



NDIS Quality
and Safeguards
Commission

Q4 | 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 April 2025 – 30 June 2025.

Key statistics from this report include:

- A 75% increase in number of complaints closed this quarter, and a decrease in the percentage of complaints closed within 90 days, from 54% last quarter to 27%.
- A 6% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- The number of NDIS participants with a Reportable Incident (not related to Unauthorised Restrictive practice) decreased from 6,338 in the last quarter to 6,267 this quarter, a 1% decrease.
- The median number of calendar days from audit submission to application determination has increased from 31 days last quarter to 70 days this quarter for new applications with a verification audit, and from 33 days to 84 days for renewal applications with a verification audit.
- The national rate of Regulated Restrictive Practices (as a proportion of the NDIS participant population) reduced from 2.18% to 2.13% between this quarter and last quarter.

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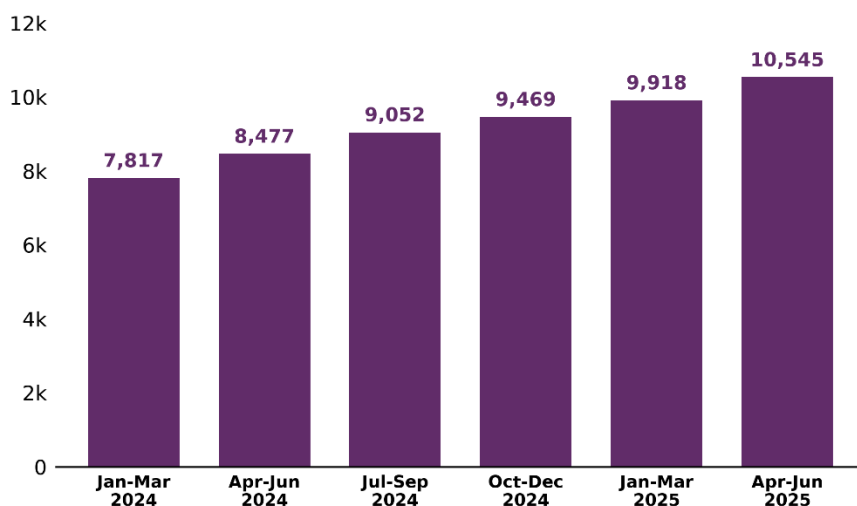
Behaviour support

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

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

Figure 1: Suitable behaviour support practitioners

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



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

Complaints

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

Figure 2: Complaints received

Count of complaints received per quarter

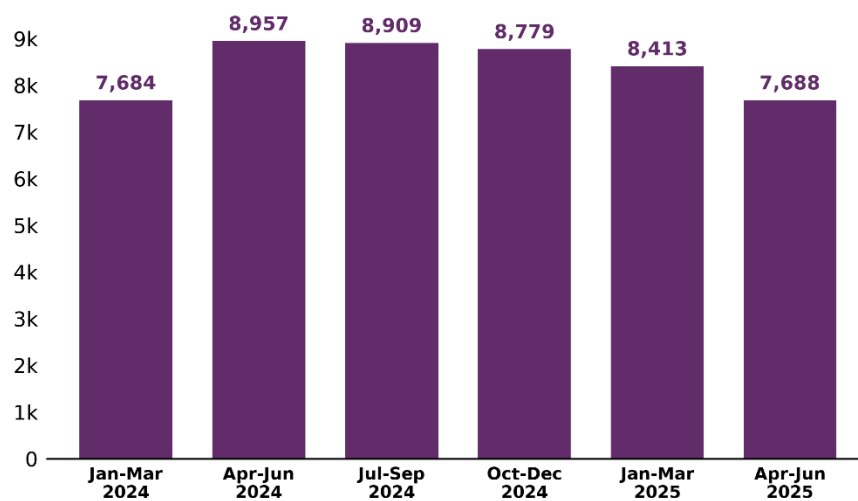


Figure 3: Complaints received by primary complainant

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

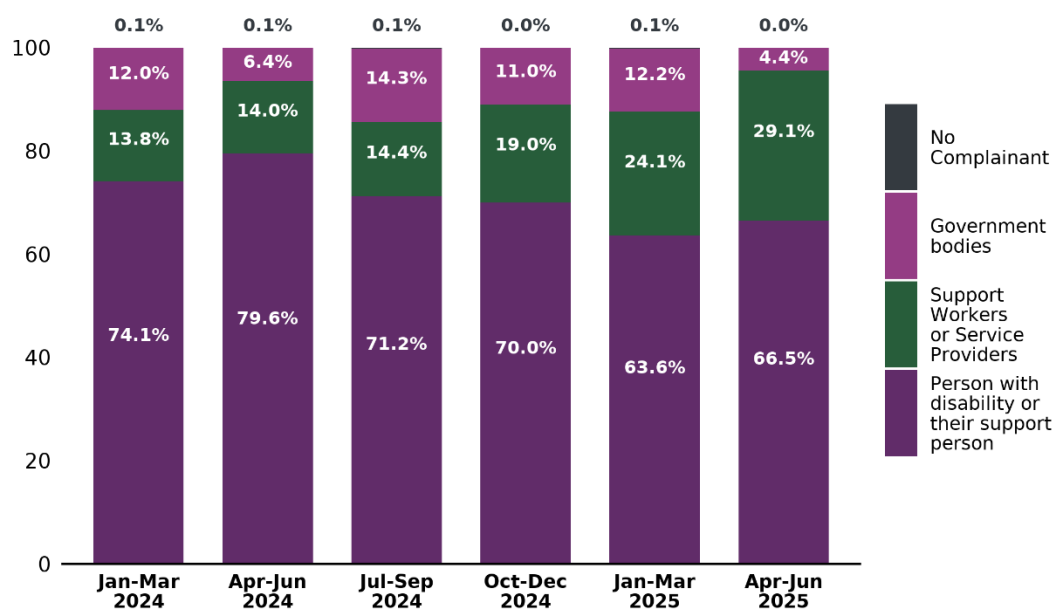
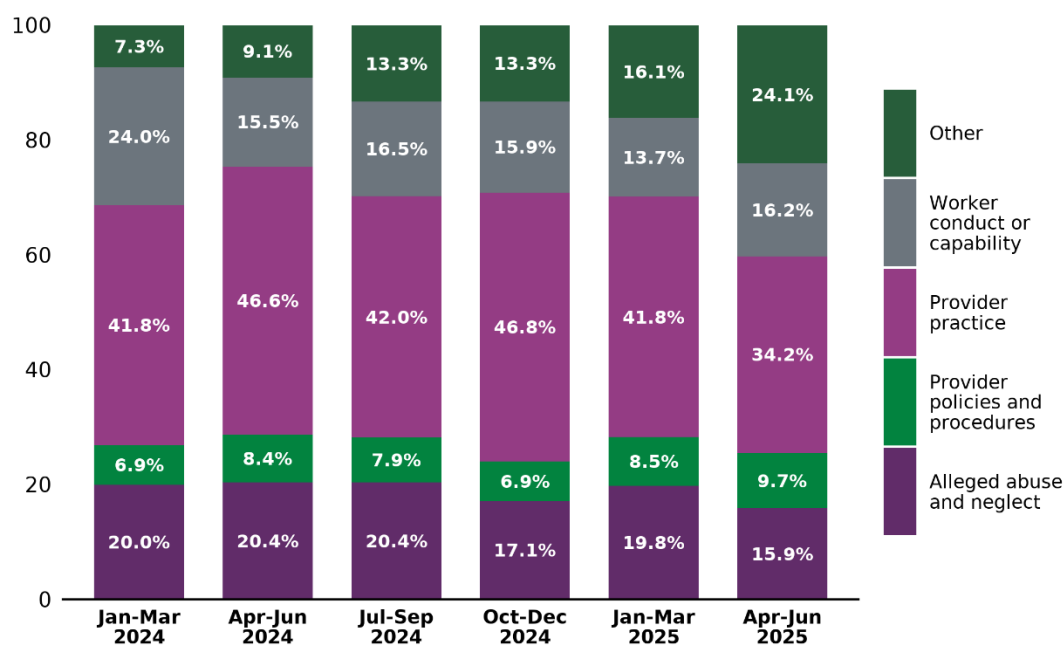


