-GOG64XP	Abuse of a PWD	2/12/2021	19/1/2022	2/12/2021	26/1/2022	7	55	24 hours
93.	4-GK3VU4P	Abuse of a PWD	6/12/2021	9/12/2021	6/12/2021	10/12/2021	1	4	24 hours
94.	4-GJZK68Z	Unlawful Physical Contact	6/12/2021	7/12/2021	6/12/2021	8/12/2021	1	2	24 hours
95.	4-GKG9PW3	Abuse of a PWD	11/12/2021	13/12/2021	11/12/2021	13/12/2021	0	2	24 hours
96.	4-GL8D0Q5	Neglect of a PWD	13/12/2021	20/12/2021	20/12/2021	22/12/2021	2	2	24 hours
97.	4-GPI9BEB	Abuse of a PWD	25/01/2022	3/2/2022	1/2/2022	3/2/2022	0	2	24 hours
98.	4-GP9LW6P	Serious Injury of a PWD	31/01/2022	31/1/2022	31/1/2022	2/2/2022	2	2	24 hours

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99.	4-GRQ1ZWH	Unlawful Sexual Contact	5/02/2022	18/2/2022	18/2/2022	23/2/2022	5	5	24 hours
100.	4-GSNY000	Abuse of a PWD	20/02/2022	2/3/2022	26/2/2022	3/3/2022	1	5	24 hours
101.	4-GRPIXNJ	Abuse of a PWD	22/02/2022	22/2/2022	22/2/2022	24/2/2022	2	2	24 hours
102.	4-GSGDTEX	Abuse of a PWD	26/02/2022	1/3/2022	26/2/2022	1/3/2022	0	3	24 hours
103.	4-GT24WY9	Neglect of a PWD	5/03/2022	7/3/2022	5/3/2022	7/3/2022	0	2	24 hours
104.	4-GU0TTKK	Serious Injury of a PWD	14/03/2022	15/3/2022	14/3/2022	17/3/2022	2	3	24 hours
105.	4-GUYAYMY	Serious Injury of a PWD	18/03/2022	21/3/2022	18/3/2022	22/3/2022	1	4	24 hours
106.	4-GW771P1	Neglect of a PWD	22/03/2022	28/3/2022	23/3/2022	28/3/2022	0	5	24 hours
107.	4-GXTOOYZ	Abuse of a PWD	1/04/2022	1/4/2022	1/4/2022	4/4/2022	3	3	24 hours

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
108.	4-H0MYN49	Serious Injury of a PWD	12/04/2022	13/4/2022	12/4/2022	14/4/2022	1	2	24 hours
109.	4-H3B2GJ1	Abuse of a PWD	23/04/2022	26/4/2022	23/4/2022	26/4/2022	0	3	24 hours
110.	4-H76GIWD	Abuse of a PWD	9/05/2022	16/5/2022	11/5/2022	16/5/2022	0	5	24 hours
111.	4-HB4CDZJ	Abuse of a PWD	19/05/2022	10/6/2022	19/5/2022	10/6/2022	0	22	24 hours
112.	4-H8GV9F6	Unlawful Physical Contact	22/05/2022	24/5/2022	22/5/2022	24/5/2022	0	2	24 hours
113.	4-H9BFGAB	Neglect of a PWD	28/05/2022	30/5/2022	28/5/2022	30/5/2022	0	2	24 hours
114.	4-H9F6KFH	Serious Injury of a PWD	30/05/2022	31/5/2022	30/5/2022	1/6/2022	1	2	24 hours
115.	4-HAHR5KN	Neglect of a PWD	4/06/2022	6/6/2022	4/6/2022	6/6/2022	0	2	24 hours
116.	4-HAF4MP1	Serious Injury of a PWD	4/06/2022	6/6/2022	4/6/2022	6/6/2022	0	2	24 hours

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117.	4-HFFQAVH	Neglect of a PWD	17/06/2022	4/7/2022	4/7/2022	7/7/2022	3	3	24 hours
118.	4-HG3XODP	Neglect of a PWD	24/06/2022	11/7/2022	24/6/2022	12/7/2022	1	18	24 hours
119.	4-HF4LDU1	Unlawful Physical Contact	25/06/2022	4/7/2022	25/6/2022	5/7/2022	1	10	24 hours
120.	4-HDZFC0T	Serious Injury of a PWD	27/06/2022	28/6/2022	27/6/2022	29/6/2022	1	2	24 hours
121.	4-HF9YYTD	Neglect of a PWD	1/07/2022	4/7/2022	1/7/2022	7/7/2022	3	6	24 hours
122.	4-HIJJAR7	Serious Injury of a PWD	4/07/2022	11/7/2022	4/7/2022	27/7/2022	16	23	24 hours
123.	4-HFDODBL	Neglect of a PWD	5/07/2022	6/7/2022	5/7/2022	7/7/2022	1	2	24 hours
124.	4-HFEREIJ	Neglect of a PWD	5/07/2022	6/7/2022	5/7/2022	7/7/2022	1	2	24 hours
125.	4-HGQ44XV	Neglect of a PWD	8/07/2022	15/7/2022	8/7/2022	15/7/2022	0	7	24 hours

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126.	4-HGQCPM4	Neglect of a PWD	8/07/2022	15/7/2022	8/7/2022	15/7/2022	0	7	24 hours
127.	4-HGQCPWC	Neglect of a PWD	8/07/2022	15/7/2022	8/7/2022	15/7/2022	0	7	24 hours
128.	4-HGQPFVF	Neglect of a PWD	8/07/2022	15/7/2022	8/7/2022	15/7/2022	0	7	24 hours
129.	4-HI88BEG	Abuse of a PWD	9/07/2022	19/7/2022	9/7/2022	25/7/2022	6	16	24 hours
130.	4-HI7S3RB	Abuse of a PWD	22/07/2022	22/7/2022	22/7/2022	25/7/2022	3	3	24 hours
131.	4-HIEKJBH	Serious Injury of a PWD	23/07/2022	25/7/2022	23/7/2022	26/7/2022	1	3	24 hours
132.	4-HJTMWCF	Neglect of a PWD	31/07/2022	5/8/2022	1/8/2022	5/8/2022	0	4	24 hours
133.	4-HLJM2L9	Neglect of a PWD	16/08/2022	18/8/2022	17/8/2022	19/8/2022	1	2	24 hours
134.	4-HMEOIHZ	Abuse of a PWD	21/08/2022	23/8/2022	21/8/2022	24/8/2022	1	3	24 hours

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135.	4-HN4SDUV	Serious Injury of a PWD	27/08/2022	29/8/2022	27/8/2022	30/8/2022	1	3	24 hours
136.	4-HO7PEZL	Neglect of a PWD	3/09/2022	5/9/2022	3/9/2022	5/9/2022	0	2	24 hours
137.	4-HP6JDID	Abuse of a PWD	8/09/2022	12/9/2022	8/9/2022	12/9/2022	0	4	24 hours
138.	4-HQOMUPY	Unlawful Physical Contact	19/09/2022	23/9/2022	21/9/2022	26/9/2022	3	5	24 hours
139.	4-HSFS7DD	Neglect of a PWD	30/09/2022	6/10/2022	30/9/2022	6/10/2022	0	6	24 hours
140.	4-IQ9LA8D	Serious Injury of a PWD	3/10/2022	30/6/2023	3/10/2022	30/6/2023	0	270	24 hours
141.	4-HVG6UMB	Abuse of a PWD	27/10/2022	27/10/2022	27/10/2022	1/2/2023	97	97	24 hours
142.	4-HY14ZNF	Serious Injury of a PWD	17/11/2022	20/11/2022	18/11/2022	20/11/2022	0	2	24 hours
143.	4-11U7L2R	Neglect of a PWD	25/11/2022	12/12/2022	25/11/2022	13/12/2022	1	18	24 hours

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144.	4-12KCM39	Neglect of a PWD	1/12/2022	15/12/2022	1/12/2022	16/12/2022	1	15	24 hours
145.	4-10PWHLS	Neglect of a PWD	2/12/2022	2/12/2022	2/12/2022	5/12/2022	3	3	24 hours
146.	4-12YW8CF	Serious Injury of a PWD	17/12/2022	19/12/2022	17/12/2022	19/12/2022	0	2	24 hours
147.	4-165QAG8	Neglect of a PWD	8/01/2023	10/1/2023	8/1/2023	11/1/2023	1	3	24 hours
148.	4-18AAR70	Serious Injury of a PWD	19/01/2023	23/1/2023	19/1/2023	24/1/2023	1	5	24 hours
149.	4-18JGOK1	Neglect of a PWD	21/01/2023	21/1/2023	21/1/2023	24/1/2023	3	3	24 hours
150.	4-1B665YV	Neglect of a PWD	30/01/2023	9/2/2023	30/1/2023	9/2/2023	0	10	24 hours
151.	4-1C2W93Q	Neglect of a PWD	8/02/2023	14/2/2023	8/2/2023	15/2/2023	1	7	24 hours
152.	4-IDHRGW9	Abuse of a PWD	23/02/2023	24/2/2023	23/2/2023	26/2/2023	2	3	24 hours



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153.	4-IDHCZJB	Abuse of a PWD	24/02/2023	24/2/2023	24/2/2023	26/2/2023	2	2	24 hours
154.	4-IGZCBQN	Neglect of a PWD	11/03/2023	20/3/2023	11/3/2023	20/3/2023	0	9	24 hours
155.	4-IINZ2MN	Unlawful Physical Contact	25/03/2023	30/3/2023	25/3/2023	31/3/2023	1	6	24 hours
156.	4-IHMZTJ	Neglect of a PWD	28/03/2023	29/3/2023	28/3/2023	30/3/2023	1	2	24 hours
157.	4-IO9WQ11	Serious Injury of a PWD	28/04/2023	15/5/2023	28/4/2023	29/5/2023	14	31	24 hours
158.	4-J2DNEA5	Abuse of a PWD	1/05/2023	15/11/2023	14/11/2023	17/11/2023	2	3	24 hours
159.	4-IN10T7T	Serious Injury of a PWD	5/05/2023	8/5/2023	5/5/2023	8/5/2023	0	3	24 hours
160.	4-INA9RJ5	Serious Injury of a PWD	9/05/2023	11/5/2023	9/5/2023	12/5/2023	1	3	24 hours
161.	4-INFHG9N	Death of a PWD	13/05/2023	15/5/2023	13/5/2023	15/5/2023	0	2	24 hours

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162.	4-INMMOF0	Sexual Misconduct	13/05/2023	18/5/2023	17/5/2023	19/5/2023	1	2	24 hours
163.	4-INMW8KQ	Sexual Misconduct	13/05/2023	18/5/2023	17/5/2023	19/5/2023	1	2	24 hours
164.	4-INLXDXP	Serious Injury of a PWD	17/05/2023	18/5/2023	17/5/2023	19/5/2023	1	2	24 hours
165.	4-IQ1YSXV	Serious Injury of a PWD	21/05/2023	21/6/2023	22/6/2023	27/6/2023	6	5	24 hours
166.	4-IPJJPQZ	Death of a PWD	15/06/2023	16/6/2023	15/6/2023	19/6/2023	3	4	24 hours
167.	4-IQ2BK95	Unlawful Physical Contact	22/06/2023	27/6/2023	22/6/2023	27/6/2023	0	5	24 hours
168.	4-IQ4L81N	Unlawful Physical Contact	26/06/2023	28/6/2023	26/6/2023	28/6/2023	0	2	24 hours
169.	4-IQIJ5AZ	Unlawful Physical Contact	2/07/2023	4/7/2023	2/7/2023	4/7/2023	0	2	24 hours
170.	4-IRNBTIZ	Serious Injury of a PWD	8/07/2023	17/7/2023	8/7/2023	17/7/2023	0	9	24 hours

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
171.	4-IRGMKPO	Serious Injury of a PWD	12/07/2023	14/7/2023	12/7/2023	14/7/2023	0	2	24 hours
172.	4-IRLVDX3	Neglect of a PWD	15/07/2023	17/7/2023	15/7/2023	17/7/2023	0	2	24 hours
173.	4-IS0V5JZ	Serious Injury of a PWD	20/07/2023	24/7/2023	20/7/2023	24/7/2023	0	4	24 hours
174.	4-IU4UPSL	Serious Injury of a PWD	23/08/2023	25/8/2023	23/8/2023	25/8/2023	0	2	24 hours
175.	4-IUBR1KT	Serious Injury of a PWD	23/08/2023	28/8/2023	23/8/2023	28/8/2023	0	5	24 hours
176.	4-IWABNFR	Neglect of a PWD	15/09/2023	19/9/2023	15/9/2023	19/9/2023	0	4	24 hours
177.	4-IWWW5HLM	Serious Injury of a PWD	21/09/2023	26/9/2023	21/9/2023	26/9/2023	0	5	24 hours
178.	4-IX09S6H	Serious Injury of a PWD	24/09/2023	26/9/2023	24/9/2023	27/9/2023	1	3	24 hours
179.	4-IXAY12B	Neglect of a PWD	26/09/2023	29/9/2023	27/9/2023	29/9/2023	0	2	24 hours

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180.	4-IYOUZAP	Abuse of a PWD	1/10/2023	13/10/2023	13/10/2023	16/10/2023	3	3	24 hours
181.	4-IYEAWB7	Abuse of a PWD	4/10/2023	4/10/2023	4/10/2023	12/10/2023	8	8	24 hours
182.	4-J2DXA09	Serious Injury of a PWD	10/10/2023	10/11/2023	10/11/2023	17/11/2023	7	7	24 hours
183.	4-IZICFCB	Sexual Misconduct	17/10/2023	24/10/2023	17/10/2023	24/10/2023	0	7	24 hours
184.	4-J0EM6K5	Sexual Misconduct	25/10/2023	30/10/2023	25/10/2023	31/10/2023	1	6	24 hours
185.	4-J1CUKBD	Abuse of a PWD	28/10/2023	7/11/2023	28/10/2023	7/11/2023	0	10	24 hours
186.	4-J1C9P1U	Neglect of a PWD	1/11/2023	7/11/2023	1/11/2023	7/11/2023	0	6	24 hours
187.	4-J1OD91T	Neglect of a PWD	4/11/2023	10/11/2023	4/11/2023	10/11/2023	0	6	24 hours
188.	4-J1NRQWX	Abuse of a PWD	8/11/2023	9/11/2023	8/11/2023	10/11/2023	1	2	24 hours

