

Version
3.0



ACTIVITY REPORT

1 July to 30 September 2022

NDIS Quality and Safeguards Commission



**NDIS Quality
and Safeguards
Commission**

NDIS Quality and Safeguards Commission Activity Report 1 July to 30 September 2022

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Unless otherwise stated, data provided in this report pertains to the stated reporting period and was extracted on 1 October 2022

Every effort has been made to ensure that the information in this document is accurate at the time of publication.

NOTE: In order to protect individuals’ privacy, identified populations less than 5 are reported as “<5”.

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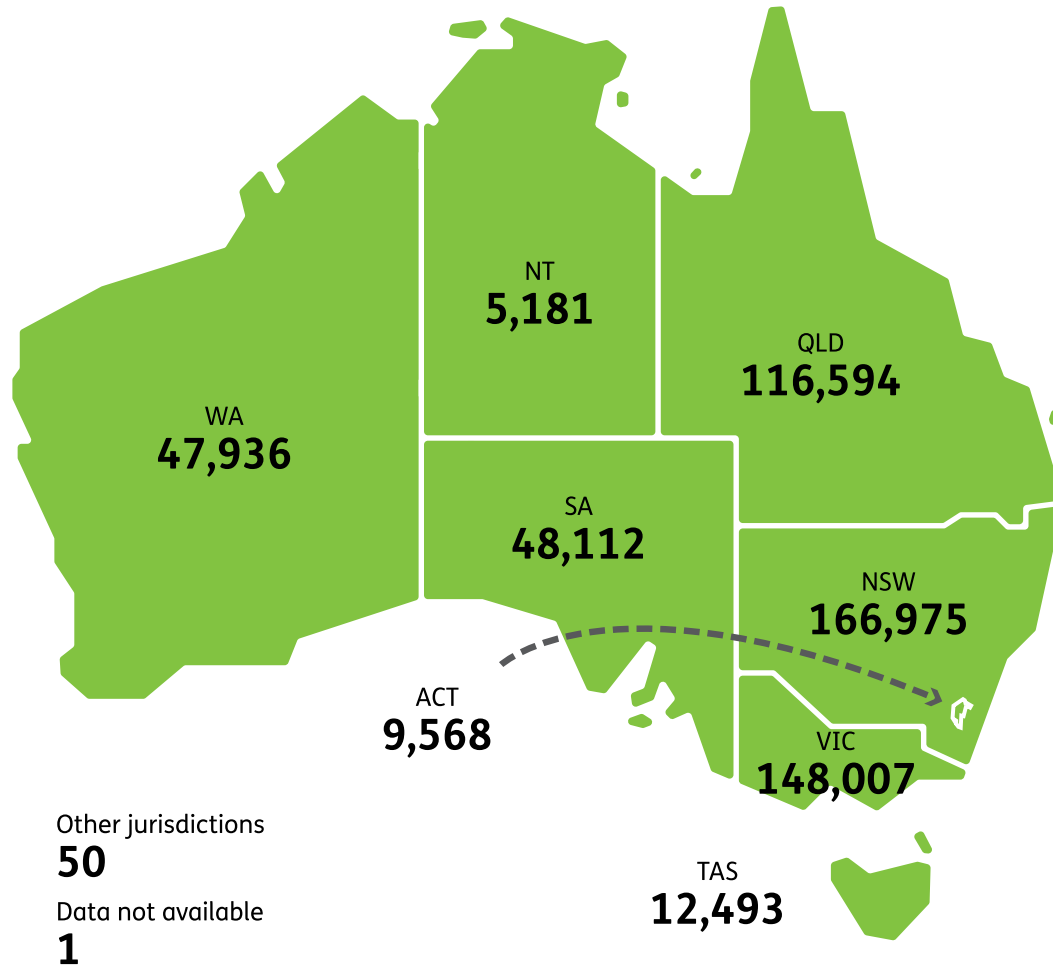
www.twistedpear.com.au