Figure 4: Complaints themes

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

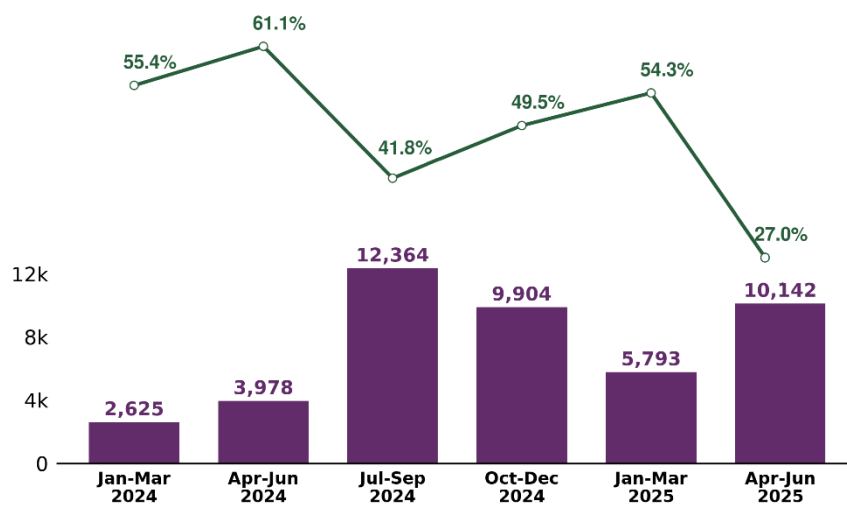
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; 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 increase in finalisations in quarter 4 reflects the trial of the risk-based prioritisation model, which allowed us to test the framework and assess and finalise matters more efficiently. The increase is also attributable to a strategic focus in quarter 4 on finalising aged matters. This also had an associated negative impact on the percentage of matters closed in 90 days, as aged matters tend to be much older than 90 days and therefore increases the median closure time.

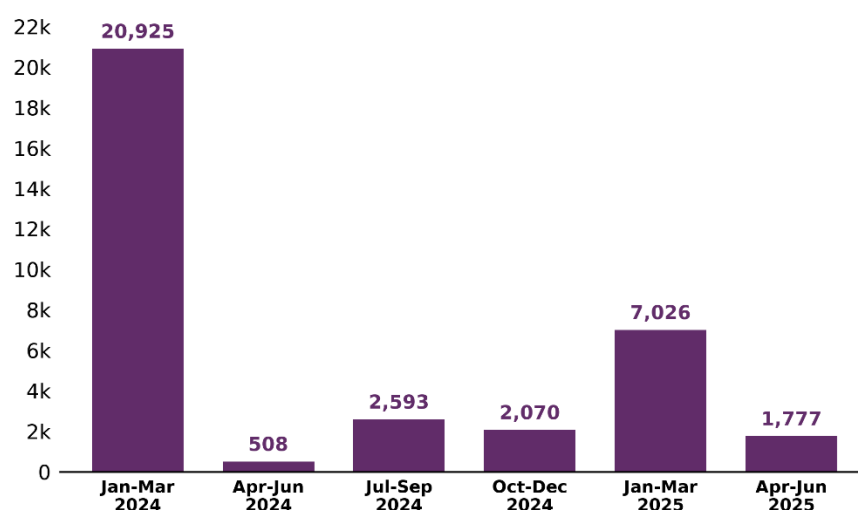
Compliance and enforcement

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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
General/unknown	25.3%	15.9%	14.4%	17.2%	20.6%	19.5%
Worker screening	18.1%	16.3%	15.1%	12.1%	14.1%	18.9%
Registration	16.5%	11.3%	15.4%	8.7%	11.2%	12.0%
Complaints	16.8%	25.6%	20.9%	22.6%	23.1%	25.7%
Out of scope	10.3%	13.2%	15.8%	14.9%	14.3%	13.3%
Portal	5.9%	5.4%	4.2%	3.4%	3.5%	2.6%
Practice quality	2.7%	5.4%	5.4%	5.9%	6.1%	2.8%
Worker orientation module	2.2%	2.8%	2.7%	2.3%	2.3%	2.4%
Reportable incidents	2.2%	4.2%	4.4%	4.1%	4.7%	3.8%
COVID-19	0.1%	0.0%	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)

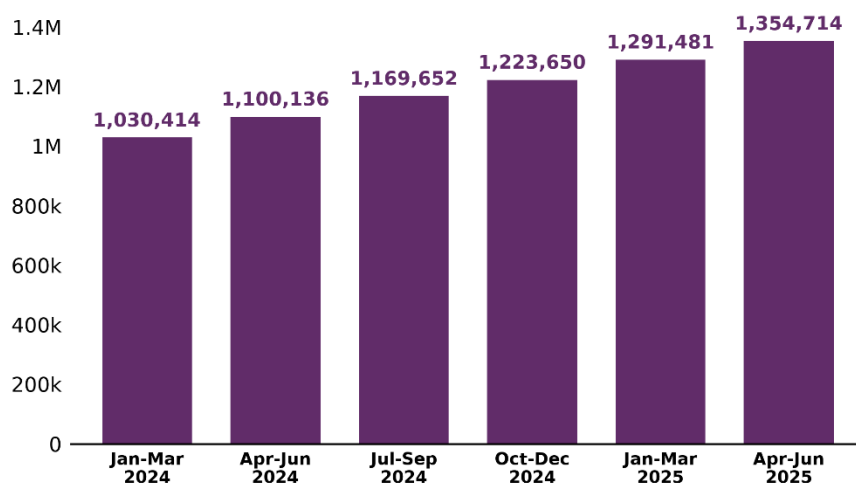


Figure 9: NDIS Worker Screening Check pending applications

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

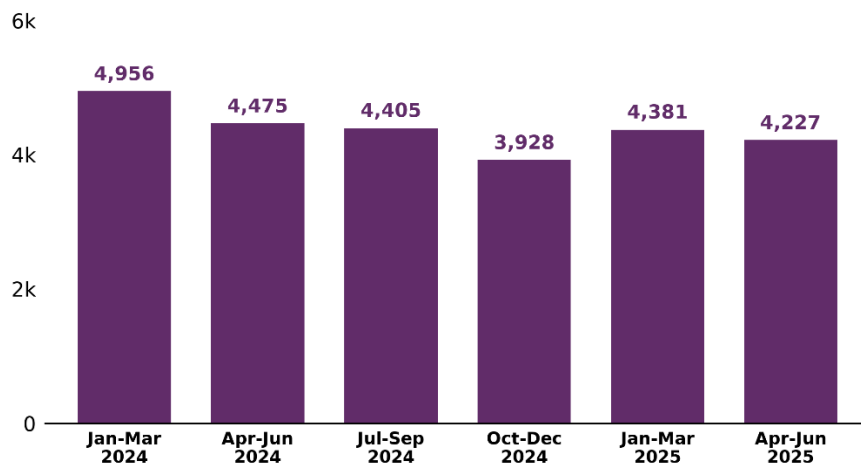
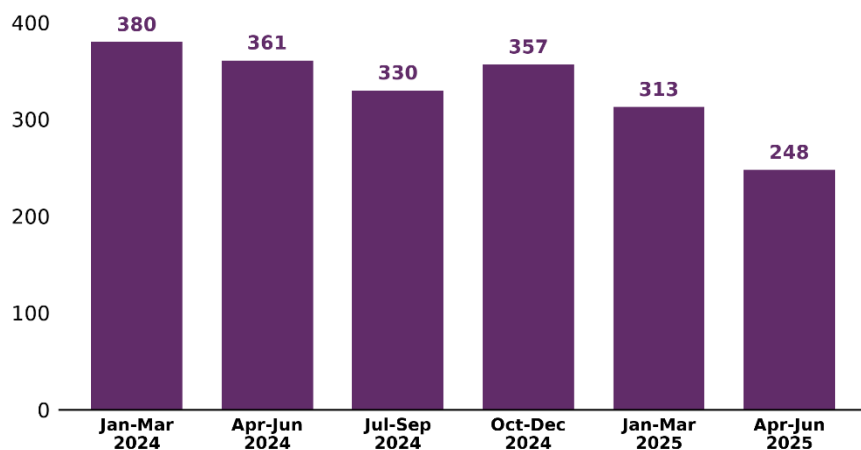