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Days to Report from Key Personnel Aware	8. Days to Report from Draft Report Created	9. Notification Required
189.	4-J20XZGL	Serious Injury of a PWD	8/11/2023	14/11/2023	8/11/2023	14/11/2023	0	6	24 hours
190.	4-J2Q0VNZ	Serious Injury of a PWD	13/11/2023	20/11/2023	13/11/2023	21/11/2023	1	8	24 hours
191.	4-J3DG2WL	Serious Injury of a PWD	26/11/2023	27/11/2023	26/11/2023	28/11/2023	1	2	24 hours
192.	4-EORF12S	Abuse of a PWD	-	22/6/2020	20/6/2020	22/6/2020	0	2	24 hours
193.	4-FQGH53H	Abuse of a PWD	-	18/11/2020	15/11/2020	18/11/2020	0	3	24 hours
194.	4-FRY0H4C	Abuse of a PWD	-	17/11/2020	17/11/2020	13/12/2020	26	26	24 hours
195.	4-GA2REQT	Abuse of a PWD	-	2/8/2021	31/7/2021	2/8/2021	0	2	24 hours
196.	4-GC1MI2D	Abuse of a PWD	-	25/8/2021	20/8/2021	27/8/2021	2	7	24 hours
197.	4-GD5VATZ	Abuse of a PWD	-	7/9/2021	3/9/2021	9/9/2021	2	6	24 hours

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198.	4-IS111OK	Abuse of a PWD	-	1/8/2023	19/7/2023	1/8/2023	0	13	24 hours
199.	4-GC3X3L7	Neglect of a PWD	-	29/7/2021	27/7/2021	30/8/2021	32	34	24 hours
200.	4-HSZC5UJ	Neglect of a PWD	-	10/10/2022	7/10/2022	10/10/2022	0	3	24 hours
201.	4-IS46EVP	Serious Injury of a PWD	-	25/7/2023	21/7/2023	25/7/2023	0	4	24 hours
202.	4-G147Q93	Sexual Misconduct	-	12/4/2021	12/4/2021	14/4/2021	2	2	24 hours

**Annexure 2 Reportable incidents notified to the Commissioner out of time 5-Day Reports**

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
1.	4-C5HJXJU	Unauthorised Restrictive Practice	01/07/2019	23/08/2019	1/7/2019	28/8/2019	3	42	5 business days
2.	4-C5MS7JA	Unauthorised Restrictive Practice	01/07/2019	01/08/2019	1/7/2019	30/4/2020	186	209	5 business days
3.	4-FPEB7RK	Unauthorised Restrictive Practice	1/07/2019	29/10/2020	1/7/2020	30/10/2020	1	86	5 business days
4.	4-D7BZBK2	Unauthorised Restrictive Practice	14/12/2019	14/12/2019	14/12/2019	24/12/2019	7	7	5 business days
5.	4-DGM6462	Unauthorised Restrictive Practice	10/01/2020	10/01/2020	10/1/2020	21/01/2020	7	7	5 business days
6.	4-E6JLFVS	Unauthorised Restrictive Practice	19/03/2020	19/03/2020	19/3/2020	01/04/2020	9	9	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
7.	4-E8OAJQ8	Unauthorised Restrictive Practice	26/03/2020	26/03/2020	26/3/2020	08/04/2020	9	9	5 business days
8.	4-E9XBQHY	Unauthorised Restrictive Practice	02/04/2020	02/04/2020	2/4/2020	16/04/2020	8	8	5 business days
9.	4-ECVT62K	Unauthorised Restrictive Practice	22/04/2020	22/4/2020	22/4/2020	30/4/2020	6	6	5 business days
10.	4-FR6EHBj	Unauthorised Restrictive Practice	15/06/2020	15/6/2020	30/6/2020	30/11/2020	119	108	5 business days
11.	4-FR9JULP7	Unauthorised Restrictive Practice	15/06/2020	15/6/2020	15/6/2020	2/12/2020	121	121	5 business days
12.	4-FR9WNTJ	Unauthorised Restrictive Practice	15/06/2020	15/6/2020	15/6/2020	2/12/2020	121	121	5 business days
13.	4-C5HOQ7Z	Unauthorised Restrictive Practice	1/08/2019	23/8/2019	1/8/2019	28/8/2019	3	19	5 business days



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14.	4-EX62E78	Unauthorised Restrictive Practice	11/07/2020	11/7/2020	11/7/2020	14/10/2020	68	68	5 business days
15.	4-EX506Z2	Unauthorised Restrictive Practice	12/07/2020	12/7/2020	12/7/2020	21/7/2020	7	7	5 business days
16.	4-FRPR9E2	Unauthorised Restrictive Practice	7/08/2020	7/8/2020	7/8/2020	10/12/2020	88	88	5 business days
17.	4-FOHWEO8	Unauthorised Restrictive Practice	17/10/2020	17/10/2020	17/10/2020	30/10/2020	9	9	5 business days
18.	4-FOI80GG	Unauthorised Restrictive Practice	17/10/2020	17/10/2020	17/10/2020	30/10/2020	9	9	5 business days
19.	4-C40NJRZ	Unauthorised Restrictive Practice	2/08/2019	5/8/2019	27/8/2019	28/8/2019	17	1	5 business days
20.	4-FRZHXR	Unauthorised Restrictive Practice	23/10/2020	23/10/2020	23/10/2020	3/11/2020	7	7	5 business days

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21.	4-FPRZI43	Unauthorised Restrictive Practice	23/10/2020	23/10/2020	23/10/2020	3/11/2020	7	7	5 business days
22.	4-C40NJD8	Unauthorised Restrictive Practice	3/08/2019	6/8/2019	27/8/2019	28/8/2019	16	1	5 business days
23.	4-C932PG3	Unauthorised Restrictive Practice	6/08/2019	15/8/2019	6/9/2019	9/9/2019	17	1	5 business days
24.	4-C40FAJY	Unauthorised Restrictive Practice	8/08/2019	12/8/2019	27/8/2019	28/8/2019	12	1	5 business days
25.	4-FRB6ZUR	Unauthorised Restrictive Practice	6/11/2020	6/11/2020	6/11/2020	3/12/2020	19	19	5 business days
26.	4-FRCD6GF	Unauthorised Restrictive Practice	6/11/2020	6/11/2020	6/11/2020	3/12/2020	19	19	5 business days
27.	4-FR88WB6	Unauthorised Restrictive Practice	20/11/2020	20/11/2020	20/11/2020	4/12/2020	10	10	5 business days

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28.	4-C82COCY	Unauthorised Restrictive Practice	9/08/2019	2/9/2019	9/8/2019	5/9/2019	3	19	5 business days
29.	4-G11KXSXQ	Unauthorised Restrictive Practice	1/03/2021	31/3/2021	1/3/2021	15/4/2021	9	30	5 business days
30.	4-FYQJUG	Unauthorised Restrictive Practice	10/03/2021	10/3/2021	10/3/2021	1/4/2021	16	16	5 business days
31.	4-C4GP34A	Unauthorised Restrictive Practice	13/08/2019	21/8/2019	13/8/2019	28/8/2019	5	11	5 business days
32.	4-C7S8DB0	Unauthorised Restrictive Practice	14/08/2019	4/9/2019	14/8/2019	4/9/2019	0	15	5 business days
33.	4-G5MDANU	Unauthorised Restrictive Practice	1/05/2021	1/6/2021	1/5/2021	11/6/2021	8	30	5 business days
34.	4-E3J73AJ	Unauthorised Restrictive Practice	12/03/2020	12/3/2020	12/3/2020	23/3/2020	7	7	5 business days

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35.	4-BZPRKMU	Unauthorised Restrictive Practice	5/07/2019	28/7/2019	28/7/2019	21/8/2019	18	18	5 business days
36.	4-EVW98T6	Unauthorised Restrictive Practice	5/07/2019	5/7/2019	5/7/2019	21/7/2020	262	262	5 business days
37.	4-EV58A4B	Unauthorised Restrictive Practice	11/07/2019	11/7/2019	11/7/2019	28/7/2020	263	263	5 business days
38.	4-C4GEKHQ	Unauthorised Restrictive Practice	20/08/2019	21/8/2019	20/8/2019	28/8/2019	5	6	5 business days
39.	4-CGOBWM2	Unauthorised Restrictive Practice	18/07/2019	2/9/2019	18/7/2019	4/10/2019	24	56	5 business days
40.	4-C5S706E	Unauthorised Restrictive Practice	22/08/2019	26/8/2019	22/8/2019	2/9/2019	5	7	5 business days
41.	4-C7S119Z	Unauthorised Restrictive Practice	22/08/2019	30/8/2019	22/8/2019	4/9/2019	3	9	5 business days

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42.	4-EVWJ43P	Unauthorised Restrictive Practice	19/07/2019	19/7/2019	19/7/2019	21/7/2020	252	252	5 business days
43.	4-EV52LPD	Unauthorised Restrictive Practice	26/07/2019	26/7/2019	26/7/2019	28/7/2020	252	252	5 business days
44.	4-C02B1LM	Unauthorised Restrictive Practice	27/07/2019	27/7/2019	27/7/2019	9/8/2019	10	10	5 business days
45.	4-C7SGQNC	Unauthorised Restrictive Practice	26/08/2019	3/9/2019	26/8/2019	4/9/2019	1	7	5 business days
46.	4-C3MZEZ8	Unauthorised Restrictive Practice	1/08/2019	1/8/2019	1/8/2019	28/8/2019	19	19	5 business days
47.	4-C7TWZ2W	Unauthorised Restrictive Practice	27/08/2019	28/8/2019	27/8/2019	4/9/2019	5	6	5 business days
48.	4-C4H8MOT	Unauthorised Restrictive Practice	1/08/2019	1/8/2019	1/8/2019	28/8/2019	19	19	5 business days

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49.	4-C9PBBVK	Unauthorised Restrictive Practice	1/08/2019	1/8/2019	1/8/2019	16/9/2019	32	32	5 business days
50.	4-C84YCFG	Unauthorised Restrictive Practice	1/08/2019	5/8/2019	1/8/2019	5/9/2019	23	25	5 business days
51.	4-C92T45H	Unauthorised Restrictive Practice	1/08/2019	6/8/2019	1/8/2019	9/9/2019	24	27	5 business days
52.	4-C93ZWL2	Unauthorised Restrictive Practice	1/08/2019	1/8/2019	1/9/2019	9/9/2019	27	6	5 business days
53.	4-EV5Q23D	Unauthorised Restrictive Practice	1/08/2019	1/8/2019	1/8/2019	28/7/2020	248	248	5 business days
54.	4-CDLM3LD	Unauthorised Restrictive Practice	2/08/2019	2/8/2019	2/8/2019	20/9/2019	35	35	5 business days
55.	4-EVWLMN5	Unauthorised Restrictive Practice	2/08/2019	2/8/2019	2/8/2019	21/7/2020	242	242	5 business days

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56.	4-C3OJK1K	Unauthorised Restrictive Practice	9/08/2019	9/8/2019	9/8/2019	28/8/2019	13	13	5 business days
57.	4-C5LUJECU	Unauthorised Restrictive Practice	9/08/2019	12/8/2019	9/8/2019	2/9/2019	15	16	5 business days
58.	4-C5RYU0Q	Unauthorised Restrictive Practice	9/08/2019	12/8/2019	9/8/2019	2/9/2019	15	16	5 business days
59.	4-C1FWJGM	Unauthorised Restrictive Practice	6/09/2019	11/10/2019	6/9/2019	2/10/2019	1	18	5 business days
60.	4-CBH5645	Unauthorised Restrictive Practice	9/09/2019	16/9/2019	9/9/2019	17/9/2019	1	6	5 business days
61.	4-C8211QE	Unauthorised Restrictive Practice	9/08/2019	12/8/2019	9/8/2019	5/9/2019	18	19	5 business days
62.	4-EV5U1FE	Unauthorised Restrictive Practice	9/08/2019	9/8/2019	9/8/2019	28/7/2020	242	242	5 business days

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63.	4-C4JS33Q	Unauthorised Restrictive Practice	12/08/2019	12/8/2019	12/8/2019	28/8/2019	12	12	5 business days
64.	4-CIHZKFW	Unauthorised Restrictive Practice	23/09/2019	1/10/2019	23/9/2019	2/10/2019	1	7	5 business days
65.	4-C48D8BI	Unauthorised Restrictive Practice	15/08/2019	16/8/2019	15/8/2019	28/8/2019	8	9	5 business days
66.	4-CDLUGQO	Unauthorised Restrictive Practice	16/08/2019	16/8/2019	16/8/2019	20/9/2019	25	25	5 business days
67.	4-C4JLFEE	Unauthorised Restrictive Practice	17/08/2019	17/8/2019	17/8/2019	2/9/2019	11	11	5 business days
68.	4-CDISAYH	Unauthorised Restrictive Practice	17/08/2019	16/8/2019	16/8/2019	20/9/2019	25	25	5 business days
69.	4-CKJC7NG	Unauthorised Restrictive Practice	1/10/2019	7/10/2019	1/10/2019	9/10/2019	2	6	5 business days



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70.	4-C85CG25	Unauthorised Restrictive Practice	19/08/2019	22/8/2019	19/8/2019	5/9/2019	10	13	5 business days
71.	4-CN6UPXK	Unauthorised Restrictive Practice	4/10/2019	4/10/2019	16/10/2019	16/10/2019	8	0	5 business days
72.	4-C85AH9V	Unauthorised Restrictive Practice	21/08/2019	22/8/2019	21/8/2019	5/9/2019	10	11	5 business days
73.	4-C95WRZK	Unauthorised Restrictive Practice	23/08/2019	26/8/2019	23/8/2019	9/9/2019	10	11	5 business days
74.	4-C97IL9J	Unauthorised Restrictive Practice	23/08/2019	26/8/2019	23/8/2019	9/9/2019	10	11	5 business days
75.	4-C7RDQS0	Unauthorised Restrictive Practice	24/08/2019	3/9/2019	24/8/2019	25/9/2019	16	23	5 business days
76.	4-C67HRFS	Unauthorised Restrictive Practice	26/08/2019	29/8/2019	26/8/2019	6/9/2019	6	9	5 business days

