



NDIS Quality
and Safeguards
Commission

Q4 | 2025-26



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Foreword

This quarter the NDIS Quality and Safeguards Commission (NDIS Commission) took stronger action towards becoming a formidable regulator. The introduction of expanded mandatory registration, along with the continuing rollout of the Data and Regulatory Transformation (DART) program and increased regulatory powers herald a period of change and growth for the NDIS Commission.

This report shows we are meeting this transformation head on, taking key steps forward in our mission to uphold the rights of people with disability and support the integrity and sustainability of the NDIS. Advancing our regulatory priorities for 2025-26, we've progressed critical initiatives towards improved market regulation, as well as the reduction and elimination of regulated restrictive practices. We remain committed to being an effective human-rights focused regulator.

Our visibility of the market is expanding as the pool of registered providers continues to grow. This is in part due to the rise in application volume from the recent introduction of mandatory registration for Supported Independent Living (SIL) and digital NDIS platform providers. Providers registered for Positive Behaviour Support (PBS), along with Specialist Disability Accommodation (SDA) and Plan Management also saw significant expansion this quarter.

Our priority of reducing restrictive practices is achieved through effective behaviour support. This quarter, the number of Behaviour Support Practitioners (BSPs) assessed as suitable increased by 2.6%, offsetting last quarter's decline.

While there has been a decrease in both compliance and enforcement actions and statutory actions this quarter, the NDIS Commission continues to safeguard participants through our critical non-statutory actions. Corrective action requests, warning letters and the issuing of banning orders also significantly increased this quarter. All these actions deter poor practice and drive improvement across the NDIS.

The Scheme has now completed its first 5-year cycle for Worker Screening checks, with the final wave of the original 2021 applications due for renewal this quarter. The number of Worker Screening applications pending clearance rose again, but only by 26.2% compared to last quarter's 92.8%, marking a slowdown overall. Worker Screening also composed the largest cohort of the 20,103 calls handled by the Contact Centre, making up 21.1% of the total.

Overall, the NDIS Commission ended the 2025-26 financial year in a strong position, with several key successes arising directly from our regulatory priorities.

With our improving data and intelligence capabilities, we continue to improve the quality and safety of services across the sector to uphold the rights and dignity of all people with disability.



Louise Glanville
Commissioner

2 September 2026



Natalie Wade
Associate Commissioner

2 September 2026

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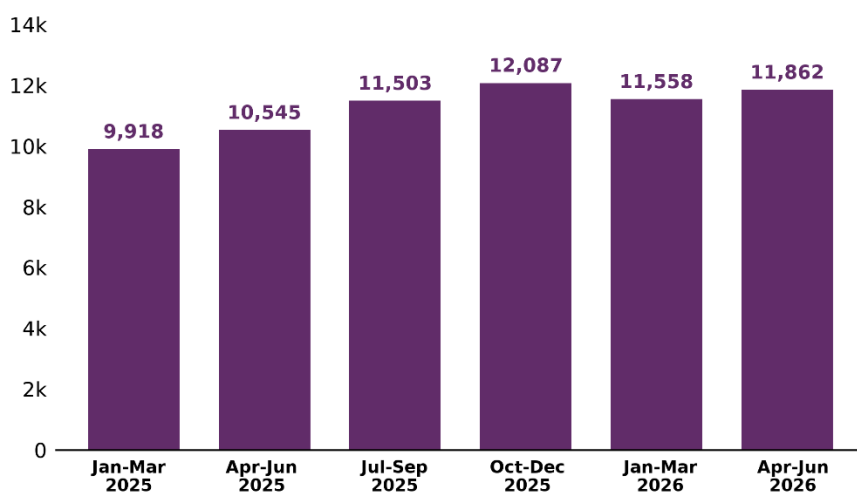
Behaviour support

