



NDIS Quality
and Safeguards
Commission

Q1 | 2025-26



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Published by:

NDIS Quality and Safeguards Commission

L1, 121 Henry St,

Penrith NSW 2750

www.ndiscommission.gov.au

1800 035 544

Introduction

The NDIS Quality and Safeguards Commission (NDIS Commission) is committed to measuring outcomes for NDIS participants and assessing regulatory impact.

This report provides an overview of the NDIS Commission's performance and regulatory operations from 1 July 2025 – 30 September 2025.

Key statistics from this report include:

- A 12% increase in the total number of complaints closed, from 10,150 last quarter to 11,413 this quarter.
- A 9% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- An 8% decrease in the number of reportable notifications (excluding unauthorised restrictive practices), from 8,729 last quarter to 7,997 this quarter.
- The number of registered providers increased by 9.4% to 25,120, and active providers increased by 6.9% to 16,824.
- The national rate of regulated restrictive practices (as a proportion of the NDIS participant population) increased from 2.14% to 2.17% between this quarter and last quarter.

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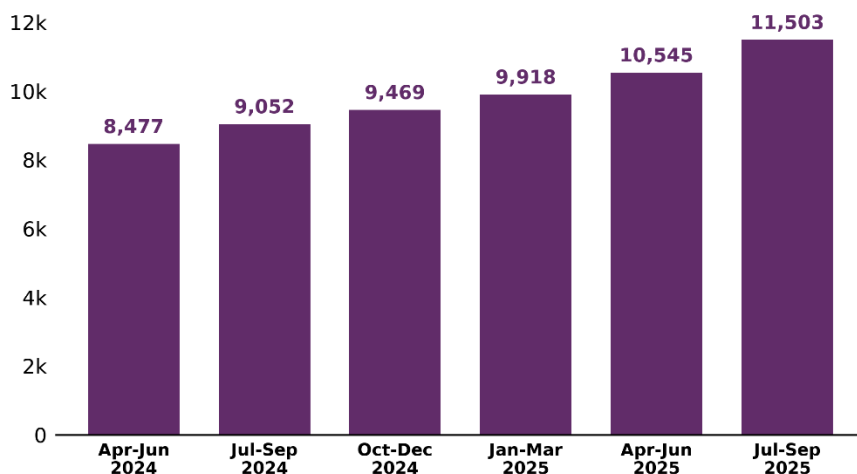
Behaviour support

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

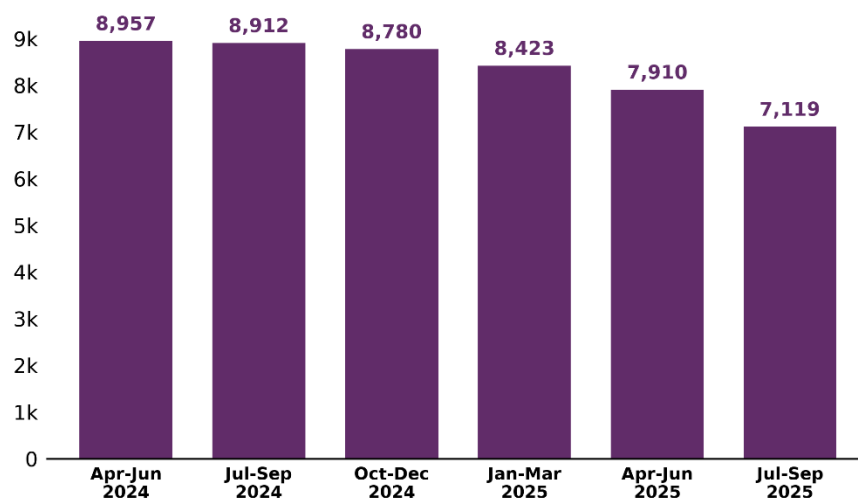


Figure 3: Complaints received by primary complainant

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

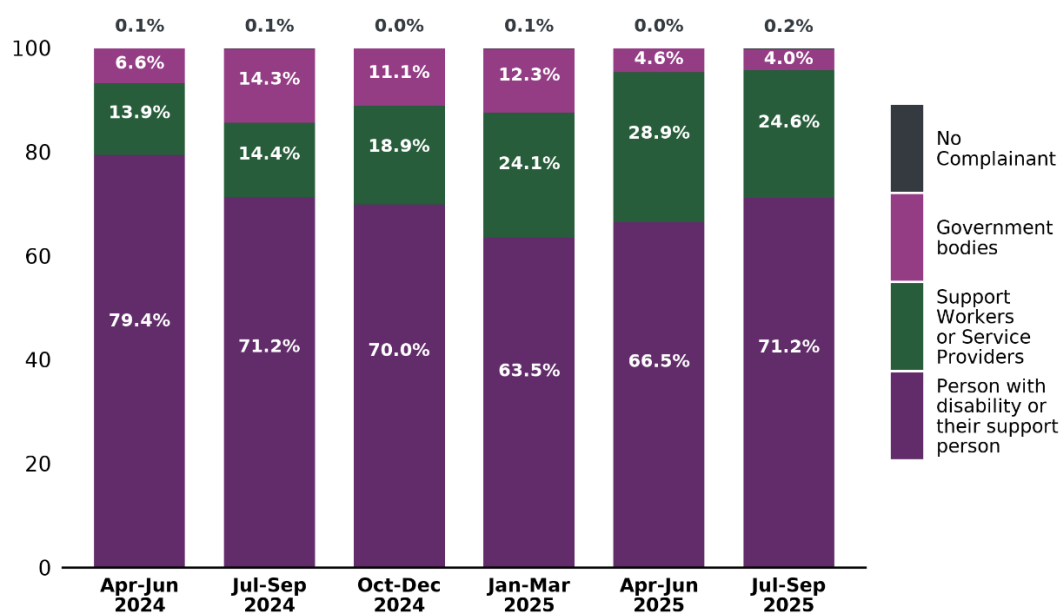
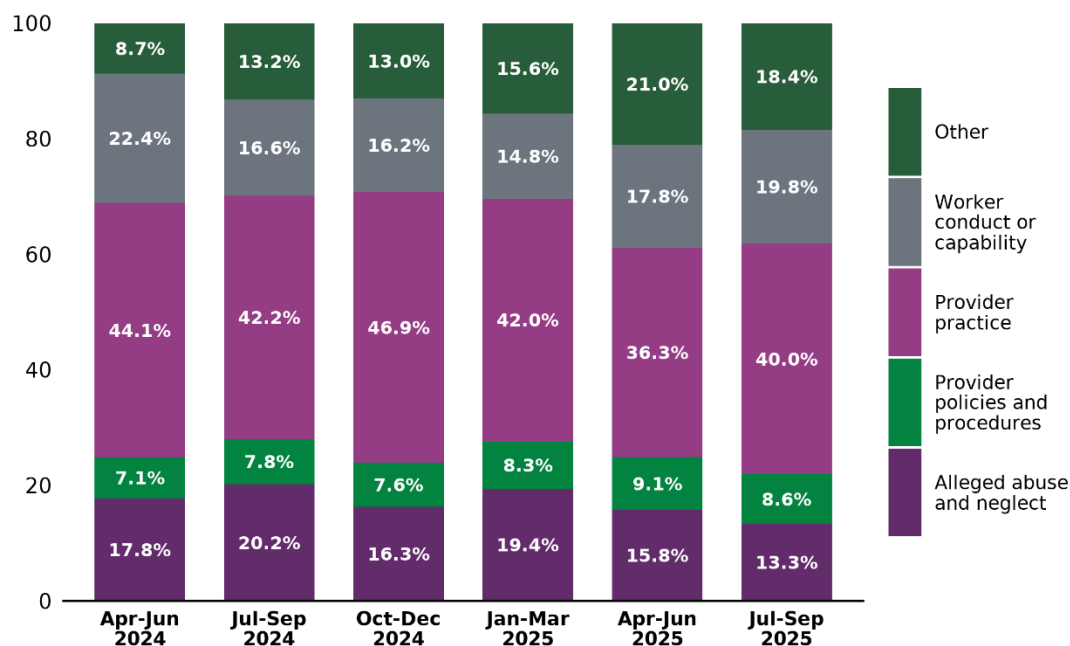


Figure 4: Complaints themes

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.