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77.	4-C94L7MM	Unauthorised Restrictive Practice	27/08/2019	30/8/2019	27/8/2019	9/9/2019	6	9	5 business days
78.	4-EV5X1G8	Unauthorised Restrictive Practice	29/08/2019	29/8/2019	29/8/2019	28/7/2020	228	228	5 business days
79.	4-CNFLLLE	Unauthorised Restrictive Practice	15/10/2019	16/10/2019	15/10/2019	23/10/2019	5	6	5 business days
80.	4-CNFGPAK	Unauthorised Restrictive Practice	15/10/2019	16/10/2019	15/10/2019	23/10/2019	5	6	5 business days
81.	4-CDL80Z4	Unauthorised Restrictive Practice	30/08/2019	30/8/2019	30/8/2019	20/9/2019	15	15	5 business days
82.	4-CDMLFH0	Unauthorised Restrictive Practice	30/08/2019	30/8/2019	30/8/2019	20/9/2019	15	15	5 business days
83.	4-EVWODTG	Unauthorised Restrictive Practice	30/08/2019	30/8/2019	30/8/2019	21/7/2020	222	222	5 business days

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84.	4-CDK5R34	Unauthorised Restrictive Practice	31/08/2019	30/8/2019	30/8/2019	20/9/2019	15	15	5 business days
85.	4-CC56KFO	Unauthorised Restrictive Practice	1/09/2019	16/9/2019	1/9/2019	4/10/2019	14	25	5 business days
86.	4-CRA1E3G	Unauthorised Restrictive Practice	28/10/2019	29/10/2019	28/10/2019	5/11/2019	5	6	5 business days
87.	4-CTDJU62	Unauthorised Restrictive Practice	31/10/2019	5/11/2019	31/10/2019	8/11/2019	3	6	5 business days
88.	4-CKENF7S	Unauthorised Restrictive Practice	1/09/2019	1/9/2019	9/9/2019	9/10/2019	28	22	5 business days
89.	4-CND0ZGE	Unauthorised Restrictive Practice	1/09/2019	1/9/2019	1/9/2019	24/10/2019	38	38	5 business days
90.	4-CFHUYNX	Unauthorised Restrictive Practice	5/09/2019	5/9/2019	5/9/2019	23/9/2019	12	12	5 business days

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91.	4-EV6C2DQ	Unauthorised Restrictive Practice	5/09/2019	5/9/2019	6/9/2019	21/7/2020	218	217	5 business days
92.	4-CFL7SYC	Unauthorised Restrictive Practice	9/09/2019	9/9/2019	9/9/2019	23/9/2019	10	10	5 business days
93.	4-CH3PU0K	Unauthorised Restrictive Practice	10/09/2019	10/9/2019	10/9/2019	27/9/2019	13	13	5 business days
94.	4-EVWSRF9	Unauthorised Restrictive Practice	13/09/2019	13/9/2019	13/9/2019	21/7/2020	212	212	5 business days
95.	4-EV6F2Y5	Unauthorised Restrictive Practice	23/09/2019	23/9/2019	23/9/2019	21/7/2020	206	206	5 business days
96.	4-CK6V744	Unauthorised Restrictive Practice	27/09/2019	27/9/2019	27/9/2019	8/10/2019	7	7	5 business days
97.	4-CNDM1VE	Unauthorised Restrictive Practice	27/09/2019	27/9/2019	27/9/2019	17/10/2019	14	14	5 business days

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98.	4-EVWX3E7	Unauthorised Restrictive Practice	30/09/2019	30/9/2019	30/9/2019	21/7/2020	201	201	5 business days
99.	4-CWVS5D8	Unauthorised Restrictive Practice	18/11/2019	19/11/2019	18/11/2019	26/11/2019	5	6	5 business days
100.	4-CWNZCHC	Unauthorised Restrictive Practice	1/10/2019	1/10/2019	1/10/2019	20/12/2019	57	57	5 business days
101.	4-CRA0F47	Unauthorised Restrictive Practice	7/10/2019	7/10/2019	7/10/2019	31/10/2019	17	17	5 business days
102.	4-CYORZK2	Unauthorised Restrictive Practice	23/11/2019	25/11/2019	23/11/2019	2/12/2019	5	6	5 business days
103.	4-CMFULWE	Unauthorised Restrictive Practice	8/10/2019	14/10/2019	8/10/2019	23/10/2019	7	11	5 business days
104.	4-CM6TP16	Unauthorised Restrictive Practice	9/10/2019	9/10/2019	9/10/2019	23/10/2019	10	10	5 business days

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105.	4-CMERLXW	Unauthorised Restrictive Practice	9/10/2019	14/10/2019	9/10/2019	23/10/2019	7	10	5 business days
106.	4-CMDO41I	Unauthorised Restrictive Practice	11/10/2019	14/10/2019	11/10/2019	23/10/2019	7	8	5 business days
107.	4-CMUORNG	Unauthorised Restrictive Practice	11/10/2019	14/10/2019	11/10/2019	23/10/2019	7	8	5 business days
108.	4-CMU2YVP	Unauthorised Restrictive Practice	14/10/2019	15/10/2019	14/10/2019	23/10/2019	6	7	5 business days
109.	4-D1LTCUS	Unauthorised Restrictive Practice	3/12/2019	6/12/2019	3/12/2019	13/12/2019	5	8	5 business days
110.	4-CRA4TN9	Unauthorised Restrictive Practice	15/10/2019	15/10/2019	15/10/2019	31/10/2019	11	11	5 business days
111.	4-CR9DTIQ	Unauthorised Restrictive Practice	18/10/2019	18/10/2019	18/10/2019	31/10/2019	8	8	5 business days

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112.	4-EV6J1DJ	Unauthorised Restrictive Practice	22/10/2019	21/10/2019	22/10/2019	21/7/2020	186	185	5 business days
113.	4-EVX3DOT	Unauthorised Restrictive Practice	25/10/2019	25/10/2019	25/10/2019	21/7/2020	183	183	5 business days
114.	4-CSLU6DY	Unauthorised Restrictive Practice	26/10/2019	26/10/2019	5/10/2019	5/1/2019	7	21	5 business days
115.	4-D1MAY0P	Unauthorised Restrictive Practice	5/12/2019	9/12/2019	5/12/2019	13/12/2019	4	6	5 business days
116.	4-CTDLO6Y	Unauthorised Restrictive Practice	31/10/2019	31/10/2019	8/10/2019	8/1/2019	6	22	5 business days
117.	4-CUD9OK9	Unauthorised Restrictive Practice	31/10/2019	31/10/2019	31/10/2019	12/11/2019	8	8	5 business days
118.	4-CUCK4NN	Unauthorised Restrictive Practice	1/11/2019	1/11/2019	1/11/2019	12/11/2019	7	7	5 business days

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119.	4-D3FP3TG	Unauthorised Restrictive Practice	9/12/2019	16/12/2019	9/12/2019	19/12/2019	3	8	5 business days
120.	4-CUCT7WE	Unauthorised Restrictive Practice	1/11/2019	1/11/2019	1/11/2019	12/11/2019	7	7	5 business days
121.	4-D3FQQLZ	Unauthorised Restrictive Practice	11/12/2019	12/12/2019	11/12/2019	19/12/2019	5	6	5 business days
122.	4-CUCI2JG	Unauthorised Restrictive Practice	5/11/2019	5/11/2019	5/11/2019	14/11/2019	7	7	5 business days
123.	4-EV6L1BA	Unauthorised Restrictive Practice	6/11/2019	6/11/2019	7/11/2019	21/7/2020	175	174	5 business days
124.	4-EVX9L61	Unauthorised Restrictive Practice	8/11/2019	8/11/2019	8/11/2019	21/7/2020	173	173	5 business days
125.	4-CYFPLBG	Unauthorised Restrictive Practice	12/11/2019	12/11/2019	12/11/2019	27/11/2019	11	11	5 business days



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126.	4-CYFY4UJ	Unauthorised Restrictive Practice	14/11/2019	14/11/2019	14/11/2019	27/11/2019	9	9	5 business days
127.	4-D7CF7TT	Unauthorised Restrictive Practice	16/12/2019	23/12/2019	16/12/2019	24/12/2019	1	6	5 business days
128.	4-CYF3IH1	Unauthorised Restrictive Practice	15/11/2019	15/11/2019	15/11/2019	27/11/2019	8	8	5 business days
129.	4-CYFAC7M	Unauthorised Restrictive Practice	15/11/2019	15/11/2019	15/11/2019	27/11/2019	8	8	5 business days
130.	4-EV6POOY	Unauthorised Restrictive Practice	21/11/2019	21/11/2019	21/11/2019	21/7/2020	164	164	5 business days
131.	4-EVXC7LJ	Unauthorised Restrictive Practice	22/11/2019	22/11/2019	17/11/2019	21/7/2020	163	168	5 business days
132.	4-D59BTT2	Unauthorised Restrictive Practice	23/11/2019	23/11/2019	23/11/2019	20/12/2019	20	20	5 business days

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133.	4-D04SQI4	Unauthorised Restrictive Practice	25/11/2019	25/11/2019	25/11/2019	6/12/2019	9	9	5 business days
134.	4-DL69JG4	Unauthorised Restrictive Practice	27/11/2019	27/11/2019	27/11/2019	29/1/2020	41	41	5 business days
135.	4-D7CRE56	Unauthorised Restrictive Practice	28/11/2019	28/11/2019	28/11/2019	24/12/2019	18	18	5 business days
136.	4-D7EZ870	Unauthorised Restrictive Practice	29/11/2019	24/11/2019	29/11/2019	24/12/2019	22	17	5 business days
137.	4-D7FN3CX	Unauthorised Restrictive Practice	29/11/2019	29/11/2019	29/11/2019	24/12/2019	17	17	5 business days
138.	4-D1M1QH2	Unauthorised Restrictive Practice	3/12/2019	4/12/2019	3/12/2019	13/12/2019	7	8	5 business days
139.	4-D1M5L2B	Unauthorised Restrictive Practice	3/12/2019	4/12/2019	3/12/2019	13/12/2019	7	8	5 business days

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140.	4-DOKMSGR	Unauthorised Restrictive Practice	3/12/2019	3/12/2019	3/12/2019	7/2/2020	44	44	5 business days
141.	4-D1M8O9I	Unauthorised Restrictive Practice	4/12/2019	5/12/2019	4/12/2019	13/12/2019	6	7	5 business days
142.	4-EV6SWOZ	Unauthorised Restrictive Practice	4/12/2019	4/12/2019	5/12/2019	21/7/2020	155	154	5 business days
143.	4-DL6W6BM	Unauthorised Restrictive Practice	5/12/2019	5/12/2019	5/12/2019	29/1/2020	35	35	5 business days
144.	4-D7H49XD	Unauthorised Restrictive Practice	6/12/2019	6/12/2019	6/12/2019	24/12/2019	12	12	5 business days
145.	4-EVXD NFX	Unauthorised Restrictive Practice	6/12/2019	6/12/2019	6/12/2019	21/7/2020	153	153	5 business days
146.	4-DL75SCI	Unauthorised Restrictive Practice	9/12/2019	9/12/2019	9/12/2019	29/1/2020	33	33	5 business days

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147.	4-D7FHBUQ	Unauthorised Restrictive Practice	13/12/2019	13/12/2019	13/12/2019	24/12/2019	7	7	5 business days
148.	4-D7FZWW4	Unauthorised Restrictive Practice	13/12/2019	13/12/2019	13/12/2019	24/12/2019	7	7	5 business days
149.	4-D7GAGNP	Unauthorised Restrictive Practice	13/12/2019	13/12/2019	13/12/2019	24/12/2019	7	7	5 business days
150.	4-DHRCO60	Unauthorised Restrictive Practice	13/01/2020	20/1/2020	13/1/2020	21/1/2020	1	6	5 business days
151.	4-D7BT2OI	Unauthorised Restrictive Practice	16/12/2019	16/12/2019	16/12/2019	24/12/2019	6	6	5 business days
152.	4-DL86ZA7	Unauthorised Restrictive Practice	16/12/2019	16/12/2019	16/12/2019	29/1/2020	28	28	5 business days
153.	4-EAZJFAG	Unauthorised Restrictive Practice	18/12/2019	18/12/2019	18/12/2019	24/4/2020	84	84	5 business days

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154.	4-EVXIPU1	Unauthorised Restrictive Practice	20/12/2019	20/12/2019	17/12/2019	21/7/2020	143	146	5 business days
155.	4-DL8H39A	Unauthorised Restrictive Practice	24/12/2019	24/12/2019	24/12/2019	29/1/2020	22	22	5 business days
156.	4-EBQVYMY	Unauthorised Restrictive Practice	25/12/2019	25/12/2019	25/12/2019	28/4/2020	82	82	5 business days
157.	4-DOL2ML5	Unauthorised Restrictive Practice	31/12/2019	31/12/2019	31/12/2019	7/2/2020	26	26	5 business days
158.	4-DL8UE0J	Unauthorised Restrictive Practice	1/01/2020	1/1/2020	1/1/2020	29/1/2020	19	19	5 business days
159.	4-DL24EGW	Unauthorised Restrictive Practice	3/01/2020	3/1/2020	3/1/2020	29/1/2020	17	17	5 business days
160.	4-DL35XDU	Unauthorised Restrictive Practice	3/01/2020	3/1/2020	3/1/2020	29/1/2020	17	17	5 business days