Figure 10: NDIS Worker Screening Check interim bar

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

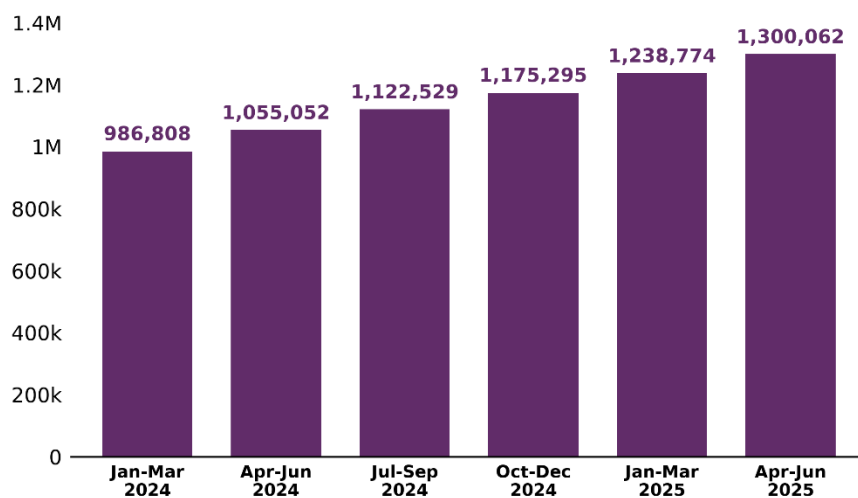
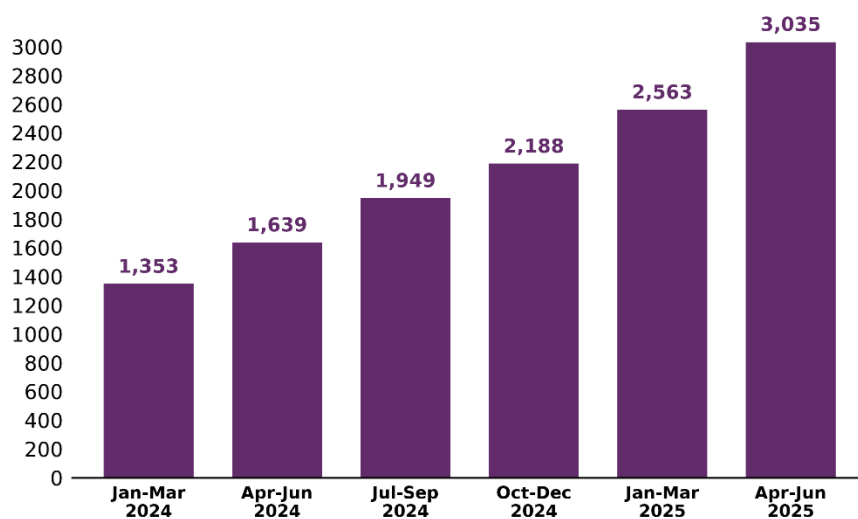


Figure 12: NDIS Worker Screening Check exclusions

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

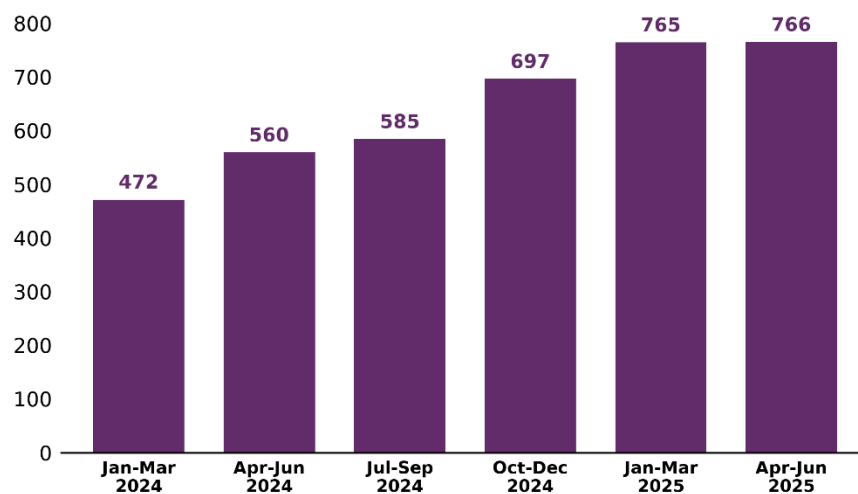


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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

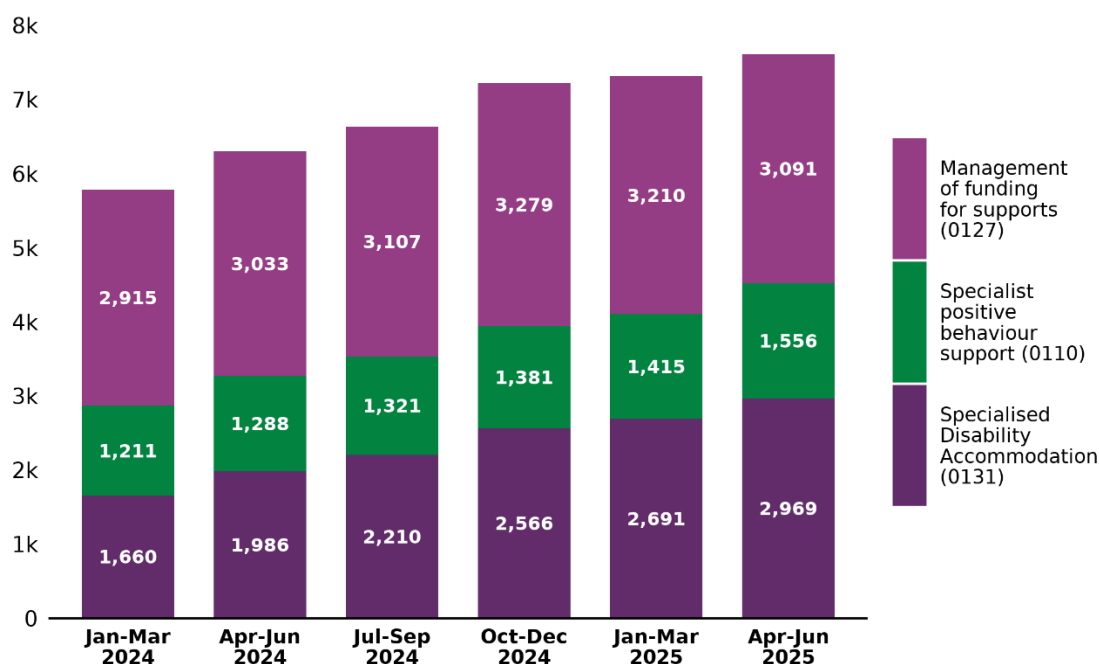


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their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

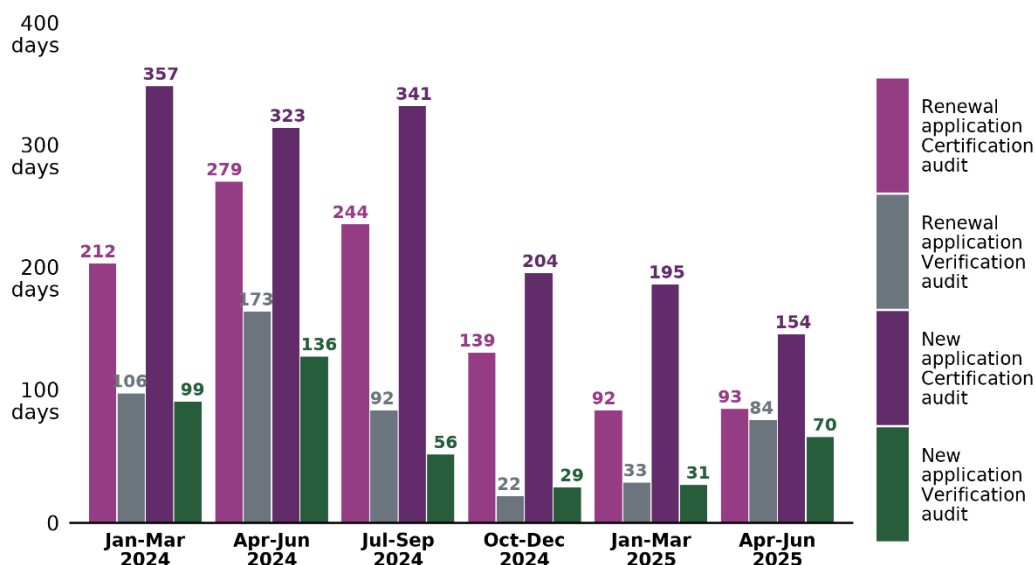
Count of registered providers approved to deliver registration groups for which registration is required per quarter, grouped by condition type²

Jurisdiction	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
Delivery Requirement	8,587	10,034	10,803	12,009	12,247	13,911
Timing of Audit	5,648	7,200	8,063	9,111	9,322	10,988
Registration Duration	1,311	1,293	1,275	1,257	1,252	1,248
Type of Audit	87	105	109	110	113	117
Restricted Registration Groups	5	5	6	6	6	6
Restricted Supports	2	2	2	1	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}

