



NDIS Quality  
and Safeguards  
Commission

Q2 | 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 October 2024 – 31 December 2024.

Key statistics from this report include:

- 50% of complaints were closed within 90 days, an increase compared with 42% last quarter.
- More than 74% of complaints were made by a person with disability or their support person.
- The total number of registered providers increased by 7% to 21,387 this quarter compared with 19,985 last quarter.
- The median calendar days from an audit recommendation submission to registration decision has decreased this quarter across all application and audit types. Most significant is a 76% decrease in median calendar days for renewal application verification audit timeframes compared with last quarter.
- A 5% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- There were 2,059 compliance and enforcement activity outcomes including 1,218 refusal of registration and 597 education activities.

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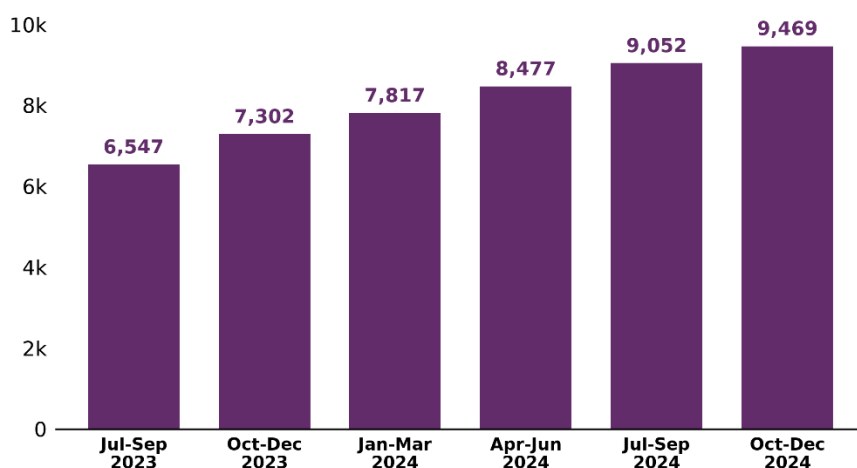
# Behaviour support

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)<sup>1</sup>



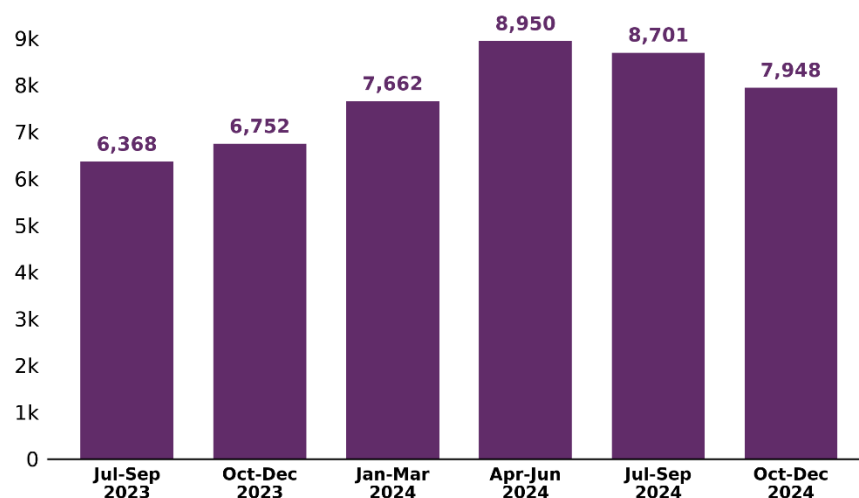
<sup>1</sup> NDIS behaviour support practitioner is someone who has been assessed and is considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

# 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.

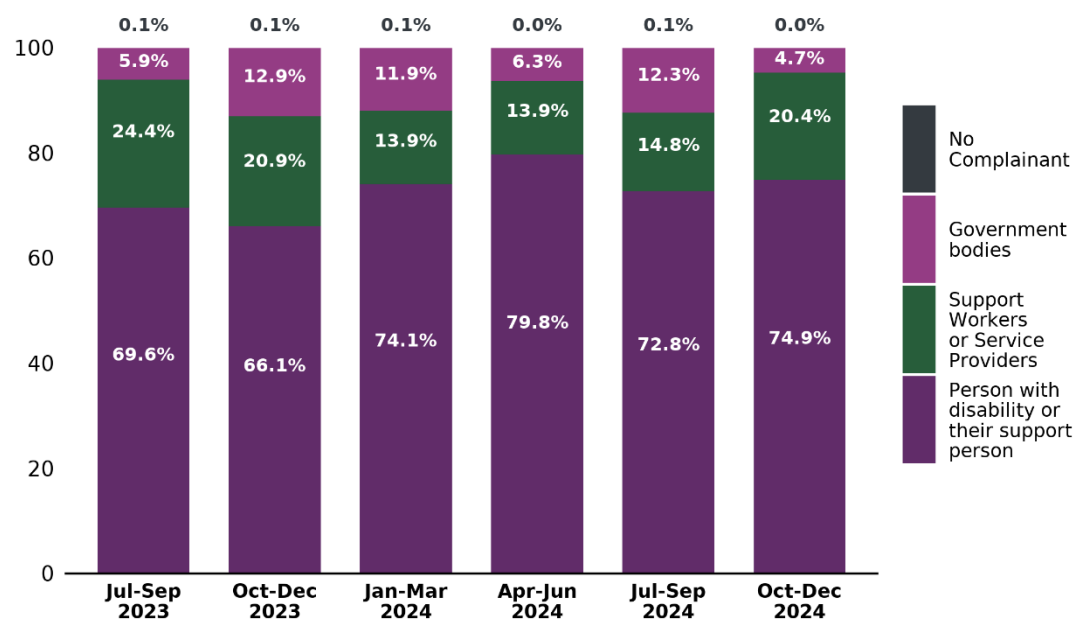
**Figure 2: Complaints received**

Count of complaints received per quarter



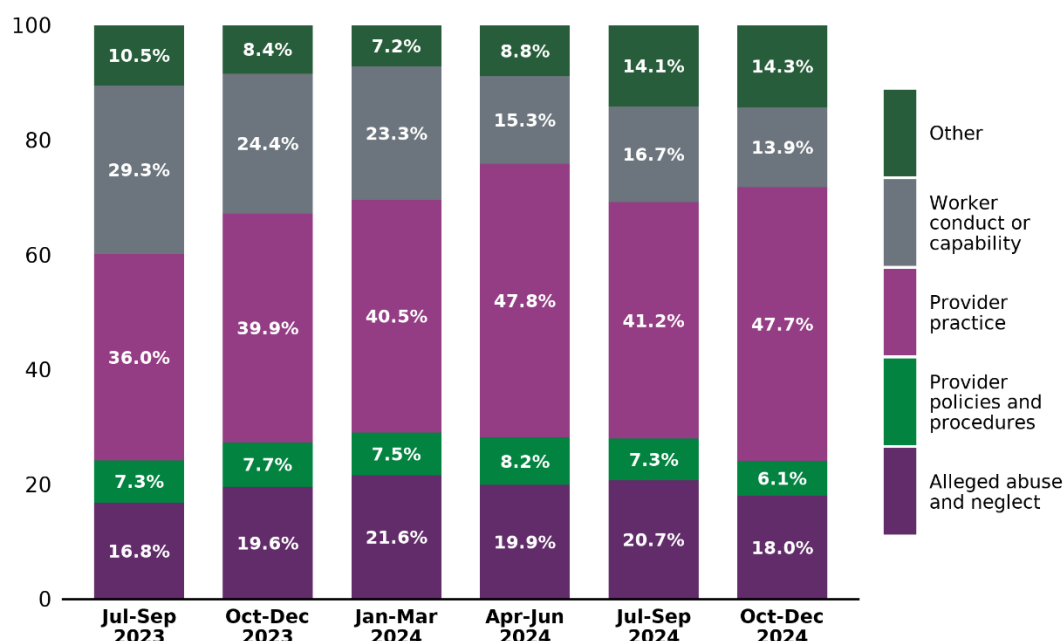
**Figure 3: Complaints received by primary complainant**

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 theme<sup>1</sup>



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.

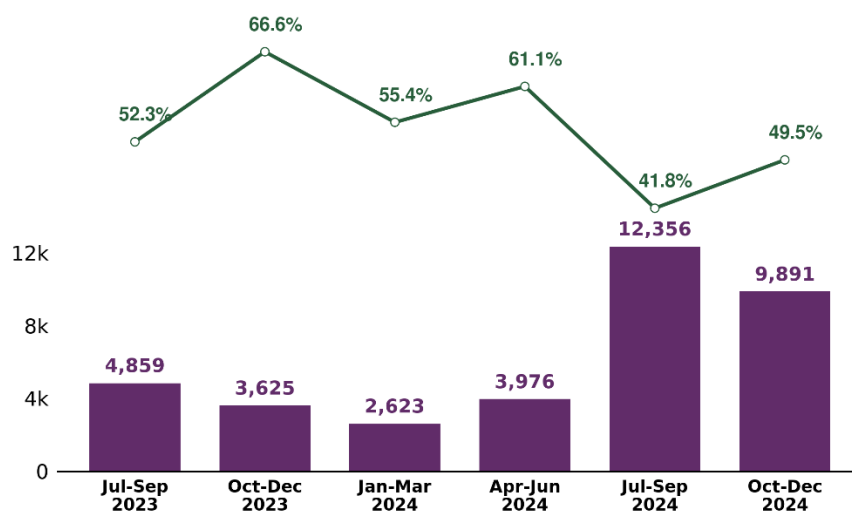
**Worker conduct or capability:** NDIS Providers are required to ensure their workers have the necessary training with the required competence to deliver the supports and services to meet the needs of people with disability. All workers and providers are required to act with honesty, integrity and transparency 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 quarter<sup>2</sup>



- <sup>2</sup> The increase in the number of complaints closed during the most recent quarters 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 inquiries 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.

