



NDIS Quality
and Safeguards
Commission

Q4 | 2023-24



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Published by:

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Introduction

The NDIS Quality and Safeguards Commission (NDIS Commission) is committed to measuring outcomes for NDIS participants and assessing regulatory impact.

This report provides an overview of the NDIS Commission's performance and regulatory operations from 1 April 2024 – 30 June 2024.

Key statistics from this report include:

- An 9% increase in complaints received in connection with supports and services delivered by NDIS providers and their workers (7,635 last quarter to 8,303 this quarter).
- More than 80% of complaints were reported by a person with disability or their support person.
- A 21% increase in individuals excluded from working with people with disability in a risk-assessed role (1,353 last quarter to 1,639 this quarter).
- An 8% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- Over 511 compliance and enforcement activity outcomes including over 84 refusal of registration and over 200 education activities.

The NDIS Commission will continue to review suitability of data and publication format. Unless otherwise stated, data provided in this report pertains to the stated reporting period.

Contents

Behaviour support	6
Figure 1: Suitable behaviour support practitioners.....	6
Complaints	7
Figure 2: Complaints received	7
Figure 3: Complaints received by primary complainant.....	7
Figure 4: Complaints themes	8
Figure 5: Complaints closed.....	9
Compliance and enforcement	10
Figure 6: Compliance activity.....	10
Contact centre	11
Figure 7: Contact centre calls handled	11
NDIS Worker Screening Check	12
Figure 8: NDIS Worker Screening Check applications submitted	12
Figure 9: NDIS Worker Screening Check pending applications	13
Figure 10: NDIS Worker Screening Check interim bar	13
Figure 11: NDIS Worker Screening Check clearances.....	14
Figure 12: NDIS Worker Screening Check exclusions	14
Figure 13: NDIS Worker Screening Check suspensions	15
Provider registration	16
Figure 14: Mandatory registration groups	16
Figure 15: Registration conditions.....	17
Figure 16: Registration decision timeframe	17
Figure 17: Registered provider entry/exit	19
Figure 18: Registered provider count and payment claim	19
Figure 19: Auditors	20
Regulated restrictive practices	21
Figure 20: NDIS participants subjected to restrictive practices	21
Figure 21: Regulated restrictive practice types	22
Figure 22: Unauthorised restrictive practices notifications	23

Reportable incidents	24
Figure 23: Reportable incident notifications	24
Figure 24: Reportable incident types	25
Figure 25: Reportable incidents by gender	25
Figure 26: Reportable incidents by age band	26
Figure 27: Reportable incidents reported to police	26
Figure 28: Reportable incidents notification timeframe – 24 hours	27
Figure 29: Reportable incidents notification timeframe – 5 day.....	27
Figure 30: Unauthorised restrictive practices notification timeframe – 5 day	28
Appendix A – Behaviour support	29
Appendix B – Compliance and Enforcement.....	30
Appendix C – NDIS Worker Screening Check	32
Appendix D – Regulated restrictive practices	35
Appendix E – Reportable incidents	40



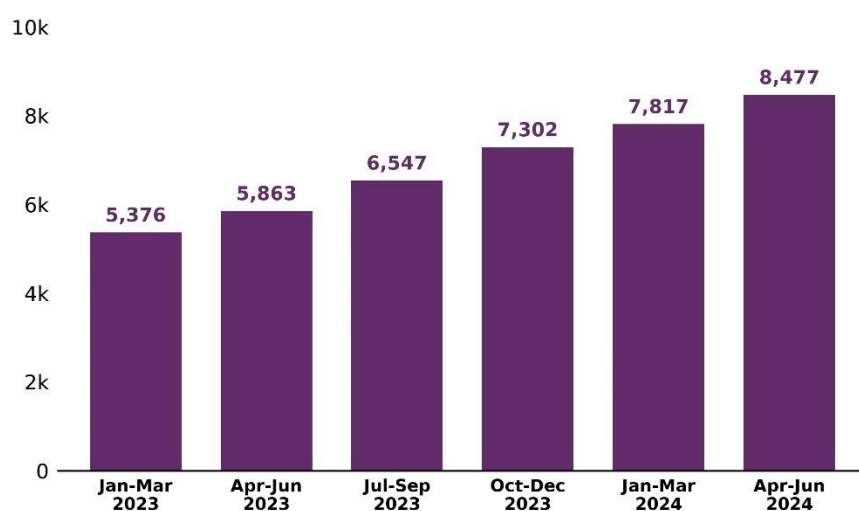
Behaviour support

The NDIS Commission provides best practice advice to practitioners, providers and participants on positive behaviour support strategies.

Note: NDIS Worker Screening Check data by state and territory located in Appendix A.

Figure 1: Suitable behaviour support practitioners

Count of behaviour support practitioners considered suitable to deliver behaviour support services per quarter (cumulative)¹



¹ NDIS behaviour support practitioner is someone who has been assessed and is considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

Complaints

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

Figure 2: Complaints received

Count of complaints received per quarter

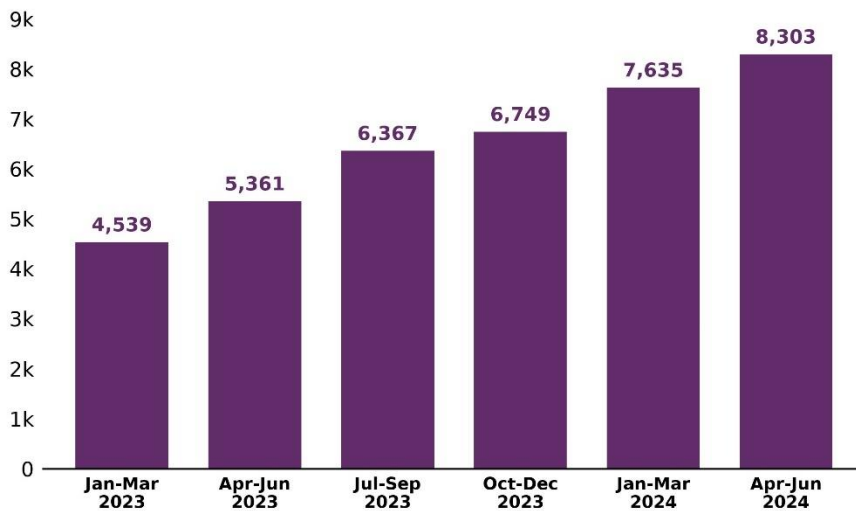


Figure 3: Complaints received by primary complainant

Percentage of Complaints received per quarter, grouped by known primary complainant

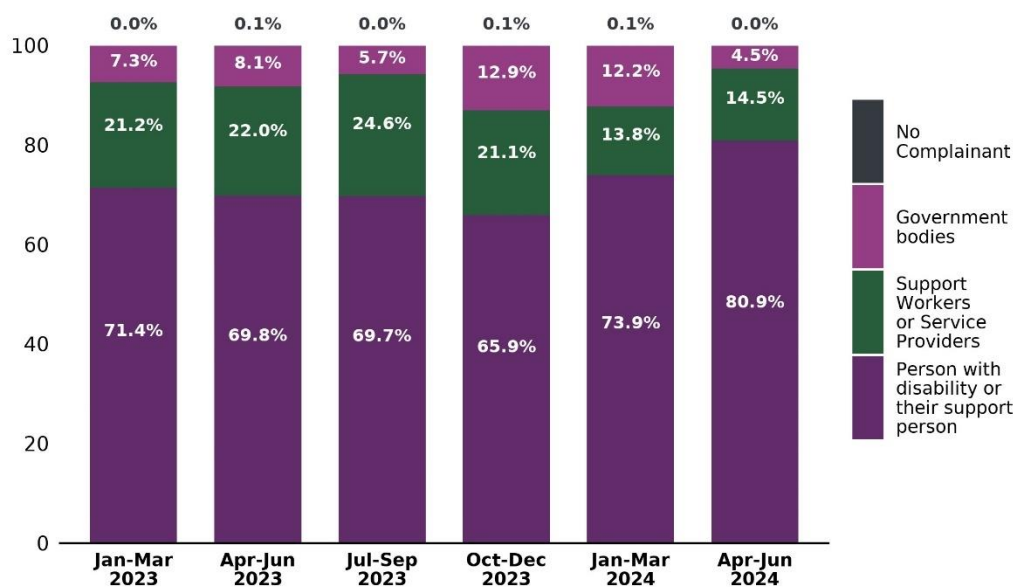
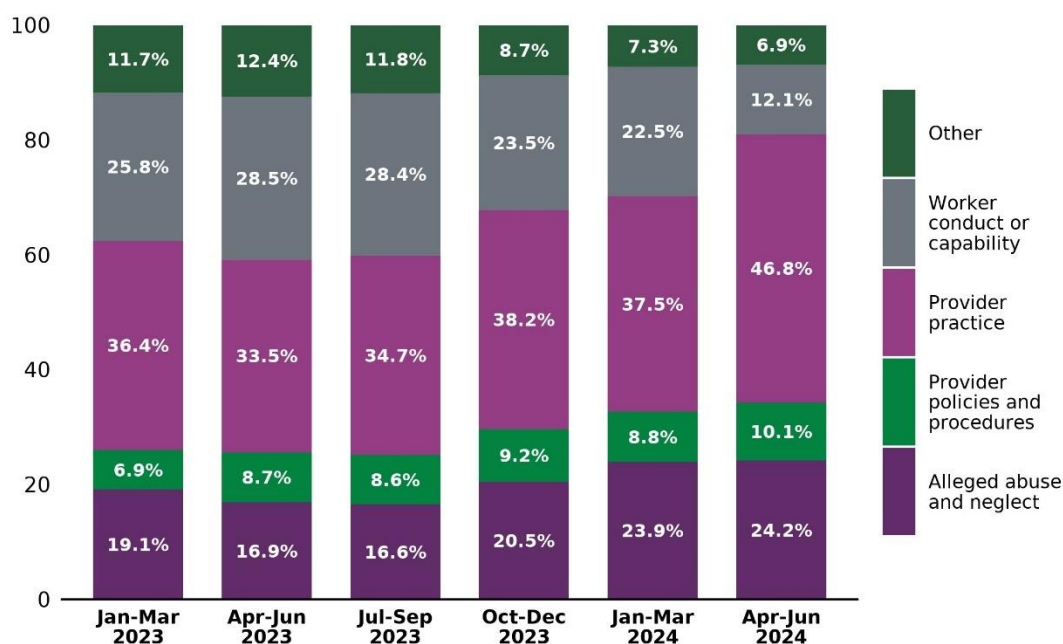


Figure 4: Complaints themes

Percentage of complaints received per quarter, grouped by known issue theme¹



1 Known issue theme:

Alleged abuse or neglect: Abuse can be financial; physical; sexual violence; psychological or emotional harm and abuse; constraints; forced treatments and interventions; humiliation and harassments; violation of privacy; systemic abuse; physical and emotional neglect; passive neglect and wilful deprivation. An example of neglect is failing to act when there are potential or actual risks to a participant or causing detrimental harm by not providing appropriate services.

