



Practitioner Supervision statistics 2020-21



12 new insolvency practitioner registrations approved



147 applications for Inspector-General reviews finalised



83 inspections finalised



18 creditor meetings attended by AFSA



251 Complaints against insolvency practitioners finalised



116 Insolvency advertisements reviewed

Registrations

Trustees

During the year, there were 10 applications for individuals to become a registered trustee approved.

7 trustees resigned/retired during the year.

1 trustee has been involuntarily deregistered.

1 trustee received a show cause notices to explain why their registration should continue.

Find more information about registration of trustees in [Inspector-General Practice Statement 13](#).

Debt agreement administrators

During the year, there were 2 registration applications were approved for debt agreement administrators.

3 debt agreement administrators resigned/retired during the year.

2 debt agreement administrators received a show cause notice to explain why their registration should continue.

Find more information about registration of debt agreement administrators in [Inspector-General Practice Statement 4](#).

Inspections

The errors most commonly found during inspections were:

- Failure to meet performance standards (13)
- Inadequate communication by trustee or RDAA (9)
- Creditor claims not properly dealt with (8)

Find more information about our inspection program in [Inspector-General Practice Statement 11](#).

Complaints against practitioners

During the year, 251 complaints were finalised. Of these, 17 were found to be justified.

The most common complaints made were:

- Decisions concerning assets (51)
- Inappropriate conduct or conflict of interest (33)
- General administration and accounting (29)

The most common justified complaints made were:

- Inappropriate conduct or conflict of interest (4)
- Lack of information or communication (4)
- Decisions concerning assets (2)

Find more information about our complaint handling process in [Inspector-General Practice Statement 10](#).

Inspector-General reviews

During the year, we finalised 147 applications for review by the Inspector-General in Bankruptcy of trustee decisions. Of these, 15 trustee decisions were overturned¹.

The decisions overturned were:

- Objection to discharge of a bankrupt (9)
- Remuneration review (4)
- Income assessment of a bankrupt (2)

Find more information about reviews of trustee decisions in [Inspector-General Practice Statement 12](#).

Meetings of creditors

During the year, we intervened at, or prior to, 28 meetings of creditors. In addition, we attended 18 creditor meetings.

The most common reasons for intervening were:

¹ Overturned includes all decisions that were cancelled or varied.

- Supplementary report prepared (10)
- To provide guidance to the trustee (9)
- Procedural deficiencies addressed (7)

These are preliminary results for the year and due to the timing of the completion of matters may be subject to change.