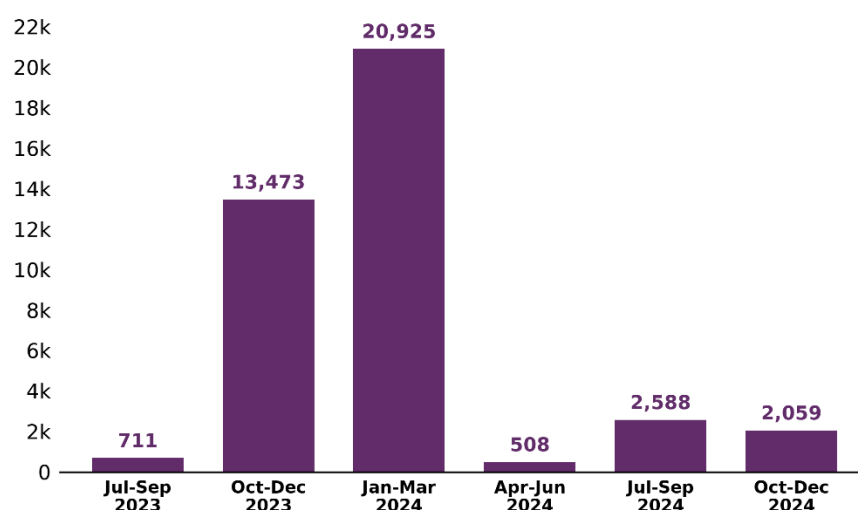
# Compliance and enforcement

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 quarter<sup>1</sup>



<sup>1</sup> 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 | Oct – Dec 2024 |
|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| General/unknown           | 21.8%          | 24.7%          | 25.3%          | 15.9%          | 14.4%          | 17.2%          |
| Worker screening          | 21.1%          | 18.8%          | 18.1%          | 16.3%          | 15.1%          | 12.1%          |
| Registration              | 18.1%          | 16.3%          | 16.5%          | 11.3%          | 15.4%          | 8.7%           |
| Complaints                | 15.4%          | 15.4%          | 16.8%          | 25.6%          | 20.9%          | 22.6%          |
| Out of scope              | 10.3%          | 10.8%          | 10.3%          | 13.2%          | 15.8%          | 14.9%          |
| Portal                    | 6.0%           | 5.7%           | 5.9%           | 5.4%           | 4.2%           | 3.4%           |
| Practice quality          | 3.2%           | 3.6%           | 2.7%           | 5.4%           | 5.4%           | 5.9%           |
| Worker orientation module | 2.1%           | 2.0%           | 2.2%           | 2.8%           | 2.7%           | 2.3%           |
| Reportable incidents      | 1.8%           | 2.4%           | 2.2%           | 4.2%           | 4.4%           | 4.1%           |
| COVID-19                  | 0.2%           | 0.2%           | 0.1%           | 0.0%           | 0.0%           | 0.0%           |

# NDIS Worker Screening Check

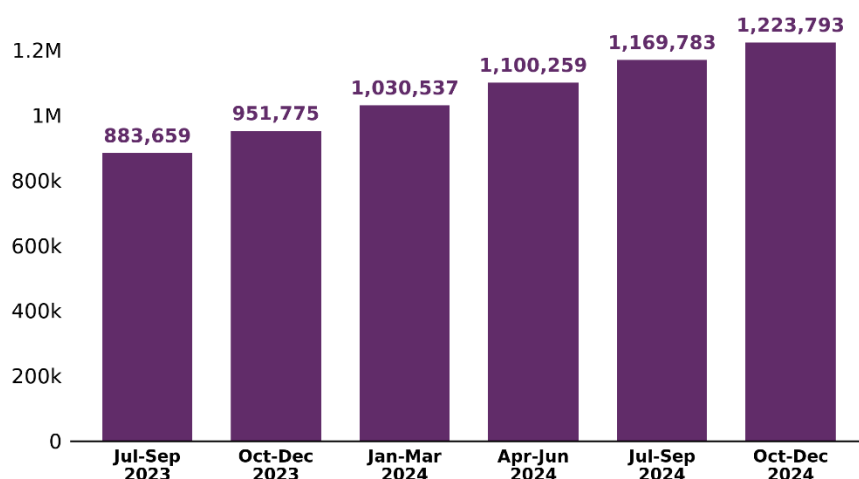
The NDIS Worker Screening Check is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability.

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**

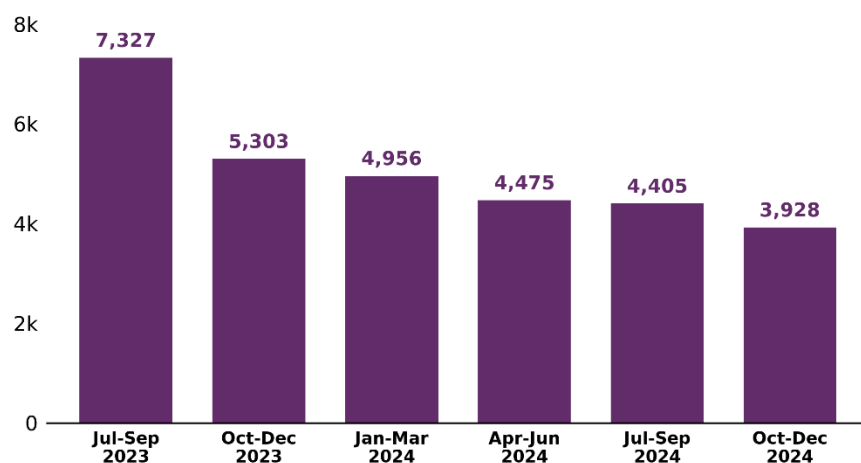
## Figure 8: NDIS Worker Screening Check applications submitted

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)



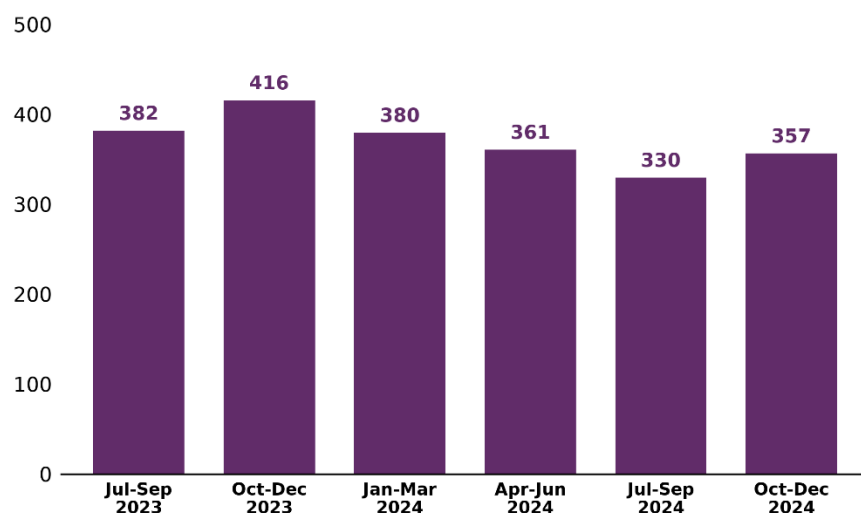
**Figure 9: NDIS Worker Screening Check pending applications**

Count of individuals awaiting decision on their NDIS Worker Screening Check application as at end quarter<sup>1</sup>



**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 quarter<sup>2</sup>

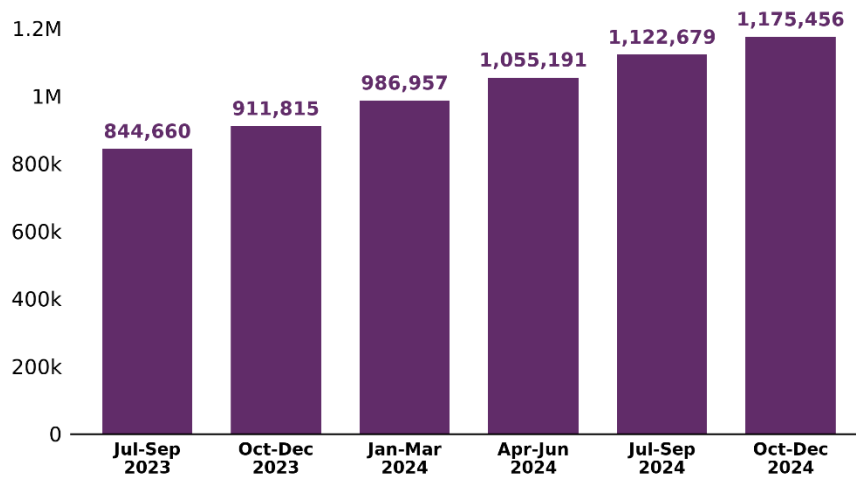


1 NDIS Worker Screening Check pending application: An individual has applied for a decision has not been made on that application by a state or territory government worker screening unit.

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.

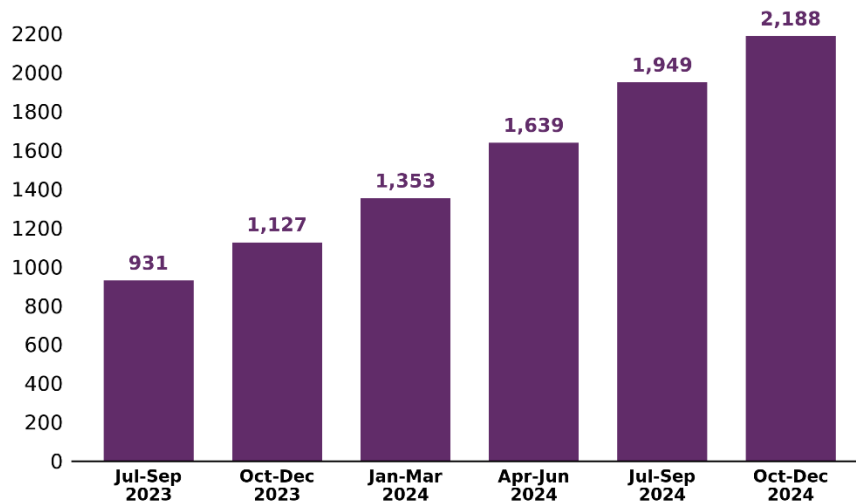
**Figure 11: NDIS Worker Screening Check clearances**

Count of individuals who hold NDIS Worker Screening Check clearance as at end quarter<sup>3</sup>



**Figure 12: NDIS Worker Screening Check exclusions**

Count of individuals with NDIS Worker Screening Check exclusion as at end quarter<sup>4</sup>

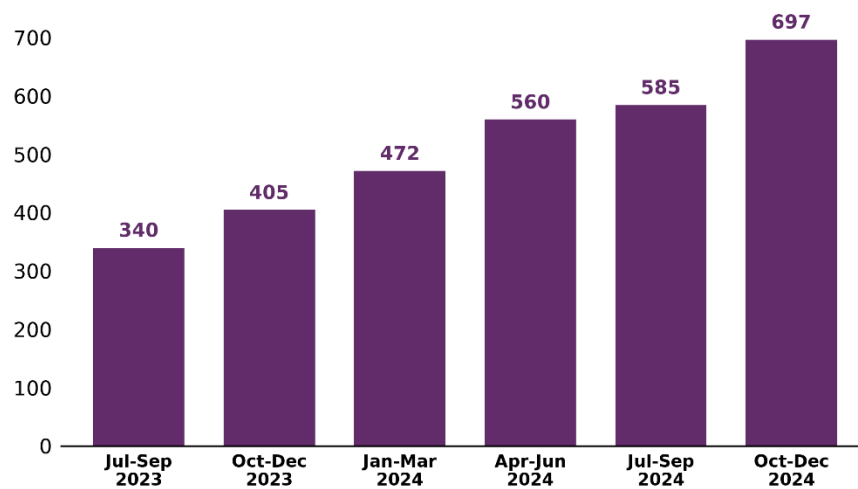


<sup>3</sup> NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

<sup>4</sup> 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 quarter<sup>5</sup>

