



Department of Families, Fairness and Housing

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DFFH/F25/4562

Mr Moaz Ibrahim
Director and Authorised Program Officer
Crescent Respite Facility Pty Ltd
c/- Building 10 Level 1, 2728 Logan Road
Eight Mile Plains QLD 4113

Ms Sarah Goodwin
Authorised Program Officer
Crescent Respite Facility Pty Ltd
c/- Building 10 Level 1, 2728 Logan Road
Eight Mile Plains QLD 4113

By email: Jay@crescentrespite.com.au, sarah.g@crescentrespite.com.au

Dear Mr Ibrahim and Ms Goodwin

Permanent prohibition on use of restrictive practices

In my role as Victorian Senior Practitioner, I am responsible for ensuring that the rights of people who are subject to restrictive practices in the State of Victoria are protected.

Initial prohibition decision

On 13 August 2025, I decided under section 27(5B) of the *Disability Act 2006* (Vic) (**Disability Act**) to prohibit Crescent Respite Facility Pty Ltd (**Crescent**) from using restrictive practices on National Disability Insurance Scheme (**NDIS**) participants for a period of 30 days, from 13 August 2025 at 5.00pm AEST until 12 September 2025 at 5.00pm AEST.

I made my initial prohibition decision after becoming aware that the Commissioner of the NDIS Quality and Safeguards Commission (**Commissioner**) had suspended Crescent's registration as a registered NDIS provider from 13 August 2025 at 5.00pm AEST until 12 September 2025 at 5.00pm AEST, and the Commissioner's reasonable belief that Crescent had contravened the *National Disability Insurance Scheme Act 2013* (Cth) (**NDIS Act**) by failing to comply with its obligations under the NDIS Code of Conduct.

Consistent with the initial prohibition decision, I also suspended the access of Crescent's Authorised Program Officers to the Restrictive Intervention Data System from 13 August 2025 at 5.00pm AEST until 12 September 2025 at 5.00pm AEST.

Permanent prohibition decision

I have subsequently been made aware that on 29 August 2025, Assistant Commissioner Mahasini Krishna issued a permanent banning order prohibiting Crescent from directly or indirectly engaging in, providing or being involved in the provision of specified activities, supports or services in the NDIS market permanently with effect from 5.00pm AEST on 12 September 2025 (**permanent banning order**). The Commissioner also made a decision to refuse Crescent's application to renew its registration as a NDIS provider. At my request, the Commission provided me with a copy of the permanent banning order and the reasons for decision.

Based on the evidence outlined in the reasons for decision, the Assistant Commissioner believes on reasonable grounds that Crescent engaged in conduct that has:

- a) contravened the NDIS Act, the NDIS Code of Conduct, and conditions of registration and is, therefore, not suitable to be involved in the provision of NDIS supports or services to people with a disability; and
- b) demonstrated that Crescent is not suitable to provide supports and services to people with a disability having regard to matter prescribed by the NDIS rules; and
- c) demonstrated there is an immediate danger to the health, safety or wellbeing of a person with a disability if Crescent continues to be an NDIS provider.

Having regard to the Assistant Commissioner's findings, I am satisfied it is in the interests of protecting the rights of persons with a disability to prohibit the use of restrictive practices by Crescent on NDIS participants for the purposes of the *Disability Act 2006* (Vic) (**Disability Act**) until further notice.

Under section 27(5B) of the Disability Act, Crescent is prohibited from using restrictive practices on NDIS participants until further notice.

This decision means that Crescent is prohibited from using restrictive practices on any and all NDIS participants who are the subject of any prior authorisation under section 136 of the Disability Act by Authorised Program Officers (**APOs**) appointed by Crescent.

This decision will take effect from 12 September 2025 at 5.00pm and continue in effect until further notice.

The attached Notice of Prohibition will be published on the Victorian Department of Families, Fairness and Housing website in accordance with section 27(5C)(a) of the Disability Act.


Consistent with this prohibition decision, I have also suspended indefinitely the access of Crescent's APOs to the Restrictive Intervention Data System, with this suspension to take effect from 12 September 2025 at 5.00pm AEST and to continue in effect pending my review of the appropriateness of the appointment of Crescent's APOs.

If you have any questions, please contact the Victorian Senior Practitioner at the Department of Families, Fairness and Housing.

Phone: 9096 8427

Email: victorianseniorpractitioner@dffh.vic.gov.au

Yours sincerely



Kylie Bowden

Victorian Senior Practitioner

12 September 2025

Att. Notice of Prohibition on the Use of Restrictive Practices