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161.	4-EBRFU58	Unauthorised Restrictive Practice	22/01/2020	22/4/2020	22/1/2020	28/4/2020	4	64	5 business days
162.	4-EVXLV3J	Unauthorised Restrictive Practice	3/01/2020	3/1/2020	3/1/2020	21/7/2020	136	136	5 business days
163.	4-DDZXD8Y	Unauthorised Restrictive Practice	6/01/2020	6/1/2020	6/1/2020	21/1/2020	11	11	5 business days
164.	4-DFWRDEA	Unauthorised Restrictive Practice	6/01/2020	13/1/2020	6/1/2020	21/1/2020	6	11	5 business days
165.	4-EV6Y3NB	Unauthorised Restrictive Practice	7/01/2020	7/1/2020	7/1/2020	21/7/2020	134	134	5 business days
166.	4-DFX6SRN	Unauthorised Restrictive Practice	8/01/2020	10/1/2020	8/1/2020	21/1/2020	7	9	5 business days
167.	4-DOKXMCG	Unauthorised Restrictive Practice	8/01/2020	8/1/2020	8/1/2020	7/2/2020	21	21	5 business days

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168.	4-DL4N4D4	Unauthorised Restrictive Practice	9/01/2020	9/1/2020	9/1/2020	29/1/2020	13	13	5 business days
169.	4-DL92FZW	Unauthorised Restrictive Practice	9/01/2020	9/1/2020	9/1/2020	29/1/2020	13	13	5 business days
170.	4-DFX8VZ9	Unauthorised Restrictive Practice	10/01/2020	13/1/2020	10/1/2020	21/1/2020	6	7	5 business days
171.	4-DFXB8XF	Unauthorised Restrictive Practice	10/01/2020	13/1/2020	10/1/2020	21/1/2020	6	7	5 business days
172.	4-DFXFZW3	Unauthorised Restrictive Practice	10/01/2020	13/1/2020	10/1/2020	21/1/2020	6	7	5 business days
173.	4-DL0HCFT	Unauthorised Restrictive Practice	10/01/2020	10/1/2020	10/1/2020	29/1/2020	12	12	5 business days
174.	4-DILLN6M	Unauthorised Restrictive Practice	14/01/2020	21/1/2020	22/1/2020	31/1/2020	7	6	5 business days

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175.	4-EBRBG7Z	Unauthorised Restrictive Practice	15/01/2020	15/1/2020	22/1/2020	28/4/2020	69	64	5 business days
176.	4-DL9CMBD	Unauthorised Restrictive Practice	16/01/2020	16/1/2020	16/1/2020	29/1/2020	8	8	5 business days
177.	4-DL2U4U2	Unauthorised Restrictive Practice	17/01/2020	17/1/2020	17/1/2020	29/1/2020	7	7	5 business days
178.	4-DL3O9IO	Unauthorised Restrictive Practice	17/01/2020	17/1/2020	17/1/2020	29/1/2020	7	7	5 business days
179.	4-DUJ629U	Unauthorised Restrictive Practice	17/02/2020	24/2/2020	17/2/2020	27/2/2020	3	8	5 business days
180.	4-DL5TYJC	Unauthorised Restrictive Practice	17/01/2020	17/1/2020	17/1/2020	29/1/2020	7	7	5 business days
181.	4-EVXOPYX	Unauthorised Restrictive Practice	17/01/2020	17/1/2020	17/1/2020	21/7/2020	126	126	5 business days



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182.	4-EVXPXZZ	Unauthorised Restrictive Practice	17/01/2020	31/1/2020	31/1/2020	21/7/2020	117	117	5 business days
183.	4-DL47M0K	Unauthorised Restrictive Practice	19/01/2020	19/1/2020	19/1/2020	29/1/2020	7	7	5 business days
184.	4-DLWZ120	Unauthorised Restrictive Practice	20/01/2020	20/1/2020	20/1/2020	31/1/2020	8	8	5 business days
185.	4-DOK3E44	Unauthorised Restrictive Practice	23/01/2020	23/1/2020	23/1/2020	7/2/2020	10	10	5 business days
186.	4-EBRKRMU	Unauthorised Restrictive Practice	29/01/2020	29/1/2020	29/1/2020	28/4/2020	60	60	5 business days
187.	4-DOKE4KC	Unauthorised Restrictive Practice	30/01/2020	30/1/2020	30/1/2020	7/2/2020	6	6	5 business days
188.	4-EV70JPT	Unauthorised Restrictive Practice	30/01/2020	30/1/2020	31/1/2020	21/7/2020	118	117	5 business days

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189.	4-DOKVGSW	Unauthorised Restrictive Practice	1/02/2020	1/2/2020	1/2/2020	29/4/2020	59	59	5 business days
190.	4-DY6RD9K	Unauthorised Restrictive Practice	28/02/2020	5/3/2020	28/2/2020	12/3/2020	4	8	5 business days
191.	4-EBRNO6W	Unauthorised Restrictive Practice	5/02/2020	5/2/2020	5/2/2020	28/4/2020	55	55	5 business days
192.	4-DPVZNAC	Unauthorised Restrictive Practice	7/02/2020	7/2/2020	7/2/2020	29/4/2020	54	54	5 business days
193.	4-DSSDOWQ	Unauthorised Restrictive Practice	8/02/2020	8/2/2020	8/2/2020	20/2/2020	8	8	5 business days
194.	4-DSSAAG9	Unauthorised Restrictive Practice	9/02/2020	9/2/2020	9/2/2020	20/2/2020	8	8	5 business days
195.	4-DSSIBGQ	Unauthorised Restrictive Practice	9/02/2020	9/2/2020	9/2/2020	20/2/2020	8	8	5 business days

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196.	4-DQVCOPK	Unauthorised Restrictive Practice	11/02/2020	11/2/2020	11/2/2020	29/4/2020	53	53	5 business days
197.	4-DQVF4L5	Unauthorised Restrictive Practice	11/02/2020	12/2/2020	11/2/2020	29/4/2020	52	53	5 business days
198.	4-DQVJWTX	Unauthorised Restrictive Practice	12/02/2020	13/2/2020	13/2/2020	29/4/2020	51	51	5 business days
199.	4-EBRPWGS	Unauthorised Restrictive Practice	12/02/2020	12/2/2020	12/2/2020	28/4/2020	51	51	5 business days
200.	4-DUC3ESY	Unauthorised Restrictive Practice	14/02/2020	14/2/2020	14/2/2020	27/2/2020	9	9	5 business days
201.	4-EVXRFK	Unauthorised Restrictive Practice	14/02/2020	14/2/2020	14/2/2020	21/7/2020	108	108	5 business days
202.	4-DV9GCY7	Unauthorised Restrictive Practice	16/02/2020	16/2/2020	16/2/2020	28/2/2020	10	10	5 business days

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203.	4-EVXTSGW	Unauthorised Restrictive Practice	17/02/2020	20/2/2020	20/2/2020	21/7/2020	104	104	5 business days
204.	4-EBRRS60	Unauthorised Restrictive Practice	19/02/2020	19/2/2020	19/2/2020	28/4/2020	46	46	5 business days
205.	4-DV9KBQO	Unauthorised Restrictive Practice	20/02/2020	20/2/2020	20/2/2020	28/2/2020	6	6	5 business days
206.	4-DV91XSE	Unauthorised Restrictive Practice	20/02/2020	20/2/2020	20/2/2020	28/2/2020	6	6	5 business days
207.	4-DXLZTLQ	Unauthorised Restrictive Practice	23/02/2020	23/2/2020	23/2/2020	5/3/2020	9	9	5 business days
208.	4-DXM60DX	Unauthorised Restrictive Practice	23/02/2020	23/2/2020	23/2/2020	5/3/2020	9	9	5 business days
209.	4-DWFT9NS	Unauthorised Restrictive Practice	24/02/2020	2/3/2020	24/2/2020	12/3/2020	7	12	5 business days

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210.	4-DXMB3GO	Unauthorised Restrictive Practice	24/02/2020	24/2/2020	24/2/2020	5/3/2020	8	8	5 business days
211.	4-EBRT2DM	Unauthorised Restrictive Practice	26/02/2020	26/2/2020	26/2/2020	28/4/2020	41	41	5 business days
212.	4-DWZF8QZ	Unauthorised Restrictive Practice	28/02/2020	2/3/2020	28/2/2020	12/3/2020	7	8	5 business days
213.	4-DWG3DR3	Unauthorised Restrictive Practice	29/02/2020	2/3/2020	29/2/2020	12/3/2020	7	8	5 business days
214.	4-E08MG39	Unauthorised Restrictive Practice	1/03/2020	1/3/2020	1/3/2020	13/3/2020	9	9	5 business days
215.	4-E08PC9Q	Unauthorised Restrictive Practice	1/03/2020	1/3/2020	1/3/2020	13/3/2020	9	9	5 business days
216.	4-DWWWTKS	Unauthorised Restrictive Practice	2/03/2020	3/3/2020	2/3/2020	12/3/2020	6	7	5 business days

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217.	4-DXL89OG	Unauthorised Restrictive Practice	3/03/2020	4/3/2020	3/3/2020	18/3/2020	9	10	5 business days
218.	4-DXL9XJP	Unauthorised Restrictive Practice	4/03/2020	5/3/2020	4/3/2020	18/3/2020	8	9	5 business days
219.	4-EBRVMQ8	Unauthorised Restrictive Practice	4/03/2020	4/3/2020	4/3/2020	28/4/2020	36	36	5 business days
220.	4-EV74XEL	Unauthorised Restrictive Practice	4/03/2020	4/3/2020	4/3/2020	21/7/2020	95	95	5 business days
221.	4-DZNGU50	Unauthorised Restrictive Practice	6/03/2020	6/3/2020	6/3/2020	18/3/2020	7	7	5 business days
222.	4-EFYFDV6	Unauthorised Restrictive Practice	6/03/2020	9/3/2020	6/3/2020	14/5/2020	46	46	5 business days
223.	4-DZND04M	Unauthorised Restrictive Practice	7/03/2020	7/3/2020	7/3/2020	18/3/2020	7	7	5 business days

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224.	4-EFYBOOM	Unauthorised Restrictive Practice	7/03/2020	9/3/2020	7/3/2020	14/5/2020	46	46	5 business days
225.	4-EBRWGX4	Unauthorised Restrictive Practice	11/03/2020	11/3/2020	11/3/2020	28/4/2020	32	32	5 business days
226.	4-E3IRL0X	Unauthorised Restrictive Practice	12/03/2020	12/3/2020	12/3/2020	23/3/2020	7	7	5 business days
227.	4-E3JYQ1S	Unauthorised Restrictive Practice	13/03/2020	13/3/2020	13/3/2020	23/3/2020	6	6	5 business days
228.	4-E3KQT63	Unauthorised Restrictive Practice	13/03/2020	13/3/2020	13/3/2020	23/3/2020	6	6	5 business days
229.	4-EVXY19R	Unauthorised Restrictive Practice	13/03/2020	13/3/2020	13/3/2020	21/7/2020	89	89	5 business days
230.	4-E3I31JT	Unauthorised Restrictive Practice	15/03/2020	15/3/2020	15/3/2020	23/3/2020	6	6	5 business days

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231.	4-EBS1AM8	Unauthorised Restrictive Practice	18/03/2020	18/3/2020	18/3/2020	28/4/2020	27	27	5 business days
232.	4-E6JGBD2	Unauthorised Restrictive Practice	19/03/2020	19/3/2020	19/3/2020	1/4/2020	9	9	5 business days
233.	4-E6JSJ3L	Unauthorised Restrictive Practice	20/03/2020	20/3/2020	20/3/2020	1/4/2020	8	8	5 business days
234.	4-E6JXLAK	Unauthorised Restrictive Practice	20/03/2020	20/3/2020	20/3/2020	1/4/2020	8	8	5 business days
235.	4-E6J0EDI	Unauthorised Restrictive Practice	22/03/2020	22/3/2020	22/3/2020	1/4/2020	8	8	5 business days
236.	4-E6JCQ0A	Unauthorised Restrictive Practice	23/03/2020	23/3/2020	23/3/2020	1/4/2020	7	7	5 business days
237.	4-EAMJNCY	Unauthorised Restrictive Practice	13/04/2020	17/4/2020	13/4/2020	22/4/2020	3	7	5 business days



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238.	4-EBS34UU	Unauthorised Restrictive Practice	25/03/2020	25/3/2020	25/3/2020	28/4/2020	22	22	5 business days
239.	4-E8PN2RN	Unauthorised Restrictive Practice	26/03/2020	26/3/2020	26/3/2020	8/4/2020	9	9	5 business days
240.	4-E8OG78C	Unauthorised Restrictive Practice	27/03/2020	27/3/2020	27/3/2020	8/4/2020	8	8	5 business days
241.	4-E8OX493	Unauthorised Restrictive Practice	27/03/2020	27/3/2020	27/3/2020	8/4/2020	8	8	5 business days
242.	4-ECN8ZZW	Unauthorised Restrictive Practice	20/04/2020	24/4/2020	20/4/2020	29/4/2020	3	7	5 business days
243.	4-ECNDCGK	Unauthorised Restrictive Practice	20/04/2020	23/4/2020	20/4/2020	29/4/2020	4	7	5 business days
244.	4-ECNFIUJ	Unauthorised Restrictive Practice	21/04/2020	24/4/2020	21/4/2020	29/4/2020	3	6	5 business days

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245.	4-EVXZCOZ	Unauthorised Restrictive Practice	27/03/2020	27/3/2020	27/3/2020	21/7/2020	79	79	5 business days
246.	4-E8PE3NH	Unauthorised Restrictive Practice	29/03/2020	29/3/2020	29/3/2020	8/4/2020	8	8	5 business days
247.	4-E8PJVMY	Unauthorised Restrictive Practice	29/03/2020	29/3/2020	29/3/2020	8/4/2020	8	8	5 business days
248.	4-EV77NYV	Unauthorised Restrictive Practice	29/03/2020	29/3/2020	29/3/2020	21/7/2020	79	79	5 business days
249.	4-EER0IME	Unauthorised Restrictive Practice	30/04/2020	30/4/2020	8/5/2020	8/5/2020	6	0	5 business days
250.	4-EBR2WSB	Unauthorised Restrictive Practice	1/04/2020	1/1/2020	1/4/2020	28/4/2020	79	17	5 business days
251.	4-EBS5B7U	Unauthorised Restrictive Practice	1/04/2020	1/4/2020	1/4/2020	28/4/2020	17	17	5 business days

