



NDIS Quality
and Safeguards
Commission

Q3 | 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 January 2025 – 31 March 2025.

Key statistics from this report include:

- 54% of complaints were closed within 90 days, an increase compared to 50% last quarter.
- A 5% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- 6,841 compliance and enforcement activity outcomes including 4,447 education activities, 1,108 refusals of registration and 1,036 corrective action requests.
- A 17% increase in NDIS Worker Screening Check exclusions nationwide.
- Median calendar days from an audit recommendation submission to registration decision has decreased across both new and renewal applications. Most notably, the time taken to process renewal applications with a certification audit reduced by 34%.

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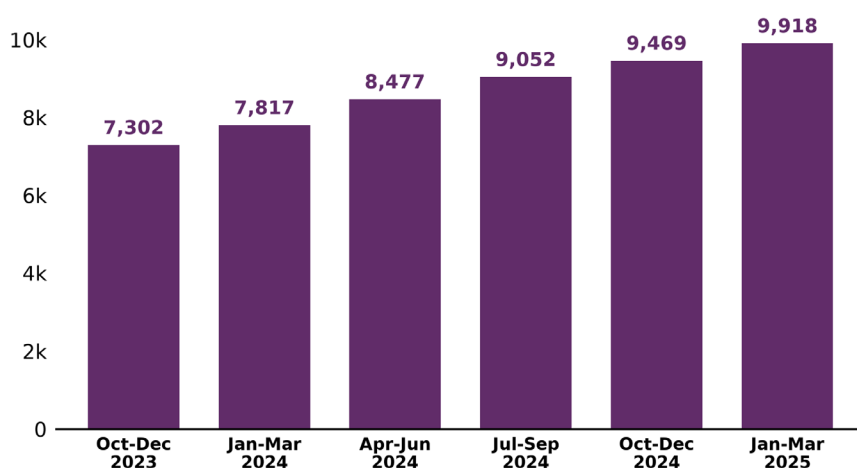
Behaviour support

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

Note: Suitable behaviour support practitioners data by state and territory located in Appendix A.

Figure 1: Suitable behaviour support practitioners

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



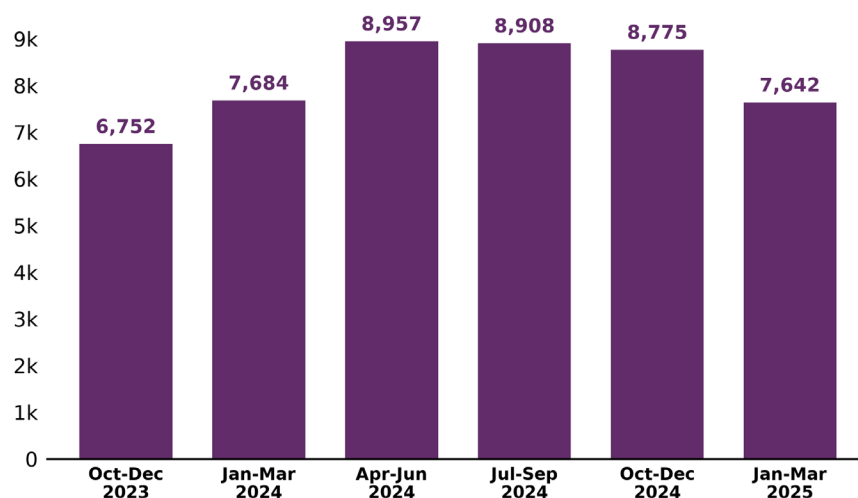
¹ NDIS behaviour support practitioner is someone who has been assessed and is considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

Complaints

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

Figure 2: Complaints received

Count of complaints received per quarter¹



¹ Jan-March 2025 receipts do not include approximately 400 complaints which were not uploaded to the system due to a technical error with the web form hosted by Services Australia. We were alerted to this issue on 2nd April 2025. This figure will be updated in the next report when the additional complaints are captured.

Figure 3: Complaints received by primary complainant

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

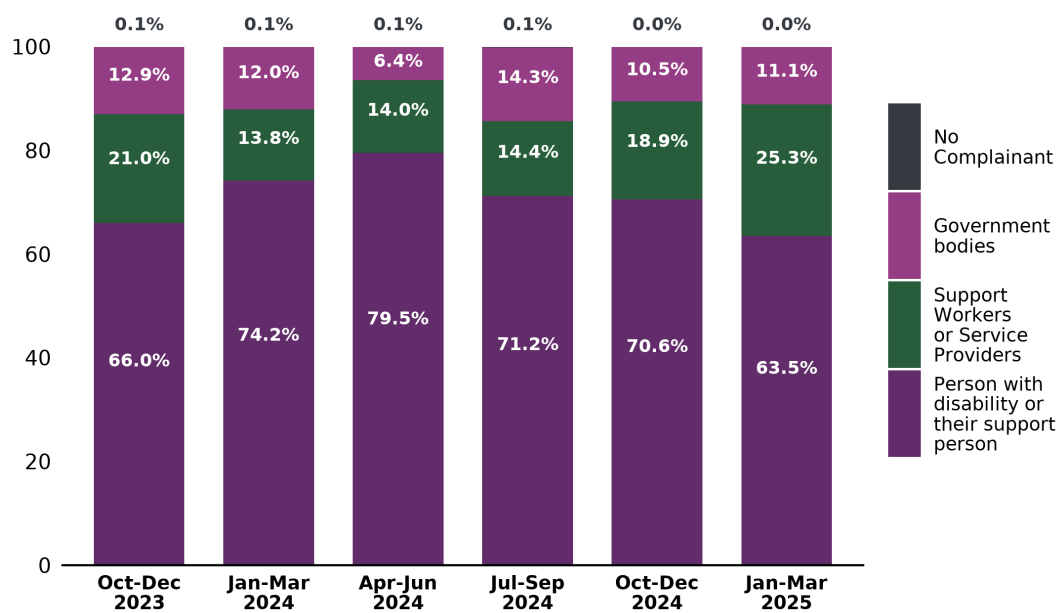
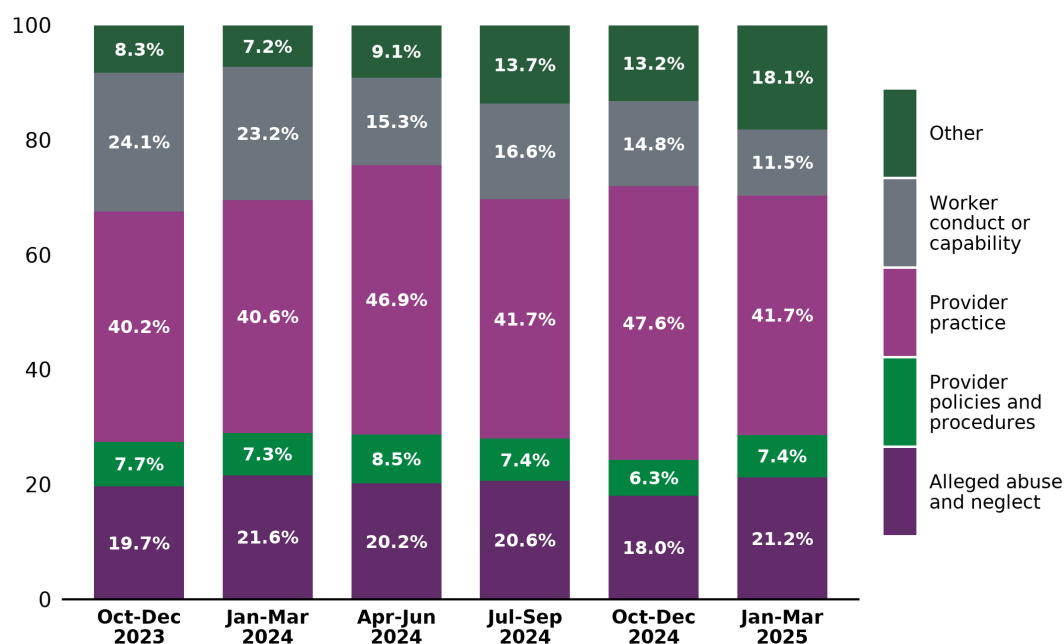


Figure 4: Complaints themes

Percentage of complaints received per quarter, grouped by known issue theme²



2 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.

