



NDIS Quality
and Safeguards
Commission

Q2 | 2025-26



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Introduction

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

This report provides an overview of the NDIS Commission's performance and regulatory operations from 1 October 2025 – 31 December 2025.

Key statistics from this report include:

- A 5% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- 117 Provider's registration were revoked, 95 Banning Orders and 179 Compliance Notices were issued.
- A 4% increase in Worker Screening Check submissions, from 1,422,869 to 1,477,067.
- The number of registered providers increased by 5% to 26,282, and active providers increased by 4% to 17,464.
- A 2% decrease in the number of participants associated with unauthorised restrictive practices, from 6,031 to 5,890.

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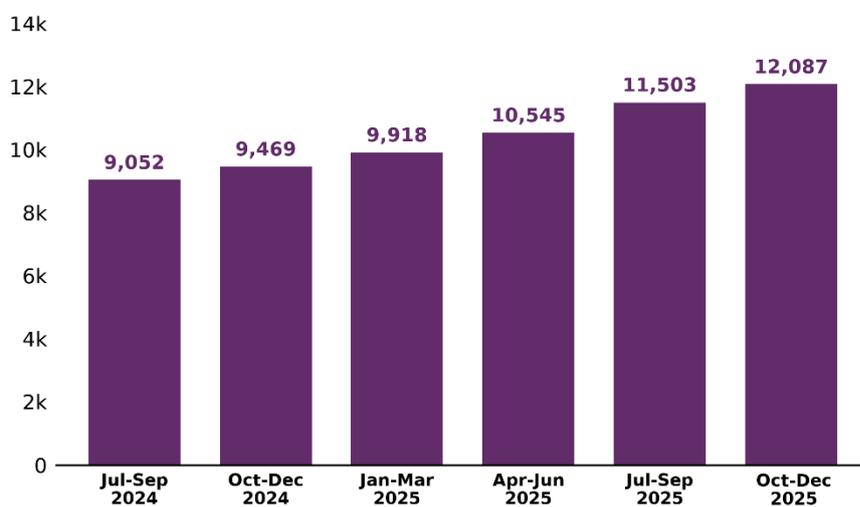
Behaviour support

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

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

Figure 1: Suitable behaviour support practitioners

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



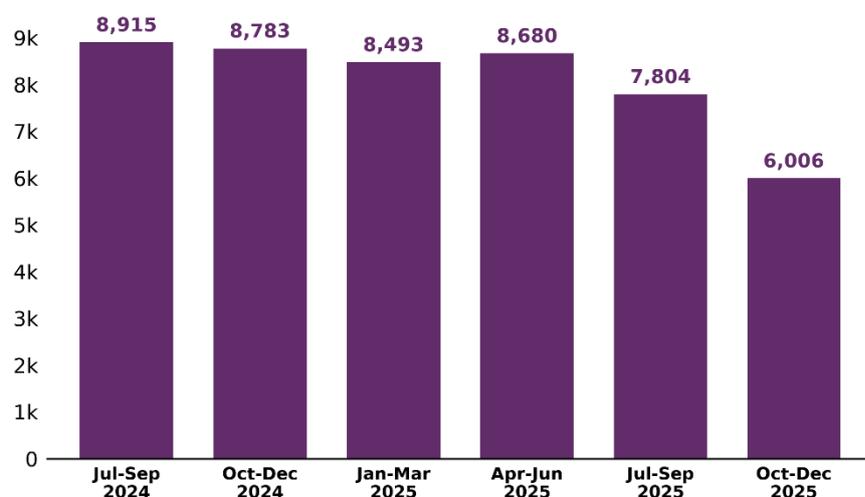
¹ NDIS behaviour support practitioner is someone who has been assessed and is considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

Complaints

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

Figure 2: Complaints received

Count of complaints received per quarter¹



¹ The count of complaints received from July to September 2025 onwards is impacted by a change to procedure. Since July 2025, the majority of out-of-scope matters are no longer entered into the Commission Operating System (COS). The new methodology provides a more accurate count of genuine complaints or concerns about NDIS supports and services and excludes matters that are about NDIS access or plan decisions, or other concerns for which are outside the responsibility of the NDIS Commission.

Figure 3: Complaints received by primary complainant

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

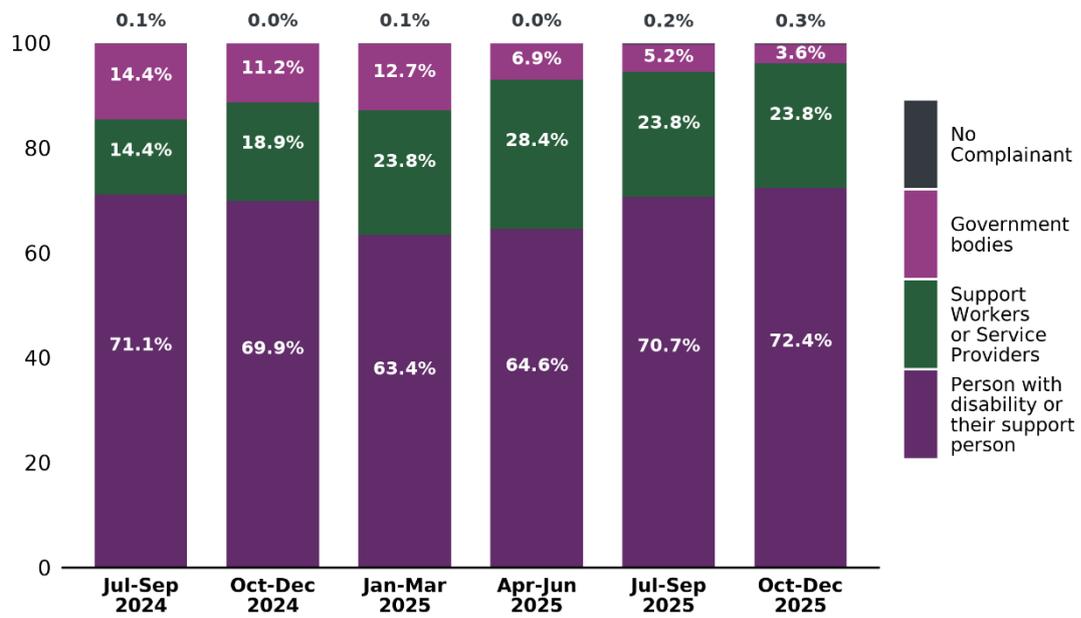
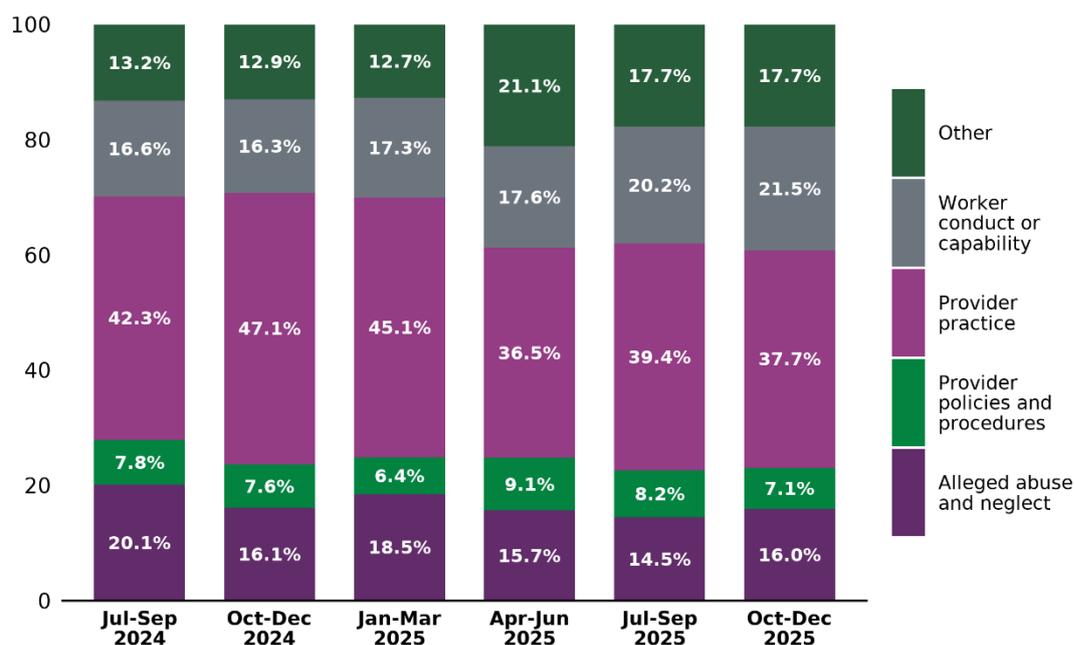


Figure 4: Complaints themes

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.