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1) Participants

Count of NDIS participants



Total NDIS participants

 **554,917**

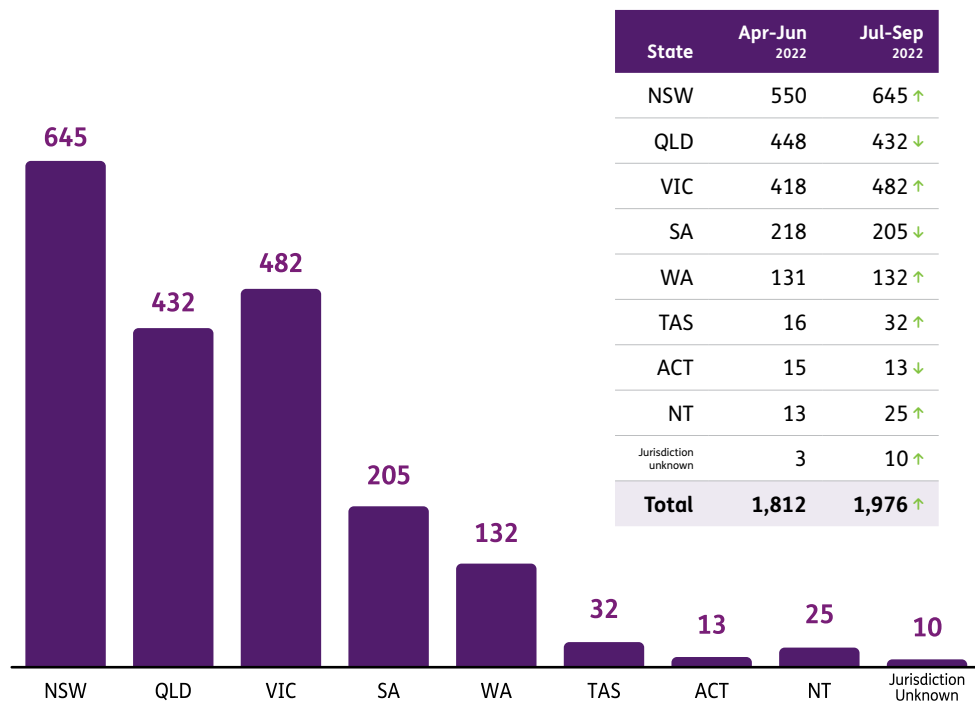


2) Complaints

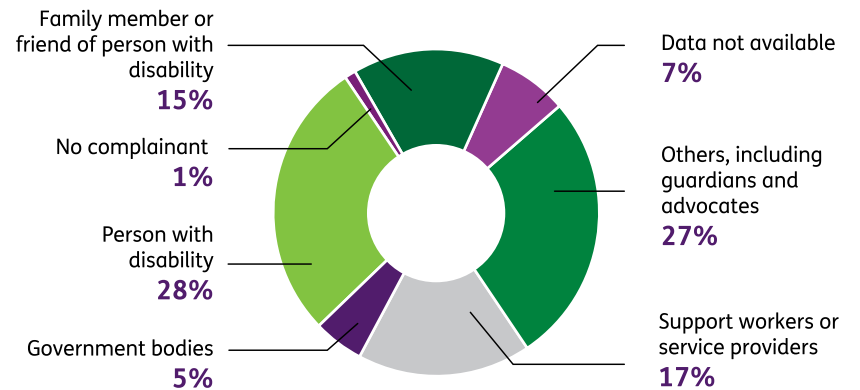
The NDIS Commission manages complaints in connection with supports and services delivered by NDIS providers and their workers. Anyone can make a complaint to the NDIS Commission about an NDIS support or service.

The NDIS Commission received 1,976 complaints during the reporting period.

