



NDIS Quality
and Safeguards
Commission

Q3 | 2023-24



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Introduction

The NDIS Quality and Safeguards Commission (NDIS Commission) is committed to measuring outcomes for NDIS participants and assessing regulatory impact.

This report provides an overview of the NDIS Commission's performance and regulatory operations from 1 January 2024 – 31 March 2024.

Key statistics from this report include:

- An 11% increase in complaints received in connection with supports and services delivered by NDIS providers and their workers (6,746 last quarter to 7,466 this quarter).
- More than 73% of complaints were reported by a person with disability or their support person.
- A 20% increase in individuals excluded from working with people with disability in a risk-assessed role (1,127 last quarter to 1,353 this quarter).
- A 7% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- Over 20,900 compliance and enforcement activity outcomes including over 9,700 refusal of registration and over 11,000 education activities.

The NDIS Commission will continue to review suitability of data and publication format. Unless otherwise stated, data provided in this report pertains to the stated reporting period.

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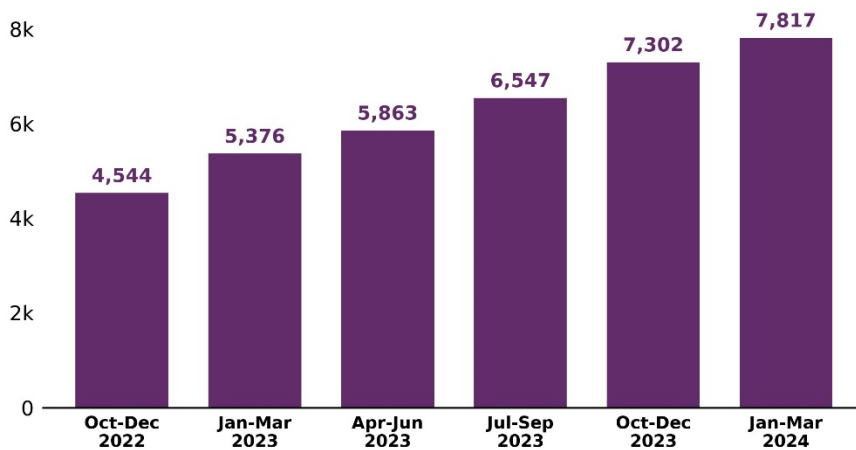
Behaviour support

The NDIS Commission provides best practice advice to practitioners, providers and participants on positive behaviour support strategies.

Note: NDIS Worker Screening Check data by state and territory located in Appendix A.

Figure 1: Suitable behaviour support practitioners

Count of behaviour support practitioners considered suitable to deliver behaviour support services per quarter (cumulative)¹



¹ NDIS behaviour support practitioner is someone who has been assessed and is considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

Complaints

The NDIS Commission manages complaints in connection with supports and services delivered by NDIS providers and their workers. Anyone can make a complaint to the NDIS Commission about an NDIS support or service.

Figure 2: Complaints received

Count of complaints received per quarter

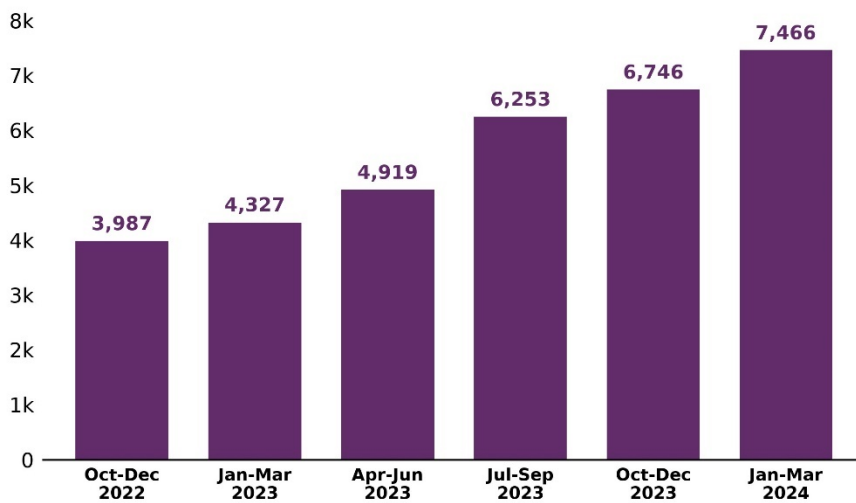


Figure 3: Complaints received by primary complainant

Percentage of Complaints received per quarter, grouped by known primary complainant

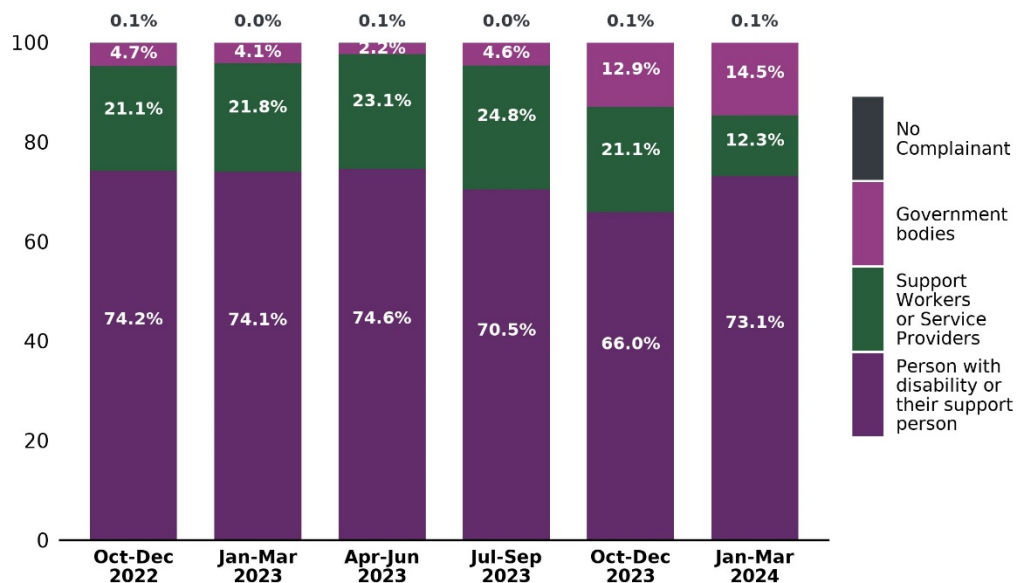
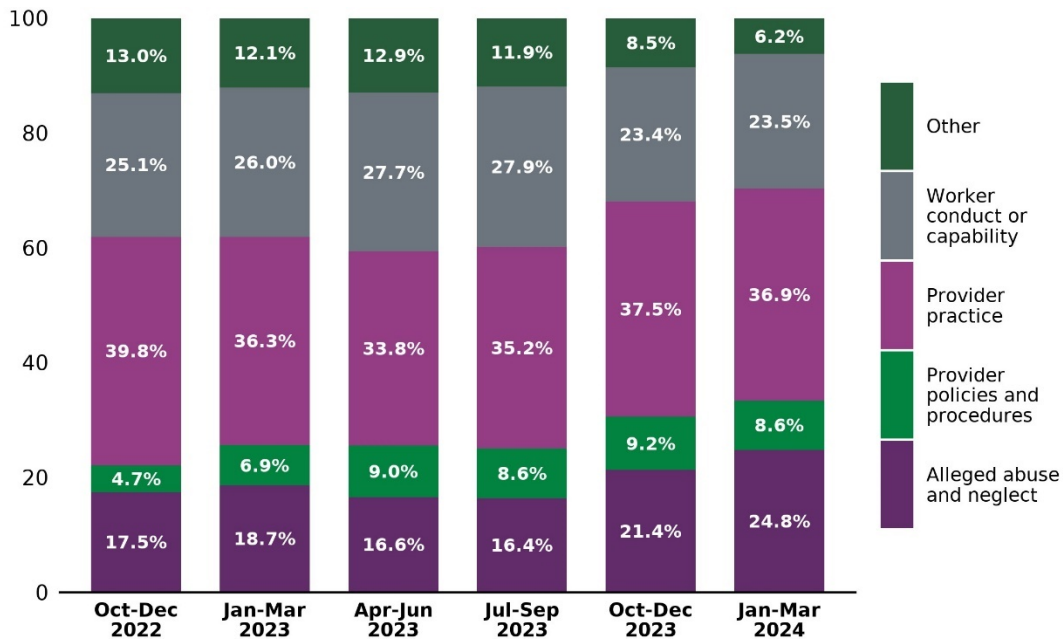


Figure 4: Complaints themes

Percentage of complaints received per quarter, grouped by known issue theme¹



1 Known issue theme:

Alleged abuse or neglect: Abuse can be financial; physical; sexual violence; psychological or emotional harm and abuse; constraints; forced treatments and interventions; humiliation and harassments; violation of privacy; systemic abuse; physical and emotional neglect; passive neglect and wilful deprivation. An example of neglect is failing to act when there are potential or actual risks to a participant or causing detrimental harm by not providing appropriate services.

Provider policies or procedures: NDIS Providers are required to have adequate policies and procedures, which support participants' right to choice and control and foster an environment in which people feel safe to raise concerns or provide feedback. They should operate effective complaints, resolution and incident management, investigation and disciplinary processes and meet relevant NDIS Commission reporting requirements. Common examples of this category are: not having or utilising an appropriate complaints management system and the lack of a robust medication management policy or procedure.

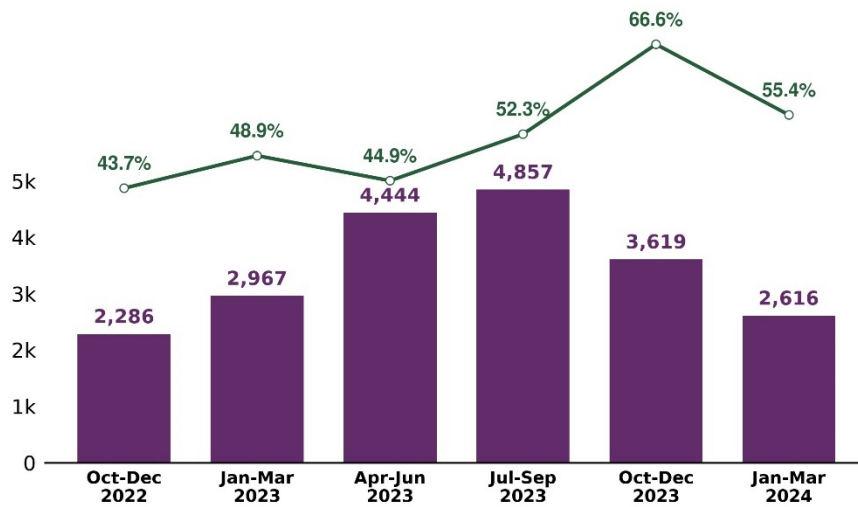
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; concerns relating to oversight and risk management of serious incidents; failing to implement behaviour support plan and strategies and inadequate management of conflict of interest, which does not support choice and control.

