



NDIS Quality
and Safeguards
Commission

Q1 | 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 July 2023 – 30 September 2023.

Notable observations from this report include:

- A 27% increase in complaints closed by the NDIS Commission within 90 business days of receipt.
- More than 71% of complaints were reported by a person with disability or their support person.
- A 27% increase in individuals excluded from working with people with disability in a risk assessed role.
- 2.1% of the total NDIS participant population were associated with regulated restrictive practice notifications, equating to 13,494 NDIS participants.
- A 12% increase in behaviour support practitioners considered suitable to deliver behaviour support services.

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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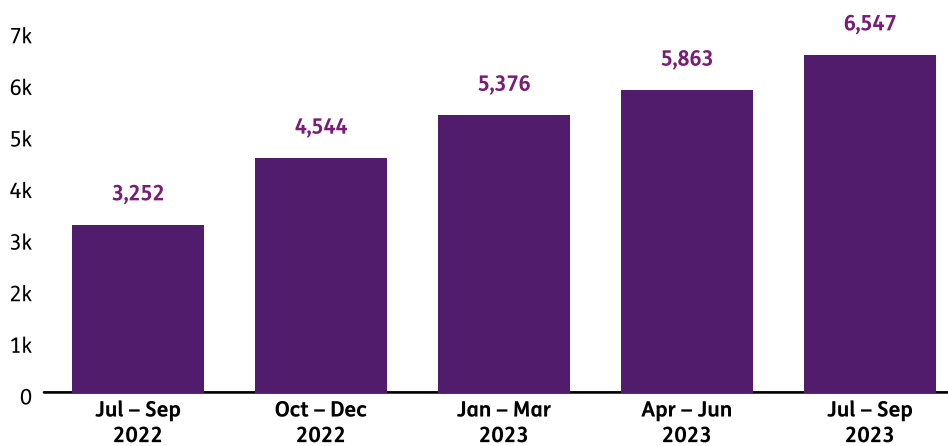
Behaviour support

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 suitable¹ to deliver behaviour support services per quarter (cumulative)



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

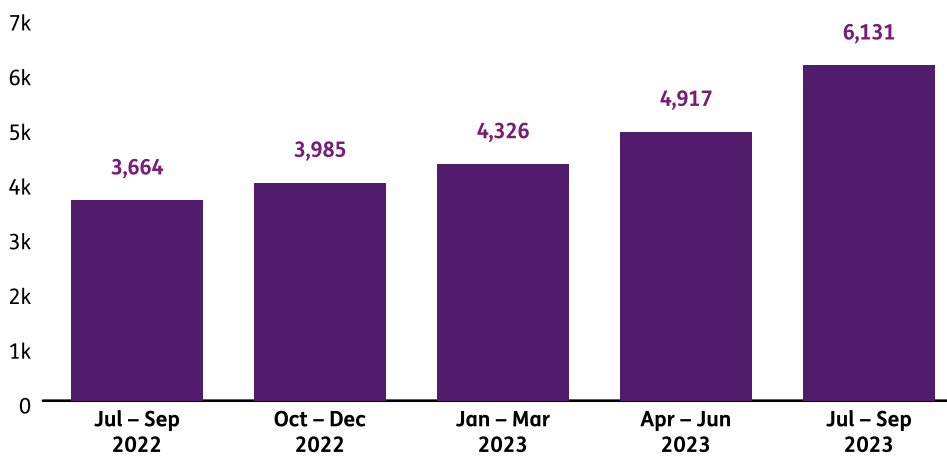


Figure 3: Complaints received by primary complainant

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

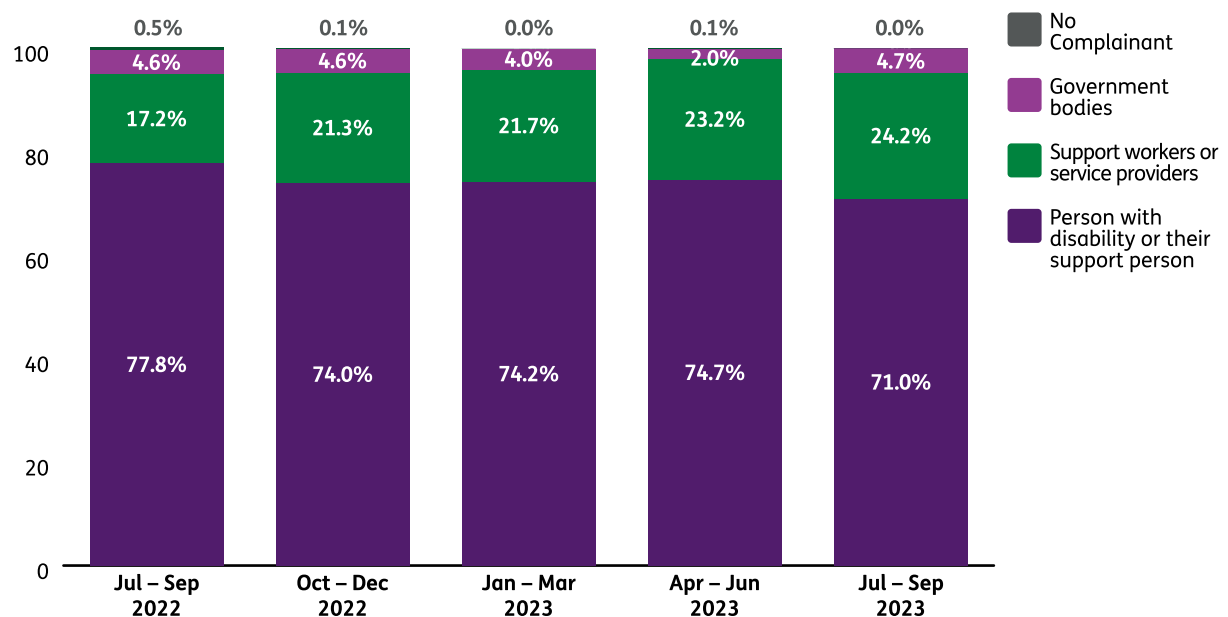
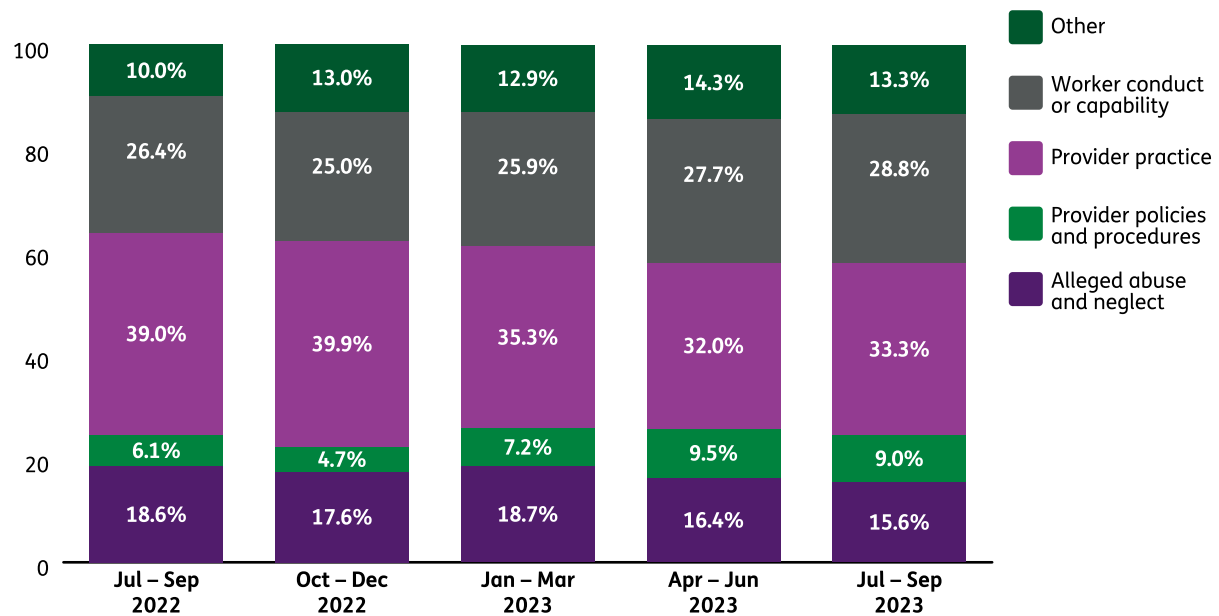


Figure 4: Complaints themes

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 willful 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.

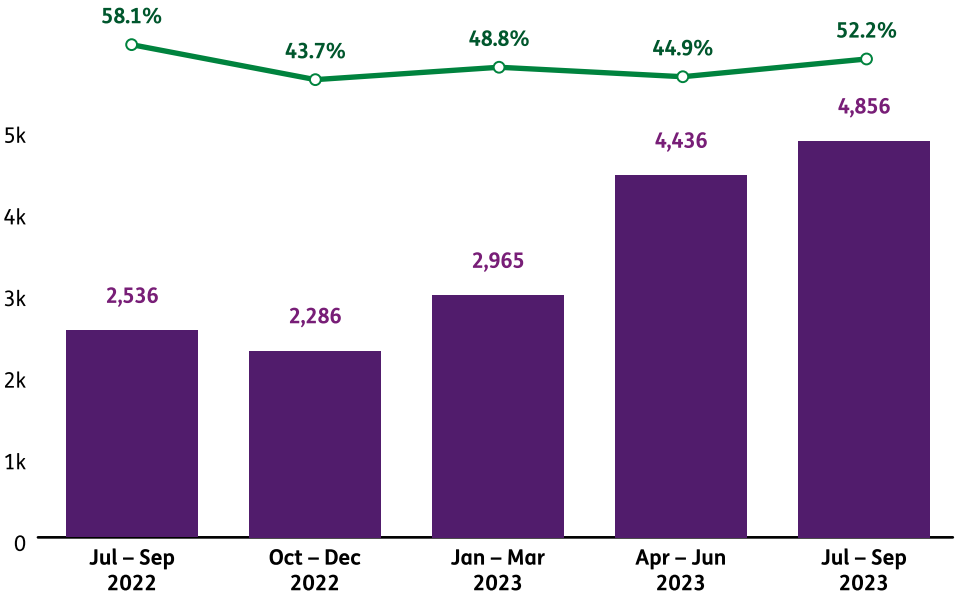
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; 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 days² per quarter³



2 This performance measure is impacted by the focus on prioritising aged complaints.

3 The Complaint and Engagement Division has recently expanded what concerns are considered within scope for a complaint resolution to include pricing and financial issues.