Provider policies or procedures: NDIS Providers are required to have adequate policies and procedures, which support participants' right to choice and control and foster an environment in which people feel safe to raise concerns or provide feedback. They should operate effective complaints, resolution and incident management, investigation and disciplinary processes and meet relevant NDIS Commission reporting requirements. Common examples of this category are: not having or utilising an appropriate complaints management system and the lack of a robust medication management policy or procedure.

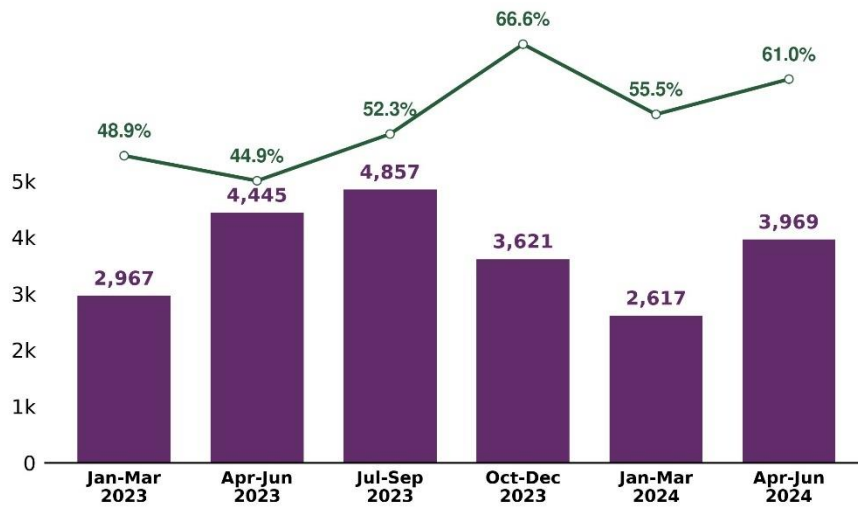
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; concerns relating to oversight and risk management of serious incidents; failing to implement behaviour support plan and strategies and inadequate management of conflict of interest, which does not support choice and control.

Worker conduct or capability: NDIS Providers are required to ensure their workers have the necessary training with the required competence to deliver the supports and services to meet the needs of people with disability. All workers and providers are required to act with honesty, integrity and transparency and adhere to the National Disability Insurance Scheme (Code of Conduct) Rules 2018 (Code of Conduct). Issues in this category include concerns staff do not having appropriate skills, lack of an induction process and training in place for staff. Worker conduct includes staff not behaving respectfully or engaging in coercive, misleading, deceptive or exploitative conduct.

Other: Does not fit into any of the prescribed categories.

Figure 5: Complaints closed

Count of complaints closed and percentage of complaints closed within 90 business days per quarter²



² Reduction in complaint closures this quarter reflects the diversion of resources to manage the intake and triaging of the significant increase in the volume of new complaints being received by the NDIS Commission. Complaints which involve safeguarding or are high risk are prioritised for allocation.

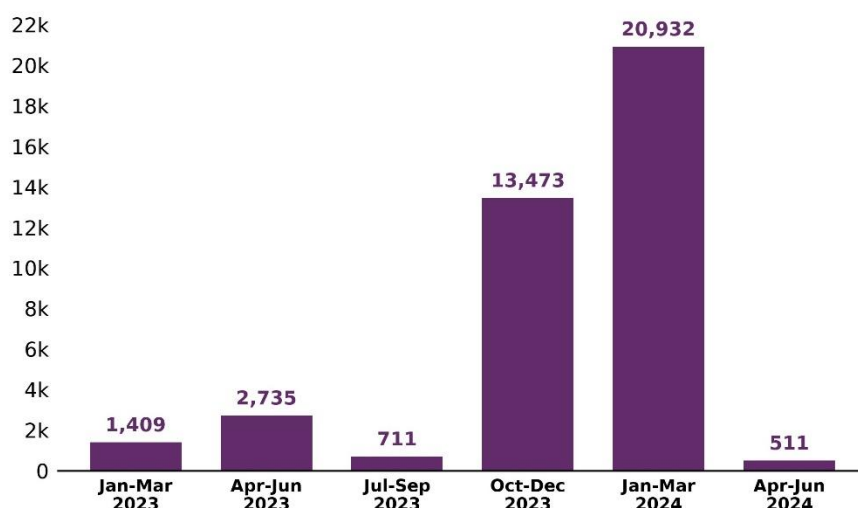
Compliance and enforcement

The NDIS Commission uses a range of compliance and enforcement tools to prevent and address breaches of the National Disability Insurance Scheme Act 2013 (the Act). The NDIS Commission can impose penalties including, in the most serious cases, banning workers or providers, de-registering providers and seeking civil penalties.

Note: Compliance data by outcome type and provider/individual located in Appendix B

Figure 6: Compliance activity

Count of compliance activity per quarter¹



¹ Inclusive of individuals, providers and unregistered providers

Contact centre

Figure 7: Contact centre calls handled

Percentage of calls handled by NDIS Commission contact centre per quarter, grouped by known enquiry type¹

Enquiry type	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
General/unknown	21.8%	24.7%	25.3%	15.9%
Worker screening	21.1%	18.8%	18.1%	16.3%
Registration	18.1%	16.3%	16.5%	11.3%
Complaints	15.4%	15.4%	16.8%	25.6%
Out of scope	10.3%	10.8%	10.3%	13.2%
Portal	6.0%	5.7%	5.9%	5.4%
Practice quality	3.2%	3.6%	2.7%	5.4%
Worker orientation module	2.1%	2.0%	2.2%	2.8%
Reportable incidents	1.8%	2.4%	2.2%	4.2%
COVID-19	0.2%	0.2%	0.1%	0.0%

¹ Effective from July 1 2023, call categories have been adjusted due to changes in contact centre business operations. Consequently, the categories prior to July 1 2023 are not able to be retrospectively adjusted.

NDIS Worker Screening Check

The NDIS Worker Screening Check is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability.

The NDIS Worker Screening Check is conducted by the state or territory government worker screening unit in the state or territory where a person applies for it. The worker screening unit also decides whether a person is cleared or excluded. Registered NDIS providers are required to ensure that they only engage workers who have been cleared in certain roles, called risk assessed roles.

Note: NDIS Worker Screening Check data by state and territory located in Appendix C

Figure 8: NDIS Worker Screening Check applications submitted

Count of individuals who have submitted a NDIS Worker Screening Check application to a state or territory worker screening unit as at end quarter (cumulative since 1 February 2021)

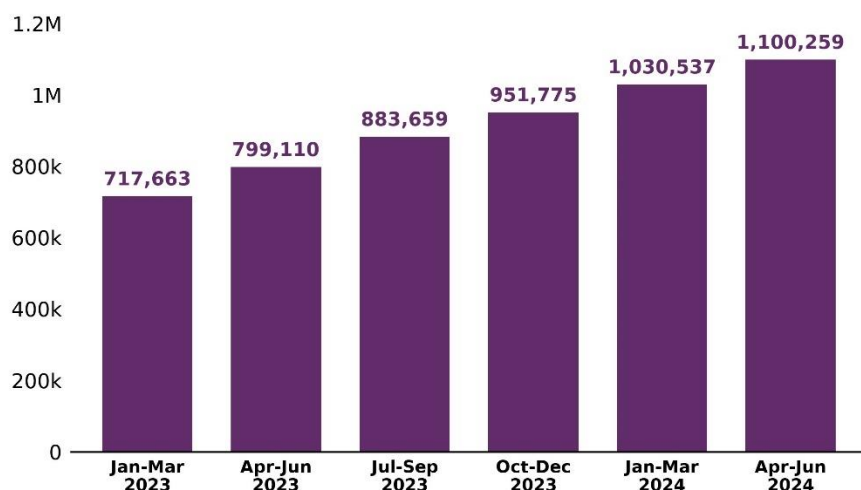


Figure 9: NDIS Worker Screening Check pending applications

Count of individuals awaiting decision on their NDIS Worker Screening Check application as at end quarter¹

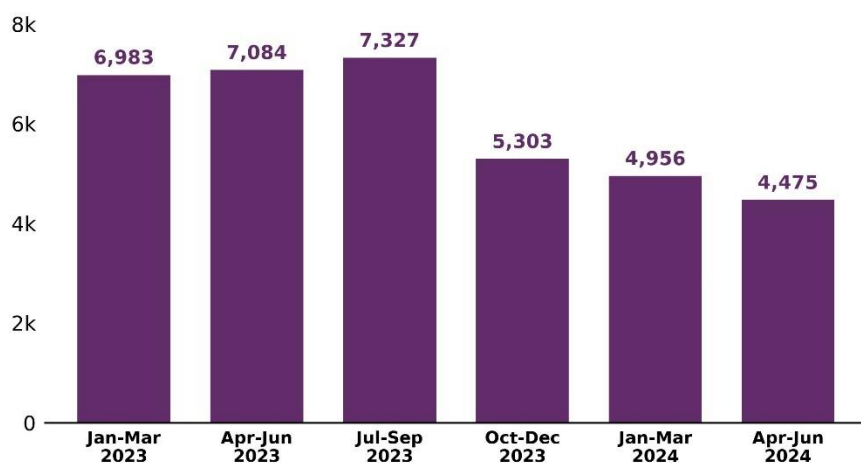
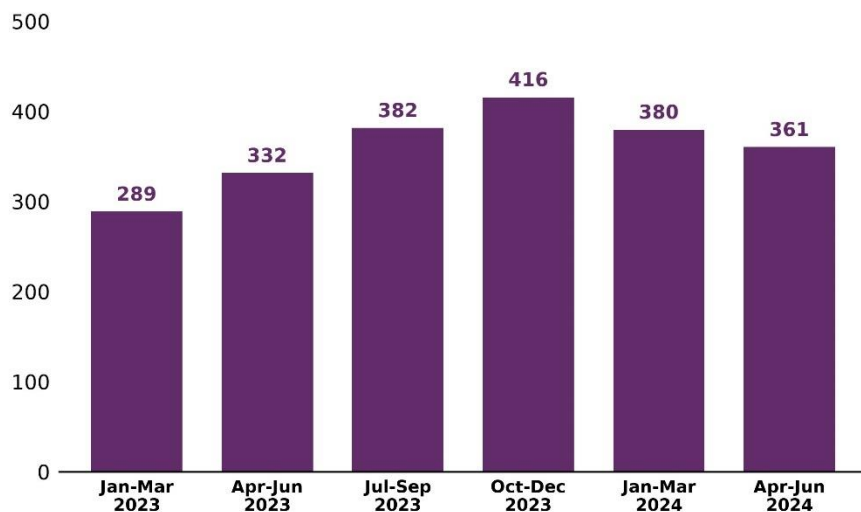


Figure 10: NDIS Worker Screening Check interim bar

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter²



1 NDIS Worker Screening Check pending application: An individual has applied for a decision has not been made on that application by a state or territory government worker screening unit.