Worker conduct or capability: NDIS Providers are required to ensure their workers have the necessary training with the required competence to deliver the supports and services to meet the needs of people with disability. All workers and providers are required to act with honesty, integrity and transparency and adhere to the National Disability Insurance Scheme (Code of Conduct) Rules 2018 (Code of Conduct). Issues in this category include concerns staff do not having appropriate skills, lack of an induction process and training in place for staff. Worker conduct includes staff not behaving respectfully or engaging in coercive, misleading, deceptive or exploitative conduct.

Other: Does not fit into any of the prescribed categories.

Figure 5: Complaints closed

Count of complaints closed and percentage of complaints closed within 90 business days per quarter²



² Reduction in complaint closures this quarter reflects the diversion of resources to manage the intake and triaging of the significant increase in the volume of new complaints being received by the NDIS Commission. Complaints which involve safeguarding or are high risk are prioritised for allocation.

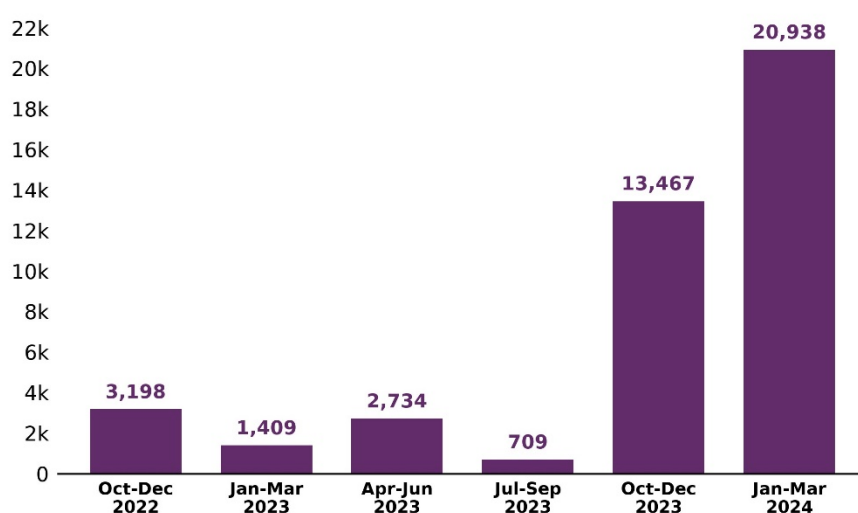
Compliance and enforcement

The NDIS Commission uses a range of compliance and enforcement tools to prevent and address breaches of the National Disability Insurance Scheme Act 2013 (the Act). The NDIS Commission can impose penalties including, in the most serious cases, banning workers or providers, de-registering providers and seeking civil penalties.

Note: Compliance data by outcome type and provider/individual located in Appendix B

Figure 6: Compliance activity

Count of compliance activity per quarter¹



¹ Inclusive of individuals, providers and unregistered providers

Contact centre

Figure 7: Contact centre calls handled

Percentage of calls handled by NDIS Commission contact centre per quarter, grouped by known enquiry type¹

Enquiry type	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024
General/unknown	21.8%	24.7%	25.3%
Worker screening	21.1%	18.8%	18.1%
Registration	18.1%	16.3%	16.5%
Complaints	15.4%	15.4%	16.8%
Out of scope	10.3%	10.8%	10.3%
Portal	6.0%	5.7%	5.9%
Practice quality	3.2%	3.6%	2.7%
Worker Orientation Module	2.1%	2.0%	2.2%
Reportable incidents	1.8%	2.4%	2.2%
COVID-19	0.2%	0.2%	0.1%

¹ Effective from July 1 2023, call categories have been adjusted due to changes in contact centre business operations. Consequently, the categories prior to July 1 2023 are not able to be retrospectively adjusted.

NDIS Worker Screening Check

The NDIS Worker Screening Check is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability.

The NDIS Worker Screening Check is conducted by the state or territory government worker screening unit in the state or territory where a person applies for it. The worker screening unit also decides whether a person is cleared or excluded. Registered NDIS providers are required to ensure that they only engage workers who have been cleared in certain roles, called risk assessed roles.

Note: NDIS Worker Screening Check data by state and territory located in Appendix C

Figure 8: NDIS Worker Screening Check applications submitted

Count of individuals who have submitted a NDIS Worker Screening Check application to a state or territory worker screening unit as at end quarter (cumulative since 1 February 2021)

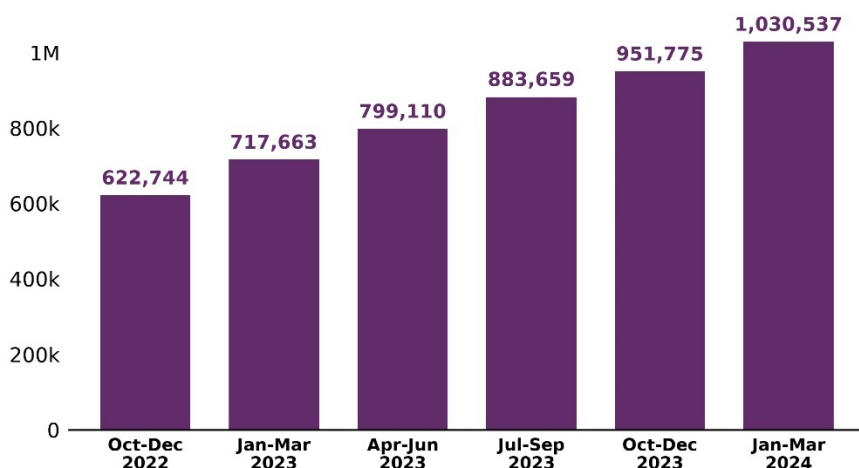


Figure 9: NDIS Worker Screening Check pending applications

Count of individuals awaiting decision on their NDIS Worker Screening Check application as at end quarter¹

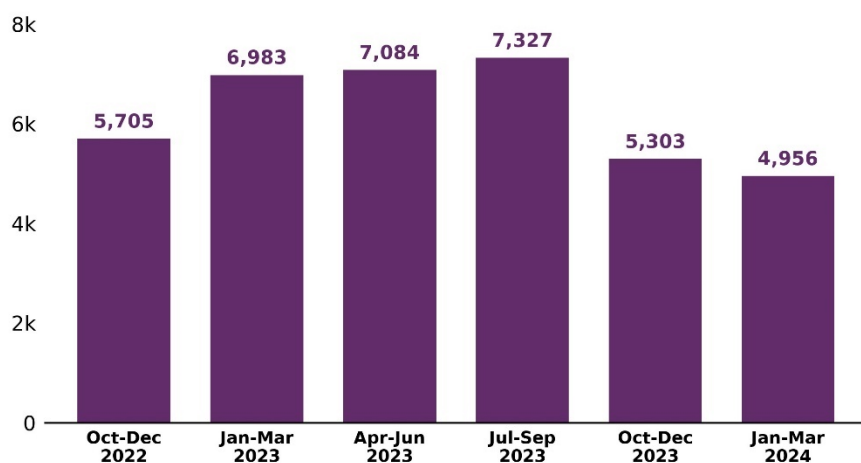
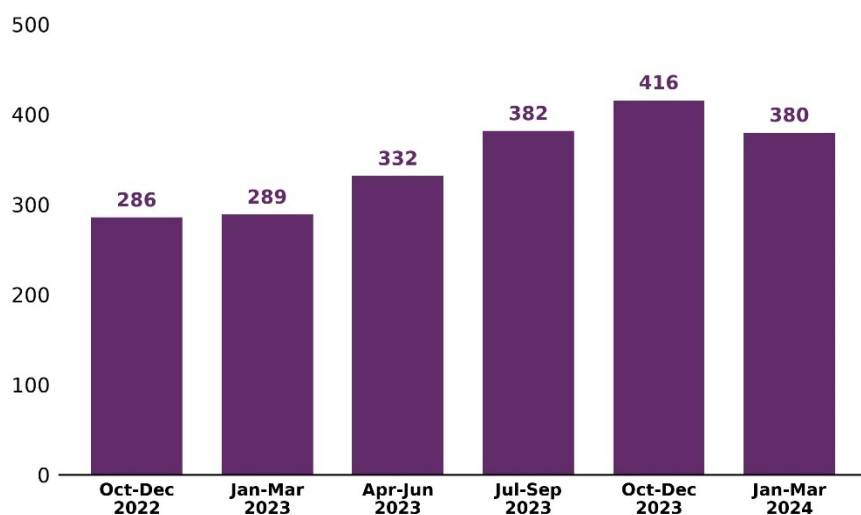


Figure 10: NDIS Worker Screening Check interim bar

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter²



1 NDIS Worker Screening Check pending application: An individual has applied for a decision has not been made on that application by a state or territory government worker screening unit.

2 NDIS Worker Screening Check application interim bar: A worker screening unit is assessing an individual's application for an NDIS Worker Screening Check and has made an interim decision to bar the individual from working with people with disability in a risk assessed role while the application is being determined.

