



NDIS Quality
and Safeguards
Commission

Q1 | 2024-25



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 2024 – 30 September 2024.

Key statistics from this report include:

- A 210% increase in complaints closed (3,975 last quarter to 12,355 this quarter)
- More than 74% of complaints were made by a person with disability or their support person.
- A 19% increase in individuals excluded from working with people with disability in a risk-assessed role (1,639 last quarter to 1,949 this quarter).
- A 7% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- There were 2,583 compliance and enforcement activity outcomes including 1,689 refusal of registration and 248 revocation of registration activities.

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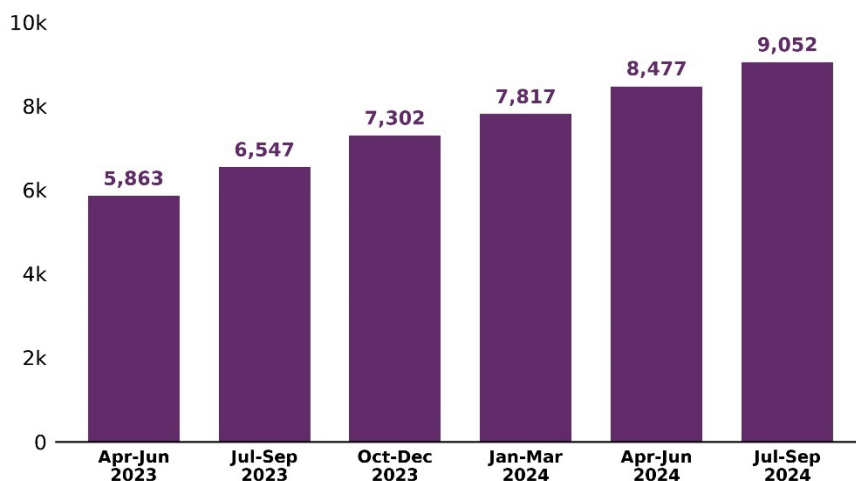
Behaviour support

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

Note: Suitable behaviour support practitioners 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

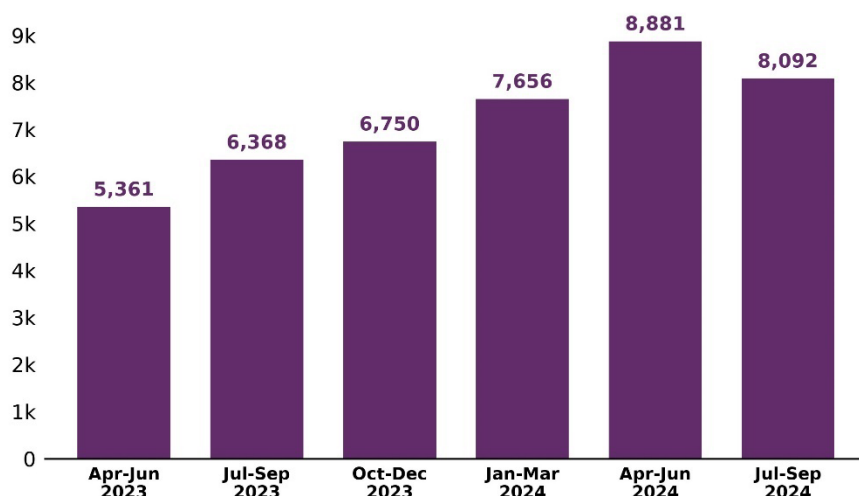


Figure 3: Complaints received by primary complainant

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

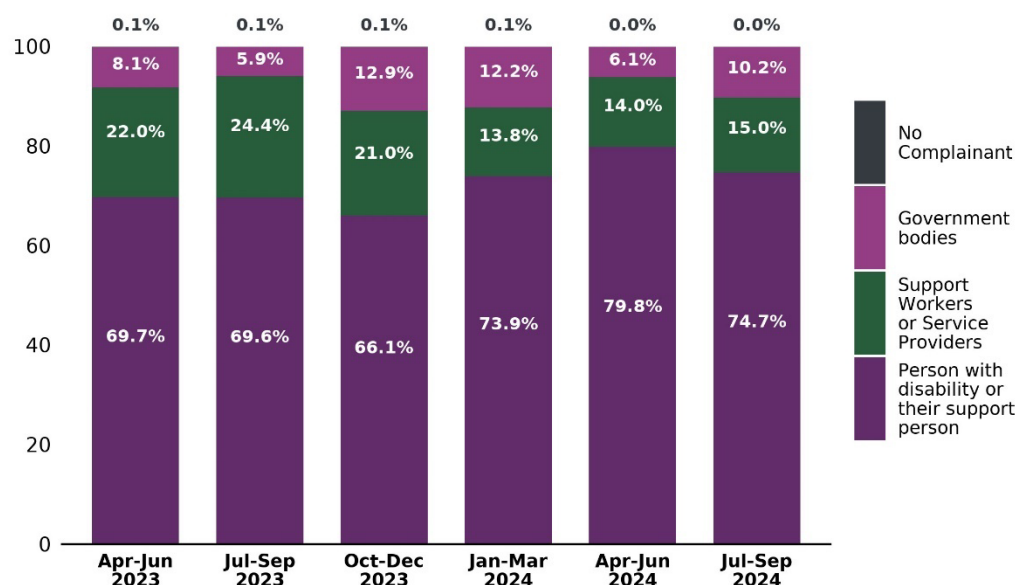
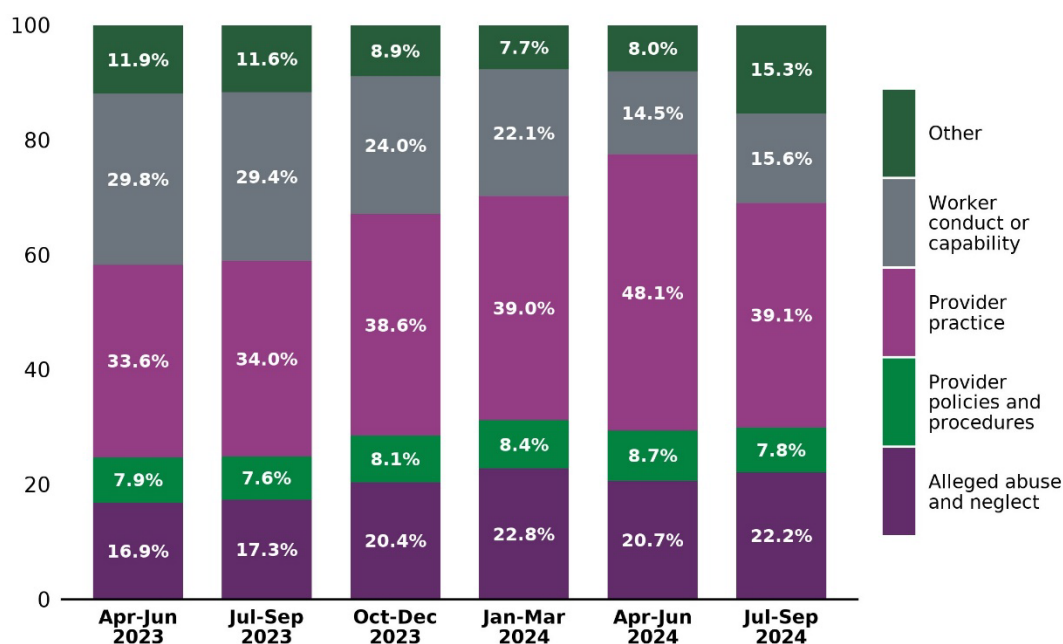


Figure 4: Complaints themes

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.

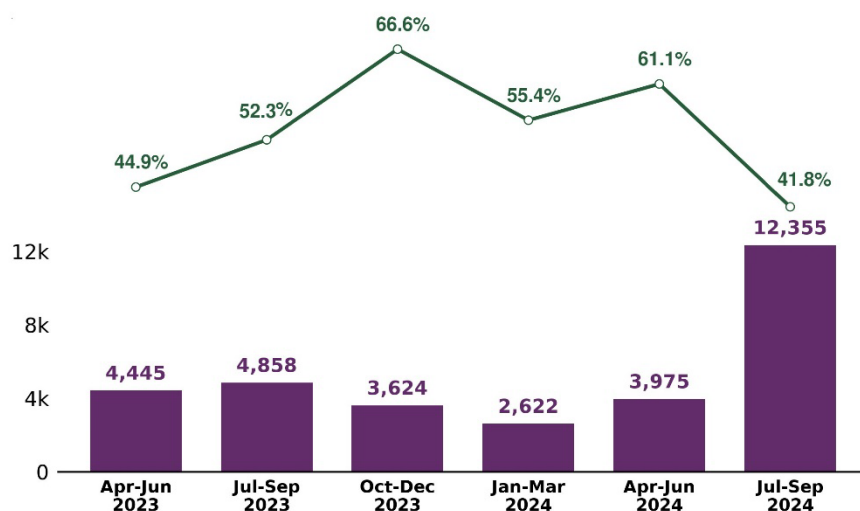
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; 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 The increase in the number of complaints closed during the most recent quarter is the result of the trial of a new prioritisation model. The trial commenced on 1 July 2024 and ensures that the relative priority and resourcing applied to a matter, is proportionate to the risk of harm to participants. This more streamlined approach for lower priority matters led to a significant increase in the number of complaints closed. The NDIS Commission continues to action all matters; however actions differ based on priority and may include redirecting matters to the correct authority, providing advice and guidance, requesting or requiring specific changes be made by providers or individuals, or recorded for regulatory intelligence purposes. The conduct of detailed inquires and or compliance action is reserved for matters with the greatest risk of harm to a participant. The timeliness of finalisations was negatively impacted during the most recent quarter as a result of the finalisation of high numbers of aged matters, resulting in an increase in the median timeframe to closure.