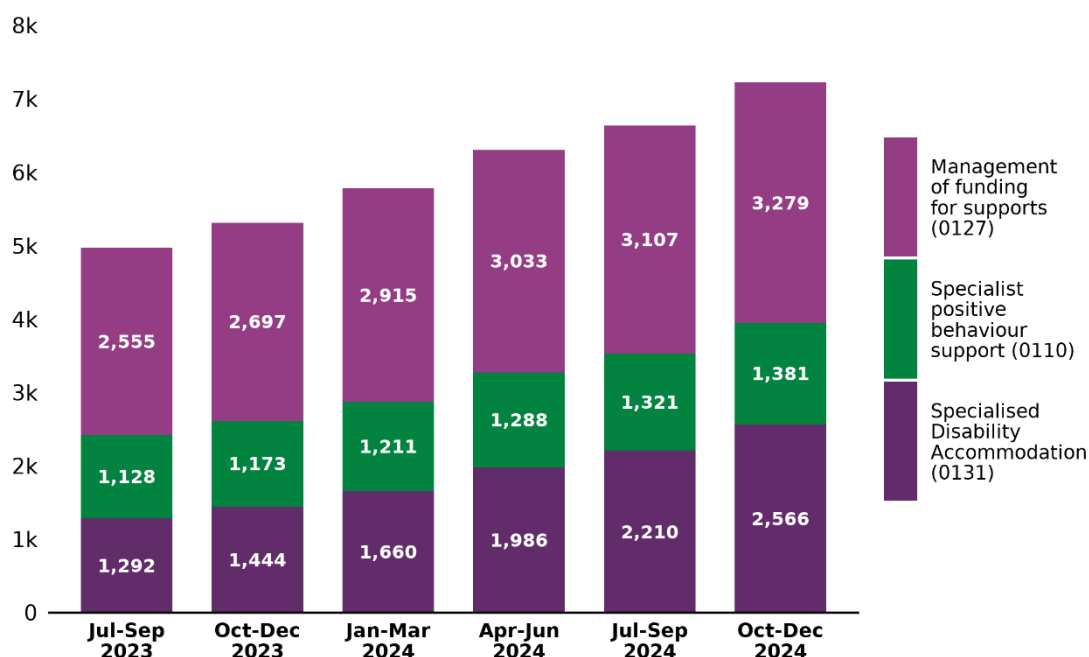


<sup>5</sup> NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role 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 group<sup>1</sup>



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

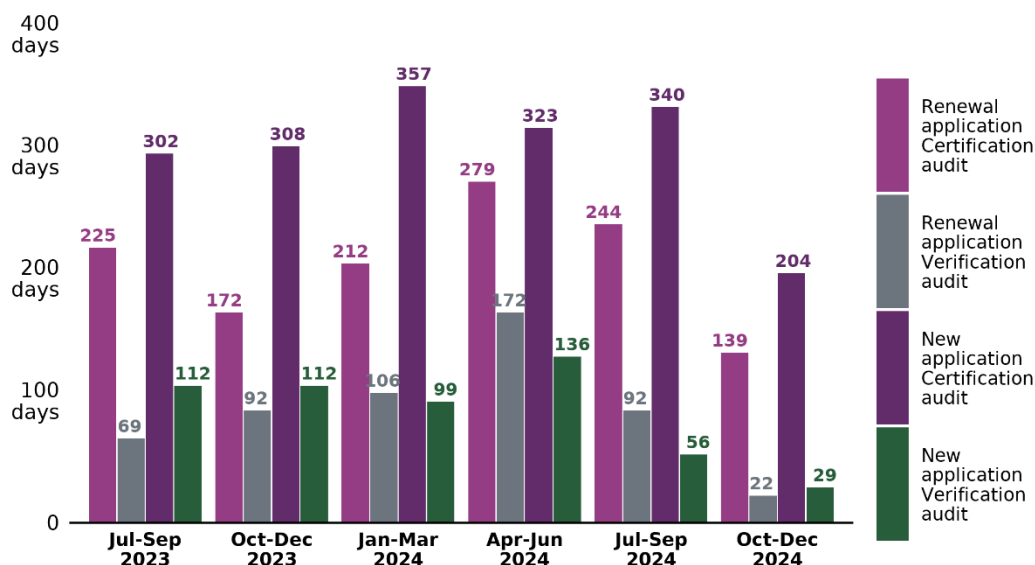
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type<sup>2</sup>

| Jurisdiction                          | Jul – Sep 2023 | Oct - Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul - Sep 2024 | Oct - Dec 2024 |
|---------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>Delivery Requirement</b>           | 6,640          | 7,297          | 8,587          | 10,034         | 10,803         | 12,009         |
| <b>Timing of Audit</b>                | 3,552          | 4,321          | 5,648          | 7,200          | 8,063          | 9,111          |
| <b>Registration Duration</b>          | 1,346          | 1,328          | 1,311          | 1,293          | 1,275          | 1,257          |
| <b>Type of Audit</b>                  | 53             | 83             | 87             | 105            | 109            | 110            |
| <b>Restricted Registration Groups</b> | 4              | 5              | 5              | 5              | 6              | 6              |
| <b>Restricted Supports</b>            | 1              | 1              | 2              | 2              | 2              | 1              |

<sup>2</sup> 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<sup>3,4</sup>



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.

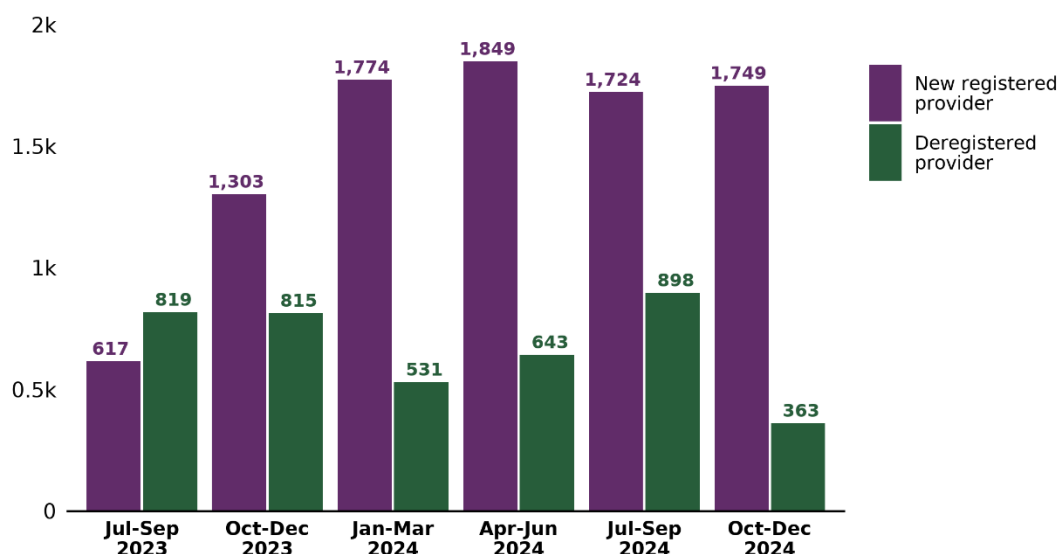
4 Count excludes provider applications where audit recommendation not submitted to the NDIS Commission. It is the responsibility of each applicant to engage an Approved Quality Auditor to undertake an audit as part of application process.

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.

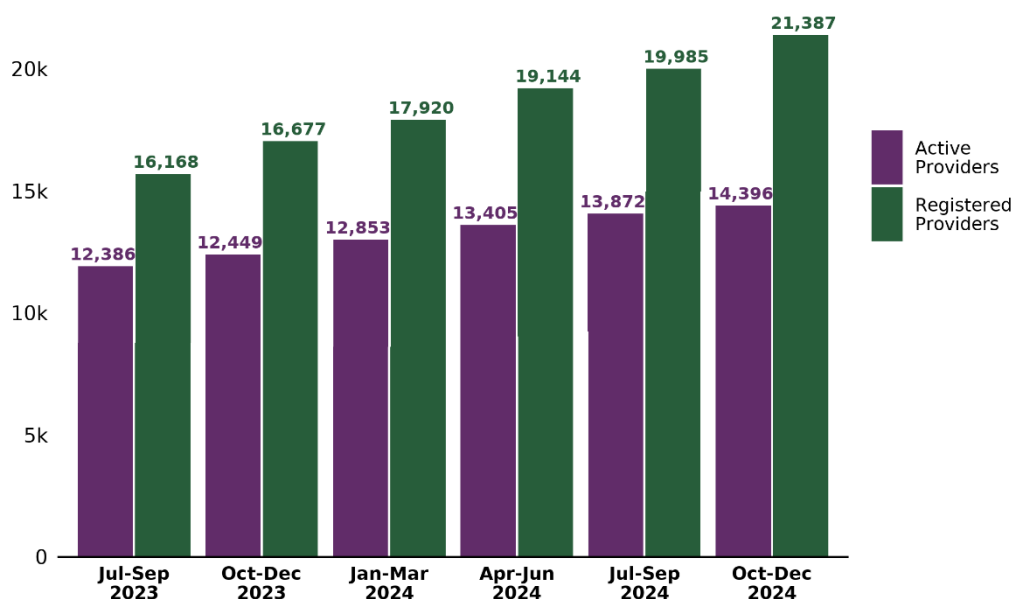
**Figure 17: Registered provider entry/exit**

Count of new registered providers and deregistered providers per quarter<sup>5,6</sup>



**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)<sup>7</sup>



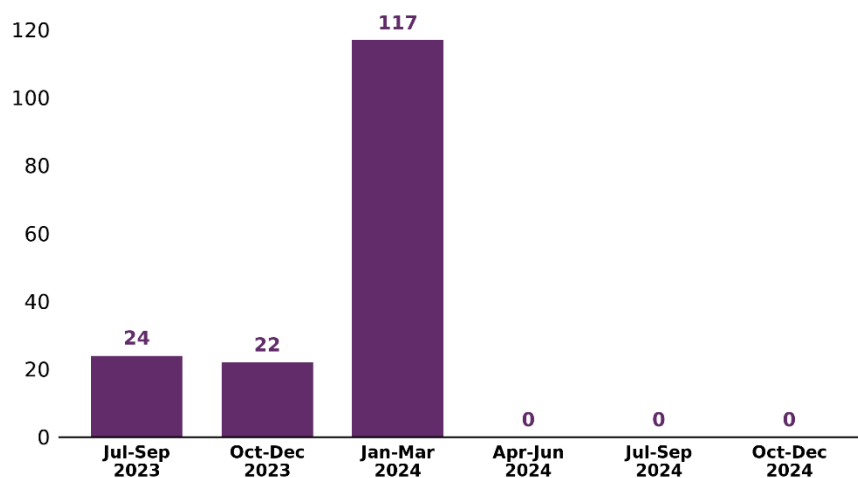
5 Count of new providers excludes registration renewals.

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 Count of active provider includes providers who have claimed a payment from NDIA managed funding in the period and payment is associated with plan and/or agency management type. It excludes providers who provided plan management type services under an agency agreement that only received plan management fees and no other agency managed fee. Active provider counts published prior to quarter 2 of 2024-25 financial year excluded providers who claimed for payment associated with plan management type only. For more information about the NDIA managed funding, visit: <https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding/ndia-managedfunding>.