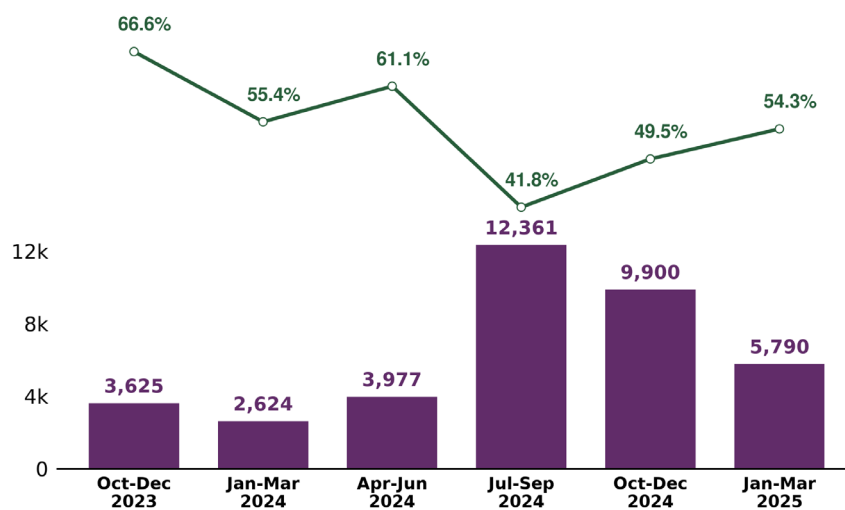
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices;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



³ In July 2024, a prioritisation model was implemented to ensure the level of response and resourcing allocated to each matter is proportionate to the assessed risk of harm to participants. While all matters continue to be actioned, the nature of the response varies based on priority. Actions may include redirecting matters to the appropriate authority, offering advice and guidance, requesting or requiring specific changes by providers or individuals, or recording for regulatory information which assists in determining future regulatory action. Detailed enquiries and compliance actions are reserved for matters that present the highest risk of harm to participants. The strategic focus in Quarters 1 and 2 on addressing aged matters partially attributed to increased closures, this strategic focus continues to negatively impact the percentage of matters closed in 90 days. The reduction in finalisations observed in quarter 3 reflects the completion of the previous targeted strategy and a focus on contemporaneous matters applying prioritisation framework.

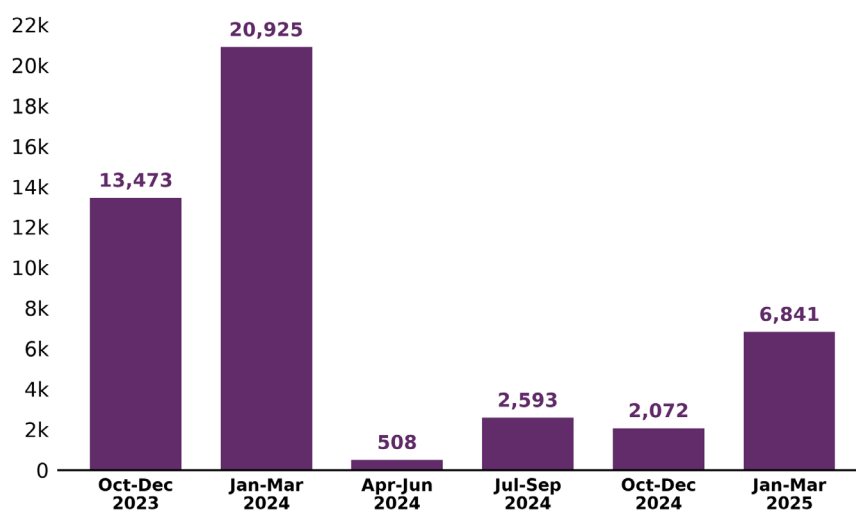
Compliance and enforcement

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

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

Figure 6: Compliance activity

Count of compliance activity per quarter¹



¹ Inclusive of individuals, registered 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	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
General/unknown	24.7%	25.3%	15.9%	14.4%	17.2%	20.6%
Worker screening	18.8%	18.1%	16.3%	15.1%	12.1%	14.1%
Registration	16.3%	16.5%	11.3%	15.4%	8.7%	11.2%
Complaints	15.4%	16.8%	25.6%	20.9%	22.6%	23.1%
Out of scope	10.8%	10.3%	13.2%	15.8%	14.9%	14.3%
Portal	5.7%	5.9%	5.4%	4.2%	3.4%	3.5%
Practice quality	3.6%	2.7%	5.4%	5.4%	5.9%	6.1%
Worker orientation module	2.0%	2.2%	2.8%	2.7%	2.3%	2.3%
Reportable incidents	2.4%	2.2%	4.2%	4.4%	4.1%	4.7%
COVID-19	0.2%	0.1%	0.0%	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)

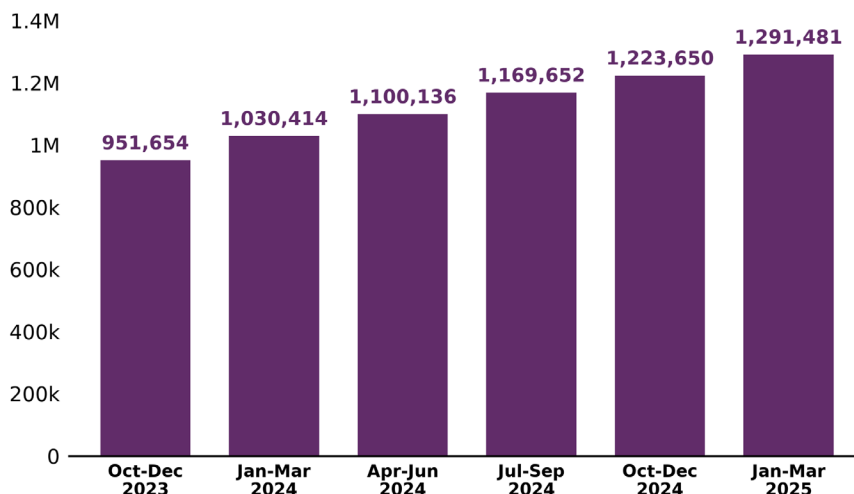


Figure 9: NDIS Worker Screening Check pending applications

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

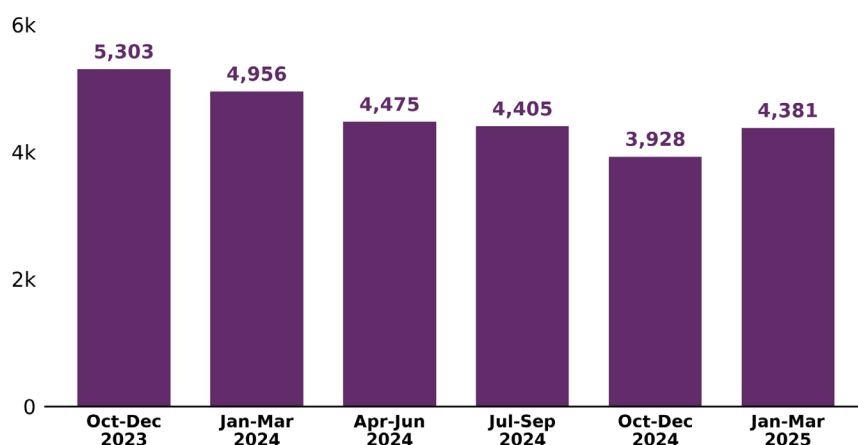
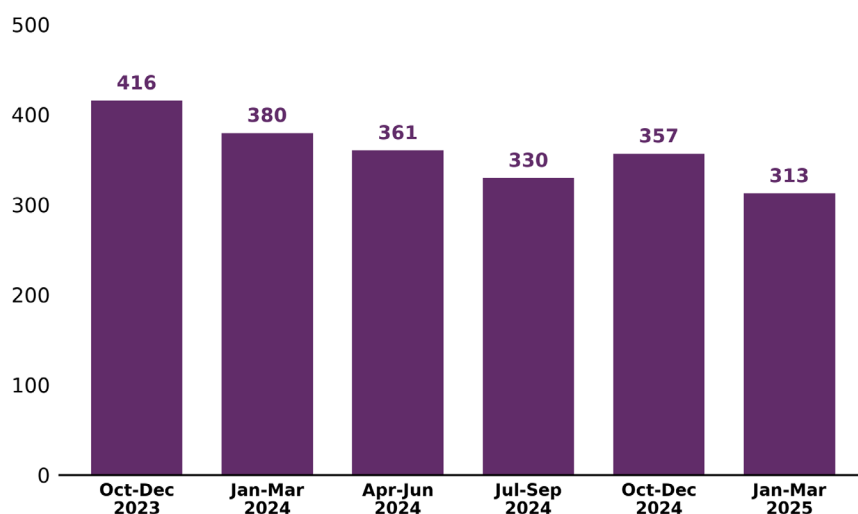