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252.	4-EEO6PR2	Unauthorised Restrictive Practice	4/05/2020	8/5/2020	4/5/2020	14/5/2020	4	8	5 business days
253.	4-EEPEUKU	Unauthorised Restrictive Practice	4/05/2020	8/5/2020	4/5/2020	14/5/2020	4	8	5 business days
254.	4-EEPBF1E	Unauthorised Restrictive Practice	5/05/2020	8/5/2020	5/5/2020	14/5/2020	4	7	5 business days
255.	4-EEO46KO	Unauthorised Restrictive Practice	6/05/2020	8/5/2020	6/5/2020	14/5/2020	4	6	5 business days
256.	4-E9XPX06	Unauthorised Restrictive Practice	2/04/2020	2/4/2020	2/4/2020	16/4/2020	8	8	5 business days
257.	4-E9XFHMS	Unauthorised Restrictive Practice	3/04/2020	3/4/2020	3/4/2020	16/4/2020	7	7	5 business days
258.	4-E9XHZSV	Unauthorised Restrictive Practice	3/04/2020	3/4/2020	3/4/2020	16/4/2020	7	7	5 business days

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259.	4-EBR8B1C	Unauthorised Restrictive Practice	8/04/2020	8/4/2020	8/4/2020	28/4/2020	12	12	5 business days
260.	4-EBS6E94	Unauthorised Restrictive Practice	8/04/2020	8/4/2020	8/4/2020	28/4/2020	12	12	5 business days
261.	4-EV7VO8Z	Unauthorised Restrictive Practice	8/04/2020	8/4/2020	8/4/2020	21/7/2020	71	71	5 business days
262.	4-EAV8TAW	Unauthorised Restrictive Practice	10/04/2020	10/4/2020	10/4/2020	22/4/2020	7	7	5 business days
263.	4-EY5R7KM	Unauthorised Restrictive Practice	15/06/2020	24/7/2020	15/6/2020	24/7/2020	0	29	5 business days
264.	4-EAVC282	Unauthorised Restrictive Practice	10/04/2020	10/4/2020	10/4/2020	22/4/2020	7	7	5 business days
265.	4-EAML87B	Unauthorised Restrictive Practice	14/04/2020	17/4/2020	14/4/2020	29/4/2020	8	11	5 business days

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266.	4-EAMMLUE	Unauthorised Restrictive Practice	14/04/2020	16/4/2020	14/4/2020	29/4/2020	9	11	5 business days
267.	4-EAMNKF7	Unauthorised Restrictive Practice	14/04/2020	20/4/2020	14/4/2020	29/4/2020	7	11	5 business days
268.	4-EBS96VM	Unauthorised Restrictive Practice	15/04/2020	15/4/2020	15/4/2020	28/4/2020	9	9	5 business days
269.	4-ECVVEKY	Unauthorised Restrictive Practice	22/04/2020	22/4/2020	22/4/2020	30/4/2020	6	6	5 business days
270.	4-ECVYOR4	Unauthorised Restrictive Practice	22/04/2020	22/4/2020	22/4/2020	30/4/2020	6	6	5 business days
271.	4-ECW1A8W	Unauthorised Restrictive Practice	22/04/2020	22/4/2020	22/4/2020	30/4/2020	6	6	5 business days
272.	4-EG0DA2J	Unauthorised Restrictive Practice	30/04/2020	30/4/2020	30/4/2020	14/5/2020	10	10	5 business days

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273.	4-EG0LTZU	Unauthorised Restrictive Practice	30/04/2020	30/4/2020	14/4/2020	14/5/2020	10	22	5 business days
274.	4-EEO5G19	Unauthorised Restrictive Practice	7/05/2020	8/5/2020	7/5/2020	27/5/2020	13	14	5 business days
275.	4-EKF4M1U	Unauthorised Restrictive Practice	29/05/2020	29/5/2020	29/5/2020	11/6/2020	8	8	5 business days
276.	4-EVY15MV	Unauthorised Restrictive Practice	29/05/2020	29/5/2020	29/5/2020	21/7/2020	36	36	5 business days
277.	4-EV7BDE7	Unauthorised Restrictive Practice	1/06/2020	1/6/2020	1/6/2020	21/7/2020	35	35	5 business days
278.	4-ETIRQH8	Unauthorised Restrictive Practice	3/07/2020	10/7/2020	3/7/2020	17/7/2020	5	10	5 business days
279.	4-EVY3P4E	Unauthorised Restrictive Practice	5/06/2020	5/6/2020	5/6/2020	21/7/2020	31	31	5 business days

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280.	4-ENXUCQT	Unauthorised Restrictive Practice	9/06/2020	9/6/2020	9/6/2020	18/6/2020	7	7	5 business days
281.	4-EV7GYSH	Unauthorised Restrictive Practice	15/06/2020	15/6/2020	15/6/2020	21/7/2020	26	26	5 business days
282.	4-ETGGNBA	Unauthorised Restrictive Practice	4/07/2020	10/7/2020	4/7/2020	17/7/2020	5	10	5 business days
283.	4-ETGIJRT	Unauthorised Restrictive Practice	4/07/2020	10/7/2020	4/7/2020	17/7/2020	5	10	5 business days
284.	4-FR66ODN	Unauthorised Restrictive Practice	15/06/2020	15/6/2020	15/6/2020	30/11/2020	119	119	5 business days
285.	4-FRAAQLZ	Unauthorised Restrictive Practice	15/06/2020	15/6/2020	15/6/2020	2/12/2020	121	121	5 business days
286.	4-FRAEVMZ	Unauthorised Restrictive Practice	15/06/2020	15/6/2020	15/6/2020	2/12/2020	121	121	5 business days

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287.	4-EVWB3KZ	Unauthorised Restrictive Practice	10/07/2020	17/7/2020	10/7/2020	24/7/2020	5	10	5 business days
288.	4-EVW4KT4	Unauthorised Restrictive Practice	11/07/2020	17/7/2020	11/7/2020	24/7/2020	5	10	5 business days
289.	4-EVWDKFR	Unauthorised Restrictive Practice	11/07/2020	17/7/2020	11/7/2020	24/7/2020	5	10	5 business days
290.	4-EVY78HY	Unauthorised Restrictive Practice	19/06/2020	19/6/2020	19/6/2020	21/7/2020	22	22	5 business days
291.	4-EQY4JE8	Unauthorised Restrictive Practice	22/06/2020	22/6/2020	22/6/2020	2/7/2020	8	8	5 business days
292.	4-EQYCQTS	Unauthorised Restrictive Practice	22/06/2020	22/6/2020	22/6/2020	1/7/2020	7	7	5 business days
293.	4-F73BGV6	Unauthorised Restrictive Practice	22/06/2020	22/6/2020	22/6/2020	26/8/2020	47	47	5 business days



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294.	4-FR6ITGF	Unauthorised Restrictive Practice	30/06/2020	15/6/2020	30/6/2020	30/11/2020	119	108	5 business days
295.	4-ERLXQ4S	Unauthorised Restrictive Practice	1/07/2020	1/7/2020	1/7/2020	17/7/2020	12	12	5 business days
296.	4-ET61NT3	Unauthorised Restrictive Practice	1/07/2020	1/7/2020	1/7/2020	9/7/2020	6	6	5 business days
297.	4-ERLVK2E	Unauthorised Restrictive Practice	2/07/2020	2/7/2020	2/7/2020	17/7/2020	11	11	5 business days
298.	4-EVY8FY	Unauthorised Restrictive Practice	3/07/2020	3/7/2020	3/7/2020	21/7/2020	12	12	5 business days
299.	4-ESYB25K	Unauthorised Restrictive Practice	4/07/2020	4/7/2020	4/7/2020	16/7/2020	9	9	5 business days
300.	4-ESYKNWH	Unauthorised Restrictive Practice	4/07/2020	4/7/2020	4/7/2020	16/7/2020	9	9	5 business days

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301.	4-FEA3AIS	Unauthorised Restrictive Practice	9/09/2020	24/9/2020	9/9/2020	24/9/2020	0	11	5 business days
302.	4-ESYIABM	Unauthorised Restrictive Practice	5/07/2020	5/7/2020	5/7/2020	16/7/2020	9	9	5 business days
303.	4-EXYH0SB	Unauthorised Restrictive Practice	8/07/2020	8/7/2020	8/7/2020	28/7/2020	14	14	5 business days
304.	4-EUE2RXU	Unauthorised Restrictive Practice	9/07/2020	9/7/2020	9/7/2020	17/7/2020	6	6	5 business days
305.	4-FHAN0JX	Unauthorised Restrictive Practice	1/10/2020	6/10/2020	1/10/2020	12/10/2020	4	7	5 business days
306.	4-EXYDW39	Unauthorised Restrictive Practice	16/07/2020	16/7/2020	16/7/2020	28/7/2020	8	8	5 business days
307.	4-EXYC0EU	Unauthorised Restrictive Practice	17/07/2020	17/7/2020	17/7/2020	28/7/2020	7	7	5 business days

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308.	4-EZVV1YR	Unauthorised Restrictive Practice	22/07/2020	22/7/2020	22/7/2020	30/7/2020	6	6	5 business days
309.	4-F3DTKOY	Unauthorised Restrictive Practice	5/08/2020	5/8/2020	5/8/2020	18/8/2020	9	9	5 business days
310.	4-F7O3356	Unauthorised Restrictive Practice	11/08/2020	11/8/2020	11/8/2020	2/9/2020	16	16	5 business days
311.	4-FPXF6YD	Unauthorised Restrictive Practice	19/10/2020	6/11/2020	19/10/2020	6/11/2020	0	13	5 business days
312.	4-F7O6Q6B	Unauthorised Restrictive Practice	24/08/2020	24/8/2020	24/8/2020	2/9/2020	7	7	5 business days
313.	4-F9BLU5Y	Unauthorised Restrictive Practice	26/08/2020	26/8/2020	26/8/2020	3/9/2020	6	6	5 business days
314.	4-FE19QE0	Unauthorised Restrictive Practice	1/09/2020	1/7/2019	1/7/2019	24/9/2020	313	313	5 business days

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315.	4-FM7LWQ2	Unauthorised Restrictive Practice	11/09/2020	11/9/2020	11/9/2020	21/10/2020	28	28	5 business days
316.	4-FDTY1HT	Unauthorised Restrictive Practice	15/09/2020	15/9/2020	15/9/2020	23/9/2020	6	6	5 business days
317.	4-FFXK6E8	Unauthorised Restrictive Practice	28/09/2020	28/9/2020	28/9/2020	6/10/2020	6	6	5 business days
318.	4-FM8ALZ0	Unauthorised Restrictive Practice	9/10/2020	9/10/2020	9/10/2020	21/10/2020	8	8	5 business days
319.	4-FOIDONF	Unauthorised Restrictive Practice	17/10/2020	17/10/2020	17/10/2020	30/10/2020	9	9	5 business days
320.	4-FOIIZXE	Unauthorised Restrictive Practice	17/10/2020	17/10/2020	17/10/2020	30/10/2020	9	9	5 business days
321.	4-FRSSLB4	Unauthorised Restrictive Practice	19/10/2020	19/10/2020	19/10/2020	10/12/2020	37	37	5 business days

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322.	4-FOMIBN8	Unauthorised Restrictive Practice	20/10/2020	20/10/2020	20/10/2020	9/11/2020	13	13	5 business days
323.	4-FPW53RS	Unauthorised Restrictive Practice	22/10/2020	22/10/2020	22/10/2020	13/11/2020	16	16	5 business days
324.	4-FPRUN27	Unauthorised Restrictive Practice	23/10/2020	23/10/2020	23/10/2020	3/11/2020	7	7	5 business days
325.	4-FPRZHPR	Unauthorised Restrictive Practice	23/10/2020	23/10/2020	23/10/2020	3/11/2020	7	7	5 business days
326.	4-FRPFVOC	Unauthorised Restrictive Practice	28/10/2020	28/10/2020	28/10/2020	10/12/2020	31	31	5 business days
327.	4-FQONNMB	Unauthorised Restrictive Practice	7/11/2020	7/11/2020	14/11/2020	19/11/2020	9	4	5 business days
328.	4-FPY3EM1	Unauthorised Restrictive Practice	30/10/2020	30/10/2020	30/10/2020	9/11/2020	6	6	5 business days

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329.	4-FRB6ZY1	Unauthorised Restrictive Practice	6/11/2020	6/11/2020	6/11/2020	3/12/2020	19	19	5 business days
330.	4-FRC1QFD	Unauthorised Restrictive Practice	6/11/2020	6/11/2020	6/11/2020	3/12/2020	19	19	5 business days
331.	4-FRCFWAX	Unauthorised Restrictive Practice	6/11/2020	6/11/2020	6/11/2020	3/12/2020	19	19	5 business days
332.	4-FRHSVUQ	Unauthorised Restrictive Practice	6/11/2020	6/11/2020	6/11/2020	6/12/2020	20	20	5 business days
333.	4-FQ8XF2H	Unauthorised Restrictive Practice	9/11/2020	30/10/2020	30/10/2020	12/11/2020	9	9	5 business days
334.	4-FRAVSUD	Unauthorised Restrictive Practice	9/11/2020	9/11/2020	9/11/2020	2/12/2020	17	17	5 business days
335.	4-FRAWTUV	Unauthorised Restrictive Practice	9/11/2020	9/11/2020	2/11/2020	2/12/2020	17	22	5 business days

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336.	4-FRB1MSF	Unauthorised Restrictive Practice	9/11/2020	9/11/2020	9/11/2020	2/12/2020	17	17	5 business days
337.	4-FRB6ZR3	Unauthorised Restrictive Practice	9/11/2020	9/11/2020	9/11/2020	3/12/2020	18	18	5 business days
338.	4-FQUL3JU	Unauthorised Restrictive Practice	14/11/2020	14/11/2020	14/11/2020	23/11/2020	6	6	5 business days
339.	4-FR1DIVP	Unauthorised Restrictive Practice	18/11/2020	18/11/2020	18/11/2020	26/11/2020	6	6	5 business days
340.	4-FR6HXZ	Unauthorised Restrictive Practice	23/11/2020	30/11/2020	23/11/2020	1/12/2020	1	6	5 business days
341.	4-FR81LIU	Unauthorised Restrictive Practice	19/11/2020	19/11/2020	19/11/2020	4/12/2020	11	11	5 business days
342.	4-FRMTBCI	Unauthorised Restrictive Practice	19/11/2020	19/11/2020	20/11/2020	8/12/2020	13	12	5 business days