2 NDIS Worker Screening Check application interim bar: A worker screening unit is assessing an individual's application for an NDIS Worker Screening Check and has made an interim decision to bar the individual from working with people with disability in a risk assessed role while the application is being determined.

Figure 11: NDIS Worker Screening Check clearances

Count of individuals who hold NDIS Worker Screening Check clearance as at end quarter³

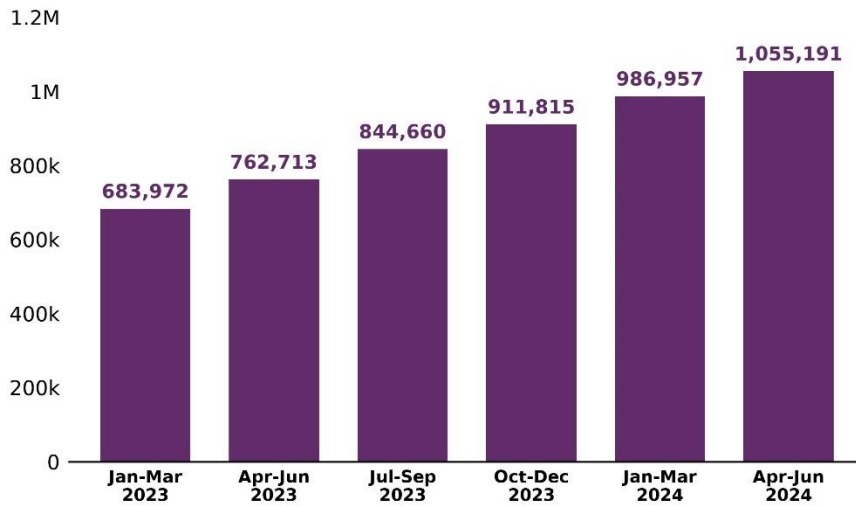
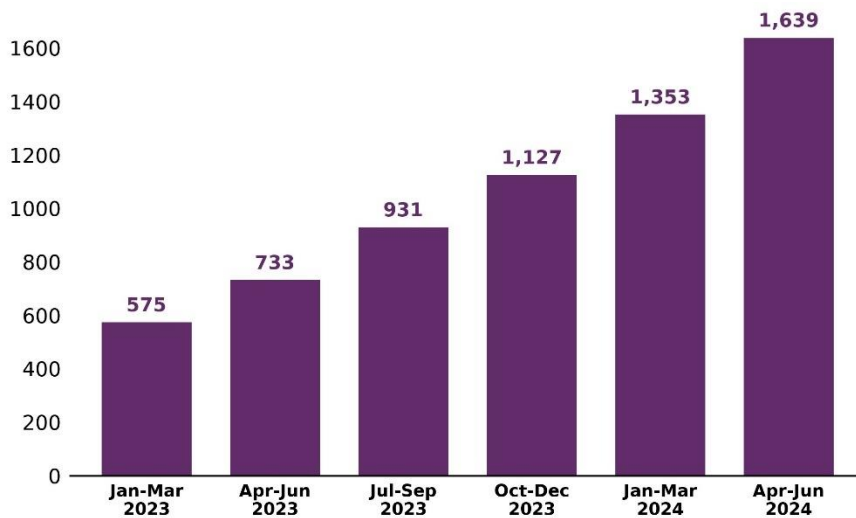


Figure 12: NDIS Worker Screening Check exclusions

Count of individuals with NDIS Worker Screening Check exclusion as at end quarter⁴



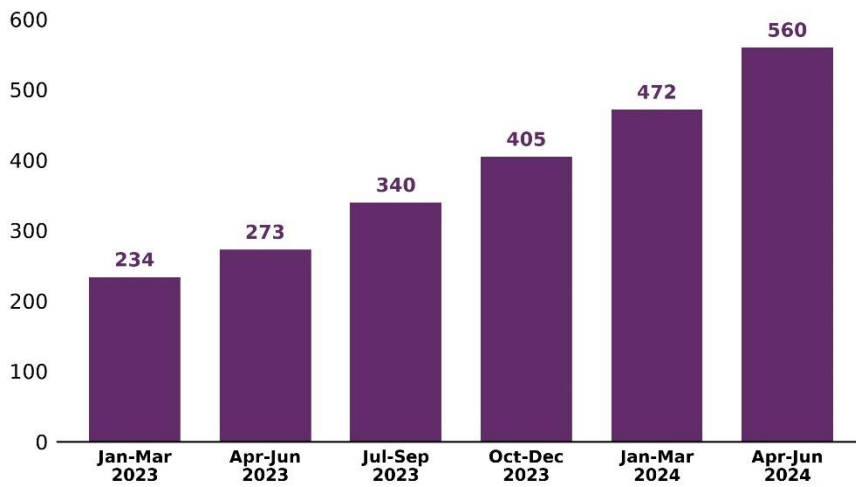
3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

4 NDIS Worker Screening Check exclusion: A decision made by a worker screening unit that does not clear a person who applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.



Figure 13: NDIS Worker Screening Check suspensions

Count of individuals with suspended NDIS Worker Screening Check clearance as at end quarter⁵

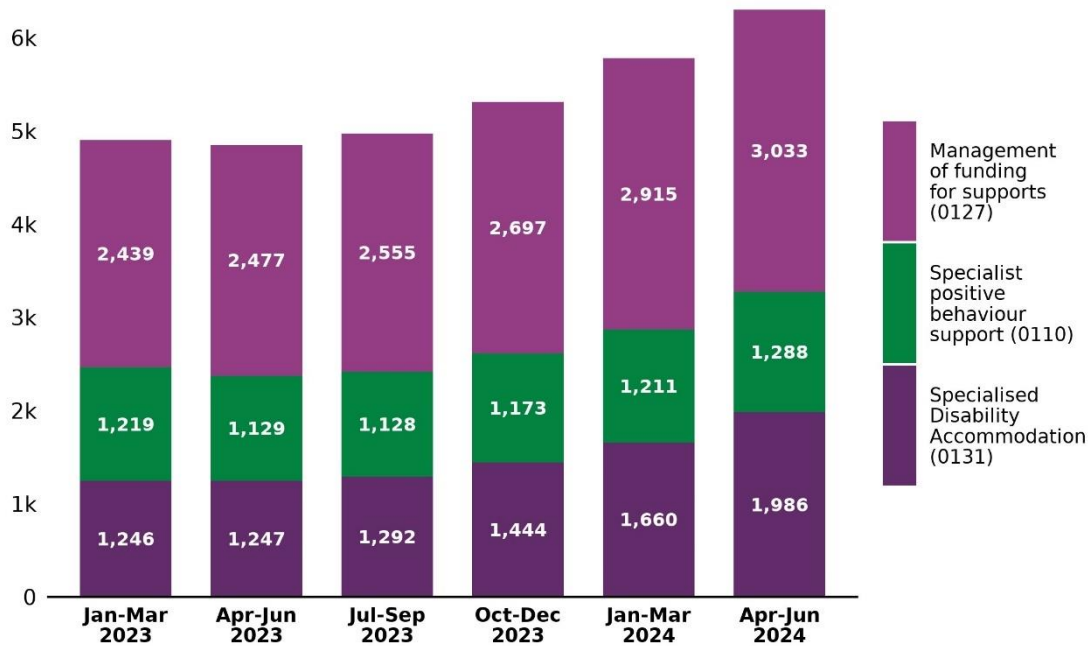


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual’s NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their clearance is suspended.

Provider registration

Figure 14: Mandatory registration groups

Count of registered providers approved to deliver mandatory registration groups per quarter, grouped by registration group¹



1 Providers must be registered with the NDIS Commission if they provide one or more of the following:

- Services and supports to NDIS participants who have their plan managed by the NDIA
- Plan management
- Specialist disability accommodation
- Specialist positive behaviour support
- Implement regulated restrictive practices as part of the supports and services to NDIS participants

A registered provider may be represented in more than one registration group

Figure 15: Registration conditions

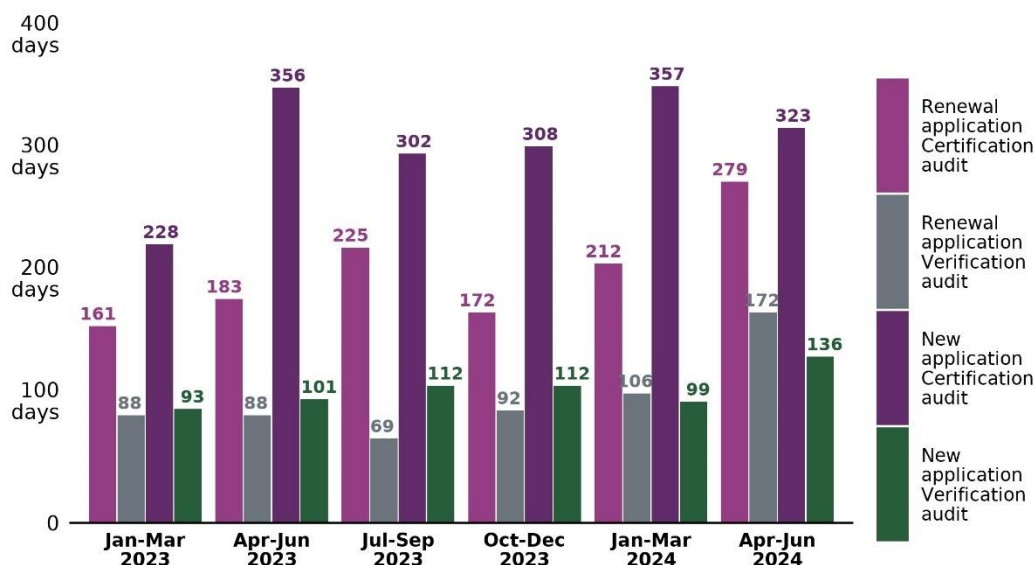
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type²

Jurisdiction	Jan - Mar 2023	Apr - Jun 2023	Jul – Sep 2023	Oct - Dec 2023	Jan – Mar 2024	Apr – Jun 2024
Delivery Requirement	6,155	6,386	6,640	7,297	8,587	10,034
Timing of Audit	3,152	3,309	3,552	4,321	5,648	7,200
Registration Duration	1,422	1,394	1,346	1,328	1,311	1,293
Type of Audit	54	56	53	83	87	105
Restricted Registration Groups	4	4	4	5	5	5
Restricted Supports	1	1	1	1	2	2

² Conditions of registration apply to all registered NDIS providers under the NDIS Act. These conditions are included on a registered NDIS provider's certificate of registration. Additional conditions of registration imposed under section 73G of the NDIS Act are displayed on the NDIS Provider Register.