Figure 10: NDIS Worker Screening Check interim bar

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



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

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

Figure 11: NDIS Worker Screening Check clearances

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

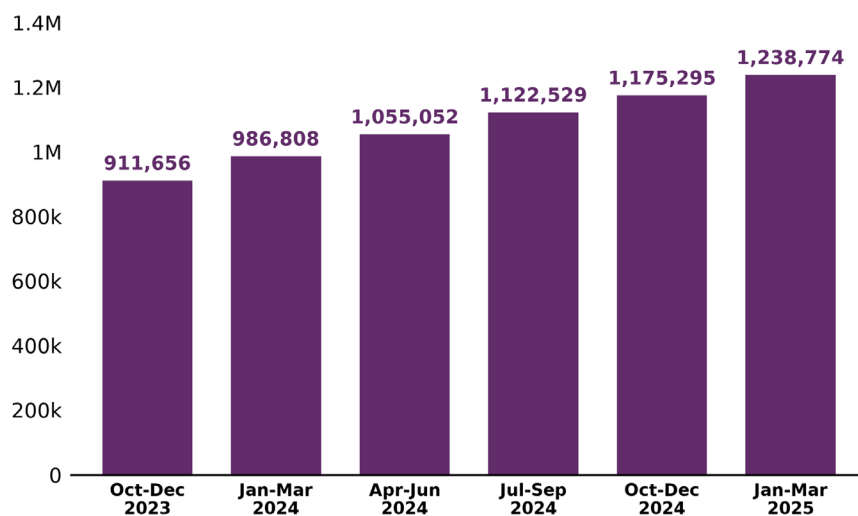
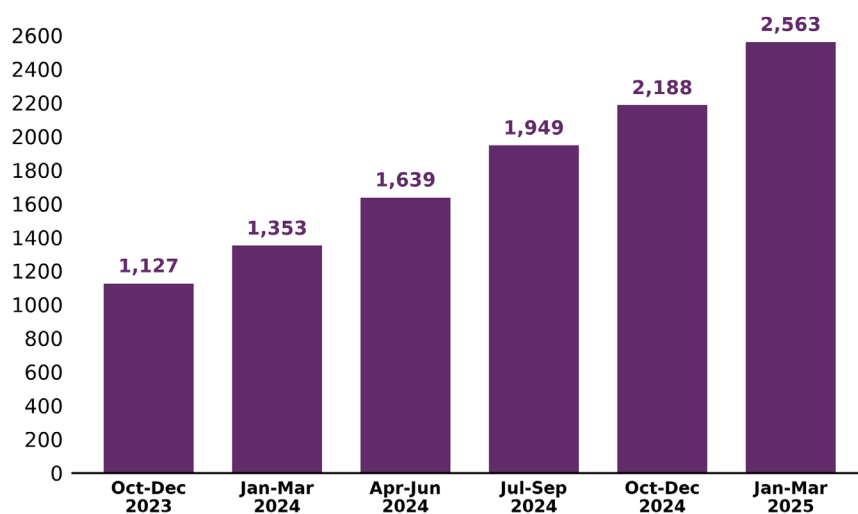


Figure 12: NDIS Worker Screening Check exclusions

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

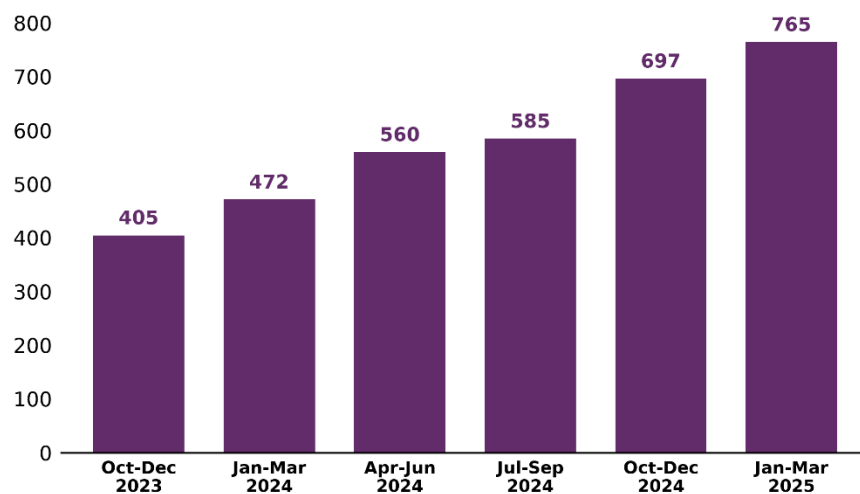


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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

Figure 13: NDIS Worker Screening Check suspensions

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

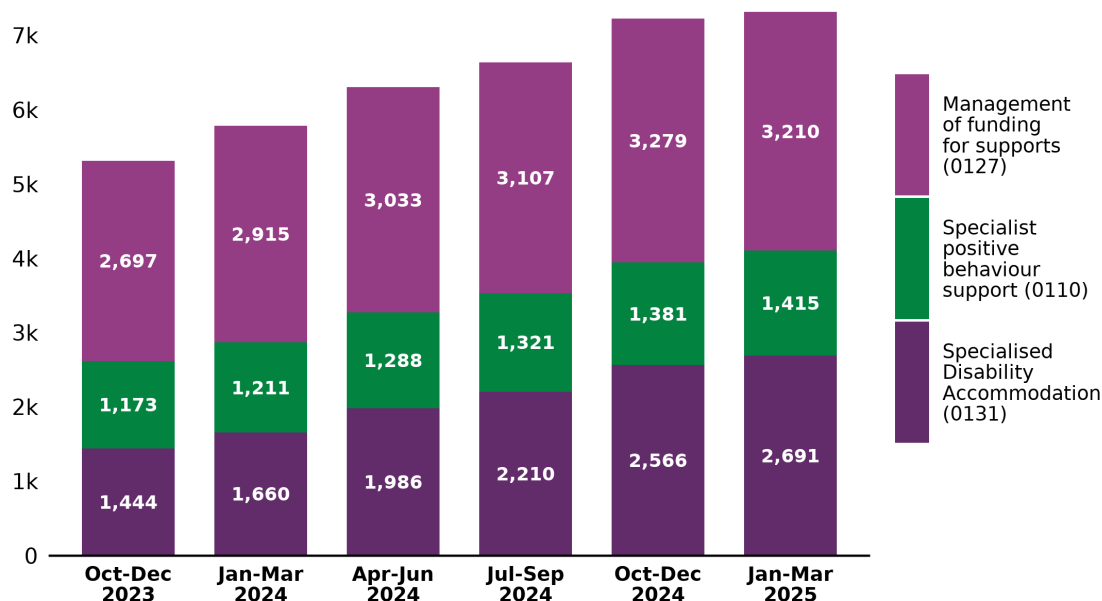


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their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

Provider registration

Figure 14: Registration groups for which registration is required

Count of registered providers approved to deliver registration groups for which registration is required per quarter, grouped by registration group¹



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

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

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

Figure 15: Registration conditions

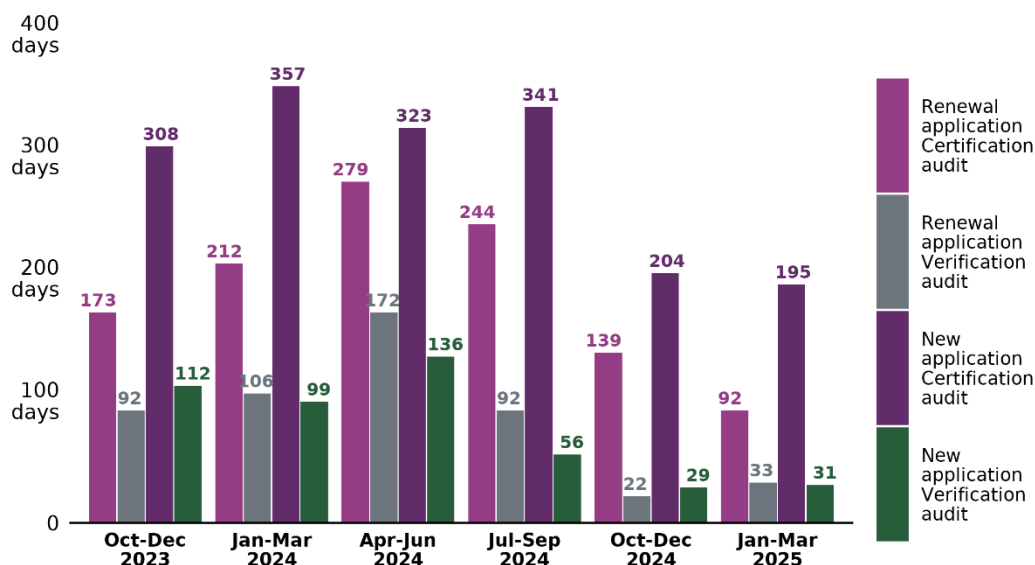
Count of registered providers approved to deliver registration groups for which registration is required per quarter, grouped by condition type²