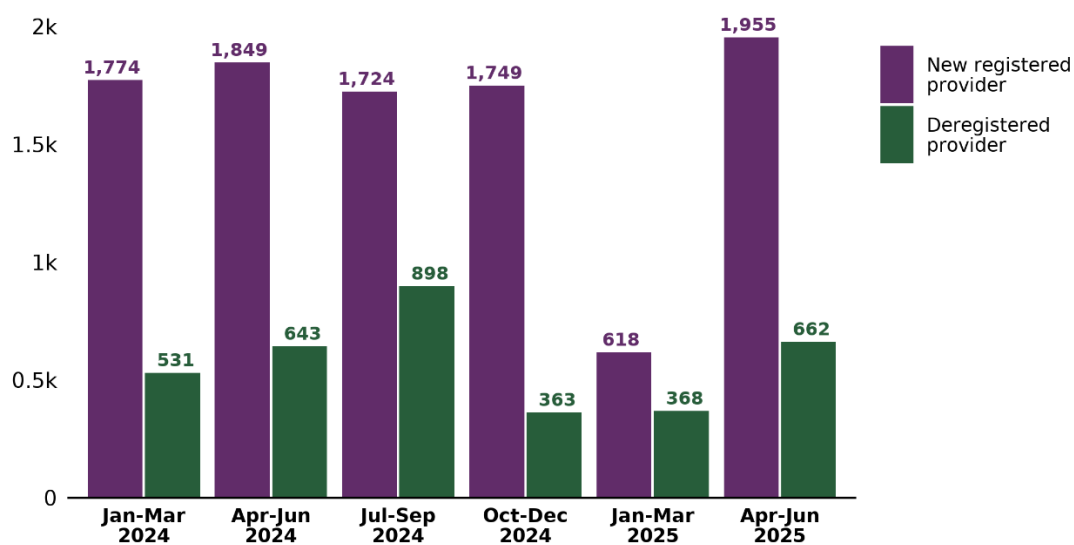
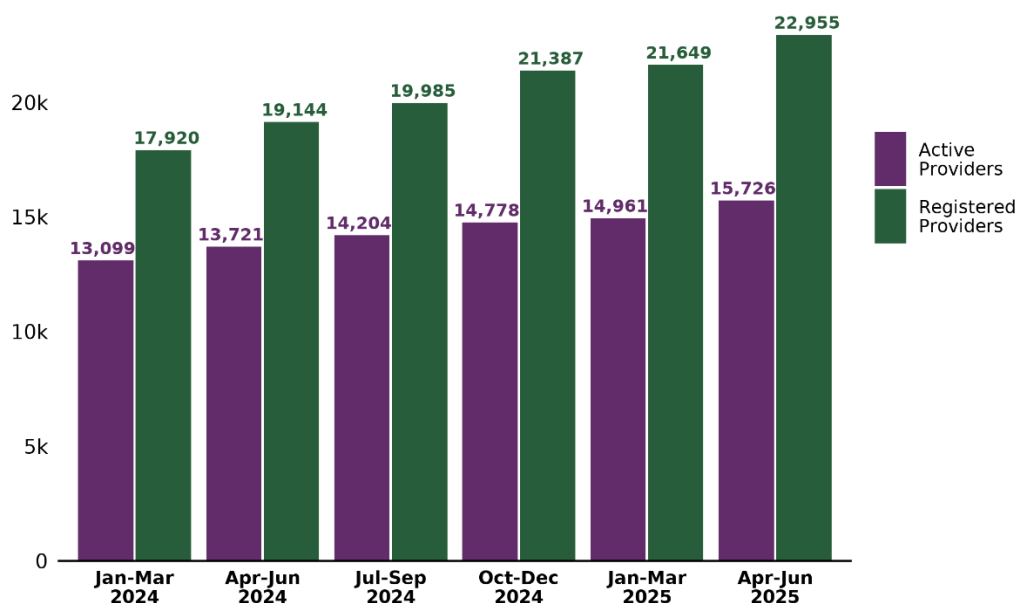


Figure 18: Registered provider count and payment claim

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 provider 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>.

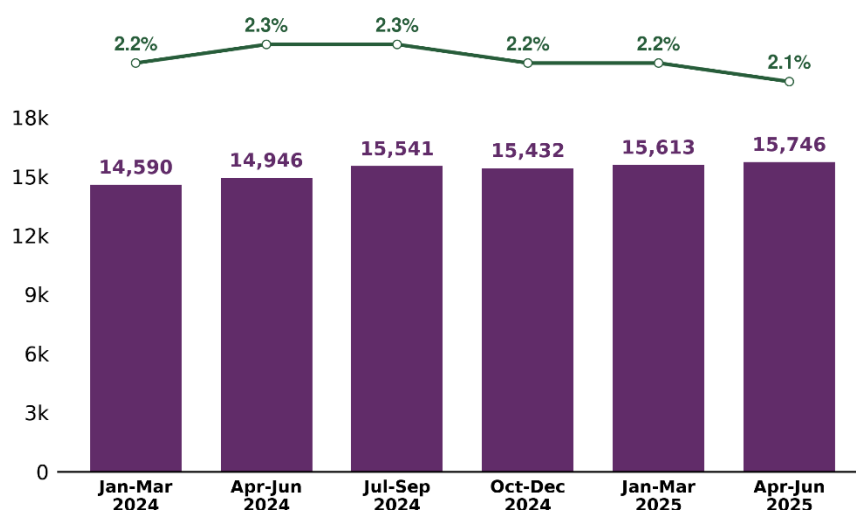
Regulated restrictive practices

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 19: 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

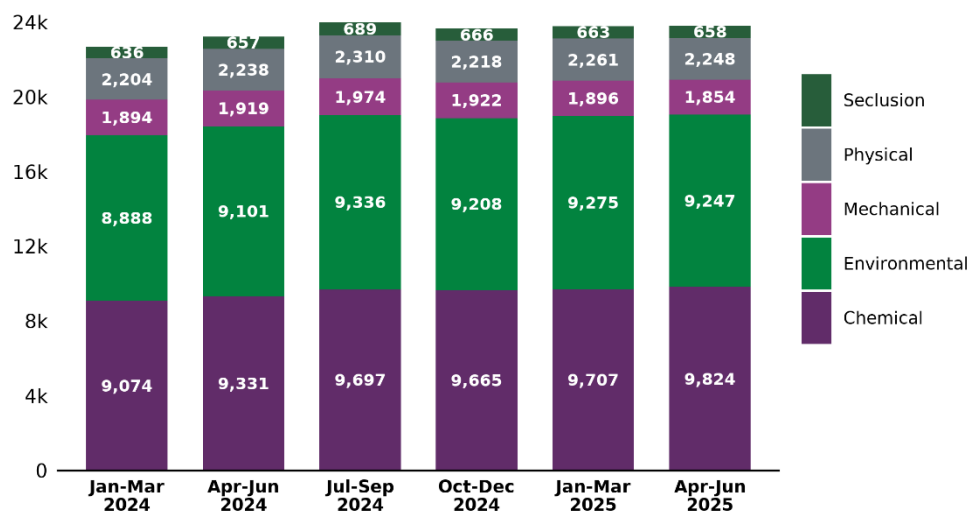


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

2 Total NDIS participant population count source: NDIA.

Figure 20: NDIS participants subjected to restrictive practices by type

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.

