



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

Dear Senator

**Correction of evidence - Supplementary Budget Estimates hearing – Wednesday, 6 November 2024**

I am writing to correct evidence provided to the Committee during its examination of the NDIS Quality and Safeguards Commission (NDIS Commission) on Wednesday, 6 November 2024.

During a line of questioning from Senator Roberts, I quoted the following numbers [Ref: page 27 of the Hansard]:

***Ms Glanville:** There are many good providers out there, so I agree with you that it is important to recognise them. I will give you some quick figures. The regulatory chill is that we have banning orders. There were 142 in the 2023-24 financial year. Civil penalties—*

***Ms Glanville:** Sometimes these can involve criminal activities, yes. There were 52 compliance notices. That is where a provider is asked to comply in certain ways with certain code of conduct or other matters. That is a significant power we have. Of course, education remains very important. We did over 21,985 sessions that relate to that. There were five enforceable undertakings and 147 infringement notices. The number refused registration—I think this goes to the core of some of the issues are you raising—is 11,952.*

I wish to correct the above statement with the following data for 2023-24 Financial Year

Action	2023-24 FY
Banning Orders	124
Compliance notice	42
Education	20,732
Infringement notice	146
Registration refusals	10,546

Yours sincerely

**Louise Glanville**  
Commissioner

27 November 2024