Jurisdiction	Oct - Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul - Sep 2024	Oct - Dec 2024	Jan - Mar 2025
Delivery Requirement	7,297	8,587	10,034	10,803	12,009	12,247
Timing of Audit	4,321	5,648	7,200	8,063	9,111	9,322
Registration Duration	1,328	1,311	1,293	1,275	1,257	1,252
Type of Audit	83	87	105	109	110	113
Restricted Registration Groups	5	5	5	6	6	6
Restricted Supports	1	2	2	2	1	1

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

Figure 16: Registration decision timeframe

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



3 New application: Count excludes registration renewal applications.

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

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

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

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

Figure 17: Registered provider entry/exit

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

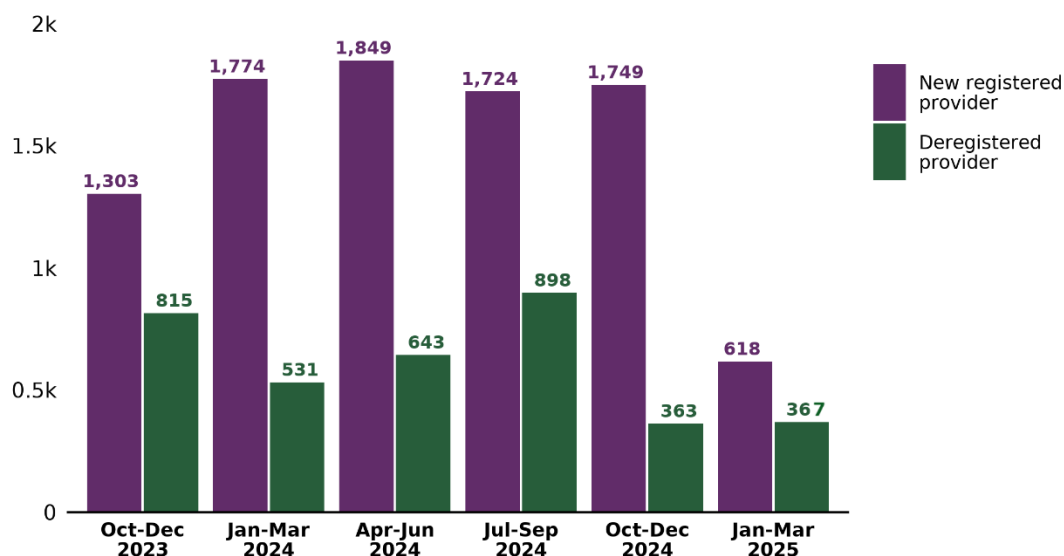
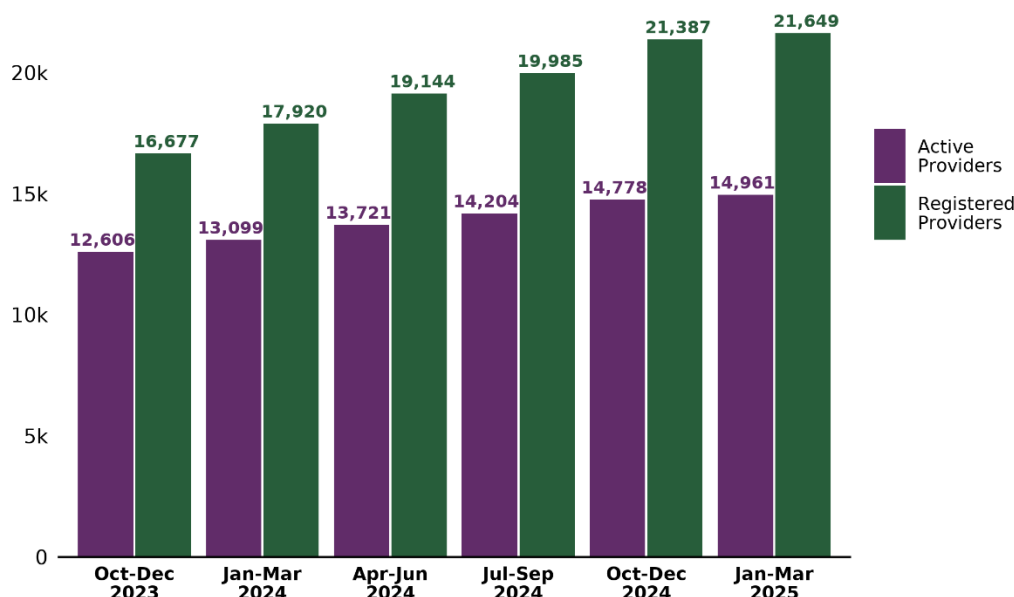


Figure 18: Registered provider count and payment claim

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



5 Count of new providers excludes registration renewals.

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

7 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-managed-funding>.

Figure 19: Auditors

Count of individual auditors trained per quarter⁸

Auditors	Oct - Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul - Sep 2024	Oct - Dec 2024	Jan - Mar 2025
Auditors trained	22	117	0	0	0	0

⁸ Auditors are employed or contracted by an Approved Quality Auditor, an independent body approved by the NDIS Commissioner to undertake audits of NDIS providers. All providers seeking registration are required to undertake an audit and must engage an independent approved quality auditor to assess their organisation against the relevant components of the NDIS Practice Standards. Auditors trained defined as trainees who attend training course and pass exam during the reporting period. Approved Quality Auditor training is delivered in accordance with market demand. A record number of Auditors were trained in January to March 2023-24 which has resulted in diminished demand from April 2024 onwards

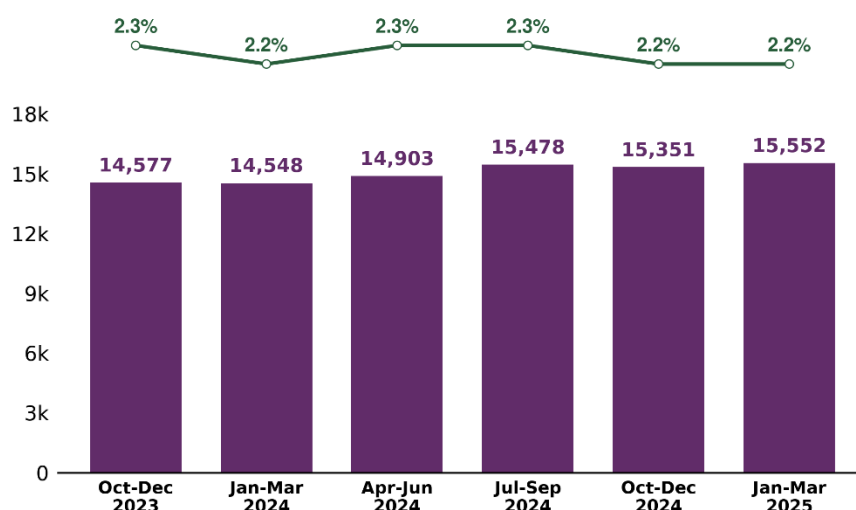
Regulated restrictive practices

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

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

Figure 20: NDIS participants subjected to restrictive practices

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



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

2 Total NDIS participant population count source: NDIA.

Figure 21: Regulated restrictive practice types

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



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

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

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

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

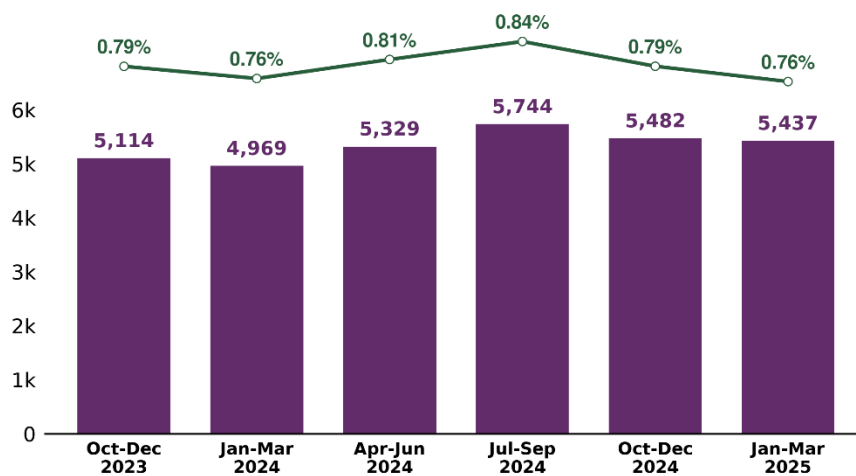
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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