Figure 16: Registration decision timeframe

Median calendar days from audit recommendation submission to registration decision per quarter, grouped by application type and audit type^{3,4}



3 New application: Count excludes registration renewal applications.

Renewal application: existing registered providers can begin the process of applying to renew their registration with the NDIS Commission if it is six months or less until the renewal date listed on their Certificate of Registration.

4 Count excludes provider applications where audit recommendation not submitted to the NDIS Commission. It is the responsibility of each applicant to engage an Approved Quality Auditor to undertake an audit as part of application process.

Verification audit: providers requiring a verification audit usually deliver lower risk/lower complexity supports and services. Many providers requiring a verification audit are already subject to professional regulation as a requirement of doing business, for example through the Australian Health Practitioner Regulation Agency (AHPRA) and other professional bodies.

Certification audit: providers requiring a certification audit provide more complex or higher risk supports and services.

Figure 17: Registered provider entry/exit

Count of new registered providers and deregistered providers per quarter^{5,6}

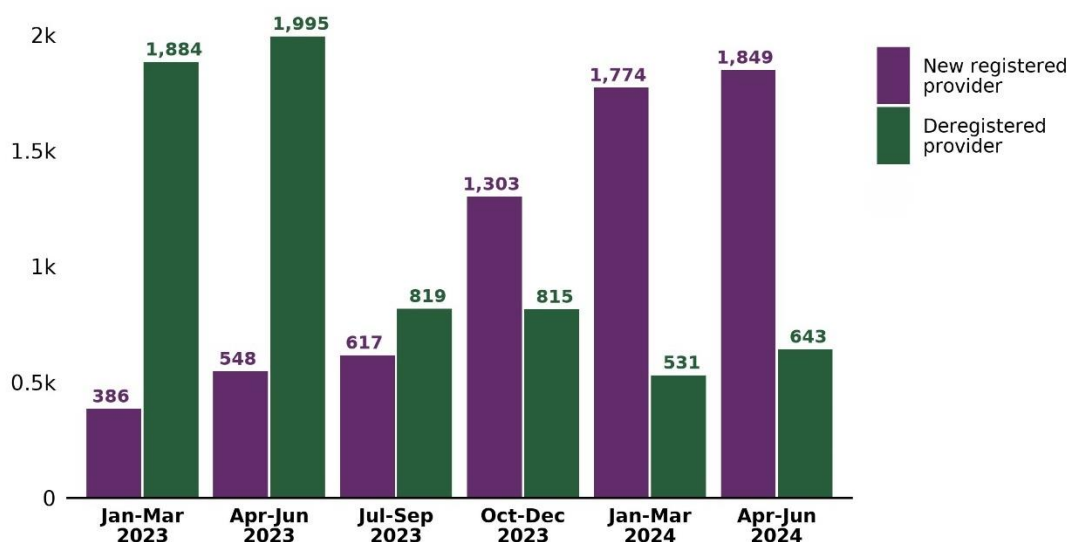
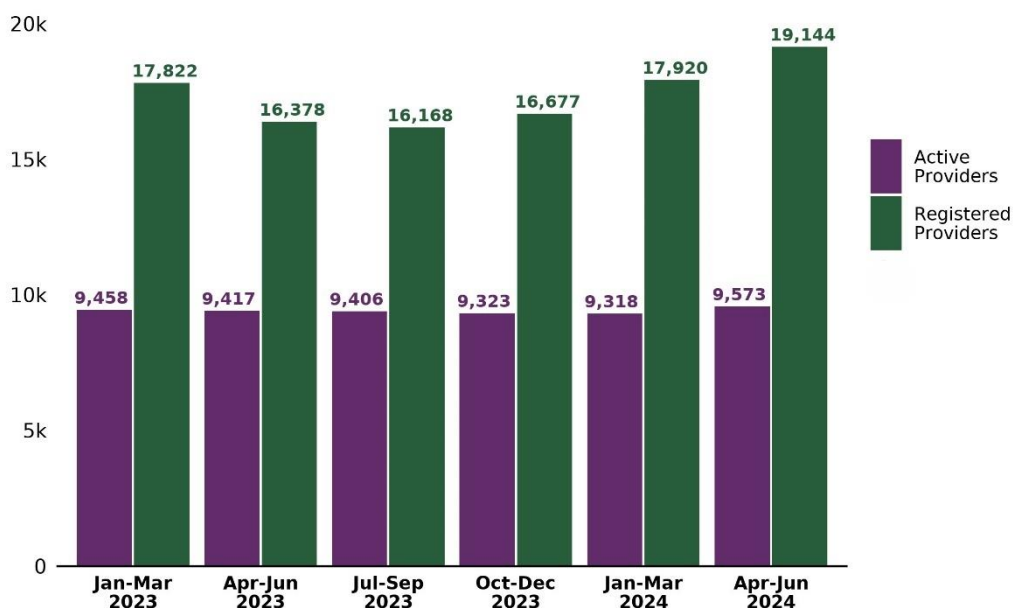


Figure 18: Registered provider count and payment claim

Count of registered providers (all) and count of registered providers who have claimed a payment from NDIA managed funding per quarter (active providers)⁷



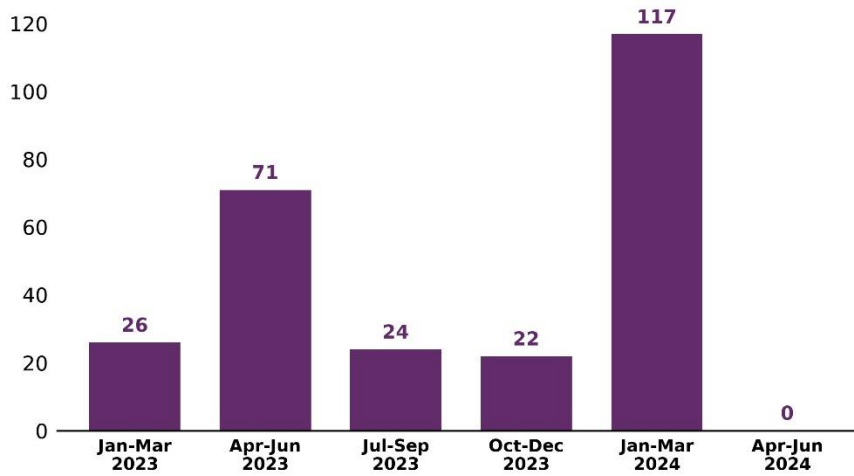
5 Count of new providers excludes registration renewals.

6 A deregistered provider is a provider who was registered with the NDIS Commission but has chosen to discontinue their registration or the NDIS Commission has initiated action against the provider to cease their registration.

7 NDIA managed funding: <https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding/ndia-managedfunding>.

Figure 19: Auditors

Count of individual auditors trained per quarter⁸



⁸ Auditors are employed or contracted by an Approved Quality Auditor, an independent body approved by the NDIS Commissioner to undertake audits of NDIS providers. All providers seeking registration are required to undertake an audit and must engage an independent approved quality auditor to assess their organisation against the relevant components of the NDIS Practice Standards. Auditors trained defined as trainees who attend training course and pass exam during the reporting period. Approved Quality Auditor training is delivered in accordance with market demand. A record number of Auditors were trained in January to March 2023-24 which has resulted in diminished demand for April to June 2023-24

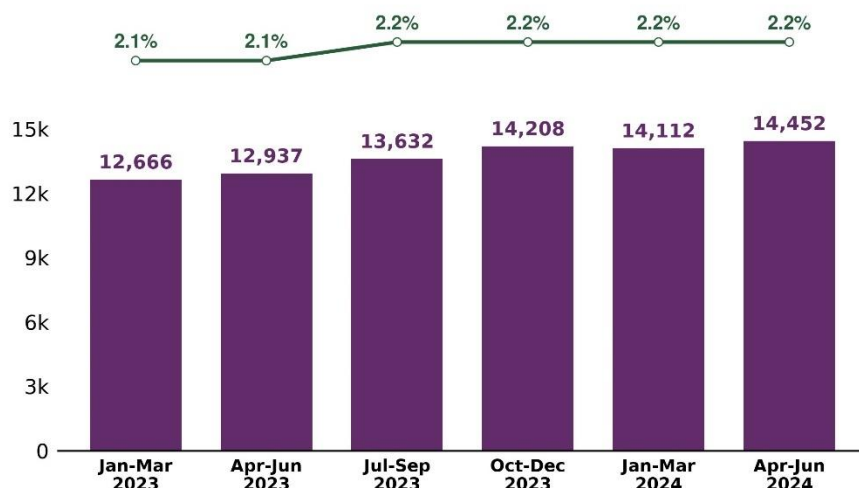
Regulated restrictive practices

A restrictive practice is any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. The NDIS Commission regulates the use of regulated restrictive practices by NDIS providers in relation to NDIS participants¹

Note: Regulated restrictive practices data by state and territory located in Appendix D.

Figure 20: NDIS participants subjected to restrictive practices

Count of NDIS participants associated with regulated restricted practice notifications per quarter, and as proportion (%) of total NDIS participant population²

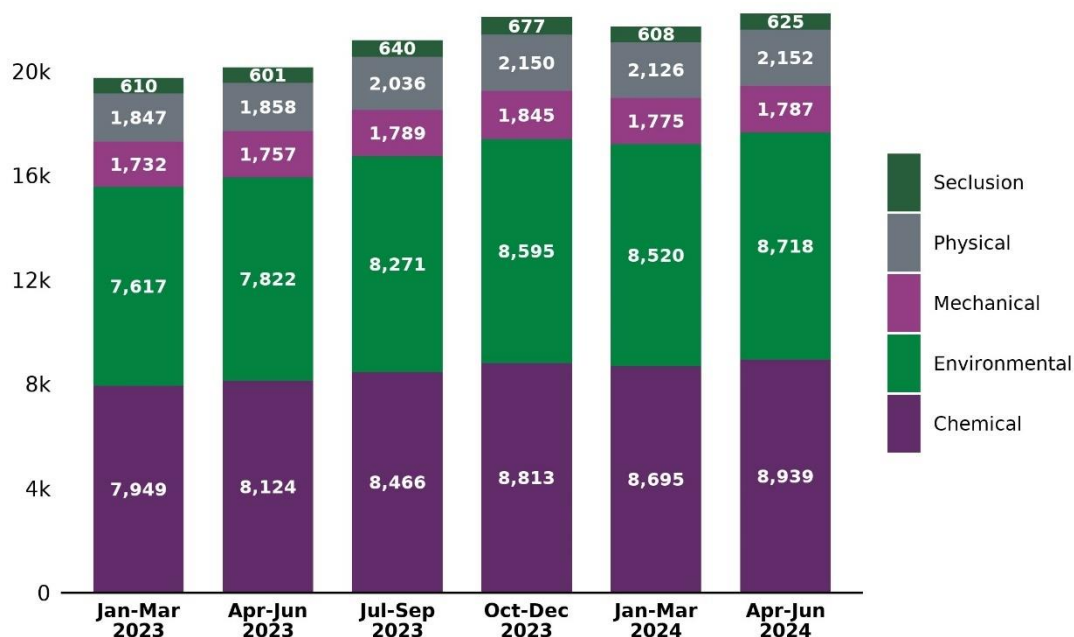


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

2 Total NDIS participant population count source: NDIA.

Figure 21: Regulated restrictive practice types

Count of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type^{3,4}



3 NDIS participants counted where a behaviour support plan containing regulated restrictive practices is lodged with the NDIS Commission or a registered provider has made an unauthorised restrictive practice notification to the NDIS Commission. NDIS participants associated with >1 restrictive practice type notification counted once for each restrictive practice type. NDIS participants associated with >1 notification per restrictive practice type counted once only.