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



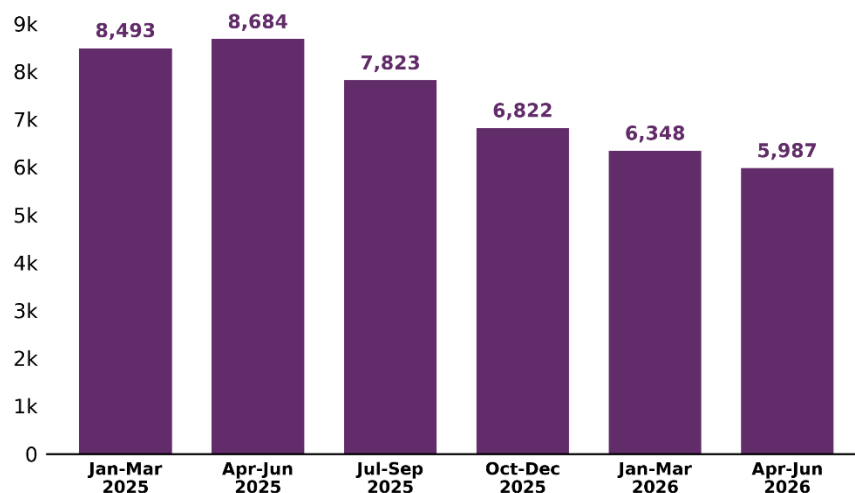
¹ NDIS behaviour support practitioner is someone who has been assessed and is considered suitable by the NDIS Quality and Safeguards Commissioner. NDIS providers who deliver behaviour support must use NDIS behaviour support practitioners.

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 complaint figures reported are based on system data only and exclude complaints received via email that were not entered into the system at the time of reporting. 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

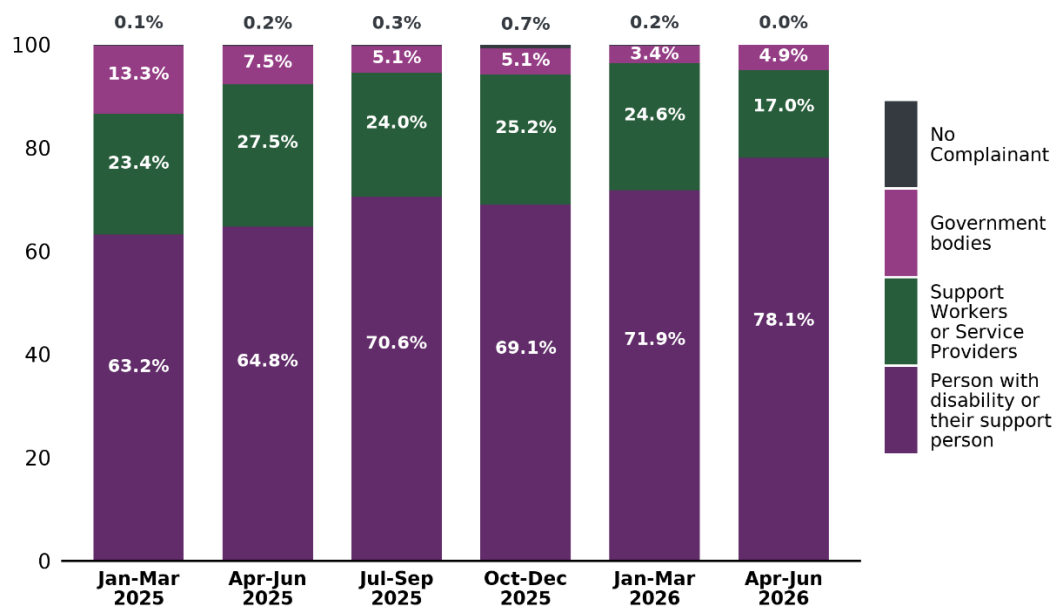
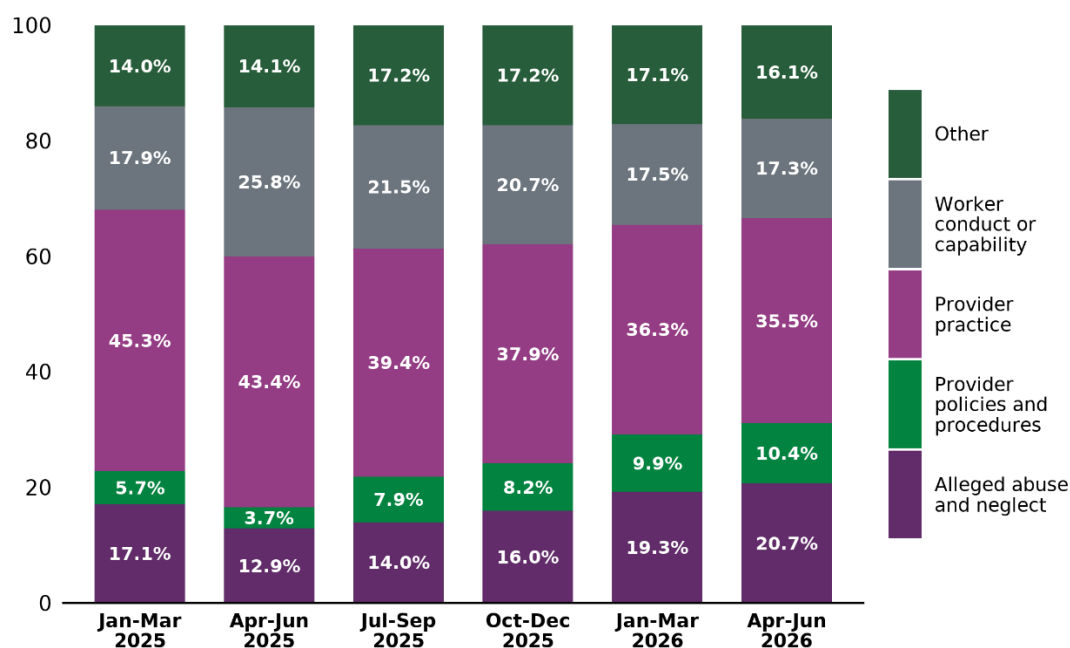


