

NDIS Commission Dashboard [2023/24 FYTD – as at 31 January 2024]

Registration

Activity - Applications		2022/23 FY	2023/24 FYTD#
Received		10,523	7,061
	Withdrawn	2,303	748
Determined			
	Determined – new	1,978	12,213
	Determined – renewal	3,431	1,935
Approved			
	Approved - new	1,972	2,577
	Approved - renewal	954	1,346
Refused			
	Refused - new	6	9,636
	Refused - renewal	2,477	589

Aged Application*	1 July 23	1 Aug 23	1 Sept 23	1 Oct 23	1 Nov 23	1 Dec 23	1 Jan 24
Application on Hand	6,105	5,672	5,173	4,808	4,301	3,829	2,951
Approved	-	421	910	1,264	1,748	2,203	3,058
Refused	-	0	0	9	25	32	38
Withdrawn	-	12	22	24	31	41	58

* Applications with an audit report submitted to the NDIS Commission before 1 July 2023

Period	Application Type	Median audit report process time (business days) ¹	Median application process time (business days) ²
FY2022-23	New Application	114	237.5
	Renewal Application	70	304
FY2023-24 FYTD#	New Application	169	296
	Renewal Application	103	299

¹ Median **business days** from the point an application is completed with the submission of an audit report to the NDIS Commission and that application is determined. It includes time taken for the NDIS Commission to follow up with providers/applicants where information is incomplete or missing from an application, where additional information is required to assess suitability, or where auditors submit incomplete information. The NDIS Commission Operating System (COS) does not capture the time taken to collect additional information required to inform a registration assessment. The Commissioner is not required to make a decision on the application during this period

² Median **business days** from the point an application form is submitted online by the applicant and that application is determined by the NDIS Commission. It includes time taken by the applicant to complete the application process in full, engage an approved quality auditor, complete an audit including any corrective actions, and an audit report to the finalised and submitted to the NDIS Commission to complete the application.

Complaints

Period	Received	Finalised	% closed in 90 day
2022-23 FY	16,896	12,231	48%
2023/24 FYTD#	14,966	9,222	59%

Types of Complaints

Issue %	Provider Practice	Abuse and Neglect	Worker conduct	Provider policies	Other
2022-23 FY	37.5%	17.9%	26%	6.5%	12.1%
2023/24 FYTD#	36.2%	19.5%	25.9%	8.6%	9.9%

Contact Centre

Period	Calls Received	Calls Handled	Emails received
2022-23 FY	185,357	78,382	32,986
2023/24 FYTD#	102,224	40,892	18,786

Reportable Incidents

Actions	2022-23 FY	2023-24 FYTD#
Alleged abuse and neglect	9,356	6,680
Death	2,344	1,670
Serious injury	5,559	4,339
Alleged sexual misconduct	514	387
Allegations of unlawful physical / sexual	2,855	1,991
Police Informed	4,022	3,094

Restrictive Practice Type

URP Type *	2022-23 FY	2023-24 FYTD#
Chemical	4,936	4,029
Environmental	4,913	4,136
Mechanical	910	736
Physical	2,055	1,729
Seclusion	462	348
Unknown	5	5

*Count of verified participants

Compliance

Action	2022-23 FY	2023-24 FYTD#
Banning Order	92	82
Banning order revocation	0	1
Banning order variation	12	4
Civil penalty proceedings	1	2
Compliance notice variation	2	1
Compliance notice	16	32
Conditions on registration	4	3
Corrective action request	608	235
Education	6,228	20,502
Enforceable undertaking	0	3
Infringement notice	11	132
Other registration decision	0	1
Infringement notice withdrawal	0	6
Registration refusals	2,483	10,225
Revocation of registration	104	94
Suspend registration	15	7
Vary registration	0	1
Warning Letter	48	3,407

Worker Screening

Status	2022-23 FY	2023-24 FYTD#
Total Applications*	328,012	177,732
Clearance	316,496	174,058
Exclusion	508	498
Pending	6,046	3,202

* Applications for NDIS Worker Screening Checks are processed by state and territory Governments Worker Screening Units. Total number of worker screening activity since 1 February 2021 are available in the NDIS Commission Performance Report. Number reported here are count of individuals associated with applications received in period

Note:

1. #2023/24 FYTD - data as at 31 January 2023
2. Data was extracted from the data warehouse on 5 February 2024
3. The data presented in this report may not be consistent with the Quarterly Performance Report.