



NDIS Quality
and Safeguards
Commission

Q3 | 2025-26



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Foreword

This quarter marks the introduction of the first foreword to the NDIS Quality and Safeguards Commission's (NDIS Commission) quarterly performance report. It reflects an important focus on strengthening transparency and accountability across the sector. As we continue to grow and mature, the Commission is progressing its ambition to become a formidable regulator, focused on upholding the rights of people with disability and supporting the sustainability of the NDIS.

Central to this transformation is a stronger emphasis on data and intelligence to inform timely, targeted compliance and enforcement actions, enabling more effective oversight and meaningful impact. These priorities include implementing a risk-based approach across all functions, redesigning data capabilities, increasing information sharing, and using the full range of regulatory levers to measure and influence behaviour.

This report highlights the NDIS Commission's continued commitment to protecting participants through regulation and risk-responsive decision making amid growing demand across the Scheme.

This quarter reports a further increase in statutory enforcement activities. The NDIS Commission issued 551 Compliance Notices, 47 banning orders, and revoked registration for 228 providers and individuals. The sustained use of banning orders to remove individuals and providers that are not suitable to work in the NDIS sector reflects the NDIS Commission's continuing priority to safeguard participants.

The emphasis on this activity underlines a deliberate effort toward stronger, more targeted regulatory intervention. Consistent with this approach is the increased use of statutory tools, and the reduction in non-statutory tools such as Corrective Action Requests. Together, these activities contribute the NDIS Commission's direction of strengthened oversight to help identify information patterns, act early and influence the NDIS.

NDIS worker screening checks remain a critical safeguard to ensure people working with NDIS participants do not present an unacceptable risk. This quarter, the number of NDIS Worker Screening Check applications increased nationally from 1,477,067 to 1,532,073, with demand also reflected in Contact Centre enquiries. The Scheme is now entering its first period of large-scale renewals for existing workers, as clearances issued when national screening was introduced in 2021 begin to expire after five years. This shift in demand contributed to a 92.8% increase in applications pending clearance. Worker screening continues to operate effectively, with regulatory action identifying more unsuitable workers, reflected in increases in exclusions and suspensions nationwide.

Registration remains another key regulatory control for the Commission to prevent unsuitable personnel from operating in the sector. Median processing times improved this quarter, with new registration applications reducing from 47 to 36 days and renewals from 62 to 40 days, demonstrating stronger operational performance. Registration activity is expected to increase further with the introduction of mandatory registration for supported independent living and platform providers from 1 July 2026, strengthening oversight in higher risk service settings. Registration will enable greater visibility to achieve priorities of stronger safeguards and improved quality and consistency amongst providers.

Provider reporting also plays an essential role in protecting participants. This quarter, 9,494 reportable incidents were notified, a 13% increase from the previous quarter, improving visibility of risk across the Scheme. Reporting timeliness continues to improve, supporting earlier identification and management of risk. The Commission expects all registered providers to report promptly and consistently, ensuring transparency and effective oversight.

Overall, the Commission remains well positioned to strengthen quality, safety and accountability through proportionate, risk-based regulation.



Louise Glanville
NDIS Quality and
Safeguards Commissioner

29 April 2026



Natalie Wade
Associate Commissioner

29 April 2026

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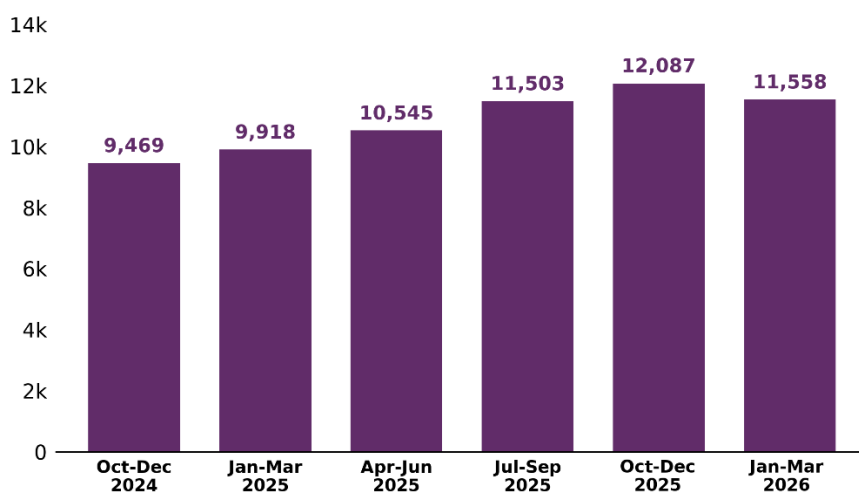
Behaviour support

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



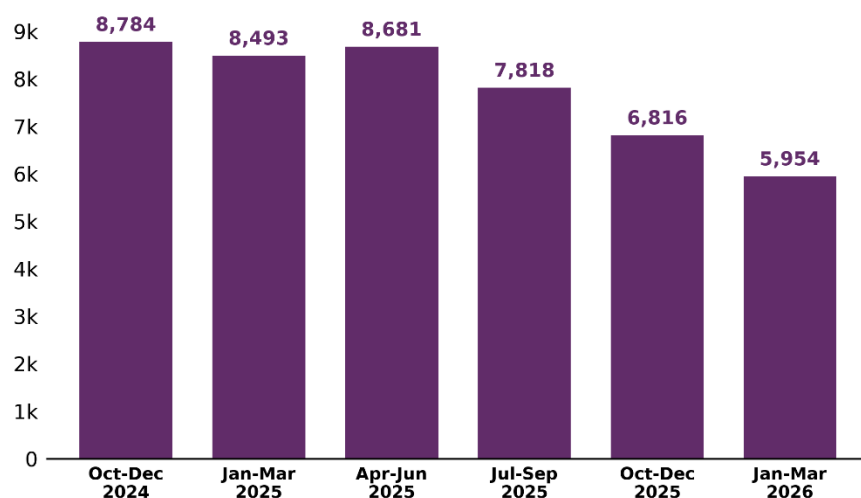
¹ NDIS behaviour support practitioner is someone who has been assessed and is considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

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 decrease in complaints received since Jul-Sep 2025 is due to a change in data methodology. 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

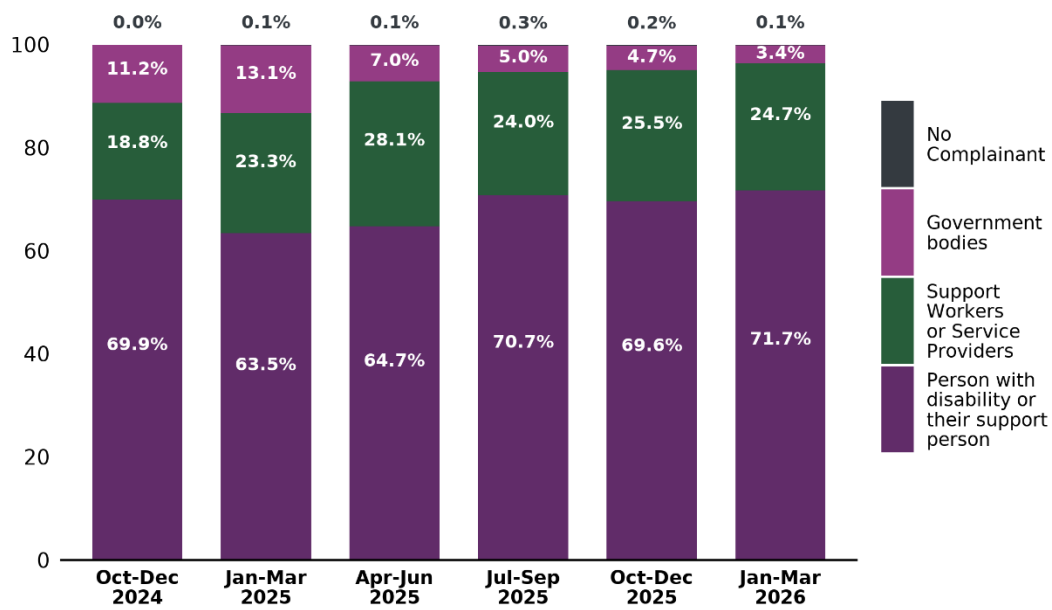
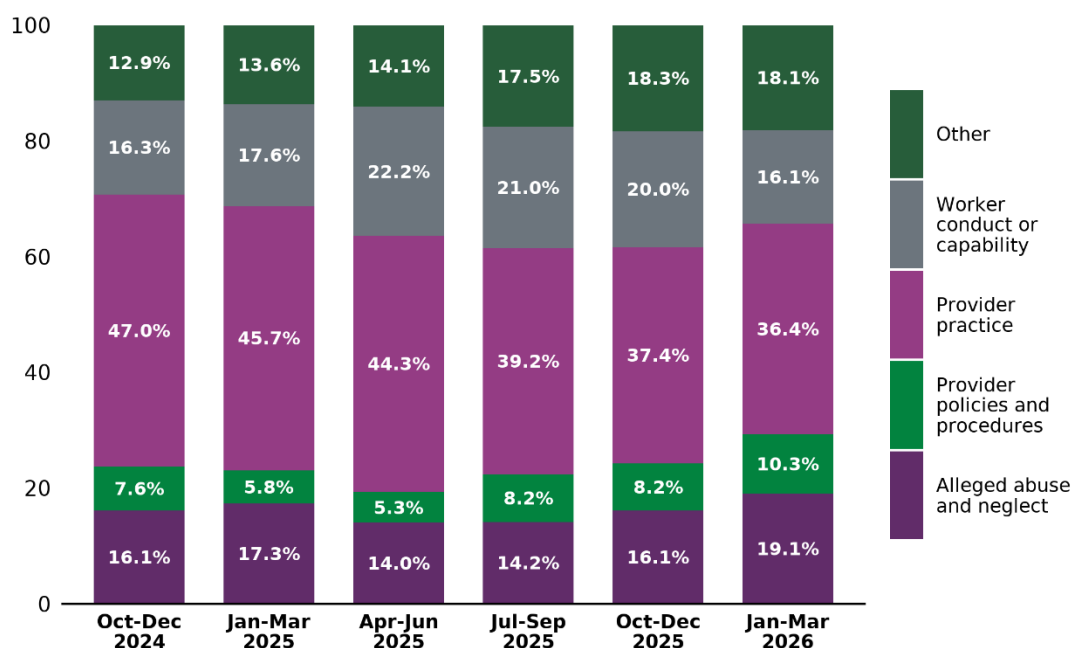


Figure 4: Complaints themes

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.