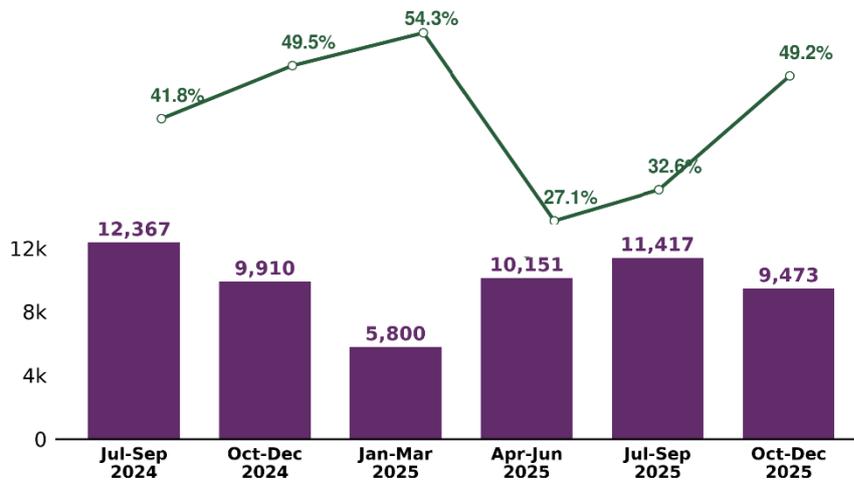
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; 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 complaint finalisations since Q4 2024-25 reflects the trial of the risk-based prioritisation model, and full 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.

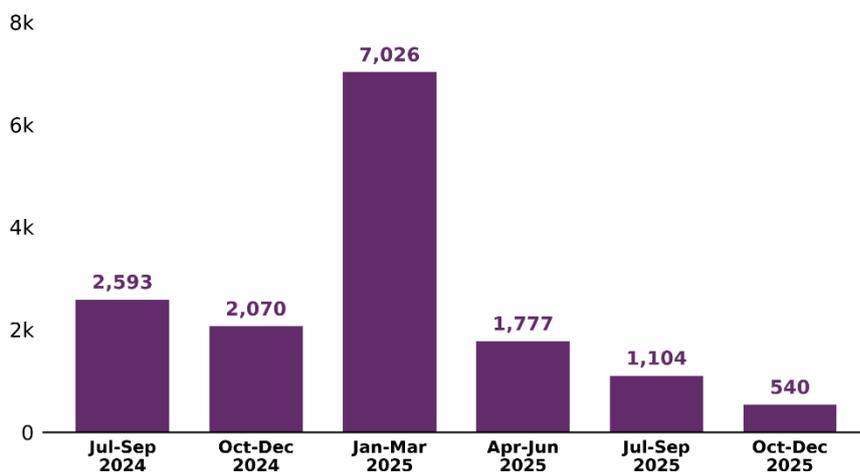
Compliance and enforcement

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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
Complaints	20.9%	22.6%	23.1%	25.7%	16.4%	14.0%
General/unknown	14.4%	17.2%	20.6%	19.5%	16.5%	14.4%
Out of scope	15.8%	14.9%	14.3%	13.3%	15.9%	17.2%
Portal	4.2%	3.4%	3.5%	2.6%	9.2%	7.7%
Practice quality	5.4%	5.9%	6.1%	2.8%	6.2%	6.4%
Registration	15.4%	8.7%	11.2%	12.0%	12.0%	18.4%
Reportable Incidents	4.4%	4.1%	4.7%	3.8%	4.7%	5.7%
Worker orientation module	2.7%	2.3%	2.3%	2.4%	3.1%	2.7%
Worker Screening	15.1%	12.1%	14.1%	18.9%	16.0%	13.6%

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)

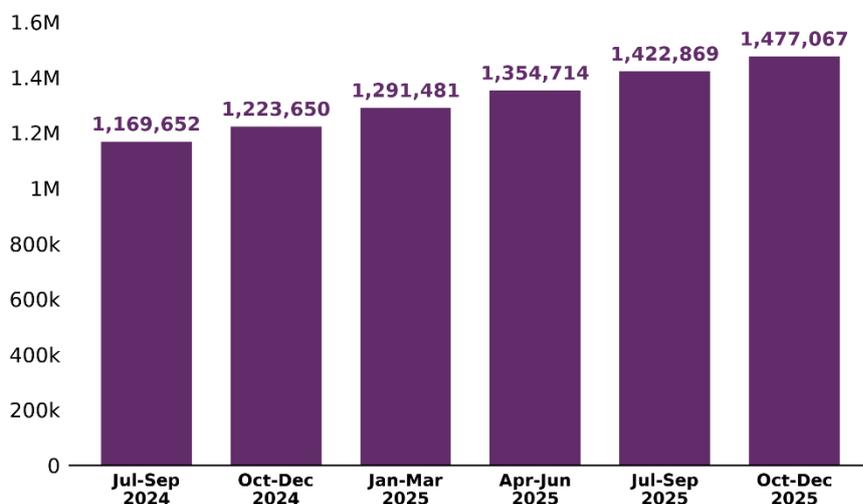


Figure 9: NDIS Worker Screening Check pending applications

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

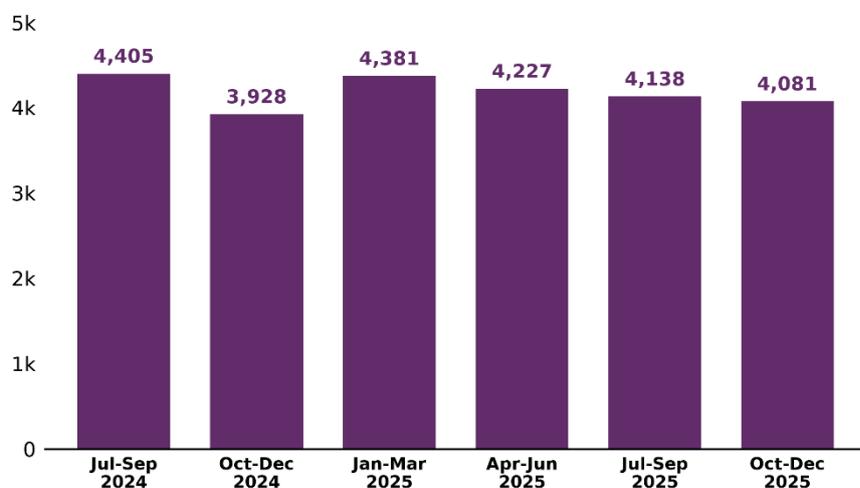
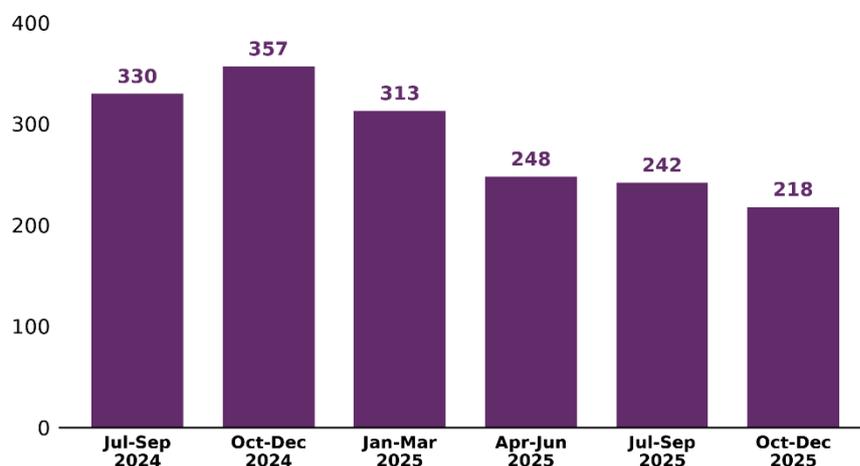