## Figure 19: Auditors

Count of individual auditors trained per quarter<sup>8</sup>



<sup>8</sup> 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

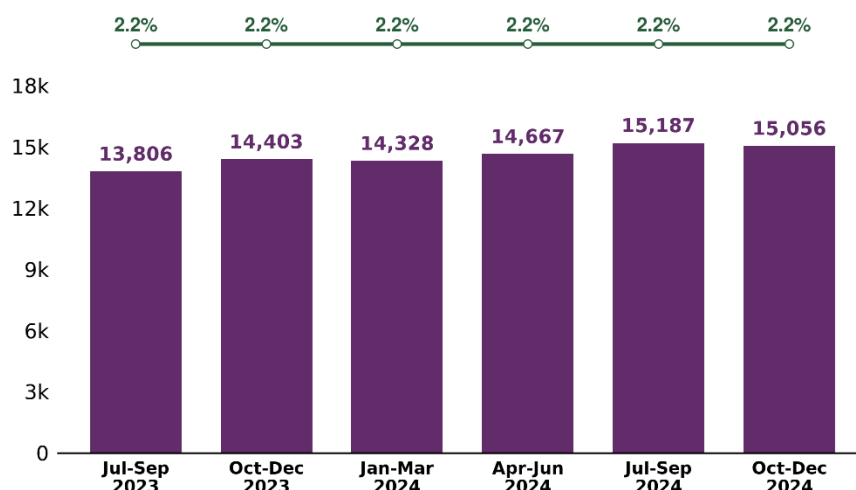
# Regulated restrictive practices

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 participants<sup>1</sup>

**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 population<sup>2</sup>

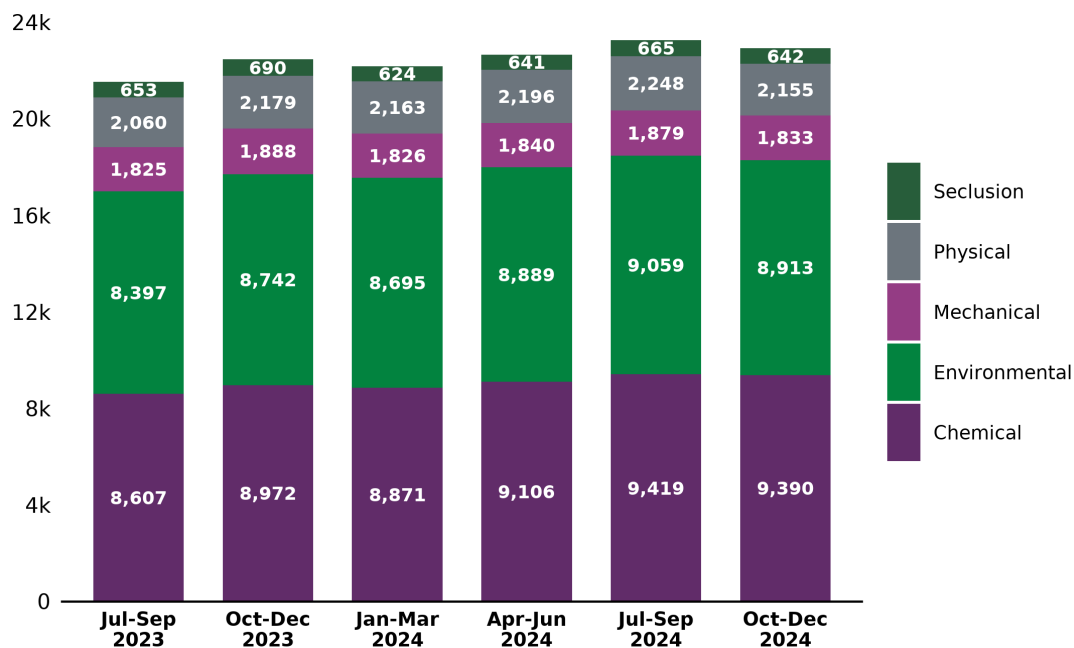


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

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<sup>3,4</sup>



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.

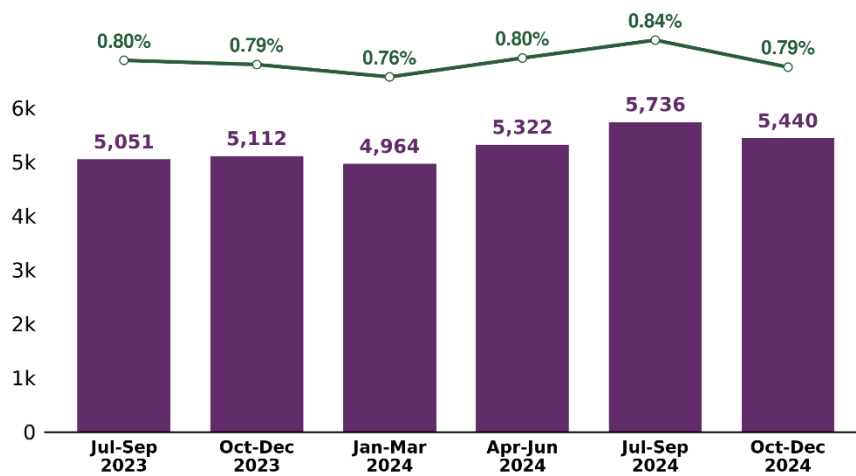
**Mechanical restraint:** the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

**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<sup>5,6</sup>



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

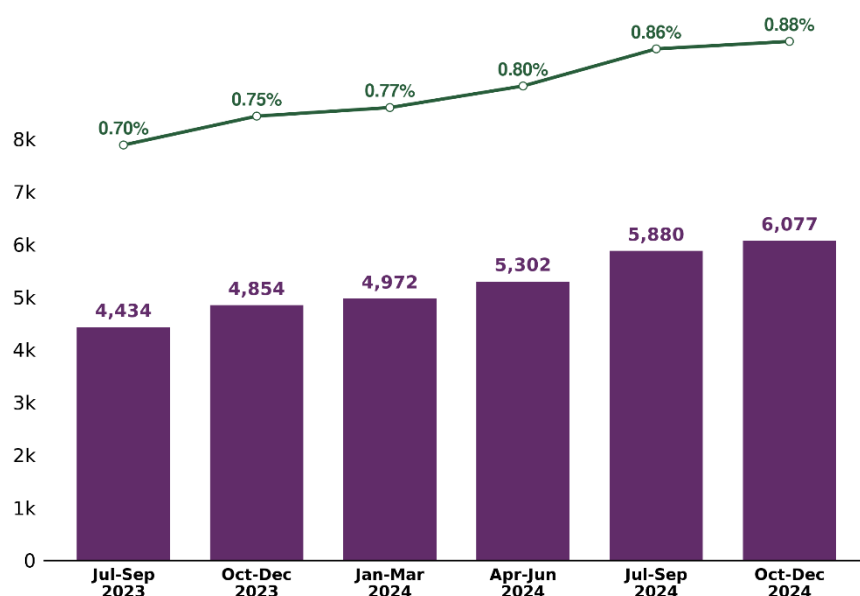
# Reportable incidents

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 <sup>1</sup>

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

**Figure 23: Reportable incident notifications**

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



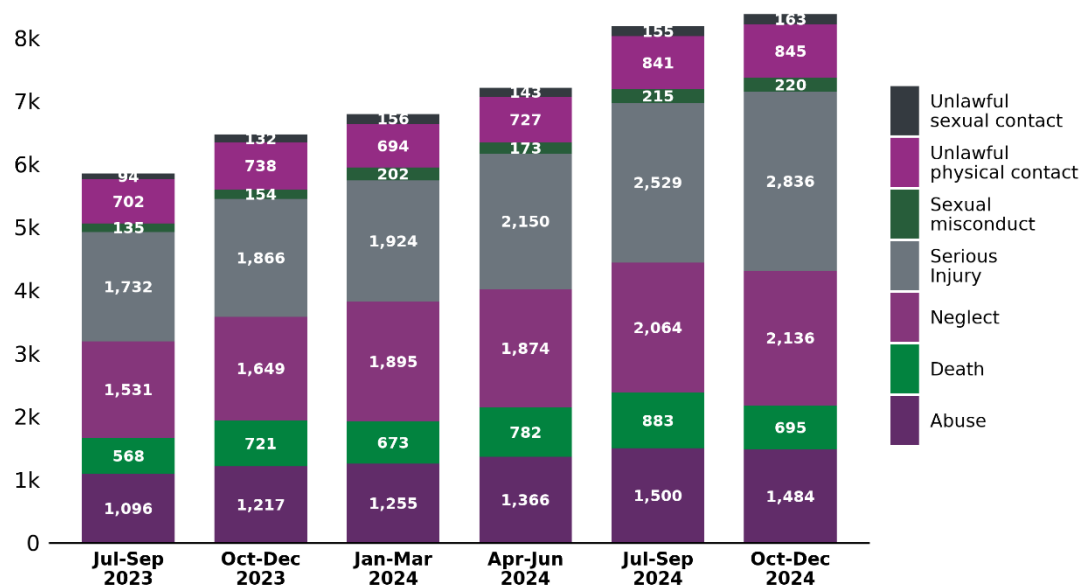
<sup>1</sup> Reportable incidents include the death of an NDIS participant; serious injury of an NDIS participant; abuse or neglect of an NDIS participant; unlawful sexual or physical contact with, or assault of, an NDIS participant; sexual misconduct committed against, or in the presence of, an NDIS 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.

<sup>2</sup> Total NDIS participant population count source: NDIA



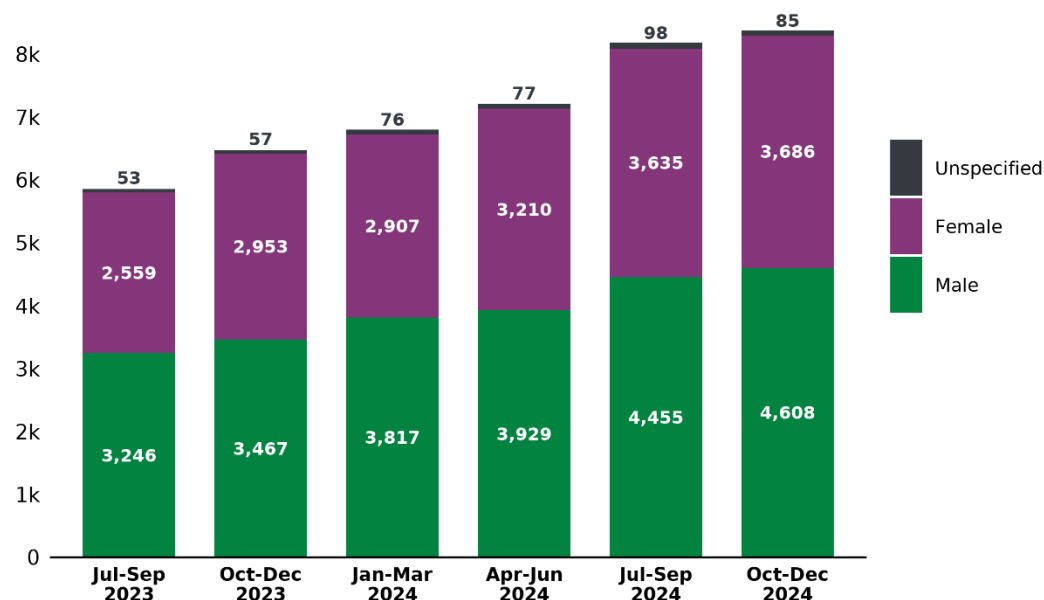
**Figure 24: Reportable incident types**

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



**Figure 25: Reportable incidents by gender**

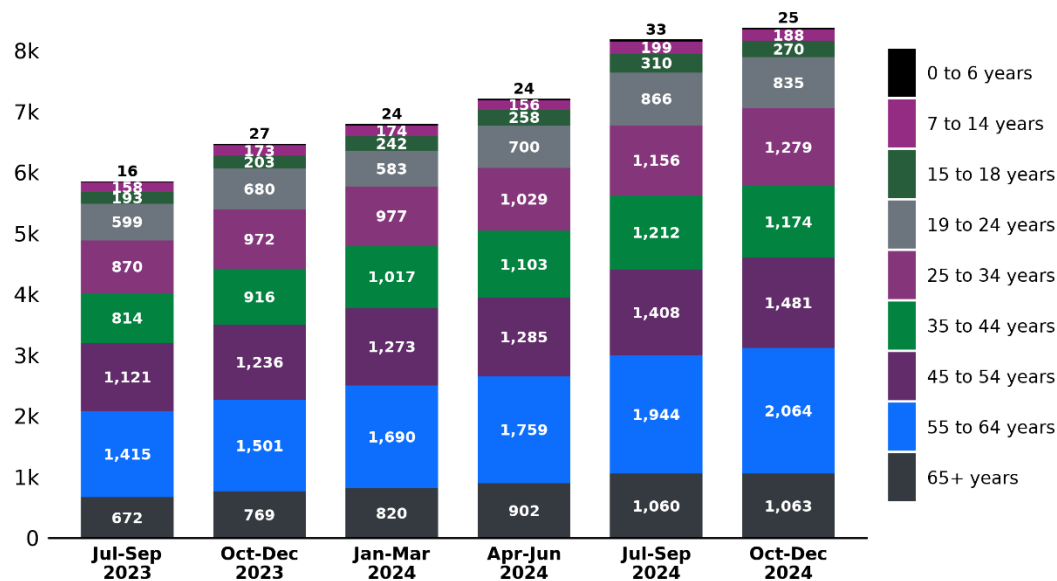
Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant's gender<sup>3</sup>