Figure 11: NDIS Worker Screening Check clearances

Count of individuals who hold NDIS Worker Screening Check clearance as at end quarter³

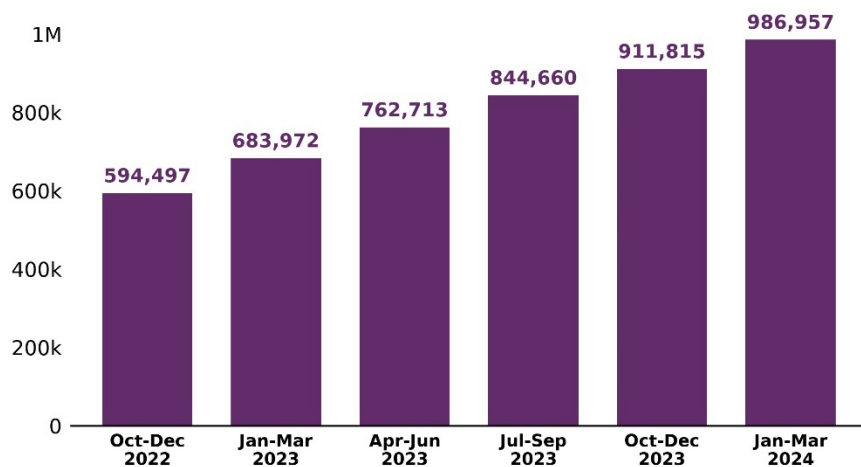
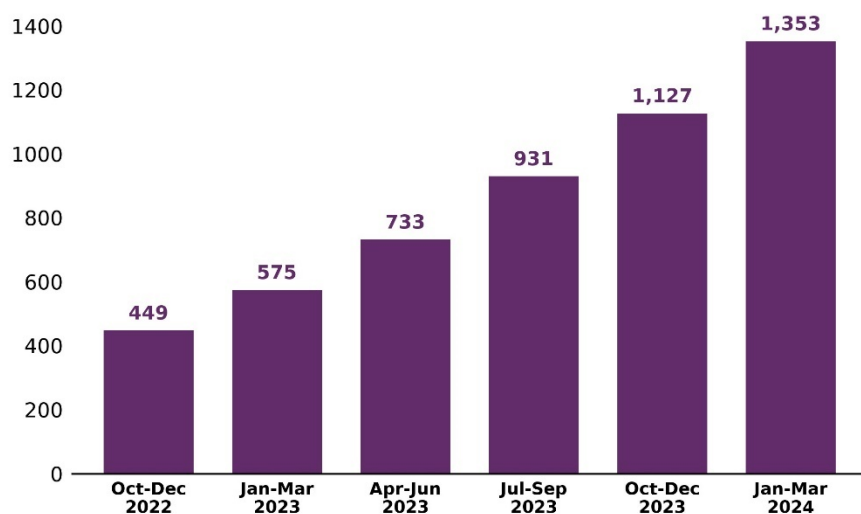


Figure 12: NDIS Worker Screening Check exclusions

Count of individuals with NDIS Worker Screening Check exclusion as at end quarter⁴

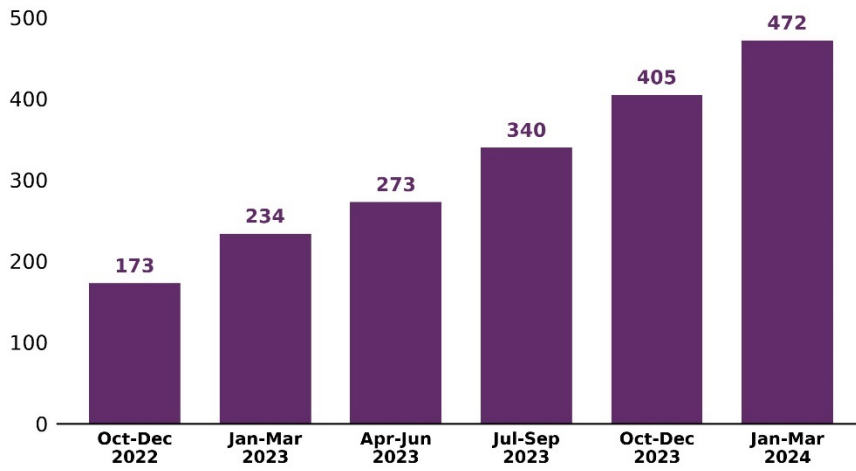


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

4 NDIS Worker Screening Check exclusion: A decision made by a worker screening unit that does not clear a person who applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

Figure 13: NDIS Worker Screening Check suspensions

Count of individuals with suspended NDIS Worker Screening Check clearance as at end quarter⁵

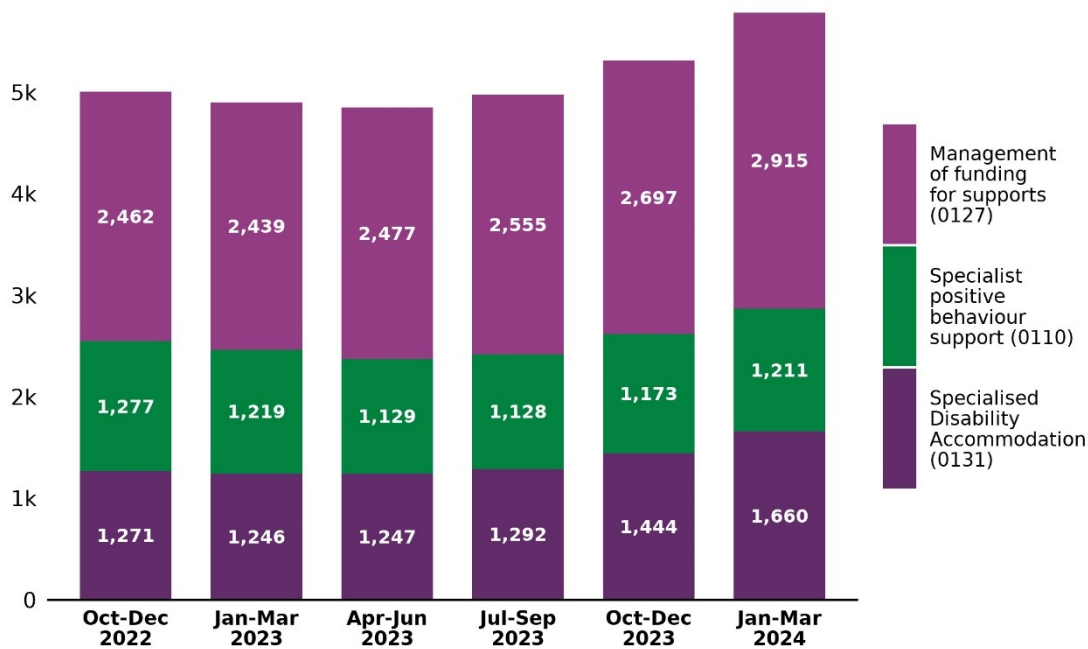


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual’s NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their clearance is suspended.

Provider registration

Figure 14: Mandatory registration groups

Count of registered providers approved to deliver mandatory registration groups per quarter, grouped by registration group¹



1 Providers must be registered with the NDIS Commission if they provide one or more of the following:

- Services and supports to NDIS participants who have their plan managed by the NDIA
- Plan management
- Specialist disability accommodation
- Specialist positive behaviour support
- Implement regulated restrictive practices as part of the supports and services to NDIS participants

A registered provider may be represented in more than one registration group

Figure 15: Registration conditions

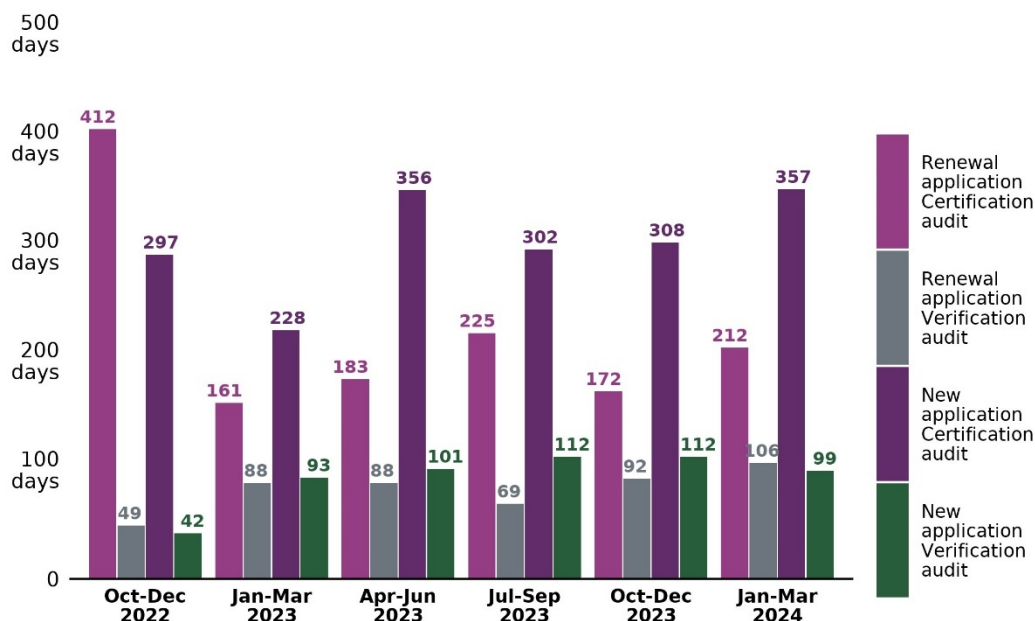
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type²

Jurisdiction	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
Delivery Requirement	5,646	6,155	6,386	6,640	7,297	8,587
Timing of Audit	3,075	3,152	3,309	3,552	4,321	5,648
Registration Duration	1,454	1,422	1,394	1,346	1,328	1,311
Type of Audit	56	54	56	53	83	87
Restricted Registration Groups	4	4	4	4	5	5
Restricted Supports	1	1	1	1	1	2

² Conditions of registration apply to all registered NDIS providers under the NDIS Act. These conditions are included on a registered NDIS provider's certificate of registration. Additional conditions of registration imposed under section 73G of the NDIS Act are displayed on the NDIS Provider Register.

Figure 16: Registration decision timeframe

Median calendar days from audit recommendation submission to registration decision per quarter, grouped by application type and audit type^{3,4}



3 New application: Count excludes registration renewal applications.

Renewal application: existing registered providers can begin the process of applying to renew their registration with the NDIS Commission if it is six months or less until the renewal date listed on their Certificate of Registration.

4 Count excludes provider applications where audit recommendation not submitted to the NDIS Commission. It is the responsibility of each applicant to engage an Approved Quality Auditor to undertake an audit as part of application process.

Verification audit: providers requiring a verification audit usually deliver lower risk/lower complexity supports and services. Many providers requiring a verification audit are already subject to professional regulation as a requirement of doing business, for example through the Australian Health Practitioner Regulation Agency (AHPRA) and other professional bodies.

Certification audit: providers requiring a certification audit provide more complex or higher risk supports and services.