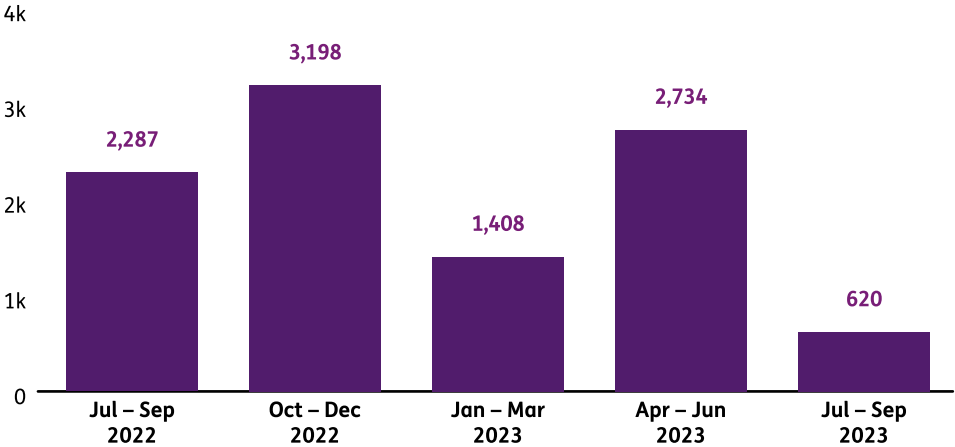
Compliance and enforcement

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
General/unknown	21.8%
Worker screening	21.1%
Registration	18.1%
Complaints	15.4%
Out of scope	10.3%
Portal	6.0%
Practice quality	3.2%
Worker Orientation Module	2.1%
Reportable incidents	1.8%
COVID-19	0.2%

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 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)

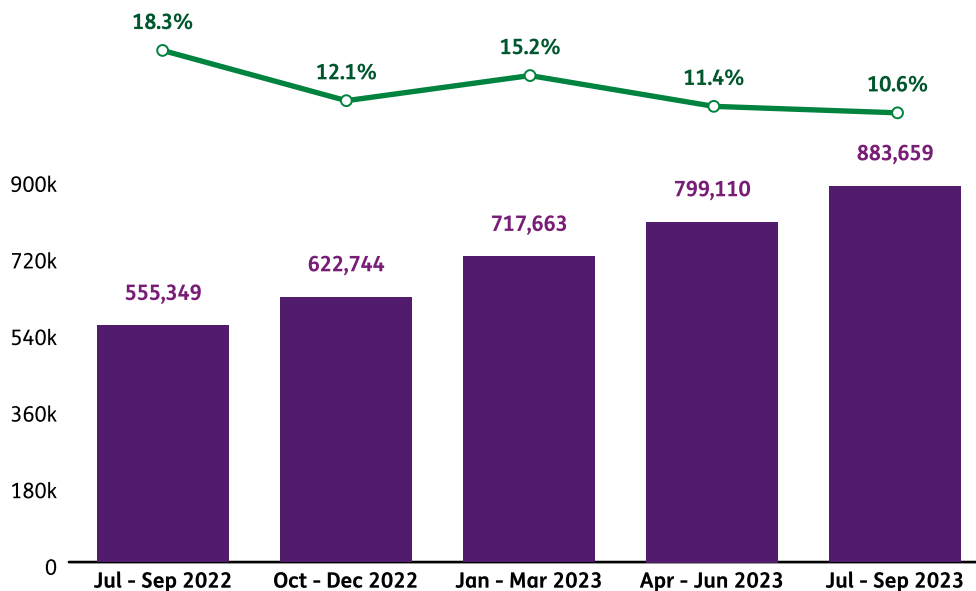


Figure 9: NDIS Worker Screening Check pending applications

Count of individuals awaiting decision¹ on their NDIS Worker Screening Check application as at end quarter

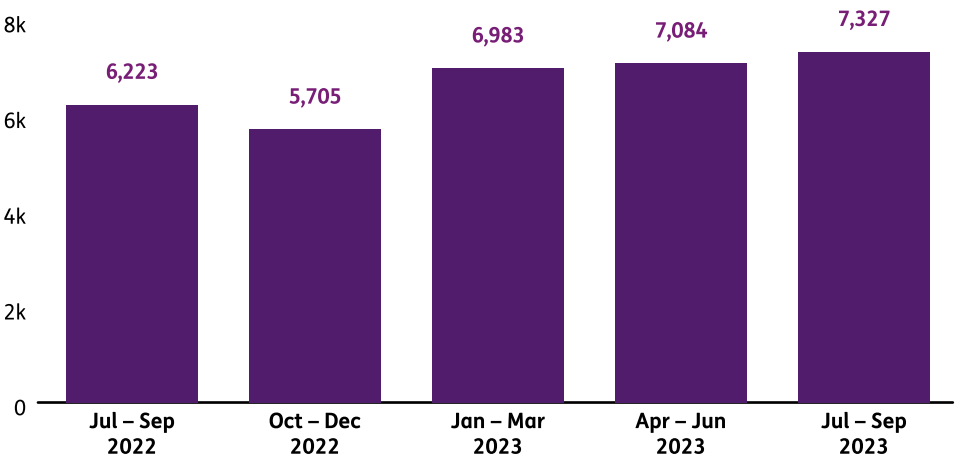
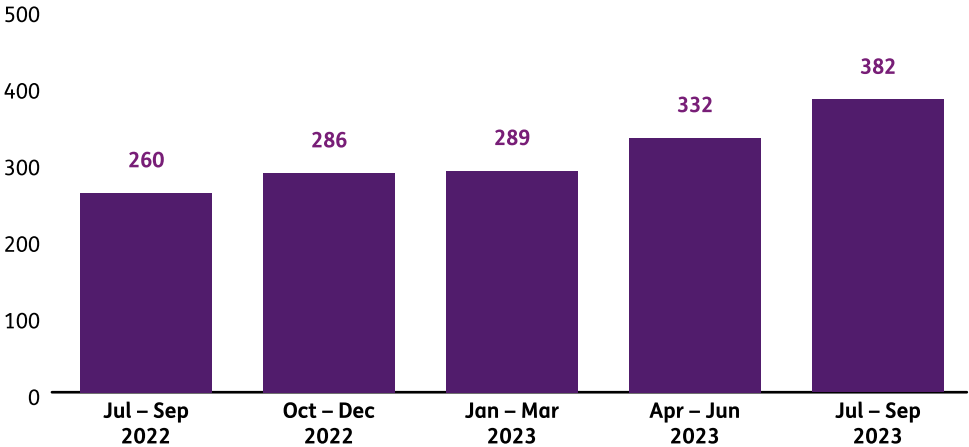


Figure 10: NDIS Worker Screening Check interim bar

Count of individuals who have interim bar² placed on National Worker Screening Check application as at end quarter



1 NDIS Worker Screening Check pending application: An individual has applied for a decision has not been made on that application by a 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 while the application is being determined.



Figure 11: NDIS Worker Screening Check clearances

Count of individuals who hold NDIS Worker Screening Check clearance³ as at end quarter

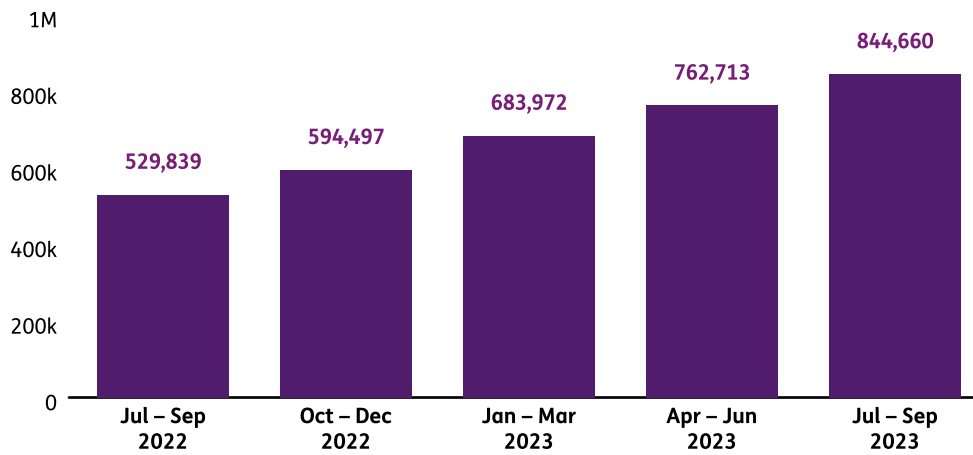
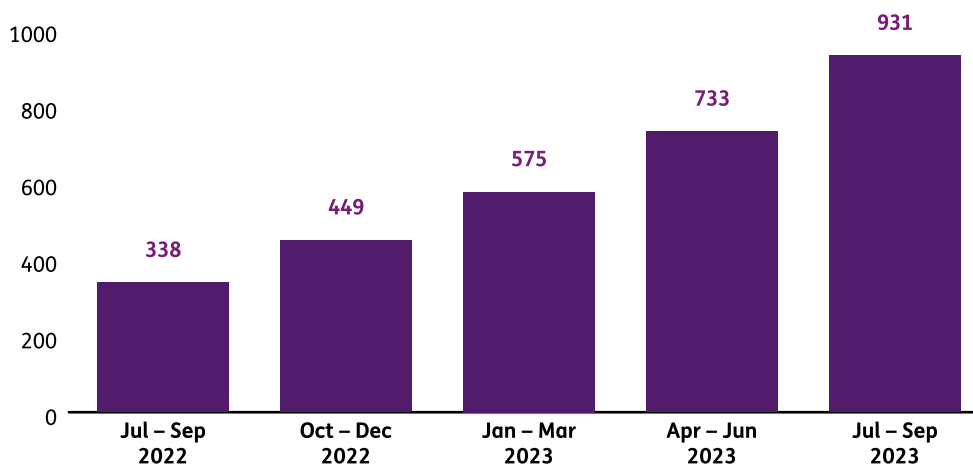


