# Activity Report: 1 July 2019 to 31 December 2019

From 1 July 2019, the NDIS Commission operates in all Australian states and territories except Western Australia. The NDIS Commission will commence in WA from 1 July 2020.

## 1) Participants across Australia

The NDIS Commission regulates NDIS supports and services to NDIS participants in all states and territories other than WA where the NDIS Commission will commence from 1 July 2020.

All participants exc. WA: 326,746 (Participant numbers are from the NDIA Q2 report as at 31 December 2019)

The numbers of participants in each state, as at 31 December are:

* NSW: 119,725
* SA: 32,759
* ACT: 8,369
* NT: 2,913
* QLD: 62,232
* TAS: 7,858
* VIC: 92,890

## 2) Complaints

The NDIS Commission manages complaints in connection to services delivered by NDIS providers and their workers.

Anyone can make a complaint to the NDIS Commission about an NDIS support or service.

During the period 1 July 2019 to 31 December 2019, we received 2,022 complaints.

Complaints received during the period were in the following categories:

* Provider practice: 51%
* Provider policies and procedures: 20%
* Worker conduct or capability: 17%
* Alleged abuse and neglect: 12%

Complaints were received from:

* Family member or friend of person with disability: 32%
* Person with disability: 34%
* Others, including guardians and advocates: 15%
* Support workers or service providers: 15%
* Government bodies: 4%

## 3) Engagement

We have a contact centre and education function to support people to make a complaint, receive information or access education.

The NDIS Commission’s 1800 035 544 contact number received over 51,000 calls and over 16,000 emails from participants and providers.

The NDIS Code of Conduct puts obligations on workers supporting NDIS participants. Providers are required to support workers to complete the NDIS Commission’s Worker Orientation Module, which was launched in May 2019. By 31 December 2019: 147,718 people completed the Worker Orientation Module, of which 914 completed the Auslan version.

## 4) Registration

18,384 registered providers at 31 December 2019. (There were 8,302 providers registered at 30 June 2019. 13,733 new or transitioned NDIS Commission registrations since 1 July 2019. 3,651 registrations expired, of which 94% were not active.)

### Five most popular registration groups

* Therapeutic supports: 8,703 providers
* Household tasks: 5,476 providers
* Assistance with travel/transport arrangements: 4,005 providers
* Innovative community participation: 3,156 providers
* Assistive products for personal care and safety: 2,684 providers

Providers must be registered to deliver supports and services to participants whose plans are managed by the NDIA. Providers must also be registered to deliver certain support types to any participant: specialist disability accommodation, behaviour support, and implementing regulated restrictive practices.

Providers previously registered with the NDIA transferred to the NDIS Commission when the NDIS Commission started in each state and territory.

Registered service providers include all sizes of organisations and businesses, from sole traders to large companies and not-for-profits:

* 10,044 organisations
* 8,340 individuals

### Five specialised service groups

7,942 providers registered across the five specialised service groups:

* Specialised disability accommodation: 719
* Specialised behaviour supports: 1,358
* High intensity daily personal activities: 1,637
* Specialised support coordination: 1,755
* Early intervention supports for early childhood: 2,473

### New & renewal applications received

Providers must reapply to maintain their registration. Providers can also choose to let their registration lapse, for example, if they have not been actively supporting NDIS participants.

New providers are regularly entering the NDIS market through the new NDIS Commission arrangements.

* 6,281 renewal applications at 31 December 2019
* 1,548 new applications at 31 December 2019

## 5) Reportable Incidents

NDIS providers notified the NDIS Commission of 69,397 reportable incidents

Registered providers are required to report certain incidents or allegations to the NDIS Commission that occur in connection with the provision of NDIS supports and services. The NDIS Commission monitors the management of incidents by providers to determine whether they are meeting their obligations to keep participants safe.

The number of reports received does not correlate to the number of actual instances of harm to a person with disability.

Reports include multiple notifications of the same matter, allegations of incidents and where incidents occurred but harm to the person was avoided.

### Reportable Incidents by category

* Alleged sexual misconduct 182
* Any death 432
* Allegations of unlawful physical/sexual contact 779
* Known serious injury (including accidents) 902
* Alleged abuse and neglect (Reports of alleged abuse and neglect can include physical, verbal or financial abuse) 1,704
* Unauthorised use of restrictive practices 65,398

1,102 incidents reported to the NDIS Commission were also reported by providers to police.

#### Breakdown of unauthorised use of restrictive practices:

* Seclusion 138
* Physical 727
* Mechanical 1,078
* Environmental 25,048
* Chemical 38,407

These relate to 2,436 participants supported by 340 providers

A significant number of incidents that are reported to the NDIS Commission involve the use of restrictive practices on people with disability which have not been authorised by state and territory authorities, or where plans to promote positive behaviour supports are not in place for that person.

##### Reports of unauthorised use of restrictive practices

* 1,618: 1 July 2018 to 30 June 2019.
* 65,398: 1 July 2019 to 31 Dec 2019.

The increase in reports since the NDIS Commission’s first year relates to:

* coverage across 5 new jurisdictions from 1 July 2019
* increasing reporting compliance by NDIS registered providers
* the requirement to report each instance of an unauthorised restrictive practice in jurisdictions where no authorisation mechanism exists

##### Repeat reports

Providers are required to report every instance of a restrictive practice, including each use until a behaviour support plan is lodged.

## 6) Behaviour Support

* 2,998 Behaviour Support Practitioners (since 1 July 2018): up 223% since 1 July 2018
* Lodged 3,782 Behaviour Support Plans (since 1 July 2018)

The NDIS Commission oversees behaviour support practitioners and providers who use behaviour support strategies and restrictive practices involving NDIS participants. The NDIS Commission also provides best practice advice to practitioners, providers and participants on positive behaviour support strategies.

To inform that work, the NDIS Commission reviews provider reports on the use of restrictive practices and responds to the unauthorised use of restrictive practices reported through the NDIS Commission’s reportable incident function.