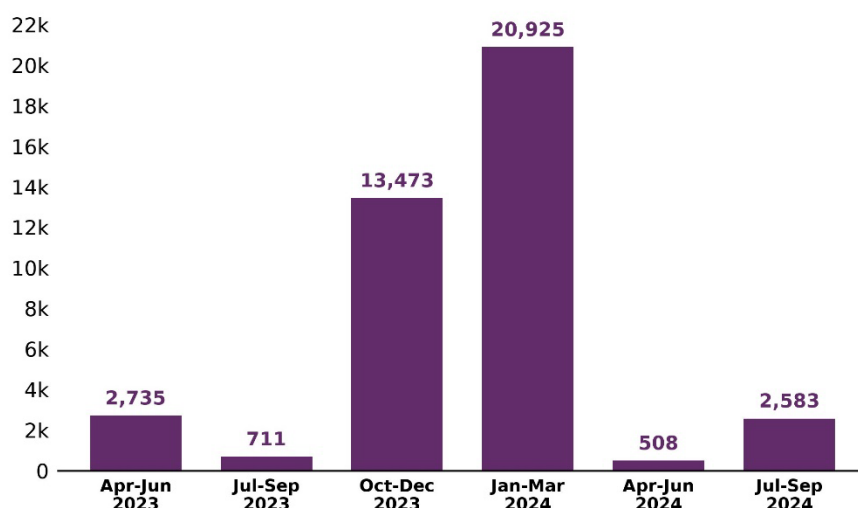
Compliance and enforcement

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 type

Enquiry type	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
General/unknown	21.8%	24.7%	25.3%	15.9%	14.4%
Worker screening	21.1%	18.8%	18.1%	16.3%	15.1%
Registration	18.1%	16.3%	16.5%	11.3%	15.4%
Complaints	15.4%	15.4%	16.8%	25.6%	20.9%
Out of scope	10.3%	10.8%	10.3%	13.2%	15.8%
Portal	6.0%	5.7%	5.9%	5.4%	4.2%
Practice quality	3.2%	3.6%	2.7%	5.4%	5.4%
Worker orientation module	2.1%	2.0%	2.2%	2.8%	2.7%
Reportable incidents	1.8%	2.4%	2.2%	4.2%	4.4%
COVID-19	0.2%	0.2%	0.1%	0.0%	0.0%

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)

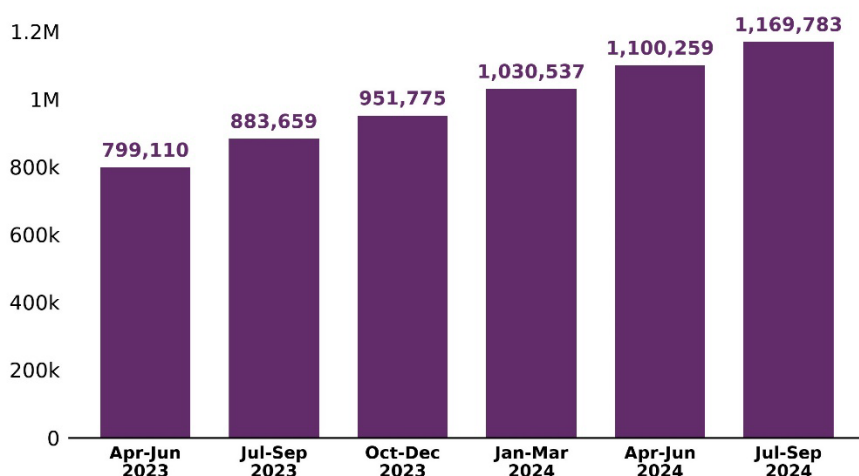


Figure 9: NDIS Worker Screening Check pending applications

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

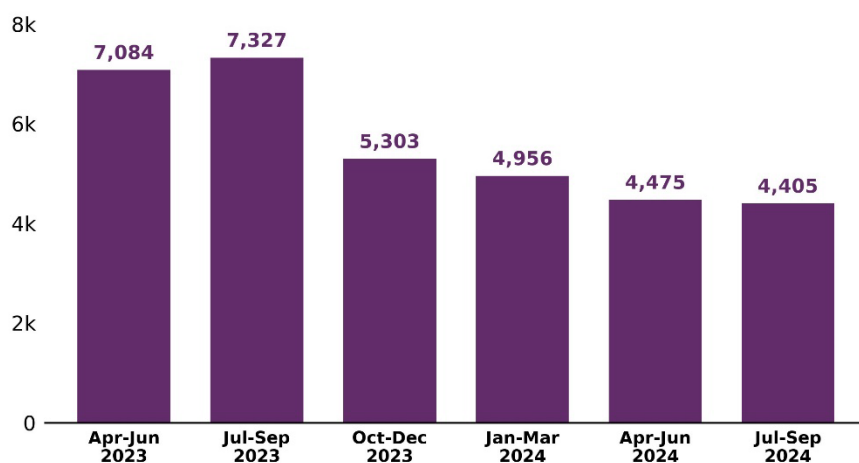
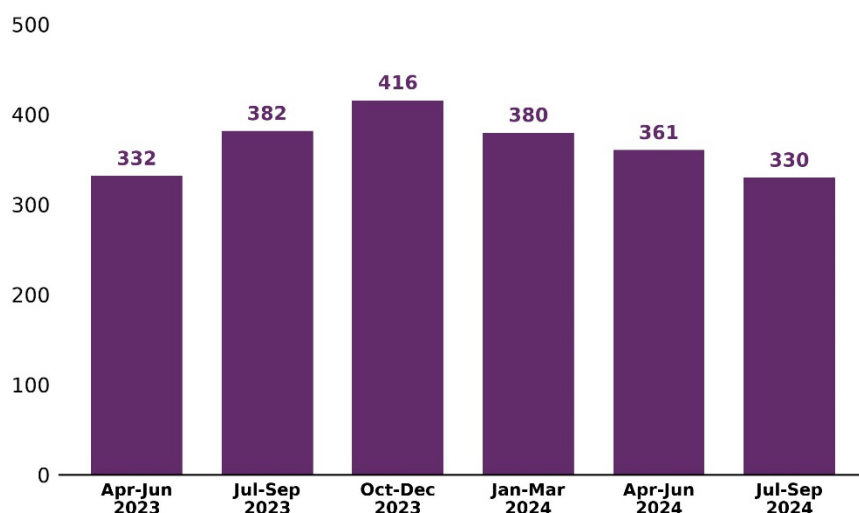