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343.	4-FRP47DI	Unauthorised Restrictive Practice	19/11/2020	19/11/2020	19/11/2020	9/12/2020	14	14	5 business days
344.	4-FR7LBET	Unauthorised Restrictive Practice	20/11/2020	20/11/2020	20/11/2020	4/12/2020	10	10	5 business days
345.	4-FRT43QA	Unauthorised Restrictive Practice	25/11/2020	25/11/2020	25/11/2020	10/12/2020	11	11	5 business days
346.	4-FRT62Q7	Unauthorised Restrictive Practice	25/11/2020	25/11/2020	25/11/2020	10/12/2020	11	11	5 business days
347.	4-FRTA3V4	Unauthorised Restrictive Practice	25/11/2020	25/11/2020	25/11/2020	10/12/2020	11	11	5 business days
348.	4-FRUJZZ0	Unauthorised Restrictive Practice	25/11/2020	25/11/2020	25/11/2020	11/12/2020	12	12	5 business days
349.	4-FS8PTM1	Unauthorised Restrictive Practice	25/11/2020	25/11/2020	25/11/2020	17/12/2020	16	16	5 business days



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350.	4-FR85GPT	Unauthorised Restrictive Practice	26/11/2020	26/11/2020	26/11/2020	4/12/2020	6	6	5 business days
351.	4-FS4ISO2	Unauthorised Restrictive Practice	2/12/2020	2/12/2020	2/12/2020	16/12/2020	10	10	5 business days
352.	4-FSPVK3F	Unauthorised Restrictive Practice	6/12/2020	6/12/2020	6/12/2020	24/12/2020	14	14	5 business days
353.	4-FSPVJWW	Unauthorised Restrictive Practice	10/12/2020	10/12/2020	10/12/2020	24/12/2020	10	10	5 business days
354.	4-FSO6FB1	Unauthorised Restrictive Practice	11/12/2020	11/12/2020	11/12/2020	24/12/2020	9	9	5 business days
355.	4-FSO8K22	Unauthorised Restrictive Practice	11/12/2020	11/12/2020	11/12/2020	24/12/2020	9	9	5 business days
356.	4-FSO8KAZ	Unauthorised Restrictive Practice	12/12/2020	12/12/2020	12/12/2020	24/12/2020	9	9	5 business days

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357.	4-G0H99TV	Unauthorised Restrictive Practice	17/12/2020	17/12/2020	17/12/2020	6/4/2021	70	70	5 business days
358.	4-FTLGAOB	Unauthorised Restrictive Practice	31/12/2020	31/12/2020	31/12/2020	12/1/2021	7	7	5 business days
359.	4-FY97GUI	Unauthorised Restrictive Practice	1/01/2021	1/1/2021	1/1/2021	5/3/2021	43	43	5 business days
360.	4-FY97HBR	Unauthorised Restrictive Practice	1/01/2021	1/1/2021	1/1/2021	5/3/2021	43	43	5 business days
361.	4-FZSLFET	Unauthorised Restrictive Practice	1/01/2021	1/3/2021	1/1/2021	19/4/2021	32	71	5 business days
362.	4-FTL719V	Unauthorised Restrictive Practice	4/01/2021	6/1/2021	4/1/2021	15/1/2021	7	9	5 business days
363.	4-FU6VM49	Unauthorised Restrictive Practice	4/01/2021	4/1/2021	4/1/2021	15/1/2021	9	9	5 business days

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364.	4-FTL71GD	Unauthorised Restrictive Practice	5/01/2021	6/1/2021	5/1/2021	15/1/2021	7	8	5 business days
365.	4-FTL71NB	Unauthorised Restrictive Practice	5/01/2021	6/1/2021	5/1/2021	15/1/2021	7	8	5 business days
366.	4-FU6Q5U6	Unauthorised Restrictive Practice	5/01/2021	5/1/2021	5/1/2021	15/1/2021	8	8	5 business days
367.	4-FUEJ4HH	Unauthorised Restrictive Practice	5/01/2021	5/1/2021	5/1/2021	18/1/2021	9	9	5 business days
368.	4-FV6BFOJ	Unauthorised Restrictive Practice	17/01/2021	18/1/2021	17/1/2021	26/1/2021	5	6	5 business days
369.	4-FVEC678	Unauthorised Restrictive Practice	13/01/2021	13/1/2021	13/1/2021	28/1/2021	10	10	5 business days
370.	4-FVAN9KE	Unauthorised Restrictive Practice	22/01/2021	25/1/2021	22/1/2021	2/2/2021	5	6	5 business days

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371.	4-FVAN9VV	Unauthorised Restrictive Practice	22/01/2021	25/1/2021	22/1/2021	2/2/2021	5	6	5 business days
372.	4-FVEC6JJ	Unauthorised Restrictive Practice	14/01/2021	14/1/2021	14/1/2021	28/1/2021	9	9	5 business days
373.	4-FVEPARZ	Unauthorised Restrictive Practice	15/01/2021	15/1/2021	15/1/2021	28/1/2021	8	8	5 business days
374.	4-FVBVF0I	Unauthorised Restrictive Practice	16/01/2021	16/1/2021	16/1/2021	27/1/2021	7	7	5 business days
375.	4-FXLQPST	Unauthorised Restrictive Practice	27/01/2021	27/1/2021	25/2/2021	25/2/2021	20	0	5 business days
376.	4-FWPBV4V	Unauthorised Restrictive Practice	20/01/2021	20/1/2021	20/1/2021	12/2/2021	15	15	5 business days
377.	4-FVSKYVY	Unauthorised Restrictive Practice	22/01/2021	22/1/2021	22/1/2021	2/2/2021	6	6	5 business days

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378.	4-FWP8PGK	Unauthorised Restrictive Practice	22/01/2021	22/1/2021	22/1/2021	12/2/2021	13	13	5 business days
379.	4-FW00LVA	Unauthorised Restrictive Practice	3/02/2021	4/2/2021	3/2/2021	12/2/2021	5	6	5 business days
380.	4-FWPBUMQ	Unauthorised Restrictive Practice	27/01/2021	27/1/2021	27/1/2021	12/2/2021	11	11	5 business days
381.	4-FWPESNR	Unauthorised Restrictive Practice	28/01/2021	28/1/2021	28/1/2021	12/2/2021	10	10	5 business days
382.	4-FWYR0X8	Unauthorised Restrictive Practice	1/02/2021	4/2/2021	1/2/2021	16/2/2021	7	10	5 business days
383.	4-FWZAKUM	Unauthorised Restrictive Practice	1/02/2021	5/2/2021	1/2/2021	16/2/2021	6	10	5 business days
384.	4-FWYLJBW	Unauthorised Restrictive Practice	10/02/2021	10/2/2021	10/2/2021	18/2/2021	6	6	5 business days

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385.	4-FXGP314	Unauthorised Restrictive Practice	22/02/2021	22/2/2021	22/2/2021	9/3/2021	10	10	5 business days
386.	4-G11JK7F	Unauthorised Restrictive Practice	1/03/2021	31/3/2021	1/3/2021	15/4/2021	9	30	5 business days
387.	4-FYUBJVM	Unauthorised Restrictive Practice	2/03/2021	2/3/2021	2/3/2021	12/3/2021	7	7	5 business days
388.	4-FYJO318	Unauthorised Restrictive Practice	4/03/2021	4/3/2021	4/3/2021	16/3/2021	7	7	5 business days
389.	4-FYQKR2T	Unauthorised Restrictive Practice	5/03/2021	10/3/2021	5/3/2021	1/4/2021	16	18	5 business days
390.	4-G1PPBW1	Unauthorised Restrictive Practice	5/03/2021	5/3/2021	5/3/2021	21/4/2021	30	30	5 business days
391.	4-G06E3FC	Unauthorised Restrictive Practice	5/03/2021	5/3/2021	5/3/2021	31/3/2021	17	17	5 business days

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392.	4-G06G838	Unauthorised Restrictive Practice	6/03/2021	6/3/2021	6/3/2021	31/3/2021	17	17	5 business days
393.	4-FYPFOLA	Unauthorised Restrictive Practice	8/03/2021	8/3/2021	8/3/2021	16/3/2021	6	6	5 business days
394.	4-FZQRML0	Unauthorised Restrictive Practice	17/03/2021	17/3/2021	17/3/2021	25/3/2021	6	6	5 business days
395.	4-FZSE8UO	Unauthorised Restrictive Practice	22/03/2021	23/3/2021	22/3/2021	1/4/2021	7	8	5 business days
396.	4-G0TC9XL	Unauthorised Restrictive Practice	24/03/2021	6/4/2021	24/3/2021	10/4/2021	3	10	5 business days
397.	4-G3FVRAX	Unauthorised Restrictive Practice	1/04/2021	17/5/2021	1/4/2021	18/5/2021	1	31	5 business days
398.	4-FZSIKUM	Unauthorised Restrictive Practice	22/03/2021	23/3/2021	22/3/2021	1/4/2021	7	8	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
399.	4-G17953N	Unauthorised Restrictive Practice	7/04/2021	7/4/2021	7/4/2021	15/4/2021	6	6	5 business days
400.	4-G1AXT8Q	Unauthorised Restrictive Practice	8/04/2021	8/4/2021	8/4/2021	16/4/2021	6	6	5 business days
401.	4-G2NVKR5	Unauthorised Restrictive Practice	8/04/2021	13/4/2021	8/4/2021	4/5/2021	15	18	5 business days
402.	4-G2V3VWB	Unauthorised Restrictive Practice	12/04/2021	12/4/2021	12/4/2021	7/5/2021	19	19	5 business days
403.	4-G24G9ED	Unauthorised Restrictive Practice	19/04/2021	19/4/2021	19/4/2021	27/4/2021	6	6	5 business days
404.	4-G2C5IQ5	Unauthorised Restrictive Practice	21/04/2021	21/4/2021	21/4/2021	3/5/2021	8	8	5 business days
405.	4-G2QKWUN	Unauthorised Restrictive Practice	26/04/2021	26/4/2021	26/4/2021	5/5/2021	7	7	5 business days