<sup>3</sup> 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

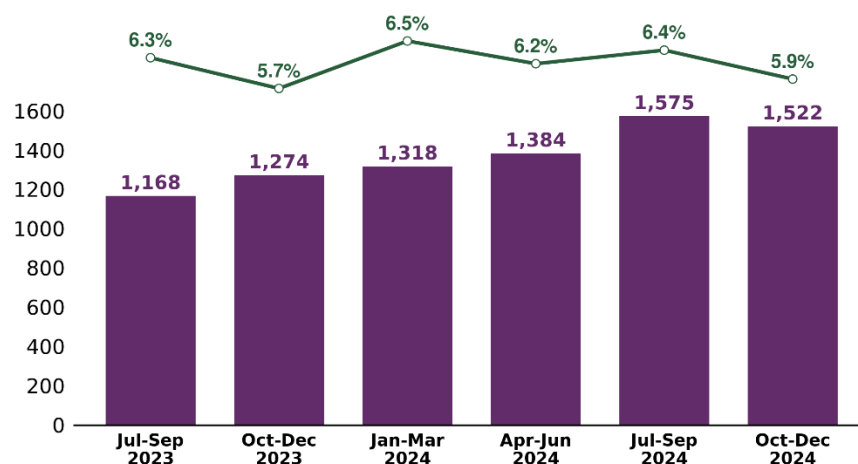
**Figure 26: Reportable incidents by age band**

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant age band<sup>4</sup>



**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 quarter<sup>5</sup>

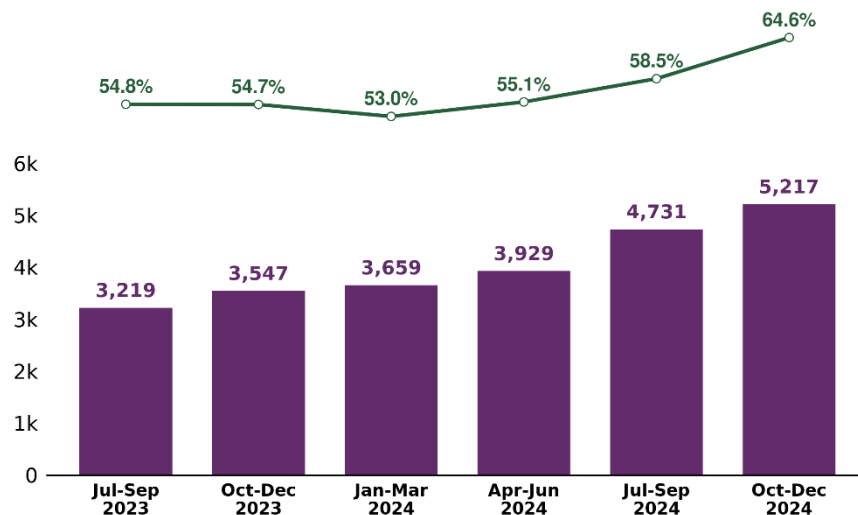


<sup>4</sup> NDIS participant age band source: NDIA

<sup>5</sup> Including unauthorised restrictive practices

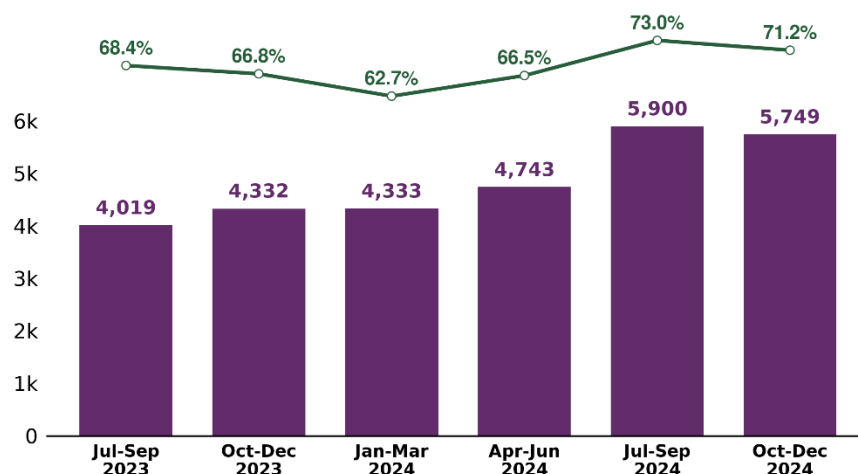
**Figure 28: Reportable incidents notification timeframe – 24 hours**

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 quarter<sup>6</sup>



**Figure 29: Reportable incidents notification timeframe – 5 day**

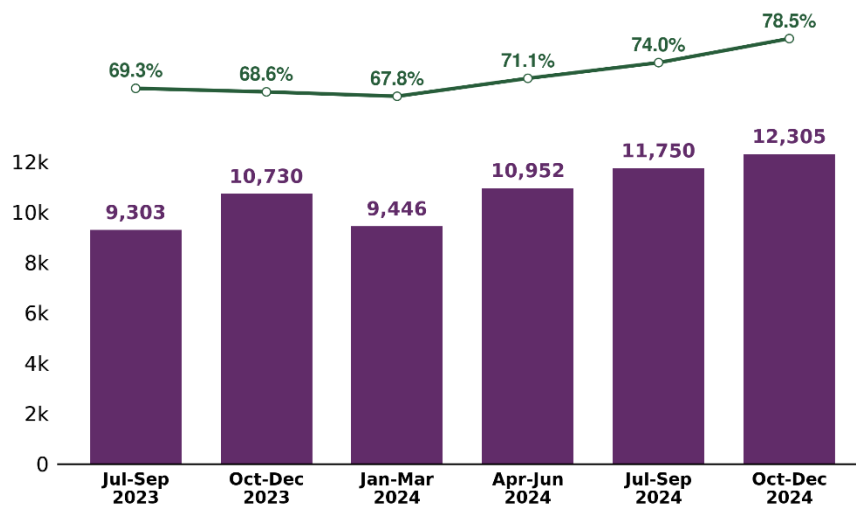
Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive practices) per quarter<sup>6</sup>



<sup>6</sup> 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 quarter<sup>7</sup>



<sup>7</sup> 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) <sup>1</sup>

| Jurisdiction       | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT                | 104            | 119            | 127            | 144            | 154            | 159            |
| NSW                | 2,342          | 2,588          | 2,767          | 2,954          | 3,166          | 3,309          |
| NT                 | 81             | 89             | 93             | 110            | 118            | 122            |
| QLD                | 999            | 1,162          | 1,245          | 1,362          | 1,458          | 1,533          |
| SA                 | 608            | 683            | 734            | 785            | 826            | 849            |
| TAS                | 146            | 161            | 168            | 183            | 189            | 204            |
| VIC                | 1,502          | 1,669          | 1,813          | 1,991          | 2,125          | 2,232          |
| WA                 | 765            | 831            | 869            | 947            | 1,016          | 1,061          |
| Data not available | 0              | 0              | 1              | 1              | 0              | 0              |

<sup>1</sup> 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 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|-----------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Banning order               | 1              | 3              | 1              | 2              | 3              | 1              |
| Civil penalty proceedings   | 0              | 2              | 0              | 1              | 1              | 3              |
| Compliance notice variation | 1              | 0              | 0              | 0              | 0              | 2              |
| Compliance notice           | 7              | 18             | 6              | 8              | 13             | 21             |
| Conditions on registration  | 1              | 2              | 0              | 1              | 1              | 0              |
| Corrective action request   | 120            | 97             | 4              | 15             | 3              | 5              |
| Education                   | 22             | 2,655          | 3,757          | 194            | 256            | 527            |
| Enforceable undertaking     | 0              | 2              | 0              | 2              | 0              | 0              |
| Infringement notice         | 15             | 115            | 4              | 9              | 9              | 31             |
| Refusal of Registration     | 358            | 231            | 94             | 29             | 302            | 68             |
| Revocation of Registration  | 36             | 42             | 75             | 34             | 248            | 44             |
| Suspend registration        | 5              | 2              | 1              | 1              | 3              | 0              |
| Vary registration           | 1              | 0              | 0              | 0              | 0              | 0              |
| Warning letter              | 10             | 3,360          | 8              | 49             | 9              | 10             |
| <b>Total</b>                | <b>577</b>     | <b>6,529</b>   | <b>3,950</b>   | <b>345</b>     | <b>848</b>     | <b>712</b>     |

## Unregistered providers

| Compliance activity outcome | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|-----------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Banning order               | 2              | 6              | 13             | 6              | 6              | 3              |
| Banning order revocation    | 0              | 0              | 0              | 0              | 0              | 1              |
| Banning order variation     | 0              | 0              | 0              | 0              | 0              | 2              |
| Compliance notice           | 0              | 2              | 0              | 0              | 0              | 10             |
| Corrective action request   | 0              | 15             | 0              | 0              | 0              | 0              |
| Education                   | 92             | 7              | 13             | 2              | 10             | 22             |
| Enforceable undertaking     | 0              | 1              | 0              | 0              | 0              | 0              |
| Infringement notice         | 0              | 0              | 0              | 0              | 0              | 2              |
| Refusal of Registration     | 11             | 103            | 9,665          | 55             | 1,387          | 1,150          |
| Other registration decision | 1              | 0              | 0              | 0              | 0              | 0              |
| Warning letter              | 1              | 2              | 2              | 3              | 8              | 6              |
| <b>Total</b>                | <b>107</b>     | <b>136</b>     | <b>9,693</b>   | <b>66</b>      | <b>1,411</b>   | <b>1,196</b>   |

## Individuals

| Compliance activity outcome | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|-----------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Banning order               | 13             | 38             | 23             | 16             | 25             | 33             |
| Banning order revocation    | 1              | 0              | 0              | 0              | 0              | 0              |
| Banning order variation     | 1              | 4              | 0              | 1              | 2              | 5              |
| Compliance notice           | 0              | 0              | 0              | 1              | 0              | 0              |
| Education                   | 2              | 6,746          | 7,232          | 10             | 117            | 48             |
| Infringement notice         | 0              | 2              | 1              | 0              | 0              | 1              |
| Warning letter              | 10             | 18             | 26             | 69             | 184            | 64             |
| Withdrawal of suspension    | 0              | 0              | 0              | 0              | 1              | 0              |
| <b>Total</b>                | <b>27</b>      | <b>6,808</b>   | <b>7,282</b>   | <b>97</b>      | <b>329</b>     | <b>151</b>     |