Figure 10: NDIS Worker Screening Check interim bar

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

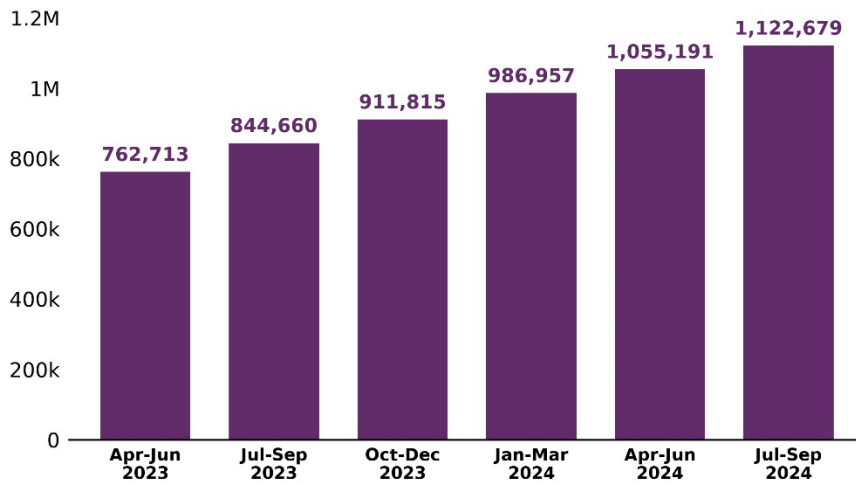
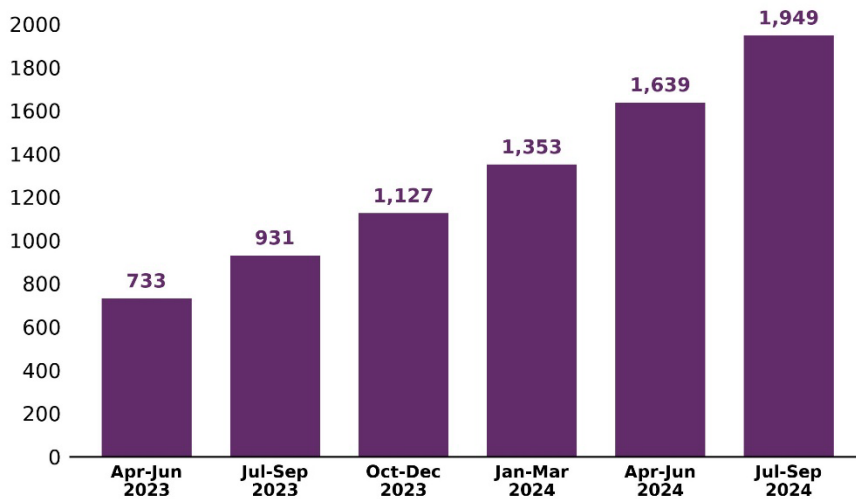


Figure 12: NDIS Worker Screening Check exclusions

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

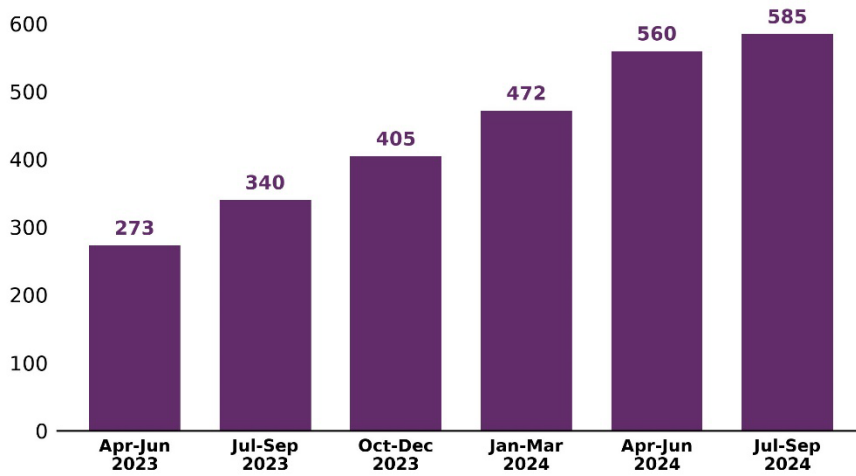


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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

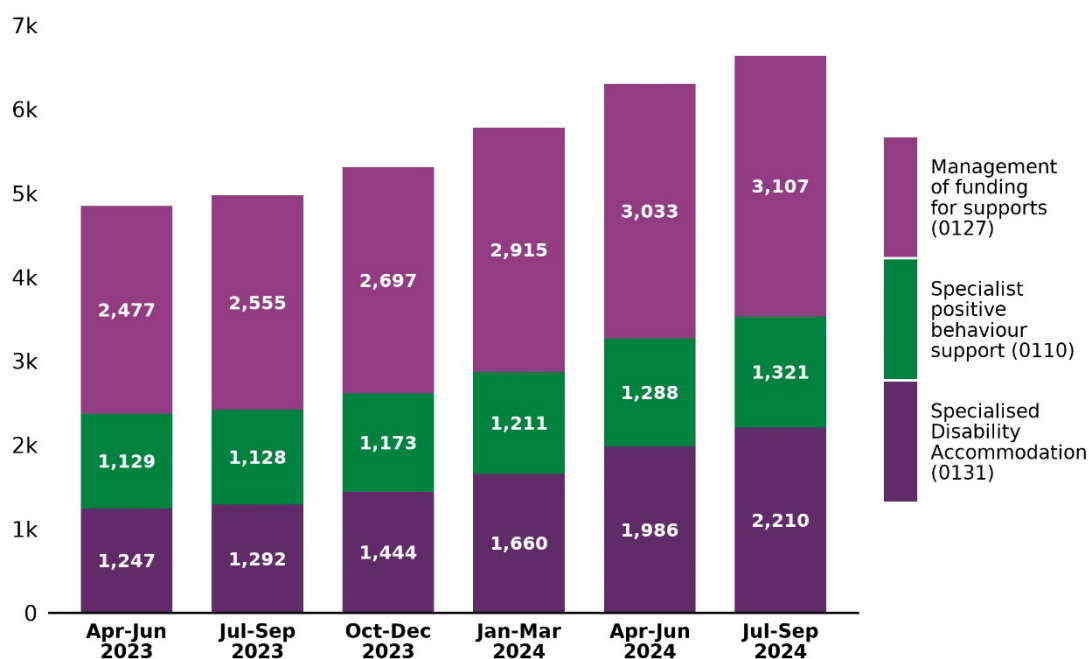


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their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

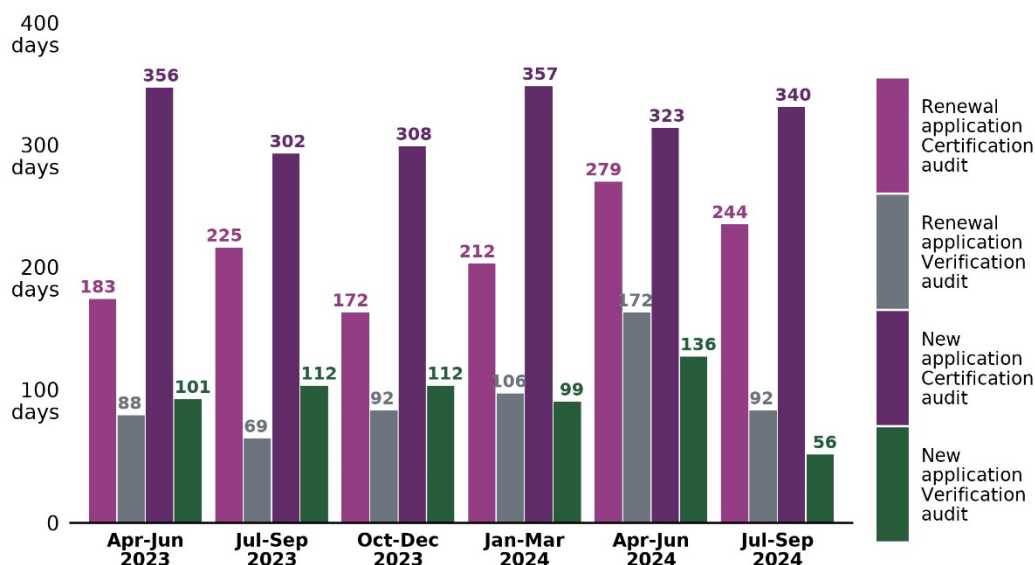
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type²

Jurisdiction	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023	Jan - Mar 2024	Apr - Jun 2024	Jul - Sep 2024
Delivery Requirement	6,386	6,640	7,297	8,587	10,034	10,803
Timing of Audit	3,309	3,552	4,321	5,648	7,200	8,063
Registration Duration	1,394	1,346	1,328	1,311	1,293	1,275
Type of Audit	56	53	83	87	105	109
Restricted Registration Groups	4	4	5	5	5	6
Restricted Supports	1	1	1	2	2	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}