Figure 17: Registered provider entry/exit

Count of new registered providers and deregistered providers per quarter^{5,6}

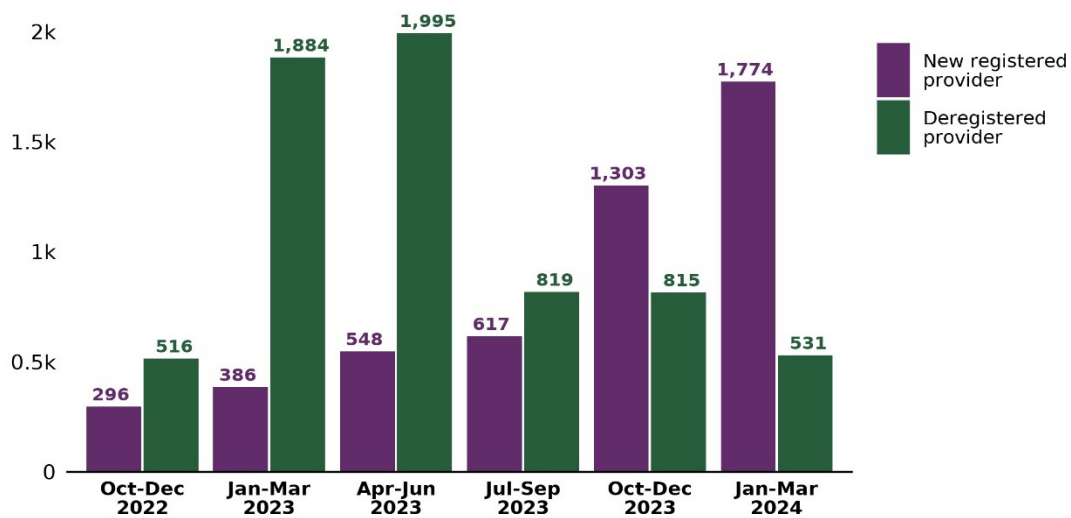
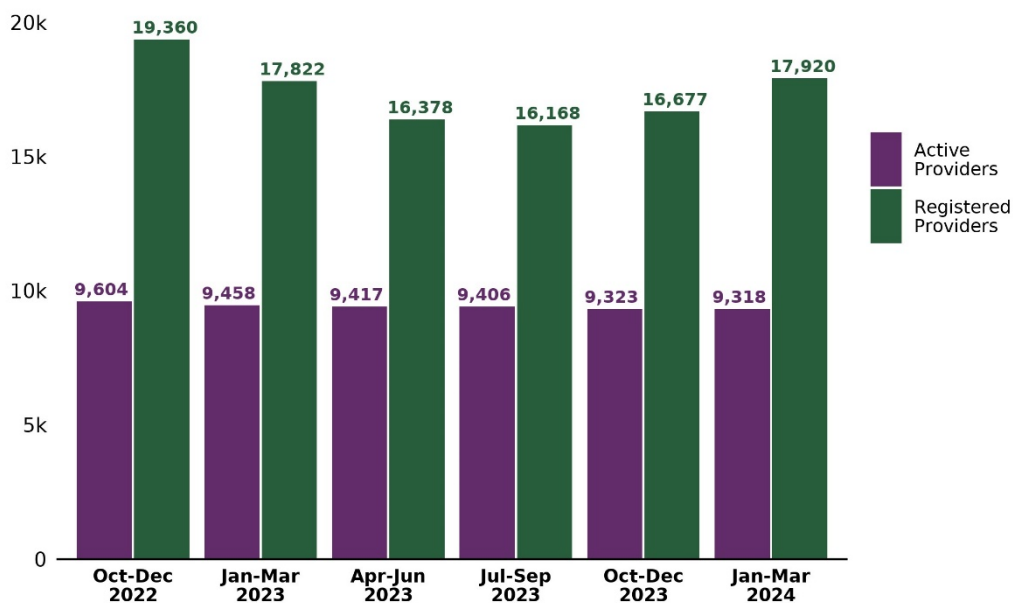


Figure 18: Registered provider count and payment claim

Count of registered providers (all) and count of registered providers who have claimed a payment from NDIA managed funding per quarter (active providers)⁷



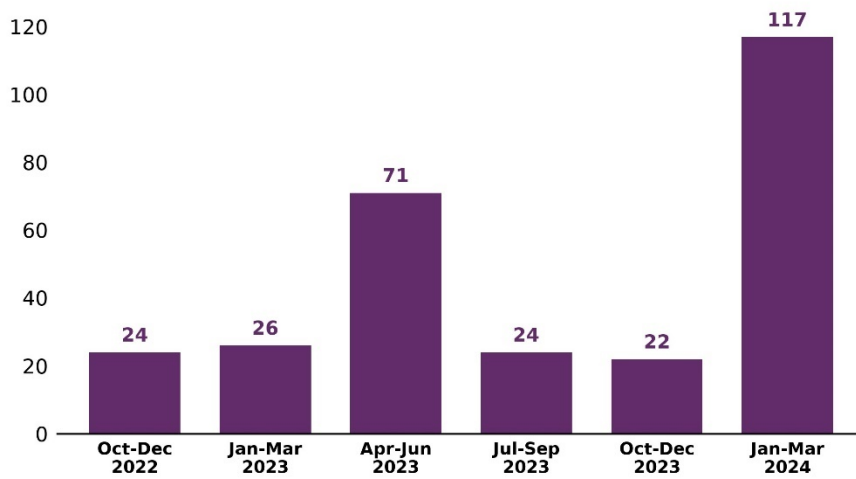
5 Count of new providers excludes registration renewals.

6 A deregistered provider is a provider who was registered with the NDIS Commission but has chosen to discontinue their registration or the NDIS Commission has initiated action against the provider to cease their registration.

7 NDIA managed funding: <https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding/ndia-managedfunding>.

Figure 19: Auditors

Count of individual auditors trained per quarter⁸



⁸ Auditors are employed or contracted by an Approved Quality Auditor, an independent body approved by the NDIS Commissioner to undertake audits of NDIS providers. All providers seeking registration are required to undertake an audit and must engage an independent approved quality auditor to assess their organisation against the relevant components of the NDIS Practice Standards. Auditors trained defined as trainees who attend training course and pass exam during the reporting period.

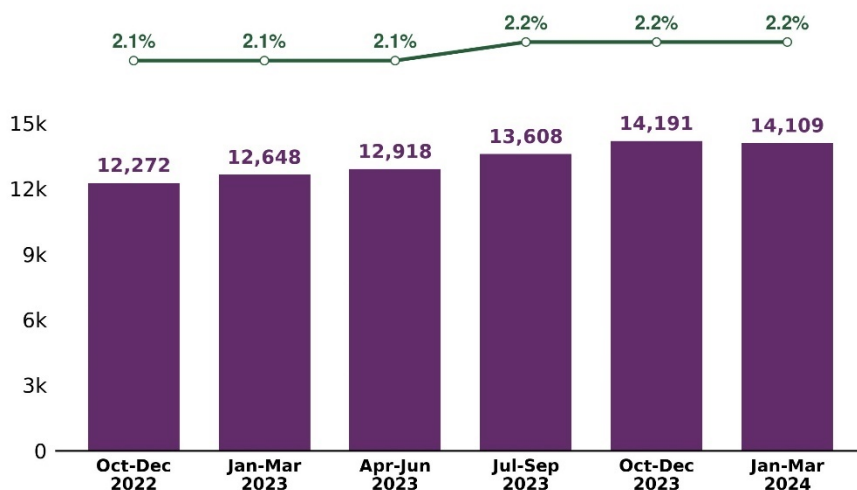
Regulated restrictive practices

A restrictive practice is any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. The NDIS Commission regulates the use of regulated restrictive practices by NDIS providers in relation to NDIS participants¹

Note: Regulated restrictive practices data by state and territory located in Appendix D.

Figure 20: NDIS participants subjected to restrictive practices

Count of NDIS participants associated with regulated restricted practice notifications per quarter, and as proportion (%) of total NDIS participant population²

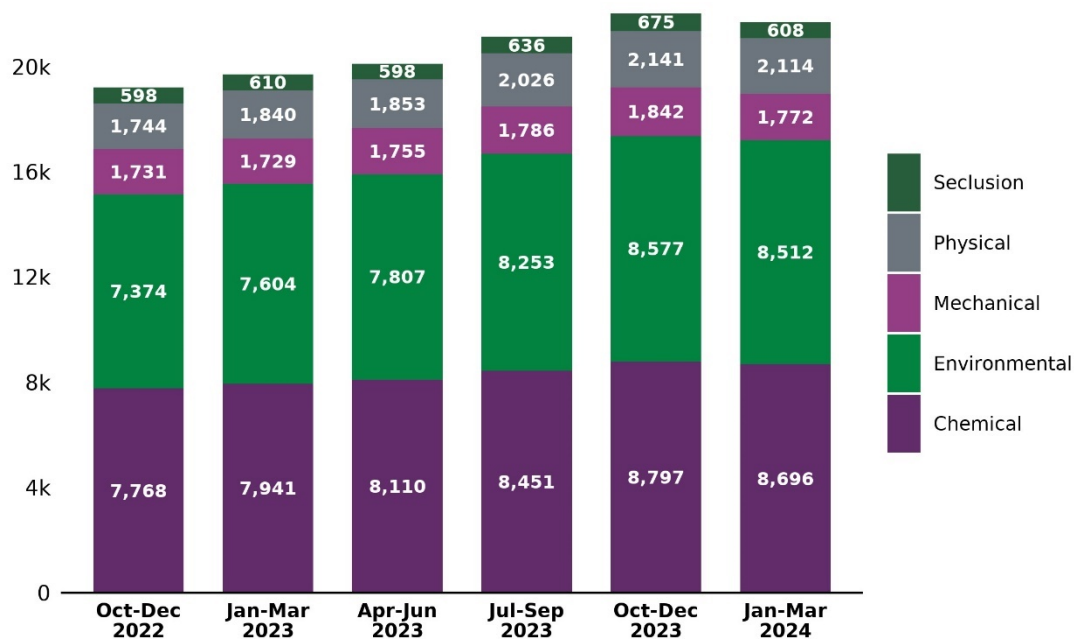


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

2 Total NDIS participant population count source: NDIA.

Figure 21: Regulated restrictive practice types

Count of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type^{3,4}



3 NDIS participants counted where a behaviour support plan containing regulated restrictive practices is lodged with the NDIS Commission or a registered provider has made an unauthorised restrictive practice notification to the NDIS Commission. NDIS participants associated with >1 restrictive practice type notification counted once for each restrictive practice type. NDIS participants associated with >1 notification per restrictive practice type counted once only.

4 There are five categories of regulated restrictive practices that are monitored by the NDIS Commission. These are:

Seclusion: the sole confinement of a person with disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted.