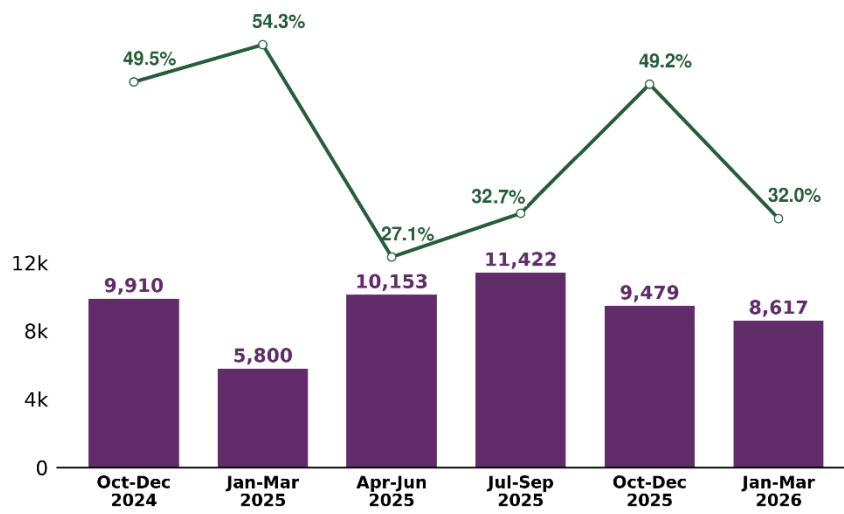
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices;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



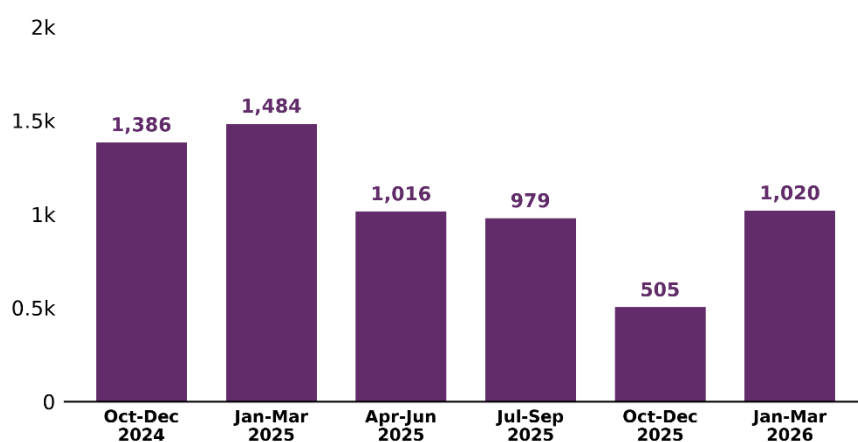
Use of Compliance and Enforcement tools

The NDIS Commission deploys a comprehensive range of compliance and enforcement levers to drive improved quality and safeguarding across NDIS supports and services. These levers include non-statutory action such as education and warning letters to inform providers of their obligations, as well as statutory enforcement powers. In the most serious cases, these statutory powers extend to banning workers or providers, deregistering providers, and pursuing civil penalties.

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

Figure 6: Statutory actions

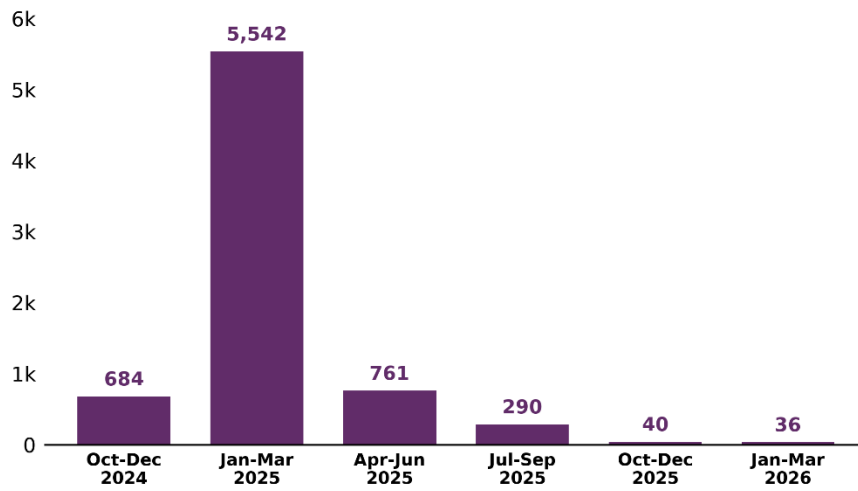
Count of statutory actions per quarter¹



¹ Inclusive of individuals, registered providers and unregistered providers. Statutory actions include Banning order, Banning order revocation, Banning order variation, Civil penalty proceedings, Compliance notice variation, Compliance notice, Conditions on registration, Enforceable undertaking, Infringement notice, Refusal of registration, Revocation of registration, Suspend registration, Other registration decision

Figure 7: Non-statutory actions

Count of non-statutory actions per quarter²



² Inclusive of individuals, registered providers and unregistered providers. Non-statutory actions include Corrective action request, Education, Warning Letter

Contact centre

Figure 8: Contact centre calls handled

Percentage of calls handled by NDIS Commission contact centre per quarter, grouped by known enquiry type

Enquiry type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
Complaints	22.6%	23.1%	25.7%	16.4%	14.0%	11.9%
General/unknown	17.2%	20.6%	19.5%	16.5%	14.4%	12.5%
Out of scope	14.9%	14.3%	13.3%	15.9%	17.2%	15.7%
Portal	3.4%	3.5%	2.6%	9.2%	7.7%	16.6%
Practice quality	5.9%	6.1%	2.8%	6.2%	6.4%	6.7%
Registration	8.7%	11.2%	12.0%	12.0%	18.4%	11.0%
Reportable Incidents	4.1%	4.7%	3.8%	4.7%	5.7%	3.7%
Worker orientation module	2.3%	2.3%	2.4%	3.1%	2.7%	2.8%
Worker Screening	12.1%	14.1%	18.9%	16.0%	13.6%	19.1%

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 9: 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)

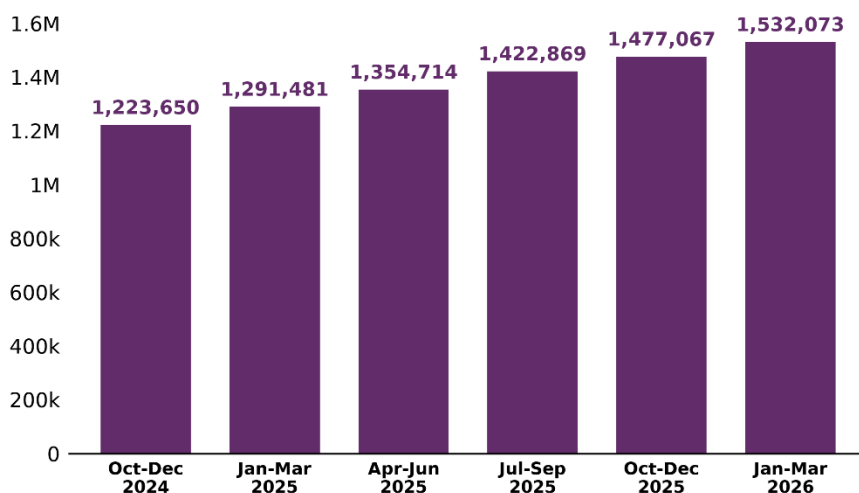


Figure 10: NDIS Worker Screening Check pending applications

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

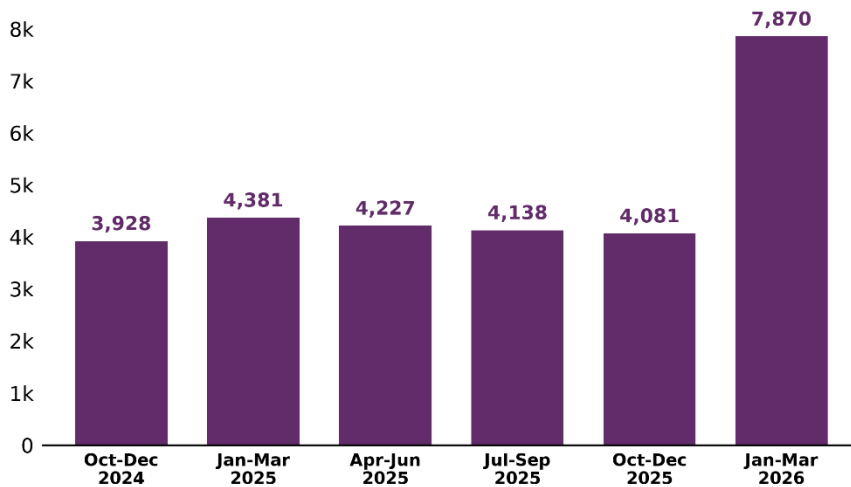
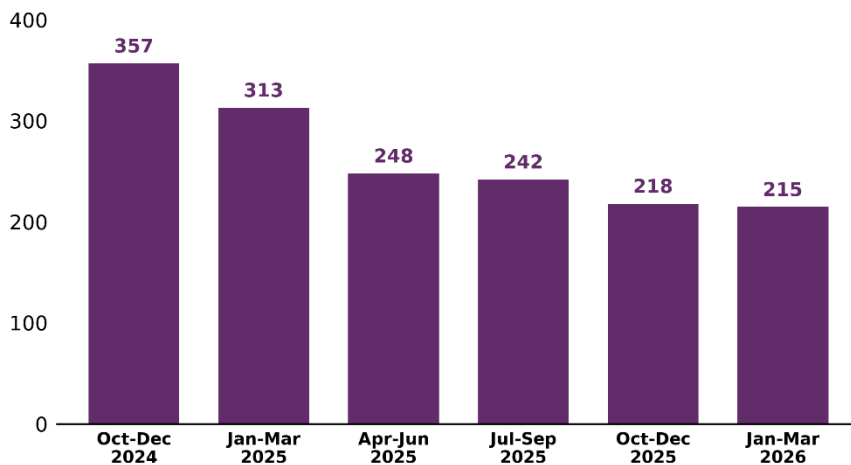