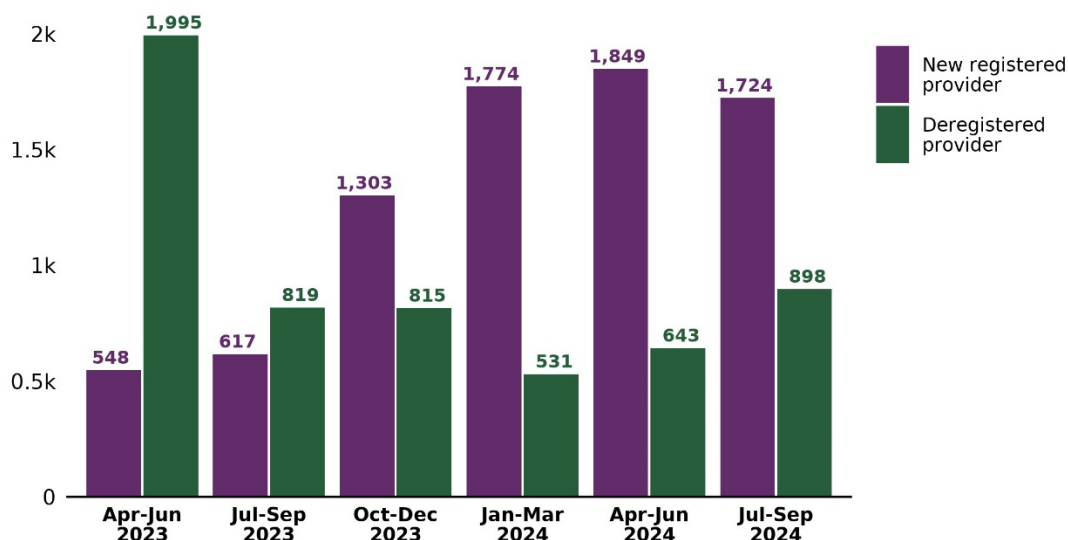
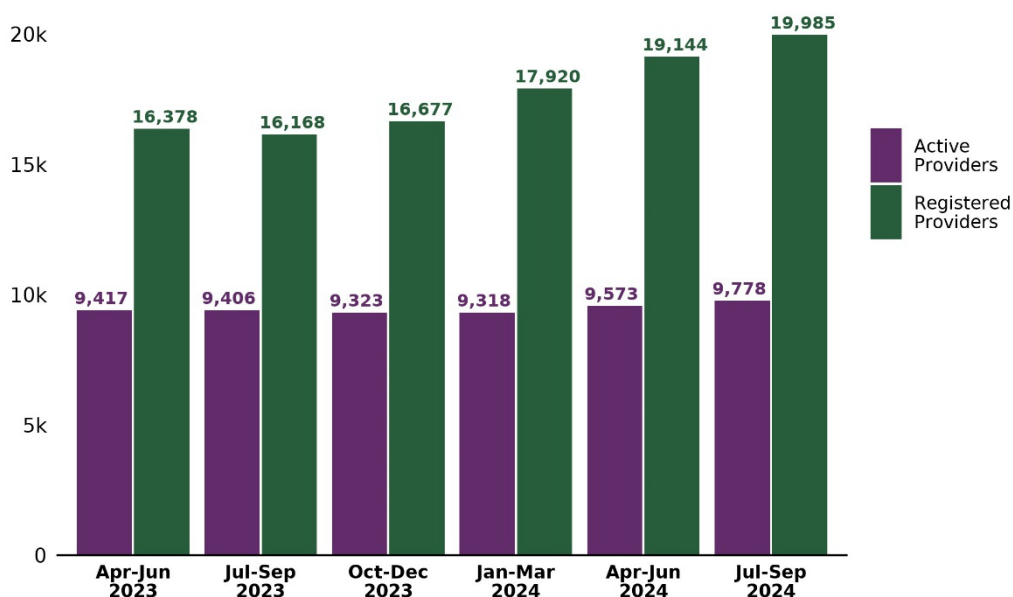


Figure 18: Registered provider count and payment claim

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



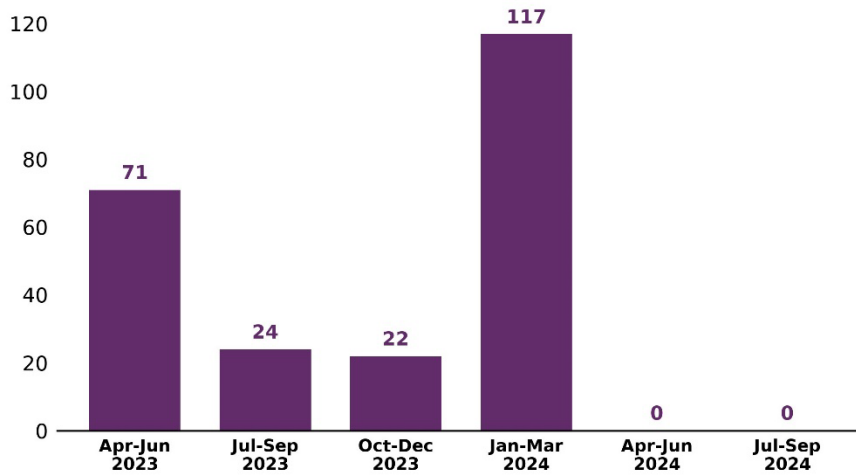
5 Count of new providers excludes registration renewals.

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. Approved Quality Auditor training is delivered in accordance with market demand. A record number of Auditors were trained in January to March 2023-24 which has resulted in diminished demand from April 2024 onwards

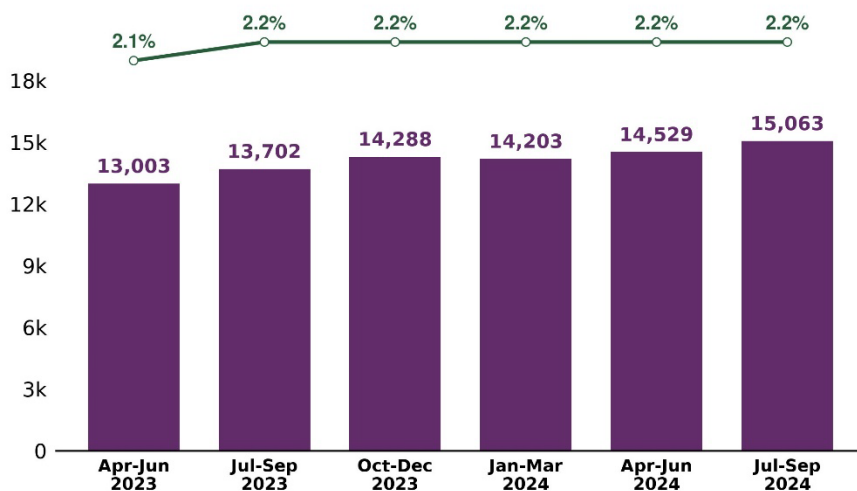
Regulated restrictive practices

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

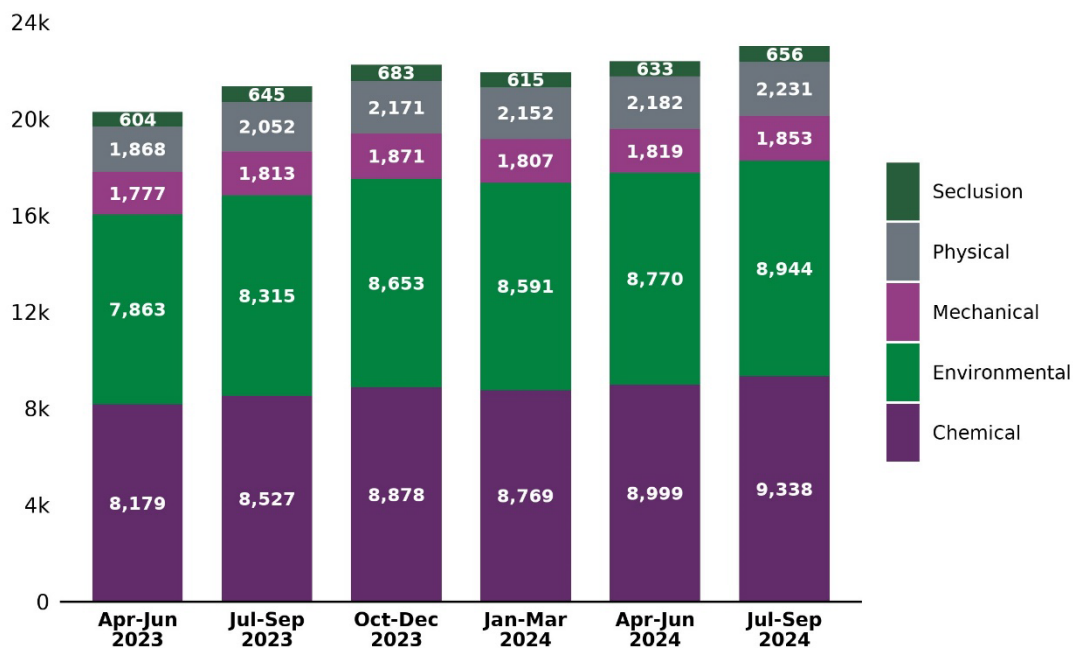


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

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.