# Appendix C – NDIS Worker Screening Check

## 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) and percentage variance from previous quarter

| Jurisdiction | Jul – Sep 2023 |       | Oct – Dec 2023 |      | Jan – Mar 2024 |       | Apr – Jun 2024 |       | Jul – Sep 2024 |       | Oct – Dec 2024 |      |
|--------------|----------------|-------|----------------|------|----------------|-------|----------------|-------|----------------|-------|----------------|------|
| ACT          | 10,200         | 9.1%  | 11,065         | 8.5% | 12,319         | 11.3% | 13,358         | 8.4%  | 14,500         | 8.5%  | 15,470         | 6.7% |
| NSW          | 244,033        | 10.4% | 262,401        | 7.5% | 283,356        | 8.0%  | 302,694        | 6.8%  | 321,909        | 6.3%  | 337,276        | 4.8% |
| NT           | 5,990          | 10.1% | 6,370          | 6.3% | 6,950          | 9.1%  | 7,927          | 14.1% | 8,877          | 12.0% | 9,426          | 6.2% |
| QLD          | 234,453        | 11.4% | 251,871        | 7.4% | 272,554        | 8.2%  | 289,137        | 6.1%  | 304,991        | 5.5%  | 317,126        | 4.0% |
| SA           | 75,311         | 11.7% | 81,889         | 8.7% | 89,913         | 9.8%  | 96,835         | 7.7%  | 103,065        | 6.4%  | 107,975        | 4.8% |
| TAS          | 19,273         | 10.3% | 21,082         | 9.4% | 22,595         | 7.2%  | 23,847         | 5.5%  | 25,055         | 5.1%  | 26,243         | 4.7% |
| VIC          | 208,216        | 9.9%  | 224,813        | 8.0% | 243,755        | 8.4%  | 261,109        | 7.1%  | 279,720        | 7.1%  | 294,330        | 5.2% |
| WA           | 86,526         | 10.0% | 92,711         | 7.1% | 99,591         | 7.4%  | 105,917        | 6.4%  | 112,316        | 6.0%  | 116,665        | 3.9% |
| National     | 883,659        | 10.6% | 951,775        | 7.7% | 1,030,537      | 8.3%  | 1,100,259      | 6.8%  | 1,169,783      | 6.3%  | 1,223,793      | 4.6% |

## NDIS Worker Screening Check pending applications

Count of individuals awaiting decision on their NDIS Worker Screening Check application as at end quarter<sup>2</sup>

| Jurisdiction | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT          | 0              | 0              | 0              | 0              | 0              | 0              |
| NSW          | 787            | 633            | 1,036          | 1,203          | 1,156          | 1,151          |
| NT           | 83             | 90             | 66             | 76             | 92             | 74             |
| QLD          | 4,403          | 3,164          | 2,759          | 2,163          | 2,111          | 1,938          |
| SA           | 14             | 13             | 12             | 34             | 20             | 12             |
| TAS          | 527            | 386            | 267            | 137            | 170            | 136            |
| VIC          | 879            | 589            | 568            | 680            | 642            | 468            |
| WA           | 634            | 428            | 248            | 182            | 214            | 149            |

<sup>2</sup> 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. This may be as a result of a number of factors including a risk assessment being undertaken by a worker screening unit and/or delays in information being provided by individuals or other relevant sources.



## NDIS Worker Screening Check interim bar

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter<sup>3</sup>

| Jurisdiction | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT          | 0              | 0              | 0              | 0              | 0              | 0              |
| NSW          | 24             | 41             | 33             | 28             | 32             | 60             |
| NT           | 0              | 0              | 0              | 0              | 0              | 2              |
| QLD          | 342            | 358            | 328            | 315            | 278            | 272            |
| SA           | 0              | 0              | 0              | 0              | 0              | 0              |
| TAS          | 0              | 0              | 0              | 0              | 0              | 0              |
| VIC          | 16             | 17             | 19             | 18             | 20             | 23             |
| 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 quarter<sup>4</sup>

| Jurisdiction | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT          | 7,515          | 8,196          | 9,169          | 10,220         | 11,217         | 12,242         |
| NSW          | 236,040        | 254,122        | 273,602        | 292,201        | 310,826        | 325,945        |
| NT           | 5,815          | 6,169          | 6,745          | 7,661          | 8,569          | 9,116          |
| QLD          | 219,551        | 237,373        | 257,347        | 274,133        | 289,526        | 301,087        |
| SA           | 73,628         | 80,091         | 87,926         | 94,577         | 101,052        | 106,154        |
| TAS          | 17,308         | 19,057         | 20,608         | 21,952         | 23,058         | 24,227         |
| VIC          | 199,819        | 215,577        | 233,461        | 249,961        | 267,619        | 281,504        |
| WA           | 85,003         | 91,253         | 98,120         | 104,508        | 110,835        | 115,204        |

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. Interim bars do not generally apply in states and territories whereby 'no clearance, no start' arrangements are in place.

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 quarter<sup>5</sup>

| Jurisdiction | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT          | 1              | 1              | 1              | 1              | 1              | 1              |
| NSW          | 358            | 431            | 507            | 616            | 704            | 780            |
| NT           | 16             | 17             | 19             | 19             | 22             | 25             |
| QLD          | 73             | 84             | 108            | 149            | 210            | 257            |
| SA           | 126            | 164            | 202            | 231            | 265            | 302            |
| TAS          | 5              | 5              | 6              | 6              | 8              | 11             |
| VIC          | 249            | 304            | 375            | 454            | 546            | 595            |
| WA           | 103            | 121            | 135            | 163            | 193            | 217            |

## NDIS Worker Screening Check suspensions

Count of individuals with suspended NDIS Worker Screening Check clearance as at end quarter<sup>6</sup>

| Jurisdiction | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT          | 2              | 2              | 3              | 3              | 4              | 7              |
| NSW          | 17             | 28             | 37             | 42             | 35             | 58             |
| NT           | 2              | 2              | 2              | 2              | 2              | 2              |
| QLD          | 203            | 246            | 279            | 343            | 384            | 448            |
| SA           | 22             | 20             | 20             | 30             | 34             | 33             |
| TAS          | 1              | 2              | 5              | 6              | 8              | 10             |
| VIC          | 27             | 34             | 46             | 53             | 33             | 54             |
| WA           | 66             | 71             | 80             | 81             | 85             | 85             |

<sup>5</sup> 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.

<sup>6</sup> 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 population<sup>7</sup>

| Jurisdiction | Jul – Sep 2023 |      | Oct – Dec 2023 |      | Jan – Mar 2024 |      | Apr – Jun 2024 |      | Jul – Sep 2024 |      | Oct – Dec 2024 |      |
|--------------|----------------|------|----------------|------|----------------|------|----------------|------|----------------|------|----------------|------|
| ACT          | 207            | 2.0% | 205            | 1.9% | 203            | 1.9% | 208            | 1.9% | 233            | 2.1% | 232            | 2.1% |
| NSW          | 4,479          | 2.4% | 4,640          | 2.4% | 4,471          | 2.3% | 4,592          | 2.3% | 4,824          | 2.4% | 4,848          | 2.4% |
| NT           | 189            | 3.2% | 193            | 3.2% | 205            | 3.5% | 219            | 3.6% | 220            | 3.6% | 224            | 3.6% |
| QLD          | 1,647          | 1.2% | 1,717          | 1.2% | 1,823          | 1.3% | 1,861          | 1.3% | 1,971          | 1.3% | 1,947          | 1.3% |
| SA           | 1,544          | 2.8% | 1,623          | 2.9% | 1,586          | 2.8% | 1,598          | 2.8% | 1,645          | 2.8% | 1,597          | 2.7% |
| TAS          | 386            | 2.8% | 391            | 2.8% | 386            | 2.8% | 385            | 2.7% | 395            | 2.7% | 380            | 2.6% |
| VIC          | 3,681          | 2.2% | 3,863          | 2.2% | 3,913          | 2.3% | 4,075          | 2.3% | 4,188          | 2.3% | 4,133          | 2.2% |
| WA           | 1,673          | 3.1% | 1,771          | 3.2% | 1,741          | 3.1% | 1,729          | 3.0% | 1,711          | 2.9% | 1,695          | 2.8% |
| National     | 13,806         | 2.2% | 14,403         | 2.2% | 14,328         | 2.2% | 14,667         | 2.2% | 15,187         | 2.2% | 15,056         | 2.2% |

### Regulated restrictive practice types

Count of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type<sup>8</sup>

| Jurisdiction | Restrictive practice type | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT          | Chemical                  | 139            | 143            | 144            | 146            | 166            | 171            |
|              | Environmental             | 110            | 108            | 105            | 111            | 118            | 116            |
|              | Mechanical                | 13             | 17             | 13             | 16             | 19             | 20             |
|              | Physical                  | 24             | 19             | 22             | 18             | 20             | 17             |
|              | Seclusion                 | 4              | 6              | 4              | 3              | 3              | 2              |

<sup>7</sup> Total NDIS participant population count source: NDIA.

<sup>8</sup> 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 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| NSW          | Chemical                  | 2,654          | 2,727          | 2,590          | 2,659          | 2,783          | 2,825          |
|              | Environmental             | 2,845          | 2,965          | 2,870          | 2,922          | 3,060          | 3,037          |
|              | Mechanical                | 669            | 691            | 655            | 670            | 711            | 708            |
|              | Physical                  | 498            | 523            | 510            | 539            | 578            | 580            |
|              | Seclusion                 | 182            | 182            | 157            | 157            | 181            | 187            |
|              | Unknown Type              | 0              | 3              | 0              | 0              | 0              | 0              |
| NT           | Chemical                  | 104            | 111            | 108            | 112            | 112            | 116            |
|              | Environmental             | 139            | 136            | 150            | 162            | 163            | 167            |
|              | Mechanical                | 11             | 12             | 11             | 10             | 9              | 10             |
|              | Physical                  | 12             | 17             | 15             | 12             | 17             | 11             |
|              | Seclusion                 | 6              | 5              | 6              | 4              | 6              | 4              |
| QLD          | Chemical                  | 791            | 819            | 863            | 891            | 941            | 944            |
|              | Environmental             | 874            | 928            | 1,010          | 1,056          | 1,090          | 1,059          |
|              | Mechanical                | 212            | 220            | 239            | 244            | 241            | 239            |
|              | Physical                  | 635            | 663            | 715            | 710            | 735            | 706            |
|              | Seclusion                 | 97             | 117            | 114            | 121            | 119            | 125            |
| SA           | Chemical                  | 779            | 844            | 826            | 839            | 860            | 827            |
|              | Environmental             | 1,113          | 1,164          | 1,143          | 1,131          | 1,142          | 1,113          |
|              | Mechanical                | 216            | 229            | 211            | 211            | 214            | 198            |
|              | Physical                  | 359            | 382            | 350            | 358            | 360            | 332            |
|              | Seclusion                 | 101            | 105            | 87             | 97             | 95             | 91             |
|              | Unknown Type              | 1              | 0              | 1              | 0              | 0              | 0              |
| TAS          | Chemical                  | 196            | 180            | 173            | 159            | 159            | 147            |
|              | Environmental             | 258            | 262            | 257            | 271            | 278            | 262            |
|              | Mechanical                | 56             | 64             | 63             | 61             | 62             | 58             |
|              | Physical                  | 128            | 135            | 139            | 139            | 129            | 133            |
|              | Seclusion                 | 47             | 42             | 39             | 40             | 45             | 38             |
| VIC          | Chemical                  | 2,949          | 3,076          | 3,110          | 3,248          | 3,358          | 3,334          |
|              | Environmental             | 1,924          | 1,985          | 2,007          | 2,085          | 2,090          | 2,051          |
|              | Mechanical                | 427            | 425            | 422            | 424            | 416            | 401            |
|              | Physical                  | 212            | 230            | 193            | 200            | 197            | 175            |
|              | Seclusion                 | 109            | 115            | 101            | 100            | 104            | 91             |

| Jurisdiction | Restrictive practice type | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| WA           | Chemical                  | 995            | 1,072          | 1,057          | 1,052          | 1,040          | 1,026          |
|              | Environmental             | 1,134          | 1,194          | 1,153          | 1,151          | 1,118          | 1,108          |
|              | Mechanical                | 221            | 230            | 212            | 204            | 207            | 199            |
|              | Physical                  | 192            | 210            | 219            | 220            | 212            | 201            |
|              | Seclusion                 | 107            | 118            | 116            | 119            | 112            | 104            |
|              | Unknown type              | 0              | 1              | 0              | 0              | 0              | 0              |