Figure 10: NDIS Worker Screening Check interim bar

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

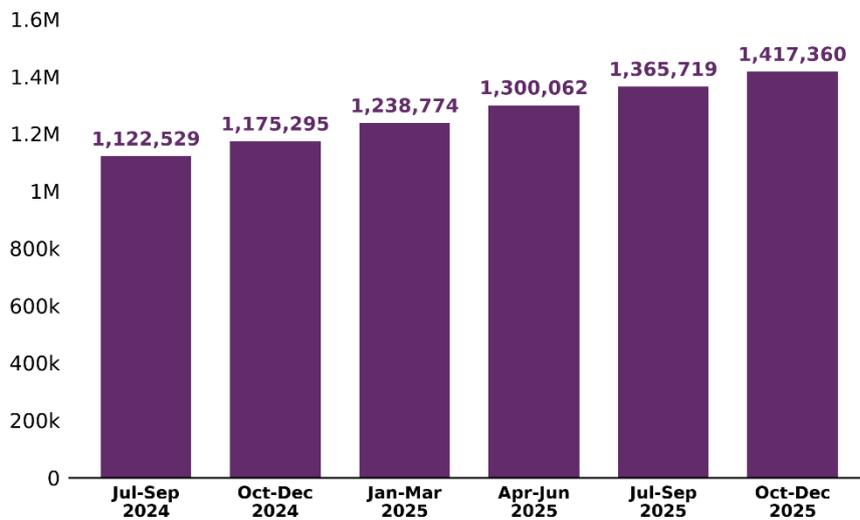
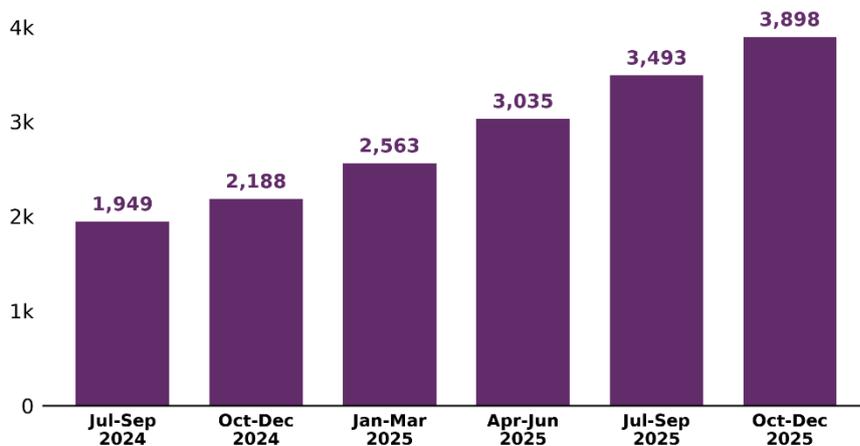


Figure 12: NDIS Worker Screening Check exclusions

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

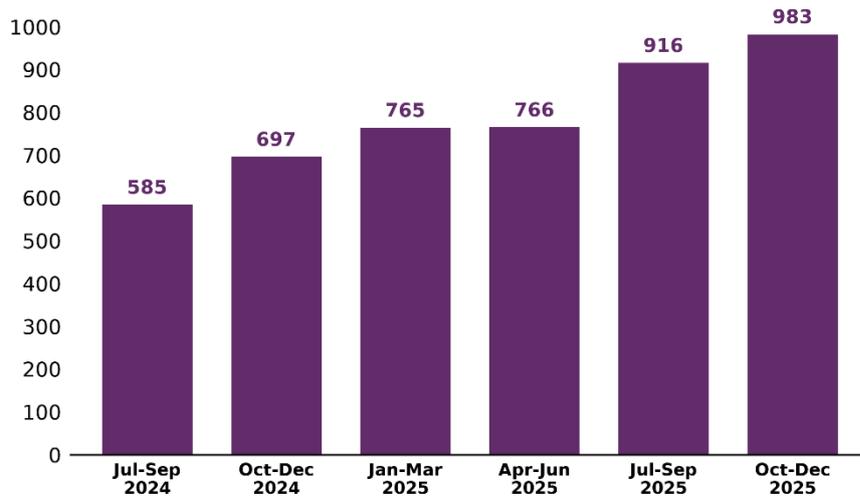


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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

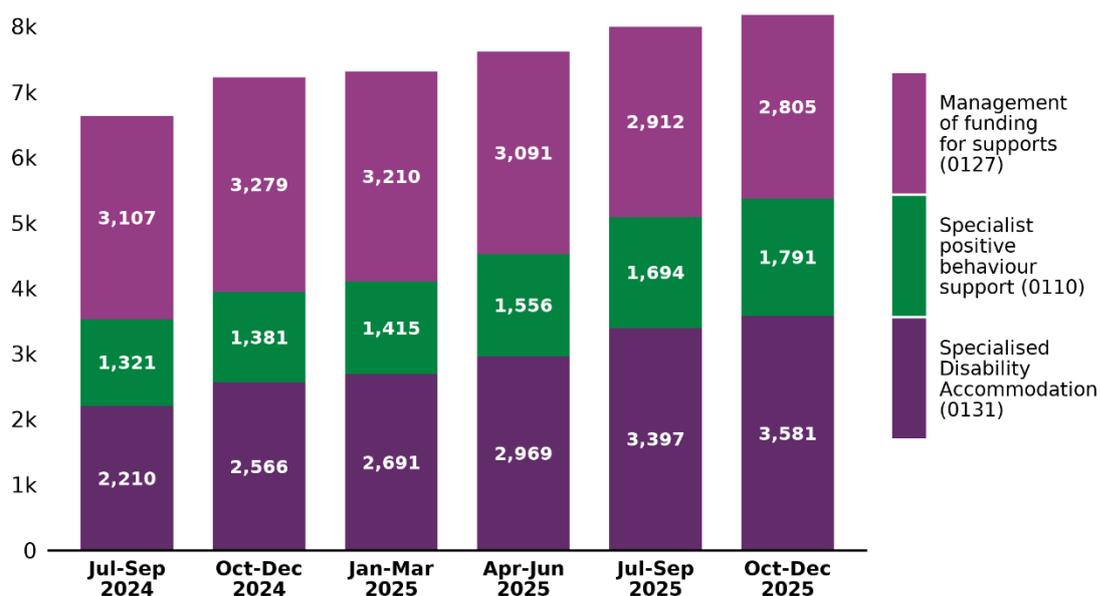


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual’s NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their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

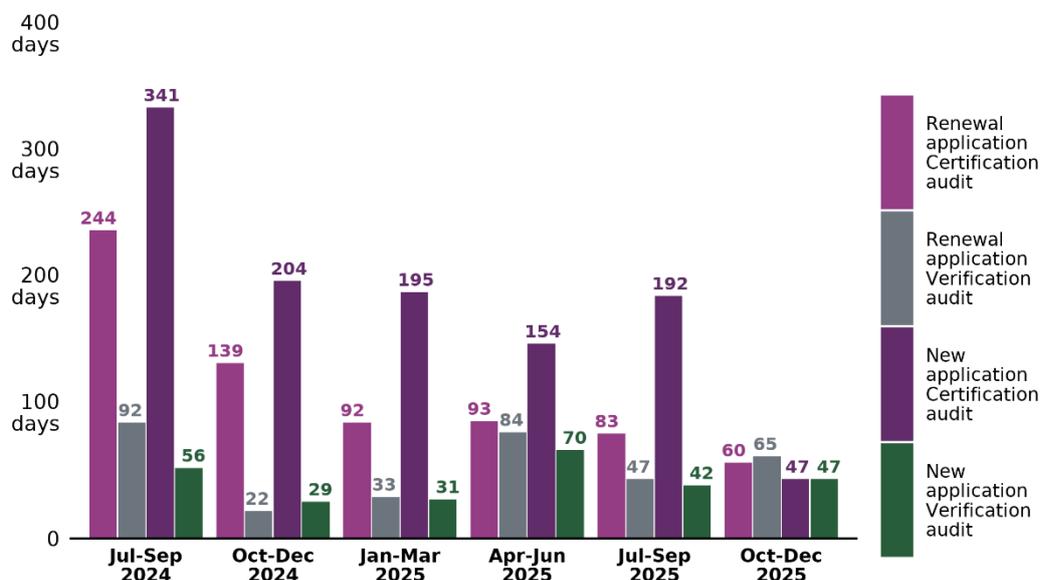
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type²

Jurisdiction	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
Delivery Requirement	10,803	12,009	12,247	13,911	16,070	17,104
Timing of Audit	8,063	9,111	9,322	10,988	13,557	14,775
Registration Duration	1,275	1,257	1,252	1,248	1,244	1,237
Type of Audit	109	110	113	117	128	134
Restricted Registration Groups	6	6	6	6	6	6
Restricted Supports	2	1	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}