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

Figure 22: Unauthorised restrictive practices notifications

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



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

6 Total NDIS participant population count source: NDIA

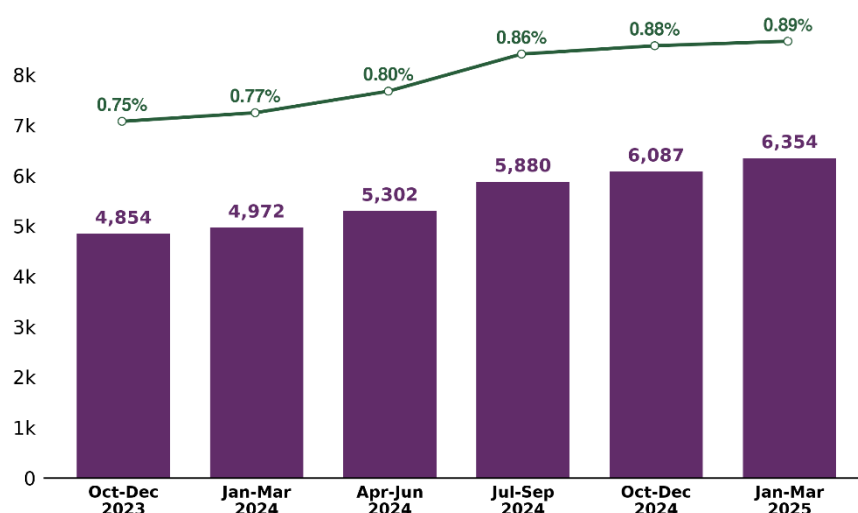
Reportable incidents

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

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

Figure 23: Reportable incident notifications

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



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

² Total NDIS participant population count source: NDIA

Figure 24: Reportable incident types

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

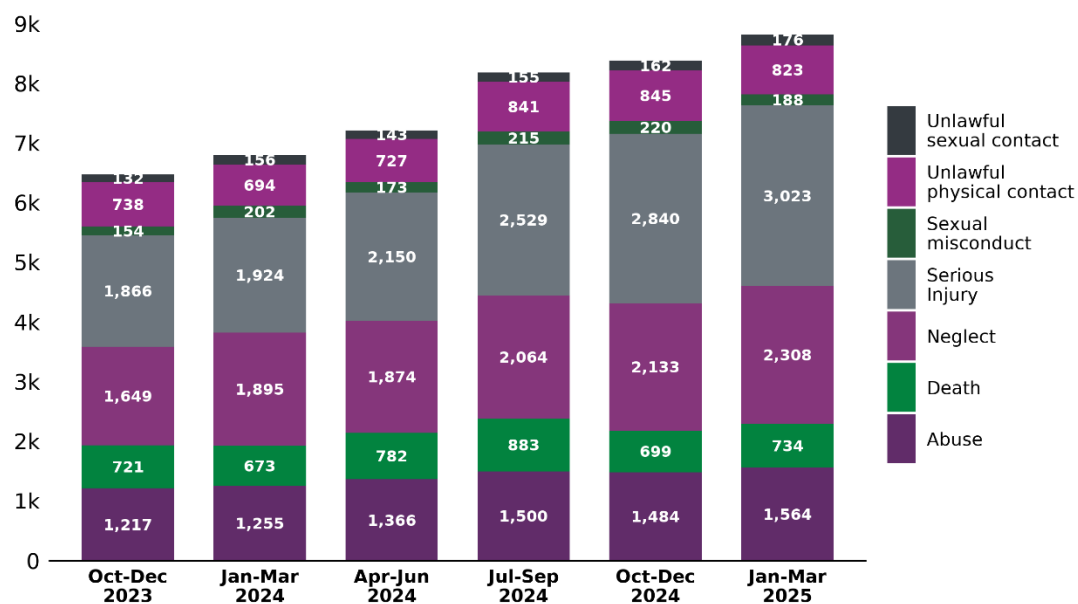
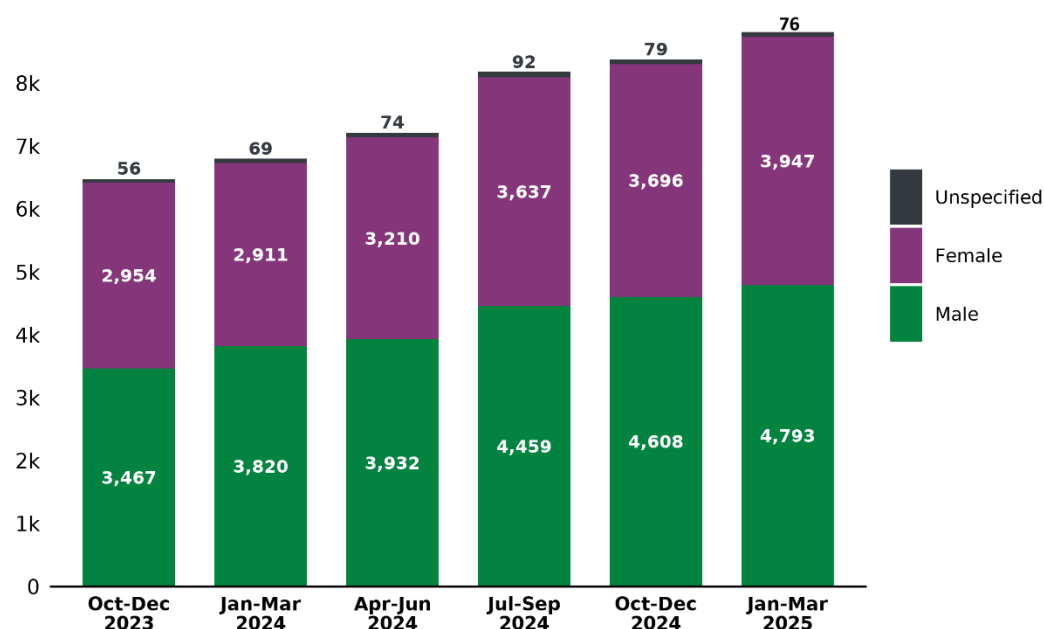


Figure 25: Reportable incidents by gender

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



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

Figure 26: Reportable incidents by age band

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

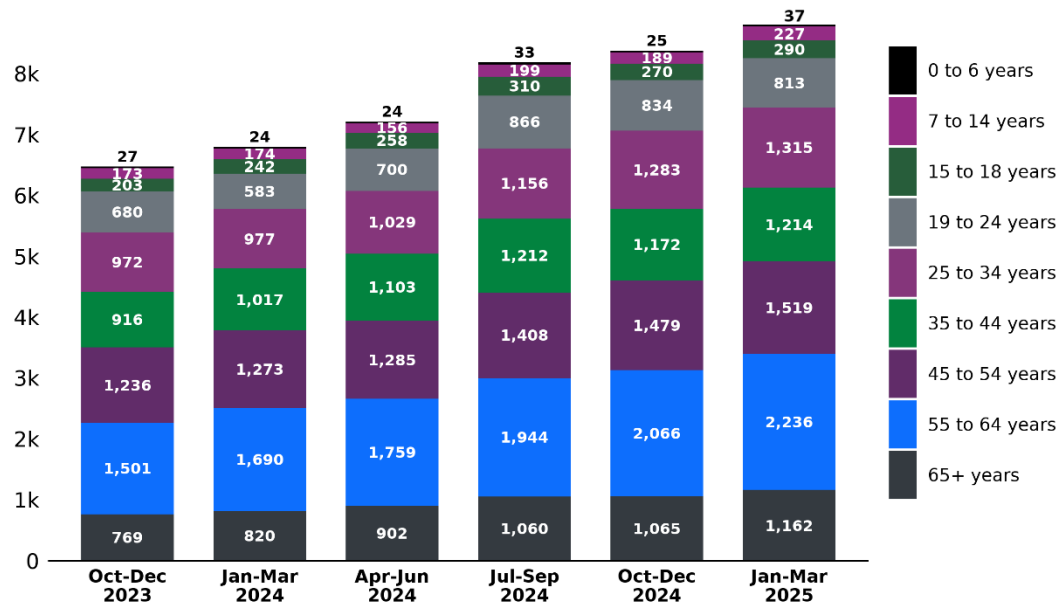
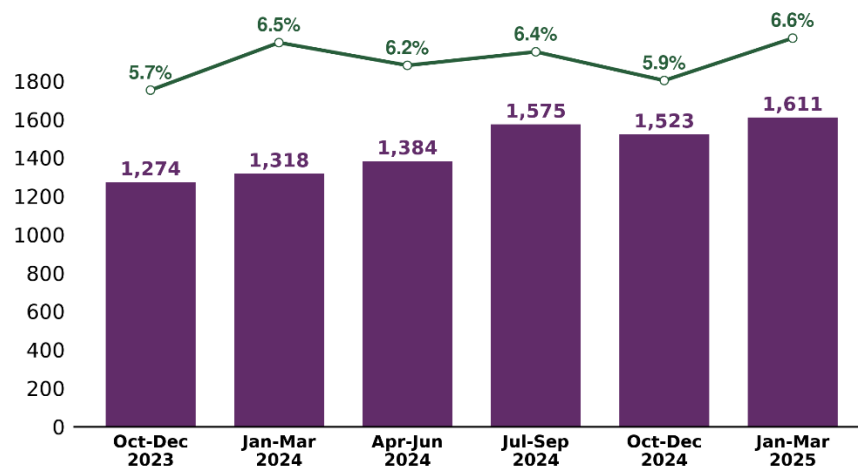