## Unauthorised restrictive practices

Count of NDIS participants associated with unauthorised restrictive practice notifications per quarter<sup>9</sup>

| Jurisdiction | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT          | 118            | 105            | 111            | 127            | 124            | 129            |
| NSW          | 1,766          | 1,758          | 1,623          | 1,804          | 1,985          | 1,904          |
| NT           | 78             | 75             | 78             | 94             | 107            | 102            |
| QLD          | 750            | 833            | 865            | 883            | 927            | 869            |
| SA           | 465            | 447            | 478            | 524            | 554            | 524            |
| TAS          | 213            | 206            | 191            | 220            | 225            | 216            |
| VIC          | 1,059          | 1,058          | 983            | 1,043          | 1,160          | 1,019          |
| WA           | 602            | 630            | 635            | 627            | 654            | 677            |

<sup>9</sup> 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 type<sup>10</sup>

| Jurisdiction | Restrictive practice type | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>ACT</b>   | Chemical                  | 66             | 64             | 76             | 83             | 81             | 93             |
|              | Environmental             | 57             | 48             | 41             | 60             | 55             | 54             |
|              | Mechanical                | 4              | 9              | 6              | 7              | 11             | 12             |
|              | Physical                  | 16             | 10             | 10             | 8              | 10             | 8              |
|              | Seclusion                 | 1              | 2              | 1              | 1              | 1              | 1              |
| <b>NSW</b>   | Chemical                  | 878            | 859            | 737            | 828            | 936            | 903            |
|              | Environmental             | 964            | 988            | 898            | 996            | 1,101          | 1,050          |
|              | Mechanical                | 164            | 153            | 159            | 183            | 182            | 179            |
|              | Physical                  | 231            | 230            | 252            | 266            | 309            | 295            |
|              | Seclusion                 | 48             | 51             | 39             | 45             | 67             | 70             |
|              | Unknown type              | 0              | 3              | 0              | 0              | 0              | 0              |
| <b>NT</b>    | Chemical                  | 39             | 40             | 38             | 43             | 46             | 47             |
|              | Environmental             | 48             | 47             | 55             | 66             | 70             | 69             |
|              | Mechanical                | 1              | 3              | 3              | 2              | 3              | 2              |
|              | Physical                  | 6              | 11             | 10             | 6              | 13             | 7              |
|              | Seclusion                 | 2              | 2              | 4              | 1              | 3              | 3              |
| <b>QLD</b>   | Chemical                  | 272            | 295            | 305            | 312            | 326            | 306            |
|              | Environmental             | 281            | 321            | 341            | 360            | 380            | 343            |
|              | Mechanical                | 45             | 62             | 70             | 77             | 73             | 77             |
|              | Physical                  | 257            | 301            | 337            | 327            | 362            | 335            |
|              | Seclusion                 | 44             | 58             | 47             | 48             | 50             | 63             |

<sup>10</sup> 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 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|-----------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>SA</b>       | Chemical                  | 150            | 126            | 168            | 206            | 227            | 192            |
|                 | Environmental             | 281            | 248            | 282            | 310            | 320            | 293            |
|                 | Mechanical                | 48             | 47             | 47             | 53             | 50             | 52             |
|                 | Physical                  | 95             | 90             | 93             | 95             | 112            | 110            |
|                 | Seclusion                 | 21             | 17             | 19             | 22             | 26             | 22             |
|                 | Unknown type              | 1              | 0              | 1              | 0              | 0              | 0              |
| <b>TAS</b>      | Chemical                  | 70             | 47             | 36             | 38             | 36             | 30             |
|                 | Environmental             | 126            | 123            | 108            | 125            | 133            | 131            |
|                 | Mechanical                | 18             | 16             | 17             | 18             | 22             | 23             |
|                 | Physical                  | 70             | 78             | 81             | 85             | 78             | 80             |
|                 | Seclusion                 | 16             | 12             | 13             | 19             | 25             | 19             |
| <b>VIC</b>      | Chemical                  | 718            | 700            | 661            | 657            | 762            | 660            |
|                 | Environmental             | 429            | 409            | 369            | 418            | 462            | 375            |
|                 | Mechanical                | 90             | 90             | 89             | 93             | 99             | 101            |
|                 | Physical                  | 85             | 102            | 99             | 113            | 119            | 117            |
|                 | Seclusion                 | 8              | 19             | 12             | 14             | 20             | 22             |
| <b>WA</b>       | Chemical                  | 288            | 305            | 304            | 320            | 319            | 342            |
|                 | Environmental             | 338            | 357            | 354            | 341            | 350            | 367            |
|                 | Mechanical                | 65             | 64             | 62             | 55             | 50             | 54             |
|                 | Physical                  | 61             | 63             | 79             | 78             | 84             | 89             |
|                 | Seclusion                 | 22             | 25             | 28             | 26             | 26             | 33             |
|                 | Unknown type              | 0              | 1              | 0              | 0              | 0              | 0              |
| <b>National</b> | Chemical                  | 2,481          | 2,436          | 2,325          | 2,487          | 2,733          | 2,573          |
|                 | Environmental             | 2,524          | 2,541          | 2,448          | 2,676          | 2,871          | 2,682          |
|                 | Mechanical                | 435            | 444            | 453            | 488            | 490            | 500            |
|                 | Physical                  | 821            | 885            | 961            | 978            | 1,087          | 1,041          |
|                 | Seclusion                 | 162            | 186            | 163            | 176            | 218            | 233            |
|                 | Unknown type              | 1              | 4              | 1              | 0              | 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  | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| ACT          | Abuse                     | 10             | 9              | 9              | 3              | 2              | 8              |
|              | Death                     | 1              | 18             | 9              | 16             | 22             | 7              |
|              | Neglect                   | 6              | 9              | 17             | 22             | 29             | 15             |
|              | Serious Injury            | 15             | 17             | 24             | 40             | 39             | 46             |
|              | Sexual misconduct         | 1              | 2              | 1              | 1              | 1              | 1              |
|              | Unlawful physical contact | 5              | 2              | 8              | 5              | 5              | 5              |
|              | Unlawful sexual contact   | 3              | 2              | 4              | 3              | 0              | 1              |
| NSW          | Abuse                     | 435            | 456            | 469            | 467            | 519            | 530            |
|              | Death                     | 209            | 267            | 240            | 256            | 343            | 207            |
|              | Neglect                   | 475            | 547            | 768            | 654            | 662            | 811            |
|              | Serious Injury            | 658            | 663            | 630            | 633            | 723            | 836            |
|              | Sexual misconduct         | 41             | 43             | 71             | 52             | 64             | 62             |
|              | Unlawful physical contact | 298            | 299            | 326            | 342            | 428            | 431            |
|              | Unlawful sexual contact   | 31             | 45             | 51             | 44             | 50             | 39             |
| NT           | Abuse                     | 4              | 9              | 12             | 10             | 14             | 12             |
|              | Death                     | 12             | 9              | 11             | 11             | 10             | 10             |
|              | Neglect                   | 24             | 28             | 22             | 34             | 46             | 50             |
|              | Serious Injury            | 29             | 27             | 32             | 36             | 43             | 41             |
|              | Sexual misconduct         | 2              | 1              | 0              | 2              | 5              | 2              |
|              | Unlawful physical contact | 5              | 18             | 11             | 9              | 11             | 9              |
|              | Unlawful sexual contact   | 0              | 0              | 0              | 0              | 4              | 2              |
| QLD          | Abuse                     | 140            | 231            | 241            | 233            | 223            | 315            |
|              | Death                     | 114            | 129            | 141            | 141            | 125            | 132            |
|              | Neglect                   | 186            | 256            | 313            | 315            | 375            | 400            |
|              | Serious Injury            | 208            | 281            | 370            | 401            | 490            | 594            |
|              | Sexual misconduct         | 34             | 27             | 40             | 54             | 51             | 45             |
|              | Unlawful physical contact | 44             | 96             | 84             | 79             | 96             | 117            |
|              | Unlawful sexual contact   | 14             | 28             | 34             | 32             | 36             | 38             |
|              | Unknown type              | 0              | 0              | 0              | 0              | 1              | 0              |



| Jurisdiction | Reportable incident type  | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|--------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>SA</b>    | Abuse                     | 186            | 189            | 212            | 256            | 244            | 210            |
|              | Death                     | 50             | 74             | 72             | 79             | 90             | 72             |
|              | Neglect                   | 230            | 256            | 241            | 253            | 327            | 277            |
|              | Serious Injury            | 165            | 202            | 198            | 207            | 309            | 349            |
|              | Sexual misconduct         | 22             | 34             | 25             | 14             | 35             | 26             |
|              | Unlawful physical contact | 53             | 54             | 51             | 31             | 43             | 39             |
|              | Unlawful sexual contact   | 11             | 11             | 14             | 17             | 19             | 23             |
| <b>TAS</b>   | Abuse                     | 27             | 27             | 44             | 51             | 58             | 39             |
|              | Death                     | 14             | 14             | 12             | 7              | 29             | 20             |
|              | Neglect                   | 65             | 64             | 52             | 99             | 88             | 98             |
|              | Serious Injury            | 89             | 76             | 67             | 82             | 131            | 104            |
|              | Sexual misconduct         | 4              | 8              | 11             | 4              | 6              | 15             |
|              | Unlawful physical contact | 41             | 21             | 15             | 20             | 18             | 15             |
|              | Unlawful sexual contact   | 7              | 5              | 3              | 5              | 5              | 11             |
| <b>VIC</b>   | Abuse                     | 237            | 211            | 188            | 275            | 327            | 256            |
|              | Death                     | 115            | 143            | 127            | 201            | 207            | 175            |
|              | Neglect                   | 420            | 367            | 378            | 390            | 380            | 338            |
|              | Serious Injury            | 336            | 370            | 348            | 475            | 505            | 565            |
|              | Sexual misconduct         | 23             | 19             | 38             | 34             | 45             | 54             |
|              | Unlawful physical contact | 213            | 199            | 167            | 212            | 208            | 181            |
|              | Unlawful sexual contact   | 14             | 29             | 38             | 31             | 31             | 36             |
|              | Unknown type              | 0              | 0              | 1              | 0              | 0              | 0              |
| <b>WA</b>    | Abuse                     | 57             | 85             | 80             | 71             | 113            | 114            |
|              | Death                     | 53             | 67             | 61             | 71             | 57             | 72             |
|              | Neglect                   | 125            | 122            | 104            | 107            | 157            | 147            |
|              | Serious Injury            | 232            | 230            | 255            | 276            | 289            | 301            |
|              | Sexual misconduct         | 8              | 20             | 16             | 12             | 8              | 15             |
|              | Unlawful physical contact | 43             | 49             | 32             | 29             | 32             | 48             |
|              | Unlawful sexual contact   | 14             | 12             | 12             | 11             | 10             | 13             |
|              | Unknown type              | 0              | 0              | 0              | 1              | 0              | 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 type<sup>11</sup>