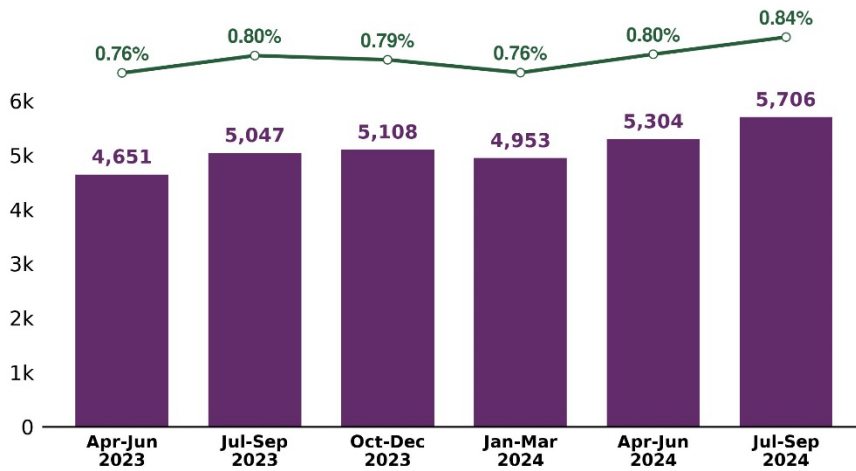
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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

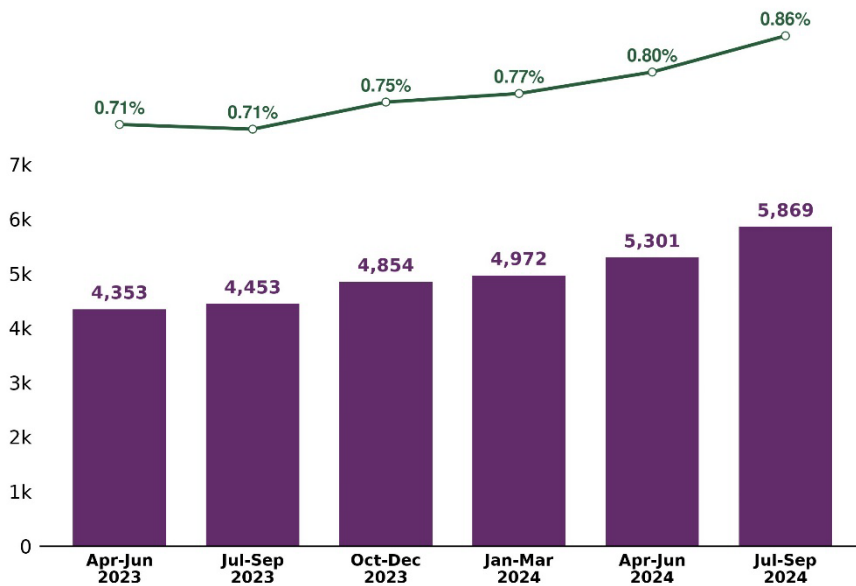
Reportable incidents

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 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

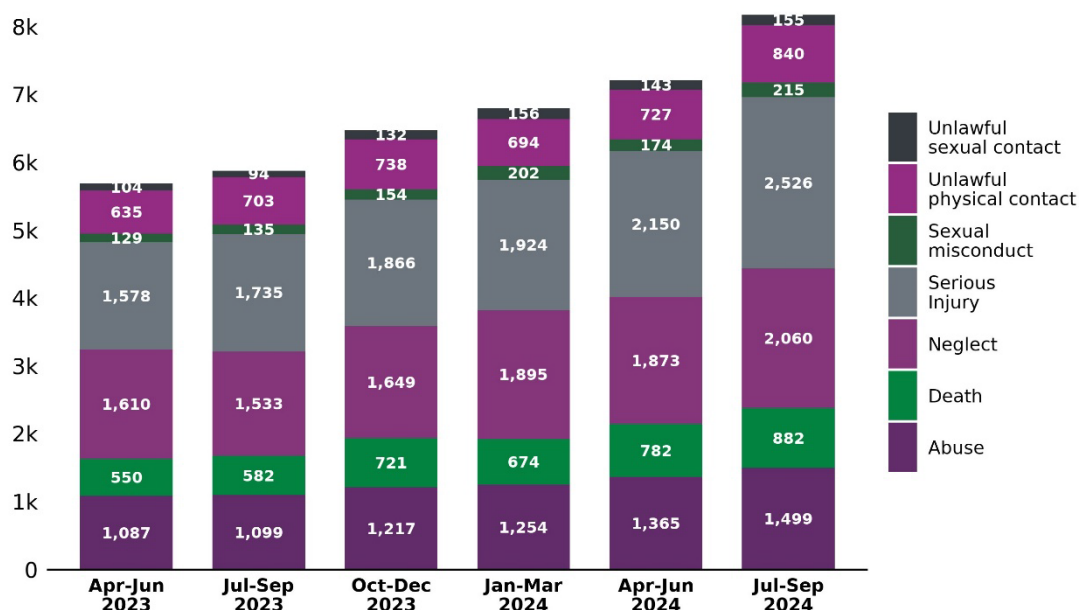
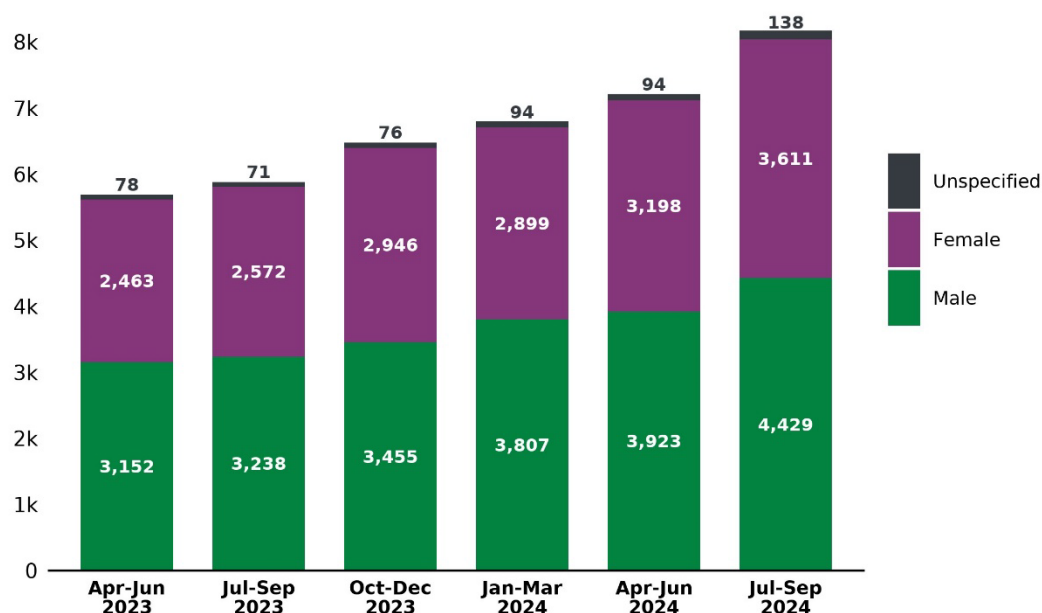


Figure 25: Reportable incidents by gender

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



³ NDIS participant gender source: NDIA. '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

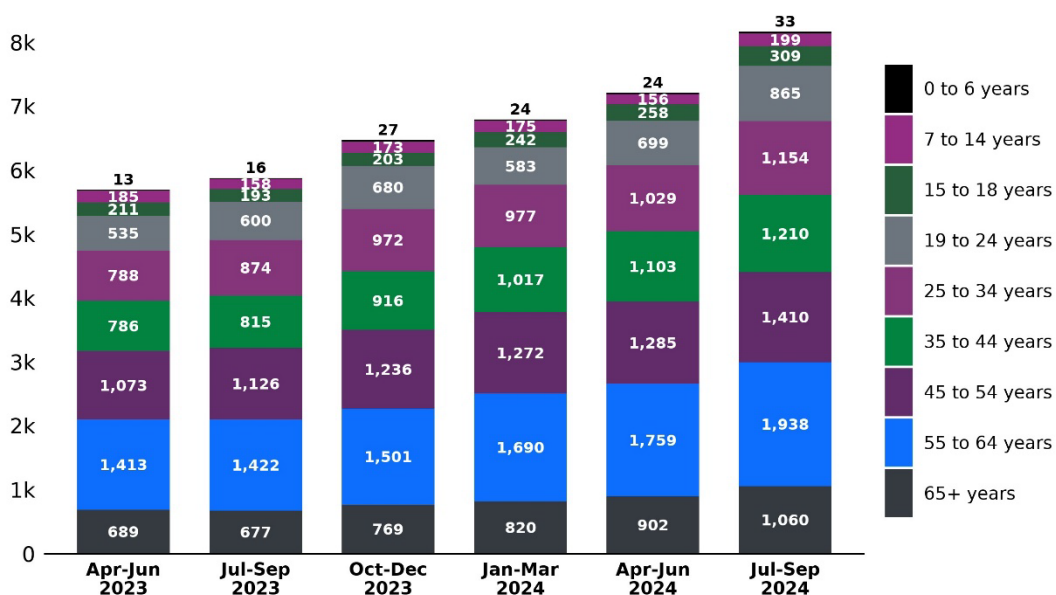
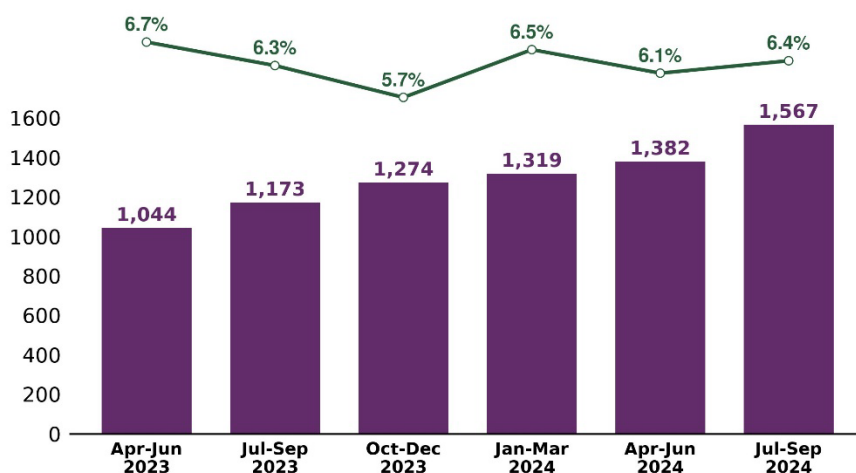