Figure 27: Reportable incidents reported to police

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



⁴ NDIS participant age band source: NDIA

⁵ Including unauthorised restrictive practices

Figure 28: Reportable incidents notification timeframe – 24 hours

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

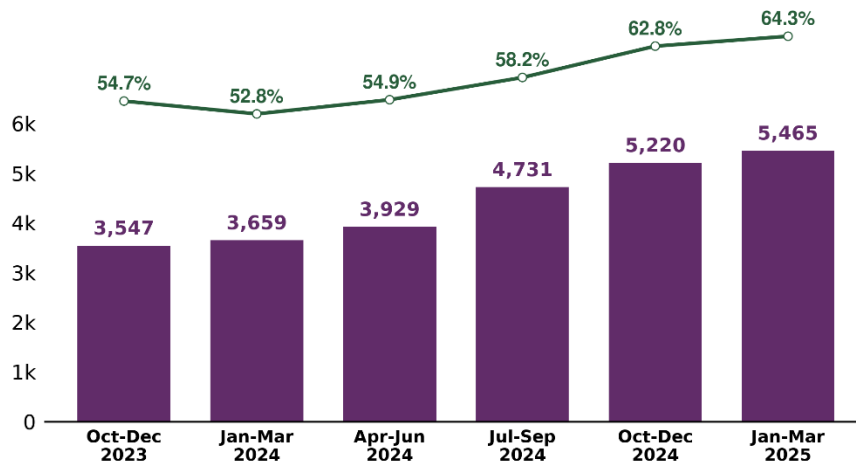
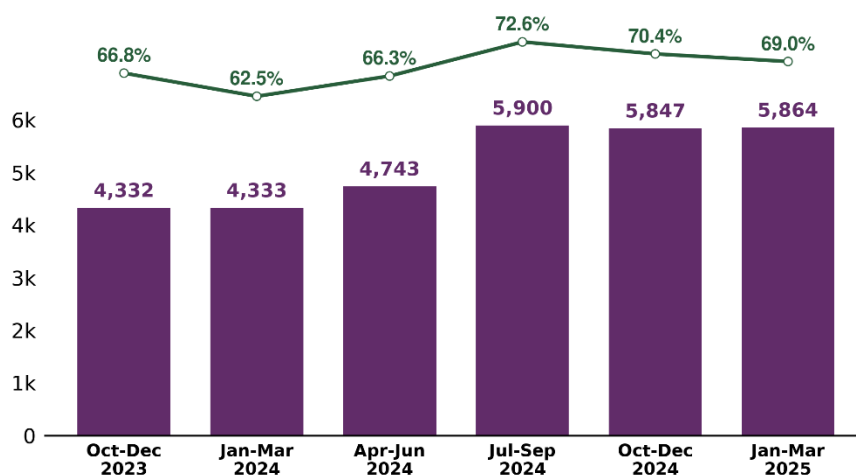


Figure 29: Reportable incidents notification timeframe – 5 day

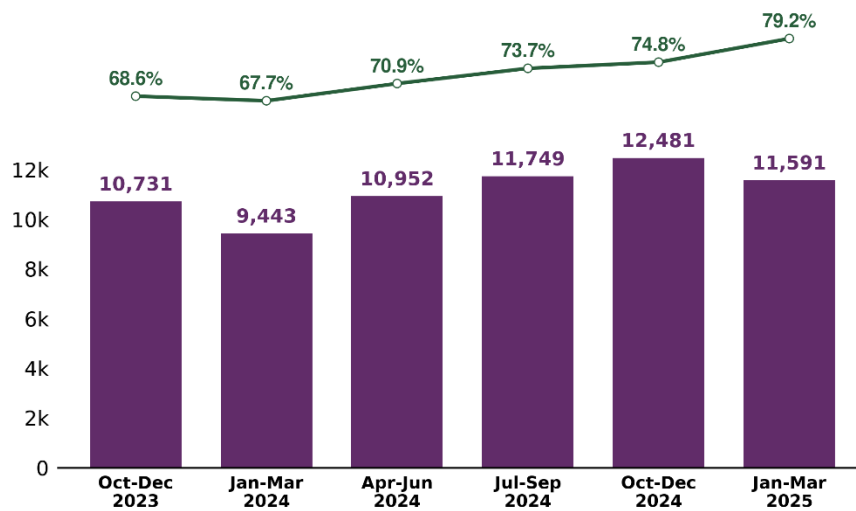
Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive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



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

Figure 30: Unauthorised restrictive practices notification timeframe – 5 day

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



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

Appendix A – Behaviour support

Suitable behaviour support practitioners

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

Jurisdiction	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	119	127	144	154	159	172
NSW	2,588	2,767	2,954	3,166	3,309	3,440
NT	89	93	110	118	122	130
QLD	1,162	1,245	1,362	1,458	1,533	1,606
SA	683	734	785	826	849	880
TAS	161	168	183	189	204	222
VIC	1,669	1,813	1,991	2,125	2,232	2,368
WA	831	869	947	1,016	1,061	1,100
Data not available	0	1	1	0	0	0

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

Appendix B – Compliance and Enforcement

Compliance activity outcomes

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

Registered providers

Compliance activity outcome	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
Banning order	3	1	2	3	1	4
Banning order revocation	0	0	0	0	0	1
Civil penalty proceedings	2	0	1	0	4	1
Compliance notice variation	0	0	0	0	2	0
Compliance notice	18	6	8	13	22	22
Conditions on registration	2	0	1	1	0	0
Corrective action request	97	4	15	3	6	1,033
Education	2,655	3,757	194	256	527	4,432
Enforceable undertaking	2	0	2	0	0	0
Infringement notice	115	4	9	9	36	24
Refusal of registration	231	94	29	302	68	23
Revocation of registration	42	75	34	248	44	74
Suspend registration	2	1	1	3	0	0
Warning letter	3360	8	49	9	10	21
Total	6,529	3,950	345	847	720	5,635

Unregistered providers

Compliance activity outcome	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
Banning order	6	13	6	6	3	1
Banning order revocation	0	0	0	0	1	0
Banning order variation	0	0	0	0	2	1
Civil penalty proceedings	0	0	0	1	0	0
Compliance notice	2	0	0	0	11	5
Corrective action request	15	0	0	0	0	3
Education	7	13	2	10	22	4
Enforceable undertaking	1	0	0	0	0	0
Infringement notice	0	0	0	0	2	1
Refusal of Registration	103	9,665	55	1,387	1,150	1,085
Warning letter	2	2	3	8	6	2
Total	136	9,693	66	1,412	1,197	1,102

Individuals

Compliance activity outcome	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
Banning order	38	23	16	26	36	55
Banning order revocation	0	0	0	0	0	1
Banning order variation	4	0	1	4	5	3
Compliance notice	0	0	1	2	0	1
Education	6,746	7,232	10	117	48	11
Infringement notice	2	1	0	0	1	0
Warning letter	18	26	69	184	65	33
Withdrawal of suspension	0	0	0	1	0	0
Total	6,808	7,282	97	334	155	104

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	Oct – Dec 2023		Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025	
ACT	11,063	8.5%	12,317	11.3%	13,356	8.4%	14,496	8.5%	15,459	6.6%	17,087	10.5%
NSW	262,348	7.5%	283,291	8.0%	302,624	6.8%	321,831	6.3%	337,190	4.8%	354,499	5.1%
NT	6,364	6.4%	6,950	9.2%	7,927	14.1%	8,877	12.0%	9,426	6.2%	9,963	5.7%
QLD	251,871	7.4%	272,554	8.2%	289,137	6.1%	304,991	5.5%	317,126	4.0%	334,039	5.3%
SA	81,889	8.7%	89,913	9.8%	96,835	7.7%	103,065	6.4%	107,975	4.8%	114,326	5.9%
TAS	21,011	9.3%	22,529	7.2%	23,786	5.6%	24,995	5.1%	26,186	4.8%	27,400	4.6%
VIC	224,813	8.0%	243,755	8.4%	261,109	7.1%	279,720	7.1%	294,330	5.2%	311,954	6.0%
WA	92,711	7.1%	99,591	7.4%	105,917	6.4%	112,316	6.0%	116,665	3.9%	123,001	5.4%
National	951,654	7.7%	1,030,414	8.3%	1,100,136	6.8%	1,169,652	6.3%	1,223,650	4.6%	1,291,481	5.5%

NDIS Worker Screening Check pending applications

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

Jurisdiction	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	0	0	0	0	0	0
NSW	633	1,036	1,203	1,156	1,151	1,289
NT	90	66	76	92	74	34
QLD	3,164	2,759	2,163	2,111	1,938	1,988
SA	13	12	34	20	12	12
TAS	386	267	137	170	136	249
VIC	589	568	680	642	468	514
WA	428	248	182	214	149	295