Chemical restraint: the use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, a physical illness or a physical condition.

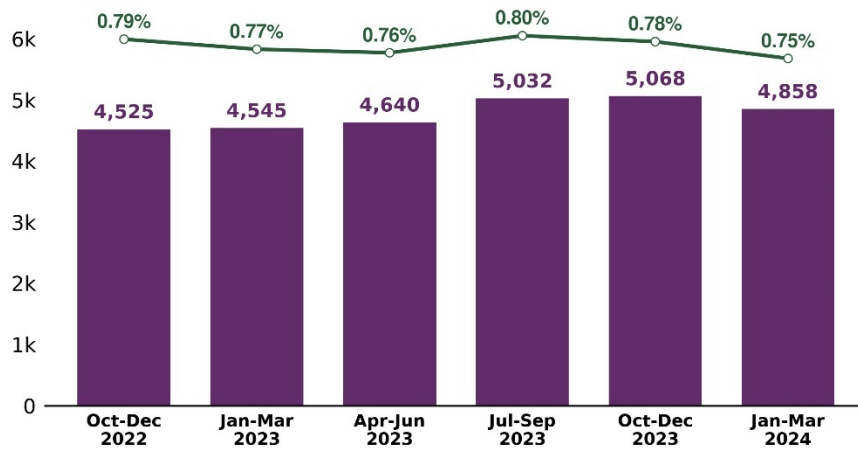
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

Physical restraint: the use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.

Environmental restraint: which restrict a person's free access to all parts of their environment, including items or activities.

Figure 22: Unauthorised restrictive practices notifications

Count of NDIS participants associated with unauthorised restrictive practice notifications per quarter, and as proportion (%) of total NDIS participant population^{5,6}



5 A regulated restrictive practice is any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

6 Total NDIS participant population count source: NDIA

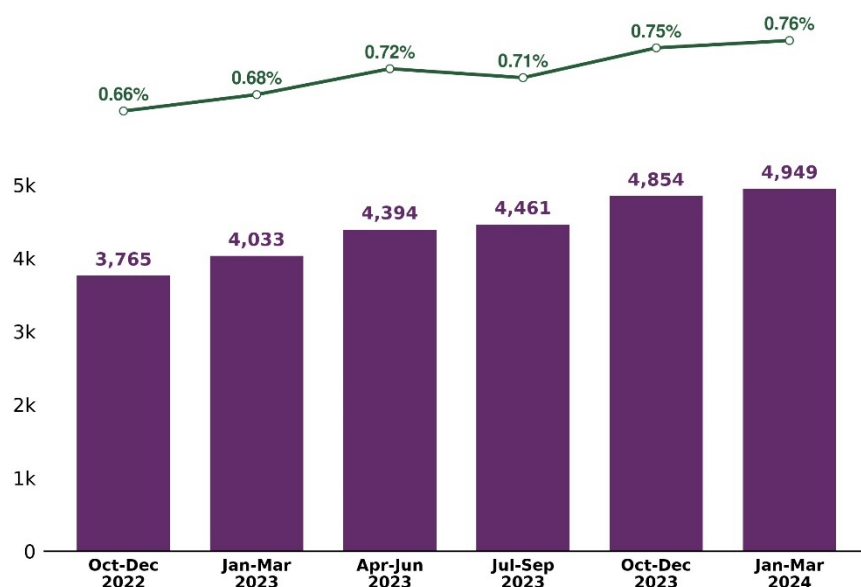
Reportable incidents

Registered providers are required to notify the NDIS Commission of incidents (including allegations) that occur in connection with the provision of NDIS supports and services ¹

Note: Reportable incident data by state and territory located in Appendix E.

Figure 23: Reportable incident notifications

Count of NDIS participants associated with reportable incident notifications (excluding unauthorised restrictive practices) per quarter, and as proportion (%) of total NDIS participant population ²



1 Reportable incidents include the death of an NDIS participant; serious injury of an NDIS participant; abuse or neglect of an NDIS participant; unlawful sexual or physical contact with, or assault of, an NDIS participant; sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity; the unauthorised use of a restrictive practice in relation to an NDIS participant. The number of notifications received does not correlate to the number of actual instances of harm to a NDIS participant. Reports may include multiple notifications of the same matter, allegations of incidents, and situations where incidents occurred, but harm to the NDIS participant was avoided.

2 Total NDIS participant population count source: NDIA

Figure 24: Reportable incident types

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by reportable incident type

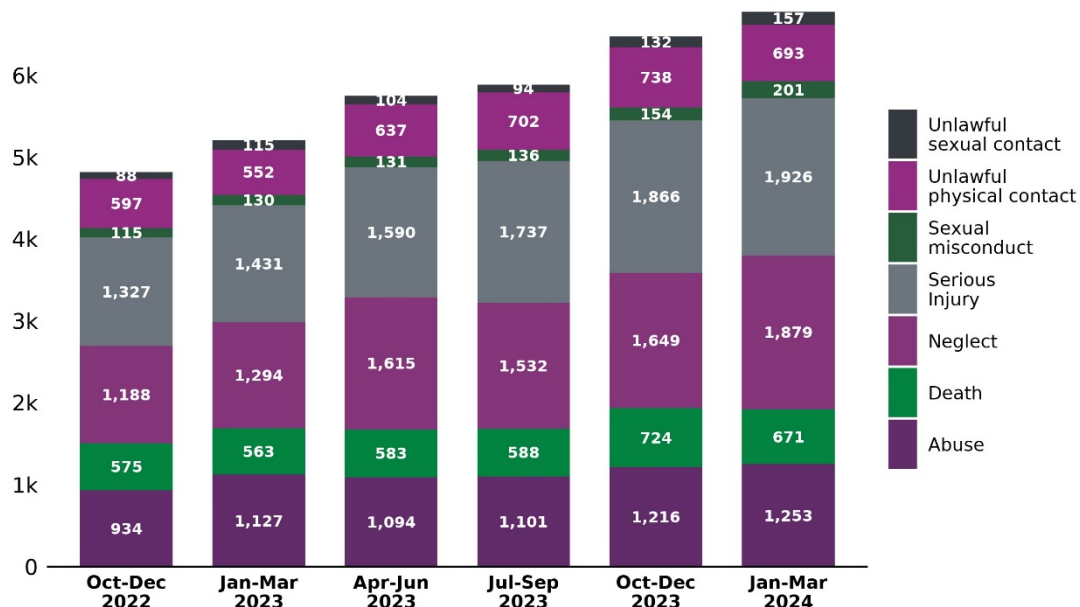
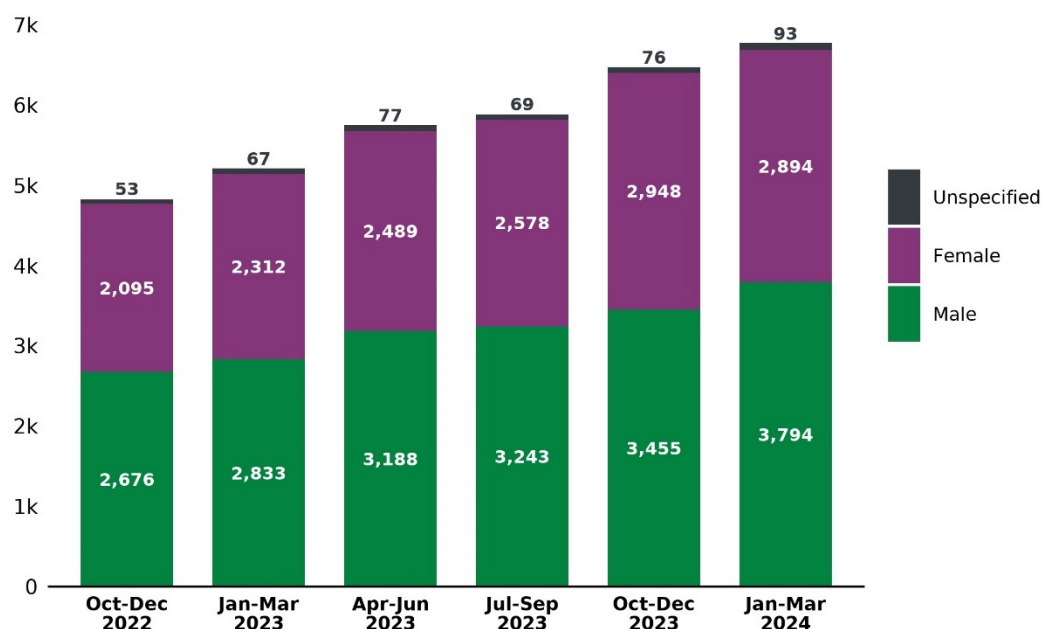


Figure 25: Reportable incidents by gender

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant's gender³



³ NDIS participant gender source: NDIA. 'Unspecified' is comprised of reportable incidents where gender is unknown, non-binary, not defined, other or participant prefer not to answer