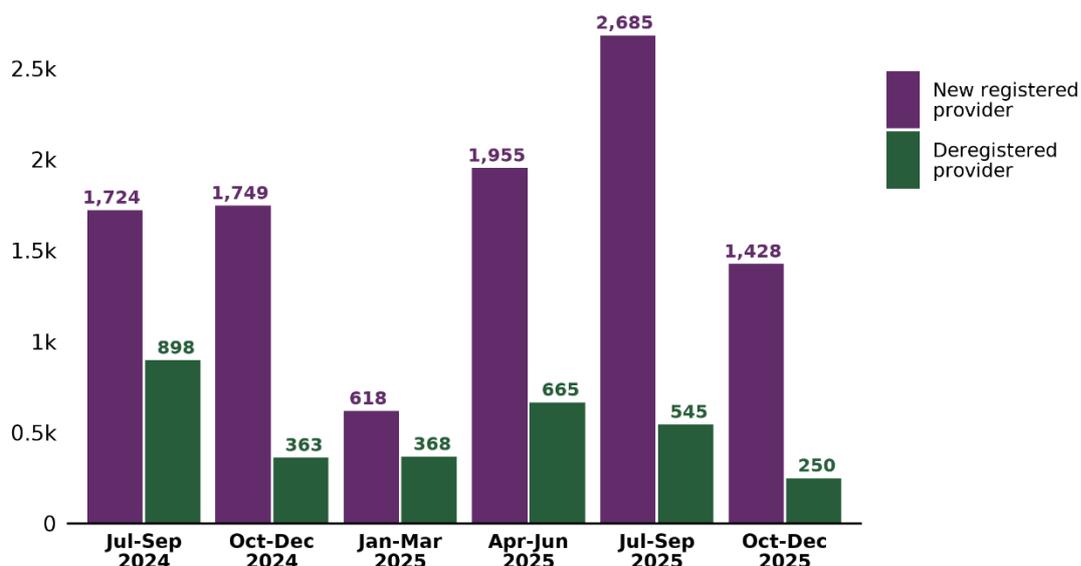
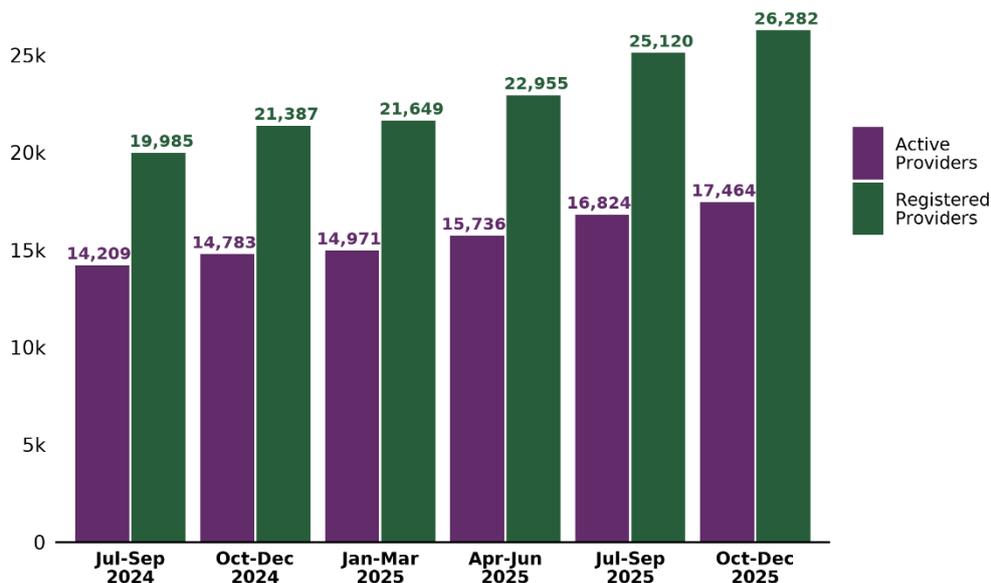


Figure 18: Registered provider count and payment claim

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 providers who claimed for payment associated with plan management type only. For more information about the NDIA managed funding, visit: <https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding/ndia-managed-funding>.

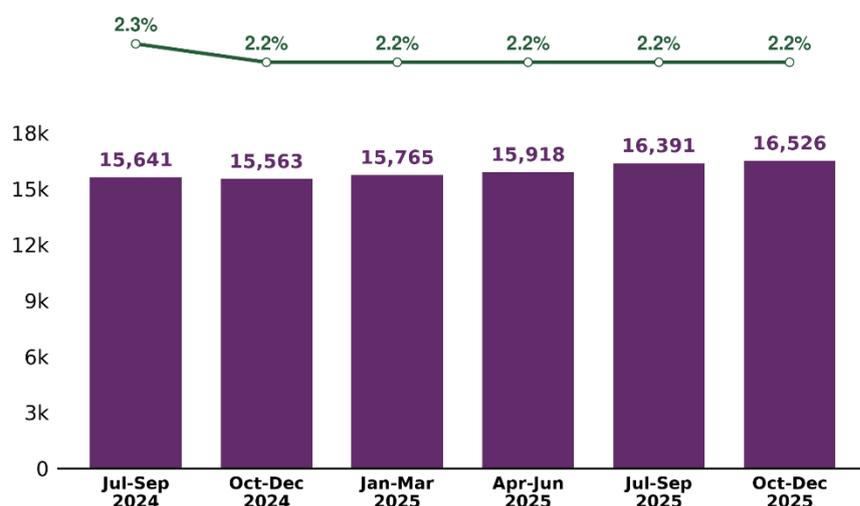
Regulated restrictive practices

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 five types 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

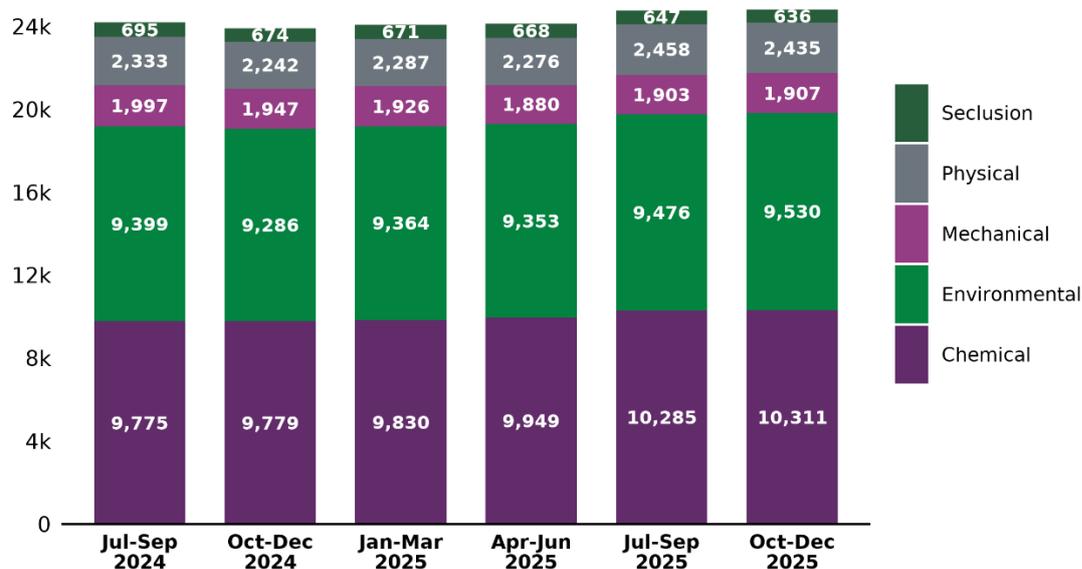


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint. The methodology to count the number of URP notifications has changed from Q2 2025-26. The new methodology was introduced due to a change to procedures and provides a more stable count of notifications over time.

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.

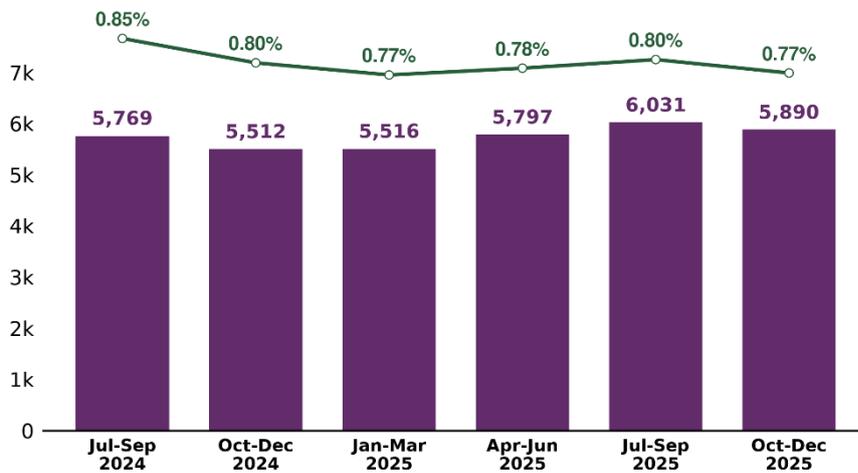
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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 counts participants associated with reportable incidents has been adjusted to account for an underlying data quality issue relating to participant verification.