² NDIS Worker Screening Check pending application: An individual has applied for a NDIS Worker Screening Check and a decision has not been made on that application by a worker screening unit. 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 quarter³

Jurisdiction	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	0	0	0	0	0	0
NSW	41	33	28	32	60	44
NT	0	0	0	0	2	2
QLD	358	328	315	278	272	225
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	17	19	18	20	23	42
WA	0	0	0	0	0	0

NDIS Worker Screening Check clearances

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

Jurisdiction	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	8,194	9,167	10,218	11,211	12,230	13,404
NSW	254,068	273,530	292,125	310,741	325,852	342,026
NT	6,163	6,745	7,661	8,569	9,116	9,683
QLD	237,373	257,347	274,133	289,526	301,087	317,079
SA	80,091	87,926	94,577	101,052	106,154	112,184
TAS	18,950	20,524	21,881	22,988	24,160	25,121
VIC	215,577	233,461	249,961	267,619	281,504	297,974
WA	91,253	98,120	104,508	110,835	115,204	121,316

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 quarter⁵

Jurisdiction	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	1	1	1	1	1	1
NSW	431	507	616	704	780	912
NT	17	19	19	22	25	41
QLD	84	108	149	210	257	315
SA	164	202	231	265	302	350
TAS	5	6	6	8	11	14
VIC	304	375	454	546	595	672
WA	121	135	163	193	217	258

NDIS Worker Screening Check suspensions

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

Jurisdiction	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	2	3	3	4	7	8
NSW	28	37	42	35	58	44
NT	2	2	2	2	2	3
QLD	246	279	343	384	448	511
SA	20	20	30	34	33	19
TAS	2	5	6	8	10	9
VIC	34	46	53	33	54	100
WA	71	80	81	85	85	71

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

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

Appendix D – Regulated restrictive practices

NDIS participants subjected to regulated restrictive practices

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

Jurisdiction	Oct – Dec 2023		Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025	
ACT	214	2.0%	216	2.0%	220	2.0%	247	2.2%	247	2.2%	259	2.2%
NSW	4,723	2.5%	4,576	2.4%	4,707	2.4%	4,963	2.5%	4,972	2.4%	5,079	2.4%
NT	193	3.2%	205	3.5%	220	3.6%	221	3.6%	225	3.6%	223	3.5%
QLD	1,724	1.2%	1,831	1.3%	1,866	1.3%	1,977	1.4%	1,956	1.3%	2,003	1.3%
SA	1,630	2.9%	1,598	2.9%	1,612	2.8%	1,666	2.9%	1,621	2.7%	1,576	2.6%
TAS	391	2.8%	386	2.8%	385	2.7%	394	2.7%	379	2.6%	375	2.4%
VIC	3,898	2.3%	3,953	2.3%	4,114	2.3%	4,229	2.3%	4,175	2.2%	4,230	2.2%
WA	1,804	3.2%	1,783	3.2%	1,779	3.1%	1,781	3.0%	1,776	2.9%	1,807	2.9%
National	14,577	2.3%	14,548	2.2%	14,903	2.3%	15,478	2.3%	15,351	2.2%	15,552	2.2%

Regulated restrictive practice types

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

Jurisdiction	Restrictive practice type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	Chemical	151	153	153	174	179	189
	Environmental	116	115	120	129	128	136
	Mechanical	21	17	20	22	24	25
	Physical	19	23	20	21	19	25
	Seclusion	6	4	3	3	2	4

⁷ Total NDIS participant population count source: NDIA.

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

Jurisdiction	Restrictive practice type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
NSW	Chemical	2,779	2,654	2,735	2,873	2,905	2,909
	Environmental	3,016	2,935	2,996	3,148	3,113	3,213
	Mechanical	710	685	703	751	742	732
	Physical	527	515	543	590	582	624
	Seclusion	183	158	159	183	187	188
	Unknown Type	3	0	0	0	0	0
NT	Chemical	113	111	116	116	119	120
	Environmental	135	149	162	163	167	159
	Mechanical	12	11	10	9	8	12
	Physical	17	15	12	17	11	10
	Seclusion	5	6	4	6	4	3
QLD	Chemical	821	866	893	944	947	959
	Environmental	932	1,012	1,057	1,094	1,063	1,063
	Mechanical	220	239	244	242	244	258
	Physical	665	718	711	737	713	731
	Seclusion	117	114	121	118	123	142
SA	Chemical	850	833	849	874	840	829
	Environmental	1,169	1,153	1,143	1,159	1,134	1,085
	Mechanical	229	213	214	220	204	193
	Physical	382	353	361	367	340	318
	Seclusion	105	87	97	96	92	86
	Unknown Type	0	1	0	0	0	0
TAS	Chemical	183	175	160	160	147	143
	Environmental	262	257	271	278	264	269
	Mechanical	64	63	61	62	58	46
	Physical	135	139	139	130	133	122
	Seclusion	42	39	40	45	38	34
VIC	Chemical	3,118	3,157	3,292	3,407	3,372	3,420
	Environmental	2,011	2,041	2,121	2,128	2,091	2,103
	Mechanical	436	437	442	436	418	403
	Physical	245	211	219	216	195	189
	Seclusion	117	103	103	109	99	94

Jurisdiction	Restrictive practice type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
WA	Chemical	1,096	1,089	1,089	1,093	1,090	1,092
	Environmental	1,217	1,184	1,186	1,173	1,169	1,170
	Mechanical	236	219	215	221	213	215
	Physical	211	222	225	217	208	223
	Seclusion	119	117	120	116	109	103
	Unknown type	1	0	0	0	0	0

Unauthorised restrictive practices

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

Jurisdiction	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	107	112	129	125	132	116
NSW	1,755	1,621	1,804	1,987	1,914	1,915
NT	75	77	95	108	104	102
QLD	834	868	883	926	874	893
SA	449	478	524	556	526	489
TAS	206	192	221	226	217	217
VIC	1,057	984	1,044	1,159	1,030	999
WA	631	637	629	657	685	706

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

Unauthorised restrictive practice types

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

Jurisdiction	Restrictive practice type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	Chemical	65	78	84	82	96	81
	Environmental	49	41	61	55	54	50
	Mechanical	9	6	7	11	12	7
	Physical	10	10	9	10	9	14
	Seclusion	2	1	1	1	1	4
NSW	Chemical	857	736	829	936	908	849
	Environmental	987	896	995	1,101	1,060	1,071
	Mechanical	153	159	184	183	180	170
	Physical	230	251	265	309	290	316
	Seclusion	51	39	45	68	70	62
	Unknown type	3	0	0	0	0	0
NT	Chemical	40	38	44	47	49	55
	Environmental	47	54	66	70	69	64
	Mechanical	3	3	2	3	2	4
	Physical	11	10	6	13	7	5
	Seclusion	2	4	1	3	3	0
QLD	Chemical	295	306	312	327	308	304
	Environmental	322	342	361	381	346	345
	Mechanical	62	70	77	73	77	78
	Physical	301	338	326	361	336	355
	Seclusion	58	47	48	49	63	73

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

Jurisdiction	Restrictive practice type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
SA	Chemical	127	168	206	228	192	190
	Environmental	249	283	310	321	295	271
	Mechanical	47	47	53	50	52	43
	Physical	90	92	95	113	110	90
	Seclusion	17	19	22	26	22	16
	Unknown type	0	1	0	0	0	0
TAS	Chemical	48	37	39	37	30	36
	Environmental	123	109	126	134	132	134
	Mechanical	16	17	18	22	23	16
	Physical	78	81	85	78	80	67
	Seclusion	12	13	19	25	19	18
	Unknown type	0	0	0	0	0	0
VIC	Chemical	701	661	657	762	664	617
	Environmental	407	370	417	460	383	393
	Mechanical	90	90	94	100	102	93
	Physical	102	99	113	118	117	115
	Seclusion	19	12	14	20	22	23
	Unknown type	0	0	0	0	0	0
WA	Chemical	305	305	320	320	346	339
	Environmental	358	355	343	353	372	360
	Mechanical	64	62	55	50	54	54
	Physical	63	79	78	84	89	92
	Seclusion	25	28	26	26	33	33
	Unknown type	1	0	0	0	0	0
National	Chemical	2,438	2,329	2,491	2,739	2,593	2,471
	Environmental	2,542	2,450	2,679	2,875	2,711	2,688
	Mechanical	444	454	490	492	502	465
	Physical	885	960	977	1,086	1,038	1,054
	Seclusion	186	163	176	218	233	229
	Unknown type	4	1	0	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	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
ACT	Abuse	9	9	3	2	8	16
	Death	18	9	16	22	7	18
	Neglect	9	17	22	29	15	31
	Serious injury	17	24	40	39	46	51
	Sexual misconduct	2	1	1	1	1	0
	Unlawful physical contact	2	8	5	5	5	9
	Unlawful sexual contact	2	4	3	0	1	2
NSW	Abuse	456	469	467	519	530	533
	Death	267	240	256	343	209	258
	Neglect	547	768	654	662	811	765
	Serious injury	663	630	633	723	837	802
	Sexual misconduct	43	71	52	64	62	61
	Unlawful physical contact	299	326	342	428	431	372
	Unlawful sexual contact	45	51	44	50	39	52
NT	Abuse	9	12	10	14	12	13
	Death	9	11	11	10	10	9
	Neglect	28	22	34	46	50	38
	Serious injury	27	32	36	43	41	44
	Sexual misconduct	1	0	2	5	2	2
	Unlawful physical contact	18	11	9	11	9	15
	Unlawful sexual contact	0	0	0	4	2	0
QLD	Abuse	231	241	233	223	317	345
	Death	129	141	141	125	132	129
	Neglect	256	313	315	375	398	471
	Serious injury	281	370	401	490	595	701
	Sexual misconduct	27	40	54	51	45	45
	Unlawful physical contact	96	84	79	96	117	133
	Unlawful sexual contact	28	34	32	36	37	49
	Unknown type	0	0	0	1	0	0