Figure 11: NDIS Worker Screening Check interim bar

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. The spike in number of pending applications in Jan-Mar 2026 compared to previous periods is due to a dramatic increase in renewals applications.

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 12: NDIS Worker Screening Check clearances

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

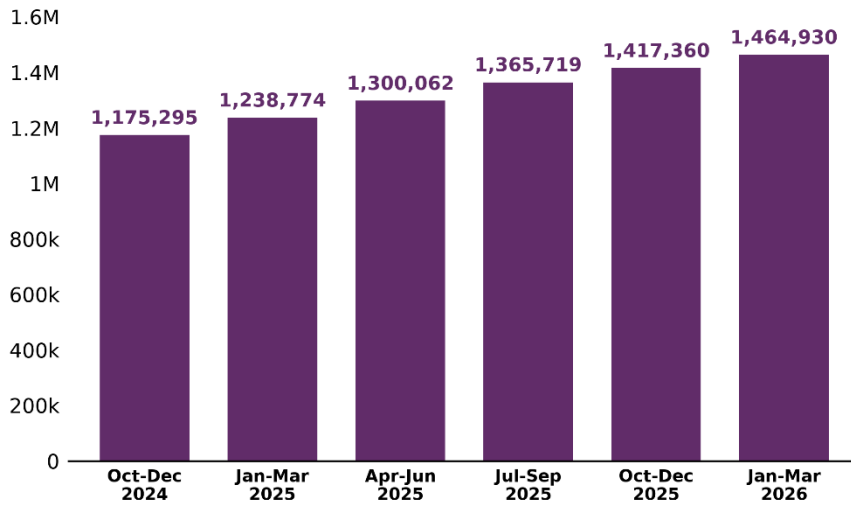
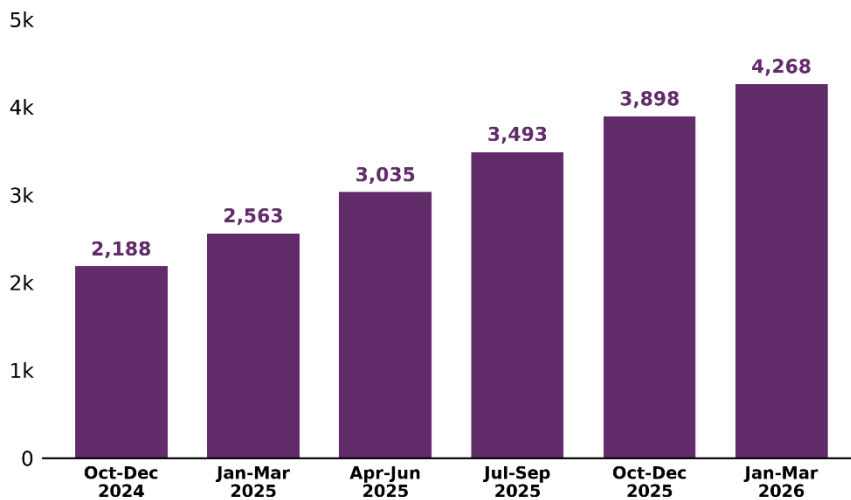


Figure 13: NDIS Worker Screening Check exclusions

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

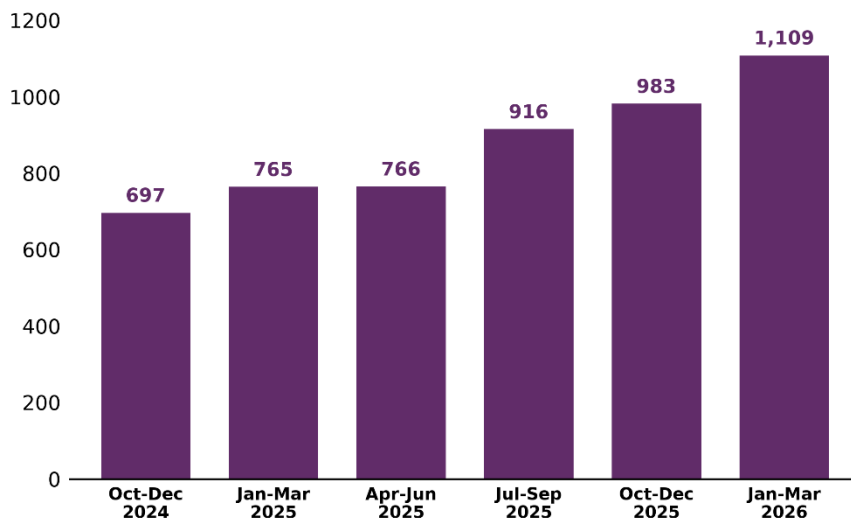


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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 14: NDIS Worker Screening Check suspensions

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

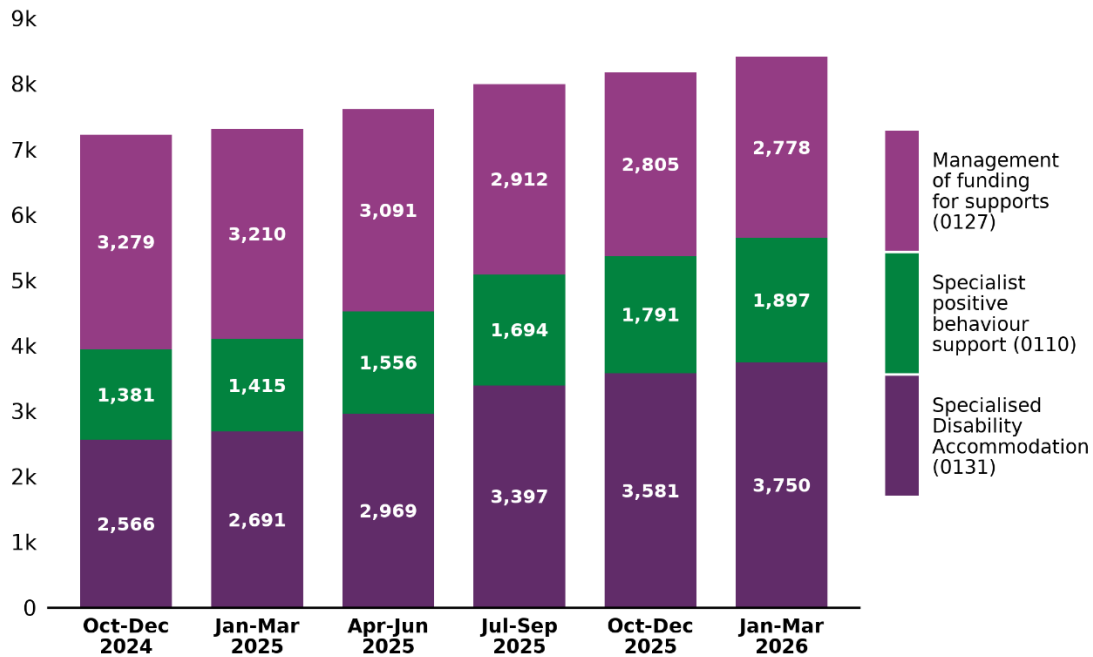


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their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

Provider registration

Figure 15: 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 16: Registration conditions

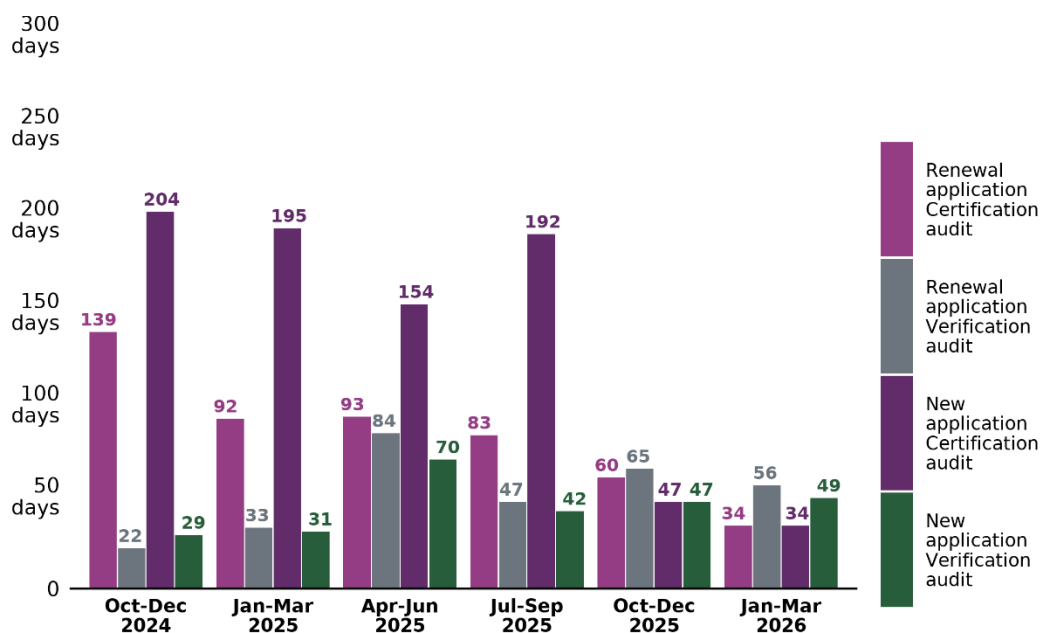
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type²