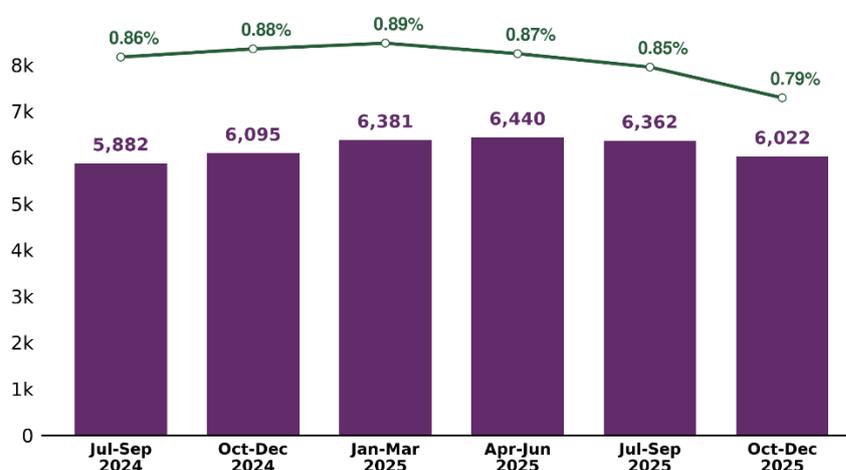
Reportable incidents

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. The methodology to count the number of reportable incident notifications has changed from Q2 2025-26. The new methodology was introduced due to a change to procedures and provides a more stable count of notifications over time.
- 2 Total NDIS participant population count data source: NDIA. NDIS participants associated with more than one reportable incidents are counted once.

Figure 23: Reportable incident notifications

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

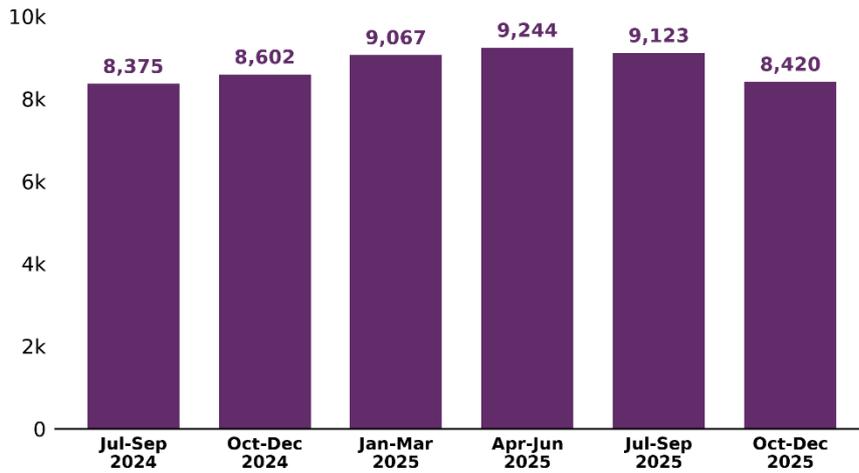


Figure 24: Reportable incident types

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

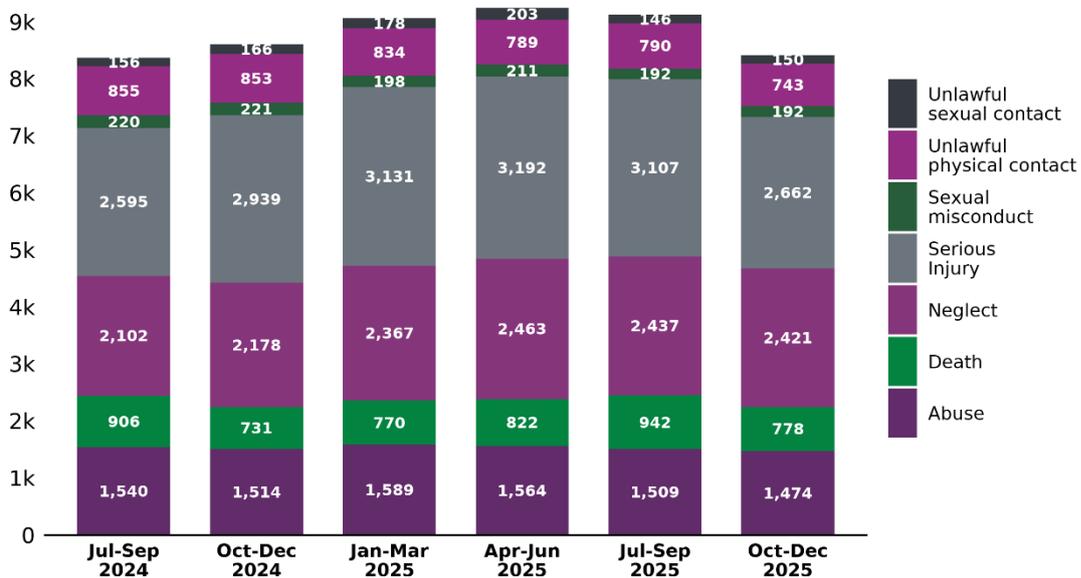


Figure 25: Reportable incidents by gender

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

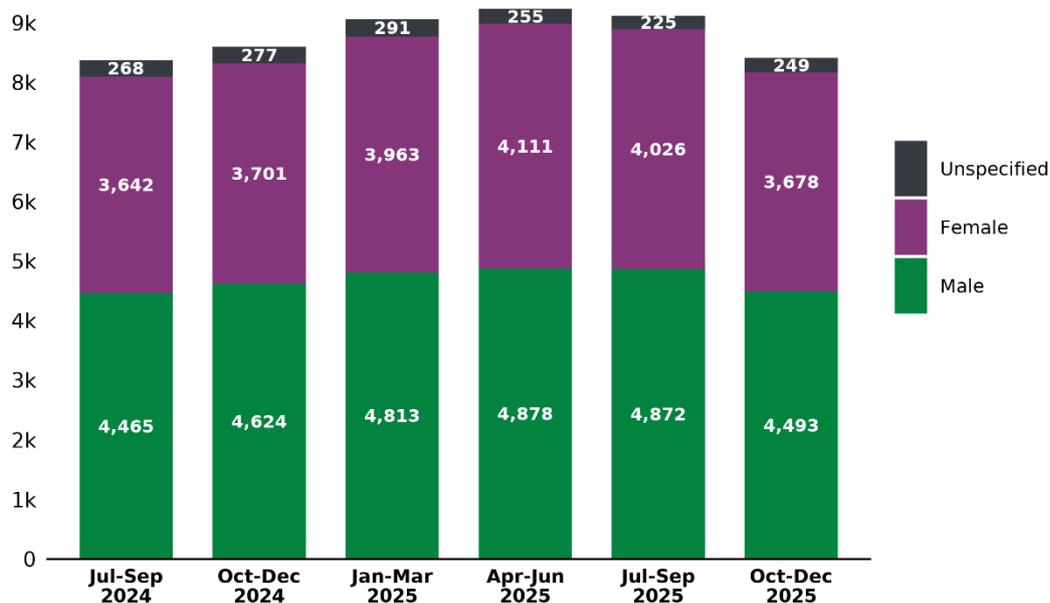
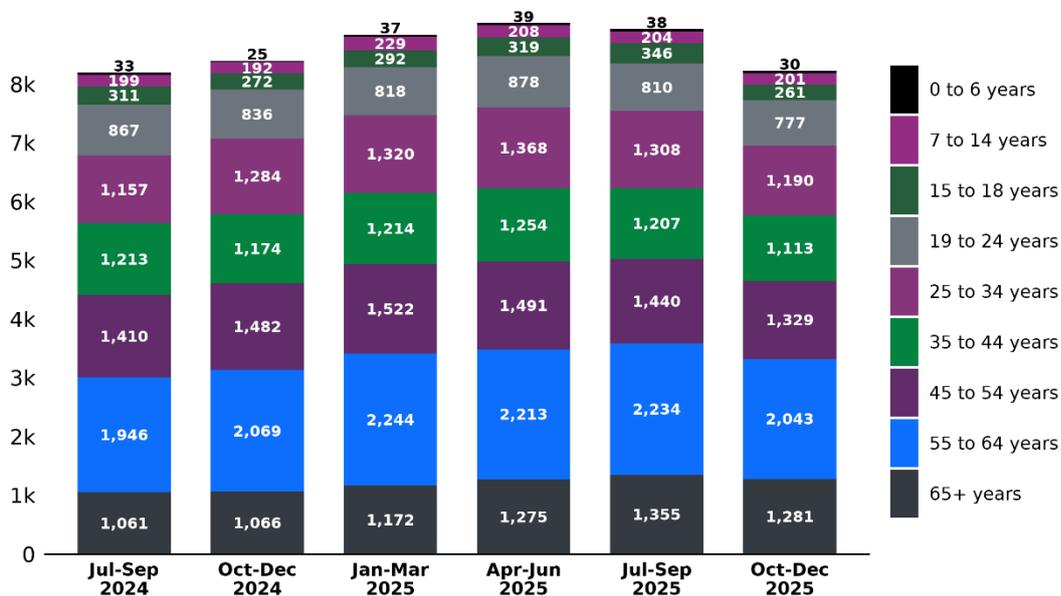


