



Practitioner Supervision statistics 2021-22



10 new insolvency practitioner registrations approved



152 applications for Inspector-General reviews finalised



42 inspections finalised



13 creditor meetings attended by AFSA



273 Complaints against insolvency practitioners finalised



13 Insolvency advertisements reviewed

Registrations

Trustees

During the year, there were 7 applications for individuals to become a registered trustee approved.

5 trustees resigned/retired during the year.

Find more information about registration of trustees in [Processes for registration of trustees \(IGPS13\)](#).

Debt agreement administrators

During the year, there were 3 registration applications approved for debt agreement administrators.

7 debt agreement administrators resigned/retired during the year.

2 debt agreement administrators were involuntarily deregistered.

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 [Processes for registration of debt agreement administrators \(IGPS4\)](#).

Inspections

The errors most commonly found during inspections were:

- Inadequate communication by trustee or RDAA (5)
- Property and asset errors (3)
- Failure to meet performance standards (2)
- Remuneration not taken in accordance with Act (Overcharging or Overservicing) (2)
- Unreasonable Delays in Timely Action Leading to Delays in Distribution (2)

Find more information about our inspection program in [Monitoring and inspection of bankruptcy trustees and debt agreement administrators \(IGPS11\)](#).

Complaints against practitioners

During the year, 273 complaints were finalised. Of these, 15 were found to be justified.

The most common complaints made were:

- Decisions concerning assets (52)
- General administration and accounting (42)
- Inappropriate conduct or conflict of interest (28)

The most common justified complaints made were:

- Delays in administration or lack of action (4)
- Decisions concerning assets (3)
- Inappropriate conduct or conflict of interest (2)
- General administration & accounting (2)

Find more information about our complaint handling process in [Process for handling complaints against practitioners and debtors \(IGPS10\)](#).

Inspector-General reviews

During the year, we finalised 152 applications for review by the Inspector-General in Bankruptcy of trustee decisions. Of these, 6 trustee decisions were overturned¹.

The decisions overturned were:

- Objection to discharge of a bankrupt (3)
- Income assessment of a bankrupt (2)
- Remuneration review (1)

Find more information about reviews of trustee decisions in [Statutory reviews of trustees' decisions \(IGPS12\)](#).

¹ Overturned includes all decisions that were cancelled or varied.

Meetings of creditors

During the year, we intervened at, or prior to, 30 meetings of creditors. In addition, we attended 13 creditor meetings.

The most common reasons for intervening were:

- To provide guidance to the trustee (14)
- Supplementary report prepared (5)
- Further investigations undertaken (5)
- Procedural deficiencies addressed (5)

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