Figure 12: NDIS Worker Screening Check exclusions

Count of individuals with NDIS Worker Screening Check exclusion⁴ as at end quarter

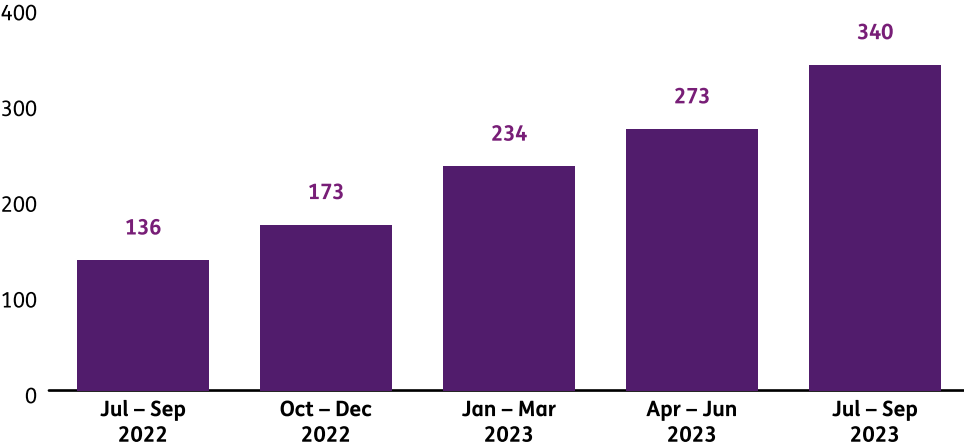


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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 clearance⁵ as at end quarter



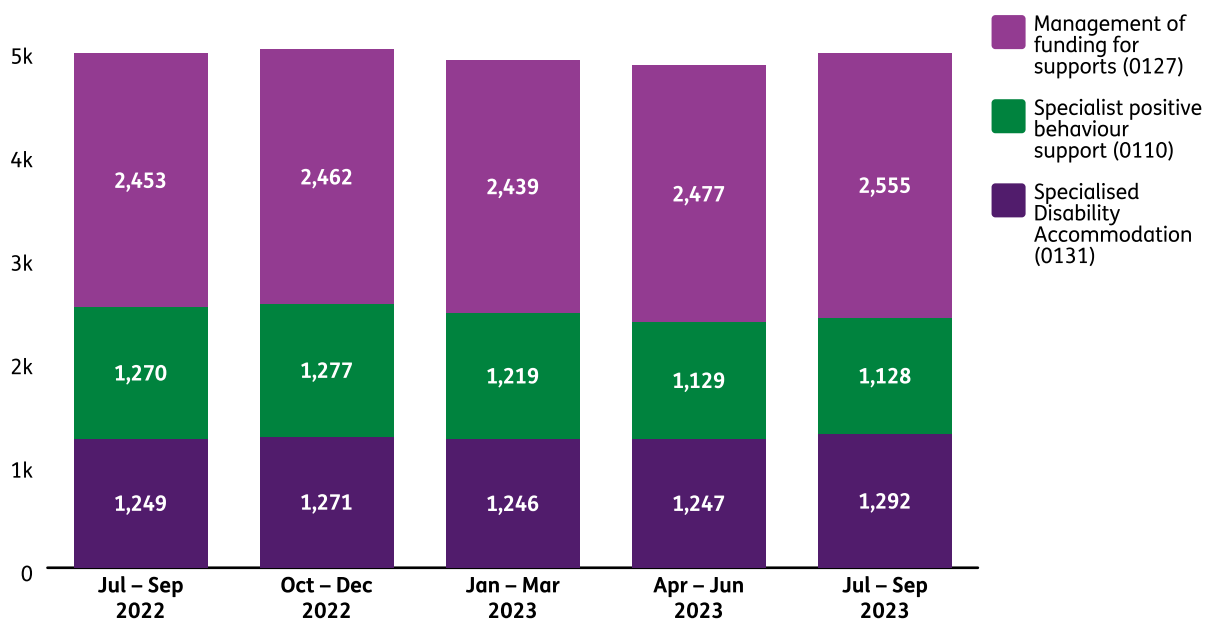
⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual’s NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision.



Provider registration

Figure 14: Mandatory registration groups

Count of registered providers approved to deliver mandatory registration groups¹ per quarter, grouped by registration group



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
- Specialist disability accommodation
- Complex supports including specialist behaviour support
- Implement 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)² placed on registration record per quarter, grouped by condition type

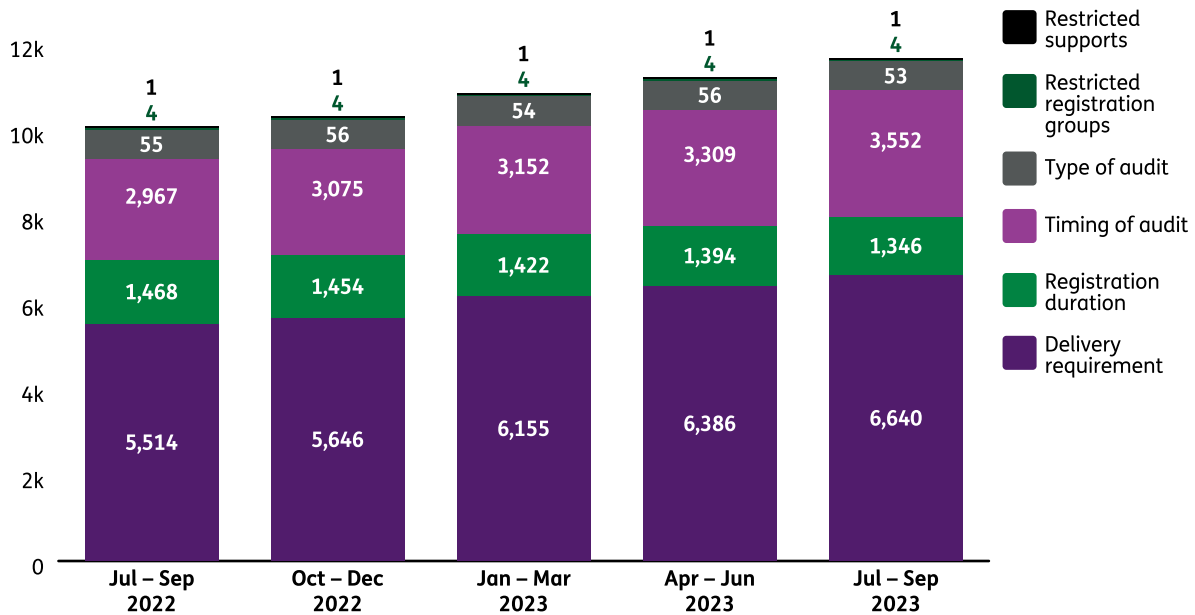
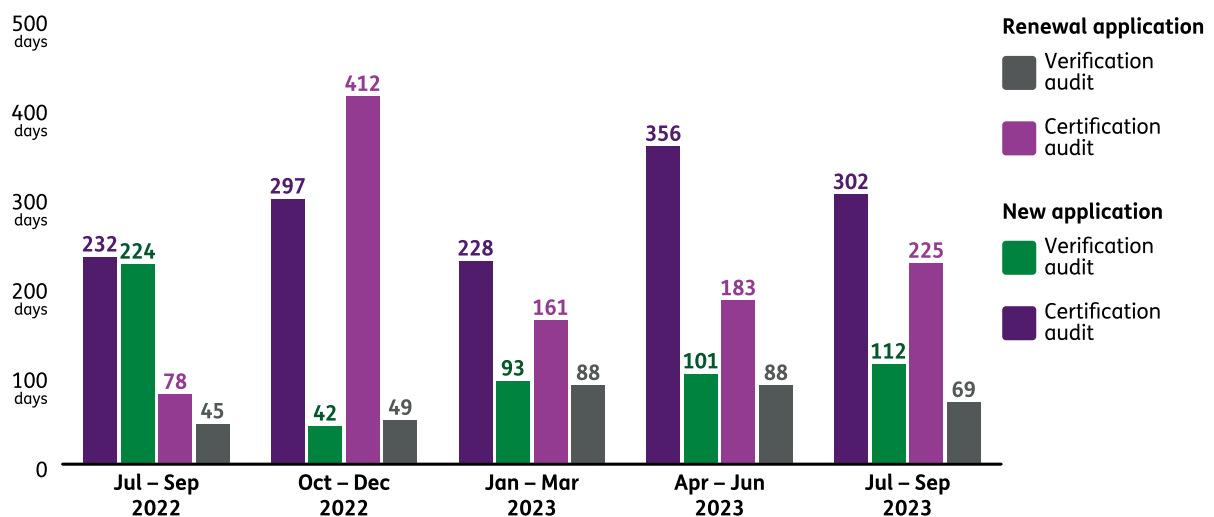


Figure 16: Registration decision timeframe

Median calendar days from audit submission to registration decision per quarter, grouped by application type³ and audit type⁴



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.

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 report 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. In a certification audit, providers are assessed against the NDIS Practice Standards.