Figure 26: Reportable incidents by age band

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

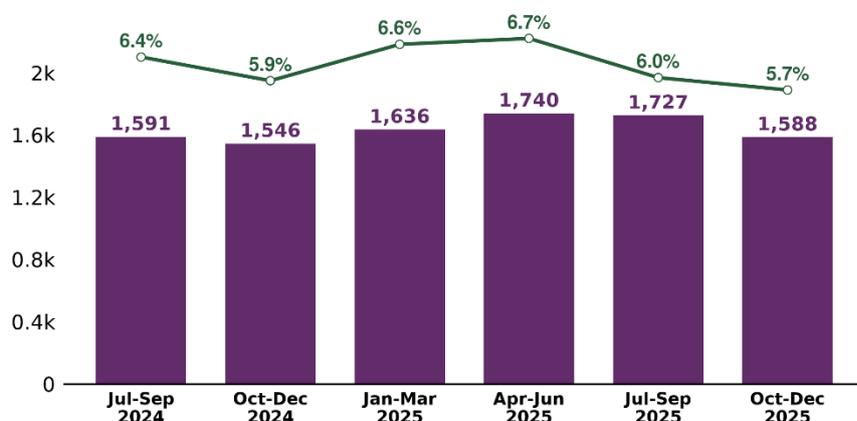
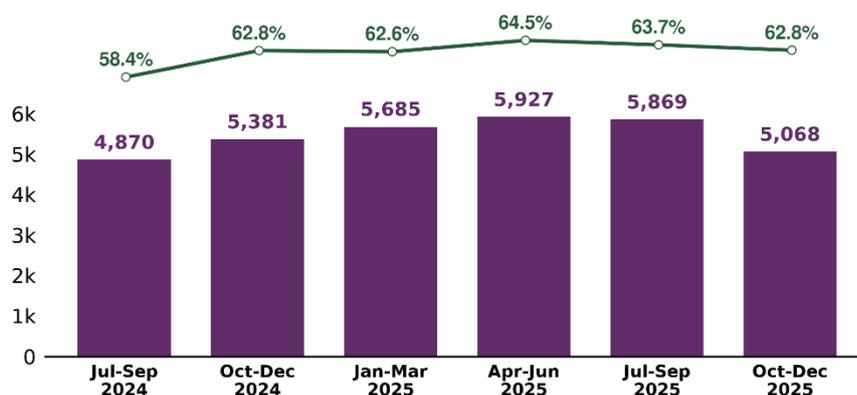


Figure 28: Reportable incidents notification timeframe – 24 hours

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 incident notifications (excluding unauthorised restrictive practices) per quarter⁶

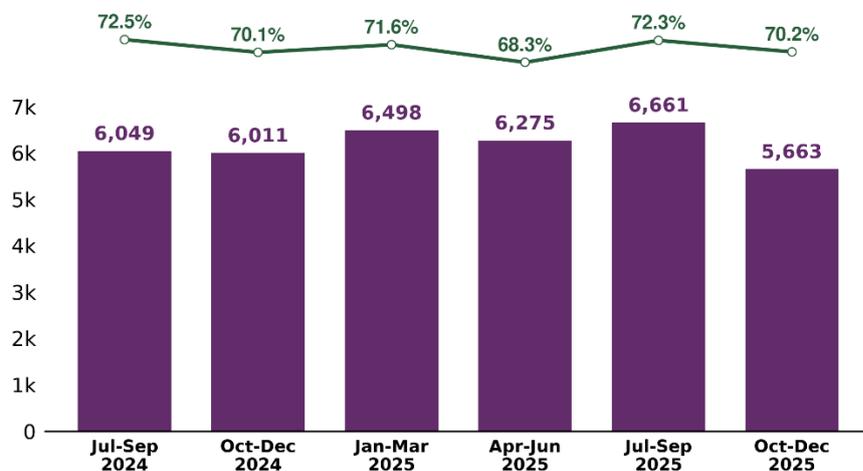
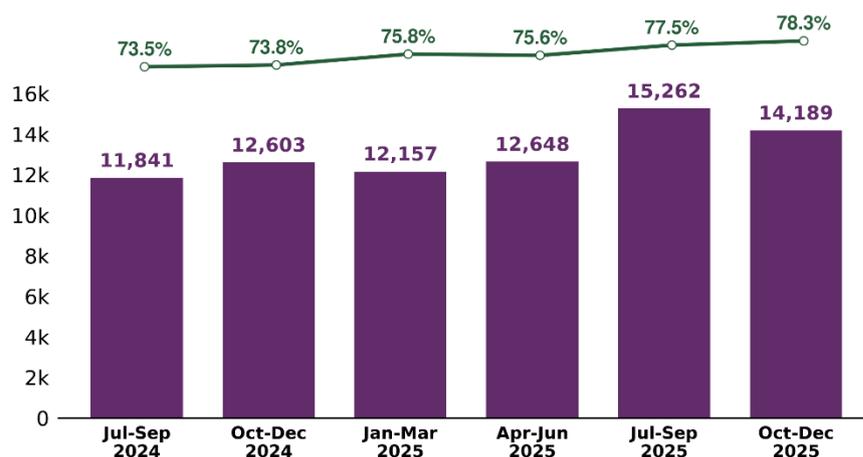


Figure 30: Unauthorised restrictive practices notification timeframe – 5 day

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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	154	159	172	180	191	196
NSW	3,166	3,309	3,440	3,630	4,027	4,229
NT	118	122	130	139	149	161
QLD	1,458	1,533	1,606	1,739	1,885	1,976
SA	826	849	880	925	996	1,045
TAS	189	204	222	242	270	286
VIC	2,125	2,232	2,368	2,520	2,711	2,848
WA	1,016	1,061	1,100	1,170	1,274	1,346

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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
Banning order	3	1	5	3	2	3
Banning order revocation	0	0	0	0	0	1
Civil penalty proceedings	0	4	1	0	0	0
Compliance notice variation	0	2	0	3	4	2
Compliance notice	13	22	197	467	577	179
Conditions on registration	1	0	0	1	0	0
Corrective action request	3	6	1,033	256	5	0
Education	256	527	4,435	409	62	12
Enforceable undertaking	0	0	0	0	1	0
Infringement notice	9	36	29	9	12	7
Other registration decision	0	0	0	0	0	1
Refusal of registration	302	68	23	120	44	13
Revocation of registration	248	44	74	200	161	117
Suspend registration	3	0	0	3	5	0
Warning letter	9	10	21	11	10	10
Total	847	720	5,818	1,482	883	345

Unregistered providers

Compliance activity outcome	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
Banning order	6	3	1	2	10	12
Banning order revocation	0	1	0	1	0	0
Banning order variation	0	2	1	2	0	1
Civil penalty proceedings	1	0	0	0	0	0
Compliance notice	0	11	5	0	0	0
Corrective action request	0	0	3	7	5	0
Education	10	22	4	2	3	2
Infringement notice	0	2	1	0	2	1
Refusal of Registration	1,386	1,146	1,085	154	95	78
Warning letter	8	6	2	2	4	2
Withdrawal of revocation	0	0	0	0	1	0
Total	1,411	1,193	1,102	170	120	96

Individuals

Compliance activity outcome	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
Banning order	27	37	57	49	57	80
Banning order revocation	0	0	1	1	0	0
Banning order variation	4	6	3	1	7	5
Civil penalty proceedings	2	0	0	0	2	0
Compliance notice	0	0	1	0	0	0
Education	117	48	11	10	8	3
Infringement notice	0	1	0	0	0	0
Warning letter	184	65	33	64	27	11
Withdrawal of suspension	1	0	0	0	0	0
Total	335	157	106	125	101	99

Appendix C – NDIS Worker Screening Check

NDIS Worker Screening Check applications submitted

Count of individuals who have submitted a NDIS Worker Screening Check application to a state or territory worker screening unit as at end quarter (cumulative since 1 February 2021) and percentage variance from previous quarter

Jurisdiction	Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025	
ACT	14,496	8.5%	15,459	6.6%	17,087	10.5%	18,386	7.6%	19,355	5.3%	20,310	4.9%
NSW	321,831	6.3%	337,190	4.8%	354,499	5.1%	371,374	4.8%	390,441	5.1%	405,337	3.8%
NT	8,877	12.0%	9,426	6.2%	9,963	5.7%	10,450	4.9%	11,015	5.4%	11,511	4.5%
QLD	304,991	5.5%	317,126	4.0%	334,039	5.3%	348,922	4.5%	364,784	4.5%	377,059	3.4%
SA	103,065	6.4%	107,975	4.8%	114,326	5.9%	120,081	5.0%	125,641	4.6%	130,449	3.8%
TAS	24,995	5.1%	26,186	4.8%	27,400	4.6%	28,786	5.1%	30,163	4.8%	31,453	4.3%
VIC	279,720	7.1%	294,330	5.2%	311,954	6.0%	328,788	5.4%	346,968	5.5%	361,464	4.2%
WA	112,316	6.0%	116,665	3.9%	123,001	5.4%	128,793	4.7%	135,475	5.2%	140,612	3.8%
National	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%	1,477,067	3.8%