Figure 4: Complaints themes

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.

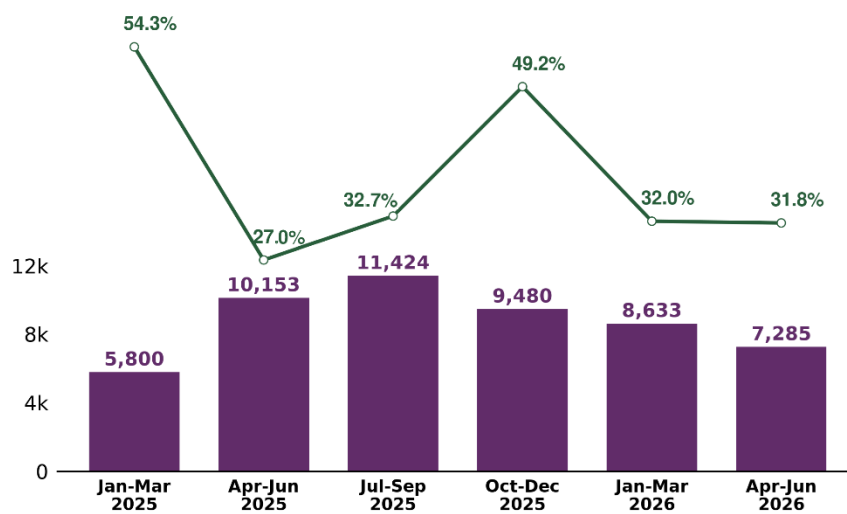
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices;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



³ Note these figures cover all complaints closed within the 90 days, including backlog complaints (received before 1/7/25). A revised methodology has been used for the NDIS Commission's Performance Measure 6.3 (confirmed in May 2026).