Figure 17: Registered provider entry/exit

Count of new registered providers⁵ and deregistered providers⁶ per quarter

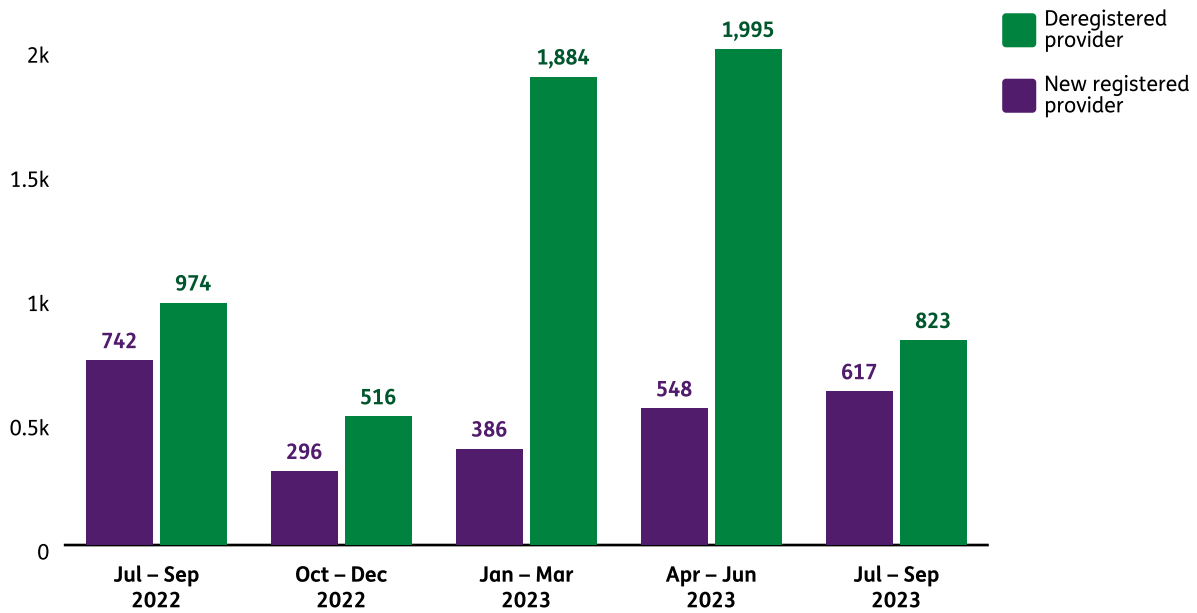
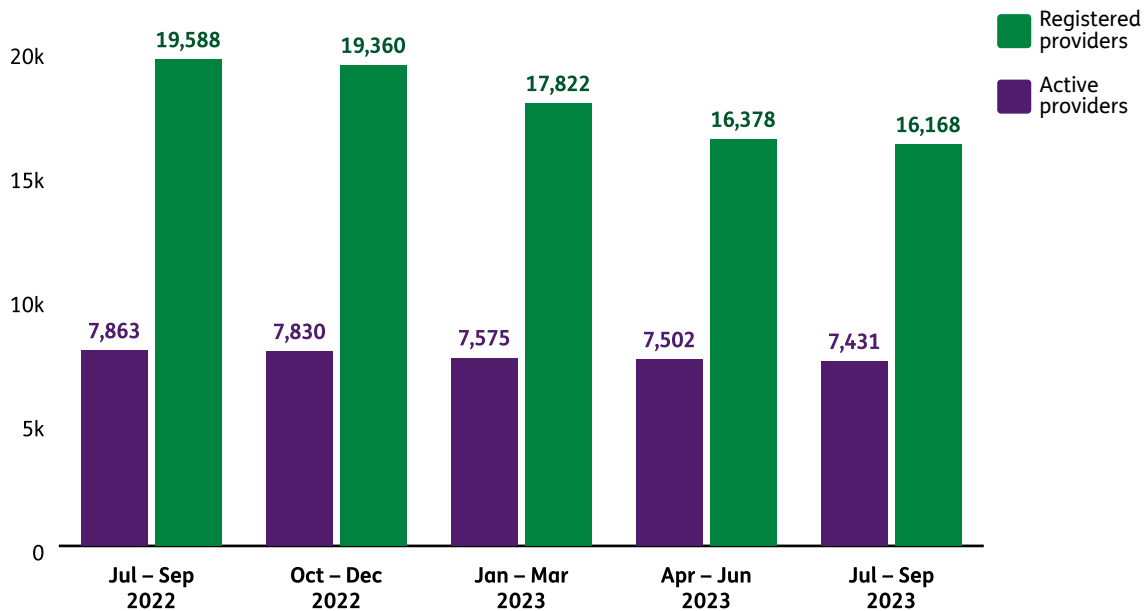


Figure 18: Registered provider count and payment claim

Count of registered providers (all) and count of registered providers who have claimed a payment from NDIA managed funding⁷ per quarter



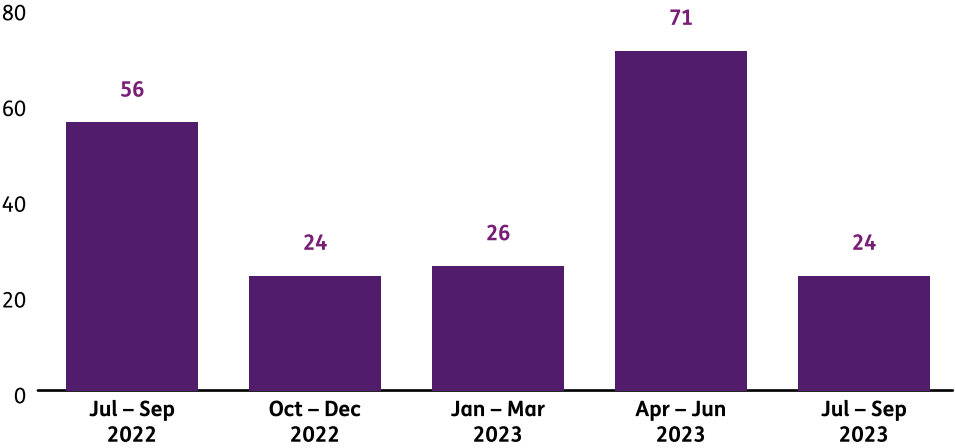
⁵ Count of new providers excludes registration renewals.

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 as they are no longer considered suitable to hold registration.

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

Figure 19: Auditors

Count of individual auditors⁸ trained per quarter



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.



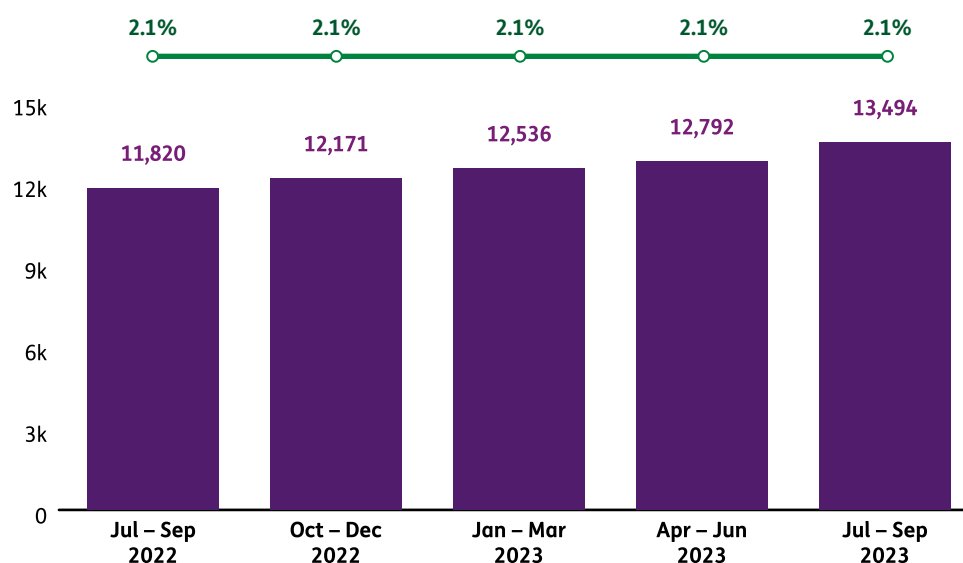
Regulated restrictive practices

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 practices¹ by NDIS providers in relation to NDIS participants.

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

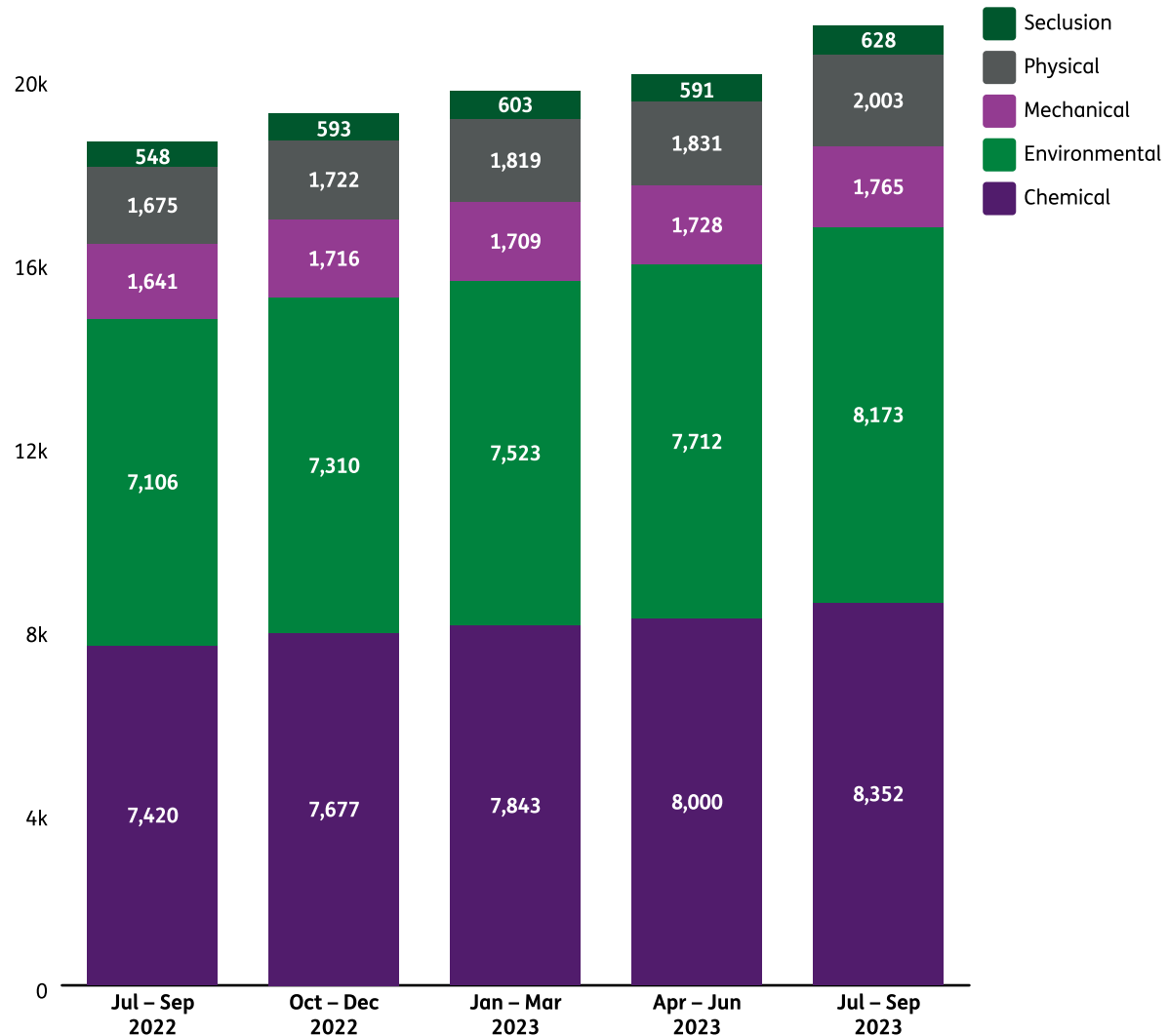


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

2 Total NDIS participant population count source: NDIA.

Figure 21: Regulated restrictive practice types

Count³ of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type⁴



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.