NDIS Worker Screening Check pending applications

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

Jurisdiction	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	0	0	0	0	0	0
NSW	1,156	1,151	1,289	1,153	869	833
NT	92	74	34	41	42	38
QLD	2,111	1,938	1,988	1,882	1,905	2,125
SA	20	12	12	14	13	13
TAS	170	136	249	389	328	285
VIC	642	468	514	498	770	585
WA	214	149	295	250	211	202

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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	0	0	0	0	0	0
NSW	32	60	44	51	59	42
NT	0	2	2	0	0	2
QLD	278	272	225	177	157	159
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	20	23	42	20	26	15
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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	11,211	12,230	13,404	14,924	15,836	16,621
NSW	310,741	325,852	342,026	358,434	376,585	391,049
NT	8,569	9,116	9,683	10,150	10,708	11,176
QLD	289,526	301,087	317,079	331,521	346,804	358,303
SA	101,052	106,154	112,184	117,822	123,529	128,231
TAS	22,988	24,160	25,121	26,284	27,641	28,931
VIC	267,619	281,504	297,974	313,891	330,833	344,326
WA	110,835	115,204	121,316	127,052	133,800	138,789

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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	1	1	1	1	2	3
NSW	704	780	912	1,100	1,344	1,524
NT	22	25	41	43	44	46
QLD	210	257	315	374	414	431
SA	265	302	350	381	424	463
TAS	8	11	14	20	23	25
VIC	546	595	672	830	925	1,059
WA	193	217	258	286	317	347

NDIS Worker Screening Check suspensions

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

Jurisdiction	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	4	7	8	9	10	11
NSW	35	58	44	37	72	54
NT	2	2	3	3	5	7
QLD	384	448	511	567	635	720
SA	34	33	19	15	15	14
TAS	8	10	9	12	14	14
VIC	33	54	100	52	94	94
WA	85	85	71	71	71	69

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	Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025	
ACT	255	2.3%	257	2.3%	264	2.3%	268	2.2%	273	2.2%	267	2.1%
NSW	5,004	2.5%	5,011	2.4%	5,113	2.4%	5,131	2.4%	5,328	2.4%	5,381	2.4%
NT	221	3.6%	226	3.6%	223	3.5%	223	3.4%	225	3.4%	237	3.5%
QLD	1,995	1.4%	1,980	1.3%	2,027	1.3%	2,090	1.3%	2,152	1.3%	2,189	1.3%
SA	1,696	2.9%	1,657	2.8%	1,614	2.7%	1,640	2.6%	1,652	2.6%	1,648	2.5%
TAS	397	2.7%	390	2.6%	391	2.6%	417	2.6%	478	2.9%	492	3.0%
VIC	4,277	2.3%	4,245	2.3%	4,301	2.2%	4,401	2.2%	4,488	2.2%	4,514	2.2%
WA	1,796	3.0%	1,797	3.0%	1,832	2.9%	1,749	2.7%	1,794	2.7%	1,797	2.7%
National	15,641	2.30%	15,563	2.25%	15,765	2.20%	15,918	2.15%	16,310	2.18%	16,526	2.17%

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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	Chemical	183	187	193	195	200	192
	Environmental	133	134	138	134	141	136
	Mechanical	24	25	25	21	22	22
	Physical	23	21	25	26	25	25
	Seclusion	3	2	4	0	1	3

⁷ Total NDIS participant population count source: NDIA.

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

Jurisdiction	Restrictive practice type	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
NSW	Chemical	2,910	2,946	2,940	2,969	3,074	3,062
	Environmental	3,171	3,136	3,232	3,227	3,323	3,387
	Mechanical	759	750	739	748	756	770
	Physical	600	588	633	635	701	694
	Seclusion	189	190	190	210	195	197
	Unknown Type	0	0	0	0	1	0
NT	Chemical	117	121	121	119	114	124
	Environmental	165	169	160	157	159	158
	Mechanical	9	8	12	11	8	10
	Physical	16	10	9	11	17	13
	Seclusion	6	4	2	2	6	2
	QLD	Chemical	954	960	974	1,004	1,041
Environmental		1,109	1,084	1,089	1,132	1,139	1,187
Mechanical		246	248	264	260	266	283
Physical		741	721	740	766	828	830
Seclusion		116	123	142	129	123	124
SA		Chemical	894	864	850	868	889
	Environmental	1,186	1,167	1,126	1,124	1,117	1,112
	Mechanical	228	213	205	189	192	182
	Physical	374	352	327	321	332	324
	Seclusion	102	100	92	100	96	89
	TAS	Chemical	163	159	162	201	272
Environmental		280	268	271	278	295	278
Mechanical		62	58	45	54	60	74
Physical		130	134	125	129	138	128
Seclusion		46	38	34	37	41	40
VIC		Chemical	3,448	3,433	3,479	3,555	3,647
	Environmental	2,168	2,139	2,155	2,151	2,165	2,149
	Mechanical	446	429	418	414	406	387
	Physical	228	205	201	192	207	188
	Seclusion	113	103	98	91	90	93

Jurisdiction	Restrictive practice type	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
WA	Chemical	1,106	1,109	1,111	1,039	1,047	1,051
	Environmental	1,187	1,189	1,193	1,150	1,137	1,122
	Mechanical	223	216	218	183	193	179
	Physical	221	211	227	196	210	231
	Seclusion	120	114	109	99	97	89

Unauthorised restrictive practices

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

Jurisdiction	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	132	140	125	155	147	138
NSW	1,996	1,926	1,953	2,101	2,122	2,036
NT	107	104	102	102	126	131
QLD	930	880	903	953	955	962
SA	559	528	492	491	575	576
TAS	227	218	222	238	349	349
VIC	1,158	1,030	1,008	1,080	1,054	1,001
WA	660	686	711	677	704	696

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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	Chemical	86	99	85	104	98	93
	Environmental	59	60	56	71	73	57
	Mechanical	11	12	7	9	10	10
	Physical	10	9	14	17	13	16
	Seclusion	1	1	4	0	1	2
NSW	Chemical	938	910	869	955	988	934
	Environmental	1104	1068	1092	1161	1176	1143
	Mechanical	185	182	175	222	218	212
	Physical	310	294	321	312	343	303
	Seclusion	70	70	62	65	54	60
	Unknown Type	0	0	0	0	1	0
NT	Chemical	47	48	54	49	56	72
	Environmental	70	70	65	60	75	79
	Mechanical	3	2	4	4	4	1
	Physical	12	7	5	5	11	6
	Seclusion	3	3	0	0	4	2
QLD	Chemical	329	312	311	314	342	331
	Environmental	385	349	351	395	371	406
	Mechanical	73	78	78	62	66	73
	Physical	361	335	356	357	371	375
	Seclusion	47	62	72	59	60	63

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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
SA	Chemical	231	194	194	192	194	208
	Environmental	321	295	272	262	313	326
	Mechanical	50	52	44	33	41	37
	Physical	113	110	88	86	121	119
	Seclusion	25	23	16	26	30	21
TAS	Chemical	37	30	37	53	160	183
	Environmental	135	134	137	145	177	165
	Mechanical	22	23	16	23	43	45
	Physical	78	80	68	81	93	83
	Seclusion	26	19	18	20	20	14
VIC	Chemical	759	663	620	670	680	640
	Environmental	461	385	399	414	417	383
	Mechanical	100	102	96	111	86	74
	Physical	120	117	115	124	130	125
	Seclusion	20	22	23	24	23	28
WA	Chemical	319	346	341	328	345	340
	Environmental	355	373	364	379	373	365
	Mechanical	50	54	54	55	55	54
	Physical	86	89	92	73	88	96
	Seclusion	26	33	35	26	30	22
National	Chemical	2,746	2,602	2,511	2,665	2,863	2,802
	Environmental	2,890	2,734	2,736	2,887	2,975	2,924
	Mechanical	494	505	474	519	523	506
	Physical	1,090	1,041	1,059	1,055	1,170	1,123
	Seclusion	218	233	230	220	222	212
	Unknown type	0	0	0	0	1	0