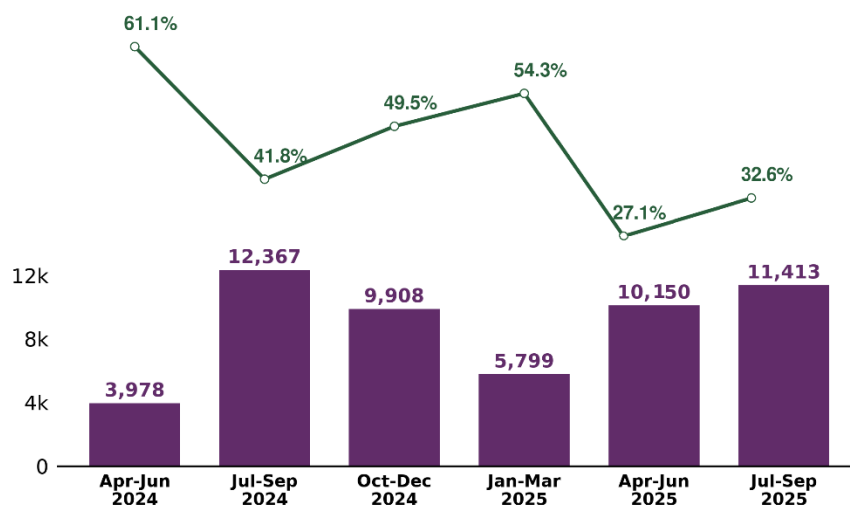
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; 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 The increase in finalisations in Q4 2024-25 and Q1 2025-26 reflects the trial of the risk-based prioritisation model, and implementation of the model in July 2025. The model allows us to assess and finalise matters more efficiently. The increase is also attributable to a strategic focus on finalising aged matters.

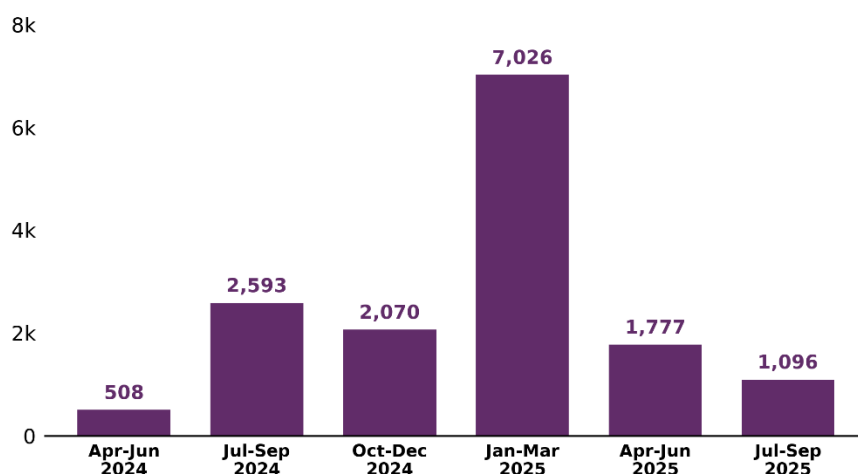
Compliance and enforcement

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	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
Complaints	25.6%	20.9%	22.6%	23.1%	25.7%	16.4%
General/unknown	15.9%	14.4%	17.2%	20.6%	19.5%	16.5%
Out of scope	13.2%	15.8%	14.9%	14.3%	13.3%	15.9%
Portal	5.4%	4.2%	3.4%	3.5%	2.6%	9.2%
Practice quality	5.4%	5.4%	5.9%	6.1%	2.8%	6.2%
Registration	11.3%	15.4%	8.7%	11.2%	12.0%	12.0%
Reportable Incidents	4.2%	4.4%	4.1%	4.7%	3.8%	4.7%
Worker orientation module	2.8%	2.7%	2.3%	2.3%	2.4%	3.1%
Worker Screening	16.3%	15.1%	12.1%	14.1%	18.9%	16.0%

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)

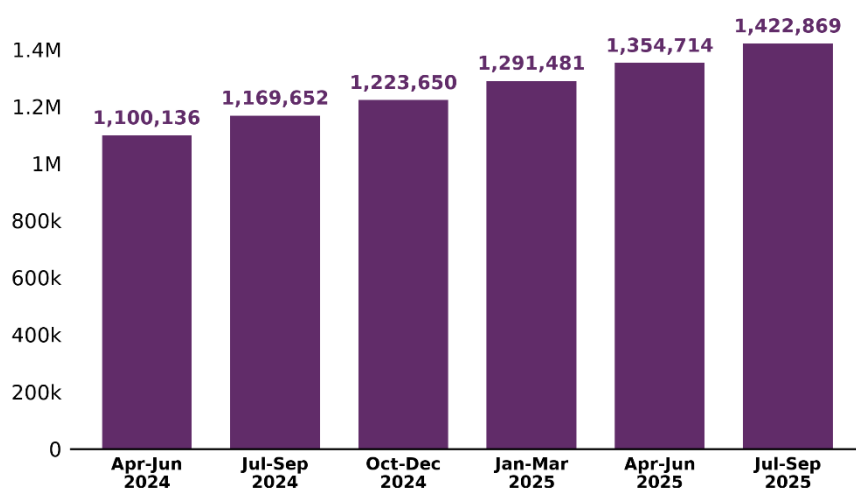


Figure 9: NDIS Worker Screening Check pending applications

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

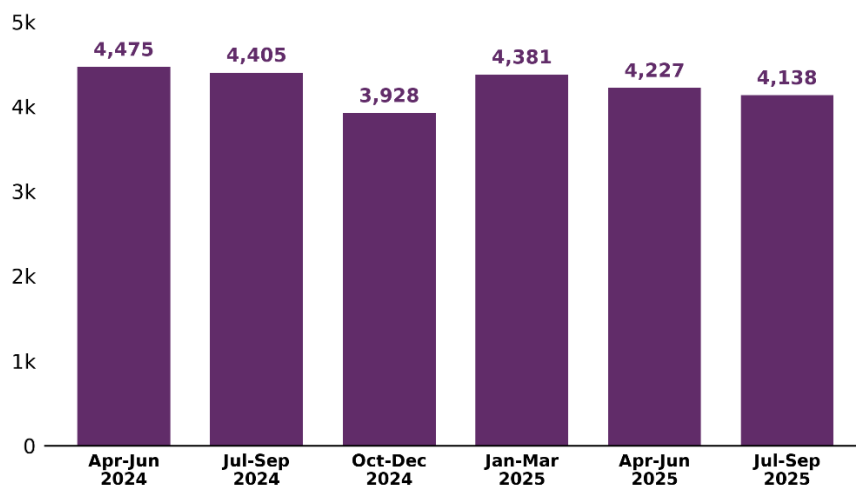
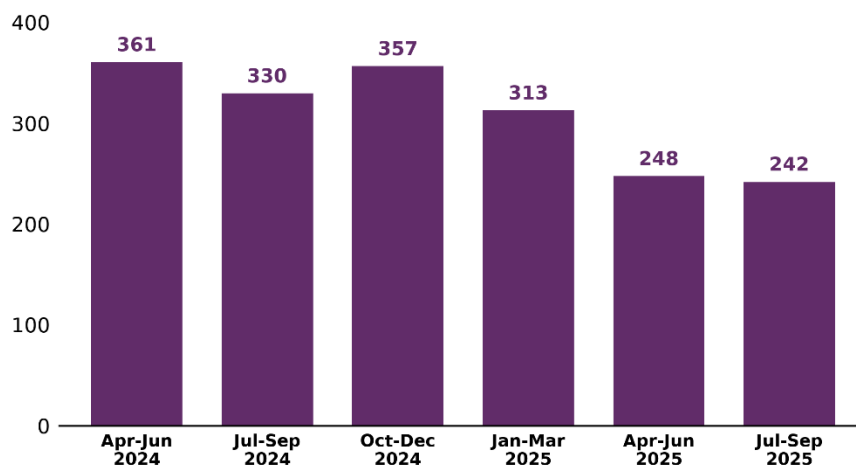


Figure 10: NDIS Worker Screening Check interim bar

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 NDIS Worker Screening Check and 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

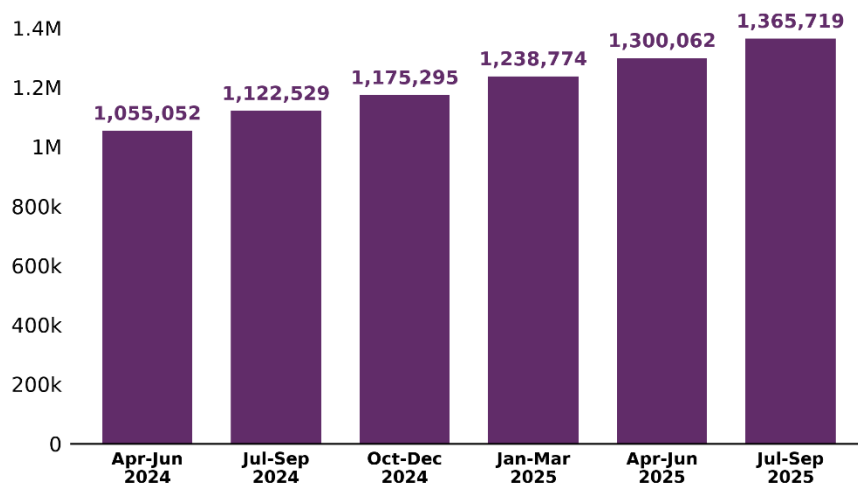
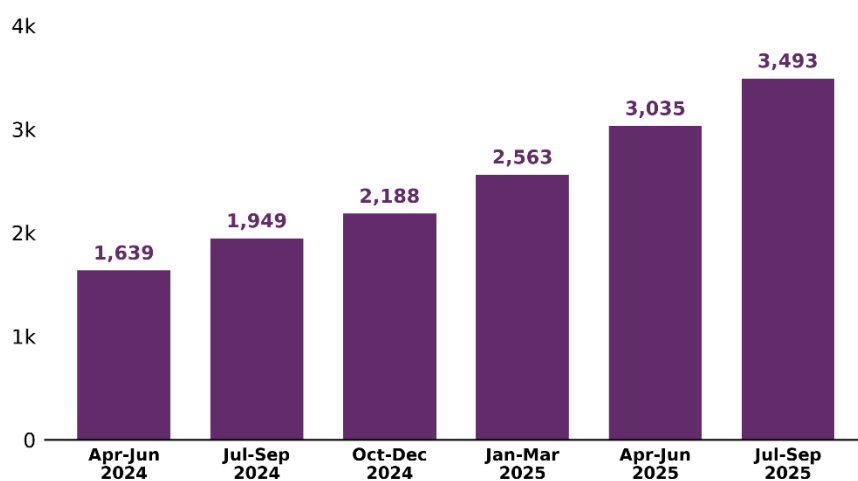