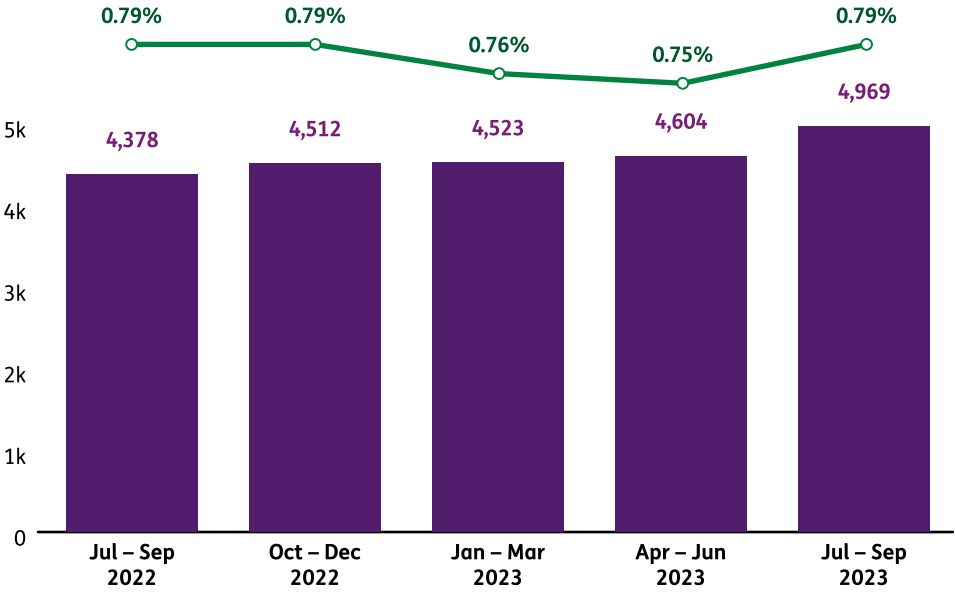
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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 practice⁵ notifications per quarter, and as proportion (%) of total NDIS participant population⁶



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



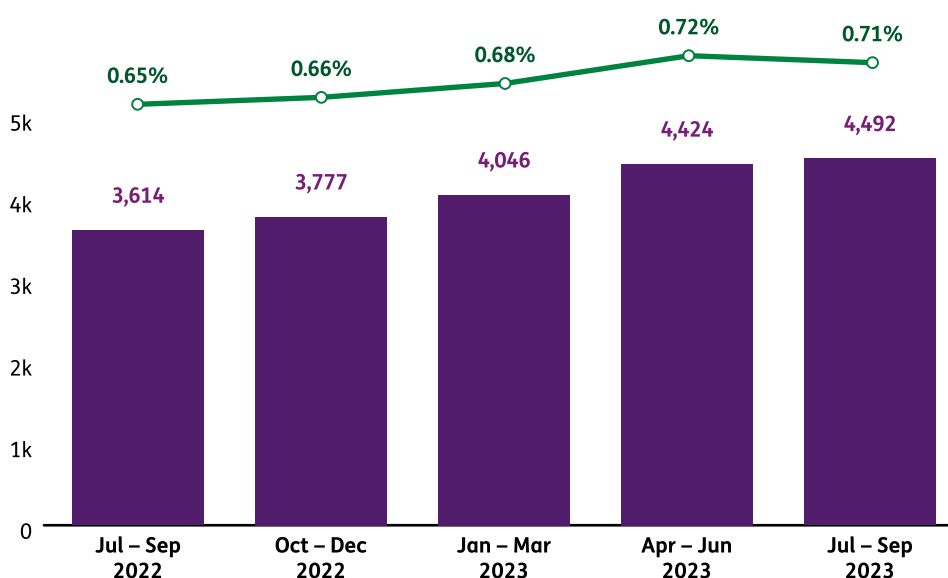
Reportable incidents

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

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 population².



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

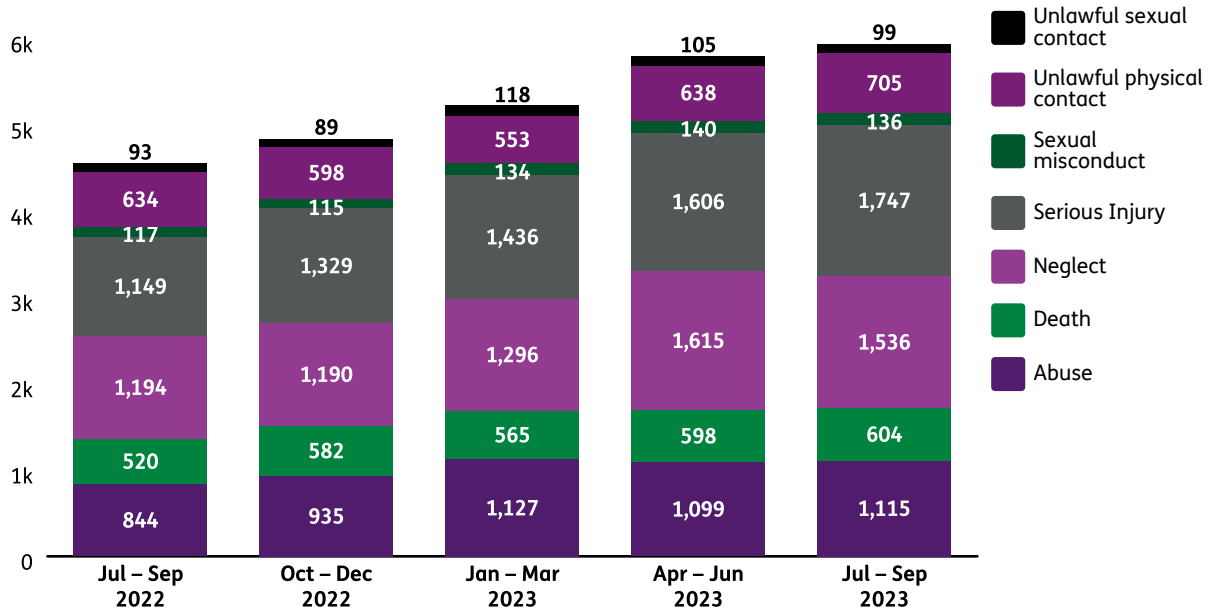
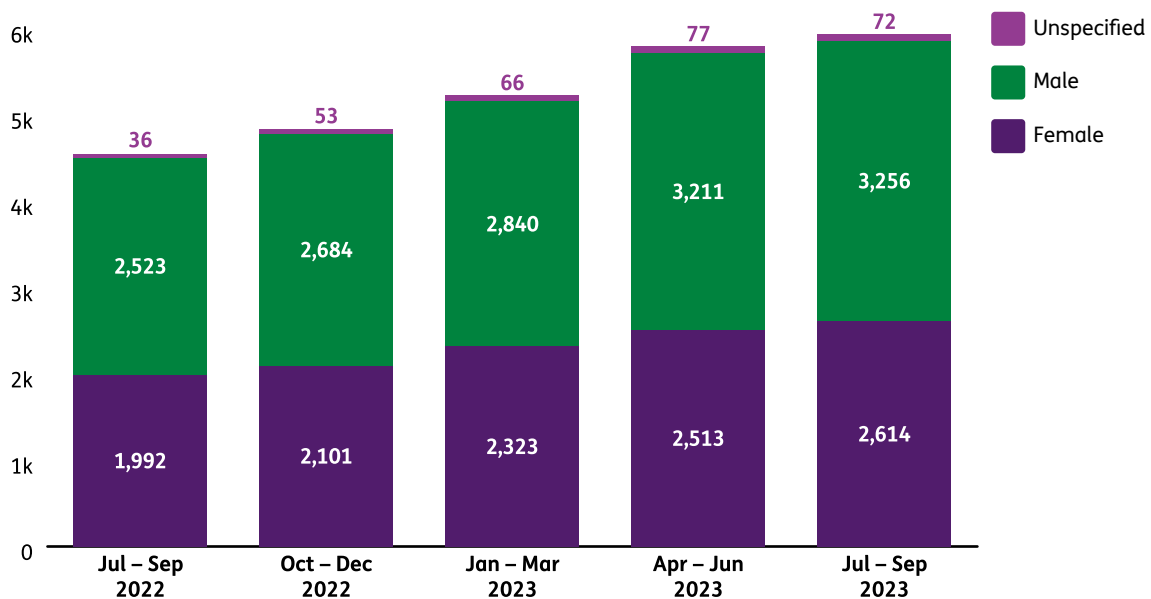