Figure 27: Reportable incidents reported to police

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

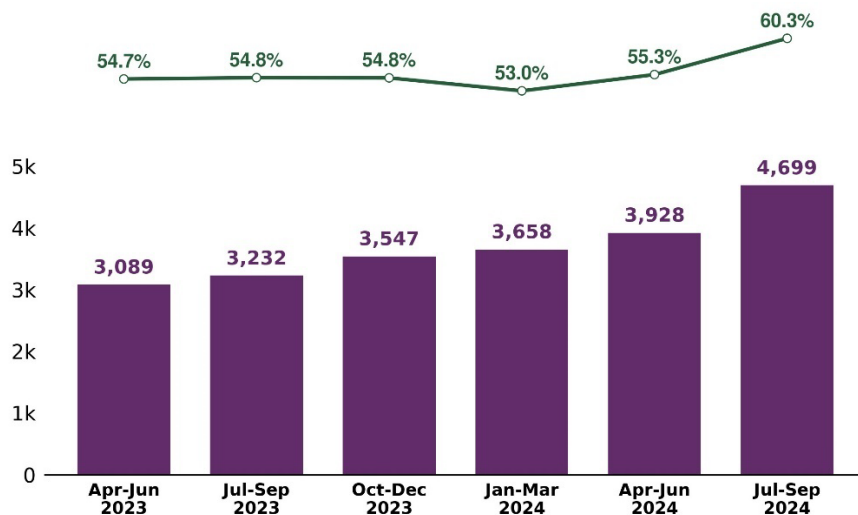
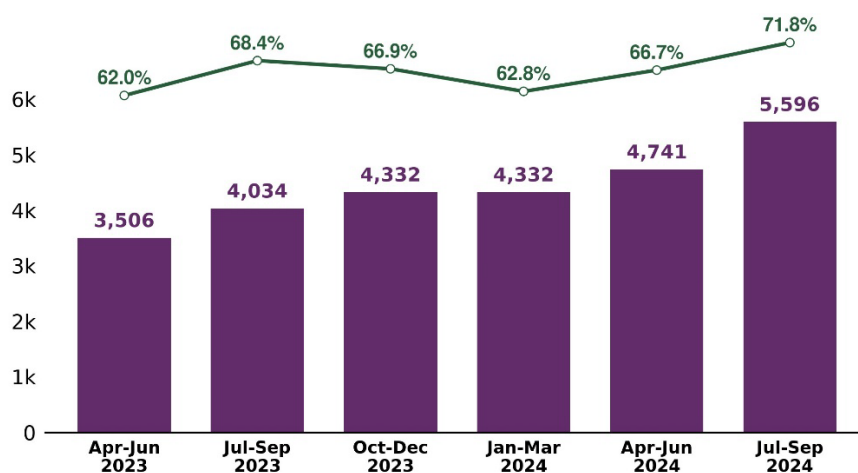


Figure 29: Reportable incidents notification timeframe – 5 day

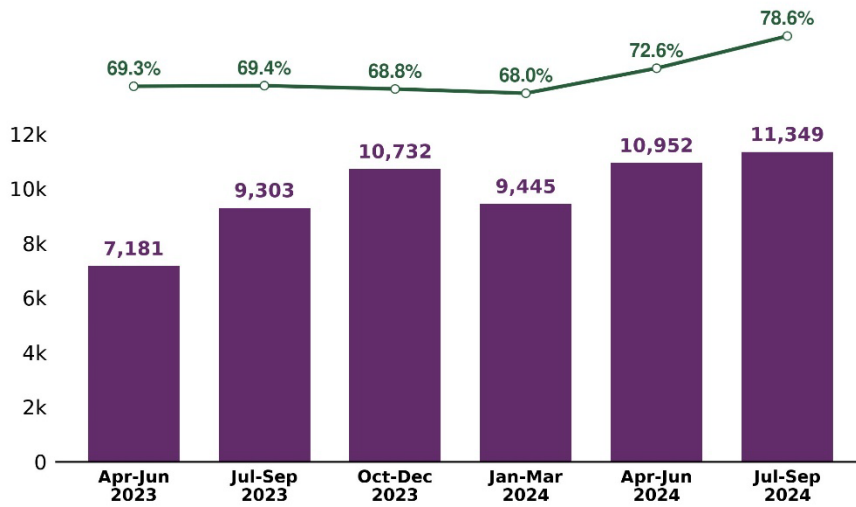
Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive 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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	99	104	119	127	144	154
NSW	2,078	2,342	2,588	2,767	2,954	3,166
NT	75	81	89	93	110	118
QLD	879	999	1,162	1,245	1,362	1,458
SA	540	608	683	734	785	826
TAS	134	146	161	168	183	189
VIC	1,351	1,502	1,669	1,813	1,991	2,125
WA	707	765	831	869	947	1,016
Data not available	0	0	0	1	1	0

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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
Banning order	1	1	3	1	2	3
Civil penalty proceedings	0	0	2	0	1	1
Compliance notice variation	1	1	0	0	0	0
Compliance notice	8	7	18	6	8	13
Conditions on registration	2	1	2	0	1	1
Corrective action request	21	120	97	4	15	3
Education	1,247	22	2,655	3,757	194	256
Enforceable undertaking	0	0	2	0	2	0
Infringement notice	1	15	115	4	9	6
Refusal of Registration	1,406	369	334	9,759	84	1,689
Revocation of Registration	5	36	42	75	34	248
Suspend registration	3	5	2	1	1	3
Vary registration	0	1	0	0	0	0
Warning letter	5	10	3,360	8	49	9
Total	2,700	588	6,632	13,615	400	2,232

Unregistered providers

Compliance activity outcome	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
Banning order	3	2	6	13	6	6
Banning order variation	1	0	0	0	0	0
Compliance notice	2	0	2	0	0	0
Corrective action request	1	0	15	0	0	0
Education	4	92	7	13	2	10
Enforceable undertaking	0	0	1	0	0	0
Other registration decision	0	1	0	0	0	0
Warning letter	3	1	2	2	3	8
Total	14	96	33	28	11	24

Individuals

Compliance activity outcome	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
Banning order	14	13	38	23	16	23
Banning order revocation	0	1	0	0	0	0
Banning order variation	4	1	4	0	1	2
Compliance notice	0	0	0	0	1	0
Education	2	2	6,746	7,232	10	117
Infringement notice	0	0	2	1	0	0
Warning letter	1	10	18	26	69	184
Withdrawal of suspension	0	0	0	0	0	1
Total	21	27	6,808	7,282	97	327

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	Apr – Jun 2023		Jul – Sep 2023		Oct – Dec 2023		Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024	
ACT	9,351	10.5%	10,200	9.1%	11,065	8.5%	12,319	11.3%	13,358	8.4%	14,500	8.5%
NSW	221,080	11.2%	244,033	10.4%	262,401	7.5%	283,356	8.0%	302,694	6.8%	321,909	6.3%
NT	5,442	16.7%	5,990	10.1%	6,370	6.3%	6,950	9.1%	7,927	14.1%	8,877	12.0%
QLD	210,543	11.4%	234,453	11.4%	251,871	7.4%	272,554	8.2%	289,137	6.1%	304,991	5.5%
SA	67,411	15.1%	75,311	11.7%	81,889	8.7%	89,913	9.8%	96,835	7.7%	103,065	6.4%
TAS	17,467	11.8%	19,273	10.3%	21,082	9.4%	22,595	7.2%	23,847	5.5%	25,055	5.1%
VIC	189,457	10.8%	208,216	9.9%	224,813	8.0%	243,755	8.4%	261,109	7.1%	279,720	7.1%
WA	78,627	9.6%	86,526	10.0%	92,711	7.1%	99,591	7.4%	105,917	6.4%	112,316	6.0%
National	799,110	11.3%	883,659	10.6%	951,775	7.7%	1,030,537	8.3%	1,100,259	6.8%	1,169,783	6.3%