Figure 12: NDIS Worker Screening Check exclusions

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

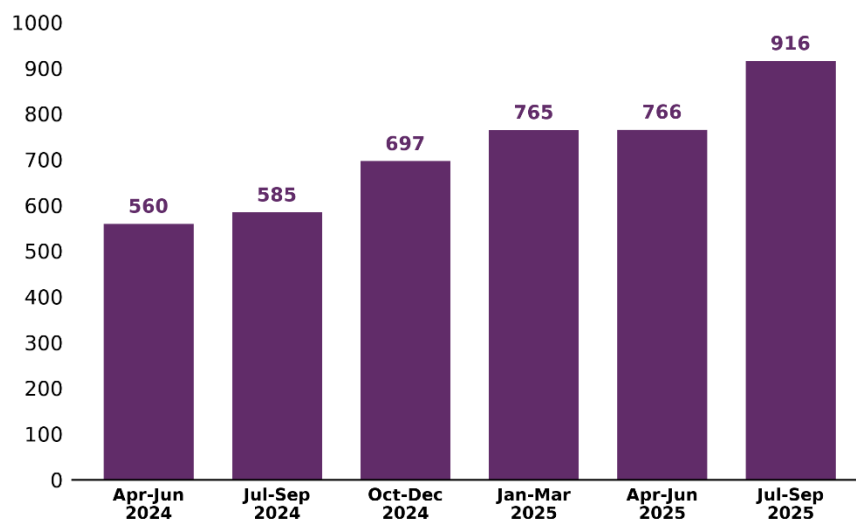


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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

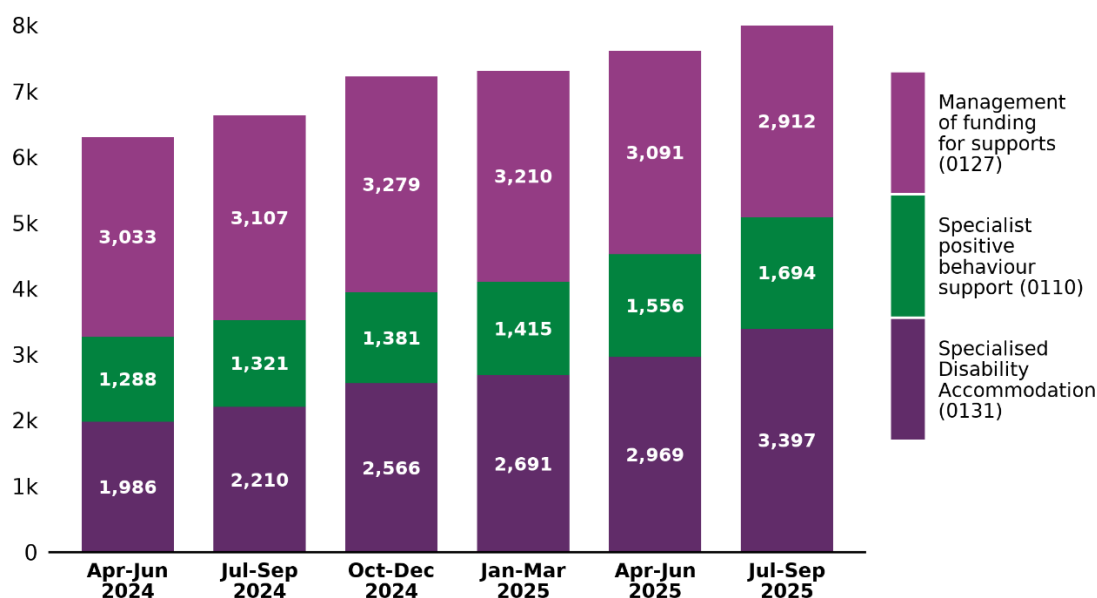


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their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

The Commissioner may, in writing, suspend the registration of a person as a registered NDIS provider for a specified period that must not be longer than 30 days. This does not prevent the Commissioner suspending the registration of a person as a registered provider more than once.

Figure 15: Registration conditions

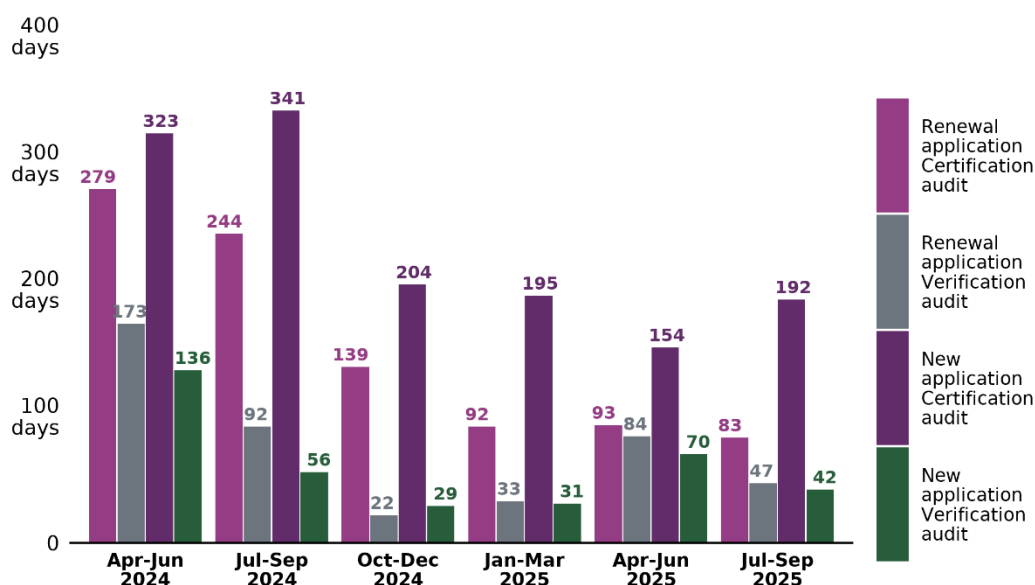
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type²

Jurisdiction	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
Delivery Requirement	10,034	10,803	12,009	12,247	13,911	16,070
Timing of Audit	7,200	8,063	9,111	9,322	10,988	13,557
Registration Duration	1,293	1,275	1,257	1,252	1,248	1,244
Type of Audit	105	109	110	113	117	128
Restricted Registration Groups	5	6	6	6	6	6
Restricted Supports	2	2	1	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. The Commissioner may, in writing, suspend the registration of a person as a registered NDIS provider for a specified period that must not be longer than 30 days. This does not prevent the Commissioner suspending the registration of a person as a registered provider more than once.