Figure 26: Reportable incidents by age band

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant age band⁴

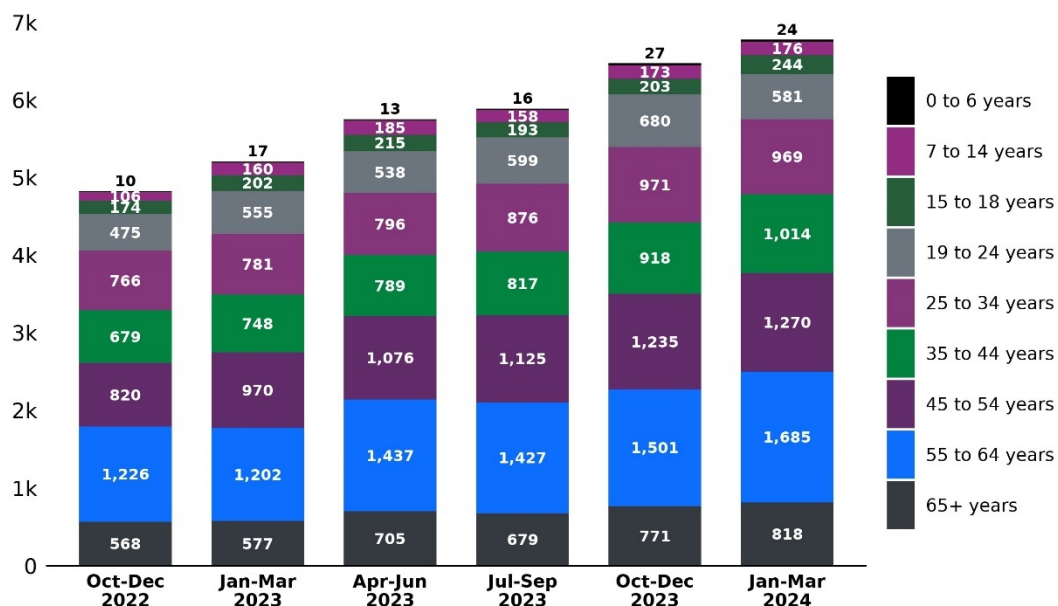
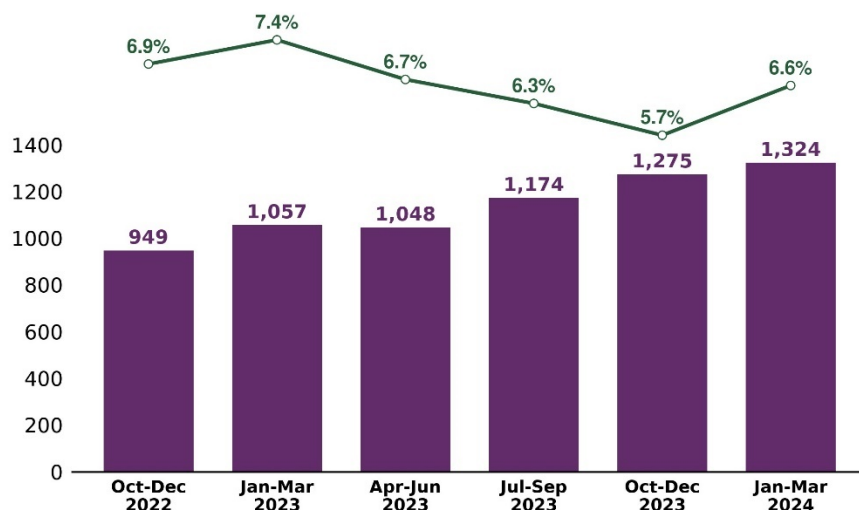


Figure 27: Reportable incidents reported to police

Count of reportable incidents reported to police by NDIS provider at the time of reportable incident notification to the NDIS Commission per quarter, and as proportion (%) of total reportable incident notifications per quarter⁵



4 NDIS participant age band source: NDIA

5 Including unauthorised restrictive practices

Figure 28: Reportable incidents notification timeframe – 24 hours

Count of reportable incident notifications to NDIS Commission (excluding unauthorised restrictive practices) within 24 hours of NDIS provider becoming aware that incident occurred per quarter, and as proportion (%) of total reportable incident notifications (excluding unauthorised restrictive practices) per quarter⁶

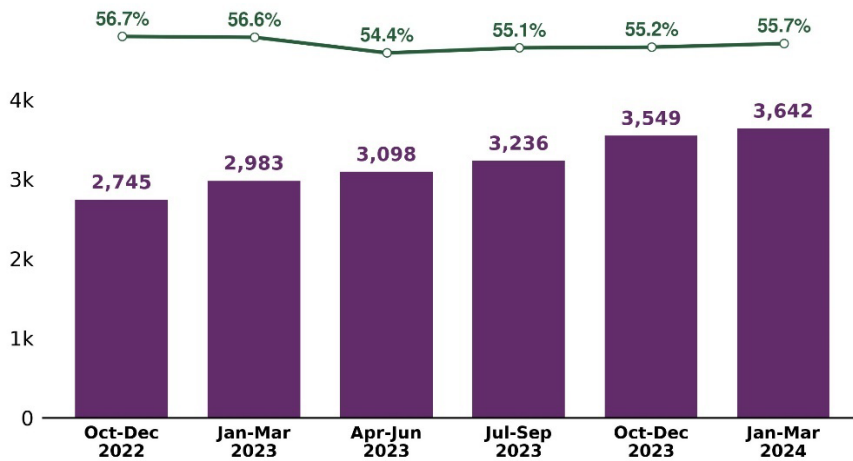
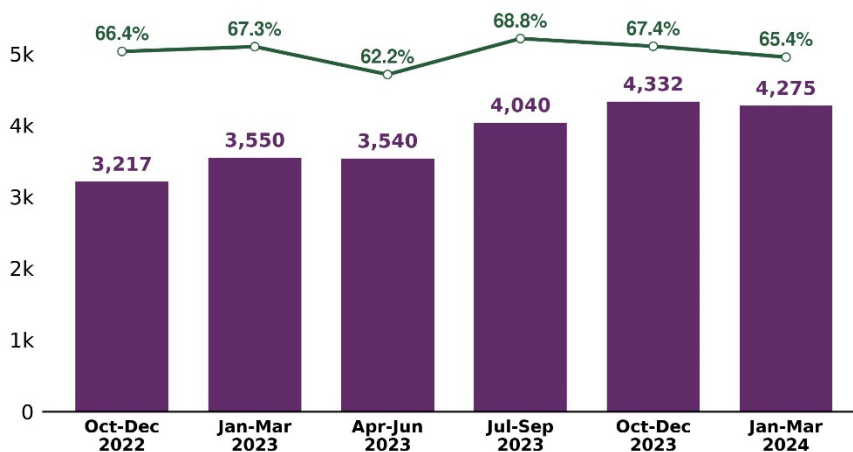


Figure 29: Reportable incidents notification timeframe – 5 day

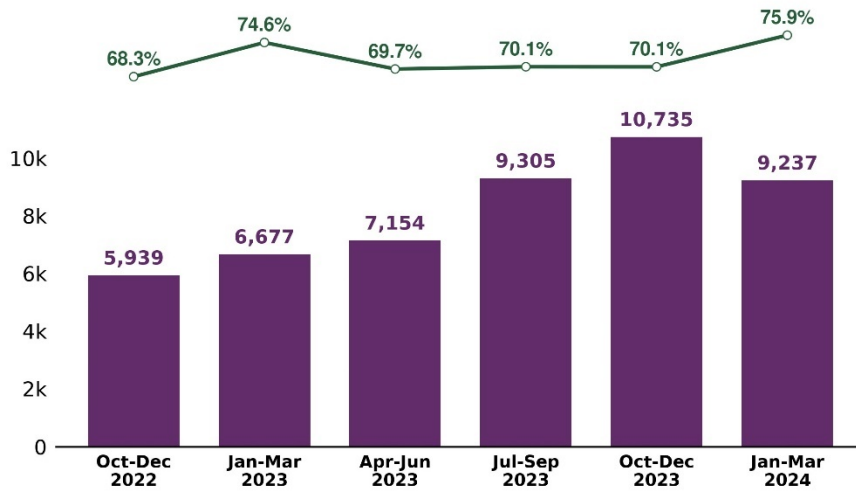
Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive practices) per quarter⁶



⁶ Most reportable incidents must be notified to the NDIS Commission within 24 hours of the NDIS provider becoming aware of incident, and followed up with a detailed report about the incident and actions taken in response within 5 business days

Figure 30: Unauthorised restrictive practices notification timeframe – 5 day

Count of unauthorised restrictive practice notifications to NDIS Commission within five business days after NDIS provider became aware that use occurred per quarter, and as proportion (%) of all unauthorised restrictive practice notifications per quarter⁷



⁷ The use of unauthorised restrictive practices must be notified to the NDIS Commission within 5 business days (but reported within 24 hours if there is harm to a NDIS participant).

Appendix A – Behaviour support

Suitable behaviour support practitioners

Count of behaviour support practitioners considered suitable to deliver behaviour support services per quarter (cumulative)¹

Jurisdiction	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	65	86	99	104	119	127
NSW	1,544	2,015	2,078	2,342	2,588	2,767
NT	39	61	75	81	89	93
QLD	526	756	879	999	1,162	1,245
SA	364	519	540	608	683	734
TAS	95	121	134	146	161	168
VIC	845	1,189	1,351	1,502	1,669	1,813
WA	469	627	707	765	831	869

¹ An NDIS behaviour support practitioner is someone considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

Appendix B – Compliance and Enforcement

Compliance activity outcomes

Count of compliance activity outcomes per quarter, grouped by outcome type and provider/individual

Registered providers

Compliance activity outcome	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul – Sep 2023	Oct - Dec 2023	Jan - Mar 2024
Banning order	2	3	1	1	3	1
Civil penalty proceedings	0	1	0	0	2	0
Compliance notice variation	0	0	1	1	0	0
Compliance notice	3	1	8	7	18	6
Conditions on registration	0	1	2	1	2	0
Corrective action request	81	376	21	120	97	4
Education	2,871	100	1,246	22	2,655	3,757
Enforceable undertakings	0	0	0	0	2	0
Infringement notice	5	1	1	15	112	4
Infringement notice withdrawal	0	0	0	0	0	7
Refusal of registration	107	809	1,406	369	334	9,760
Revocation of registration	16	54	5	36	42	75
Suspend registration	6	6	3	5	2	1
Vary registration	0	0	0	1	0	0
Warning letter	7	9	5	9	3,360	8
Total	3,098	1,361	2,699	587	6,629	13,623

Unregistered providers

Compliance activity outcome	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
Banning order	6	4	3	2	6	13
Banning order variation	0	0	1	0	0	0
Compliance notice	1	0	2	0	2	0
Corrective action request	2	1	1	0	15	0
Education	54	4	4	92	7	13
Enforceable undertaking	0	0	0	0	1	0
Other registration decision	0	0	0	1	0	0
Warning letter	0	1	3	0	2	2
Total	63	10	14	95	33	28

Individuals

Compliance activity outcome	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
Banning order	20	25	14	13	35	28
Banning order revocation	0	0	0	1	0	0
Banning order variation	2	4	4	1	4	0
Education	8	4	2	2	6,746	7,232
Infringement notice	3	0	0	0	2	1
Warning letter	4	5	1	10	18	26
Total	37	38	21	27	6,805	7,287

Appendix C – NDIS Worker Screening Check

NDIS Worker Screening Check applications submitted

Note: An individual may submit a NDIS Worker Screening Check application in multiple jurisdictions

Count of individuals who have submitted a NDIS Worker Screening Check application to a state or territory worker screening unit as at end quarter (cumulative since 1 February 2021) and percentage variance from previous quarter