Jurisdiction	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
Delivery Requirement	12,009	12,247	13,911	16,070	17,104	17,925
Timing of Audit	9,111	9,322	10,988	13,557	14,775	15,728
Registration Duration	1,257	1,252	1,248	1,244	1,237	1,235
Type of Audit	110	113	117	128	134	133
Restricted Registration Groups	6	6	6	6	6	6
Restricted Supports	1	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 17: 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 18: Registered provider entry/exit

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

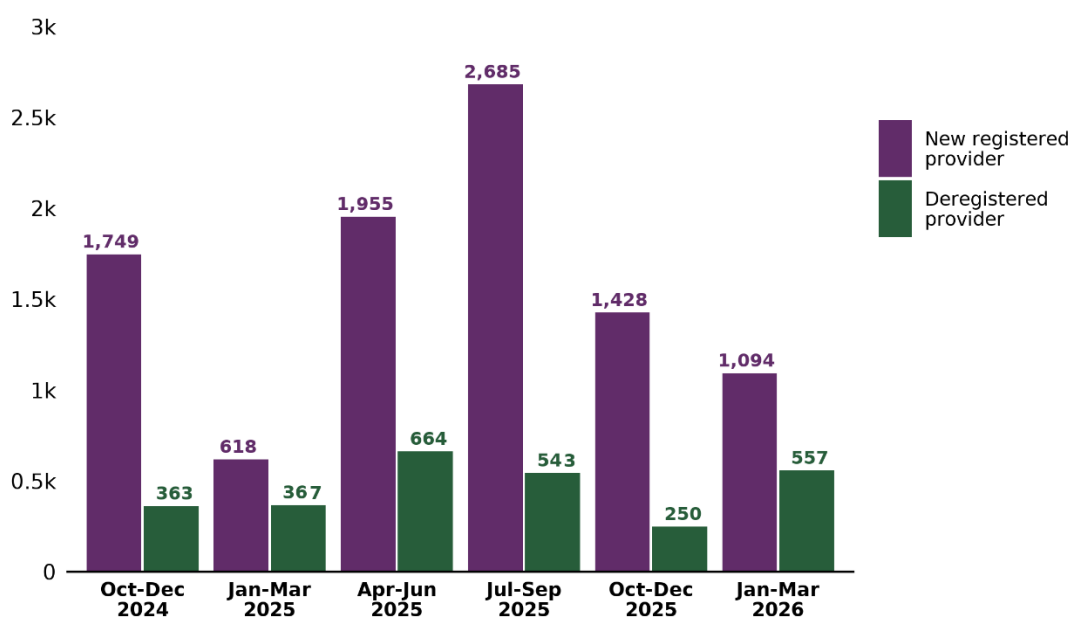
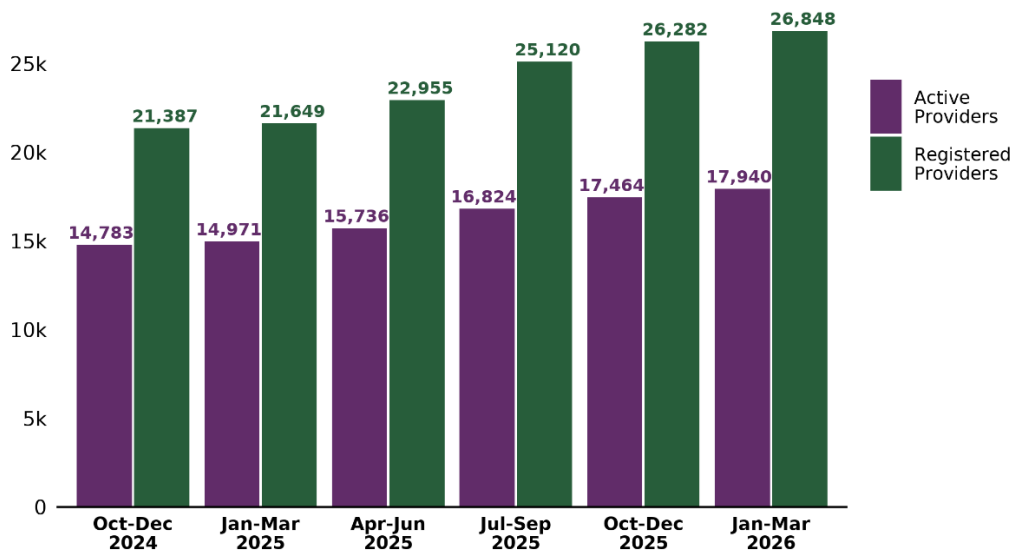


Figure 19: Registered provider count and payment claim

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 ceases their registration.

7 Count of active provider includes providers 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. 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>.

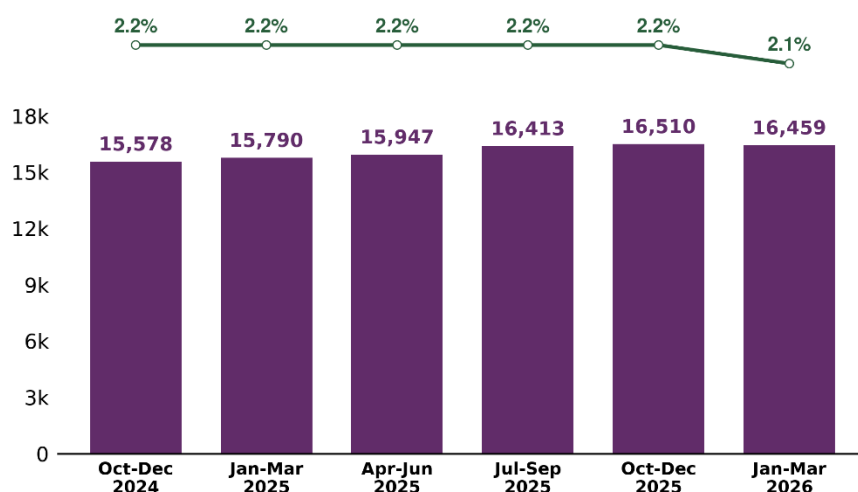
Regulated restrictive practices

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 20: NDIS participants subjected to restrictive practices

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

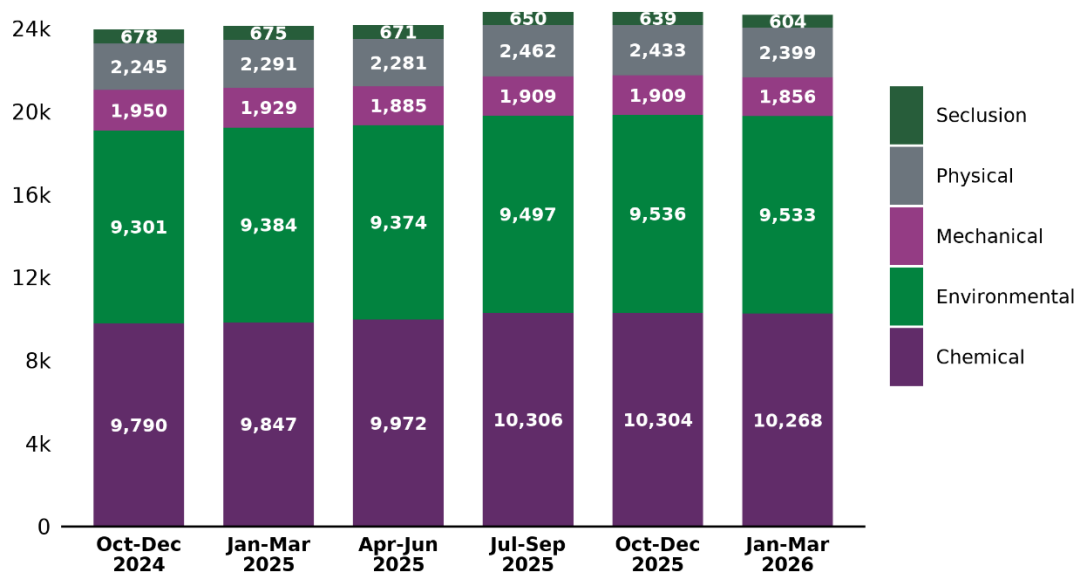


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

2 Total NDIS participant population count source: NDIA.

Figure 21: 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.