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}

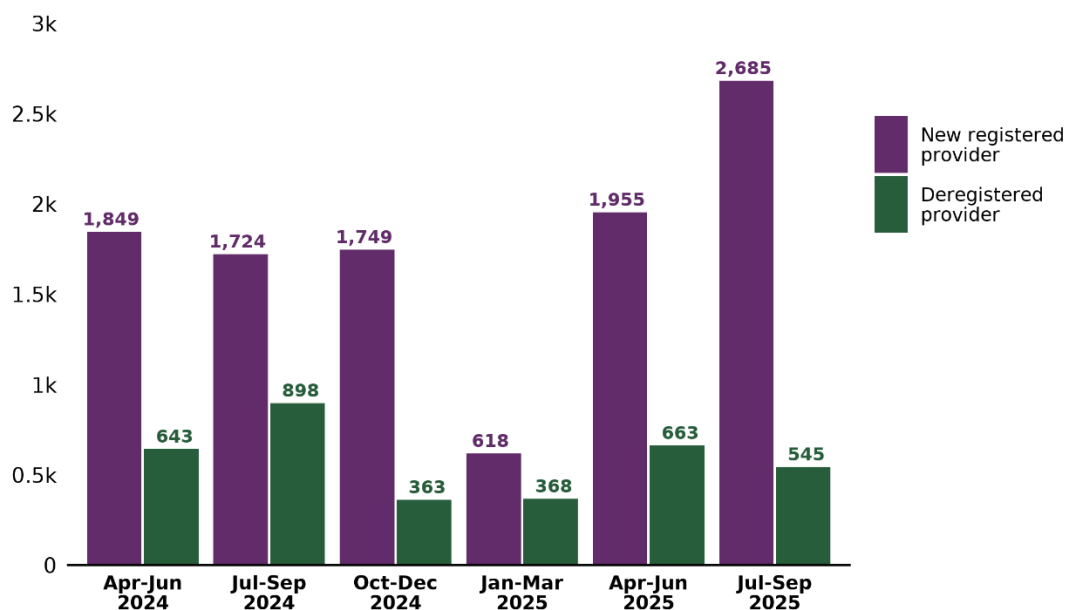
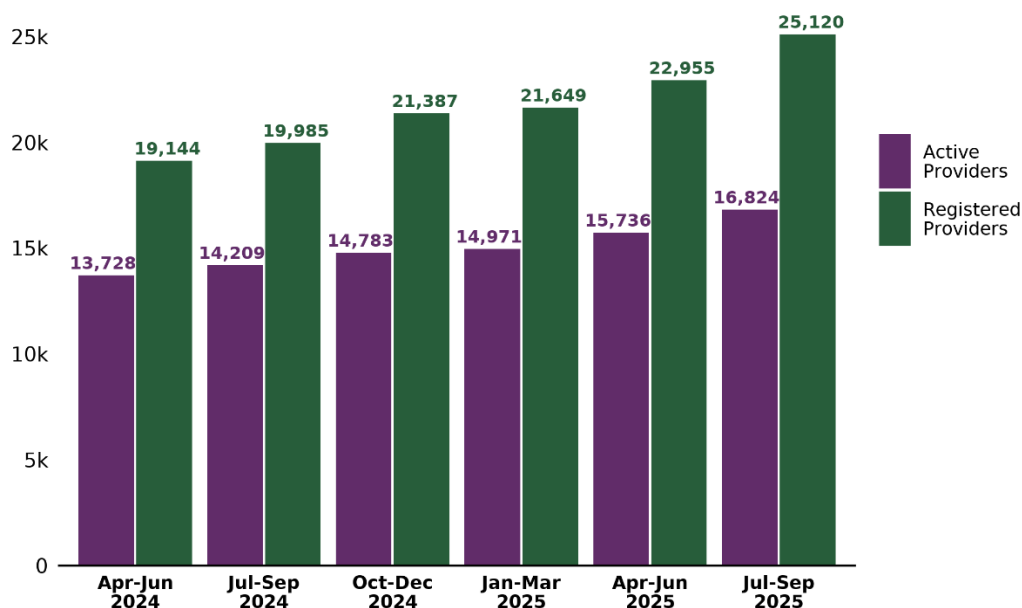


Figure 18: Registered provider count and payment claim

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-managed-funding>.

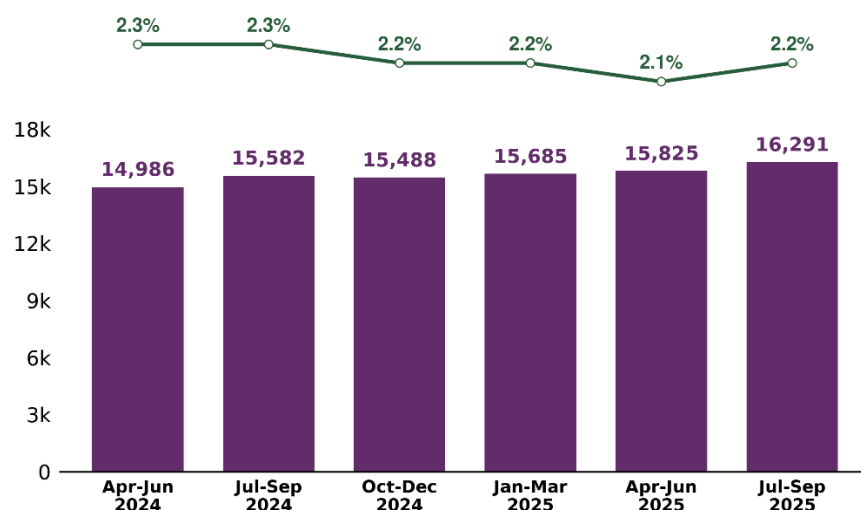
Regulated restrictive practices

A restrictive practice is any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability. The NDIS Commission regulates the use of regulated restrictive practices by NDIS providers in relation to NDIS participants ¹

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

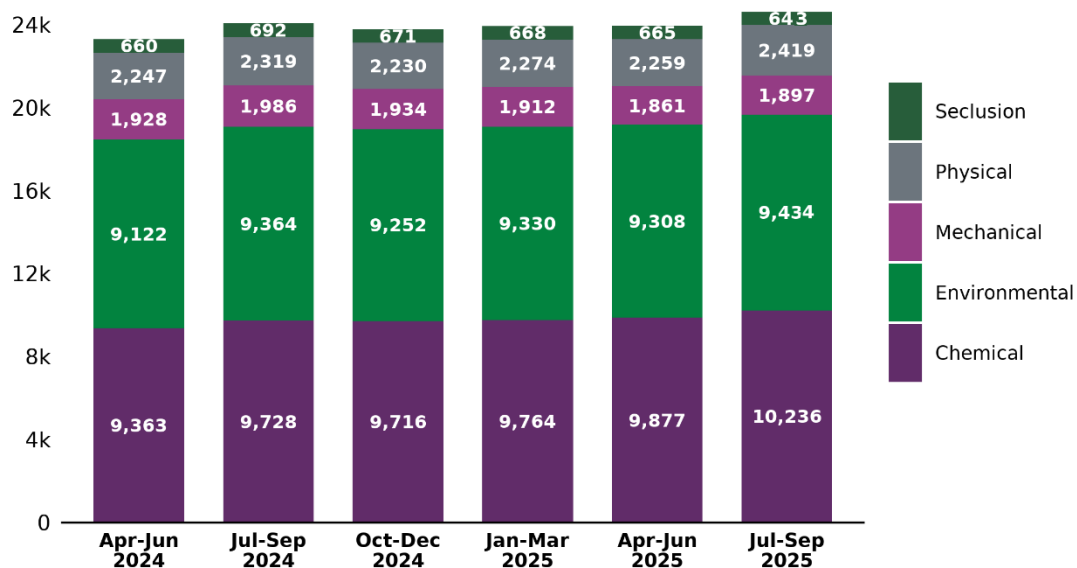


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint. This quarter, the logic to counts participants associated with restrictive practices has been adjusted to account for an underlying data quality issue relating to participant verification.

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. This quarter, the logic to counts participants associated with restrictive practices has been adjusted temporarily to account for an underlying data quality issue relating to participant verification until the issue is resolved.

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.

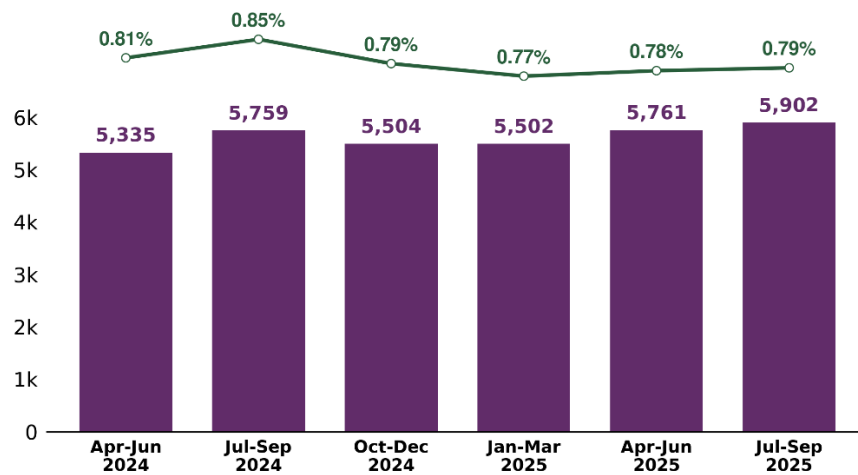
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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. NDIS participants subjected to more than one restrictive practice are counted once. This quarter, the logic to count participants associated with reportable incidents has been adjusted to account for an underlying data quality issue relating to participant verification.