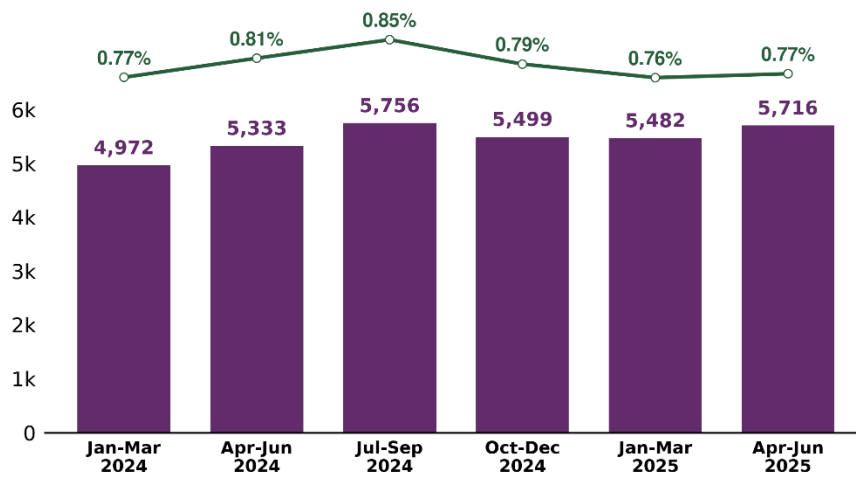
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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 21: NDIS participants associated with 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

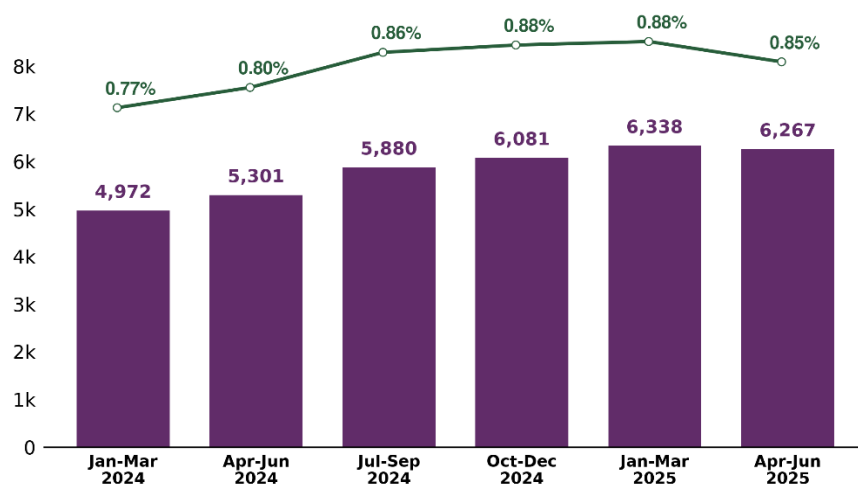
Reportable incidents

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 22: NDIS participants associated with 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 23: Reportable incident types

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

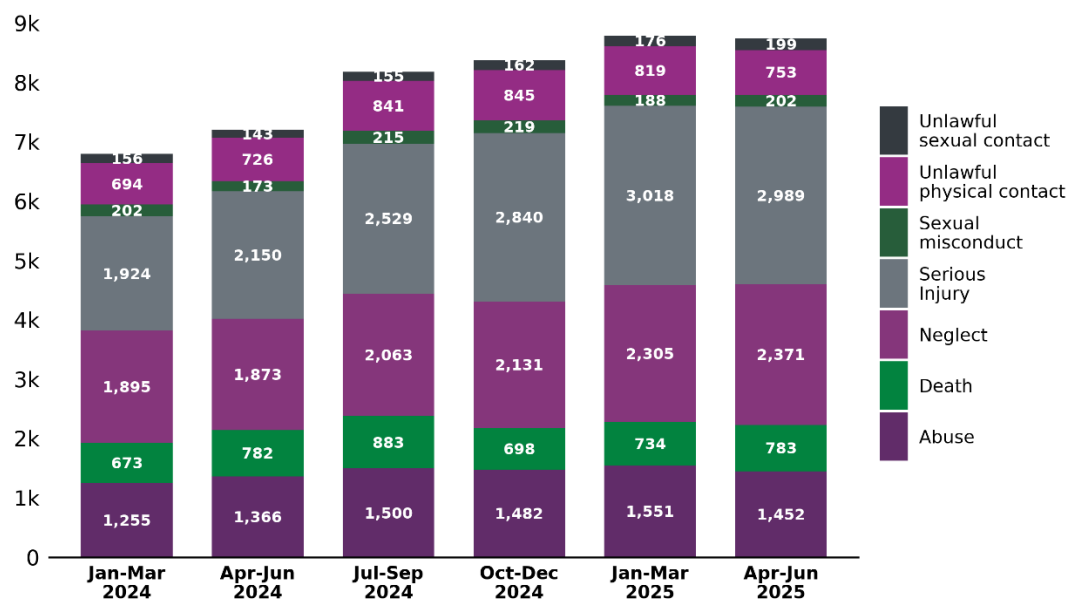
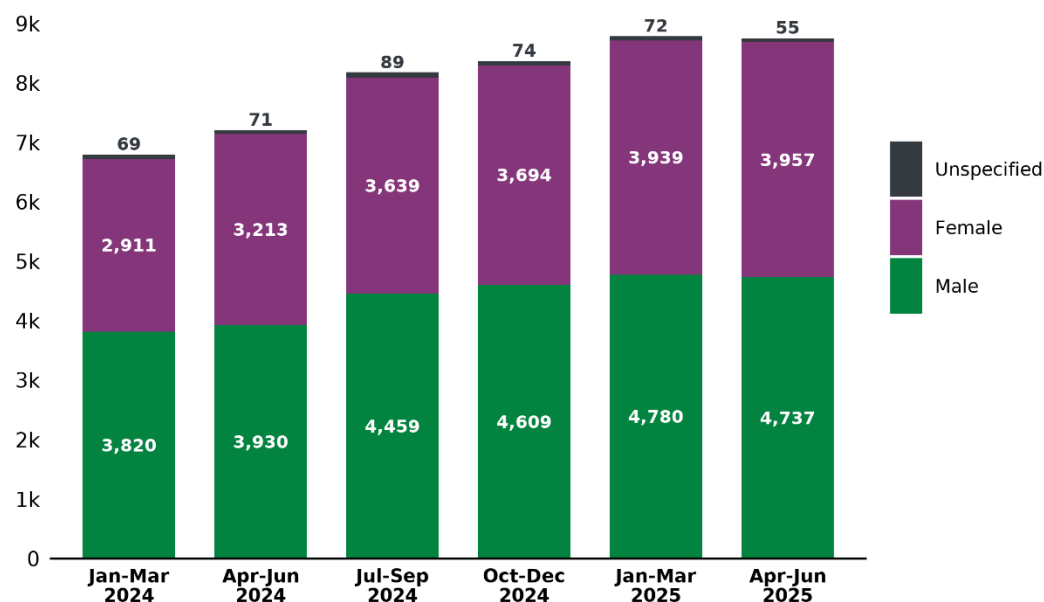


Figure 24: Reportable incidents by gender

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 25: Reportable incidents by age band

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

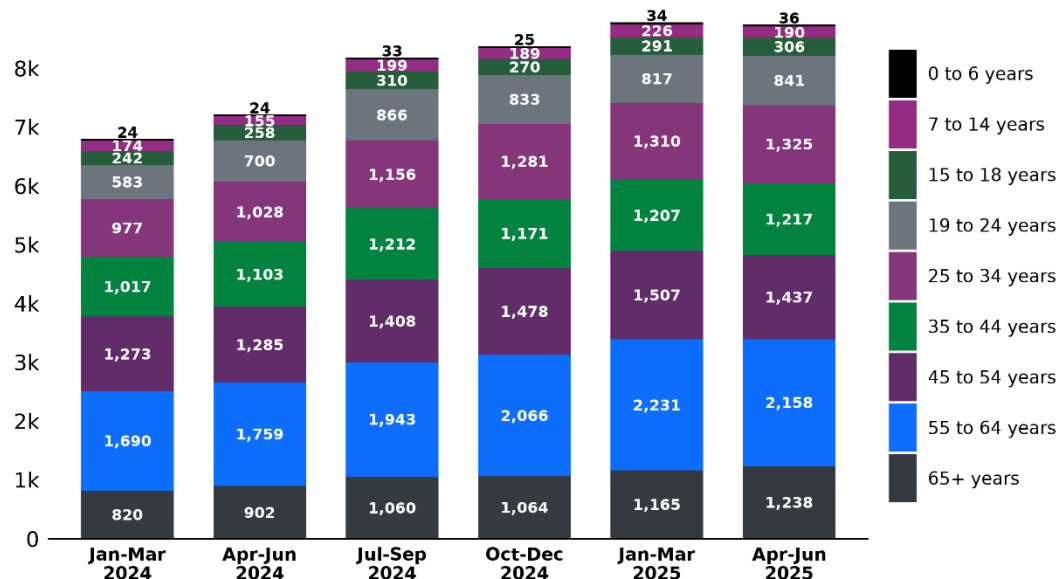
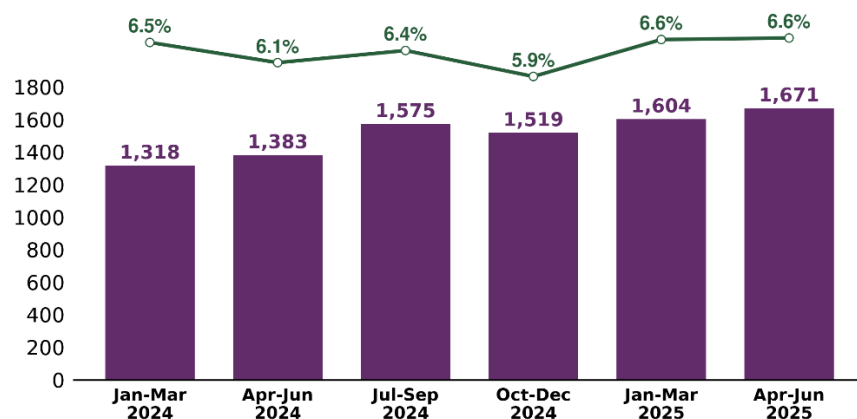