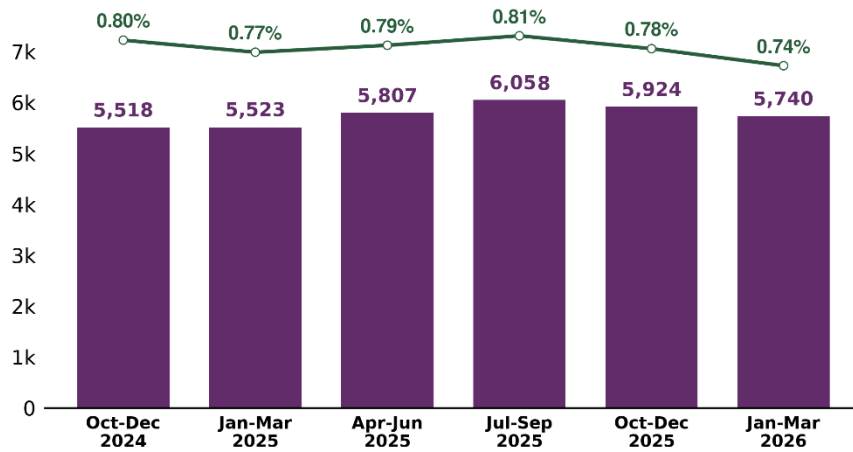
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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 22: 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.

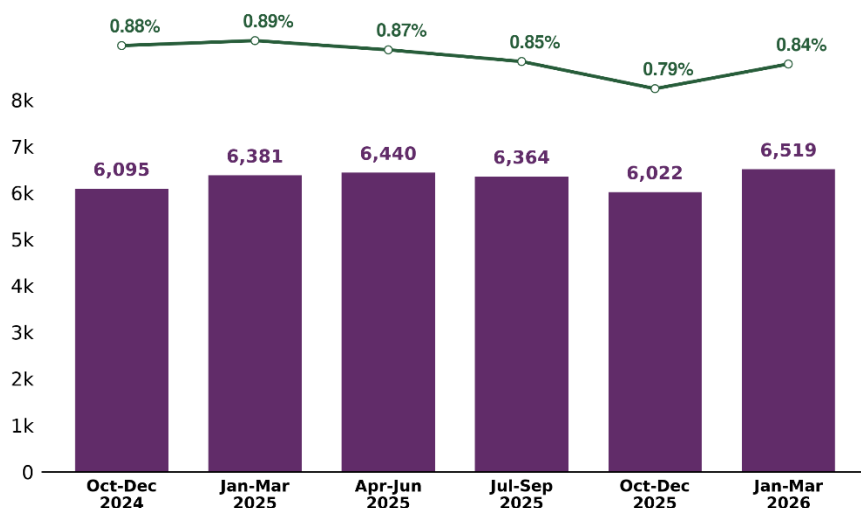
Reportable incidents

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

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

Figure 23: 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 24 shows the total number of reportable incident notifications per quarter. NDIS participants associated with more than one Reportable Incidents are counted once.

2 Total NDIS participant population count data source: NDIA.

Figure 24: Reportable incident notifications

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

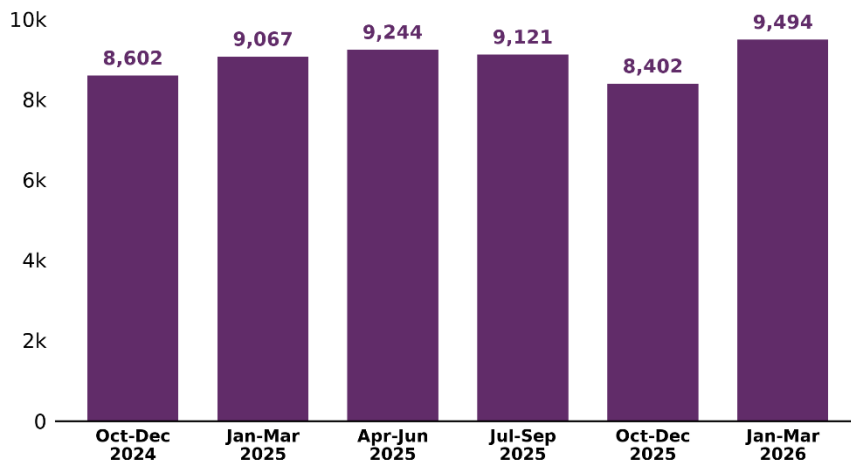


Figure 25: Reportable incident types

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

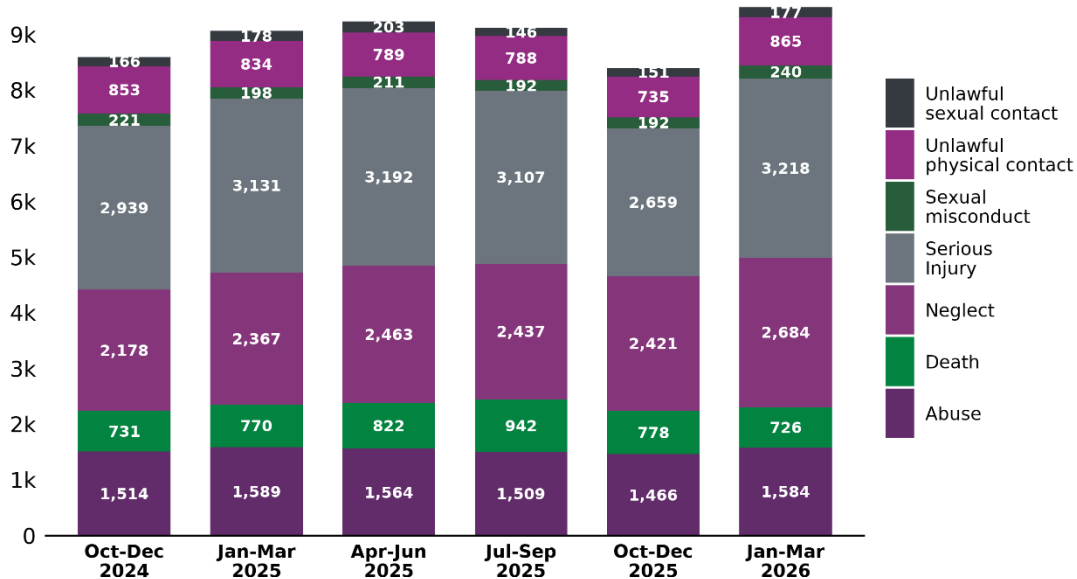


Figure 26: Reportable incidents by gender

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

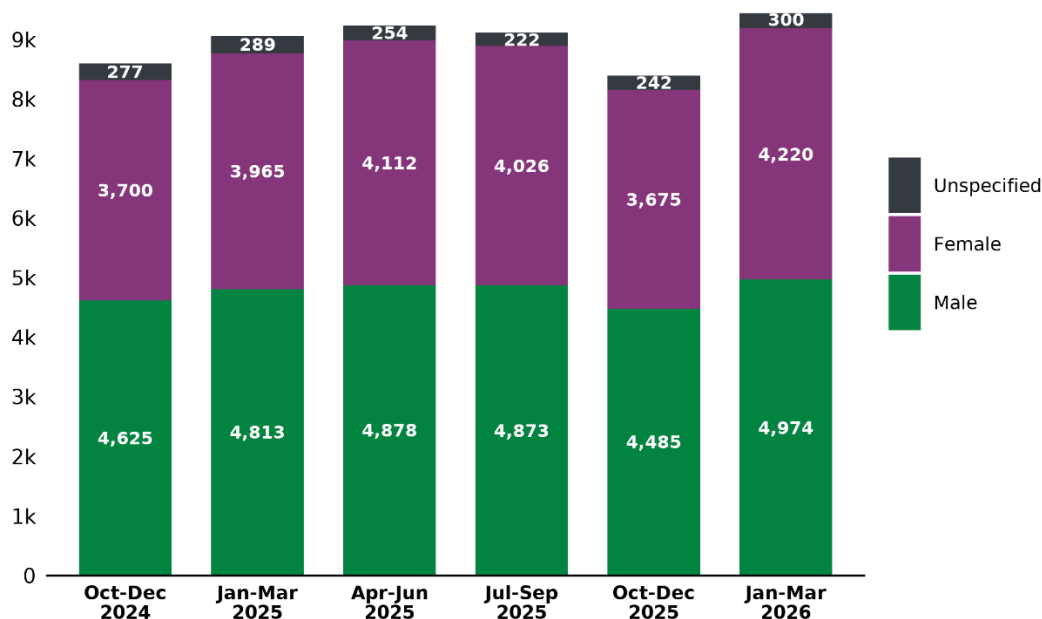
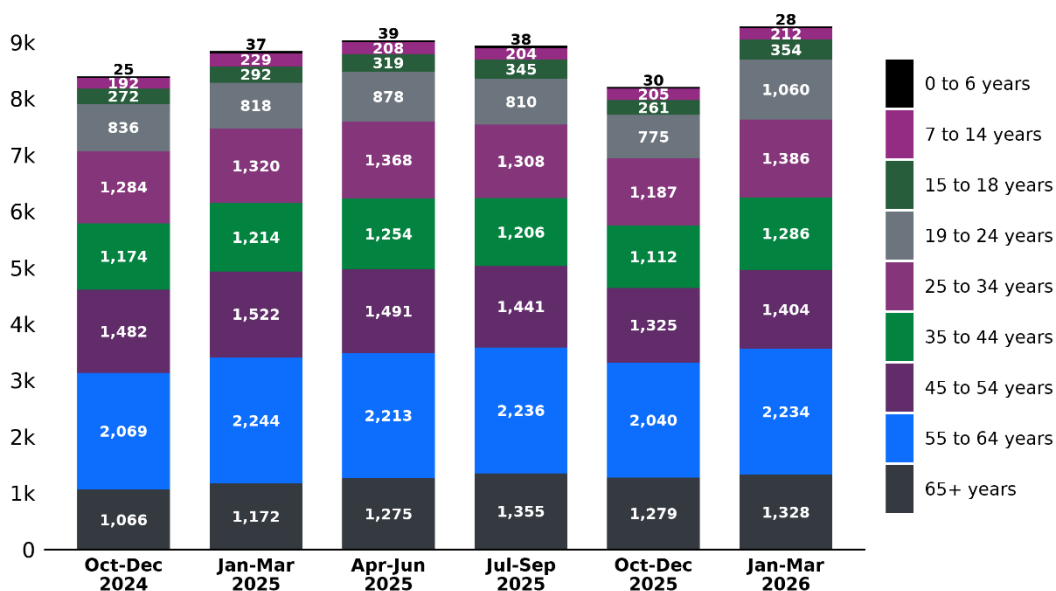