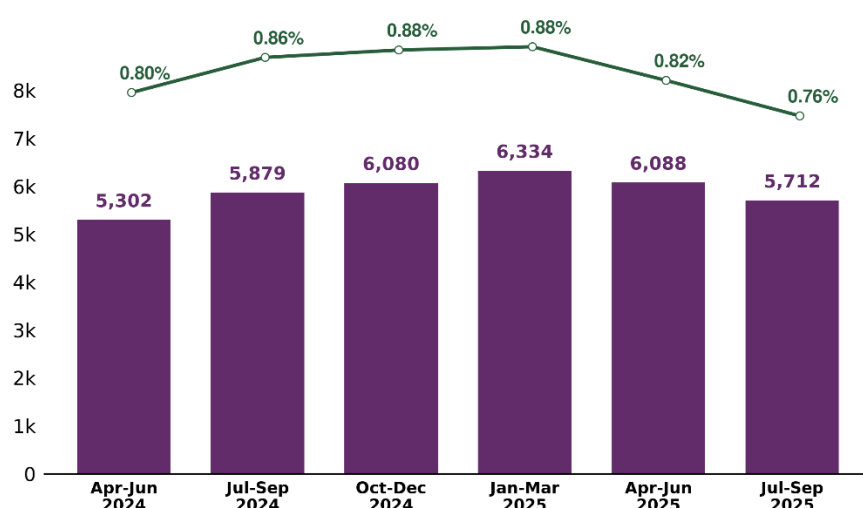
Reportable incidents

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. Figure 23 shows the total number of reportable incident notifications per quarter. NDIS participants associated with more than one Reportable Incidents are counted once. This quarter, the logic to counts participants associated with reportable incidents has been adjusted temporarily to account for an underlying data quality issue relating to participant verification until the issue is resolved.

2 Total NDIS participant population count data source: NDIA.

Figure 23: Reportable incident notifications

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter

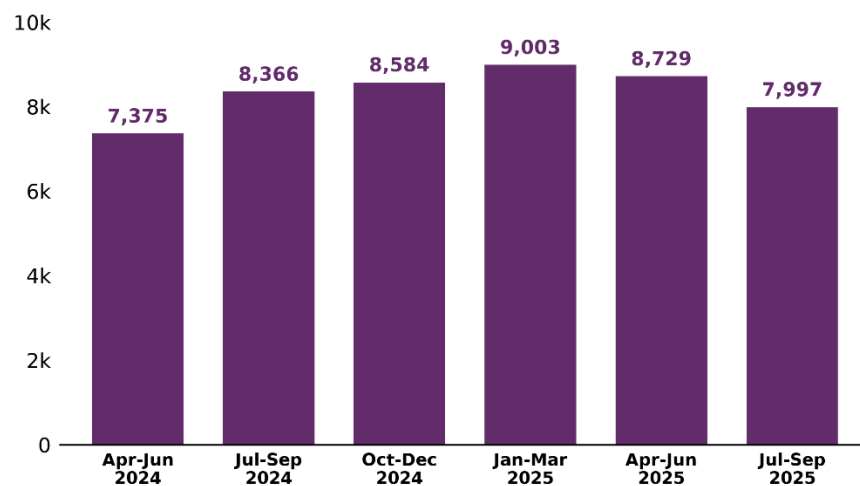


Figure 24: Reportable incident types

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

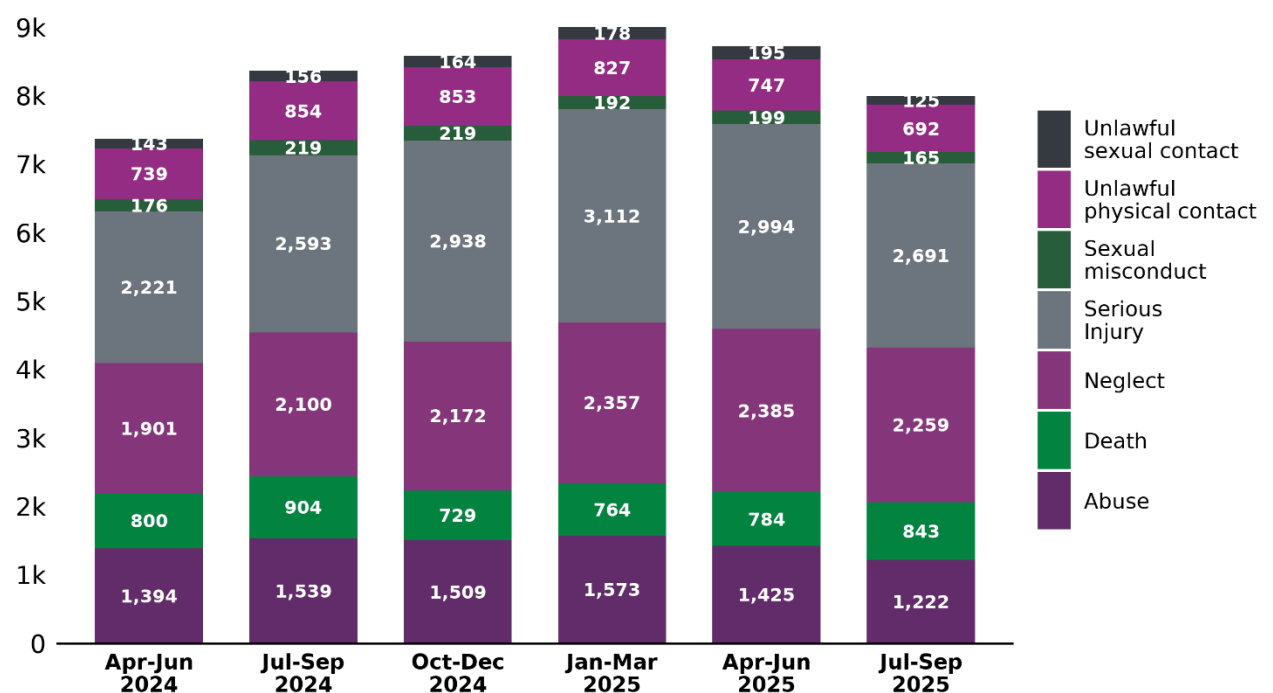


Figure 25: Reportable incidents by gender

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

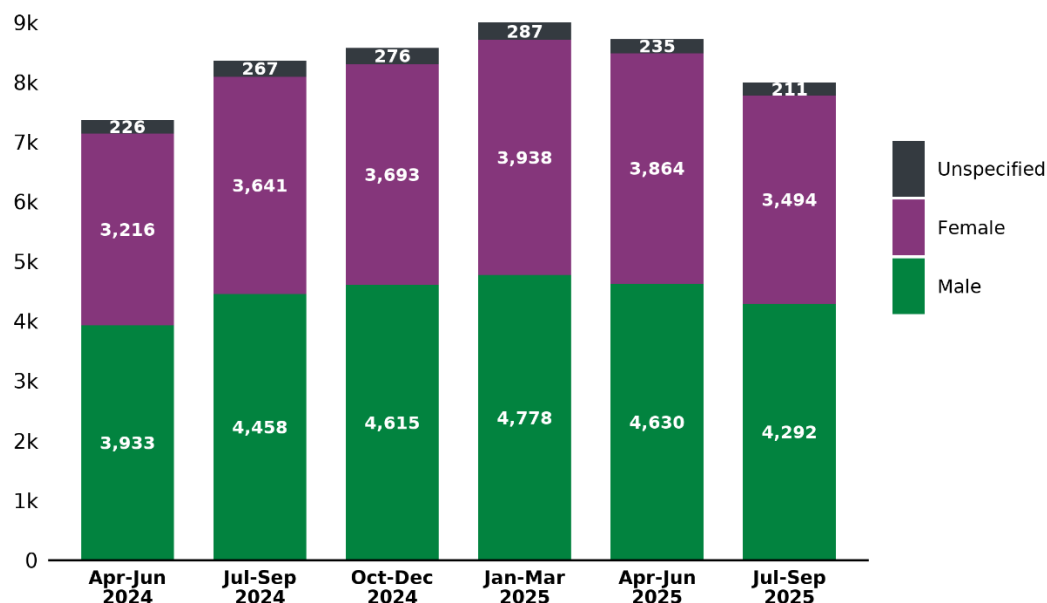
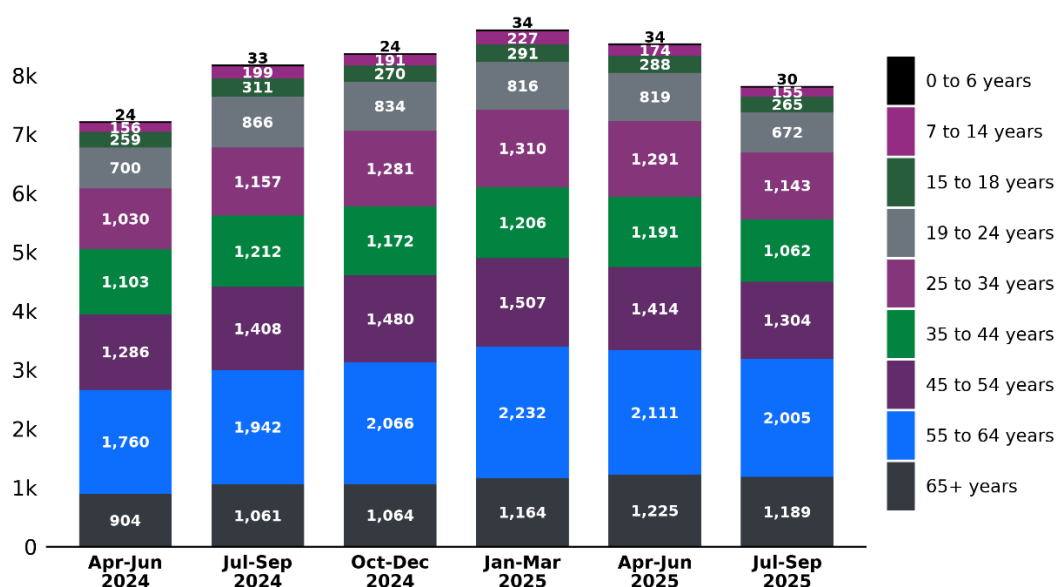


