



Regulation statistics 2019-20



6 new insolvency practitioners registrations approved



155 applications for Inspector-General reviews finalised



33 inspections finalised



23 creditor meetings attended by AFSA



314 Complaints against insolvency practitioners finalised



70 Insolvency advertisements reviewed

Registrations

Trustees

During the year, there were 6 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 nil registration applications approved for debt agreement administrators.

8 debt agreement administrators resigned/retired during the year.

1 debt agreement administrator 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:

- property, income and asset errors (27)
- unreasonable delays in timely action leading to delays in distribution (12)
- inadequate communication by trustee (12)

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

Complaints against practitioners

During the year, 314 complaints were finalised. Of these, 14 were found to be justified.

The most common complaints made were:

- inappropriate conduct or conflict of interest (84)
- decisions concerning assets (50)
- lack of information or communication (47)

The most common justified complaints made were:

- inappropriate conduct or conflict of interest (8)
- delays in administration or lack of action (3)
- lack of information or communication (2)

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

Inspector-General reviews

During the year, we finalised 155 applications for review by the Inspector-General in Bankruptcy of trustee decisions. Of these, 29 trustee decisions were overturned¹.

The decisions overturned were:

- objection to discharge of a bankrupt (16)
- income assessment of a bankrupt (8)
- remuneration review (5)

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

Meetings of creditors

During the year, we attended 23 creditor meetings. We intervened at, or prior to, 18 meetings of creditors.

The most common reasons for intervening were:

- to provide guidance to the trustee (5)
- procedural deficiencies addressed (3)
- proposal amended to include priorities (3)

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

¹ Overturned includes all decisions that were cancelled or varied.