Figure 27: Reportable incidents by age band

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 28: 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

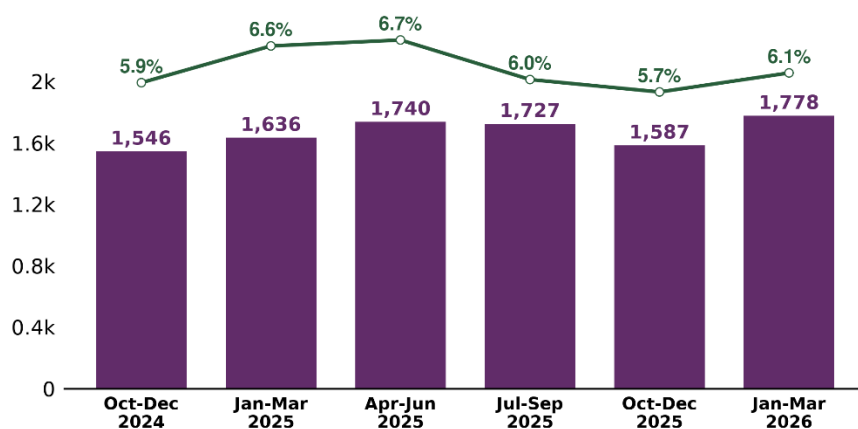
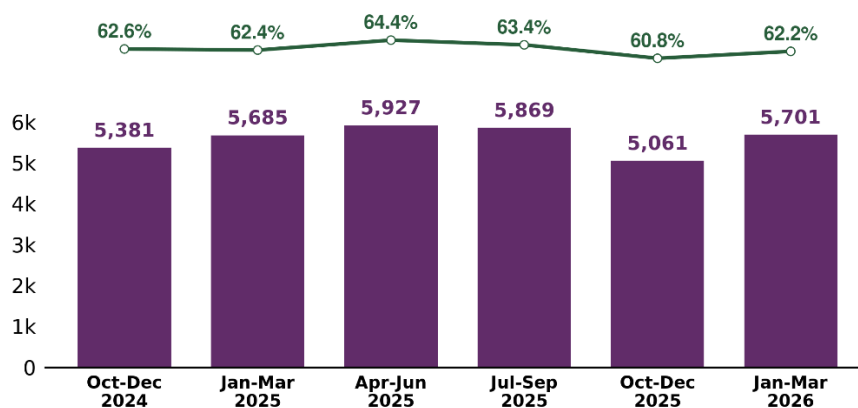


Figure 29: Reportable incidents notification timeframe – 24 hours

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 30: 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

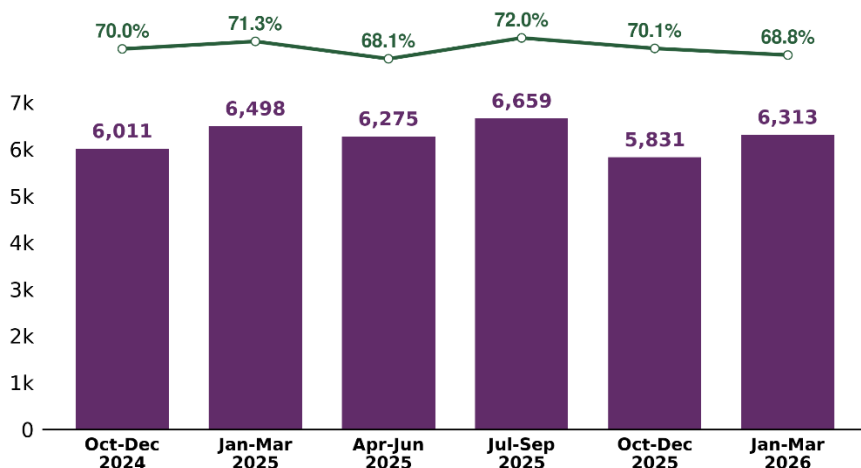
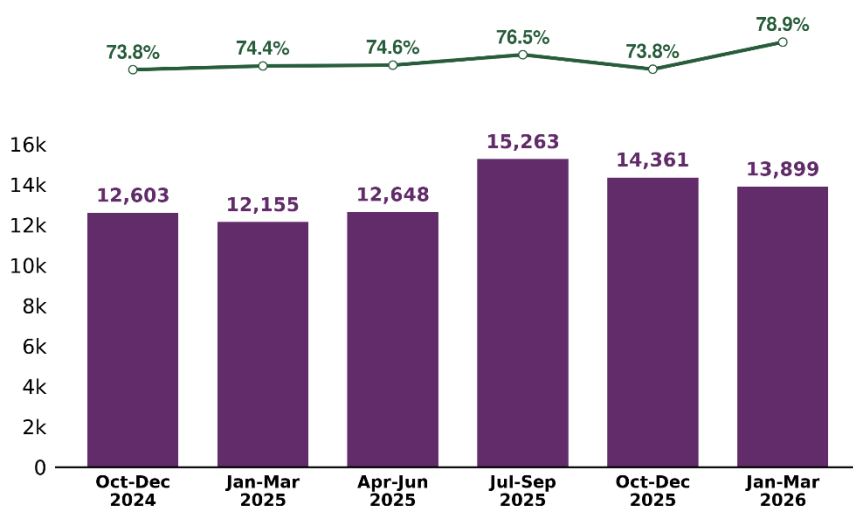


Figure 31: Unauthorised restrictive practices notification timeframe – 5 day

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



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

Appendix A – Behaviour support

Suitable behaviour support practitioners

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

Jurisdiction	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	159	172	180	191	196	181
NSW	3,309	3,440	3,630	4,027	4,229	3,979
NT	122	130	139	149	161	157
QLD	1,533	1,606	1,739	1,885	1,976	1,891
SA	849	880	925	996	1,045	976
TAS	204	222	242	270	286	283
VIC	2,232	2,368	2,520	2,711	2,848	2,781
WA	1,061	1,100	1,170	1,274	1,346	1,310

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 – Use of Compliance and Enforcement tools

Compliance actions

Count of compliance actions per quarter, grouped by action type and provider/individual

Registered providers

Compliance action type	Outcome type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
Statutory	Banning order	1	5	3	2	3	1
	Banning order revocation	0	0	0	0	1	1
	Civil penalty proceedings	4	1	0	0	0	0
	Compliance notice variation	2	0	3	4	2	2
	Compliance notice	22	198	467	577	179	550
	Conditions on registration	0	0	1	0	0	0
	Enforceable undertaking	0	0	0	1	0	0
	Infringement notice	36	29	9	12	7	5
	Other registration decision	0	0	0	0	1	2
	Refusal of registration	68	22	120	44	13	110
	Revocation of registration	44	74	200	161	117	228
	Suspend registration	0	0	3	5	1	2
Total		177	329	806	807	324	901
Non-statutory	Corrective action request	6	1,033	256	170	0	3
	Education	527	4,435	409	62	12	10
	Warning letter	10	21	11	10	10	13
	Total	543	5,489	676	242	22	26

Unregistered providers

Compliance action type	Outcome type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
Statutory	Banning order	3	1	2	10	13	2
	Banning order revocation	1	0	1	0	0	0
	Banning order variation	2	1	2	0	1	1
	Compliance notice	11	5	0	0	0	0
	Infringement notice	2	1	0	2	1	0
	Refusal of Registration	1,146	1,085	154	95	78	62
	Total		1,165	1,093	159	107	93
Non-statutory	Corrective action request	0	3	7	5	0	0
	Education	22	4	2	3	2	0
	Warning letter	6	2	2	4	2	1
	Total	28	9	12	12	4	1

Individuals

Compliance action type	Outcome type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
Statutory	Banning order	37	57	48	57	82	44
	Banning order revocation	0	1	1	0	0	2
	Banning order variation	7	3	1	7	5	7
	Civil penalty proceedings	0	0	0	1	1	0
	Compliance notice	0	1	0	0	0	0
	Infringement notice	1	0	0	0	0	0
	Total		44	62	50	65	88
Non-statutory	Education	48	11	10	8	3	4
	Warning letter	65	33	65	27	11	5
	Total	113	44	75	35	14	9

Appendix C – NDIS Worker Screening Check

NDIS Worker Screening Check applications submitted

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

Jurisdiction	Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026	
ACT	15,459	6.6%	17,087	10.5%	18,386	7.6%	19,355	5.3%	20,310	4.9%	21,608	6.4%
NSW	337,190	4.8%	354,499	5.1%	371,374	4.8%	390,441	5.1%	405,337	3.8%	417,936	3.1%
NT	9,426	6.2%	9,963	5.7%	10,450	4.9%	11,015	5.4%	11,511	4.5%	11,933	3.7%
QLD	317,126	4.0%	334,039	5.3%	348,922	4.5%	364,784	4.5%	377,059	3.4%	389,527	3.3%
SA	107,975	4.8%	114,326	5.9%	120,081	5.0%	125,641	4.6%	130,449	3.8%	135,567	3.9%
TAS	26,186	4.8%	27,400	4.6%	28,786	5.1%	30,163	4.8%	31,453	4.3%	32,698	4.0%
VIC	294,330	5.2%	311,954	6.0%	328,788	5.4%	346,968	5.5%	361,464	4.2%	377,696	4.5%
WA	116,665	3.9%	123,001	5.4%	128,793	4.7%	135,475	5.2%	140,612	3.8%	146,821	4.4%
National	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%	1,532,073	3.7%