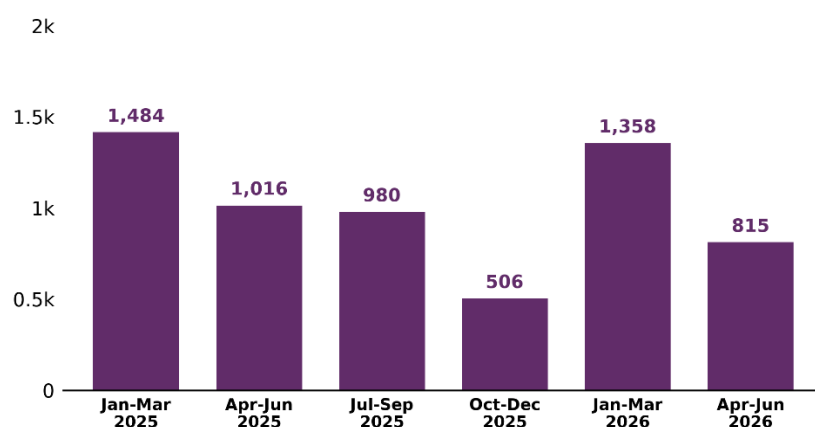
Use of Compliance and Enforcement tools

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

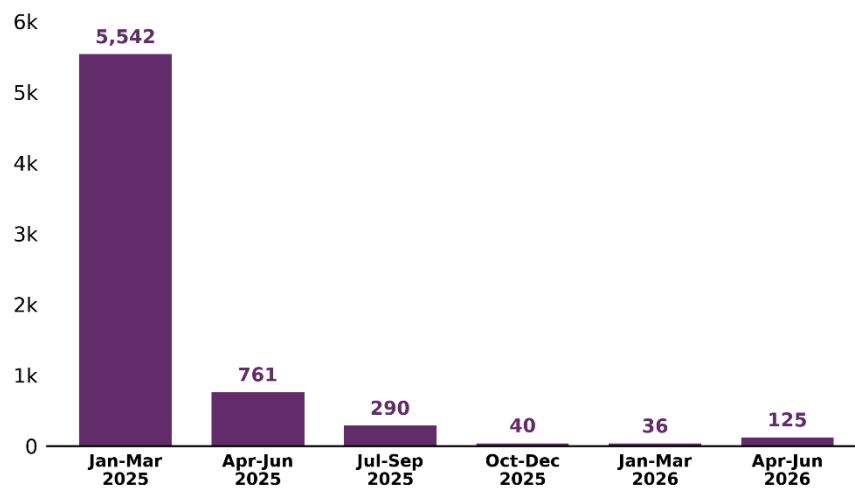
Count of statutory actions per quarter¹



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	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
Complaints	23.1%	25.7%	16.4%	14.0%	11.9%	8.9%
General/unknown	20.6%	19.5%	16.5%	14.4%	12.5%	12.0%
Out of scope	14.3%	13.3%	15.9%	17.2%	15.7%	13.5%
Portal	3.5%	2.6%	9.2%	7.7%	16.6%	16.4%
Practice quality	6.1%	2.8%	6.2%	6.4%	6.7%	5.4%
Registration	11.2%	12.0%	12.0%	18.4%	11.0%	17.8%
Reportable Incidents	4.7%	3.8%	4.7%	5.7%	3.7%	2.8%
Worker orientation module	2.3%	2.4%	3.1%	2.7%	2.8%	2.0%
Worker Screening	14.1%	18.9%	16.0%	13.6%	19.1%	21.1%

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)