#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
406.	4-G4QPK8F	Unauthorised Restrictive Practice	1/05/2021	1/5/2021	31/5/2021	1/6/2021	22	1	5 business days
407.	4-G5CGPX7	Unauthorised Restrictive Practice	1/05/2021	1/5/2021	2/6/2021	7/6/2021	26	3	5 business days
408.	4-G3WGBC9	Unauthorised Restrictive Practice	26/04/2021	26/4/2021	26/4/2021	19/5/2021	17	17	5 business days
409.	4-G5M8LEN	Unauthorised Restrictive Practice	1/05/2021	1/6/2021	1/5/2021	11/6/2021	8	30	5 business days
410.	4-G3VIAPV	Unauthorised Restrictive Practice	3/05/2021	3/5/2021	3/5/2021	19/5/2021	12	12	5 business days
411.	4-G32ECON	Unauthorised Restrictive Practice	9/05/2021	14/5/2021	9/5/2021	17/5/2021	1	6	5 business days
412.	4-G3WBHS7	Unauthorised Restrictive Practice	10/05/2021	10/5/2021	10/5/2021	19/5/2021	7	7	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
413.	4-G3WL1HL	Unauthorised Restrictive Practice	10/05/2021	10/5/2021	10/5/2021	19/5/2021	7	7	5 business days
414.	4-G7M4ZE1	Unauthorised Restrictive Practice	12/05/2021	13/6/2021	13/6/2021	5/7/2021	15	15	5 business days
415.	4-G54LR5P	Unauthorised Restrictive Practice	14/05/2021	4/6/2021	14/5/2021	4/6/2021	0	15	5 business days
416.	4-G54NNQ6	Unauthorised Restrictive Practice	14/05/2021	4/6/2021	14/5/2021	4/6/2021	0	15	5 business days
417.	4-G54RXBM	Unauthorised Restrictive Practice	17/05/2021	4/6/2021	17/5/2021	4/6/2021	0	14	5 business days
418.	4-G54VDFB	Unauthorised Restrictive Practice	17/05/2021	4/6/2021	17/5/2021	4/6/2021	0	14	5 business days
419.	4-G4805UJ	Unauthorised Restrictive Practice	17/05/2021	24/5/2021	17/5/2021	25/5/2021	1	6	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
420.	4-G54XHFB	Unauthorised Restrictive Practice	22/05/2021	4/6/2021	22/5/2021	4/6/2021	0	10	5 business days
421.	4-G51TE27	Unauthorised Restrictive Practice	24/05/2021	25/5/2021	25/5/2021	3/6/2021	7	7	5 business days
422.	4-G54TF34	Unauthorised Restrictive Practice	24/05/2021	4/6/2021	24/5/2021	4/6/2021	0	9	5 business days
423.	4-G50O8DL	Unauthorised Restrictive Practice	1/06/2021	11/6/2021	1/6/2021	15/6/2021	1	9	5 business days
424.	4-G67AVFT	Unauthorised Restrictive Practice	1/06/2021	1/6/2021	1/6/2021	21/6/2021	13	13	5 business days
425.	4-G5P3E4T	Unauthorised Restrictive Practice	4/06/2021	9/6/2021	4/6/2021	15/6/2021	3	6	5 business days
426.	4-G6GRSJI	Unauthorised Restrictive Practice	14/06/2021	18/6/2021	14/6/2021	22/6/2021	2	6	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
427.	4-G7U0PAB	Unauthorised Restrictive Practice	28/06/2021	6/7/2021	28/6/2021	7/7/2021	1	7	5 business days
428.	4-G8XHO0T	Unauthorised Restrictive Practice	9/07/2021	19/7/2021	9/7/2021	19/7/2021	0	6	5 business days
429.	4-G8XK4UM	Unauthorised Restrictive Practice	9/07/2021	19/7/2021	9/7/2021	19/7/2021	0	6	5 business days
430.	4-G9UCVEH	Unauthorised Restrictive Practice	23/07/2021	29/7/2021	23/7/2021	2/8/2021	2	6	5 business days
431.	4-GA8BQSN	Unauthorised Restrictive Practice	23/07/2021	4/8/2021	23/7/2021	4/8/2021	0	8	5 business days
432.	4-GA89KTT	Unauthorised Restrictive Practice	23/07/2021	4/8/2021	23/7/2021	4/8/2021	0	8	5 business days
433.	4-GDJSKBT	Unauthorised Restrictive Practice	3/09/2021	13/9/2021	3/9/2021	13/9/2021	0	6	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
434.	4-GDEP0UB	Unauthorised Restrictive Practice	5/09/2021	7/9/2021	5/9/2021	13/9/2021	4	6	5 business days
435.	4-GE62WQ6	Unauthorised Restrictive Practice	15/09/2021	23/9/2021	15/9/2021	23/9/2021	0	6	5 business days
436.	4-GEYN651	Unauthorised Restrictive Practice	24/09/2021	4/10/2021	24/9/2021	4/10/2021	0	6	5 business days
437.	4-GHHY27X	Unauthorised Restrictive Practice	24/09/2021	24/9/2021	1/11/2021	5/11/2021	29	4	5 business days
438.	4-GHHZYA2	Unauthorised Restrictive Practice	5/10/2021	5/10/2021	1/11/2021	5/11/2021	22	4	5 business days
439.	4-GH8TPAK	Unauthorised Restrictive Practice	25/10/2021	2/11/2021	25/10/2021	2/11/2021	0	6	5 business days
440.	4-GI67PTD	Unauthorised Restrictive Practice	11/11/2021	15/11/2021	11/11/2021	19/11/2021	4	6	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
441.	4-GNCP67H	Unauthorised Restrictive Practice	1/01/2022	1/1/2022	1/1/2022	13/1/2022	8	8	5 business days
442.	4-GNEC8YH	Unauthorised Restrictive Practice	1/01/2022	1/1/2022	6/1/2022	14/1/2022	9	6	5 business days
443.	4-GNBRPL1	Unauthorised Restrictive Practice	5/01/2022	13/1/2022	5/1/2022	13/1/2022	0	6	5 business days
444.	4-GO9M24I	Unauthorised Restrictive Practice	13/01/2022	17/1/2022	13/1/2022	24/1/2022	5	7	5 business days
445.	4-GPZRIHD	Unauthorised Restrictive Practice	21/01/2022	8/2/2022	21/1/2022	8/2/2022	0	11	5 business days
446.	4-GQ02K2N	Unauthorised Restrictive Practice	21/01/2022	8/2/2022	21/1/2022	8/2/2022	0	11	5 business days
447.	4-GS8I9JS	Unauthorised Restrictive Practice	15/02/2022	28/2/2022	15/2/2022	28/2/2022	0	9	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
448.	4-GRVF6GX	Unauthorised Restrictive Practice	18/02/2022	18/2/2022	18/2/2022	28/2/2022	6	6	5 business days
449.	4-GRX6007	Unauthorised Restrictive Practice	18/02/2022	18/2/2022	20/2/2022	28/2/2022	6	6	5 business days
450.	4-H067SLZ	Unauthorised Restrictive Practice	4/04/2022	5/4/2022	4/4/2022	12/4/2022	5	6	5 business days
451.	4-H58WJO9	Unauthorised Restrictive Practice	26/04/2022	29/4/2022	26/4/2022	4/5/2022	3	6	5 business days
452.	4-H7RG4H1	Unauthorised Restrictive Practice	16/05/2022	16/5/2022	16/5/2022	25/5/2022	7	7	5 business days
453.	4-H9BBTFU	Unauthorised Restrictive Practice	18/05/2022	18/5/2022	18/5/2022	3/6/2022	12	12	5 business days
454.	4-HA0E56R	Unauthorised Restrictive Practice	25/05/2022	25/5/2022	25/5/2022	3/6/2022	7	7	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
455.	4-IEVHSPZ	Unauthorised Restrictive Practice	9/08/2022	2/3/2023	9/8/2022	6/3/2023	2	143	5 business days
456.	4-HO7CS0X	Unauthorised Restrictive Practice	29/08/2022	29/8/2022	29/8/2022	6/9/2022	6	6	5 business days
457.	4-HY6DN3P	Unauthorised Restrictive Practice	30/09/2022	30/9/2022	30/9/2022	16/11/2022	32	32	5 business days
458.	4-I4G2QJP	Unauthorised Restrictive Practice	19/12/2022	30/12/2022	19/12/2022	30/12/2022	0	7	5 business days
459.	4-I60NSU7	Unauthorised Restrictive Practice	3/01/2023	10/1/2023	3/1/2023	11/1/2023	1	6	5 business days
460.	4-I60NT2N	Unauthorised Restrictive Practice	3/01/2023	10/1/2023	3/1/2023	11/1/2023	1	6	5 business days
461.	4-I60YXN4	Unauthorised Restrictive Practice	3/01/2023	10/1/2023	3/1/2023	11/1/2023	1	6	5 business days



#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
462.	4-IAL1ZAM	Unauthorised Restrictive Practice	30/01/2023	6/2/2023	30/1/2023	10/2/2023	4	9	5 business days
463.	4-IK5LAON	Unauthorised Restrictive Practice	16/03/2023	5/4/2023	16/3/2023	12/4/2023	3	17	5 business days
464.	4-IK6KT15	Unauthorised Restrictive Practice	22/03/2023	5/4/2023	22/3/2023	12/4/2023	3	13	5 business days
465.	4-ING4IRJ	Unauthorised Restrictive Practice	31/03/2023	15/5/2023	31/3/2023	16/5/2023	1	29	5 business days
466.	4-IMB437G	Unauthorised Restrictive Practice	12/04/2023	18/4/2023	18/4/2023	27/4/2023	6	6	5 business days
467.	4-IMB42WH	Unauthorised Restrictive Practice	17/04/2023	21/4/2023	17/4/2023	27/4/2023	3	7	5 business days
468.	4-J1W5IG5	Unauthorised Restrictive Practice	11/09/2023	9/11/2023	11/9/2023	15/11/2023	4	46	5 business days

#	1. Incident Id	2. Incident Type	3. Incident Date	4. Key Personnel Aware	5. Draft Report Created	6. Report Submitted	7. Business Days to Report from Key Personnel Aware	8. Business Days to Report from Draft Report Created	9. Notification Required
469.	4-IY4USGZ	Unauthorised Restrictive Practice	5/10/2023	9/10/2023	5/10/2023	13/10/2023	4	6	5 business days
470.	4-IZ7T1IC	Unauthorised Restrictive Practice	12/10/2023	20/10/2023	12/10/2023	20/10/2023	0	6	5 business days
471.	4-J0U82J3	Unauthorised Restrictive Practice	28/10/2023	3/11/2023	28/10/2023	8/11/2023	3	8	5 business days

## ANNEXURE 3

### MS D

1. At all relevant times, Ms D was a client of Oak.
2. Ms D was a resident at an Oak managed property with three other persons with similar needs.
3. Ms D has an intellectual disability along with hypersensitive hearing, Tourette's syndrome, severe scoliosis and Marfan Syndrome.

#### *Catheter mismanagement incident*

4. Ms D relied on a suprapubic catheter for bladder control.
5. Ms D receives 24/7 supported independent living support with an active overnight shift from Oak. She also receives catheter services and support from Oak.
6. At all relevant times, Ms D had a catheter management plan in place to provide information to disability support workers on how to care for Ms D's complex care needs, including:
  - a. how to empty leg and night urine bags;
  - b. how to ensure the catheter is implemented correctly; and
  - c. how to identify urinary tract infections or bladder infections.

#### **Particulars**

Catheter Management Ms D, March 2021.

7. At all relevant times, Oak was aware that Ms D had a catheter care plan in place that was required to be followed at all times and that, if not followed, could lead to infections that carried significant associated morbidity and mortality risks.

#### **Particulars**

Catheter Management for Ms D, March 2021, page 4.

Oak's awareness of Ms D's catheter care plan can be inferred from the Reportable Incident 5 Day Report for RI 4-FZSYISH dated 26 March 2021 filed by Oak page 6.

8. At all relevant times, Oak was aware of the requirement that Oak staff members engage in yearly catheter training to ensure that catheter care plans were implemented appropriately and safely for all participants.

### **Particulars**

Oak's awareness of Ms D's catheter care plan can be inferred from Oak reporting in the Reportable Incident Immediate Notification for RI 4-FZSYISH dated 26 March 2021 filed by Oak page 9 that "there is a catheter care plan in place [easy access] yearly catheter training for all staff".

9. On 16 March 2021, Ms D's day bag (the leg bag usually worn under clothing and attached above the knee with velcro strap) was not unclipped by the relevant staff member, as required by her catheter care plan, to allow her urine to flow into the night bag, being the bag attached directly to the leg bag for use over-night (which holds a larger volume of urine).

### **Particulars**

Catheter Management for Ms D, March 2021, page 2.

10. The urine bypassed the catheter, resulting in swelling to Ms D's vulva and pubic areas.
11. The Oak staff member that was caring for Ms D at the time of the incident had received catheter care training in 2019 but had not received any refresher training, which was required annually.

### **Particulars**

Reportable Incident 5 Day Report for RI 4-FZSYISH dated 26 March 2021 filed by Oak page 5.

Oak Possability Root Cause Analysis report by [REDACTED] 1  
August 2021, page 4.

12. Oak made a report to the NDIS Commission on 26 March 2021 about the incident as Oak considered that it met the criteria of neglect of a person with a disability.

### **Particulars**

Reportable Incident Immediate Notification for RI 4-FZSYISH dated 26 March 2021 filed by Oak.

Reportable Incident 5 Day Report for RI 4-FZSYISH dated 26 March 2021 filed by Oak.

13. By reason of the matters above, Oak failed to ensure that its employees complied with the requirements of Ms D's catheter management plan on 16 March 2021, in particular by failing to provide supports and services to Ms D in a safe and competent manner, with care, skill and safety on 16 March 2021.

14. In the premises of the above, Oak failed to comply with section 6(c) of the Code in that Oak did not provide supports and services in a safe and competent manner, with care and skill.

*Mealtime mismanagement incident*

15. At all relevant times, Ms D had a meal management plan in place to provide information to disability support workers on how to care for Ms D's complex care needs, including:
  - a. how to prepare Ms D's food to ensure it is an appropriate texture;
  - b. how to position Ms D at the dining table for her meals;
  - c. the level of supervision required when Ms D ate, drank or consumed medication; and
  - d. how to minimise the risk of aspiration and/or choking to Ms D based on her recent history and experience of such consequences.

**Particulars**

Meal Management Plan Summary current as at 17 June 2022, Ms D.

16. At all relevant times, Oak was aware that Ms D had a meal management plan in place that was required to be followed at all times.

**Particulars**

Meal Management Plan Summary current as at 17 June 2022, Ms D.

Oak's awareness of Ms D's meal management plan can be inferred from the Reportable Incident 5 Day Report for RI 4-HG3XODP dated 12 July 2021 filed by Oak page 20.

17. On 24 June 2022, [REDACTED] failed to adhere to Ms D's mealtime management plan in serving her breakfast.
18. On 12 July 2022, an Oak staff member, [REDACTED], reported to Oak senior personnel that on shifts he worked with another Oak staff member, [REDACTED], that [REDACTED] failed to adhere to Ms D's meal management plan on each occasion.

**Particulars**

Reportable Incident 5 Day Report for RI 4-HG3XODP dated 12 July 2021 filed by Oak page 5 and Email correspondence between [REDACTED], [REDACTED] & [REDACTED] dated 24-27 June 2022. The Oak staff member, [REDACTED], reported that on 24 June 2022, he observed [REDACTED] making rice bubbles for Ms D's breakfast that was "swimming in milk"; and that [REDACTED] "has had staff have to correct his meals at least 5 times that I have seen which

is also every shift I have worked with him'; and that [REDACTED] also had "seen the sizes of the pieces of food served up and they are far too big and are a choking risk and again will result in a trip to hospital". See requirements of the Mealtime management plan current as at 17 June 2022, Ms D, page 8 for requirements including "soft and moist food, but with no liquid leaking/dripping from the food."

19. By reason of the matters above, Oak failed to ensure that its employees complied with the requirements of Ms D's mealtime management plan on 24 June 2022, in particular by failing to:
  - a. provide supports and services to Ms D in a safe and competent manner, with care skill and safety on 24 June 2022; and
  - b. provide Ms D meals that were in accordance with her mealtime management plan and appropriate for her individual needs on 24 June 2022.
20. In the premises of the above, Oak failed to comply with:
  - a. section 6(c) of the Code in that Oak did not provide supports and services in a safe and competent manner, with care and skill; and
  - b. section 26A (Schedule 1) of the Practice Standards, in that Oak did not provide Ms D a meal that was of a texture and in a manner that was appropriate to her individual needs.

## ANNEXURE 4

### MS H

1. Ms H was a client of Oak from around February 2020, where Oak provided supported independent living accommodation and services to Ms H at [REDACTED], Tasmania.
2. Ms H is a NDIS participant who requires 24/7 care from two support workers per shift. She has multiple sclerosis, osteoarthritis and contact dermatitis, in addition to a history of depression and anxiety and bilateral hip replacements.
3. At all relevant times, Oak was aware that:
  - a. Ms H was admitted to hospital with an infected pressure injury to her sacrum/perineal area in or around 4 February 2021;
  - b. subsequent to this admission, was recommended by an occupational therapist, [REDACTED], to have two persons for all mobility transfers at home, including bathing;
  - c. [REDACTED] opined that Ms H would have been exposed to extreme risk of injury if she were to be transferred using a “quick move” device which is also referred to as a “Sara Steady”; and
  - d. required a full sling hoist and slide sheet to assist with manual handling of Ms H by support staff.

### Particulars

Report of [REDACTED], Occupational Therapist, dated 3 March 2021 ([REDACTED] Report); [REDACTED] Statement 30 May 2022, paragraph [8].