Figure 25: Reportable incidents by gender

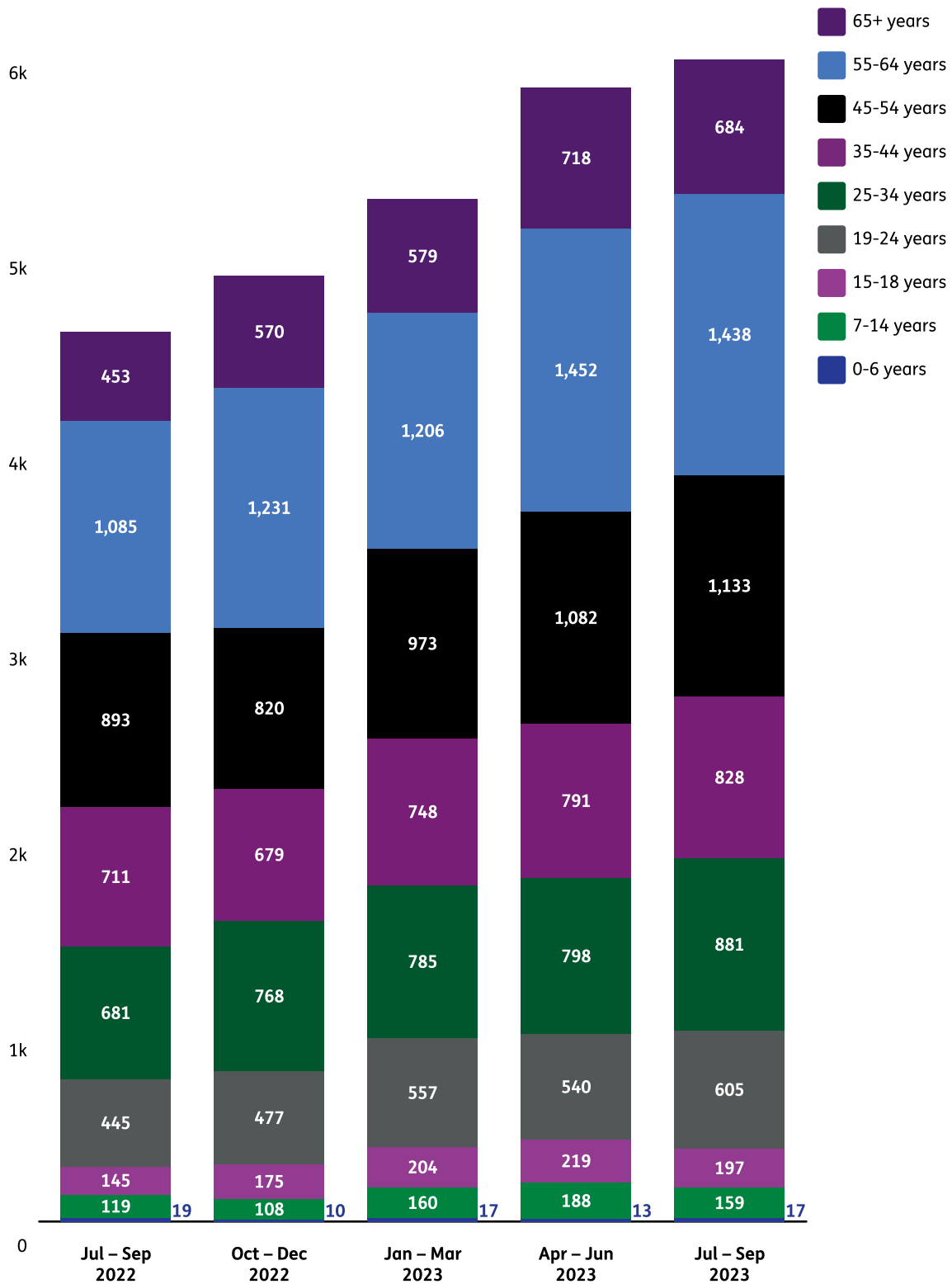
Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant's gender³



³ NDIS participant gender source: NDIA

Figure 26: Reportable incidents by age band

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



⁴ NDIS participant age band source: NDIA

Figure 27: Reportable incidents reported to police

Count of reportable incidents⁵ 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 notifications⁶ per quarter

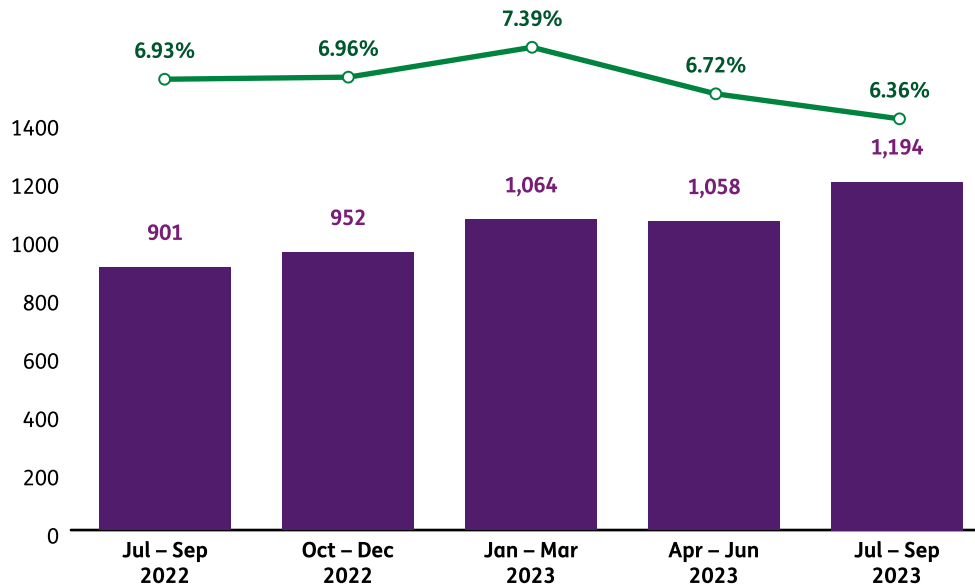
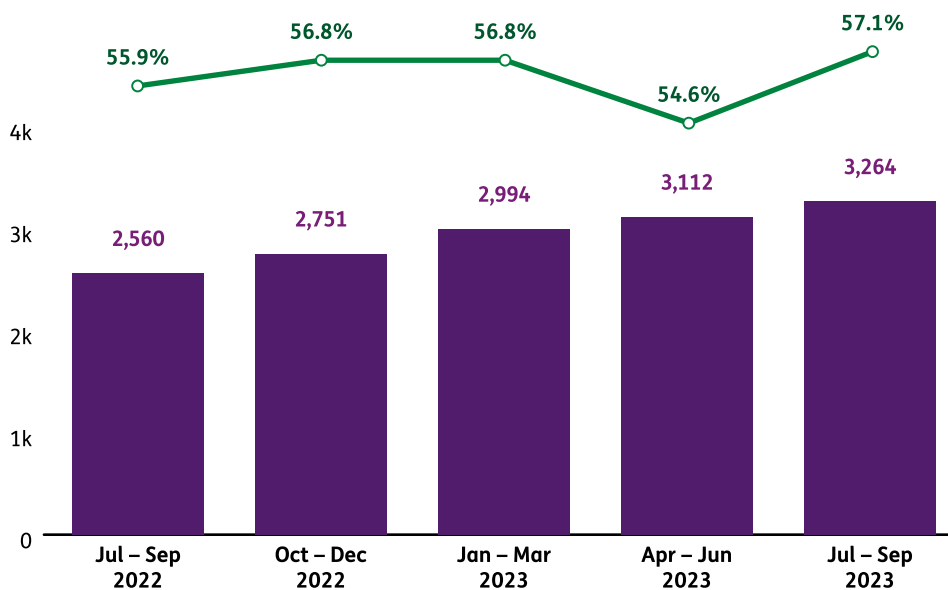


Figure 28: Reportable incidents notification timeframe – 24 hours

Count of reportable incident notifications to NDIS Commission (excluding unauthorised restrictive practices) within 24 hours⁷ of NDIS provider becoming aware that incident occurred per quarter, and as proportion (%) of total reportable incident notifications (excluding unauthorised restrictive practices) per quarter



5 Including unauthorised restrictive practices

6 Including unauthorised restrictive practices

7 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 29: Reportable incidents notification timeframe – 5 day

Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days⁸ after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive practices) per quarter

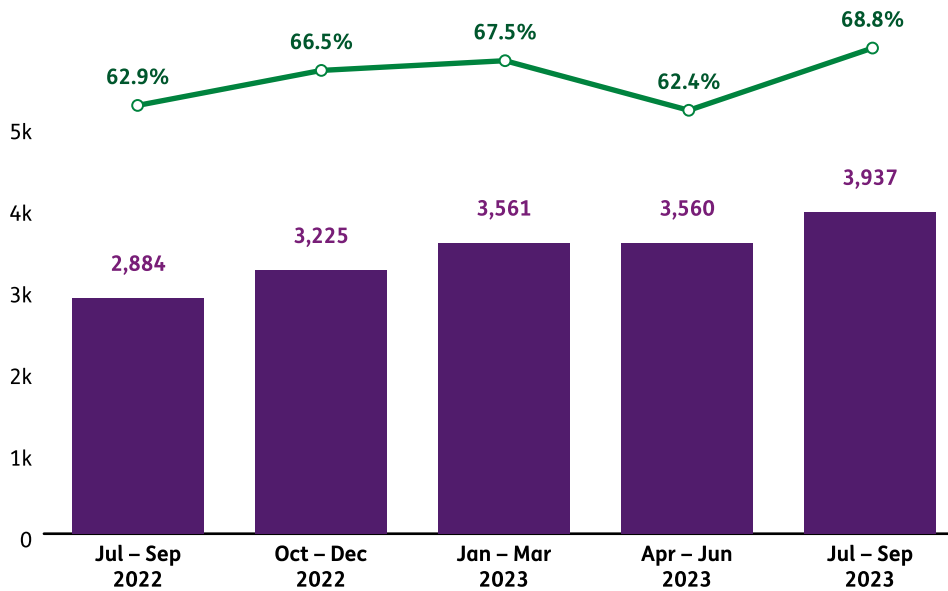
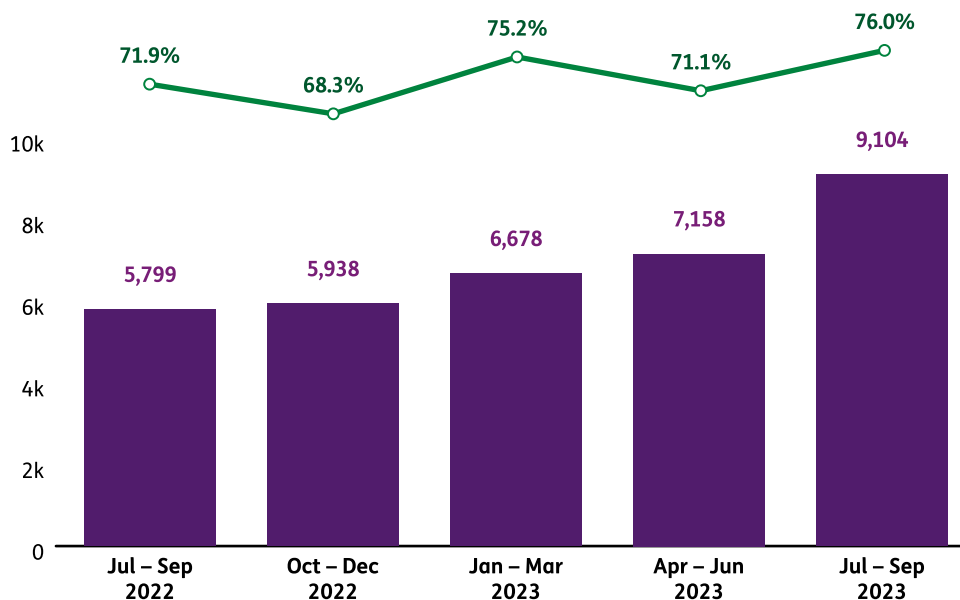