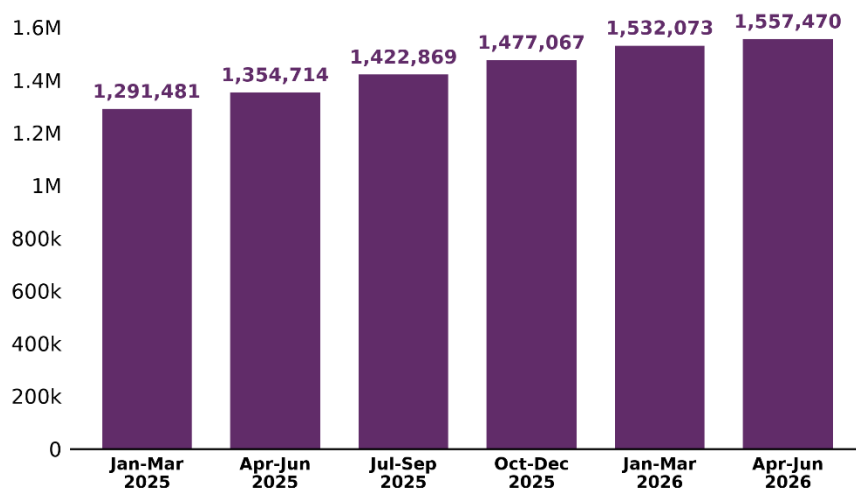


Figure 10: NDIS Worker Screening Check pending applications

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

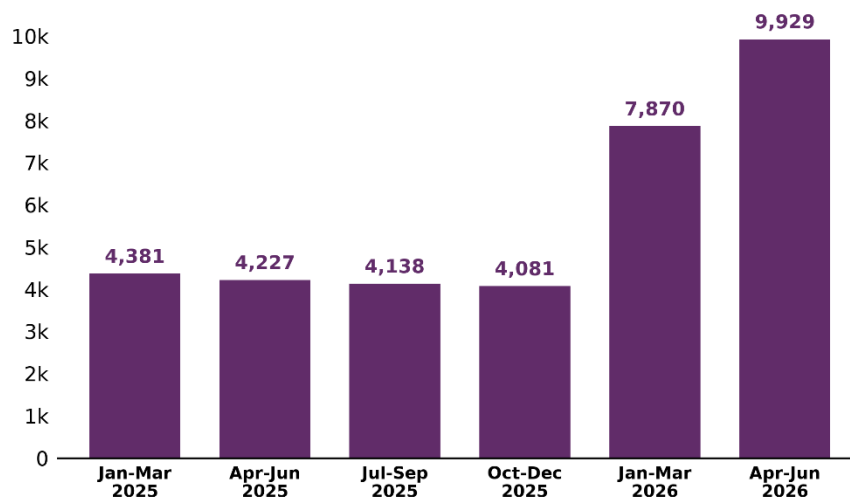
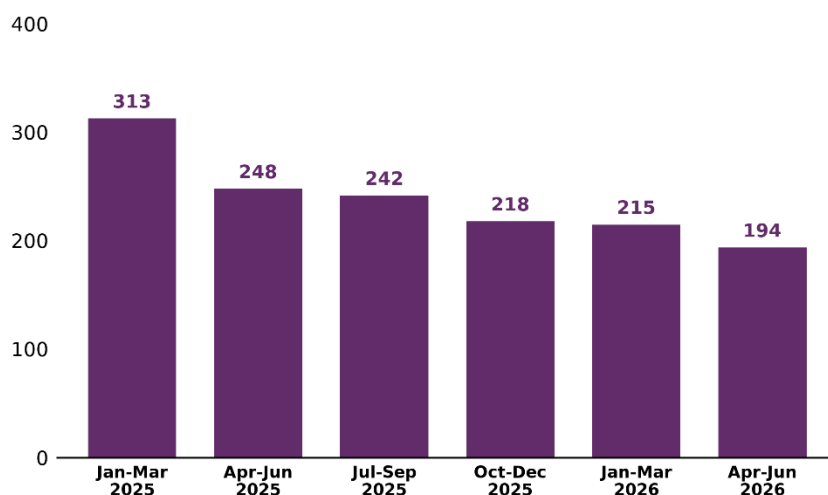


Figure 11: NDIS Worker Screening Check interim bar

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

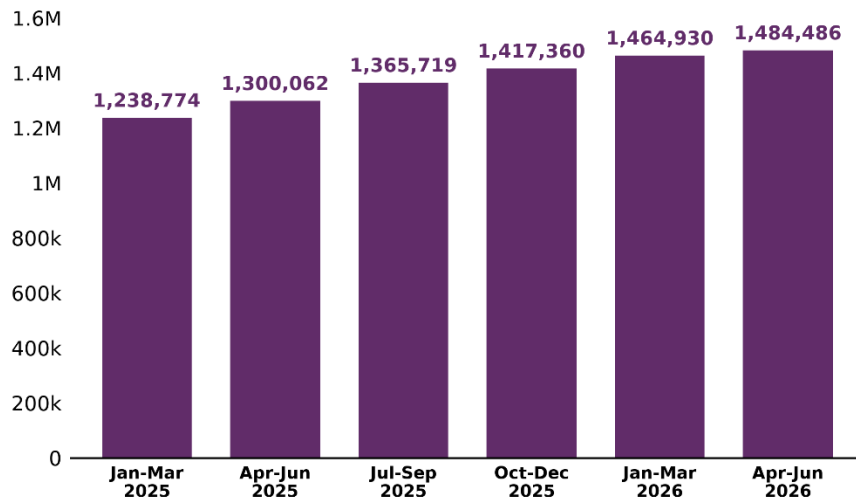
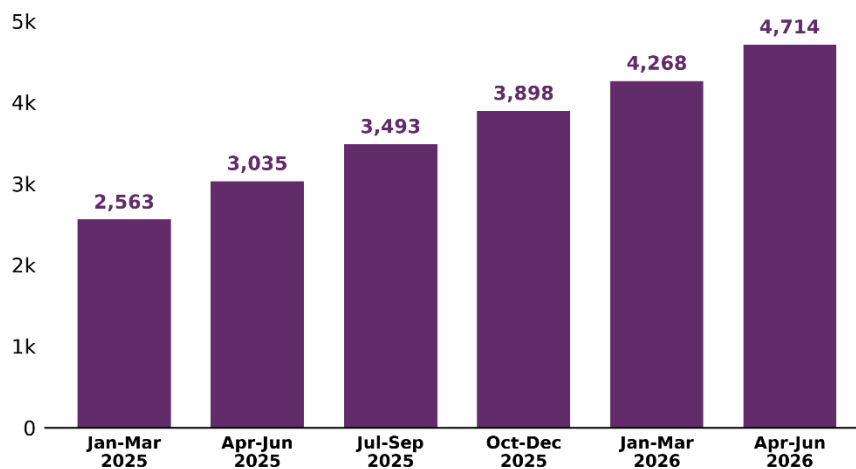