Figure 26: Reportable incidents reported to police

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 27: 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

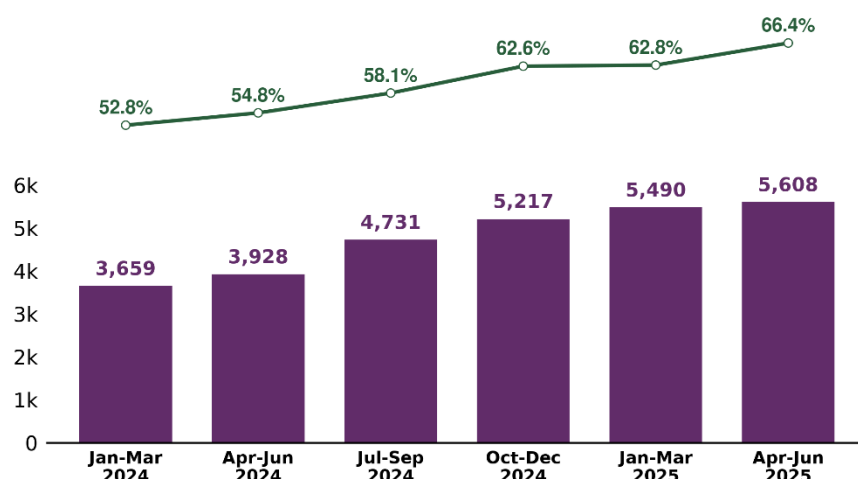
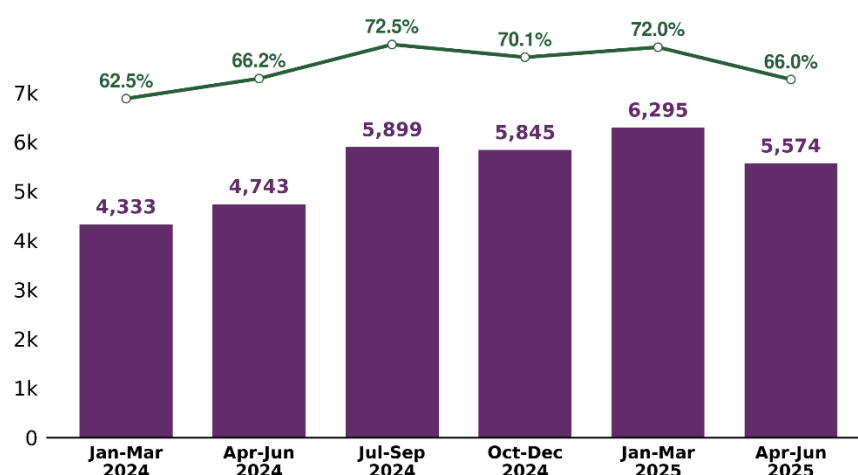


Figure 28: Reportable incidents notification timeframe – 5 day

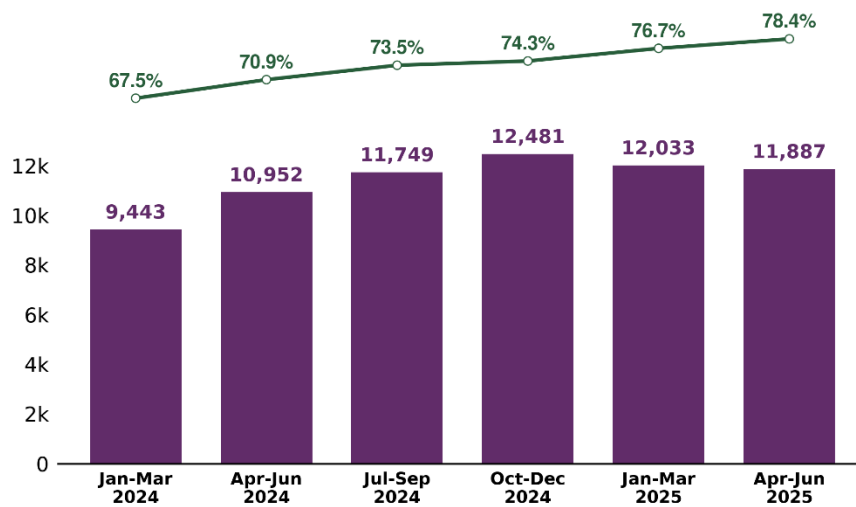
Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive 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 29: 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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	127	144	154	159	172	180
NSW	2,767	2,954	3,166	3,309	3,440	3,630
NT	93	110	118	122	130	139
QLD	1,245	1,362	1,458	1,533	1,606	1,739
SA	734	785	826	849	880	925
TAS	168	183	189	204	222	242
VIC	1,813	1,991	2,125	2,232	2,368	2,520
WA	869	947	1,016	1,061	1,100	1,170
Data not available	1	1	0	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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
Banning order	1	2	3	1	5	3
Banning order revocation	0	0	0	0	0	0
Civil penalty proceedings	0	1	0	4	1	0
Compliance notice variation	0	0	0	2	0	3
Compliance notice	6	8	13	22	197	467
Conditions on registration	0	1	1	0	0	1
Corrective action request	4	15	3	6	1,033	256
Education	3,757	194	256	527	4,435	409
Enforceable undertaking	0	2	0	0	0	0
Infringement notice	4	9	9	36	29	9
Refusal of registration	94	29	302	68	23	120
Revocation of registration	75	34	248	44	74	200
Suspend registration	1	1	3	0	0	3
Warning letter	8	49	9	10	21	11
Total	3,950	345	847	720	5,818	1,482

Unregistered providers

Compliance activity outcome	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
Banning order	13	6	6	3	1	2
Banning order revocation	0	0	0	1	0	1
Banning order variation	0	0	0	2	1	2
Civil penalty proceedings	0	0	1	0	0	0
Compliance notice	0	0	0	11	5	0
Corrective action request	0	0	0	0	3	7
Education	13	2	10	22	4	2
Enforceable undertaking	0	0	0	0	0	0
Infringement notice	0	0	0	2	1	0
Refusal of Registration	9,665	55	1,386	1,146	1,085	154
Warning letter	2	3	8	6	2	2
Total	9,693	66	1,411	1,193	1,102	170

Individuals

Compliance activity outcome	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
Banning order	23	16	27	37	57	49
Banning order revocation	0	0	0	0	1	1
Banning order variation	0	1	4	6	3	1
Civil penalty proceedings	0	0	2	0	0	0
Compliance notice	0	1	0	0	1	0
Education	7,232	10	117	48	11	10
Infringement notice	1	0	0	1	0	0
Warning letter	26	69	184	65	33	64
Withdrawal of suspension	0	0	1	0	0	0
Total	7,282	97	335	157	106	125

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	Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025	
ACT	12,317	11.3%	13,356	8.4%	14,496	8.5%	15,459	6.6%	17,087	10.5%	18,386	7.6%
NSW	283,291	8.0%	302,624	6.8%	321,831	6.3%	337,190	4.8%	354,499	5.1%	371,374	4.8%
NT	6,950	9.2%	7,927	14.1%	8,877	12.0%	9,426	6.2%	9,963	5.7%	10,450	4.9%
QLD	272,554	8.2%	289,137	6.1%	304,991	5.5%	317,126	4.0%	334,039	5.3%	348,922	4.5%
SA	89,913	9.8%	96,835	7.7%	103,065	6.4%	107,975	4.8%	114,326	5.9%	120,081	5.0%
TAS	22,529	7.2%	23,786	5.6%	24,995	5.1%	26,186	4.8%	27,400	4.6%	28,786	5.1%
VIC	243,755	8.4%	261,109	7.1%	279,720	7.1%	294,330	5.2%	311,954	6.0%	328,788	5.4%
WA	99,591	7.4%	105,917	6.4%	112,316	6.0%	116,665	3.9%	123,001	5.4%	128,793	4.7%
National	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%	1,354,714	4.9%