Figure 26: Reportable incidents by age band

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



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

4 NDIS participant age band source: NDIA. Excludes notifications associated with participants with unknown age.

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

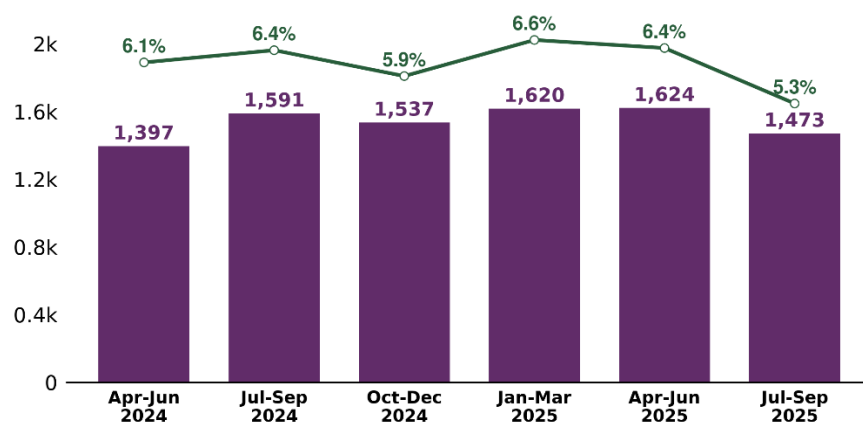
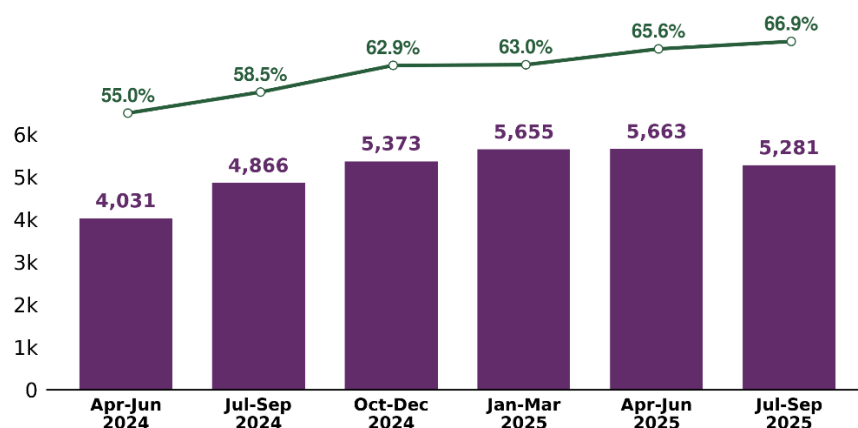


Figure 28: Reportable incidents notification timeframe – 24 hours

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



⁵ Including unauthorised restrictive practices

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: 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

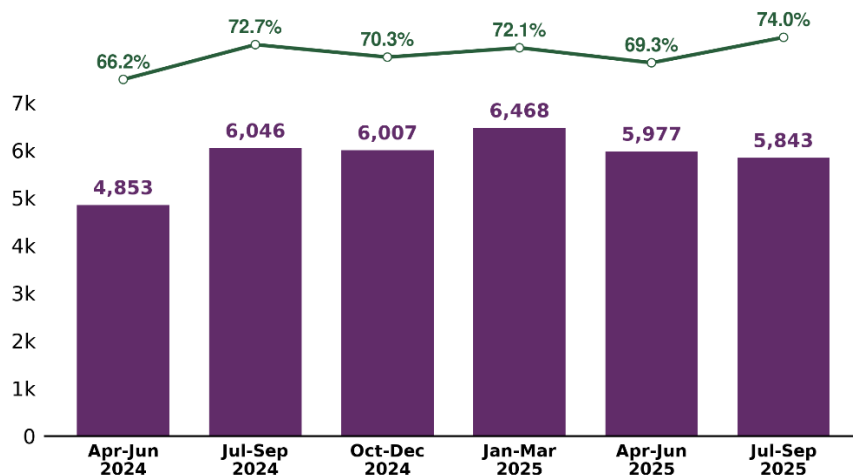
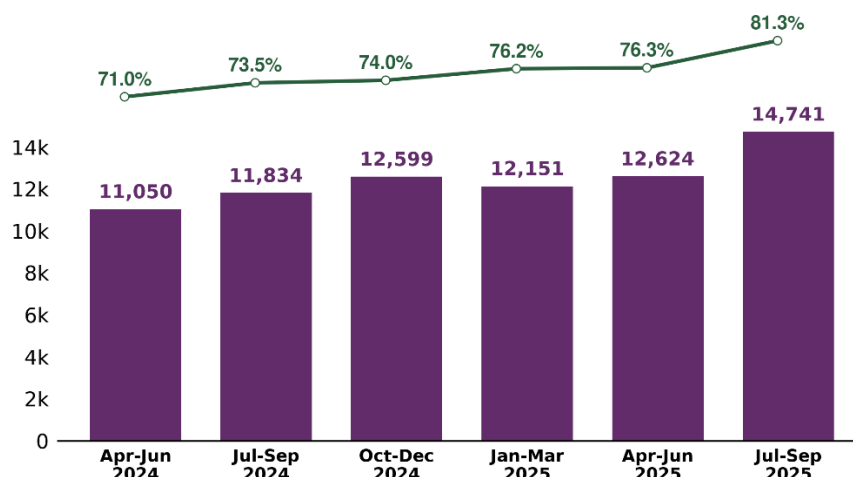


Figure 30: Unauthorised restrictive practices notification timeframe – 5 day

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



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

Appendix A – Behaviour support

Suitable behaviour support practitioners

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

Jurisdiction	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	144	154	159	172	180	191
NSW	2,954	3,166	3,309	3,440	3,630	4,027
NT	110	118	122	130	139	149
QLD	1,362	1,458	1,533	1,606	1,739	1,885
SA	785	826	849	880	925	996
TAS	183	189	204	222	242	270
VIC	1,991	2,125	2,232	2,368	2,520	2,711
WA	947	1,016	1,061	1,100	1,170	1,274
Data not available	1	0	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	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
Banning order	2	3	1	5	3	2
Banning order revocation	0	0	0	0	0	0
Civil penalty proceedings	1	0	4	1	0	0
Compliance notice variation	0	0	2	0	3	1
Compliance notice	8	13	22	197	467	576
Conditions on registration	1	1	0	0	1	0
Corrective action request	15	3	6	1,033	256	5
Education	194	256	527	4,435	409	62
Enforceable undertaking	2	0	0	0	0	1
Infringement notice	9	9	36	29	9	11
Refusal of registration	29	302	68	23	120	45
Revocation of registration	34	248	44	74	200	161
Suspend registration	1	3	0	0	3	4
Warning letter	49	9	10	21	11	9
Total	345	847	720	5,818	1,482	877

Unregistered providers

Compliance activity outcome	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
Banning order	6	6	3	1	2	9
Banning order revocation	0	0	1	0	1	0
Banning order variation	0	0	2	1	2	0
Civil penalty proceedings	0	1	0	0	0	0
Compliance notice	0	0	11	5	0	0
Corrective action request	0	0	0	3	7	5
Education	2	10	22	4	2	3
Enforceable undertaking	0	0	0	0	0	0
Infringement notice	0	0	2	1	0	2
Refusal of Registration	55	1,386	1,146	1,085	154	95
Warning letter	3	8	6	2	2	4
Withdrawal of revocation	0	0	0	0	0	1
Total	66	1,411	1,193	1,102	170	119

Individuals

Compliance activity outcome	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
Banning order	16	27	37	57	49	57
Banning order revocation	0	0	0	1	1	0
Banning order variation	1	4	6	3	1	7
Civil penalty proceedings	0	2	0	0	0	2
Compliance notice	1	0	0	1	0	0
Education	10	117	48	11	10	8
Infringement notice	0	0	1	0	0	0
Warning letter	69	184	65	33	64	26
Withdrawal of suspension	0	1	0	0	0	0
Total	97	335	157	106	125	100