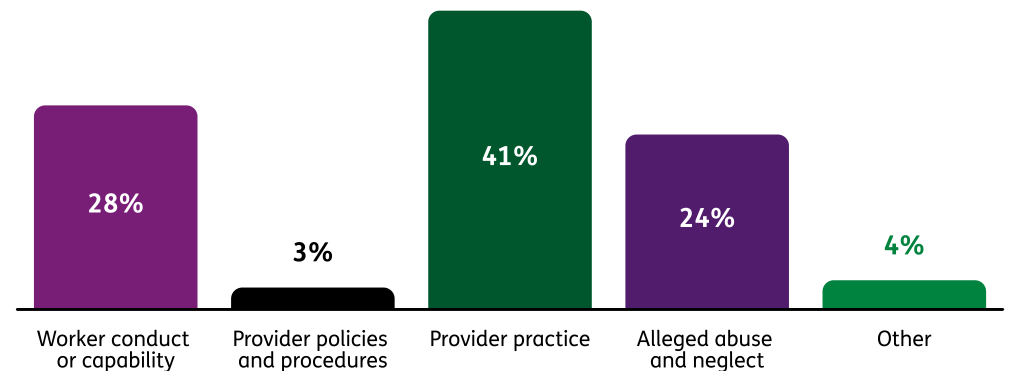
Number of complaints received by state/territory



Percent of complaints received by primary complainant



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



3) Registrations

The registration of NDIS providers aims to ensure the provision of safe and quality services, by having providers meet quality and competency standards proportionate to the risk attaching to the type of service delivery and the scale of the provider.

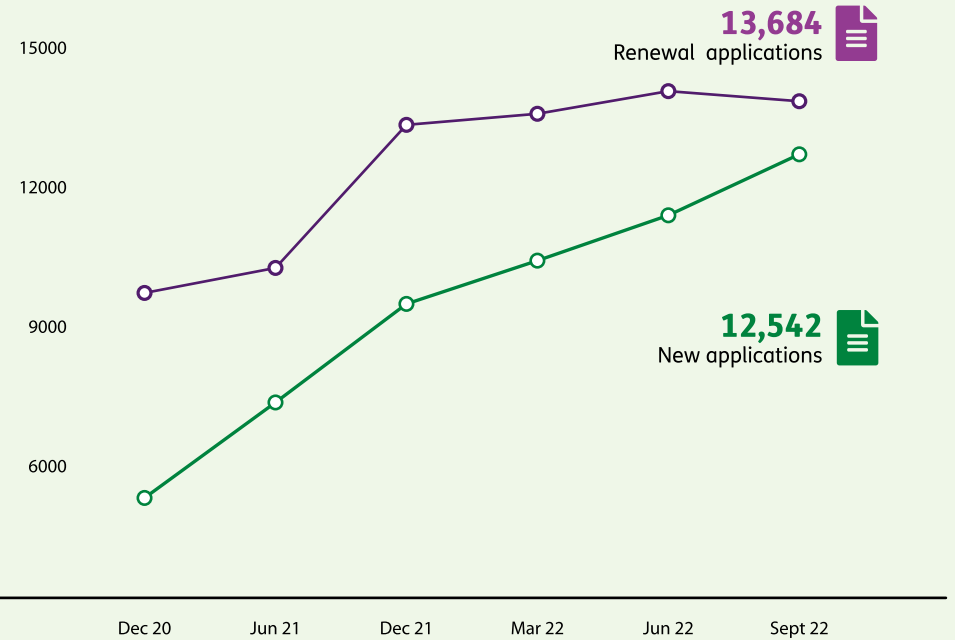
Registered providers



(Total number of registered providers at 30 June 2022: **19,739**)



New and renewal applications (provider registration)