NDIS Worker Screening Check pending applications

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

Jurisdiction	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	0	0	0	0	0	0
NSW	1,151	1,289	1,153	869	833	2,354
NT	74	34	41	42	38	28
QLD	1,938	1,988	1,882	1,905	2,125	2,734
SA	12	12	14	13	13	86
TAS	136	249	389	328	285	637
VIC	468	514	498	770	585	1,420
WA	149	295	250	211	202	611

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	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	0	0	0	0	0	0
NSW	60	44	51	59	42	45
NT	2	2	0	0	2	0
QLD	272	225	177	157	159	149
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	23	42	20	26	15	21
WA	0	0	0	0	0	0

NDIS Worker Screening Check clearances

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

Jurisdiction	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	12,230	13,404	14,924	15,836	16,621	17,850
NSW	325,852	342,026	358,434	376,585	391,049	401,520
NT	9,116	9,683	10,150	10,708	11,176	11,598
QLD	301,087	317,079	331,521	346,804	358,303	369,707
SA	106,154	112,184	117,822	123,529	128,231	132,992
TAS	24,160	25,121	26,284	27,641	28,931	29,550
VIC	281,504	297,974	313,891	330,833	344,326	358,737
WA	115,204	121,316	127,052	133,800	138,789	143,347

3 NDIS Worker Screening Check application interim bar: A worker screening unit is assessing an individual's application for an NDIS Worker Screening Check and has made an interim decision to bar the individual from working with people with disability while the application is being determined. Interim bars do not generally apply in states and territories whereby 'no clearance, no start' arrangements are in place.

4 NDIS Worker Screening Check clearance: A decision made by a Worker Screening Unit that clears a person who applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

NDIS Worker Screening Check exclusions

Count of individuals who hold NDIS Worker Screening Check exclusion as at end quarter⁵

Jurisdiction	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	1	1	1	2	3	2
NSW	780	912	1,100	1,344	1,524	1,686
NT	25	41	43	44	46	53
QLD	257	315	374	414	431	465
SA	302	350	381	424	463	496
TAS	11	14	20	23	25	30
VIC	595	672	830	925	1,059	1,166
WA	217	258	286	317	347	370

NDIS Worker Screening Check suspensions

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

Jurisdiction	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	7	8	9	10	11	13
NSW	58	44	37	72	54	51
NT	2	3	3	5	7	11
QLD	448	511	567	635	720	798
SA	33	19	15	15	14	16
TAS	10	9	12	14	14	12
VIC	54	100	52	94	94	121
WA	85	71	71	71	69	87

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

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

Appendix D – Regulated restrictive practices

NDIS participants subjected to regulated restrictive practices

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

Jurisdiction	Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026	
ACT	256	2.3%	264	2.3%	270	2.2%	277	2.3%	267	2.1%	257	2.0%
NSW	5,015	2.4%	5,115	2.4%	5,131	2.4%	5,322	2.4%	5,363	2.4%	5,369	2.4%
NT	226	3.6%	223	3.5%	223	3.4%	225	3.4%	236	3.5%	236	3.5%
QLD	1,982	1.3%	2,029	1.3%	2,093	1.3%	2,154	1.3%	2,192	1.3%	2,221	1.3%
SA	1,663	2.8%	1,624	2.7%	1,653	2.6%	1,665	2.6%	1,666	2.6%	1,626	2.5%
TAS	392	2.6%	398	2.6%	424	2.7%	484	3.0%	494	3.0%	500	3.0%
VIC	4,248	2.3%	4,306	2.2%	4,405	2.2%	4,490	2.2%	4,501	2.2%	4,477	2.1%
WA	1,796	3.0%	1,831	2.9%	1,749	2.7%	1,795	2.7%	1,791	2.6%	1,773	2.6%
National	15,578	2.2%	15,790	2.2%	15,947	2.2%	16,413	2.2%	16,510	2.2%	16,459	2.1%

Regulated restrictive practice types

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

Jurisdiction	Restrictive practice type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	Chemical	186	193	196	202	194	181
	Environmental	134	138	136	145	138	134
	Mechanical	25	25	21	22	22	25
	Physical	21	25	26	27	27	20
	Seclusion	2	4	0	1	3	1

7 Total NDIS participant population count source: NDIA.

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

Jurisdiction	Restrictive practice type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
NSW	Chemical	2,950	2,942	2,971	3,070	3,051	3,076
	Environmental	3,141	3,238	3,230	3,325	3,381	3,398
	Mechanical	752	741	749	757	769	770
	Physical	589	634	635	698	689	685
	Seclusion	192	192	211	196	198	200
	Unknown Type	0	0	0	1	0	0
NT	Chemical	121	121	119	114	124	114
	Environmental	169	160	157	159	158	161
	Mechanical	8	12	11	8	10	10
	Physical	10	9	11	17	13	17
	Seclusion	4	2	2	6	2	3
	QLD	Chemical	962	976	1,006	1,045	1,040
Environmental		1,085	1,093	1,135	1,143	1,193	1,243
Mechanical		248	264	261	267	285	262
Physical		720	739	766	829	830	815
Seclusion		122	141	128	121	121	113
SA		Chemical	866	852	873	897	889
	Environmental	1,173	1,136	1,136	1,127	1,126	1,087
	Mechanical	215	207	191	193	184	180
	Physical	355	331	326	337	328	327
	Seclusion	103	95	103	99	93	89
	TAS	Chemical	160	168	208	278	303
Environmental		270	273	279	296	278	283
Mechanical		58	45	54	60	73	71
Physical		134	125	129	138	128	111
Seclusion		38	34	37	41	40	39
VIC		Chemical	3,437	3,485	3,560	3,650	3,654
	Environmental	2,141	2,154	2,151	2,164	2,146	2,124
	Mechanical	429	418	415	409	386	366
	Physical	206	202	193	207	187	199
	Seclusion	103	98	91	91	95	79
	Unknown type	0	0	0	1	0	0

Jurisdiction	Restrictive practice type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
WA	Chemical	1,108	1,110	1,040	1,049	1,050	1,035
	Environmental	1,188	1,192	1,150	1,137	1,116	1,104
	Mechanical	215	217	183	193	179	172
	Physical	210	226	195	209	229	225
	Seclusion	114	109	99	97	88	80

Unauthorised restrictive practices

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

Jurisdiction	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	140	125	156	150	140	127
NSW	1,931	1,959	2,104	2,131	2,058	2,051
NT	104	102	102	126	131	136
QLD	878	901	955	960	966	916
SA	527	492	491	575	576	602
TAS	220	224	239	351	350	321
VIC	1,032	1,010	1,082	1,059	1,003	888
WA	686	710	678	706	699	699

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

Unauthorised restrictive practice types

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

Jurisdiction	Restrictive practice type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	Chemical	99	85	105	99	95	79
	Environmental	60	56	72	75	59	64
	Mechanical	12	7	9	10	10	15
	Physical	9	14	17	13	16	11
	Seclusion	1	4	0	1	2	0
NSW	Chemical	912	871	958	993	945	928
	Environmental	1071	1097	1162	1178	1152	1139
	Mechanical	182	175	222	220	215	204
	Physical	295	321	312	342	303	315
	Seclusion	70	63	65	54	62	64
	Unknown Type	0	0	0	1	0	0
NT	Chemical	48	54	49	56	72	65
	Environmental	70	65	60	75	79	85
	Mechanical	2	4	4	4	1	4
	Physical	7	5	5	11	6	13
	Seclusion	3	0	0	4	2	3
QLD	Chemical	313	311	316	346	335	295
	Environmental	346	350	395	374	410	412
	Mechanical	78	78	62	66	73	58
	Physical	334	355	356	371	374	366
	Seclusion	62	72	59	59	61	55

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

Jurisdiction	Restrictive practice type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
SA	Chemical	193	194	192	195	209	232
	Environmental	294	272	262	313	325	336
	Mechanical	52	44	33	40	37	45
	Physical	110	88	86	121	118	123
	Seclusion	23	16	26	30	21	27
TAS	Chemical	31	38	54	161	183	182
	Environmental	135	137	145	179	167	157
	Mechanical	24	17	23	43	45	41
	Physical	80	68	81	93	83	56
	Seclusion	19	18	20	20	14	13
VIC	Chemical	664	623	672	683	643	510
	Environmental	386	397	415	418	383	346
	Mechanical	102	96	111	87	74	65
	Physical	118	116	125	131	126	144
	Seclusion	22	23	24	24	29	25
	Unknown Type	0	0	0	1	0	0
WA	Chemical	346	341	328	346	342	342
	Environmental	373	363	380	375	366	371
	Mechanical	54	54	56	56	55	58
	Physical	89	92	73	88	95	93
	Seclusion	33	34	26	30	22	19
National	Chemical	2,606	2,517	2,674	2,879	2,825	2,633
	Environmental	2,735	2,737	2,891	2,987	2,941	2,910
	Mechanical	506	475	520	526	510	490
	Physical	1,042	1,059	1,055	1,170	1,121	1,121
	Seclusion	233	230	220	222	213	206
	Unknown type	0	0	0	2	0	0