Figure 30: Unauthorised restrictive practices notification timeframe – 5 day

Count of unauthorised restrictive practice notifications to NDIS Commission within 5 business days⁹ after NDIS provider became aware that use occurred per quarter, and as a proportion (%) of all unauthorised restrictive practice notifications per quarter



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

9 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 suitable¹ to deliver behaviour support services per quarter (cumulative)

Jurisdiction	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	45	65	86	99	104
NSW	1,250	1,544	2,015	2,078	2,342
NT	28	39	61	75	81
QLD	361	526	756	879	999
SA	289	364	519	540	608
TAS	64	95	121	134	146
VIC	584	845	1,189	1,351	1,502
WA	297	469	627	707	765

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	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
Banning order	2	2	3	1	1
Civil penalty proceedings	0	0	1	0	1
Compliance notice variation	1	0	0	1	1
Compliance notice	1	3	1	8	8
Conditions on registration	1	0	1	2	1
Corrective action request	127	81	376	21	117
Education	1,914	2,871	100	1,246	11
Enforceable undertakings	0	0	0	0	2
Infringement notice	1	5	1	1	22
Refusal of registration	161	107	809	1,406	369
Revocation of registration	29	16	54	5	36
Suspend registration	0	6	6	3	5
Vary registration	0	0	0	0	1
Warning letter	4	7	8	5	9
Total	2,241	3,098	1,360	2,699	584

Unregistered providers

Compliance activity outcome	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
Banning order	1	6	4	3	2
Banning order variation	0	0	0	1	0
Compliance notice	0	1	0	2	1
Correct action request	0	2	1	1	0
Education	6	54	4	4	1
Other registration decision	0	0	0	0	1
Warning letter	0	0	1	3	0
Total	7	63	10	14	5

Individuals

Compliance activity outcome	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
Banning order	11	20	25	14	17
Banning order revocation	0	0	0	0	1
Banning order variation	1	2	4	4	1
Education	16	8	4	2	2
Infringement notice	0	3	0	0	0
Warning letter	11	4	5	1	10
Total	39	37	38	21	31

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)

Jurisdiction	Jul – Sep 2022		Oct – Dec 2022		Jan – Mar 2023		Apr – Jun 2023		Jul – Sep 2023	
	Count	%	Count	%	Count	%	Count	%	Count	%
ACT	6,609	32.2%	7,411	12.1%	8,461	14.2%	9,351	10.5%	10,200	9.1%
NSW	153,434	19.1%	173,333	13%	198,877	14.7%	221,080	11.2%	244,033	10.4%
NT	2,958	42.5%	3,730	26.1%	4,662	25%	5,442	16.7%	5,990	10.1%
QLD	146,464	17.3%	163,082	11.3%	188,981	15.9%	210,543	11.4%	234,453	11.4%
SA	43,814	18.8%	49,649	13.3%	58,579	18%	67,411	15.1%	75,311	11.7%
TAS	11,982	27.1%	13,714	14.5%	15,622	13.9%	17,467	11.8%	19,273	10.3%
VIC	136,483	16.6%	151,103	10.7%	170,991	13.2%	189,457	10.8%	208,216	9.9%
WA	53,745	18%	60,893	13.3%	71,709	17.8%	78,627	9.7%	86,526	10.1%

NDIS Worker Screening Check pending applications

Count of individuals awaiting decision² on their NDIS Worker Screening Check application as at end quarter

Jurisdiction	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	0	0	0	0	0
NSW	1,065	817	1,160	1,159	787
NT	56	65	99	120	83
QLD	2,755	2,941	3,801	4,123	4,403
SA	114	44	36	22	14
TAS	660	519	470	395	527
VIC	1,069	813	949	918	879
WA	504	506	468	347	634

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 bar³ placed on National Worker Screening Check application as at end quarter

Jurisdiction	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	0	0	0	0	0
NSW	35	37	19	16	24
NT	1	2	1	0	0
QLD	216	241	258	306	342
SA	0	0	0	0	0
TAS	0	0	0	0	0
VIC	6	6	11	10	16
WA	2	0	0	0	0

NDIS Worker Screening Check clearances

Count of individuals who hold NDIS Worker Screening Check clearance⁴ as at end quarter

Jurisdiction	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	4,603	5,259	5,672	6,815	7,515
NSW	148,308	167,868	192,126	213,430	236,040
NT	2,832	3,557	4,471	5,229	5,815
QLD	137,096	152,286	176,536	196,971	219,551
SA	42,933	48,438	56,733	65,438	73,628
TAS	10,335	12,111	13,964	15,752	17,308
VIC	131,074	145,299	164,040	181,643	199,819
WA	52,669	59,690	70,444	77,448	85,003

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 suspensions

Count of individuals with suspended NDIS Worker Screening Check clearance⁵ as at end quarter

Jurisdiction	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	1	1	2	2	2
NSW	19	14	19	24	17
NT	1	0	1	2	2
QLD	54	84	113	145	203
SA	2	5	11	9	22
TAS	0	0	0	0	1
VIC	25	26	26	26	27
WA	34	43	62	65	66

NDIS Worker Screening Check exclusions

Count of individuals with NDIS Worker Screening Check exclusion⁶ as at end quarter

Jurisdiction	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	1	1	1	1	1
NSW	118	175	225	277	358
NT	6	12	14	15	16
QLD	41	46	52	60	73
SA	38	53	71	101	126
TAS	2	2	2	3	5
VIC	95	107	146	184	249
WA	37	53	64	92	103

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.

6 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.

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	Jul – Sep 2022		Oct – Dec 2022		Jan – Mar 2023		Apr – Jun 2023		Jul – Sep 2023	
	Count	%	Count	%	Count	%	Count	%	Count	%
ACT	147	1.5%	163	1.7%	172	1.7%	182	1.8%	205	1.9%
NSW	4,001	2.4%	4,068	2.4%	4,176	2.4%	4,218	2.3%	4,371	2.3%
NT	154	3.0%	170	3.2%	179	3.2%	186	3.3%	182	3.1%
QLD	1,443	1.2%	1,480	1.2%	1,547	1.2%	1,564	1.2%	1,610	1.2%
SA	1,215	2.5%	1,303	2.6%	1,289	2.5%	1,311	2.5%	1,508	2.8%
TAS	348	2.8%	340	2.7%	350	2.7%	351	2.6%	374	2.7%
VIC	3,136	2.1%	3,240	2.1%	3,372	2.1%	3,441	2.1%	3,594	2.1%
WA	1,376	2.9%	1,407	2.8%	1,451	2.8%	1,539	2.9%	1,650	3.0%

Regulated restrictive practice types

Count⁸ of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type

Jurisdiction	Restrictive practice type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	Chemical	101	110	118	126	135
	Environmental	81	83	85	90	113
	Mechanical	13	16	18	16	13
	Physical	13	17	17	20	25
	Seclusion	2	4	3	3	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	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
NSW	Chemical	2,457	2,485	2,506	2,521	2,570
	Environmental	2,430	2,486	2,581	2,655	2,751
	Mechanical	664	668	663	657	648
	Physical	383	386	432	447	491
	Seclusion	162	166	171	163	176
NT	Chemical	86	99	100	106	103
	Environmental	111	120	127	128	132
	Mechanical	7	10	9	11	11
	Physical	16	13	14	17	12
	Seclusion	3	3	6	4	6
QLD	Chemical	687	702	725	756	767
	Environmental	787	814	862	855	848
	Mechanical	172	199	201	209	211
	Physical	539	551	569	561	622
	Seclusion	78	93	86	86	95
SA	Chemical	601	697	657	658	749
	Environmental	889	914	930	923	1,085
	Mechanical	180	197	185	192	208
	Physical	295	298	311	311	339
	Seclusion	83	95	97	81	93
TAS	Chemical	170	161	164	165	185
	Environmental	213	216	223	240	253
	Mechanical	42	47	53	50	55
	Physical	114	126	137	119	127
	Seclusion	29	34	43	43	44

Jurisdiction	Restrictive practice type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
VIC	Chemical	2,492	2,586	2,698	2,743	2,860
	Environmental	1,687	1,743	1,762	1,812	1,878
	Mechanical	372	390	389	394	408
	Physical	167	182	183	192	204
	Seclusion	105	117	117	127	107
WA	Chemical	826	837	875	925	983
	Environmental	908	934	953	1,009	1,113
	Mechanical	191	189	191	199	211
	Physical	148	149	156	164	183
	Seclusion	86	81	80	84	103

Unauthorised restrictive practices

Count of NDIS participants associated with unauthorised restrictive practice notifications⁹ per quarter

Jurisdiction	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	82	95	90	95	117
NSW	1,620	1,630	1,650	1,646	1,726
NT	68	68	80	77	80
QLD	603	658	680	666	731
SA	386	489	424	404	466
TAS	189	180	196	196	211
VIC	897	873	892	944	1,039
WA	533	519	511	576	599