Jurisdiction	Oct - Dec 2022		Jan - Mar 2023		Apr - Jun 2023		Jul - Sep 2023		Oct - Dec 2023		Jan - Mar 2024	
ACT	7,411	12.1%	8,461	14.2%	9,351	10.5%	10,200	9.1%	11,065	8.5%	12,319	11.3%
NSW	173,333	13.0%	198,877	14.7%	221,080	11.2%	244,033	10.4%	262,401	7.5%	283,356	8.0%
NT	3,730	26.1%	4,662	25.0%	5,442	16.7%	5,990	10.1%	6,370	6.3%	6,950	9.1%
QLD	163,082	11.3%	188,981	15.9%	210,543	11.4%	234,453	11.4%	251,871	7.4%	272,554	8.2%
SA	49,649	13.3%	58,579	18.0%	67,411	15.1%	75,311	11.7%	81,889	8.7%	89,913	9.8%
TAS	13,714	14.5%	15,622	13.9%	17,467	11.8%	19,273	10.3%	21,082	9.4%	22,595	7.2%
VIC	151,103	10.7%	170,991	13.2%	189,457	10.8%	208,216	9.9%	224,813	8.0%	243,755	8.4%
WA	60,893	13.3%	71,709	17.8%	78,627	9.6%	86,526	10.0%	92,711	7.1%	99,591	7.4%
National	622,744	12.1%	717,663	15.2%	799,110	11.3%	883,659	10.6%	951,775	7.7%	1,030,537	8.3%

NDIS Worker Screening Check pending applications

Count of individuals awaiting decision on their NDIS Worker Screening Check application as at end quarter²

Jurisdiction	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	0	0	0	0	0	0
NSW	817	1,160	1,159	787	633	1,036
NT	65	99	120	83	90	66
QLD	2,941	3,801	4,123	4,403	3,164	2,759
SA	44	36	22	14	13	12
TAS	519	470	395	527	386	267
VIC	813	949	918	879	589	568
WA	506	468	347	634	428	248

² NDIS Worker Screening Check pending application: An individual has applied for a NDIS Worker Screening Check and a decision has not been made on that application by a worker screening unit.

NDIS Worker Screening Check interim bar

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter³

Jurisdiction	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	0	0	0	0	0	0
NSW	37	19	16	24	41	33
NT	2	1	0	0	0	0
QLD	241	258	306	342	358	328
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	6	11	10	16	17	19
WA	0	0	0	0	0	0

NDIS Worker Screening Check clearances

Count of individuals who hold NDIS Worker Screening Check clearance as at end quarter⁴

Jurisdiction	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	5,259	5,672	6,815	7,515	8,196	9,169
NSW	167,868	192,126	213,430	236,040	254,122	273,602
NT	3,557	4,471	5,229	5,815	6,169	6,745
QLD	152,286	176,536	196,971	219,551	237,373	257,347
SA	48,438	56,733	65,438	73,628	80,091	87,926
TAS	12,111	13,964	15,752	17,308	19,057	20,608
VIC	145,299	164,040	181,643	199,819	215,577	233,461
WA	59,690	70,444	77,448	85,003	91,253	98,120

3 NDIS Worker Screening Check application interim bar: A worker screening unit is assessing an individual's application for an NDIS Worker Screening Check and has made an interim decision to bar the individual from working with people with disability while the application is being determined.

4 NDIS Worker Screening Check clearance: A decision made by a Worker Screening Unit that clears a person who applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

NDIS Worker Screening Check exclusions

Count of individuals who hold NDIS Worker Screening Check exclusion as at end quarter⁵

Jurisdiction	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	1	1	1	1	1	1
NSW	175	225	277	358	431	507
NT	12	14	15	16	17	19
QLD	46	52	60	73	84	108
SA	53	71	101	126	164	202
TAS	2	2	3	5	5	6
VIC	107	146	184	249	304	375
WA	53	64	92	103	121	135

NDIS Worker Screening Check suspensions

Count of individuals with suspended NDIS Worker Screening Check clearance as at end quarter⁶

Jurisdiction	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	1	2	2	2	2	3
NSW	14	19	24	17	28	37
NT	0	1	2	2	2	2
QLD	84	113	145	203	246	279
SA	5	11	9	22	20	20
TAS	0	0	0	1	2	5
VIC	26	26	26	27	34	46
WA	43	62	65	66	71	80

⁵ NDIS Worker Screening Check exclusion: A decision made by a Worker Screening Unit that does not clear a person who applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

⁶ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their clearance is suspended.

Appendix D – Regulated restrictive practices

NDIS participants subjected to regulated restrictive practices

Count of NDIS participants associated with regulated restricted practice notifications per quarter and as percentage of total NDIS participant population⁷

Jurisdiction	Oct - Dec 2022		Jan - Mar 2023		Apr - Jun 2023		Jul - Sep 2023		Oct - Dec 2023		Jan - Mar 2024	
ACT	163	1.7%	174	1.7%	186	1.8%	209	2.0%	205	1.9%	202	1.9%
NSW	4,123	2.4%	4,237	2.4%	4,285	2.3%	4,433	2.3%	4,599	2.4%	4,434	2.3%
NT	172	3.2%	181	3.3%	187	3.3%	186	3.2%	187	3.1%	200	3.4%
QLD	1,485	1.2%	1,555	1.2%	1,575	1.2%	1,628	1.2%	1,687	1.2%	1,794	1.3%
SA	1,308	2.6%	1,300	2.5%	1,325	2.5%	1,518	2.8%	1,600	2.9%	1,558	2.8%
TAS	349	2.7%	353	2.7%	361	2.7%	381	2.8%	387	2.8%	382	2.7%
VIC	3,252	2.1%	3,380	2.1%	3,452	2.1%	3,596	2.1%	3,774	2.2%	3,821	2.2%
WA	1,420	2.9%	1,468	2.9%	1,547	2.9%	1,657	3.1%	1,752	3.1%	1,718	3.1%

Regulated restrictive practice types

Count of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type⁸

Jurisdiction	Restrictive practice type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	Chemical	110	117	127	139	143	144
	Environmental	83	86	91	112	108	105
	Mechanical	17	19	17	14	18	16
	Physical	16	18	21	24	20	21
	Seclusion	4	3	3	4	6	4

7 Total NDIS participant population count source: NDIA.

8 NDIS participants counted where a behaviour support plan containing restrictive practices is lodged with the NDIS Commission or a registered provider has made an unauthorised restrictive practice notification to the NDIS Commission. NDIS participants associated with >1 restrictive practice type notification counted once for each restrictive practice type. NDIS participants associated with >1 notification per restrictive practice type counted once only.

Jurisdiction	Restrictive practice type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
NSW	Chemical	2533	2563	2581	2621	2693	2566
	Environmental	2526	2625	2703	2807	2924	2835
	Mechanical	675	672	667	659	682	648
	Physical	391	437	450	492	519	508
	Seclusion	168	172	165	177	177	152
	Unknown type	0	0	0	0	3	0
NT	Chemical	101	102	107	105	109	107
	Environmental	121	128	129	134	129	144
	Mechanical	10	9	11	11	11	10
	Physical	13	14	17	12	17	15
	Seclusion	3	6	4	6	5	6
QLD	Chemical	706	730	763	776	795	837
	Environmental	816	866	861	860	907	988
	Mechanical	200	201	211	210	219	232
	Physical	554	572	566	629	652	701
	Seclusion	93	86	86	95	115	111
	Unknown type	1	0	0	0	0	0
SA	Chemical	708	667	672	758	822	798
	Environmental	917	939	935	1092	1143	1114
	Mechanical	199	189	198	213	224	205
	Physical	304	317	319	347	369	334
	Seclusion	98	101	85	98	102	85
	Unknown type	0	1	1	1	0	0
TAS	Chemical	169	169	173	195	177	168
	Environmental	218	222	244	254	258	252
	Mechanical	47	53	52	56	63	62
	Physical	127	136	118	126	133	137
	Seclusion	35	43	45	46	41	38
VIC	Chemical	2594	2707	2755	2869	2993	3028
	Environmental	1747	1766	1819	1874	1929	1941
	Mechanical	393	393	399	409	404	397
	Physical	184	184	195	209	227	187
	Seclusion	116	117	126	107	113	99

Jurisdiction	Restrictive practice type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
WA	Chemical	847	886	932	988	1065	1048
	Environmental	946	972	1025	1120	1179	1133
	Mechanical	190	193	200	214	221	202
	Physical	155	162	167	187	204	211
	Seclusion	81	82	84	103	116	113
	Unknown type	2	1	0	0	1	0

Unauthorised restrictive practices

Count of NDIS participants associated with unauthorised restrictive practice notifications per quarter⁹

Jurisdiction	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	94	91	96	119	105	109
NSW	1637	1665	1673	1762	1741	1582
NT	68	80	77	78	76	77
QLD	662	683	670	745	818	852
SA	487	426	405	464	446	470
TAS	179	195	196	213	205	191
VIC	875	891	948	1051	1049	958
WA	523	514	575	600	628	619

⁹ Unauthorised restrictive practice notification: unauthorised restrictive practice submitted as reportable incident notification to the NDIS Commission. A NDIS participant may be represented in one or more jurisdictions.

Unauthorised restrictive practices

Count of NDIS participants associated with unauthorised restrictive practice notifications per quarter, grouped by restrictive practice type¹⁰

Jurisdiction	Restrictive practice type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	Chemical	64	63	66	67	64	74
	Environmental	41	38	38	57	48	42
	Mechanical	7	8	6	4	9	6
	Physical	8	10	11	16	11	10
	Seclusion	3	1	1	1	2	1
NSW	Chemical	844	802	847	881	855	717
	Environmental	871	888	911	959	975	873
	Mechanical	169	161	156	163	152	156
	Physical	165	197	181	230	229	251
	Seclusion	54	54	36	48	51	37
	Unknown type	0	0	0	0	3	0
NT	Chemical	36	43	37	39	40	38
	Environmental	42	49	45	48	48	54
	Mechanical	1	0	2	1	3	3
	Physical	5	8	11	6	11	10
	Seclusion	0	2	0	2	2	4
QLD	Chemical	210	229	233	269	287	293
	Environmental	277	307	270	277	310	333
	Mechanical	51	52	52	45	62	70
	Physical	218	205	211	257	301	337
	Seclusion	46	35	34	44	58	47
	Unknown type	1	0	0	0	0	0

¹⁰ Unauthorised restrictive practice notification: unauthorised restrictive practice submitted as reportable incident notification to the NDIS Commission. A NDIS participant may be represented in one or more jurisdictions.