NDIS Worker Screening Check pending applications

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

Jurisdiction	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	0	0	0	0	0	0
NSW	1,159	787	633	1,036	1,203	1,156
NT	120	83	90	66	76	92
QLD	4,123	4,403	3,164	2,759	2,163	2,111
SA	22	14	13	12	34	20
TAS	395	527	386	267	137	170
VIC	918	879	589	568	680	642
WA	347	634	428	248	182	214

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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	0	0	0	0	0	0
NSW	16	24	41	33	28	32
NT	0	0	0	0	0	0
QLD	306	342	358	328	315	278
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	10	16	17	19	18	20
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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	6,815	7,515	8,196	9,169	10,220	11,217
NSW	213,430	236,040	254,122	273,602	292,201	310,826
NT	5,229	5,815	6,169	6,745	7,661	8,569
QLD	196,971	219,551	237,373	257,347	274,133	289,526
SA	65,438	73,628	80,091	87,926	94,577	101,052
TAS	15,752	17,308	19,057	20,608	21,952	23,058
VIC	181,643	199,819	215,577	233,461	249,961	267,619
WA	77,448	85,003	91,253	98,120	104,508	110,835

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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	1	1	1	1	1	1
NSW	277	358	431	507	616	704
NT	15	16	17	19	19	22
QLD	60	73	84	108	149	210
SA	101	126	164	202	231	265
TAS	3	5	5	6	6	8
VIC	184	249	304	375	454	546
WA	92	103	121	135	163	193

NDIS Worker Screening Check suspensions

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

Jurisdiction	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	2	2	2	3	3	4
NSW	24	17	28	37	42	35
NT	2	2	2	2	2	2
QLD	145	203	246	279	343	384
SA	9	22	20	20	30	34
TAS	0	1	2	5	6	8
VIC	26	27	34	46	53	33
WA	65	66	71	80	81	85

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	Apr – Jun 2023		Jul – Sep 2023		Oct – Dec 2023		Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024	
ACT	185	1.8%	207	2.0%	205	1.9%	204	1.9%	209	1.9%	235	2.1%
NSW	4,291	2.3%	4,435	2.3%	4,597	2.4%	4,425	2.3%	4,545	2.3%	4,787	2.4%
NT	185	3.3%	185	3.2%	188	3.2%	200	3.4%	216	3.6%	215	3.5%
QLD	1,588	1.2%	1,640	1.2%	1,707	1.2%	1,815	1.3%	1,851	1.3%	1,959	1.3%
SA	1,332	2.5%	1,529	2.8%	1,608	2.9%	1,566	2.8%	1,571	2.8%	1,625	2.8%
TAS	364	2.7%	383	2.8%	388	2.8%	384	2.8%	382	2.7%	390	2.7%
VIC	3,498	2.1%	3,648	2.2%	3,825	2.2%	3,866	2.2%	4,024	2.3%	4,137	2.3%
WA	1,560	3.0%	1,675	3.1%	1,770	3.2%	1,743	3.1%	1,731	3.0%	1,715	2.9%
National	13,003	2.1%	13,702	2.2%	14,288	2.2%	14,203	2.2%	14,529	2.2%	15,063	2.2%

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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	Chemical	128	139	143	145	147	168
	Environmental	91	111	109	106	113	120
	Mechanical	16	13	17	13	16	19
	Physical	21	24	20	22	18	20
	Seclusion	3	4	6	4	3	3

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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
NSW	Chemical	2,586	2,623	2,695	2,554	2,624	2,758
	Environmental	2,710	2,815	2,932	2,838	2,888	3,031
	Mechanical	674	665	688	652	666	706
	Physical	455	497	523	511	541	581
	Seclusion	168	180	180	155	156	179
	Unknown type	0	0	3	0	0	0
NT	Chemical	104	103	108	105	109	109
	Environmental	127	133	131	145	159	159
	Mechanical	11	11	11	11	10	8
	Physical	17	12	17	15	12	17
	Seclusion	4	6	5	6	4	6
QLD	Chemical	770	787	812	858	885	935
	Environmental	869	868	924	1,004	1,049	1,080
	Mechanical	211	211	219	238	242	238
	Physical	569	633	659	712	703	724
	Seclusion	86	97	117	114	121	119
SA	Chemical	676	765	829	808	818	849
	Environmental	939	1,100	1,151	1,123	1,105	1,119
	Mechanical	199	215	227	208	208	210
	Physical	324	355	378	345	352	353
	Seclusion	86	99	103	84	95	92
	Unknown type	1	1	0	1	0	0
TAS	Chemical	175	195	179	171	159	161
	Environmental	245	256	258	254	267	272
	Mechanical	52	56	63	63	62	63
	Physical	119	127	134	138	137	127
	Seclusion	45	46	41	38	39	44
VIC	Chemical	2,799	2,919	3,041	3,071	3,207	3,318
	Environmental	1,845	1,897	1,954	1,966	2,038	2,043
	Mechanical	411	422	417	411	411	402
	Physical	192	211	229	189	197	194
	Seclusion	125	106	112	98	97	102

Jurisdiction	Restrictive practice type	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
WA	Chemical	941	996	1,071	1,057	1,050	1,040
	Environmental	1,037	1,135	1,194	1,155	1,151	1,120
	Mechanical	203	220	229	211	204	207
	Physical	171	193	211	220	222	215
	Seclusion	87	107	119	116	118	111
	Unknown type	0	0	1	0	0	0

Unauthorised restrictive practices

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

Jurisdiction	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	95	119	106	110	126	123
NSW	1,674	1,763	1,753	1,617	1,792	1,969
NT	77	78	76	78	95	107
QLD	674	749	830	864	879	923
SA	405	465	446	478	523	552
TAS	196	213	206	191	220	225
VIC	954	1,058	1,060	980	1,042	1,153
WA	576	602	631	635	627	654

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 practice types

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

Jurisdiction	Restrictive practice type	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	Chemical	66	67	65	75	82	80
	Environmental	38	57	48	41	61	56
	Mechanical	5	4	9	6	7	11
	Physical	11	16	11	10	8	10
	Seclusion	1	1	2	1	1	1
NSW	Chemical	845	879	858	735	825	931
	Environmental	913	961	983	894	988	1,088
	Mechanical	156	164	154	158	181	179
	Physical	181	231	229	252	266	308
	Seclusion	36	48	51	39	45	67
	Unknown type	0	0	3	0	0	0
NT	Chemical	37	39	40	38	43	46
	Environmental	45	48	48	55	67	69
	Mechanical	2	1	3	3	2	3
	Physical	11	6	11	10	6	13
	Seclusion	0	2	2	4	1	3
QLD	Chemical	236	271	294	304	312	324
	Environmental	273	280	319	339	356	377
	Mechanical	52	45	62	70	76	72
	Physical	211	257	300	337	327	361
	Seclusion	34	44	58	47	48	50

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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
SA	Chemical	143	150	126	168	206	226
	Environmental	217	281	248	282	309	319
	Mechanical	37	48	46	47	53	50
	Physical	95	95	90	93	95	112
	Seclusion	15	21	17	19	22	26
	Unknown type	1	1	0	1	0	0
TAS	Chemical	49	70	47	36	38	36
	Environmental	121	126	123	108	125	133
	Mechanical	19	18	16	17	18	22
	Physical	66	70	78	81	85	78
	Seclusion	14	16	12	13	19	25
VIC	Chemical	630	717	700	661	657	756
	Environmental	374	428	410	368	417	460
	Mechanical	92	90	90	89	93	99
	Physical	70	85	103	98	113	120
	Seclusion	26	8	19	12	14	21
WA	Chemical	283	288	305	304	319	317
	Environmental	323	338	357	354	341	350
	Mechanical	66	65	64	62	55	50
	Physical	59	61	63	79	78	84
	Seclusion	14	22	26	28	26	26
	Unknown type	0	0	1	0	0	0
National	Chemical	2,289	2,481	2,435	2,321	2,482	2,716
	Environmental	2,304	2,519	2,536	2,441	2,664	2,852
	Mechanical	429	435	444	452	485	486
	Physical	704	821	885	960	978	1086
	Seclusion	140	162	187	163	176	219
	Unknown type	1	1	4	1	0	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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
ACT	Abuse	11	10	9	9	3	2
	Death	13	3	18	10	16	22
	Neglect	12	6	9	17	22	29
	Serious Injury	14	15	17	24	40	39
	Sexual misconduct	1	1	2	1	1	1
	Unlawful physical contact	1	5	2	8	5	5
	Unlawful sexual contact	2	3	2	4	3	0
NSW	Abuse	435	436	456	469	467	520
	Death	198	220	267	240	256	341
	Neglect	457	476	547	767	653	660
	Serious Injury	520	660	663	630	633	720
	Sexual misconduct	46	41	43	71	52	64
	Unlawful physical contact	269	299	299	326	342	428
	Unlawful sexual contact	23	31	45	51	44	50
NT	Abuse	8	4	9	12	10	13
	Death	8	12	9	11	11	10
	Neglect	27	25	28	22	34	46
	Serious Injury	28	29	27	32	36	43
	Sexual misconduct	0	2	1	0	2	5
	Unlawful physical contact	5	5	18	11	9	11
	Unlawful sexual contact	1	0	0	0	0	4
QLD	Abuse	110	141	231	241	232	223
	Death	126	115	129	141	141	125
	Neglect	191	186	256	313	315	375
	Serious Injury	223	209	281	370	401	489
	Sexual misconduct	18	34	27	40	54	51
	Unlawful physical contact	54	44	96	84	79	95
	Unlawful sexual contact	23	14	28	34	32	36
	Unknown type	0	0	0	0	0	1