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 notifications¹⁰ per quarter, grouped by restrictive practice type

Jurisdiction	Restrictive practice type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	Chemical	56	64	63	66	66
	Environmental	41	41	38	38	56
	Mechanical	8	7	8	6	4
	Physical	7	9	9	10	16
	Seclusion	2	3	1	1	1
NSW	Chemical	809	840	791	831	862
	Environmental	812	867	882	897	940
	Mechanical	143	169	161	156	158
	Physical	176	164	195	180	229
	Seclusion	50	53	54	35	48
NT	Chemical	34	36	43	37	39
	Environmental	45	42	49	45	48
	Mechanical	1	1	0	2	1
	Physical	7	5	8	11	6
	Seclusion	0	0	2	0	2
QLD	Chemical	190	208	227	229	263
	Environmental	252	275	306	267	271
	Mechanical	34	51	52	51	44
	Physical	204	216	203	210	254
	Seclusion	30	46	35	34	44
	Unknown type	1	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	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
SA	Chemical	117	212	161	142	148
	Environmental	231	261	237	217	284
	Mechanical	38	53	41	37	47
	Physical	74	84	98	95	94
	Seclusion	14	24	25	15	21
	Unknown type	1	0	1	1	1
TAS	Chemical	57	39	49	49	69
	Environmental	98	98	113	121	126
	Mechanical	10	8	15	18	17
	Physical	64	79	86	67	70
	Seclusion	8	10	14	14	17
	VIC	Chemical	587	570	599	622
	Environmental	392	367	340	373	418
	Mechanical	59	64	68	91	90
	Physical	57	65	78	73	84
	Seclusion	19	20	22	27	8
WA	Chemical	262	228	242	281	288
	Environmental	288	289	289	321	334
	Mechanical	58	58	53	66	65
	Physical	48	45	52	60	62
	Seclusion	11	6	14	15	22
	Unknown type	1	2	1	0	0
National	Chemical	2,112	2,197	2,175	2,257	2,440
	Environmental	2,159	2,240	2,254	2,279	2,477
	Mechanical	351	411	398	427	426
	Physical	637	667	729	706	815
	Seclusion	134	162	167	141	163
	Unknown type	3	2	2	1	1

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	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
ACT	Abuse	7	8	11	11	10
	Death	5	13	3	14	4
	Neglect	8	10	15	13	6
	Serious Injury	17	10	14	15	17
	Sexual misconduct	2	4	3	1	1
	Unlawful physical contact	0	7	4	1	5
	Unlawful sexual contact	1	1	0	2	3
	NSW	Abuse	339	354	452	442
Death	186	189	190	235	229	
Neglect	441	414	425	458	476	
Serious Injury	435	498	523	529	666	
Sexual misconduct	39	36	43	51	41	
Unlawful physical contact	273	287	245	269	300	
Unlawful sexual contact	30	37	32	23	31	
NT	Abuse	9	5	11	8	4
	Death	11	14	16	8	11
	Neglect	11	21	15	27	25
	Serious Injury	13	17	19	28	30
	Sexual misconduct	0	0	1	0	2
	Unlawful physical contact	10	5	2	5	6
	Unlawful sexual contact	0	1	1	1	0

Jurisdiction	Reportable incident type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
QLD	Abuse	100	139	137	113	145
	Death	88	103	120	132	123
	Neglect	151	172	200	191	187
	Serious Injury	149	159	179	227	211
	Sexual misconduct	21	16	21	19	35
	Unlawful physical contact	59	45	46	54	45
	Unlawful sexual contact	10	12	23	24	16
SA	Abuse	121	126	200	191	190
	Death	51	59	59	47	50
	Neglect	245	222	286	300	230
	Serious Injury	99	108	114	145	167
	Sexual misconduct	21	17	18	20	22
	Unlawful physical contact	34	43	52	51	53
	Unlawful sexual contact	10	11	20	9	11
TAS	Abuse	28	32	45	31	28
	Death	14	18	11	12	15
	Neglect	40	61	55	52	66
	Serious Injury	62	114	111	74	89
	Sexual misconduct	3	7	7	8	4
	Unlawful physical contact	30	26	27	38	40
	Unlawful sexual contact	2	2	9	3	7

Jurisdiction	Reportable incident type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
VIC	Abuse	196	205	202	237	241
	Death	102	123	126	101	118
	Neglect	223	216	210	476	422
	Serious Injury	240	254	322	401	336
	Sexual misconduct	19	20	27	28	22
	Unlawful physical contact	196	159	149	188	213
	Unlawful sexual contact	32	17	17	26	14
WA	Abuse	44	66	69	66	58
	Death	63	63	40	49	54
	Neglect	75	74	90	98	124
	Serious Injury	134	169	154	187	231
	Sexual misconduct	12	15	14	13	9
	Unlawful physical contact	32	26	28	32	43
	Unlawful sexual contact	8	8	16	17	17

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	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
0-6 years	Abuse	2	0	3	4	2
	Death	1	0	3	2	2
	Neglect	6	3	5	3	8
	Serious Injury	8	3	4	1	1
	Sexual misconduct	1	1	0	0	1
	Unlawful physical contact	1	2	2	2	2
	Unlawful sexual contact	0	1	0	1	1

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
7-14 years	Abuse	16	22	27	41	40
	Death	2	7	12	1	1
	Neglect	47	35	56	46	53
	Serious Injury	20	16	19	41	17
	Sexual misconduct	3	5	9	11	12
	Unlawful physical contact	28	21	32	42	35
	Unlawful sexual contact	3	2	5	6	1
15-18 years	Abuse	25	28	41	49	38
	Death	3	2	4	6	4
	Neglect	66	53	52	60	37
	Serious Injury	25	55	57	62	70
	Sexual misconduct	3	10	13	14	7
	Unlawful physical contact	20	23	25	22	32
	Unlawful sexual contact	3	4	12	6	9
19-24 years	Abuse	84	91	102	105	112
	Death	7	8	11	8	9
	Neglect	115	140	160	151	171
	Serious Injury	108	140	171	180	200
	Sexual misconduct	21	11	23	18	15
	Unlawful physical contact	92	75	65	69	80
	Unlawful sexual contact	18	12	25	9	18
25-34 years	Abuse	142	169	201	180	187
	Death	24	22	22	28	23
	Neglect	178	192	220	236	209
	Serious Injury	170	224	223	197	274
	Sexual misconduct	25	27	21	33	39
	Unlawful physical contact	122	111	78	108	128
	Unlawful sexual contact	20	23	20	16	21

Age band	Reportable incident type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
35-44 years	Abuse	145	146	201	166	152
	Death	40	49	34	31	52
	Neglect	190	164	194	207	219
	Serious Injury	208	195	204	234	279
	Sexual misconduct	11	22	23	27	17
	Unlawful physical contact	101	93	77	97	100
	Unlawful sexual contact	16	10	15	29	9
45-54 years	Abuse	195	181	216	230	233
	Death	97	76	113	99	110
	Neglect	225	220	231	328	316
	Serious Injury	219	210	265	287	300
	Sexual misconduct	29	23	24	12	19
	Unlawful physical contact	118	99	104	111	141
	Unlawful sexual contact	10	11	20	15	14
55-64 years	Abuse	187	214	245	221	259
	Death	230	275	208	254	253
	Neglect	252	262	281	427	368
	Serious Injury	276	336	338	406	402
	Sexual misconduct	18	12	17	16	20
	Unlawful physical contact	103	113	102	112	118
	Unlawful sexual contact	19	19	15	16	18
65+ years	Abuse	48	84	91	103	92
	Death	116	143	158	169	150
	Neglect	115	121	97	157	155
	Serious Injury	115	150	155	198	204
	Sexual misconduct	6	4	4	9	6
	Unlawful physical contact	49	61	68	75	69
	Unlawful sexual contact	4	7	6	7	8

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

Jurisdiction	Jul – Sep 2022		Oct – Dec 2022		Jan – Mar 2023		Apr – Jun 2023		Jul – Sep 2023	
	Count	%	Count	%	Count	%	Count	%	Count	%
0 to 6 years	18	0.0%	9	0.0%	17	0.0%	11	0.0%	17	0.0%
7 to 14 years	78	0.1%	86	0.1%	100	0.1%	120	0.1%	93	0.1%
15 to 18 years	98	0.2%	123	0.3%	144	0.3%	153	0.3%	114	0.2%
19 to 24 years	354	0.8%	340	0.7%	381	0.8%	376	0.8%	401	0.8%
25 to 34 years	506	1.0%	574	1.1%	562	1.1%	595	1.1%	656	1.2%
35 to 44 years	546	1.2%	510	1.1%	582	1.3%	611	1.3%	617	1.3%
45 to 54 years	724	1.4%	658	1.2%	784	1.5%	846	1.5%	886	1.6%
55 to 64 years	910	1.5%	1,021	1.6%	992	1.6%	1,160	1.8%	1,149	1.7%
65+ years	382	1.6%	461	1.9%	489	1.9%	558	2.0%	567	1.9%

Reportable incidents by gender and type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by reportable incident type and NDIS participant's gender¹²

Gender	Reportable incident type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
Female	Abuse	375	412	511	503	475
	Death	220	247	225	252	270
	Neglect	475	447	529	653	616
	Serious Injury	539	627	699	735	827
	Sexual misconduct	66	61	70	76	66
	Unlawful physical contact	248	252	213	227	286
	Unlawful sexual contact	69	55	76	67	74

¹² NDIS participant gender source: NDIA

Gender	Reportable incident type	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023	Jul – Sep 2023
Male	Abuse	465	515	600	572	622
	Death	300	328	330	341	329
	Neglect	709	727	753	946	902
	Serious Injury	597	684	719	850	897
	Sexual misconduct	51	52	61	64	68
	Unlawful physical contact	377	344	336	403	414
	Unlawful sexual contact	24	34	41	35	24
	Unknown	Abuse	4	8	16	24
	Death	10	16	14	16	18
	Neglect	13	18	18	21	23
	Serious Injury	9	2	4	8	5
	Sexual misconduct	0	7	10	5	5
	Unlawful physical contact	0	2	3	0	2
	Unlawful sexual contact	0	0	1	3	1



**NDIS Quality
and Safeguards
Commission**