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



Providers who have claimed an NDIS payment during reporting period



Auditors and audit activity



Approved quality auditing bodies

19



Total trained individual auditors

841



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

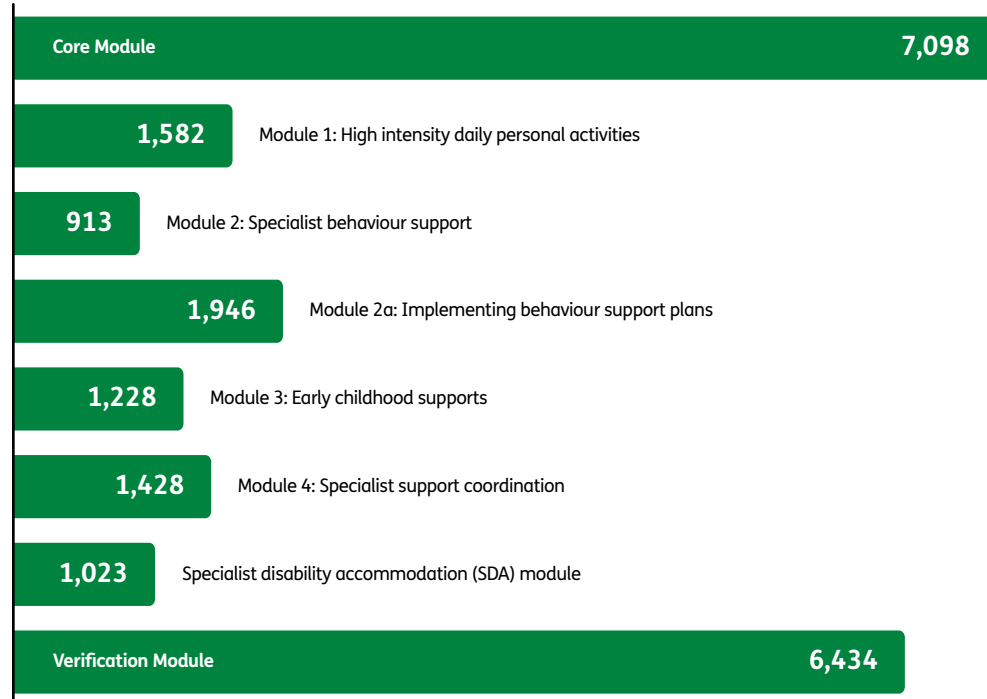
56

Applications by audit and modules completed

By audit completed as part of the application process



Of those audits completed, by module completed



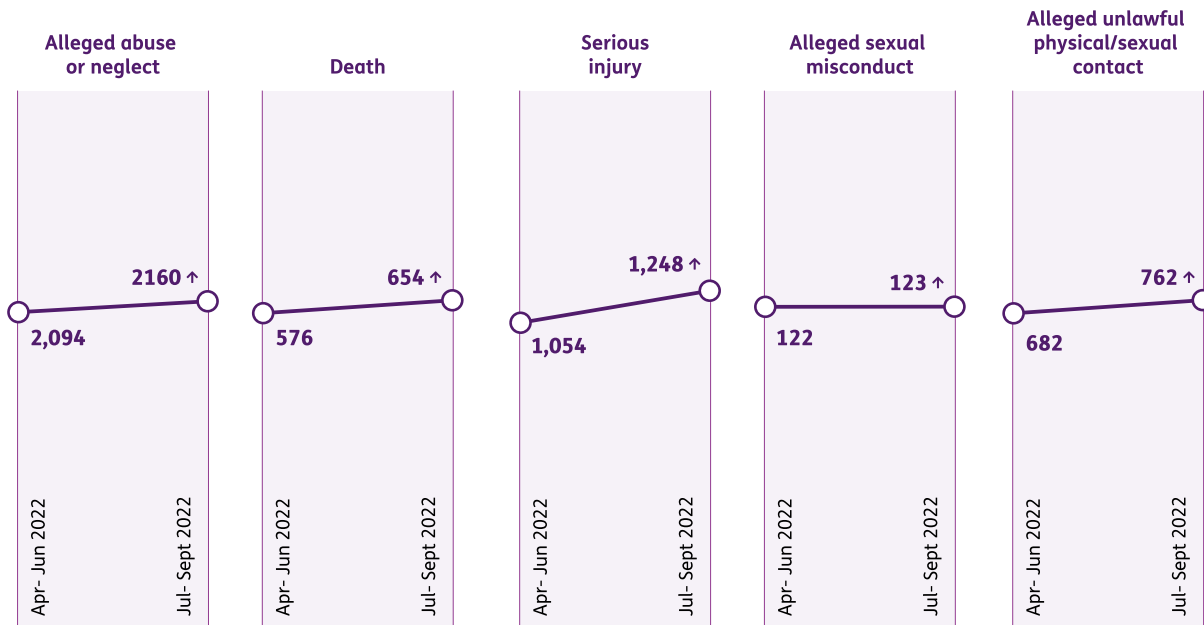
4) Reportable Incidents

Registered providers are required to notify the NDIS Commission of certain serious incidents, including allegations that occur in connection with the provision of NDIS supports and services.