Email chain from [REDACTED] to [REDACTED] and to [REDACTED] (both of Oak/Possability) on 3 March 2021 at 5.00pm which forwarded the [REDACTED] Report on 3 March 2021, together with [REDACTED] recommendations in the cover email of 3 March 2021.

4. On 11 March 2021, following the discharge of Ms H from hospital, [REDACTED] and another Occupational Therapy Manager conducted training of Oak employees on the use of the sling hoist for staff to assist Ms H in her home.

### Particulars

Statement of [REDACTED] dated 30 May 2022, paragraphs 10-14; and email dated 5 March 2021 from [REDACTED] to [REDACTED] and [REDACTED] copying [REDACTED]), both Oak/Possability employees.

Oak's awareness of the required use of the sling hoist to manage Ms H's care at home can be inferred from the staff training which occurred on 11 March 2021 that Oak knew that there was a need to use a sling hoist for Ms H, as that was in fact, the reason the training was being conducted for Oak staff.

*27 March 2021 showering incident*

5. On 27 March 2021, at approximately 10:00am, Ms H was transferred from her bed to the shower by [REDACTED] and [REDACTED], both Oak employees, using a "Sara Stedy".
6. During the showering process, Ms H was at some point placed on the shower floor. After the showering process was finished, Ms H was transferred back to bed by the Oak employees using a sling hoist and not a Sara Stedy.

**Particulars**

See [REDACTED] Statement to the NDIS Commission dated 11 August 2021, at paragraphs [10], [13], to [22] and [REDACTED] Statement to NDIS Commission dated 11 August 2021 at paragraphs [9] to [15].

7. When Ms H returned to her bed, a pillow was placed under her right leg to "*keep her heels up to relive (sic) pressure under her heels*".

**Particulars**

See [REDACTED] Statement at paragraphs [22] and [REDACTED] Statement at paragraphs [14].

8. At approximately 3:00pm, [REDACTED] and [REDACTED], both Oak employees, commenced the afternoon shift to assist Ms H.
9. At approximately 5:00pm, Ms H woke up complaining of a sore right leg.
10. At approximately 8:00pm, [REDACTED] and [REDACTED] attempted to give personal care in bed and Ms H cried out in pain when she was rolled.
11. [REDACTED] and [REDACTED] assessed Ms H's pain levels and contacted their supervisors at Oak.
12. At approximately 9:53pm, [REDACTED] called a non-urgent ambulance.
13. Ms H was transferred to hospital by ambulance and admitted in the early hours of 28 March 2021.
14. Ms H was diagnosed in hospital with a fractured femur of her right leg.
15. Ms H was discharged from hospital on 2 April 2021.



### Particulars

Statement of [REDACTED] to NDIS Commission dated 17 November 2021 at paragraphs [6] to [17] and Statement of [REDACTED] to NDIS Commission dated 16 November 2021 at paragraphs [6], [9] to [14].

Attachment A: Salesforce notes dated 27 July 2021, reporting incident of 27 March 2021.

An x-ray report stated that she sustained a “*Spiral fracture distal shaft of femur with displaced fracture fragments*”. Radiologist’s report dated 28 March 2021.

16. On 14 April 2021, an updated Occupational Therapy Report was prepared by [REDACTED] and [REDACTED] on 14 April 2021 (**Updated OT Report**).

### Particulars

The Updated OT Report said: “*Mobility/transfers.... Due to [Ms H’s] fear of pain, strict cares in bed are recommended until [Ms H’s] community OT can provide carer training once more funding has become available in [Ms H’s] NDIS plan*”.

17. On the same day, Oak Tasmania was provided a copy of the Updated OT Report.

### Particulars

Section 56 NDIS Act Response by Oak to NDIS Commission dated 24 February 2023, page 3.

18. By reason of the incident on 27 March 2021 above, Ms H:
- a. likely sustained the fracture as a result of falling or slipping to the floor or whilst being transferred in the Sara Steady or sling hoist;
  - b. it is likely that Ms H sustained the fracture during showering and personal care;
  - c. the fracture was likely the result of a single incident between the hours of 7am and 3pm on 27 March 2021; and
  - d. it was not possible to exclude the possibility that it was initially a non-displaced fracture (meaning the bone had broken but did not move out of alignment) which was then displaced (moved out of alignment) by her being rolled in bed about 8.00 pm during a pad change by the afternoon staff.
19. By reason of the matters above, Oak failed to ensure that its employees complied with the requirements of the [REDACTED] Report in regards to the transfer and handling of Ms H at home, in particular by failing to use the sling hoist in circumstances where Oak

was on notice that the sling hoist was the recommended means by which Ms H should be moved.

20. In the premises of the above, Oak failed to comply with section 6(c) of the Code in that Oak did not provide supports and services to Ms H in a safe and competent manner, with care and skill.

## ANNEXURE 5

### MR S

1. At all relevant times, Mr S was a client of Oak.
2. Mr S has Prader-Willi syndrome, including hyperphagia - being excessive and compulsive food seeking and lack of satiety, and a mild intellectual disability.
3. Mr S lives in cluster style accommodation at [REDACTED] with support provided by Oak.
4. Mr S lives on his own in his own unit and is provided with 1:1 ratio of scheduled daily support for his personal care, meal preparation, shopping and community access by Oak.
5. At all relevant times, Mr S had a behaviour management plan (**BMP**) in place to, among other things, improve Mr S's quality of life and his emotional and physical wellbeing, reduce his stress and address his behaviours of concern.
6. The BMP provided that, among other things, Mr S:
  - a. required permanent and lifelong food security and environmental restrictions to ensure that Mr S did not engage in uncontrollable overeating; and
  - b. required access to his money to be restricted as part of the food security measures in place to support Mr S with his condition.

### Particulars

Comprehensive BMP Mr S dated 10 January 2022 at pages 17 to 19.

7. At all relevant times, Oak was aware of Mr S's BMP and its requirements to be followed.

### Particulars

Oak's awareness of Mr S's BMP can be inferred from the Reportable incident 4-H9GS2O3 immediate notification dated 31 May 2022, filed by Oak, page 6.

8. On 29 May 2022 at approximately 9:35am, an Oak employee attended Mr S's home to assist him with his daily morning routine.
9. Mr S confronted the Oak employee in a threatening manner, demanding access to \$147.00 cash from his locked cash box.
10. The Oak employee proceeded to hand Mr S the money and left the property.

### Particulars

Reportable incident 4-H9GS2O3 immediate notification dated 31 May 2022.

11. On 30 May 2022, a different Oak employee attended Mr S's home to assist him with his daily activities and observed Mr S to be unwell.
12. The Oak employee called an ambulance and Mr S was taken to hospital.
13. Treating physicians observed that Mr S had recently consumed a large amount of food and Mr S was treated.
14. Receipts and packaging for \$147.00 of bakery items were located in Mr S's home by Oak employees on or around 30 May 2022.

#### **Particulars**

Reportable incident 4-H9GS2O3 immediate notification dated 31 May 2022.

15. By reason of the matters above, Oak failed to provide supports to Mr S in a safe and competent manner, in particular by:
  - a. failing to appropriately monitor Mr S's behaviour following his access to money, and
  - b. failing to take any steps to prevent him from purchasing and consuming a large volume of food leading to hospitalisation.
16. In the premises of the above, Oak failed to comply with section 6(c) of the Code in that Oak did not provide supports and services in a safe and competent manner, with care and skill.

## ANNEXURE 6

### MS C

1. At all relevant times, Ms C was a client of Oak.
2. Ms C lived in an Oak Supported Independent Living (**SIL**) home with 3 other NDIS participants.
3. Ms C has limited hearing and eyesight and has type 1 diabetes. Ms C also has an intellectual disability, anxiety disorder, high blood pressure and vitamin D deficiency.
4. Ms C receives assistance with daily living skills at the SIL home from Oak, and also receives 'Community Access' services 3 days a week from another provider, We Genuinely Care (**WGC**).
5. At all relevant times, Ms C had a complex care plan in place, prepared by a registered nurse in consultation with family, Ms C and any relevant medical professionals, to provide information to support workers on how to care for Ms C.
6. As part of her care plan requirements, Ms C was required to have insulin administered to her by her support workers on a daily basis.

### Particulars

Ms C's complex care plan dated October 2022, page 15.

7. At all relevant times, Oak was aware that:
  - a. Ms C had type 1 diabetes that required daily monitoring and treatment;
  - b. she required insulin to be administered to her by a support worker on a daily basis; and
  - c. there were particular steps required to be followed and implemented if Ms C's blood glucose levels were too high, including "*any [blood sugar level] reading that is 15 mmol/L or higher is considered too high. Remember a good reading for [Ms C] is between 5 – 10*" and "*if BGL is >15 at dinner time, give 5 units of Novorapid*".

### Particulars

Ms C's complex care plan dated October 2022, pages 34-38.

Oak's awareness of Ms C's complex care plan can be inferred from the Oak staff training register contained in the complex care plan itself at page 67, as well as the 5 Day Report for Reportable Incident ID 4-IGZCBQN dated 24 March 2023, filed by Oak, page 19.

8. On 10 March 2023, Ms C had dental surgery at Royal Hobart Hospital.

9. Ms C was transported home by a WGC employee from hospital on the same day.
10. Ms C returned to her SIL home, supported by the care of Oak, on 10 March 2023.
11. From approximately the evening of 10 March 2023 to the morning of 11 March 2023, Ms C's blood sugar levels (BSL) were high, around 20, when they should have been between 5-10.

**Particulars**

Serious Incident Report dated 11 March 2023 and Written Warning to [REDACTED] dated 15 May 2023.

12. The Oak staff members failed to administer insulin to Ms C as required by her complex care plan.

**Particulars**

Ms C's complex care plan dated October 2022, pages 36.

13. Further, on 10 March 2023, Oak staff members failed to seek medical advice in circumstances where Ms C's complex care plan required a medical professional to be contacted if Ms C's BSL was above 20.

**Particulars**

Ms C's complex care plan dated October 2022, pages 36.

14. On 11 March 2023, at around 8:30 am, that day a registered nurse ([REDACTED]), attended the SIL, and identified signs of ketones in Ms C. She then contacted Ms C's general practitioner and an ambulance to take Ms C to hospital.

**Particulars**

5 Day Report for Reportable Incident ID 4-IGZCBQN dated 24 March 2023, filed by Oak, page 5; and Email from [REDACTED] to [REDACTED] and [REDACTED] dated 12 March 2023.

15. By reason of the matters above, Oak failed to:
  - a. follow Ms C's complex care plan and provide her with insulin when her BSL was above 15; and
  - b. failed to seek medical advice when Ms C's BSL reached around 20, contrary to her complex care plan requirements.
16. In the premises of the above, Oak failed to comply with:

- a. section 6(c) of the Code in that Oak did not provide supports and services in a safe and competent manner, with care and skill; and
- b. section 10 (Schedule 1) of the Practice Standards, in that Oak failed to manage the risks to Ms C.

## ANNEXURE 7

### MS W

1. Ms W was a client of Oak from around 18 June 2013. At the time of the incident described below, Ms W was 16 years of age.
2. Ms W has an intellectual disability, type 2 diabetes, eczema, asthma and has previously been diagnosed with depression and anxiety.
3. Ms W resides with her family and accesses regular Oak respite services where she requires full assistance with home duties and activities.
4. At all relevant times, Ms W had in place an Individual Support Profile and Plan that provided Oak support workers with information on how to best care for Ms W and on what Ms W and her family desired from the provision of Oak's care, including access to safe and regular respite.

### Particulars

Individual Support Profile and Plan (**Plan**) dated 29 March 2023 for Ms W, page 20.

5. At all relevant times, Oak was aware that Ms W:
  - a. had no concept of danger, and would leave the premises if a gate or door was left open;
  - b. required close and constant observation;
  - c. would generally sleep through the night once asleep, however would require physical direction, prompts and cues with verbal instructions to return to bed if she awoke overnight.

### Particulars

Individual Support Profile and Plan (**Plan**) dated 29 March 2023 for Ms W, pages 6 and 14.

Oak's awareness of Ms W's Plan can be inferred from the Plan being created and prepared by Oak itself.

6. On 29 June 2023 at approximately 11:00pm, Oak employee [REDACTED] arrived for his shift to assist Ms W at [REDACTED] (**Respite Centre**).
7. Shortly prior to this time, another Oak employee, [REDACTED], finished her shift in assisting Ms W and completed a handover with [REDACTED].



8. ██████ left the Respite Centre at the conclusion of her handover with ██████, but returned shortly after to return the respite van key to the Respite Centre (having accidentally taken it).
9. ██████ observed that ██████ car was not at the Respite Centre, nor was ██████.
10. ██████ called the Respite Centre's phone line, but no one answered.

**Particulars**

File Note - Staff - Interview of ██████ dated 8 July 2023, page 1; File Note - Staff - Interview of ██████ dated 11 July 2023.

11. ██████ then contacted Oak's Afterhours telephone line to report the absence of ██████.
12. On 29 June 2023 at approximately 11:20pm, ██████ returned to the Respite Centre.

**Particulars**

File Note - Staff - Interview of ██████ dated 8 July 2023, page 2; File Note - Staff - Interview of ██████ dated 11 July 2023, page 1.

13. ██████ had left Ms W alone at the Respite Centre for up to 20 minutes.

**Particulars**

File Note - Staff - Interview of ██████ dated 8 July 2023, page 2; File Note - Staff - Interview of ██████ dated 11 July 2023, page 1.

14. By reason of the matters above, Oak failed to ensure that its employees provided support and care to Ms W in a safe and competent manner with due care and skill, in particular in failing to be present for an entire shift in circumstances where Oak knew of the supports required by Ms W if she were to awake, as set out in paragraph 5(c) above. Further, Oak failed to ensure that Ms W was able to access timely and appropriate supports without interruption due to the absence of a support worker being at the Respite for approximately up to 20 minutes.
15. In the premises of the above, Oak failed to comply with:
  - a. section 6(c) of the Code in that Oak did not provide supports and services in a safe and competent manner, with care and skill; and
  - b. section 16 (Schedule 1) of the Practice Standards, in that Oak did not provide timely and appropriate supports without interruption.