| Age band            | Reportable incident type  | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|---------------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>0 – 6 years</b>  | Abuse                     | 2              | 9              | 7              | 7              | 10             | 5              |
|                     | Death                     | 2              | 2              | 1              | 4              | 1              | 2              |
|                     | Neglect                   | 7              | 8              | 7              | 5              | 10             | 11             |
|                     | Serious Injury            | 1              | 7              | 7              | 5              | 7              | 3              |
|                     | Sexual misconduct         | 1              | 0              | 0              | 3              | 0              | 1              |
|                     | Unlawful physical contact | 2              | 1              | 1              | 0              | 3              | 2              |
|                     | Unlawful sexual contact   | 1              | 0              | 1              | 0              | 2              | 1              |
| <b>7 – 14 years</b> | Abuse                     | 39             | 47             | 42             | 41             | 46             | 53             |
|                     | Death                     | 1              | 2              | 1              | 5              | 11             | 4              |
|                     | Neglect                   | 54             | 70             | 55             | 48             | 71             | 54             |
|                     | Serious Injury            | 16             | 26             | 32             | 30             | 32             | 35             |
|                     | Sexual misconduct         | 12             | 8              | 14             | 13             | 12             | 17             |
|                     | Unlawful physical contact | 35             | 14             | 23             | 11             | 21             | 15             |
|                     | Unlawful sexual contact   | 1              | 6              | 7              | 8              | 6              | 10             |
| <b>15 – 18</b>      | Abuse                     | 36             | 33             | 49             | 45             | 56             | 63             |
|                     | Death                     | 4              | 4              | 1              | 7              | 3              | 4              |
|                     | Neglect                   | 37             | 49             | 79             | 69             | 77             | 75             |
|                     | Serious Injury            | 70             | 70             | 51             | 76             | 109            | 78             |
|                     | Sexual misconduct         | 7              | 12             | 17             | 10             | 19             | 11             |
|                     | Unlawful physical contact | 32             | 29             | 34             | 32             | 33             | 28             |
|                     | Unlawful sexual contact   | 7              | 6              | 11             | 19             | 13             | 11             |
| <b>19 – 24</b>      | Abuse                     | 108            | 134            | 106            | 140            | 187            | 161            |
|                     | Death                     | 9              | 15             | 8              | 10             | 10             | 9              |
|                     | Neglect                   | 169            | 169            | 152            | 163            | 207            | 209            |
|                     | Serious Injury            | 199            | 205            | 175            | 219            | 267            | 278            |
|                     | Sexual misconduct         | 15             | 26             | 28             | 38             | 36             | 31             |
|                     | Unlawful physical contact | 81             | 113            | 89             | 105            | 134            | 117            |
|                     | Unlawful sexual contact   | 18             | 18             | 25             | 24             | 24             | 30             |
|                     | Unknown type              | 0              | 0              | 0              | 1              | 1              | 0              |

11 NDIS participant age band source: NDIA

| Age band         | Reportable incident type  | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|------------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>25 – 34</b>   | Abuse                     | 183            | 231            | 213            | 236            | 239            | 256            |
|                  | Death                     | 23             | 23             | 26             | 22             | 42             | 29             |
|                  | Neglect                   | 209            | 231            | 230            | 287            | 255            | 327            |
|                  | Serious Injury            | 271            | 269            | 311            | 289            | 412            | 432            |
|                  | Sexual misconduct         | 37             | 40             | 46             | 37             | 33             | 41             |
|                  | Unlawful physical contact | 127            | 145            | 117            | 124            | 140            | 158            |
|                  | Unlawful sexual contact   | 20             | 33             | 33             | 34             | 35             | 36             |
|                  | Unknown                   | 0              | 0              | 1              | 0              | 0              | 0              |
| <b>35 – 44</b>   | Abuse                     | 151            | 194            | 213            | 220            | 237            | 209            |
|                  | Death                     | 45             | 62             | 50             | 55             | 78             | 49             |
|                  | Neglect                   | 217            | 237            | 296            | 295            | 344            | 333            |
|                  | Serious Injury            | 276            | 262            | 259            | 353            | 320            | 362            |
|                  | Sexual misconduct         | 18             | 26             | 30             | 23             | 35             | 41             |
|                  | Unlawful physical contact | 98             | 111            | 139            | 137            | 164            | 162            |
|                  | Unlawful sexual contact   | 9              | 24             | 30             | 20             | 34             | 18             |
|                  |                           |                |                |                |                |                |                |
| <b>45 – 54</b>   | Abuse                     | 233            | 214            | 248            | 259            | 280            | 261            |
|                  | Death                     | 101            | 148            | 117            | 142            | 152            | 117            |
|                  | Neglect                   | 315            | 313            | 390            | 338            | 377            | 388            |
|                  | Serious Injury            | 300            | 361            | 351            | 400            | 416            | 525            |
|                  | Sexual misconduct         | 19             | 22             | 27             | 18             | 36             | 31             |
|                  | Unlawful physical contact | 140            | 155            | 122            | 113            | 132            | 142            |
|                  | Unlawful sexual contact   | 13             | 23             | 18             | 15             | 15             | 17             |
|                  |                           |                |                |                |                |                |                |
| <b>55 – 64</b>   | Abuse                     | 253            | 260            | 252            | 293            | 278            | 332            |
|                  | Death                     | 239            | 268            | 284            | 327            | 331            | 283            |
|                  | Neglect                   | 367            | 402            | 477            | 445            | 492            | 486            |
|                  | Serious Injury            | 401            | 439            | 510            | 519            | 649            | 746            |
|                  | Sexual misconduct         | 20             | 12             | 28             | 23             | 33             | 40             |
|                  | Unlawful physical contact | 117            | 103            | 117            | 138            | 144            | 146            |
|                  | Unlawful sexual contact   | 18             | 17             | 22             | 14             | 17             | 31             |
|                  |                           |                |                |                |                |                |                |
| <b>65+ years</b> | Abuse                     | 91             | 95             | 125            | 125            | 167            | 144            |
|                  | Death                     | 144            | 197            | 185            | 210            | 255            | 198            |
|                  | Neglect                   | 156            | 170            | 209            | 224            | 231            | 253            |
|                  | Serious Injury            | 198            | 227            | 228            | 259            | 317            | 377            |
|                  | Sexual misconduct         | 6              | 8              | 12             | 8              | 11             | 7              |
|                  | Unlawful physical contact | 70             | 67             | 52             | 67             | 70             | 75             |
|                  | Unlawful sexual contact   | 7              | 5              | 9              | 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           | Jul – Sep 2023 |      | Oct – Dec 2023 |      | Jan – Mar 2024 |      | Apr – Jun 2024 |      | Jul – Sep 2024 |      | Oct – Dec 2024 |      |
|--------------------|----------------|------|----------------|------|----------------|------|----------------|------|----------------|------|----------------|------|
| <b>0-6 years</b>   | 16             | 0.0% | 20             | 0.0% | 23             | 0.0% | 23             | 0.0% | 30             | 0.0% | 25             | 0.0% |
| <b>7-14 years</b>  | 92             | 0.1% | 110            | 0.1% | 125            | 0.1% | 135            | 0.1% | 159            | 0.1% | 149            | 0.1% |
| <b>15-18 years</b> | 111            | 0.2% | 138            | 0.2% | 164            | 0.3% | 175            | 0.3% | 198            | 0.3% | 190            | 0.3% |
| <b>19-24 years</b> | 397            | 0.8% | 461            | 0.9% | 427            | 0.8% | 483            | 0.9% | 560            | 1.0% | 549            | 0.9% |
| <b>25-34 years</b> | 646            | 1.2% | 711            | 1.3% | 745            | 1.3% | 743            | 1.3% | 786            | 1.3% | 881            | 1.5% |
| <b>35-44 years</b> | 612            | 1.3% | 687            | 1.4% | 706            | 1.5% | 737            | 1.5% | 843            | 1.7% | 831            | 1.6% |
| <b>45-54 years</b> | 875            | 1.6% | 920            | 1.7% | 885            | 1.6% | 917            | 1.6% | 1,031          | 1.8% | 1,071          | 1.9% |
| <b>55-64 years</b> | 1,135          | 1.7% | 1,199          | 1.8% | 1,278          | 1.9% | 1,377          | 2.1% | 1,448          | 2.2% | 1,563          | 2.3% |
| <b>65+ years</b>   | 559            | 1.9% | 614            | 2.0% | 624            | 2.0% | 716            | 2.1% | 834            | 2.4% | 826            | 2.3% |

## 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 type<sup>12</sup>

| Gender         | Reportable incident type  | Jul – Sep 2023 | Oct – Dec 2023 | Jan – Mar 2024 | Apr – Jun 2024 | Jul – Sep 2024 | Oct – Dec 2024 |
|----------------|---------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| <b>Female</b>  | Abuse                     | 461            | 537            | 584            | 663            | 705            | 646            |
|                | Death                     | 255            | 303            | 266            | 300            | 369            | 288            |
|                | Neglect                   | 614            | 704            | 697            | 720            | 816            | 866            |
|                | Serious Injury            | 815            | 923            | 898            | 1,072          | 1,211          | 1,333          |
|                | Sexual misconduct         | 66             | 87             | 109            | 92             | 137            | 120            |
|                | Unlawful physical contact | 277            | 313            | 251            | 266            | 303            | 319            |
|                | Unlawful sexual contact   | 71             | 86             | 101            | 97             | 94             | 114            |
|                | Unknown type              | 0              | 0              | 1              | 0              | 0              | 0              |
| <b>Male</b>    | Abuse                     | 626            | 671            | 665            | 687            | 783            | 823            |
|                | Death                     | 308            | 417            | 392            | 467            | 500            | 402            |
|                | Neglect                   | 905            | 926            | 1,186          | 1,139          | 1,228          | 1,260          |
|                | Serious Injury            | 894            | 918            | 991            | 1,054          | 1,273          | 1,463          |
|                | Sexual misconduct         | 69             | 66             | 90             | 79             | 76             | 92             |
|                | Unlawful physical contact | 421            | 423            | 439            | 456            | 535            | 523            |
|                | Unlawful sexual contact   | 23             | 46             | 54             | 46             | 59             | 45             |
|                | Unknown type              | 0              | 0              | 0              | 1              | 1              | 0              |
| <b>Unknown</b> | Abuse                     | 9              | 9              | 6              | 16             | 12             | 15             |
|                | Death                     | 5              | 1              | 15             | 15             | 14             | 5              |
|                | Neglect                   | 12             | 19             | 12             | 15             | 20             | 10             |
|                | Serious Injury            | 23             | 25             | 35             | 24             | 45             | 40             |
|                | Sexual misconduct         | 0              | 1              | 3              | 2              | 2              | 8              |
|                | Unlawful physical contact | 4              | 2              | 4              | 5              | 3              | 3              |
|                | Unlawful sexual contact   | 0              | 0              | 1              | 0              | 2              | 4              |

12 Total NDIS participant population count source: NDIA.



**NDIS Quality  
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