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	Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025	
ACT	13,356	8.4%	14,496	8.5%	15,459	6.6%	17,087	10.5%	18,386	7.6%	19,355	5.3%
NSW	302,624	6.8%	321,831	6.3%	337,190	4.8%	354,499	5.1%	371,374	4.8%	390,441	5.1%
NT	7,927	14.1%	8,877	12.0%	9,426	6.2%	9,963	5.7%	10,450	4.9%	11,015	5.4%
QLD	289,137	6.1%	304,991	5.5%	317,126	4.0%	334,039	5.3%	348,922	4.5%	364,784	4.5%
SA	96,835	7.7%	103,065	6.4%	107,975	4.8%	114,326	5.9%	120,081	5.0%	125,641	4.6%
TAS	23,786	5.6%	24,995	5.1%	26,186	4.8%	27,400	4.6%	28,786	5.1%	30,163	4.8%
VIC	261,109	7.1%	279,720	7.1%	294,330	5.2%	311,954	6.0%	328,788	5.4%	346,968	5.5%
WA	105,917	6.4%	112,316	6.0%	116,665	3.9%	123,001	5.4%	128,793	4.7%	135,475	5.2%
National	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%	1,422,869	5.0%

NDIS Worker Screening Check pending applications

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

Jurisdiction	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	0	0	0	0	0	0
NSW	1,203	1,156	1,151	1,289	1,153	869
NT	76	92	74	34	41	42
QLD	2,163	2,111	1,938	1,988	1,882	1,905
SA	34	20	12	12	14	13
TAS	137	170	136	249	389	328
VIC	680	642	468	514	498	770
WA	182	214	149	295	250	211

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	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	0	0	0	0	0	0
NSW	28	32	60	44	51	59
NT	0	0	2	2	0	0
QLD	315	278	272	225	177	157
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	18	20	23	42	20	26
WA	0	0	0	0	0	0

NDIS Worker Screening Check clearances

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

Jurisdiction	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	10,218	11,211	12,230	13,404	14,924	15,836
NSW	292,125	310,741	325,852	342,026	358,434	376,585
NT	7,661	8,569	9,116	9,683	10,150	10,708
QLD	274,133	289,526	301,087	317,079	331,521	346,804
SA	94,577	101,052	106,154	112,184	117,822	123,529
TAS	21,881	22,988	24,160	25,121	26,284	27,641
VIC	249,961	267,619	281,504	297,974	313,891	330,833
WA	104,508	110,835	115,204	121,316	127,052	133,800

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	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	1	1	1	1	1	2
NSW	616	704	780	912	1,100	1,344
NT	19	22	25	41	43	44
QLD	149	210	257	315	374	414
SA	231	265	302	350	381	424
TAS	6	8	11	14	20	23
VIC	454	546	595	672	830	925
WA	163	193	217	258	286	317

NDIS Worker Screening Check suspensions

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

Jurisdiction	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	3	4	7	8	9	10
NSW	42	35	58	44	37	72
NT	2	2	2	3	3	5
QLD	343	384	448	511	567	635
SA	30	34	33	19	15	15
TAS	6	8	10	9	12	14
VIC	53	33	54	100	52	94
WA	81	85	85	71	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	Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025	
ACT	227	2.1%	254	2.3%	256	2.3%	263	2.2%	267	2.2%	273	2.2%
NSW	4,721	2.4%	4,979	2.5%	4,988	2.4%	5,090	2.4%	5,115	2.3%	5,317	2.4%
NT	220	3.6%	220	3.6%	226	3.6%	224	3.5%	222	3.4%	226	3.4%
QLD	1,880	1.3%	1,992	1.4%	1,977	1.3%	2,026	1.3%	2,083	1.3%	2,135	1.3%
SA	1,630	2.9%	1,690	2.9%	1,650	2.8%	1,606	2.6%	1,624	2.6%	1,639	2.6%
TAS	388	2.7%	396	2.7%	385	2.6%	383	2.5%	406	2.6%	467	2.9%
VIC	4,136	2.3%	4,260	2.3%	4,217	2.3%	4,270	2.2%	4,370	2.2%	4,455	2.2%
WA	1,784	3.1%	1,791	3.0%	1,789	3.0%	1,823	2.9%	1,738	2.7%	1,779	2.7%
National	14,986	2.3%	15,582	2.3%	15,488	2.2%	15,685	2.2%	15,824	2.1%	16,291	2.2%

Regulated restrictive practice types

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

Jurisdiction	Restrictive practice type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	Chemical	160	182	187	193	194	202
	Environmental	124	132	133	137	133	141
	Mechanical	22	24	25	25	21	22
	Physical	21	23	21	26	26	25
	Seclusion	3	3	2	4	1	2

⁷ Total NDIS participant population count source: NDIA.

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

Jurisdiction	Restrictive practice type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
NSW	Chemical	2,752	2,889	2,925	2,923	2,960	3,072
	Environmental	2,996	3,156	3,124	3,220	3,214	3,313
	Mechanical	711	758	748	737	743	761
	Physical	546	593	582	625	632	695
	Seclusion	161	188	189	189	209	194
	Unknown Type	0	0	0	0	0	1
NT	Chemical	117	117	121	121	118	115
	Environmental	163	164	169	161	156	157
	Mechanical	10	9	8	12	11	8
	Physical	13	17	12	11	12	17
	Seclusion	4	6	4	2	2	6
QLD	Chemical	901	952	958	970	998	1,036
	Environmental	1,068	1,106	1,082	1,087	1,128	1,129
	Mechanical	245	245	248	264	259	264
	Physical	712	741	720	740	759	813
	Seclusion	121	116	123	142	129	122
SA	Chemical	864	890	861	846	861	883
	Environmental	1,162	1,185	1,164	1,123	1,115	1,112
	Mechanical	218	225	210	201	184	184
	Physical	363	371	348	323	315	323
	Seclusion	102	102	99	91	100	98
TAS	Chemical	163	163	153	153	186	265
	Environmental	273	279	268	271	278	291
	Mechanical	61	62	58	45	53	62
	Physical	140	130	134	124	129	136
	Seclusion	40	45	38	34	37	38
VIC	Chemical	3,310	3,430	3,406	3,450	3,524	3,620
	Environmental	2,146	2,161	2,131	2,147	2,144	2,165
	Mechanical	445	441	422	411	408	405
	Physical	228	226	203	199	191	203
	Seclusion	107	113	103	98	89	89

Jurisdiction	Restrictive practice type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
WA	Chemical	1,096	1,105	1,105	1,108	1,036	1,043
	Environmental	1,190	1,181	1,181	1,184	1,140	1,126
	Mechanical	216	222	215	217	182	191
	Physical	224	218	210	226	195	207
	Seclusion	122	119	113	108	98	94

Unauthorised restrictive practices

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

Jurisdiction	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	129	130	139	125	154	145
NSW	1,809	1,993	1,922	1,946	2,089	2,076
NT	94	107	103	101	99	121
QLD	885	928	879	903	951	930
SA	524	558	527	490	482	565
TAS	222	226	218	220	238	336
VIC	1,042	1,159	1,029	1,006	1,075	1,041
WA	630	658	687	711	673	688

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

Unauthorised restrictive practice types

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

Jurisdiction	Restrictive practice type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	Chemical	84	85	98	85	103	97
	Environmental	62	58	60	56	71	69
	Mechanical	7	11	12	7	9	10
	Physical	9	10	9	14	17	11
	Seclusion	1	1	1	4	0	1
NSW	Chemical	830	937	909	864	952	974
	Environmental	994	1102	1065	1090	1154	1151
	Mechanical	186	185	182	174	217	210
	Physical	265	309	292	319	311	333
	Seclusion	45	70	70	62	65	49
	Unknown Type	0	0	0	0	0	1
NT	Chemical	43	47	48	54	48	55
	Environmental	66	70	69	64	58	70
	Mechanical	2	3	2	4	4	4
	Physical	6	12	7	5	5	10
	Seclusion	1	3	3	0	0	4
QLD	Chemical	314	327	310	307	310	332
	Environmental	363	383	348	351	394	362
	Mechanical	77	73	78	78	62	65
	Physical	326	362	335	357	356	360
	Seclusion	48	47	62	72	59	58

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

Jurisdiction	Restrictive practice type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
SA	Chemical	206	229	193	193	188	192
	Environmental	310	322	296	272	259	308
	Mechanical	53	50	51	43	32	39
	Physical	95	113	110	88	85	115
	Seclusion	22	26	23	16	26	31
TAS	Chemical	39	37	30	37	53	157
	Environmental	127	134	133	136	145	171
	Mechanical	18	22	23	16	23	41
	Physical	86	78	80	67	81	90
	Seclusion	19	25	19	18	20	17
VIC	Chemical	655	762	663	618	667	679
	Environmental	417	461	384	398	411	410
	Mechanical	94	100	102	96	111	87
	Physical	114	119	117	115	124	123
	Seclusion	14	20	22	23	23	23
WA	Chemical	321	319	346	341	326	341
	Environmental	343	355	374	364	378	368
	Mechanical	55	50	54	54	55	52
	Physical	78	84	89	92	72	84
	Seclusion	26	26	33	35	26	27
National	Chemical	2,492	2,743	2,597	2,499	2,647	2,827
	Environmental	2,682	2,885	2,729	2,731	2,870	2,909
	Mechanical	492	494	504	472	513	508
	Physical	979	1,087	1,039	1,057	1,051	1,126
	Seclusion	176	218	233	230	219	210
	Unknown type	0	0	0	0	0	1