4 There are five categories of regulated restrictive practices that are monitored by the NDIS Commission. These are:

Seclusion: the sole confinement of a person with disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted.

Chemical restraint: the use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, a physical illness or a physical condition.

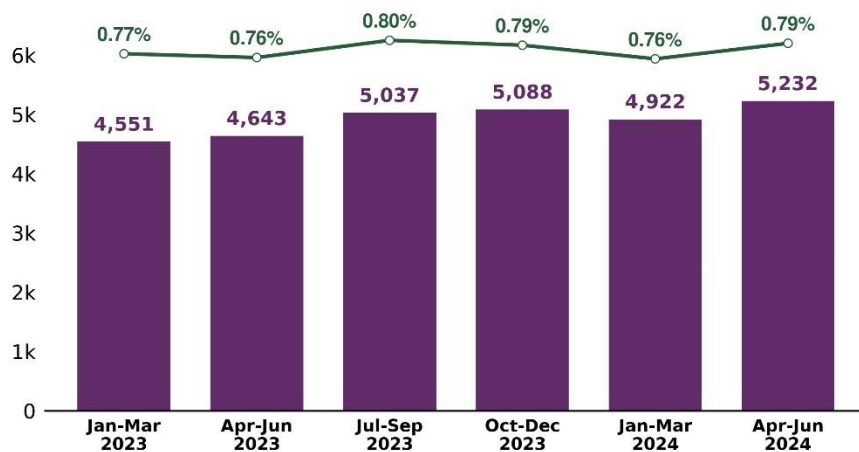
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

Physical restraint: the use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.

Environmental restraint: which restrict a person's free access to all parts of their environment, including items or activities.

Figure 22: Unauthorised restrictive practices notifications

Count of NDIS participants associated with unauthorised restrictive practice notifications per quarter, and as proportion (%) of total NDIS participant population^{5,6}



5 A regulated restrictive practice is any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

6 Total NDIS participant population count source: NDIA

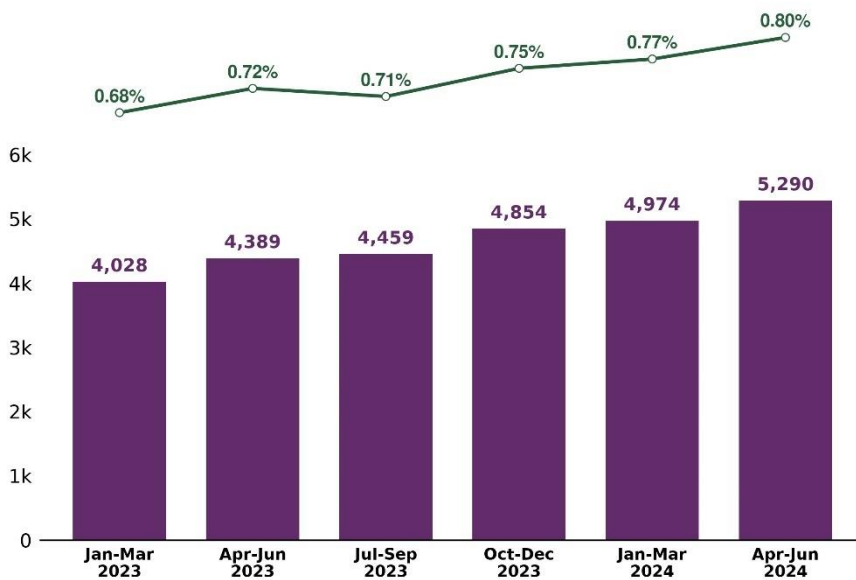
Reportable incidents

Registered providers are required to notify the NDIS Commission of incidents (including allegations) that occur in connection with the provision of NDIS supports and services ¹

Note: Reportable incident data by state and territory located in Appendix E.

Figure 23: Reportable incident notifications

Count of NDIS participants associated with reportable incident notifications (excluding unauthorised restrictive practices) per quarter, and as proportion (%) of total NDIS participant population²



1 Reportable incidents include the death of an NDIS participant; serious injury of an NDIS participant; abuse or neglect of an NDIS participant; unlawful sexual or physical contact with, or assault of, an NDIS participant; sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity; the unauthorised use of a restrictive practice in relation to an NDIS participant. The number of notifications received does not correlate to the number of actual instances of harm to a NDIS participant. Reports may include multiple notifications of the same matter, allegations of incidents, and situations where incidents occurred, but harm to the NDIS participant was avoided.

2 Total NDIS participant population count source: NDIA

Figure 24: Reportable incident types

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by reportable incident type

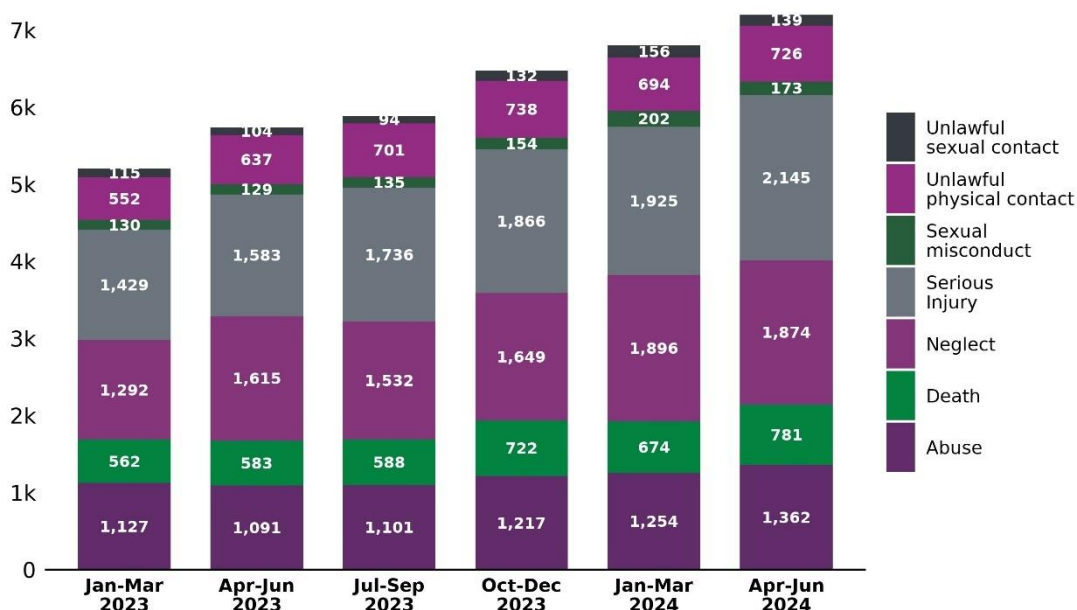
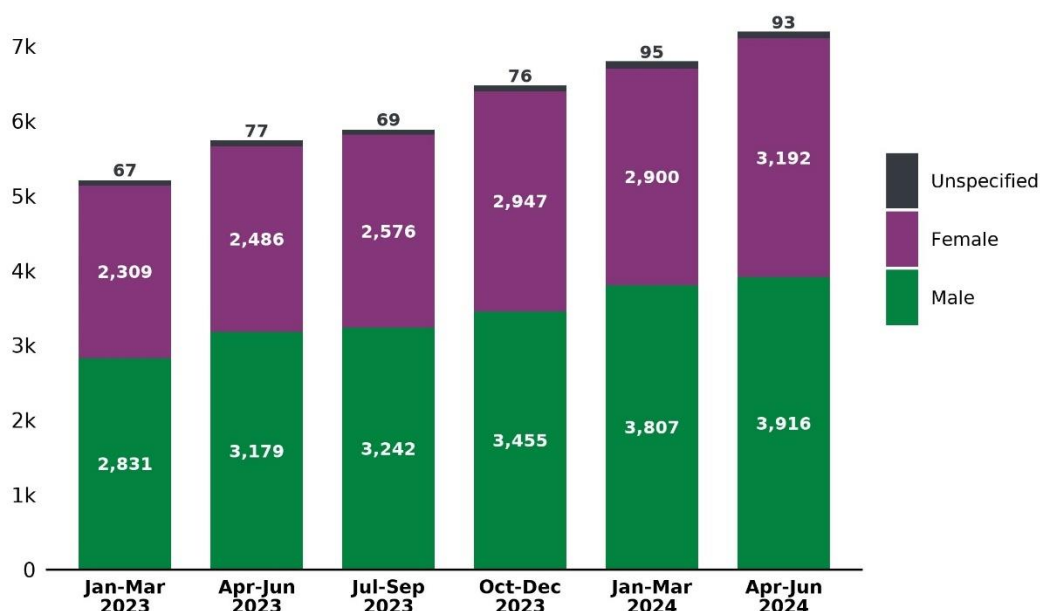


Figure 25: Reportable incidents by gender

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant's gender³



³ NDIS participant gender source: NDIA. 'Unspecified' is comprised of reportable incidents where gender is unknown, non-binary, not defined, other or participant prefer not to answer