Number of Reportable Incidents received during reporting period

(excludes Unauthorised Restrictive Practices)

4,947



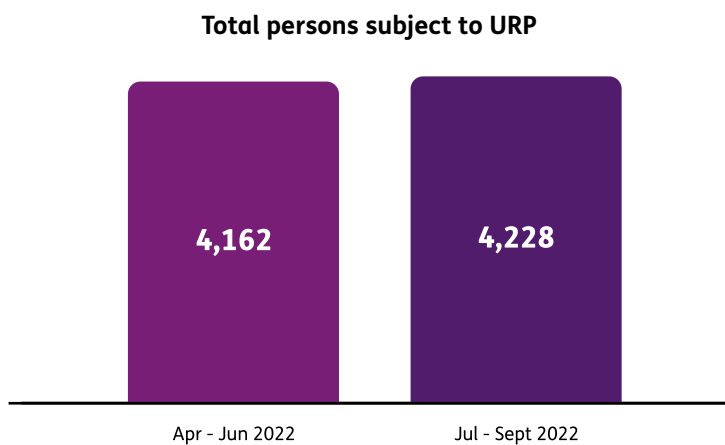
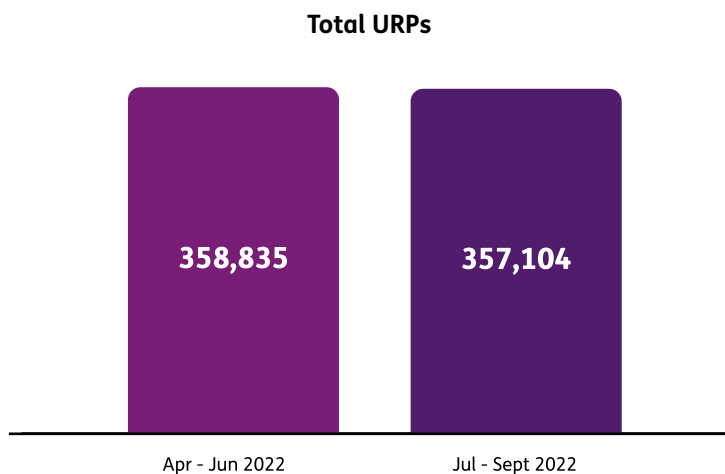
Providers indicated that Police were informed in relation to 847 incidents.