Appendix E – Reportable incidents

Reportable incident notifications by type

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

Jurisdiction	Reportable incident type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
ACT	Abuse	3	2	8	16	9	10
	Death	16	22	7	18	17	14
	Neglect	22	29	15	31	16	22
	Serious injury	40	39	46	52	66	40
	Sexual misconduct	1	1	1	0	3	0
	Unlawful physical contact	5	5	5	9	4	6
	Unlawful sexual contact	3	0	1	2	3	2
NSW	Abuse	467	519	530	529	456	373
	Death	256	343	209	260	245	257
	Neglect	654	662	810	764	740	578
	Serious injury	633	723	837	799	835	794
	Sexual misconduct	52	64	61	60	57	61
	Unlawful physical contact	342	428	431	373	333	297
	Unlawful sexual contact	44	50	39	52	61	50
NT	Abuse	10	14	11	13	16	8
	Death	11	10	11	9	9	11
	Neglect	34	46	50	37	48	33
	Serious injury	36	43	41	45	53	33
	Sexual misconduct	2	5	2	2	1	2
	Unlawful physical contact	9	11	9	15	13	1
	Unlawful sexual contact	0	4	2	0	1	1
QLD	Abuse	233	223	316	342	366	282
	Death	141	125	132	129	150	177
	Neglect	315	375	397	473	475	560
	Serious injury	401	489	595	699	637	561
	Sexual misconduct	54	51	45	45	52	36
	Unlawful physical contact	79	96	117	131	100	84
	Unlawful sexual contact	32	36	37	49	46	24
	Unknown type	0	1	0	0	0	0

Jurisdiction	Reportable incident type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
SA	Abuse	256	244	209	193	176	153
	Death	79	90	72	66	79	90
	Neglect	252	327	275	313	288	278
	Serious injury	207	308	351	363	321	311
	Sexual misconduct	14	35	26	19	20	16
	Unlawful physical contact	31	43	39	49	59	59
	Unlawful sexual contact	17	19	22	12	14	7
TAS	Abuse	51	58	39	50	48	67
	Death	7	29	20	11	13	19
	Neglect	99	87	98	83	122	113
	Serious injury	83	131	104	113	98	111
	Sexual misconduct	4	6	15	7	5	6
	Unlawful physical contact	20	18	15	45	36	24
	Unlawful sexual contact	5	5	11	5	6	3
VIC	Abuse	275	327	255	304	239	232
	Death	201	207	176	177	182	190
	Neglect	390	380	337	450	522	485
	Serious injury	475	505	565	638	624	525
	Sexual misconduct	34	45	54	33	42	26
	Unlawful physical contact	212	208	181	148	150	171
	Unlawful sexual contact	31	31	36	35	35	25
	Unknown type	0	0	0	0	0	0
WA	Abuse	71	113	114	102	85	76
	Death	71	57	72	64	68	65
	Neglect	107	157	148	154	119	136
	Serious injury	276	289	301	307	262	252
	Sexual misconduct	12	8	15	22	16	17
	Unlawful physical contact	28	32	48	48	44	34
	Unlawful sexual contact	11	10	13	21	28	13
	Unknown type	1	0	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	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
0 – 6 years	Abuse	7	10	5	10	5	13
	Death	4	1	2	2	3	3
	Neglect	5	10	10	11	14	5
	Serious injury	5	7	3	8	5	8
	Sexual misconduct	3	0	1	1	0	0
	Unlawful physical	0	3	2	2	5	1
	Unlawful sexual contact	0	2	1	0	2	0
7 – 14 years	Abuse	41	46	54	77	49	57
	Death	5	11	4	5	11	4
	Neglect	48	71	55	65	46	44
	Serious injury	30	32	35	43	31	29
	Sexual misconduct	13	12	18	12	15	8
	Unlawful physical	11	21	15	18	15	8
	Unlawful sexual contact	8	6	10	7	7	5
15 – 18 years	Abuse	45	56	63	62	70	39
	Death	7	3	4	1	2	2
	Neglect	69	77	75	85	80	72
	Serious injury	77	109	78	92	78	101
	Sexual misconduct	10	20	11	8	17	15
	Unlawful physical	32	33	28	30	29	29
	Unlawful sexual contact	19	13	11	13	12	7
19 – 24 years	Abuse	140	187	161	171	125	93
	Death	10	10	10	11	11	10
	Neglect	163	207	208	213	237	179
	Serious injury	219	267	278	264	302	263
	Sexual misconduct	38	36	30	31	33	24
	Unlawful physical	105	134	117	98	76	89
	Unlawful sexual contact	24	24	30	28	35	14
	Unknown type	1	1				

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
25 – 34 years	Abuse	237	239	254	266	240	195
	Death	23	42	31	40	33	32
	Neglect	287	255	328	345	402	350
	Serious injury	289	413	433	439	411	375
	Sexual misconduct	37	33	41	33	43	25
	Unlawful physical	123	140	158	150	125	128
	Unlawful sexual contact	34	35	36	37	37	38
35 – 44 years	Abuse	220	237	209	233	206	171
	Death	55	78	49	44	61	71
	Neglect	295	344	331	334	322	285
	Serious injury	353	320	362	395	399	356
	Sexual misconduct	23	35	41	30	29	31
	Unlawful physical	137	164	162	146	146	129
	Unlawful sexual contact	20	34	18	24	28	19
45 – 54 years	Abuse	260	280	262	250	257	199
	Death	142	152	119	120	120	143
	Neglect	338	377	386	411	356	398
	Serious injury	400	416	524	517	496	421
	Sexual misconduct	18	36	30	23	30	29
	Unlawful physical	113	132	142	163	133	93
	Unlawful sexual contact	15	15	17	23	22	21
55 – 64 years	Abuse	293	279	332	342	286	284
	Death	327	331	285	274	300	305
	Neglect	445	491	486	560	560	573
	Serious injury	520	647	749	853	739	673
	Sexual misconduct	23	33	40	35	23	24
	Unlawful physical	138	144	145	135	156	135
	Unlawful sexual contact	14	17	29	33	47	11
65+ years	Abuse	126	167	145	138	164	151
	Death	210	255	197	234	225	253
	Neglect	224	231	252	282	322	301
	Serious injury	259	317	378	407	446	401
	Sexual misconduct	8	11	7	15	8	8
	Unlawful physical	68	71	76	77	55	65
	Unlawful sexual contact	9	9	9	11	5	10

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

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

Age band	Apr – Jun 2024		Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025	
0-6 years	23	0.0%	30	0.0%	24	0.0%	29	0.0%	27	0.0%	25	0.0%
7-14 years	134	0.1%	159	0.1%	152	0.1%	188	0.1%	146	0.1%	134	0.1%
15-18 years	176	0.3%	198	0.3%	190	0.3%	193	0.3%	187	0.3%	162	0.2%
19-24 years	483	0.9%	560	1.0%	550	0.9%	546	0.9%	508	0.8%	447	0.7%
25-34 years	745	1.3%	787	1.3%	882	1.5%	910	1.5%	830	1.3%	782	1.2%
35-44 years	737	1.5%	843	1.7%	830	1.6%	857	1.7%	866	1.6%	772	1.4%
45-54 years	918	1.6%	1,031	1.8%	1,070	1.9%	1,095	1.9%	1,066	1.8%	986	1.7%
55-64 years	1,378	2.1%	1,448	2.2%	1,568	2.3%	1,620	2.4%	1,530	2.2%	1,503	2.1%
65+ years	717	2.1%	834	2.4%	827	2.3%	909	2.4%	959	2.5%	903	2.2%

Reportable incidents by gender and type

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

Gender	Reportable incident type	Apr – Jun 2024	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025
Female	Abuse	668	706	641	714	653	565
	Death	300	369	290	295	295	316
	Neglect	721	816	865	931	925	906
	Serious injury	1,072	1,213	1,343	1,438	1,435	1,234
	Sexual misconduct	92	138	120	110	120	86
	Unlawful physical contact	266	304	319	316	306	278
	Unlawful sexual contact	97	95	115	134	130	84
Male	Abuse	688	784	827	825	738	622
	Death	468	501	406	430	467	491
	Neglect	1,138	1,229	1,259	1,362	1,402	1,276
	Serious injury	1,056	1,272	1,465	1,542	1,452	1,367
	Sexual misconduct	79	77	91	76	74	74
	Unlawful physical contact	457	535	524	503	433	391
	Unlawful sexual contact	46	59	43	40	64	38
	Unknown type	1	1	0	0	0	0
Unknown	Abuse	38	49	41	34	34	26
	Death	32	34	33	39	22	25
	Neglect	42	55	48	64	58	62
	Serious injury	93	108	130	132	107	74
	Sexual misconduct	5	4	8	6	5	3
	Unlawful physical contact	16	15	10	8	8	19
	Unlawful sexual contact	0	2	6	4	1	2

12 Total NDIS participant population count source: NDIA.



**NDIS Quality
and Safeguards
Commission**