Appendix E – Reportable incidents

Reportable incident notifications by type

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

Jurisdiction	Reportable incident type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
ACT	Abuse	8	16	9	14	21	10
	Death	7	18	17	18	14	8
	Neglect	15	31	16	24	25	16
	Serious injury	46	52	67	46	34	61
	Sexual misconduct	1	0	3	0	0	3
	Unlawful physical contact	5	9	4	7	9	7
	Unlawful sexual contact	1	2	3	2	2	3
NSW	Abuse	530	532	502	448	503	508
	Death	209	260	260	289	230	219
	Neglect	811	768	758	621	708	906
	Serious injury	837	805	877	912	763	927
	Sexual misconduct	62	61	61	67	49	77
	Unlawful physical contact	431	375	351	331	287	285
	Unlawful sexual contact	39	52	62	54	43	50
NT	Abuse	12	13	18	10	19	30
	Death	11	9	10	12	11	8
	Neglect	50	37	48	33	49	59
	Serious injury	41	45	58	41	49	59
	Sexual misconduct	2	2	2	2	0	4
	Unlawful physical contact	9	15	13	2	12	16
	Unlawful sexual contact	2	0	1	1	3	1
QLD	Abuse	319	343	396	368	311	370
	Death	133	131	154	196	159	145
	Neglect	398	474	493	585	575	597
	Serious injury	596	703	681	662	637	776
	Sexual misconduct	45	45	54	43	55	50
	Unlawful physical contact	117	131	108	99	96	124
	Unlawful sexual contact	38	49	47	30	39	47

Jurisdiction	Reportable incident type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
SA	Abuse	210	195	190	175	135	182
	Death	72	66	83	97	84	77
	Neglect	276	314	295	294	325	293
	Serious injury	351	366	344	350	217	292
	Sexual misconduct	26	19	22	19	24	34
	Unlawful physical contact	39	49	63	70	71	72
	Unlawful sexual contact	23	12	15	9	9	21
	TAS	Abuse	39	51	55	78	44
Death	20	12	13	19	19	18	
Neglect	98	84	131	126	87	121	
Serious injury	104	114	105	127	114	135	
Sexual misconduct	15	7	5	7	3	6	
Unlawful physical contact	15	45	36	25	15	20	
Unlawful sexual contact	11	5	6	3	1	8	
VIC	Abuse	255	310	260	288	299	308
	Death	177	179	188	220	170	148
	Neglect	339	451	538	555	473	490
	Serious injury	565	641	662	601	512	603
	Sexual misconduct	55	36	45	31	39	51
	Unlawful physical contact	181	153	159	197	196	256
	Unlawful sexual contact	36	35	39	31	32	23
	WA	Abuse	114	105	101	105	102
Death	72	64	75	72	66	75	
Neglect	149	155	128	147	132	154	
Serious injury	301	309	290	300	255	295	
Sexual misconduct	15	23	16	21	21	13	
Unlawful physical contact	48	48	46	39	43	71	
Unlawful sexual contact	13	21	29	16	22	23	

Reportable incidents by age band and type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant age band and reportable incident type¹¹

Age band	Reportable incident type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
0 – 6 years	Abuse	5	11	7	16	13	9
	Death	2	2	2	4	3	4
	Neglect	11	12	15	9	4	4
	Serious injury	3	8	8	8	5	5
	Sexual misconduct	1	1	0	0	0	2
	Unlawful physical	2	3	5	1	4	3
	Unlawful sexual contact	1	0	2	0	1	1
7 – 14 years	Abuse	55	77	57	78	67	62
	Death	4	5	11	5	1	4
	Neglect	55	66	55	51	68	59
	Serious injury	35	44	39	40	33	39
	Sexual misconduct	18	12	17	10	13	10
	Unlawful physical	15	18	21	12	17	25
	Unlawful sexual contact	10	7	8	8	6	13
15 – 18 years	Abuse	63	62	81	62	43	59
	Death	4	1	3	3	2	4
	Neglect	77	85	86	77	66	82
	Serious injury	78	93	84	138	78	146
	Sexual misconduct	11	8	17	19	16	17
	Unlawful physical	28	30	33	38	46	36
	Unlawful sexual contact	11	13	15	8	10	10
19 – 24 years	Abuse	162	172	150	128	121	156
	Death	10	11	13	11	13	8
	Neglect	208	213	243	207	223	311
	Serious injury	278	264	314	308	257	372
	Sexual misconduct	31	32	38	30	36	32
	Unlawful physical	117	98	83	105	99	155
	Unlawful sexual contact	30	28	37	21	26	26

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
25 – 34 years	Abuse	257	268	265	261	224	234
	Death	31	40	34	34	17	23
	Neglect	328	347	414	372	353	412
	Serious injury	433	442	438	428	409	468
	Sexual misconduct	41	33	44	26	40	58
	Unlawful physical	158	153	134	145	111	144
	Unlawful sexual contact	36	37	39	42	33	47
35 – 44 years	Abuse	209	234	219	209	212	246
	Death	49	46	64	74	60	51
	Neglect	333	334	337	311	303	394
	Serious injury	362	399	427	418	383	395
	Sexual misconduct	41	30	29	33	32	32
	Unlawful physical	162	147	150	139	103	148
	Unlawful sexual contact	18	24	28	22	19	20
45 – 54 years	Abuse	262	253	283	233	251	238
	Death	119	121	125	155	122	120
	Neglect	387	412	364	425	411	413
	Serious injury	524	522	528	467	378	455
	Sexual misconduct	31	26	31	31	25	33
	Unlawful physical	142	165	138	107	112	116
	Unlawful sexual contact	17	23	22	23	26	29
55 – 64 years	Abuse	332	348	305	327	323	349
	Death	286	274	311	351	299	247
	Neglect	486	562	576	601	584	619
	Serious injury	749	857	789	767	634	811
	Sexual misconduct	40	35	26	30	24	45
	Unlawful physical	145	135	160	149	163	146
	Unlawful sexual contact	31	33	46	11	13	17
65+ years	Abuse	145	140	171	173	180	192
	Death	198	236	238	286	236	237
	Neglect	252	284	326	334	362	342
	Serious injury	379	408	469	465	405	457
	Sexual misconduct	7	16	8	11	5	9
	Unlawful physical	76	77	58	75	74	78
	Unlawful sexual contact	9	11	5	11	17	13

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

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

Age band	Oct – Dec 2024		Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026	
0-6 years	25	0.0%	32	0.0%	32	0.0%	31	0.0%	26	0.0%	25	0.0%
7-14 years	151	0.1%	188	0.1%	170	0.1%	173	0.1%	162	0.1%	173	0.1%
15-18 years	192	0.3%	194	0.3%	209	0.3%	195	0.3%	176	0.2%	205	0.3%
19-24 years	551	0.9%	548	0.9%	543	0.8%	526	0.8%	519	0.7%	606	0.8%
25-34 years	885	1.5%	917	1.5%	882	1.4%	873	1.3%	842	1.3%	985	1.4%
35-44 years	831	1.6%	863	1.7%	907	1.7%	861	1.6%	817	1.5%	864	1.6%
45-54 years	1,071	1.9%	1,107	1.9%	1,115	1.9%	1,066	1.8%	985	1.7%	1,065	1.8%
55-64 years	1,569	2.3%	1,629	2.4%	1,602	2.3%	1,655	2.4%	1,524	2.2%	1,598	2.2%
65+ years	828	2.3%	912	2.4%	989	2.5%	992	2.4%	980	2.3%	1,007	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	Oct – Dec 2024	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026
Female	Abuse	644	722	722	717	668	729
	Death	291	296	312	357	304	307
	Neglect	868	935	955	1,004	964	1,074
	Serious injury	1,343	1,448	1,535	1,436	1,273	1,488
	Sexual misconduct	120	110	124	100	91	131
	Unlawful physical contact	319	320	329	315	284	369
	Unlawful sexual contact	115	134	135	97	91	122
Male	Abuse	829	833	804	762	759	800
	Death	407	434	484	561	445	385
	Neglect	1,262	1,369	1,449	1,372	1,393	1,539
	Serious injury	1,466	1,549	1,540	1,591	1,290	1,614
	Sexual misconduct	93	82	83	88	99	105
	Unlawful physical contact	523	506	452	452	441	478
	Unlawful sexual contact	45	40	66	47	58	53
Unknown	Abuse	41	34	38	30	39	55
	Death	33	40	26	24	29	34
	Neglect	48	63	59	61	64	71
	Serious injury	130	134	117	80	96	116
	Sexual misconduct	8	6	4	4	2	4
	Unlawful physical contact	11	8	8	21	10	18
	Unlawful sexual contact	6	4	2	2	2	2

12 Total NDIS participant population count source: NDIA.

Appendix F – Business Change Log

Commencing Quarter	Category	Change description
Q1 2025-26	Reportable Incidents	RI notification count adjusted to count notifications made to the Commission regardless of the ability to match the incident to a verified participant.
Q1 2025-26	Reportable Incidents and Restrictive Practices	The logic to calculate the proportion of participants impacted by Reportable Incidents and Restrictive Practices was adjusted to account for a business process change relating to participant verification.
Q2 2025-26	Complaints	Since July 2025, the majority of out-of-scope Complaints are no longer entered into the Commission Operating System (COS) so will not be counted in Complaint statistics.
Q2 2024-25	Registration	Active provider counts published prior to quarter 2 of 2024-25 financial year excluded providers who claimed for payment associated with plan management item type only and no other claim for agency managed item.
Q2 2025-26	Reportable Incidents and Restrictive Practice	The logic to calculate Reportable Incident and Restrictive Practices was adjusted to include those considered out of jurisdiction.
Q3 2025-26	Compliance actions	Change in terminology from 'Compliance activity' to 'Compliance actions'. Split total count into statutory and non-statutory actions.

Appendix G – Errata List

Category	Page	Original text/value	Corrected text/value





**NDIS Quality
and Safeguards
Commission**