Figure 26: Reportable incidents by age band

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant age band⁴

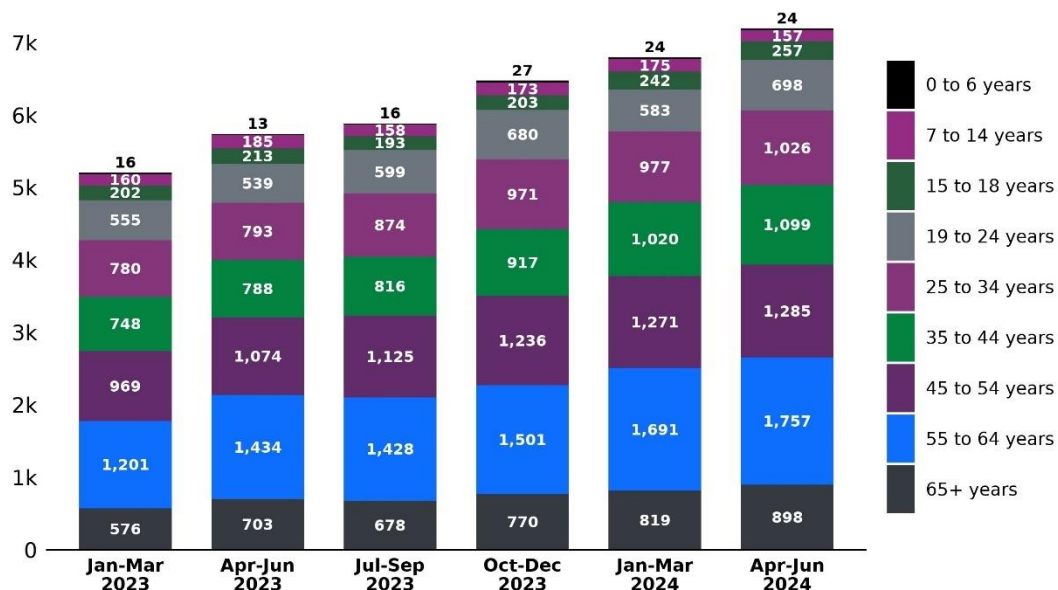
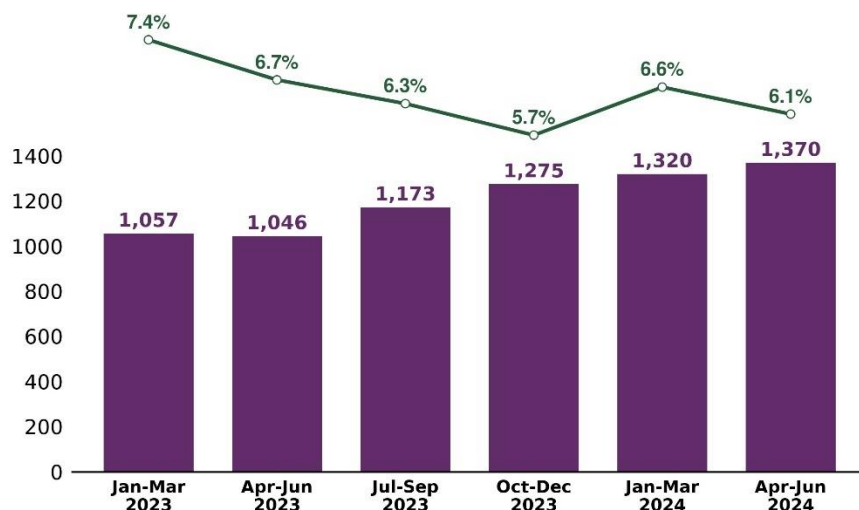


Figure 27: Reportable incidents reported to police

Count of reportable incidents reported to police by NDIS provider at the time of reportable incident notification to the NDIS Commission per quarter, and as proportion (%) of total reportable incident notifications per quarter⁵



4 NDIS participant age band source: NDIA

5 Including unauthorised restrictive practices



Figure 28: Reportable incidents notification timeframe – 24 hours

Count of reportable incident notifications to NDIS Commission (excluding unauthorised restrictive practices) within 24 hours of NDIS provider becoming aware that incident occurred per quarter, and as proportion (%) of total reportable incident notifications (excluding unauthorised restrictive practices) per quarter⁶

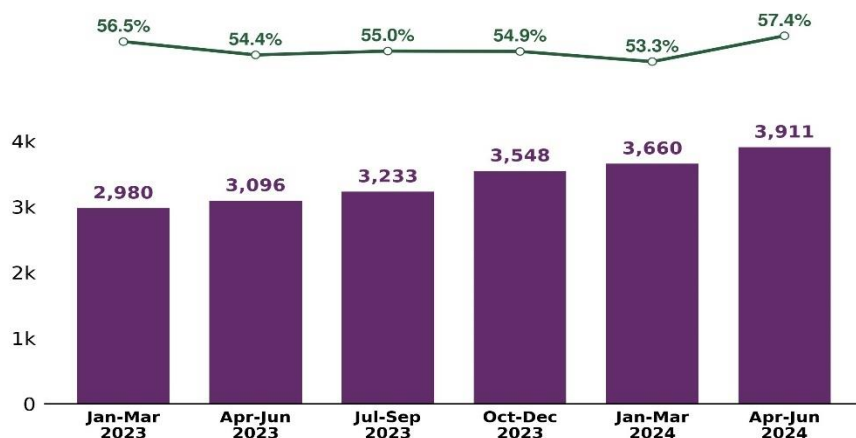
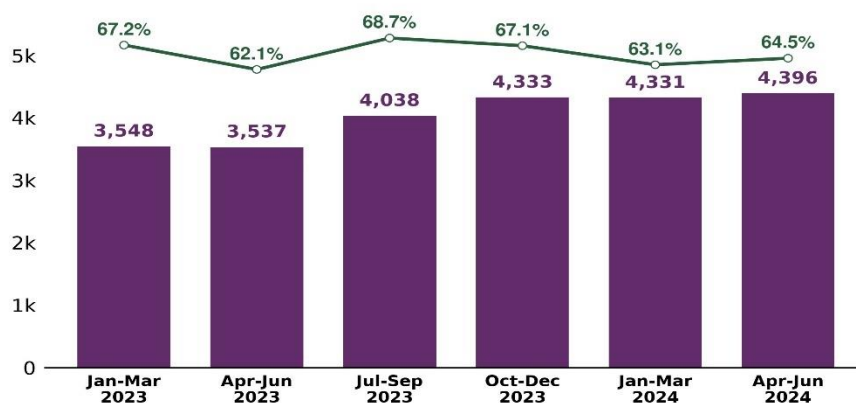


Figure 29: Reportable incidents notification timeframe – 5 day

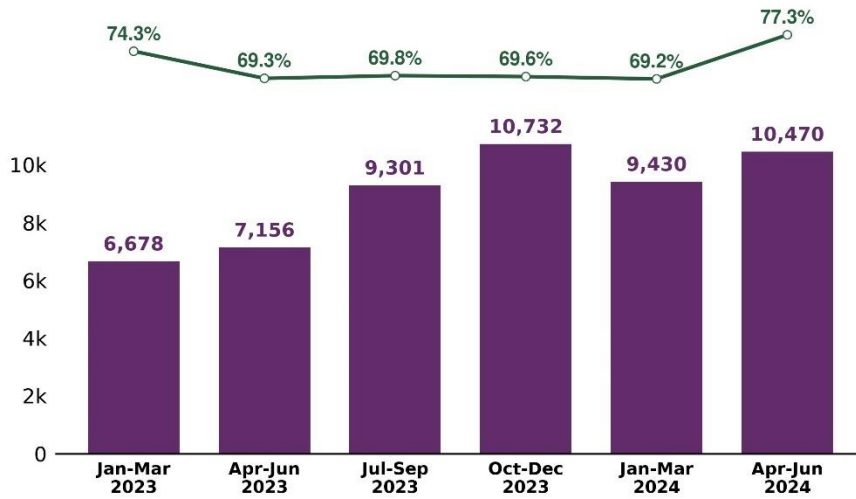
Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive practices) per quarter⁶



⁶ Most reportable incidents must be notified to the NDIS Commission within 24 hours of the NDIS provider becoming aware of incident, and followed up with a detailed report about the incident and actions taken in response within 5 business days

Figure 30: Unauthorised restrictive practices notification timeframe – 5 day

Count of unauthorised restrictive practice notifications to NDIS Commission within five business days after NDIS provider became aware that use occurred per quarter, and as proportion (%) of all unauthorised restrictive practice notifications per quarter⁷



⁷ The use of unauthorised restrictive practices must be notified to the NDIS Commission within 5 business days (but reported within 24 hours if there is harm to a NDIS participant).

Appendix A – Behaviour support

Suitable behaviour support practitioners

Count of behaviour support practitioners considered suitable to deliver behaviour support services per quarter (cumulative)¹

Jurisdiction	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
ACT	86	99	104	119	127	144
NSW	2,015	2,078	2,342	2,588	2,767	2,954
NT	61	75	81	89	93	110
QLD	756	879	999	1,162	1,245	1,362
SA	519	540	608	683	734	785
TAS	121	134	146	161	168	183
VIC	1,189	1,351	1,502	1,669	1,813	1,991
WA	627	707	765	831	869	947

¹ An NDIS behaviour support practitioner is someone considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

Appendix B – Compliance and Enforcement

Compliance activity outcomes

Count of compliance activity outcomes per quarter, grouped by outcome type and provider/individual

Registered providers

Compliance activity outcome	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
Banning order	3	1	1	3	1	2
Civil penalty proceedings	1	0	0	2	0	1
Compliance notice variation	0	1	1	0	0	0
Compliance notice	1	8	7	18	6	8
Conditions on registration	1	2	1	2	0	1
Corrective action request	376	21	120	97	4	15
Education	100	1,246	22	2,655	3,757	194
Enforceable undertakings	0	0	0	2	0	2
Infringement notice	1	1	15	115	4	9
Infringement notice withdrawal	0	0	0	0	7	3
Refusal of registration	809	1,406	369	334	9,759	84
Revocation of registration	54	5	36	42	75	34
Suspend registration	6	3	5	2	1	1
Vary registration	0	0	1	0	0	0
Warning letter	9	5	10	3,360	8	49
Total	1,361	2,699	588	6,632	13,622	403

Unregistered providers

Compliance activity outcome	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
Banning order	4	3	2	6	13	6
Banning order variation	0	1	0	0	0	0
Compliance notice	0	2	0	2	0	0
Corrective action request	1	1	0	15	0	0
Education	4	4	92	7	13	2
Enforceable undertaking	0	0	0	1	0	0
Other registration decision	0	0	1	0	0	0
Warning letter	1	3	1	2	2	3
Total	10	14	96	33	28	11

Individuals

Compliance activity outcome	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
Banning order	25	14	13	38	23	16
Banning order revocation	0	0	1	0	0	0
Banning order variation	4	4	1	4	0	1
Compliance notice	0	0	0	0	0	1
Education	4	2	2	6,746	7,232	10
Infringement notice	0	0	0	2	1	1
Warning letter	5	1	10	18	26	69
Total	38	21	27	6,808	7,282	97

Appendix C – NDIS Worker Screening Check

NDIS Worker Screening Check applications submitted

Note: An individual may submit a NDIS Worker Screening Check application in multiple jurisdictions

Count of individuals who have submitted a NDIS Worker Screening Check application to a state or territory worker screening unit as at end quarter (cumulative since 1 February 2021) and percentage variance from previous quarter