Jurisdiction	Reportable incident type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
SA	Abuse	189	212	256	244	209	194
	Death	74	72	79	90	72	66
	Neglect	256	241	253	327	276	313
	Serious injury	202	198	207	309	351	365
	Sexual misconduct	34	25	14	35	26	19
	Unlawful physical contact	54	51	31	43	39	50
	Unlawful sexual contact	11	14	17	19	23	12
TAS	Abuse	27	44	51	58	39	51
	Death	14	12	7	29	20	12
	Neglect	64	52	99	88	98	84
	Serious injury	76	67	82	131	104	113
	Sexual misconduct	8	11	4	6	15	7
	Unlawful physical contact	21	15	20	18	15	45
	Unlawful sexual contact	5	3	5	5	11	5
VIC	Abuse	211	188	275	327	255	308
	Death	143	127	201	207	177	178
	Neglect	367	378	390	380	337	450
	Serious injury	370	348	475	505	565	639
	Sexual misconduct	19	38	34	45	54	33
	Unlawful physical contact	199	167	212	208	181	151
	Unlawful sexual contact	29	38	31	31	36	35
	Unknown type	0	1	0	0	0	0
WA	Abuse	85	80	71	113	114	104
	Death	67	61	71	57	72	64
	Neglect	122	104	107	157	148	156
	Serious injury	230	255	276	289	301	308
	Sexual misconduct	20	16	12	8	15	21
	Unlawful physical contact	49	32	29	32	48	48
	Unlawful sexual contact	12	12	11	10	13	21
	Unknown type	0	0	1	0	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 type¹¹

Age band	Reportable incident type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
0 – 6 years	Abuse	9	7	7	10	5	11
	Death	2	1	4	1	2	2
	Neglect	8	7	5	10	11	12
	Serious injury	7	7	5	7	3	8
	Sexual misconduct	0	0	3	0	1	1
	Unlawful physical	1	1	0	3	2	3
	Unlawful sexual contact	0	1	0	2	1	0
7 – 14 years	Abuse	47	42	41	46	53	77
	Death	2	1	5	11	4	5
	Neglect	70	55	48	71	54	66
	Serious injury	26	32	30	32	35	42
	Sexual misconduct	8	14	13	12	18	12
	Unlawful physical	14	23	11	21	15	18
	Unlawful sexual contact	6	7	8	6	10	7
15 – 18 years	Abuse	33	49	45	56	63	62
	Death	4	1	7	3	4	1
	Neglect	49	79	69	77	75	85
	Serious injury	70	51	76	109	78	92
	Sexual misconduct	12	17	10	19	11	8
	Unlawful physical	29	34	32	33	28	29
	Unlawful sexual contact	6	11	19	13	11	13
19 – 24 years	Abuse	134	106	140	187	161	172
	Death	15	8	10	10	9	11
	Neglect	169	152	163	207	208	209
	Serious injury	205	175	219	267	278	264
	Sexual misconduct	26	28	38	36	31	32
	Unlawful physical	113	89	105	134	117	97
	Unlawful sexual contact	18	25	24	24	30	28
	Unknown type	0	0	1	1	0	0

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
25 – 34 years	Abuse	231	213	236	239	256	270
	Death	23	26	22	42	31	40
	Neglect	231	230	287	255	328	346
	Serious injury	269	311	289	412	433	441
	Sexual misconduct	40	46	37	33	41	33
	Unlawful physical	145	117	124	140	158	148
	Unlawful sexual contact	33	33	34	35	36	37
	Unknown	0	1	0	0	0	0
35 – 44 years	Abuse	194	213	220	237	208	234
	Death	62	50	55	78	49	46
	Neglect	237	296	295	344	332	332
	Serious injury	262	259	353	320	362	398
	Sexual misconduct	26	30	23	35	41	30
	Unlawful physical	111	139	137	164	162	150
	Unlawful sexual contact	24	30	20	34	18	24
45 – 54 years	Abuse	214	248	259	280	261	253
	Death	148	117	142	152	118	121
	Neglect	313	390	338	377	387	415
	Serious injury	361	351	400	416	524	520
	Sexual misconduct	22	27	18	36	30	22
	Unlawful physical	155	122	113	132	142	165
	Unlawful sexual contact	23	18	15	15	17	23
55 – 64 years	Abuse	260	252	293	278	332	346
	Death	268	284	327	331	284	274
	Neglect	402	477	445	492	486	561
	Serious injury	439	510	519	649	749	853
	Sexual misconduct	12	28	23	33	40	35
	Unlawful physical	103	117	138	144	145	134
	Unlawful sexual contact	17	22	14	17	30	33
65+ years	Abuse	95	125	125	167	145	139
	Death	197	185	210	255	198	231
	Neglect	170	209	224	231	252	282
	Serious injury	227	228	259	317	378	405
	Sexual misconduct	8	12	8	11	7	15
	Unlawful physical	67	52	67	70	76	79
	Unlawful sexual contact	5	9	9	9	9	11

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

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

Age band	Oct – Dec 2023		Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025	
0-6 years	20	0.0%	23	0.0%	23	0.0%	30	0.0%	25	0.0%	32	0.0%
7-14 years	110	0.1%	125	0.1%	135	0.1%	159	0.1%	150	0.1%	187	0.1%
15-18 years	138	0.2%	164	0.3%	175	0.3%	198	0.3%	190	0.3%	192	0.3%
19-24 years	461	0.9%	427	0.8%	483	0.9%	560	1.0%	550	0.9%	543	0.9%
25-34 years	711	1.3%	745	1.3%	743	1.3%	786	1.3%	884	1.5%	915	1.5%
35-44 years	687	1.4%	706	1.5%	737	1.5%	843	1.7%	830	1.6%	862	1.7%
45-54 years	920	1.7%	885	1.6%	917	1.6%	1,031	1.8%	1,070	1.9%	1,105	1.9%
55-64 years	1,199	1.8%	1,278	1.9%	1,377	2.1%	1,448	2.2%	1,568	2.3%	1,621	2.4%
65+ years	614	2.0%	624	2.0%	716	2.1%	834	2.4%	828	2.3%	906	2.4%

Reportable incidents by gender and type

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

Gender	Reportable incident type	Oct – Dec 2023	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025
Female	Abuse	538	586	663	706	644	724
	Death	303	266	300	369	291	295
	Neglect	704	698	720	817	866	926
	Serious injury	923	898	1,072	1,211	1,341	1,441
	Sexual misconduct	87	109	92	137	120	109
	Unlawful physical contact	313	251	266	303	319	318
	Unlawful sexual contact	86	102	97	94	115	134
	Unknown type	0	1	0	0	0	0
Male	Abuse	671	664	687	783	824	830
	Death	417	392	467	501	403	430
	Neglect	926	1,188	1,139	1,230	1,259	1,370
	Serious injury	918	992	1,056	1,274	1,462	1,542
	Sexual misconduct	66	90	79	76	92	77
	Unlawful physical contact	423	440	457	535	524	504
	Unlawful sexual contact	46	54	46	59	44	40
	Unknown type	0	0	1	1	0	0
Unknown	Abuse	8	5	16	11	16	10
	Death	1	15	15	13	5	9
	Neglect	19	9	15	17	8	12
	Serious injury	25	34	22	44	37	40
	Sexual misconduct	1	3	2	2	8	2
	Unlawful physical contact	2	3	4	3	2	1
	Unlawful sexual contact	0	0	0	2	3	2

12 Total NDIS participant population count source: NDIA.



**NDIS Quality
and Safeguards
Commission**