NDIS Worker Screening Check pending applications

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

Jurisdiction	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	0	0	0	0	0	0
NSW	1,036	1,203	1,156	1,151	1,289	1,153
NT	66	76	92	74	34	41
QLD	2,759	2,163	2,111	1,938	1,988	1,882
SA	12	34	20	12	12	14
TAS	267	137	170	136	249	389
VIC	568	680	642	468	514	498
WA	248	182	214	149	295	250

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 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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	0	0	0	0	0	0
NSW	33	28	32	60	44	51
NT	0	0	0	2	2	0
QLD	328	315	278	272	225	177
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	19	18	20	23	42	20
WA	0	0	0	0	0	0

NDIS Worker Screening Check clearances

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

Jurisdiction	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	9,167	10,218	11,211	12,230	13,404	14,924
NSW	273,530	292,125	310,741	325,852	342,026	358,434
NT	6,745	7,661	8,569	9,116	9,683	10,150
QLD	257,347	274,133	289,526	301,087	317,079	331,521
SA	87,926	94,577	101,052	106,154	112,184	117,822
TAS	20,524	21,881	22,988	24,160	25,121	26,284
VIC	233,461	249,961	267,619	281,504	297,974	313,891
WA	98,120	104,508	110,835	115,204	121,316	127,052

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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	1	1	1	1	1	1
NSW	507	616	704	780	912	1,100
NT	19	19	22	25	41	43
QLD	108	149	210	257	315	374
SA	202	231	265	302	350	381
TAS	6	6	8	11	14	20
VIC	375	454	546	595	672	830
WA	135	163	193	217	258	286

NDIS Worker Screening Check suspensions

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

Jurisdiction	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	3	3	4	7	8	9
NSW	37	42	35	58	44	37
NT	2	2	2	2	3	3
QLD	279	343	384	448	511	567
SA	20	30	34	33	19	15
TAS	5	6	8	10	9	12
VIC	46	53	33	54	100	52
WA	80	81	85	85	71	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	Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025	
ACT	222	2.1%	225	2.1%	252	2.3%	253	2.2%	262	2.2%	264	2.2%
NSW	4,580	2.4%	4,715	2.4%	4,974	2.5%	4,983	2.4%	5,079	2.4%	5,102	2.3%
NT	205	3.5%	220	3.6%	220	3.6%	226	3.6%	224	3.5%	223	3.4%
QLD	1,841	1.3%	1,873	1.3%	1,985	1.4%	1,971	1.3%	2,010	1.3%	2,070	1.3%
SA	1,610	2.9%	1,625	2.9%	1,688	2.9%	1,646	2.8%	1,602	2.6%	1,616	2.6%
TAS	385	2.8%	384	2.7%	393	2.7%	380	2.6%	377	2.5%	393	2.5%
VIC	3,965	2.3%	4,125	2.3%	4,246	2.3%	4,194	2.3%	4,248	2.2%	4,353	2.2%
WA	1,782	3.2%	1,779	3.1%	1,783	3.0%	1,779	2.9%	1,811	2.9%	1,725	2.7%
National	14,590	2.2%	14,946	2.3%	15,541	2.3%	15,432	2.2%	15,613	2.2%	15,746	2.1%

Regulated restrictive practice types

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

Jurisdiction	Restrictive practice type	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	Chemical	159	158	180	185	192	192
	Environmental	117	122	131	131	138	132
	Mechanical	19	22	24	25	25	21
	Physical	24	21	23	21	26	27
	Seclusion	4	3	3	2	4	1

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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
NSW	Chemical	2,660	2,746	2,885	2,916	2,908	2,951
	Environmental	2,938	3,000	3,156	3,122	3,216	3,209
	Mechanical	690	707	755	745	735	746
	Physical	517	543	592	579	623	629
	Seclusion	159	160	186	187	186	206
NT	Chemical	112	117	117	121	121	119
	Environmental	149	162	163	168	160	156
	Mechanical	11	10	9	8	12	11
	Physical	15	12	16	11	10	12
	Seclusion	6	4	6	4	2	2
QLD	Chemical	870	897	949	953	962	992
	Environmental	1,018	1,062	1,102	1,076	1,075	1,114
	Mechanical	239	244	242	244	259	254
	Physical	721	713	738	719	736	760
	Seclusion	114	121	117	123	142	128
SA	Chemical	840	859	889	857	844	857
	Environmental	1,168	1,158	1,181	1,158	1,115	1,105
	Mechanical	216	217	223	209	199	184
	Physical	354	364	372	345	323	312
	Seclusion	90	101	101	97	90	98
	Unknown Type	1	0	0	0	0	0
TAS	Chemical	176	161	161	148	145	174
	Environmental	256	270	276	264	267	273
	Mechanical	63	61	62	58	45	52
	Physical	138	138	129	133	123	128
	Seclusion	39	40	45	38	34	37
VIC	Chemical	3,168	3,303	3,419	3,389	3,436	3,513
	Environmental	2,059	2,140	2,151	2,116	2,129	2,127
	Mechanical	437	443	438	419	405	406
	Physical	214	223	222	200	195	186
	Seclusion	106	107	113	103	98	89

Jurisdiction	Restrictive practice type	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
WA	Chemical	1,089	1,090	1,097	1,096	1,099	1,026
	Environmental	1,183	1,187	1,176	1,173	1,175	1,131
	Mechanical	219	215	221	214	216	180
	Physical	221	224	218	210	225	194
	Seclusion	118	121	118	112	107	97

Unauthorised restrictive practices

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

Jurisdiction	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	112	128	128	136	123	146
NSW	1,621	1,808	1,990	1,921	1,936	2,075
NT	77	95	107	104	102	98
QLD	870	884	929	876	897	942
SA	479	524	558	528	491	479
TAS	192	221	226	218	218	237
VIC	984	1,044	1,160	1,030	1,007	1,072
WA	637	629	658	686	708	667

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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	Chemical	78	83	83	96	83	97
	Environmental	41	61	57	58	55	65
	Mechanical	6	7	11	12	7	8
	Physical	10	9	10	9	14	17
	Seclusion	1	1	1	1	4	0
NSW	Chemical	735	830	937	909	859	939
	Environmental	896	996	1100	1065	1085	1152
	Mechanical	158	185	184	181	173	216
	Physical	251	265	310	291	319	311
	Seclusion	39	45	69	69	61	64
NT	Chemical	38	44	47	49	55	47
	Environmental	54	66	70	69	64	58
	Mechanical	3	2	3	2	4	4
	Physical	10	6	12	7	5	5
	Seclusion	4	1	3	3	0	0
QLD	Chemical	307	313	328	309	306	307
	Environmental	343	362	385	348	348	388
	Mechanical	70	77	73	77	78	62
	Physical	339	327	361	336	355	355
	Seclusion	47	48	48	63	73	60

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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
SA	Chemical	169	206	229	193	193	188
	Environmental	284	310	322	296	272	255
	Mechanical	48	53	50	52	43	32
	Physical	92	95	113	110	89	85
	Seclusion	19	22	26	23	16	26
	Unknown type	1	0	0	0	0	0
TAS	Chemical	37	39	37	30	36	51
	Environmental	109	126	134	133	135	143
	Mechanical	17	18	22	23	16	22
	Physical	81	85	78	80	67	81
	Seclusion	13	19	25	19	18	20
VIC	Chemical	661	657	763	664	621	665
	Environmental	370	417	460	383	398	410
	Mechanical	90	94	100	102	95	110
	Physical	99	113	119	117	115	124
	Seclusion	12	14	20	22	23	24
WA	Chemical	305	320	319	345	339	323
	Environmental	355	343	355	374	362	373
	Mechanical	62	55	50	54	54	55
	Physical	79	78	84	89	92	72
	Seclusion	28	26	26	33	35	26
National	Chemical	2,330	2,492	2,743	2,595	2,492	2,617
	Environmental	2,452	2,681	2,883	2,726	2,719	2,844
	Mechanical	454	491	493	503	470	509
	Physical	961	978	1,087	1,039	1,056	1,050
	Seclusion	163	176	218	233	230	220
	Unknown type	1	0	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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
ACT	Abuse	9	3	2	8	16	9
	Death	9	16	22	7	18	17
	Neglect	17	22	29	15	31	17
	Serious injury	24	40	39	46	52	67
	Sexual misconduct	1	1	1	1	0	3
	Unlawful physical contact	8	5	5	5	9	4
	Unlawful sexual contact	4	3	0	1	2	3
NSW	Abuse	469	467	519	530	529	477
	Death	240	256	343	209	260	255
	Neglect	768	654	662	810	764	747
	Serious injury	630	633	723	837	799	855
	Sexual misconduct	71	52	64	61	60	59
	Unlawful physical contact	326	342	428	431	374	340
	Unlawful sexual contact	51	44	50	39	52	60
NT	Abuse	12	10	14	11	13	17
	Death	11	11	10	10	9	9
	Neglect	22	34	46	50	37	48
	Serious injury	32	36	43	41	45	55
	Sexual misconduct	0	2	5	2	2	1
	Unlawful physical contact	11	9	11	9	15	13
	Unlawful sexual contact	0	0	4	2	0	1
QLD	Abuse	241	233	223	316	342	375
	Death	141	141	125	132	129	151
	Neglect	313	315	375	397	473	488
	Serious injury	370	401	490	595	699	657
	Sexual misconduct	40	54	51	45	45	53
	Unlawful physical contact	84	79	96	117	131	103
	Unlawful sexual contact	34	32	36	37	49	48
	Unknown type	0	0	1	0	0	0