Jurisdiction	Jan – Mar 2023		Apr – Jun 2023		Jul – Sep 2023		Oct – Dec 2023		Jan – Mar 2024		Apr – Jun 2024	
ACT	8,461	14.2%	9,351	10.5%	10,200	9.1%	11,065	8.5%	12,319	11.3%	13,358	8.4%
NSW	198,877	14.7%	221,080	11.2%	244,033	10.4%	262,401	7.5%	283,356	8.0%	302,694	6.8%
NT	4,662	25.0%	5,442	16.7%	5,990	10.1%	6,370	6.3%	6,950	9.1%	7,927	14.1%
QLD	188,981	15.9%	210,543	11.4%	234,453	11.4%	251,871	7.4%	272,554	8.2%	289,137	6.1%
SA	58,579	18.0%	67,411	15.1%	75,311	11.7%	81,889	8.7%	89,913	9.8%	96,835	7.7%
TAS	15,622	13.9%	17,467	11.8%	19,273	10.3%	21,082	9.4%	22,595	7.2%	23,847	5.5%
VIC	170,991	13.2%	189,457	10.8%	208,216	9.9%	224,813	8.0%	243,755	8.4%	261,109	7.1%
WA	71,709	17.8%	78,627	9.6%	86,526	10.0%	92,711	7.1%	99,591	7.4%	105,917	6.4%
National	717,663	15.2%	799,110	11.3%	883,659	10.6%	951,775	7.7%	1,030,537	8.3%	1,100,259	6.8%

NDIS Worker Screening Check pending applications

Count of individuals awaiting decision on their NDIS Worker Screening Check application as at end quarter²

Jurisdiction	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
ACT	0	0	0	0	0	0
NSW	1,160	1,159	787	633	1,036	1,203
NT	99	120	83	90	66	76
QLD	3,801	4,123	4,403	3,164	2,759	2,163
SA	36	22	14	13	12	34
TAS	470	395	527	386	267	137
VIC	949	918	879	589	568	680
WA	468	347	634	428	248	182

² NDIS Worker Screening Check pending application: An individual has applied for a NDIS Worker Screening Check and a decision has not been made on that application by a worker screening unit.

NDIS Worker Screening Check interim bar

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter³

Jurisdiction	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
ACT	0	0	0	0	0	0
NSW	19	16	24	41	33	28
NT	1	0	0	0	0	0
QLD	258	306	342	358	328	315
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	11	10	16	17	19	18
WA	0	0	0	0	0	0

NDIS Worker Screening Check clearances

Count of individuals who hold NDIS Worker Screening Check clearance as at end quarter⁴

Jurisdiction	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
ACT	5,672	6,815	7,515	8,196	9,169	10,220
NSW	192,126	213,430	236,040	254,122	273,602	292,201
NT	4,471	5,229	5,815	6,169	6,745	7,661
QLD	176,536	196,971	219,551	237,373	257,347	274,133
SA	56,733	65,438	73,628	80,091	87,926	94,577
TAS	13,964	15,752	17,308	19,057	20,608	21,952
VIC	164,040	181,643	199,819	215,577	233,461	249,961
WA	70,444	77,448	85,003	91,253	98,120	104,508

3 NDIS Worker Screening Check application interim bar: A worker screening unit is assessing an individual's application for an NDIS Worker Screening Check and has made an interim decision to bar the individual from working with people with disability while the application is being determined.

4 NDIS Worker Screening Check clearance: A decision made by a Worker Screening Unit that clears a person who applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

NDIS Worker Screening Check exclusions

Count of individuals who hold NDIS Worker Screening Check exclusion as at end quarter⁵

Jurisdiction	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
ACT	1	1	1	1	1	1
NSW	225	277	358	431	507	616
NT	14	15	16	17	19	19
QLD	52	60	73	84	108	149
SA	71	101	126	164	202	231
TAS	2	3	5	5	6	6
VIC	146	184	249	304	375	454
WA	64	92	103	121	135	163

NDIS Worker Screening Check suspensions

Count of individuals with suspended NDIS Worker Screening Check clearance as at end quarter⁶

Jurisdiction	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
ACT	2	2	2	2	3	3
NSW	19	24	17	28	37	42
NT	1	2	2	2	2	2
QLD	113	145	203	246	279	343
SA	11	9	22	20	20	30
TAS	0	0	1	2	5	6
VIC	26	26	27	34	46	53
WA	62	65	66	71	80	81

5 NDIS Worker Screening Check exclusion: A decision made by a Worker Screening Unit that does not clear a person who applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

6 NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their clearance is suspended.

Appendix D – Regulated restrictive practices

NDIS participants subjected to regulated restrictive practices

Count of NDIS participants associated with regulated restricted practice notifications per quarter and as percentage of total NDIS participant population⁷

Jurisdiction	Jan – Mar 2023		Apr – Jun 2023		Jul – Sep 2023		Oct – Dec 2023		Jan – Mar 2024		Apr – Jun 2024	
ACT	176	1.7%	188	1.8%	210	2.0%	207	1.9%	204	1.9%	210	1.9%
NSW	4,237	2.4%	4,284	2.3%	4,428	2.3%	4,594	2.4%	4,416	2.3%	4,552	2.3%
NT	179	3.2%	185	3.3%	185	3.2%	187	3.1%	200	3.4%	217	3.6%
QLD	1,560	1.2%	1,581	1.2%	1,632	1.2%	1,694	1.2%	1,805	1.3%	1,842	1.3%
SA	1,303	2.6%	1,329	2.5%	1,524	2.8%	1,603	2.9%	1,561	2.8%	1,569	2.8%
TAS	353	2.7%	361	2.7%	380	2.8%	382	2.8%	378	2.7%	378	2.7%
VIC	3,383	2.1%	3,454	2.1%	3,603	2.1%	3,778	2.2%	3,812	2.2%	3,968	2.2%
WA	1,475	2.9%	1,555	3.0%	1,670	3.1%	1,763	3.2%	1,736	3.1%	1,716	3.0%

Regulated restrictive practice types

Count of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type⁸

Jurisdiction	Restrictive practice type	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
ACT	Chemical	119	129	140	144	145	149
	Environmental	88	93	113	110	105	115
	Mechanical	19	17	14	18	14	17
	Physical	18	21	24	20	21	16
	Seclusion	3	3	4	6	4	3

⁷ Total NDIS participant population count source: NDIA.

⁸ NDIS participants counted where a behaviour support plan containing restrictive practices is lodged with the NDIS Commission or a registered provider has made an unauthorised restrictive practice notification to the NDIS Commission. NDIS participants associated with >1 restrictive practice type notification counted once for each restrictive practice type. NDIS participants associated with >1 notification per restrictive practice type counted once only.

Jurisdiction	Restrictive practice type	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
NSW	Chemical	2,561	2,579	2,617	2,691	2,549	2,633
	Environmental	2,626	2,705	2,810	2,925	2,825	2,887
	Mechanical	673	668	659	682	646	661
	Physical	438	451	493	519	507	539
	Seclusion	173	166	178	177	152	154
	Unknown type	99	104	103	108	105	111
NT	Chemical	126	127	133	129	144	159
	Environmental	9	11	11	11	10	9
	Mechanical	14	17	12	17	15	12
	Physical	6	4	6	5	6	4
	Seclusion	733	768	782	803	850	875
QLD	Chemical	868	863	863	914	994	1,042
	Environmental	202	211	210	218	232	236
	Mechanical	573	568	631	655	704	692
	Physical	86	86	95	115	111	117
	Seclusion	667	673	761	826	804	813
	Unknown type	943	939	1,095	1,144	1,118	1,103
SA	Chemical	189	198	213	225	207	207
	Environmental	318	321	349	370	337	343
	Mechanical	101	86	99	103	84	93
	Physical	169	173	194	175	167	158
	Seclusion	222	244	253	254	250	262
	Unknown type	53	52	56	63	62	61
TAS	Chemical	136	118	126	132	136	137
	Environmental	43	45	46	41	38	39
	Mechanical	2,712	2,760	2,876	2,998	3,021	3,157
	Physical	1,763	1,818	1,872	1,928	1,933	2,003
	Seclusion	392	398	408	403	397	396
VIC	Chemical	185	192	210	228	187	193
	Environmental	116	125	106	112	98	98
	Mechanical	2,561	2,579	2,617	2,691	2,549	2,633
	Physical	2,626	2,705	2,810	2,925	2,825	2,887
	Seclusion	673	668	659	682	646	661

Jurisdiction	Restrictive practice type	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
WA	Chemical	889	938	993	1,068	1,054	1,043
	Environmental	981	1,033	1,132	1,191	1,151	1,147
	Mechanical	195	202	218	225	207	200
	Physical	165	170	191	209	219	220
	Seclusion	82	86	106	118	115	117
	Unknown type	889	938	993	1,068	1,054	1,043

Unauthorised restrictive practices

Count of NDIS participants associated with unauthorised restrictive practice notifications per quarter⁹

Jurisdiction	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
ACT	91	96	119	105	110	126
NSW	1,666	1,672	1,759	1,747	1,606	1,765
NT	80	77	78	76	78	95
QLD	684	672	748	823	859	872
SA	428	405	463	446	478	521
TAS	195	196	213	205	190	219
VIC	893	950	1,056	1,055	968	1,018
WA	514	575	601	631	633	616

⁹ Unauthorised restrictive practice notification: unauthorised restrictive practice submitted as reportable incident notification to the NDIS Commission. A NDIS participant may be represented in one or more jurisdictions.

Unauthorised restrictive practices

Count of NDIS participants associated with unauthorised restrictive practice notifications per quarter, grouped by restrictive practice type¹⁰

Jurisdiction	Restrictive practice type	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024
ACT	Chemical	63	66	67	64	75	82
	Environmental	38	38	57	48	42	62
	Mechanical	8	6	4	9	6	7
	Physical	10	11	16	11	10	8
	Seclusion	1	1	1	2	1	1
NSW	Chemical	803	845	879	859	731	816
	Environmental	888	911	957	977	885	969
	Mechanical	161	156	163	152	156	179
	Physical	197	181	230	229	252	267
	Seclusion	54	36	48	51	39	45
	Unknown type	0	0	0	3	0	0
NT	Chemical	43	37	39	40	38	43
	Environmental	49	45	48	48	55	67
	Mechanical	0	2	1	3	3	2
	Physical	8	11	6	11	10	6
	Seclusion	2	0	2	2	4	1
QLD	Chemical	229	235	270	291	301	308
	Environmental	307	271	280	315	336	352
	Mechanical	53	52	45	62	70	76
	Physical	205	211	257	300	337	327
	Seclusion	35	34	44	58	47	48
	Unknown type	63	66	67	64	75	82

¹⁰ Unauthorised restrictive practice notification: unauthorised restrictive practice submitted as reportable incident notification to the NDIS Commission. A NDIS participant may be represented in one or more jurisdictions.