Jurisdiction	Reportable incident type	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
SA	Abuse	192	186	189	212	256	244
	Death	45	50	74	72	79	90
	Neglect	299	230	256	241	253	327
	Serious Injury	145	165	202	198	207	309
	Sexual misconduct	20	22	34	25	14	35
	Unlawful physical contact	51	53	54	51	31	43
	Unlawful sexual contact	9	11	11	14	17	19
TAS	Abuse	31	27	27	44	51	57
	Death	12	14	14	12	7	29
	Neglect	52	65	64	52	99	88
	Serious Injury	74	89	76	67	82	131
	Sexual misconduct	8	4	8	11	4	6
	Unlawful physical contact	38	41	21	15	20	18
	Unlawful sexual contact	3	7	5	3	5	5
VIC	Abuse	234	238	211	188	275	327
	Death	99	115	143	127	201	208
	Neglect	474	420	367	379	390	377
	Serious Injury	387	336	370	348	475	506
	Sexual misconduct	23	23	19	38	35	45
	Unlawful physical contact	185	213	199	167	212	208
	Unlawful sexual contact	26	14	29	38	31	31
	Unknown type	0	0	0	1	0	0
WA	Abuse	66	57	85	79	71	113
	Death	49	53	67	61	71	57
	Neglect	98	125	122	104	107	158
	Serious Injury	187	232	230	255	276	289
	Sexual misconduct	13	8	20	16	12	8
	Unlawful physical contact	32	43	49	32	29	32
	Unlawful sexual contact	17	14	12	12	11	10
	Unknown type	0	0	0	0	1	0

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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
0 – 6 years	Abuse	4	2	9	7	7	10
	Death	2	2	2	1	4	1
	Neglect	3	7	8	7	5	10
	Serious Injury	1	1	7	7	5	7
	Sexual misconduct	0	1	0	0	3	0
	Unlawful physical contact	2	2	1	1	0	3
	Unlawful sexual contact	1	1	0	1	0	2
7 – 14 years	Abuse	41	39	47	42	41	46
	Death	1	1	2	1	5	11
	Neglect	46	54	70	56	48	71
	Serious Injury	41	16	26	32	30	32
	Sexual misconduct	9	12	8	14	13	12
	Unlawful physical contact	42	35	14	23	11	21
	Unlawful sexual contact	5	1	6	7	8	6
15 – 18	Abuse	48	36	33	49	45	56
	Death	5	4	4	1	7	3
	Neglect	60	37	49	79	69	77
	Serious Injury	58	70	70	51	76	108
	Sexual misconduct	12	7	12	17	10	19
	Unlawful physical contact	22	32	29	34	32	33
	Unlawful sexual contact	6	7	6	11	19	13
19 – 24	Abuse	105	109	134	106	140	187
	Death	7	9	15	8	10	10
	Neglect	151	169	169	152	162	206
	Serious Injury	179	199	205	175	219	267
	Sexual misconduct	17	15	26	28	38	36
	Unlawful physical contact	67	81	113	89	105	134
	Unlawful sexual contact	9	18	18	25	24	24
	Unknown type	0	0	0	0	1	1

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
25 – 34	Abuse	178	184	231	213	236	240
	Death	25	23	23	26	22	42
	Neglect	235	210	231	230	287	253
	Serious Injury	195	273	269	311	289	411
	Sexual misconduct	31	37	40	46	37	33
	Unlawful physical contact	108	127	145	117	124	140
	Unlawful sexual contact	16	20	33	33	34	35
	Unknown	0	0	0	1	0	0
35 – 44	Abuse	164	151	194	213	220	237
	Death	30	46	62	50	55	78
	Neglect	207	217	237	296	295	342
	Serious Injury	233	276	262	259	353	320
	Sexual misconduct	26	18	26	30	23	35
	Unlawful physical contact	97	98	111	139	137	164
	Unlawful sexual contact	29	9	24	30	20	34
	45 – 54	Abuse	228	233	214	247	259
Death		95	105	148	118	142	152
Neglect		330	316	313	389	338	378
Serious Injury		284	300	361	351	400	417
Sexual misconduct		11	19	22	27	18	36
Unlawful physical contact		110	140	155	122	113	132
Unlawful sexual contact		15	13	23	18	15	15
55 – 64		Abuse	217	254	260	252	292
	Death	233	243	268	284	327	330
	Neglect	423	367	402	477	445	492
	Serious Injury	398	402	439	510	519	647
	Sexual misconduct	14	20	12	28	24	33
	Unlawful physical contact	112	118	103	117	138	144
	Unlawful sexual contact	16	18	17	22	14	17
	65+ years	Abuse	102	91	95	125	125
Death		152	149	197	185	210	255
Neglect		155	156	170	209	224	231
Serious Injury		189	198	227	228	259	317
Sexual misconduct		9	6	8	12	8	11
Unlawful physical contact		75	70	67	52	67	69
Unlawful sexual contact		7	7	5	9	9	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	Apr – Jun 2023		Jul – Sep 2023		Oct – Dec 2023		Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024	
0-6 years	11	0.0%	16	0.0%	20	0.0%	23	0.0%	23	0.0%	30	0.0%
7-14 years	118	0.1%	92	0.1%	110	0.1%	126	0.1%	135	0.1%	159	0.1%
15-18 years	152	0.3%	111	0.2%	138	0.2%	164	0.3%	175	0.3%	198	0.3%
19-24 years	373	0.7%	398	0.8%	461	0.9%	427	0.8%	482	0.9%	559	1.0%
25-34 years	587	1.1%	649	1.2%	711	1.3%	745	1.3%	743	1.3%	784	1.3%
35-44 years	608	1.3%	612	1.3%	687	1.4%	706	1.5%	737	1.5%	841	1.7%
45-54 years	841	1.5%	879	1.6%	920	1.7%	884	1.6%	917	1.6%	1,032	1.8%
55-64 years	1,127	1.7%	1,142	1.7%	1,199	1.8%	1,278	1.9%	1,377	2.1%	1,441	2.2%
65+ years	542	2.0%	563	1.9%	614	2.0%	624	2.0%	716	2.1%	834	2.4%

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	Apr – Jun 2023	Jul – Sep 2023	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024
Female	Abuse	498	464	536	582	659	698
	Death	229	263	303	266	300	369
	Neglect	650	614	702	694	719	811
	Serious Injury	724	817	920	895	1,066	1,203
	Sexual misconduct	69	65	87	109	92	136
	Unlawful physical contact	226	278	313	251	265	300
	Unlawful sexual contact	67	71	85	101	97	94
	Unknown type	0	0	0	1	0	0
	Male	Abuse	565	619	664	664	687
Death		316	314	417	393	467	498
Neglect		943	901	923	1,180	1,136	1,221
Serious Injury		833	894	918	988	1,051	1,261
Sexual misconduct		60	68	65	90	80	76
Unlawful physical contact		401	420	423	438	455	534
Unlawful sexual contact		34	22	45	54	46	59
Unknown type		0	0	0	0	1	1
Unknown		Abuse	24	16	17	8	19
	Death	5	5	1	15	15	15
	Neglect	17	18	24	21	18	28
	Serious Injury	21	24	28	41	33	62
	Sexual misconduct	0	2	2	3	2	3
	Unlawful physical contact	8	5	2	5	7	6
	Unlawful sexual contact	3	1	2	1	0	2

12 Total NDIS participant population count source: NDIA.



**NDIS Quality
and Safeguards
Commission**

