



**NDIS Quality  
and Safeguards  
Commission**

EC25-000566

Senator Marielle Smith  
Chair  
Senate Community Affairs Legislation Committee  
Parliament House  
CANBERRA ACT 2600

Dear Senator

**Correction of evidence – Additional Estimates hearing – Thursday, 27 February 2025**

I am writing to correct evidence provided to the Committee during its examination of the NDIS Quality and Safeguards Commission (NDIS Commission) on Thursday, 27 February 2025.

In response to a question from Senator Urquhart relating to figures and trends with complaints, I referred to the same financial year twice in my response. The highlighted reference below should be 2023-24.

***Ms Leatham:*** *I'll take you through the headline figures. In the 2022-23 financial year we received a total of 16,305 complaints. In the 2022-23 financial year that had increased to 29,732 complaints, which is almost 80 per cent higher than in the previous financial year.*

Therefore, I wish to correct the above statement with the following statement:

***Ms Leatham:*** *I'll take you through the headline figures. In the 2022-23 financial year we received a total of 16,305 complaints. In the 2023-24 financial year that had increased to 29,732 complaints, which is almost 80 per cent higher than in the previous financial year.*

Yours sincerely

**Sian Leatham**  
Deputy Commissioner  
Complaints and Engagement

5 March 2025

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