Jurisdiction	Restrictive practice type	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
SA	Chemical	162	143	149	126	167	204
	Environmental	238	218	281	249	283	309
	Mechanical	41	37	48	46	47	54
	Physical	100	95	95	90	93	94
	Seclusion	25	15	21	17	19	22
	Unknown type	1	1	1	0	0	0
TAS	Chemical	48	49	70	47	36	39
	Environmental	113	121	126	122	107	124
	Mechanical	16	19	18	16	17	18
	Physical	84	66	70	78	81	85
	Seclusion	13	14	16	12	13	19
	VIC	Chemical	602	627	715	695	651
Environmental	338	375	428	408	364	409	
Mechanical	68	91	90	89	87	89	
Physical	77	70	85	103	97	112	
Seclusion	22	26	8	19	12	14	
WA	Chemical	244	282	287	304	302	313
	Environmental	291	322	337	357	354	336
	Mechanical	52	66	65	64	62	55
	Physical	53	59	61	63	80	77
	Seclusion	15	14	22	26	28	26
	Unknown type	1	0	0	1	0	0
National	Chemical	2194	2284	2476	2426	2301	2446
	Environmental	2262	2301	2514	2524	2426	2628
	Mechanical	399	429	434	441	448	480
	Physical	734	704	820	885	960	976
	Seclusion	167	140	162	187	163	176
	Unknown type	2	1	1	4	0	0

Appendix E – Reportable incidents

Reportable incident notifications by type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by reportable incident type

Jurisdiction	Reportable incident type	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
ACT	Abuse	11	11	10	9	9	3
	Death	3	14	4	18	10	16
	Neglect	15	13	6	9	17	21
	Serious Injury	14	14	15	17	24	40
	Sexual misconduct	3	1	1	2	1	1
	Unlawful physical contact	4	1	5	2	8	5
	Unlawful sexual contact	0	2	3	2	4	3
NSW	Abuse	452	438	437	456	469	465
	Death	189	224	224	268	240	256
	Neglect	424	458	476	547	767	653
	Serious Injury	521	522	660	663	630	631
	Sexual misconduct	42	46	41	43	71	52
	Unlawful physical contact	245	269	298	299	326	342
	Unlawful sexual contact	32	23	31	45	51	45
NT	Abuse	11	8	4	9	12	10
	Death	16	8	12	9	11	11
	Neglect	15	27	25	28	22	34
	Serious Injury	19	28	29	27	32	36
	Sexual misconduct	1	0	2	1	0	2
	Unlawful physical contact	2	5	5	18	11	9
	Unlawful sexual contact	1	1	0	0	0	0
QLD	Abuse	137	110	142	231	241	231
	Death	120	129	116	129	141	140
	Neglect	198	191	186	256	313	317
	Serious Injury	177	223	209	281	371	400
	Sexual misconduct	21	18	34	27	40	54
	Unlawful physical contact	46	54	44	96	84	79
	Unlawful sexual contact	23	23	14	28	34	31

Jurisdiction	Reportable incident type	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
SA	Abuse	200	192	186	189	212	256
	Death	59	46	50	74	72	79
	Neglect	286	300	229	256	241	253
	Serious Injury	114	145	165	202	198	207
	Sexual misconduct	18	20	22	34	25	13
	Unlawful physical contact	52	51	53	54	51	31
	Unlawful sexual contact	19	9	11	11	14	17
TAS	Abuse	45	31	27	27	44	51
	Death	11	12	14	14	12	7
	Neglect	55	52	65	64	52	99
	Serious Injury	109	74	89	76	67	81
	Sexual misconduct	7	8	4	8	11	4
	Unlawful physical contact	26	38	41	21	15	20
	Unlawful sexual contact	7	3	7	5	3	5
VIC	Abuse	202	235	238	211	188	275
	Death	124	101	115	143	127	201
	Neglect	209	476	420	367	380	390
	Serious Injury	321	390	337	370	348	474
	Sexual misconduct	24	23	23	19	38	35
	Unlawful physical contact	149	187	212	199	167	211
	Unlawful sexual contact	17	26	14	29	38	29
	Unknown type	0	0	0	0	1	0
WA	Abuse	69	66	57	85	79	71
	Death	40	49	53	67	61	71
	Neglect	90	98	125	122	104	107
	Serious Injury	154	187	232	230	255	276
	Sexual misconduct	14	13	8	20	16	12
	Unlawful physical contact	28	32	43	49	32	29
	Unlawful sexual contact	16	17	14	12	12	9

Reportable incidents by age band and type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant age band and reportable incident type¹¹

Age band	Reportable incident type	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
0 – 6 years	Abuse	3	4	2	9	7	7
	Death	3	2	2	2	1	4
	Neglect	4	3	7	8	7	5
	Serious Injury	4	1	1	7	7	5
	Sexual misconduct	0	0	1	0	0	3
	Unlawful physical contact	2	2	2	1	1	0
	Unlawful sexual contact	0	1	1	0	1	0
7 – 14 years	Abuse	27	41	39	47	42	41
	Death	12	1	1	2	1	5
	Neglect	56	46	54	70	56	49
	Serious Injury	19	41	16	26	32	30
	Sexual misconduct	9	9	12	8	14	13
	Unlawful physical contact	32	42	35	14	23	11
	Unlawful sexual contact	5	5	1	6	7	8
15 – 18	Abuse	41	48	36	33	49	44
	Death	4	5	4	4	1	7
	Neglect	52	60	37	49	79	69
	Serious Injury	57	60	70	70	51	77
	Sexual misconduct	12	12	7	12	17	10
	Unlawful physical contact	25	22	32	29	34	32
	Unlawful sexual contact	11	6	7	6	11	18
19 – 24	Abuse	102	106	109	134	106	141
	Death	11	8	9	15	8	10
	Neglect	159	151	169	169	152	162
	Serious Injury	171	179	199	205	175	219
	Sexual misconduct	22	17	15	26	28	38
	Unlawful physical contact	65	69	80	113	89	104
	Unlawful sexual contact	25	9	18	18	25	23
	Unknown type	0	0	0	0	0	1

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
25 – 34	Abuse	201	178	184	231	213	234
	Death	21	28	23	23	26	22
	Neglect	220	236	210	231	230	286
	Serious Injury	222	196	273	268	311	289
	Sexual misconduct	20	31	37	40	46	37
	Unlawful physical contact	77	108	127	145	117	124
	Unlawful sexual contact	19	16	20	33	33	34
	Unknown	0	0	0	0	1	0
35 – 44	Abuse	201	165	151	194	214	218
	Death	34	31	47	62	50	55
	Neglect	194	207	217	237	297	295
	Serious Injury	204	233	276	263	260	353
	Sexual misconduct	23	26	18	26	30	22
	Unlawful physical contact	77	97	98	111	139	138
	Unlawful sexual contact	15	29	9	24	30	18
	45 – 54	Abuse	216	228	233	214	246
Death		113	97	106	148	118	142
Neglect		230	329	314	313	389	338
Serious Injury		263	284	300	361	351	399
Sexual misconduct		24	11	19	22	27	18
Unlawful physical contact		104	110	140	155	122	113
Unlawful sexual contact		19	15	13	23	18	15
55 – 64		Abuse	245	218	255	260	253
	Death	207	249	247	268	284	326
	Neglect	280	427	368	402	477	446
	Serious Injury	336	398	402	439	510	516
	Sexual misconduct	16	14	20	12	28	24
	Unlawful physical contact	102	112	118	103	117	139
	Unlawful sexual contact	15	16	18	17	22	14
	65+ years	Abuse	91	103	92	95	124
Death		157	162	149	198	185	210
Neglect		97	156	156	170	209	224
Serious Injury		153	191	199	227	228	257
Sexual misconduct		4	9	6	8	12	8
Unlawful physical contact		68	75	69	67	52	65
Unlawful sexual contact		6	7	7	5	9	9

Reportable incident notifications by age band and as a proportion of total NDIS participants

Count of NDIS participants associated with reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by age band as a proportion of total NDIS participant count for each age band

Age band	Jan - Mar 2023		Apr - Jun 2023		Jul - Sep 2023		Oct - Dec 2023		Jan - Mar 2024		Apr - Jun 2024	
0-6 years	16	0.0%	11	0.0%	16	0.0%	20	0.0%	23	0.0%	23	0.0%
7-14 years	100	0.1%	118	0.1%	92	0.1%	110	0.1%	126	0.1%	136	0.1%
15-18 years	143	0.3%	152	0.3%	111	0.2%	138	0.2%	164	0.3%	174	0.3%
19-24 years	379	0.8%	376	0.8%	398	0.8%	461	0.9%	427	0.8%	482	0.9%
25-34 years	558	1.1%	591	1.1%	649	1.2%	711	1.3%	745	1.3%	740	1.3%
35-44 years	582	1.3%	610	1.3%	613	1.3%	688	1.4%	709	1.5%	734	1.5%
45-54 years	780	1.4%	840	1.5%	878	1.6%	920	1.7%	883	1.6%	917	1.6%
55-64 years	988	1.5%	1,144	1.8%	1,146	1.7%	1,199	1.8%	1,279	1.9%	1,375	2.1%
65+ years	487	1.9%	553	2.0%	564	1.9%	614	2.0%	623	1.9%	713	2.1%

Reportable incidents by gender and type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant gender and reportable incident type¹²

Gender	Reportable incident type	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024
Female	Abuse	511	499	465	536	582	659
	Death	223	245	265	304	266	300
	Neglect	528	655	614	702	695	718
	Serious Injury	694	725	818	920	895	1,064
	Sexual misconduct	66	69	65	87	109	92
	Unlawful physical contact	213	226	278	313	251	265
	Unlawful sexual contact	74	67	71	85	101	94
	Unknown type	0	0	0	0	1	0
Male	Abuse	600	568	620	664	664	685
	Death	329	333	318	417	393	466
	Neglect	750	944	901	923	1,180	1,138
	Serious Injury	717	837	895	918	988	1,048
	Sexual misconduct	60	60	68	65	90	79
	Unlawful physical contact	335	403	418	423	438	454
	Unlawful sexual contact	40	34	22	45	54	45
	Unknown type	0	0	0	0	0	1
Unknown	Abuse	16	24	16	17	8	18
	Death	10	5	5	1	15	15
	Neglect	14	16	17	24	21	18
	Serious Injury	18	21	23	28	42	33
	Sexual misconduct	4	0	2	2	3	2
	Unlawful physical contact	4	8	5	2	5	7
	Unlawful sexual contact	1	3	1	2	1	0

12 Total NDIS participant population count source: NDIA.



**NDIS Quality
and Safeguards
Commission**