Jurisdiction	Restrictive practice type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
SA	Chemical	212	162	143	149	125	163
	Environmental	258	238	218	282	250	278
	Mechanical	53	41	37	48	46	46
	Physical	84	98	94	95	90	93
	Seclusion	24	25	15	21	17	19
	Unknown type	0	1	1	1	0	0
TAS	Chemical	38	48	49	70	47	36
	Environmental	97	113	121	126	122	107
	Mechanical	7	16	19	18	16	17
	Physical	78	84	66	70	78	82
	Seclusion	10	13	14	16	12	13
VIC	Chemical	572	600	624	712	692	645
	Environmental	366	337	372	425	407	363
	Mechanical	64	68	91	90	87	81
	Physical	65	77	72	84	102	97
	Seclusion	19	22	26	8	19	12
WA	Chemical	230	244	282	288	304	299
	Environmental	291	290	322	335	354	344
	Mechanical	59	53	66	65	64	59
	Physical	47	53	59	61	63	80
	Seclusion	6	15	14	22	26	28
	Unknown type	2	1	0	0	1	0
National	Chemical	2206	2191	2281	2475	2414	2265
	Environmental	2243	2260	2297	2509	2514	2394
	Mechanical	411	399	429	434	439	438
	Physical	670	732	705	819	885	960
	Seclusion	162	167	140	162	187	161
	Unknown type	3	2	1	1	4	0

Appendix E – Reportable incidents

Reportable incident notifications by type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by reportable incident type

Jurisdiction	Reportable incident type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
ACT	Abuse	8	11	11	10	9	9
	Death	13	3	14	4	18	10
	Neglect	10	15	13	6	9	16
	Serious Injury	10	14	14	16	17	25
	Sexual misconduct	4	3	1	1	2	1
	Unlawful physical contact	7	4	1	5	2	8
	Unlawful sexual contact	1	0	2	3	2	4
NSW	Abuse	354	452	439	437	455	471
	Death	187	190	224	224	270	241
	Neglect	414	425	458	476	547	764
	Serious Injury	497	521	522	660	663	628
	Sexual misconduct	36	42	46	41	43	71
	Unlawful physical contact	287	245	269	299	299	327
	Unlawful sexual contact	36	32	23	31	45	51
NT	Abuse	5	11	8	4	9	12
	Death	14	16	8	12	9	11
	Neglect	21	15	27	25	28	22
	Serious Injury	17	19	28	29	27	32
	Sexual misconduct	0	1	0	2	1	0
	Unlawful physical contact	5	2	5	5	18	11
	Unlawful sexual contact	1	1	1	0	0	0
QLD	Abuse	139	137	111	142	231	240
	Death	101	120	129	116	129	139
	Neglect	170	199	191	186	256	305
	Serious Injury	159	178	223	210	281	371
	Sexual misconduct	16	21	18	35	27	40
	Unlawful physical contact	45	46	54	44	96	83
	Unlawful sexual contact	12	23	23	14	28	34

Jurisdiction	Reportable incident type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
SA	Abuse	126	200	191	186	189	211
	Death	56	59	46	50	74	71
	Neglect	222	286	300	229	256	239
	Serious Injury	108	114	145	165	202	199
	Sexual misconduct	17	18	20	22	34	25
	Unlawful physical contact	43	52	51	53	54	51
	Unlawful sexual contact	11	19	9	11	11	14
TAS	Abuse	31	45	31	27	27	44
	Death	18	11	12	14	14	12
	Neglect	61	55	52	65	64	52
	Serious Injury	113	109	74	89	76	67
	Sexual misconduct	7	7	8	4	8	11
	Unlawful physical contact	25	26	38	41	21	15
	Unlawful sexual contact	2	7	3	7	5	3
VIC	Abuse	205	202	237	238	211	187
	Death	123	124	101	115	143	127
	Neglect	216	209	476	420	367	377
	Serious Injury	254	322	397	336	370	347
	Sexual misconduct	20	24	25	23	19	37
	Unlawful physical contact	159	149	187	212	199	168
	Unlawful sexual contact	17	17	26	14	29	39
	Unknown type	0	0	0	0	0	1
WA	Abuse	66	69	66	57	85	79
	Death	63	40	49	53	67	60
	Neglect	74	90	98	125	122	104
	Serious Injury	169	154	187	232	230	257
	Sexual misconduct	15	14	13	8	20	16
	Unlawful physical contact	26	28	32	43	49	30
	Unlawful sexual contact	8	16	17	14	12	12

Reportable incidents by age band and type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant age band and reportable incident type¹¹

Age band	Reportable incident type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
0 – 6 years	Abuse	0	3	4	2	9	7
	Death	0	3	2	2	2	1
	Neglect	3	5	3	7	8	7
	Serious Injury	3	4	1	1	7	7
	Sexual misconduct	1	0	0	1	0	0
	Unlawful physical contact	2	2	2	2	1	1
	Unlawful sexual contact	1	0	1	1	0	1
7 – 14 years	Abuse	22	27	41	39	47	42
	Death	6	12	1	1	2	1
	Neglect	34	56	46	54	70	56
	Serious Injury	16	19	41	16	26	33
	Sexual misconduct	5	9	9	12	8	14
	Unlawful physical contact	21	32	42	35	14	23
	Unlawful sexual contact	2	5	5	1	6	7
15 – 18	Abuse	28	41	48	36	33	50
	Death	2	4	5	4	4	1
	Neglect	53	52	60	37	49	79
	Serious Injury	55	57	61	70	70	51
	Sexual misconduct	10	12	13	7	12	17
	Unlawful physical contact	23	25	22	32	29	34
	Unlawful sexual contact	3	11	6	7	6	12
19 – 24	Abuse	90	102	105	109	134	106
	Death	8	11	8	9	15	8
	Neglect	139	159	151	169	169	151
	Serious Injury	140	171	179	199	205	175
	Sexual misconduct	11	22	17	15	26	28
	Unlawful physical contact	75	65	69	80	113	88
	Unlawful sexual contact	12	25	9	18	18	25

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
25 – 34	Abuse	169	201	179	184	231	213
	Death	22	21	28	23	23	26
	Neglect	192	220	236	210	231	222
	Serious Injury	223	223	197	273	268	310
	Sexual misconduct	27	20	32	38	40	46
	Unlawful physical contact	110	77	108	128	145	118
	Unlawful sexual contact	23	19	16	20	33	33
	Unknown	0	0	0	0	0	1
35 – 44	Abuse	146	201	166	151	194	212
	Death	49	34	31	47	63	49
	Neglect	164	194	207	217	237	296
	Serious Injury	195	204	233	277	263	258
	Sexual misconduct	22	23	26	18	26	30
	Unlawful physical contact	93	77	97	98	111	139
	Unlawful sexual contact	10	15	29	9	24	30
45 – 54	Abuse	181	216	229	233	213	246
	Death	75	113	97	106	148	118
	Neglect	221	231	329	314	313	386
	Serious Injury	210	263	285	300	361	353
	Sexual misconduct	23	24	11	19	22	27
	Unlawful physical contact	99	104	110	140	155	122
	Unlawful sexual contact	11	19	15	13	23	18
55 – 64	Abuse	214	245	219	255	260	254
	Death	272	208	249	247	268	283
	Neglect	261	280	427	368	402	473
	Serious Injury	335	336	400	401	439	510
	Sexual misconduct	12	16	14	20	12	27
	Unlawful physical contact	113	102	112	118	103	116
	Unlawful sexual contact	19	15	16	18	17	22
65+ years	Abuse	84	91	103	92	95	123
	Death	141	157	162	149	199	184
	Neglect	121	97	156	156	170	209
	Serious Injury	150	154	193	200	227	229
	Sexual misconduct	4	4	9	6	8	12
	Unlawful physical contact	61	68	75	69	67	52
	Unlawful sexual contact	7	6	7	7	5	9

Reportable incident notifications by age band and as a proportion of total NDIS participants

Count of NDIS participants associated with reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by age band as a proportion of total NDIS participant count for each age band

Age band	Oct - Dec 2022		Jan - Mar 2023		Apr - Jun 2023		Jul - Sep 2023		Oct - Dec 2023		Jan - Mar 2024	
0-6 years	9	0.0%	17	0.0%	11	0.0%	16	0.0%	20	0.0%	23	0.0%
7-14 years	84	0.1%	100	0.1%	118	0.1%	92	0.1%	110	0.1%	127	0.1%
15-18 years	122	0.3%	143	0.3%	152	0.3%	111	0.2%	138	0.2%	164	0.3%
19-24 years	339	0.7%	379	0.8%	375	0.8%	398	0.8%	461	0.9%	426	0.8%
25-34 years	573	1.1%	559	1.1%	593	1.1%	650	1.2%	711	1.3%	737	1.3%
35-44 years	510	1.1%	582	1.3%	611	1.3%	614	1.3%	688	1.4%	702	1.4%
45-54 years	657	1.2%	781	1.4%	842	1.5%	879	1.6%	919	1.6%	883	1.6%
55-64 years	1016	1.6%	989	1.5%	1145	1.8%	1145	1.7%	1199	1.8%	1270	1.9%
65+ years	459	1.8%	488	1.9%	553	2.0%	565	1.9%	614	2.0%	622	1.9%

Reportable incidents by gender and type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant gender and reportable incident type¹²

Gender	Reportable incident type	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024
Female	Abuse	411	511	500	465	535	585
	Death	245	224	245	265	305	265
	Neglect	447	528	655	614	702	688
	Serious Injury	626	696	726	820	920	894
	Sexual misconduct	61	66	70	65	88	108
	Unlawful physical contact	251	213	226	278	313	251
	Unlawful sexual contact	54	74	67	71	85	102
	Unknown type	0	0	0	0	0	1
Male	Abuse	515	600	570	620	663	660
	Death	323	329	333	318	418	392
	Neglect	725	752	944	901	923	1170
	Serious Injury	683	717	843	894	918	991
	Sexual misconduct	52	60	61	69	65	90
	Unlawful physical contact	344	335	403	419	423	437
	Unlawful sexual contact	34	40	34	22	45	54
	Unknown	Abuse	8	16	24	16	18
Death	7	10	5	5	1	14	
Neglect	16	14	16	17	24	21	
Serious Injury	18	18	21	23	28	41	
Sexual misconduct	2	4	0	2	1	3	
Unlawful physical contact	2	4	8	5	2	5	
Unlawful sexual contact	0	1	3	1	2	1	

12 Total NDIS participant population count source: NDIA.



**NDIS Quality
and Safeguards
Commission**