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

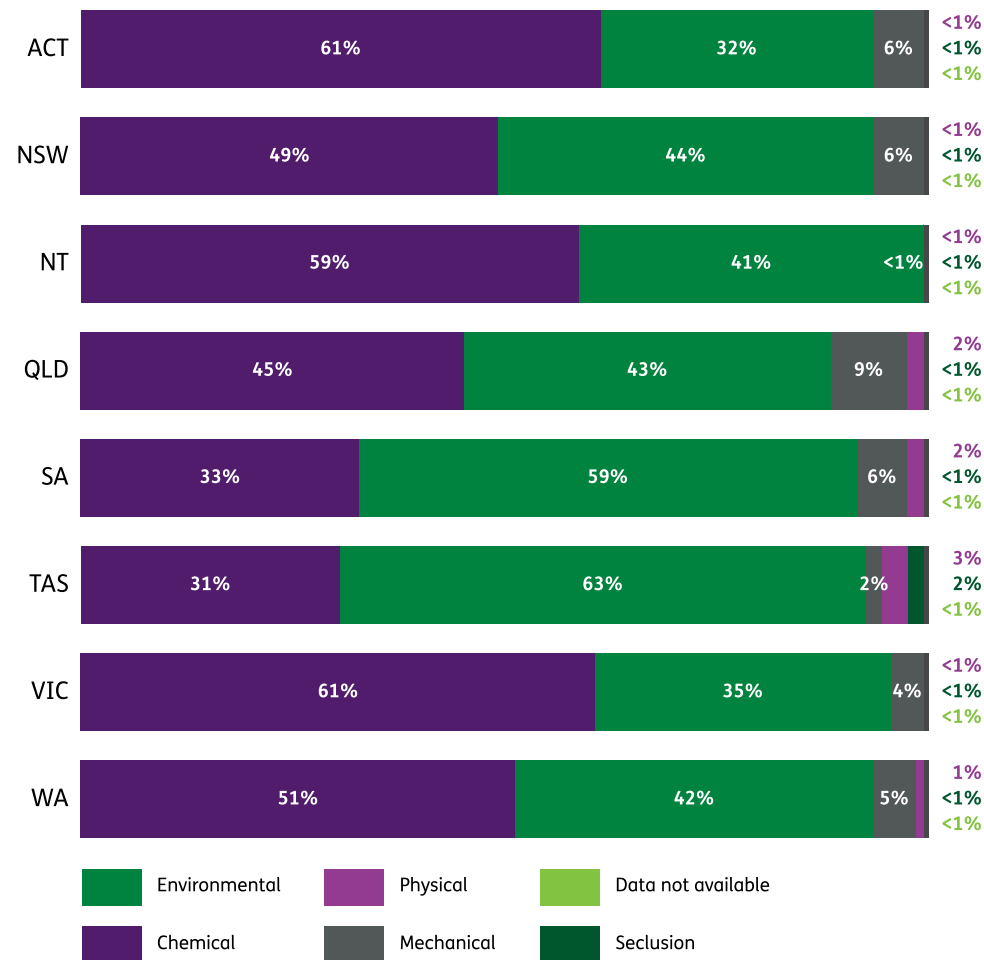


5) Unauthorised Restrictive Practices (URPs)

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



URPs by State/Territory and restrictive practice type¹



¹ state/territory total may not equal 100% due to rounding



6) Behaviour Support

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

Number of behaviour support plans lodged within reporting period

 **4,144**

NDIS behaviour support practitioners



Positive Behaviour Support Capability Framework

A total of 4,816 behaviour support practitioners have submitted self-assessment evidence against the framework since implementation in 2021. 3,252 behaviour support practitioners are currently considered suitable to deliver behaviour support services and review of the remaining 1,564 behaviour support practitioner self-assessments is in progress. The NDIS Commission continues to receive additional self-assessment applications from behaviour support practitioners.

7) Compliance

Number of compliance outcomes by outcome type (1 July 2022 - 30 September 2022)

By outcome type	
14	Banning order
2	Registration revoked
161	Registration refusal
1	Infringement notice
1	Compliance notice
15	Warning letter
1,938	Education
124	Corrective action request
375	Investigation underway
787	Compliance activity underway
687	Providers subject of compliance and/or investigation activity

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

Targeted compliance action in relation to COVID-19:

- 11,827 registered NDIS providers were issued with a notice requiring them to provide information pertaining to the COVID-19 vaccination status of their workers, and are being monitored for compliance in the context of their obligations in accordance with state and territory public health orders.



8) Worker Screening

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

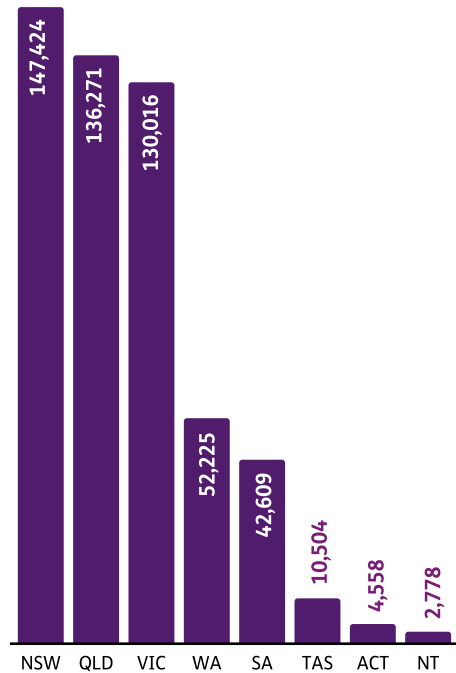
Number of worker clearances granted

(since 1 February 2021)