Appendix E – Reportable incidents

Reportable incident notifications by type

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

Jurisdiction	Reportable incident type	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
ACT	Abuse	2	8	16	9	14	21
	Death	22	7	18	17	18	14
	Neglect	29	15	31	16	24	25
	Serious injury	39	46	52	67	46	34
	Sexual misconduct	1	1	0	3	0	0
	Unlawful physical contact	5	5	9	4	7	9
	Unlawful sexual contact	0	1	2	3	2	2
NSW	Abuse	520	530	532	502	447	505
	Death	343	209	260	260	289	230
	Neglect	663	811	768	758	620	707
	Serious injury	723	837	805	877	911	763
	Sexual misconduct	64	62	61	61	67	49
	Unlawful physical contact	429	431	375	351	331	286
	Unlawful sexual contact	50	39	52	62	54	43
NT	Abuse	14	12	13	18	10	19
	Death	10	11	9	10	12	11
	Neglect	46	50	37	48	33	49
	Serious injury	43	41	45	58	41	48
	Sexual misconduct	5	2	2	2	2	0
	Unlawful physical contact	11	9	15	13	2	13
	Unlawful sexual contact	4	2	0	1	1	3
QLD	Abuse	223	319	343	396	368	312
	Death	125	133	131	154	196	158
	Neglect	375	398	474	493	585	574
	Serious injury	490	596	703	681	662	639
	Sexual misconduct	52	45	45	54	43	55
	Unlawful physical contact	96	117	131	108	100	98
	Unlawful sexual contact	36	38	49	47	30	38
	Unknown type	1	0	0	0	0	0

Jurisdiction	Reportable incident type	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
SA	Abuse	244	210	195	190	175	135
	Death	90	72	66	83	97	84
	Neglect	327	276	314	295	294	325
	Serious injury	309	351	366	344	350	217
	Sexual misconduct	35	26	19	22	19	24
	Unlawful physical contact	43	39	49	63	70	71
	Unlawful sexual contact	19	23	12	15	9	9
TAS	Abuse	58	39	51	55	78	44
	Death	29	20	12	13	19	19
	Neglect	88	98	84	131	126	87
	Serious injury	131	104	114	105	127	114
	Sexual misconduct	6	15	7	5	7	3
	Unlawful physical contact	18	15	45	36	25	19
	Unlawful sexual contact	5	11	5	6	3	1
VIC	Abuse	327	255	310	260	288	302
	Death	208	177	179	188	220	169
	Neglect	380	339	451	538	555	474
	Serious injury	505	565	641	662	601	513
	Sexual misconduct	45	55	36	45	31	39
	Unlawful physical contact	208	181	153	159	198	196
	Unlawful sexual contact	31	36	35	39	31	32
	Unknown type	0	0	0	0	0	0
WA	Abuse	113	114	105	101	105	101
	Death	57	72	64	75	72	66
	Neglect	157	149	155	128	147	132
	Serious injury	289	301	309	290	300	254
	Sexual misconduct	8	15	23	16	21	21
	Unlawful physical contact	32	48	48	46	39	45
	Unlawful sexual contact	10	13	21	29	16	22
	Unknown type	0	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	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
0 – 6 years	Abuse	10	5	11	7	16	13
	Death	1	2	2	2	4	3
	Neglect	10	11	12	15	9	4
	Serious injury	7	3	8	8	8	5
	Sexual misconduct	0	1	1	0	0	0
	Unlawful physical	3	2	3	5	1	4
	Unlawful sexual contact	2	1		2	0	1
7 – 14 years	Abuse	46	55	77	57	78	65
	Death	11	4	5	11	5	1
	Neglect	71	55	66	55	51	66
	Serious injury	32	35	44	39	40	33
	Sexual misconduct	12	18	12	17	10	13
	Unlawful physical	21	15	18	21	12	17
	Unlawful sexual contact	6	10	7	8	8	6
15 – 18 years	Abuse	56	63	62	81	62	43
	Death	3	4	1	3	3	2
	Neglect	77	77	85	86	77	66
	Serious injury	109	78	93	84	138	78
	Sexual misconduct	20	11	8	17	19	16
	Unlawful physical	33	28	30	33	39	46
	Unlawful sexual contact	13	11	13	15	8	10
19 – 24 years	Abuse	187	162	172	150	128	123
	Death	10	10	11	13	11	13
	Neglect	207	208	213	243	207	222
	Serious injury	267	278	264	314	308	258
	Sexual misconduct	36	31	32	38	30	36
	Unlawful physical	135	117	98	83	105	99
	Unlawful sexual contact	24	30	28	37	21	26
	Unknown type	1	0	0	0	0	0

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
25 – 34 years	Abuse	239	257	268	265	261	224
	Death	42	31	40	34	34	17
	Neglect	255	328	347	414	372	353
	Serious injury	413	433	442	438	428	409
	Sexual misconduct	33	41	33	44	26	40
	Unlawful physical	140	158	153	134	145	114
	Unlawful sexual contact	35	36	37	39	42	33
35 – 44 years	Abuse	237	209	234	219	209	214
	Death	78	49	46	64	74	60
	Neglect	344	333	334	337	311	303
	Serious injury	320	362	399	427	418	381
	Sexual misconduct	36	41	30	29	33	32
	Unlawful physical	164	162	147	150	140	104
	Unlawful sexual contact	34	18	24	28	22	19
45 – 54 years	Abuse	281	262	253	283	233	252
	Death	152	119	121	125	155	122
	Neglect	378	387	412	364	425	413
	Serious injury	416	524	522	528	466	378
	Sexual misconduct	36	31	26	31	31	25
	Unlawful physical	132	142	165	138	107	113
	Unlawful sexual contact	15	17	23	22	23	26
55 – 64 years	Abuse	279	332	348	305	326	324
	Death	332	286	274	311	351	297
	Neglect	492	486	562	576	600	584
	Serious injury	649	749	857	789	767	636
	Sexual misconduct	33	40	35	26	30	24
	Unlawful physical	144	145	135	160	149	166
	Unlawful sexual contact	17	31	33	46	11	12
65+ years	Abuse	167	145	140	171	173	181
	Death	255	198	236	238	286	236
	Neglect	231	252	284	326	334	363
	Serious injury	317	379	408	469	465	405
	Sexual misconduct	11	7	16	8	11	5
	Unlawful physical	71	76	77	58	75	74
	Unlawful sexual contact	9	9	11	5	11	17

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

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

Age band	Jul – Sep 2024		Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025	
0-6 years	30	0.0%	25	0.0%	32	0.0%	32	0.0%	32	0.0%	27	0.0%
7-14 years	159	0.1%	153	0.1%	189	0.1%	172	0.1%	176	0.1%	162	0.1%
15-18 years	198	0.3%	192	0.3%	194	0.3%	210	0.3%	198	0.3%	179	0.2%
19-24 years	561	1.0%	552	0.9%	548	0.9%	547	0.9%	531	0.8%	524	0.8%
25-34 years	787	1.3%	885	1.5%	918	1.5%	885	1.4%	881	1.3%	852	1.3%
35-44 years	843	1.7%	832	1.6%	863	1.7%	913	1.7%	868	1.6%	824	1.5%
45-54 years	1,032	1.8%	1,072	1.9%	1,108	1.9%	1,118	1.9%	1,075	1.8%	997	1.7%
55-64 years	1,449	2.2%	1,569	2.3%	1,630	2.4%	1,602	2.3%	1,668	2.4%	1,539	2.2%
65+ years	834	2.4%	828	2.3%	912	2.4%	994	2.5%	1,002	2.5%	991	2.3%

Reportable incidents by gender and type

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

Gender	Reportable incident type	Jul – Sep 2024	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025
Female	Abuse	706	645	722	722	717	667
	Death	369	291	296	312	357	303
	Neglect	817	868	933	954	1,004	965
	Serious injury	1,213	1,343	1,448	1,535	1,436	1,273
	Sexual misconduct	138	120	110	124	100	91
	Unlawful physical contact	304	319	320	329	315	288
	Unlawful sexual contact	95	115	134	135	97	91
	Male	Abuse	785	828	833	804	761
Death	502	407	434	484	561	444	
Neglect	1,230	1,262	1,369	1,449	1,371	1,392	
Serious injury	1,274	1,466	1,549	1,540	1,590	1,291	
Sexual misconduct	78	93	82	83	88	99	
Unlawful physical contact	536	523	506	452	454	445	
Unlawful sexual contact	59	45	40	66	47	57	
Unknown type	1	0	0	0	0	0	
Unknown	Abuse	49	41	34	38	31	42
	Death	35	33	40	26	24	31
	Neglect	55	48	65	60	62	64
	Serious injury	108	130	134	117	81	98
	Sexual misconduct	4	8	6	4	4	2
	Unlawful physical contact	15	11	8	8	21	10
	Unlawful sexual contact	2	6	4	2	2	2

12 Total NDIS participant population count source: NDIA.



**NDIS Quality
and Safeguards
Commission**