Jurisdiction	Reportable incident type	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
SA	Abuse	212	256	244	209	193	183
	Death	72	79	90	72	66	80
	Neglect	241	252	327	276	313	293
	Serious injury	198	207	309	351	363	331
	Sexual misconduct	25	14	35	26	19	21
	Unlawful physical contact	51	31	43	39	49	62
	Unlawful sexual contact	14	17	19	23	12	15
TAS	Abuse	44	51	58	39	50	50
	Death	12	7	29	20	11	13
	Neglect	52	99	87	98	83	127
	Serious injury	67	82	131	104	113	102
	Sexual misconduct	11	4	6	15	7	5
	Unlawful physical contact	15	20	18	15	45	36
	Unlawful sexual contact	3	5	5	11	5	6
VIC	Abuse	188	275	327	255	304	251
	Death	127	201	207	176	177	183
	Neglect	378	390	380	337	450	529
	Serious injury	348	475	505	565	640	645
	Sexual misconduct	38	34	45	54	33	44
	Unlawful physical contact	167	212	208	181	148	151
	Unlawful sexual contact	38	31	31	36	35	37
	Unknown type	1	0	0	0	0	0
WA	Abuse	80	71	113	114	104	90
	Death	61	71	57	72	64	75
	Neglect	104	107	157	148	154	122
	Serious injury	255	276	289	301	307	277
	Sexual misconduct	16	12	8	15	22	16
	Unlawful physical contact	32	28	32	48	48	44
	Unlawful sexual contact	12	11	10	13	21	29
	Unknown type	0	1	0	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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
0 – 6 years	Abuse	7	7	10	5	10	5
	Death	1	4	1	2	2	4
	Neglect	7	5	10	11	11	15
	Serious injury	7	5	7	3	8	5
	Sexual misconduct	0	3	0	1	1	0
	Unlawful physical	1	0	3	2	2	5
	Unlawful sexual contact	1	0	2	1	0	2
7 – 14 years	Abuse	42	41	46	53	77	52
	Death	1	5	11	4	5	10
	Neglect	55	47	71	54	65	51
	Serious injury	32	30	32	35	42	35
	Sexual misconduct	14	13	12	18	12	15
	Unlawful physical	23	11	21	15	18	21
	Unlawful sexual contact	7	8	6	10	7	6
15 – 18 years	Abuse	49	45	56	63	62	75
	Death	1	7	3	4	1	3
	Neglect	79	69	77	75	85	84
	Serious injury	51	76	109	78	92	83
	Sexual misconduct	17	10	19	11	8	17
	Unlawful physical	34	32	33	28	30	29
	Unlawful sexual contact	11	19	13	11	13	15
19 – 24 years	Abuse	106	140	187	161	172	133
	Death	8	10	10	9	11	12
	Neglect	152	163	207	208	213	234
	Serious injury	175	219	267	278	264	310
	Sexual misconduct	28	38	36	30	31	36
	Unlawful physical	89	105	134	117	98	79
	Unlawful sexual contact	25	24	24	30	28	37
	Unknown type	0	1	1	0	0	0

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
25 – 34 years	Abuse	213	236	239	254	267	252
	Death	26	22	42	31	40	34
	Neglect	230	287	255	328	344	408
	Serious injury	311	289	412	433	439	423
	Sexual misconduct	46	37	33	41	33	42
	Unlawful physical	117	123	140	158	150	128
	Unlawful sexual contact	33	34	35	36	37	38
	Unknown	1	0	0	0	0	0
35 – 44 years	Abuse	213	220	237	208	233	213
	Death	50	55	78	49	44	63
	Neglect	296	295	344	331	334	325
	Serious injury	259	353	320	362	395	414
	Sexual misconduct	30	23	35	41	30	28
	Unlawful physical	139	137	164	162	147	146
	Unlawful sexual contact	30	20	34	18	24	28
45 – 54 years	Abuse	248	259	280	261	250	262
	Death	117	142	152	118	120	121
	Neglect	390	338	377	386	411	360
	Serious injury	351	400	416	524	517	508
	Sexual misconduct	27	18	36	30	23	31
	Unlawful physical	122	113	132	142	163	133
	Unlawful sexual contact	18	15	15	17	23	22
55 – 64 years	Abuse	252	293	278	332	342	295
	Death	284	327	331	284	274	305
	Neglect	477	445	491	486	560	571
	Serious injury	510	519	649	749	853	759
	Sexual misconduct	28	23	33	40	35	25
	Unlawful physical	117	138	144	145	134	157
	Unlawful sexual contact	22	14	17	30	33	46
65+ years	Abuse	125	125	167	145	138	165
	Death	185	210	255	197	234	230
	Neglect	209	224	231	252	282	323
	Serious injury	228	259	317	378	408	452
	Sexual misconduct	12	8	11	7	15	8
	Unlawful physical	52	67	70	76	77	55
	Unlawful sexual contact	9	9	9	9	11	5

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	Jan – Mar 2024		Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025	
0-6 years	23	0.0%	23	0.0%	30	0.0%	25	0.0%	29	0.0%	29	0.0%
7-14 years	125	0.1%	134	0.1%	159	0.1%	150	0.1%	187	0.1%	160	0.1%
15-18 years	164	0.3%	175	0.3%	198	0.3%	190	0.3%	193	0.3%	200	0.3%
19-24 years	427	0.8%	483	0.9%	560	1.0%	549	0.9%	547	0.9%	523	0.8%
25-34 years	745	1.3%	743	1.3%	786	1.3%	882	1.5%	910	1.5%	861	1.3%
35-44 years	706	1.5%	737	1.5%	843	1.7%	829	1.6%	858	1.7%	885	1.7%
45-54 years	885	1.6%	917	1.6%	1,031	1.8%	1,069	1.9%	1,095	1.9%	1,081	1.9%
55-64 years	1,278	1.9%	1,377	2.1%	1,448	2.2%	1,568	2.3%	1,619	2.4%	1,567	2.3%
65+ years	624	2.0%	716	2.1%	834	2.4%	827	2.3%	909	2.4%	969	2.5%

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	Jan – Mar 2024	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025
Female	Abuse	586	666	706	641	714	679
	Death	266	300	369	290	295	301
	Neglect	698	720	816	866	930	931
	Serious injury	898	1,072	1,212	1,343	1,439	1,479
	Sexual misconduct	109	92	138	120	110	123
	Unlawful physical contact	251	266	303	319	317	310
	Unlawful sexual contact	102	97	95	115	134	134
	Unknown type	1	0	0	0	0	0
Male	Abuse	665	687	783	824	827	762
	Death	392	467	501	403	430	477
	Neglect	1,187	1,138	1,230	1,258	1,363	1,427
	Serious injury	993	1,056	1,274	1,465	1,542	1,490
	Sexual misconduct	89	79	76	91	76	75
	Unlawful physical contact	440	456	535	524	502	442
	Unlawful sexual contact	54	46	59	44	40	64
	Unknown type	0	1	1	0	0	0
Unknown	Abuse	4	13	11	17	10	11
	Death	15	15	13	5	9	5
	Neglect	10	15	17	7	12	13
	Serious injury	33	22	43	32	37	20
	Sexual misconduct	4	2	1	8	2	4
	Unlawful physical contact	3	4	3	2	0	1
	Unlawful sexual contact	0	0	1	3	2	1

12 Total NDIS participant population count source: NDIA.



**NDIS Quality
and Safeguards
Commission**