 **526,385**

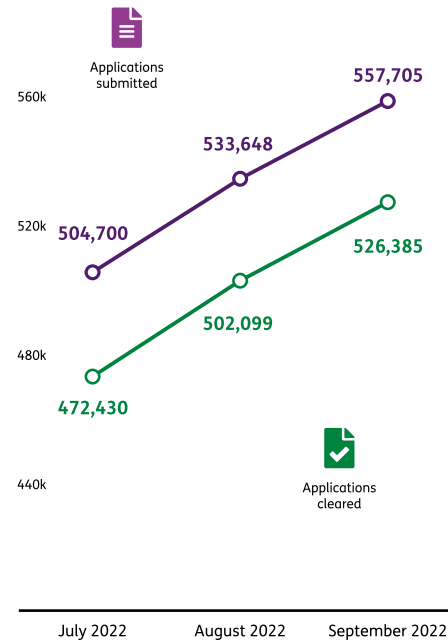
Number of worker screening clearances by state/territory

(since 1 February 2021)



Applications submitted and cleared by state and territory

Worker Screening Units
(month-to-month, cumulative)



Number of providers linked to a worker

(cumulative)



Number of NDIS Worker Screening Check exclusions issued

329



Number of NDIS Worker Screening Check applications under interim bar

353



Number of NDIS Worker Screening Check clearances under suspension

126



9) Engagement

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



Total number of contacts

43,969



Total number of contacts from
NDIS participants

3,827



Emails

9,235

10) COVID-19

Registered NDIS providers are required, under conditions of registration, to notify the NDIS Quality and Safeguards Commissioner of certain changes and events that significantly impact their ability to deliver NDIS supports and services that they are registered to provide.

Number of infections

(as at 29 September 2022; cumulative since March 2020)

New South Wales

Participant active infections	511
Participant recovered	8,883

Victoria

Participant active infections	157
Participant recovered	6,387

All other states and territories

Participant active infections	254
Participant recovered	10,304

Total participant active infections	922
Total participant recovered	25,574



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Number of COVID-19 related complaints in this reporting period

139



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

198



Number of providers making COVID-19 related notifications of support change (as at 29 September 2022; cumulative since March 2022)

2,798

Number of COVID-19 related notifications of events and/or support change¹ by registration category



Total notifications² 25,650 (as at 29 September 2022, cumulative since March 2020)

¹ Registered Providers have an obligation to maintain supports critical to the health, wellbeing and safety of NDIS participants, to plan for adjustments to services, to communicate and consult changes with participants, and to have plans in place to prevent and respond to COVID-19 infections. Registered Providers are required to notify the Commissioner of events and changes impacting the delivery of supports and services for which they are registered.

² Total notifications inclusive of notifications that have yet to have a support category identified. A single notification can be about more than one registration category.



Worker vaccination rates by state/territory at end of reporting period

ACT	99.5%
NSW	93.1%
NT	95.6%
QLD	96.3%
SA	92.9%
TAS	96.6%
VIC	95.6%
WA	95.0%
Total	94.8%

COVID-19 pandemic information

The NDIS Commission has continually provided information to service providers about their obligations to safely and competently provide supports and services to people with disability during the COVID-19 pandemic. Since the beginning of the COVID-19 pandemic we have issued:

Providers

195 provider alerts; 8 fact sheets; 9 e-newsletters containing information relating to COVID-19; 1 information pack for NDIS providers and workers.

Participants

4 fact sheets; 5 Easy Read documents; 5 e-newsletters (SAFEGuard) containing information relating to COVID-19; 1 information pack for NDIS participants; 1 joint NDIS Commission and NDIA open letter to all Victorian participants and their support networks.