Figure 13: NDIS Worker Screening Check exclusions

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

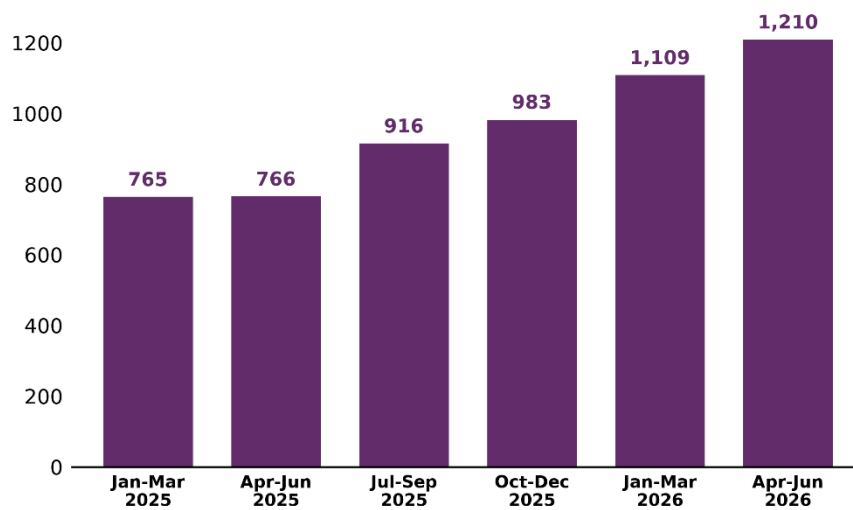


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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

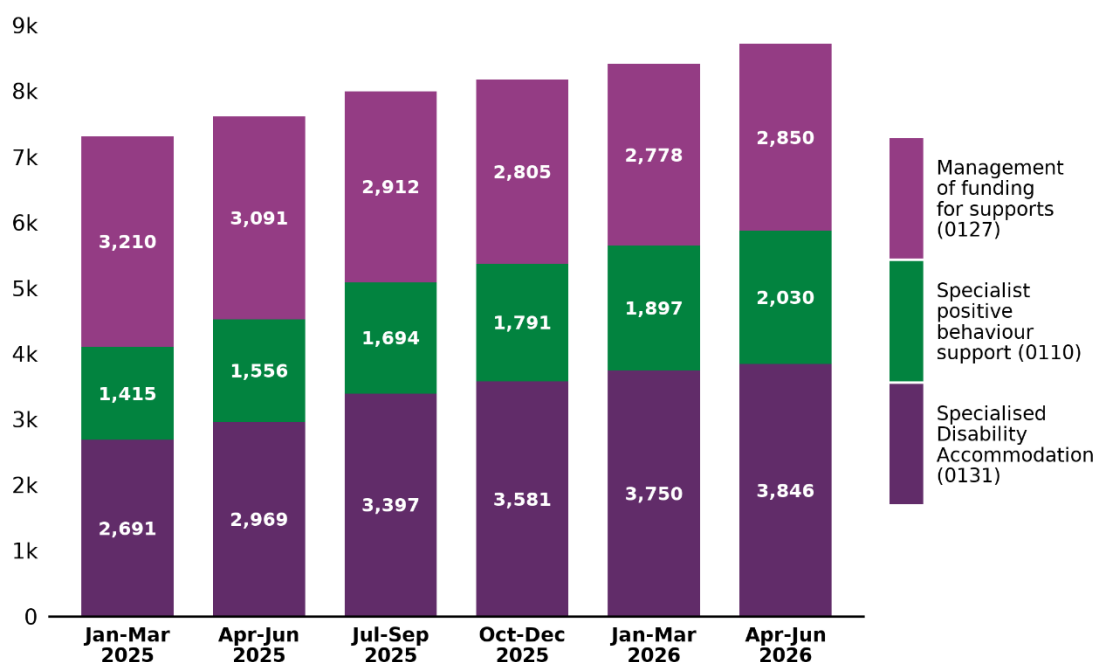


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their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

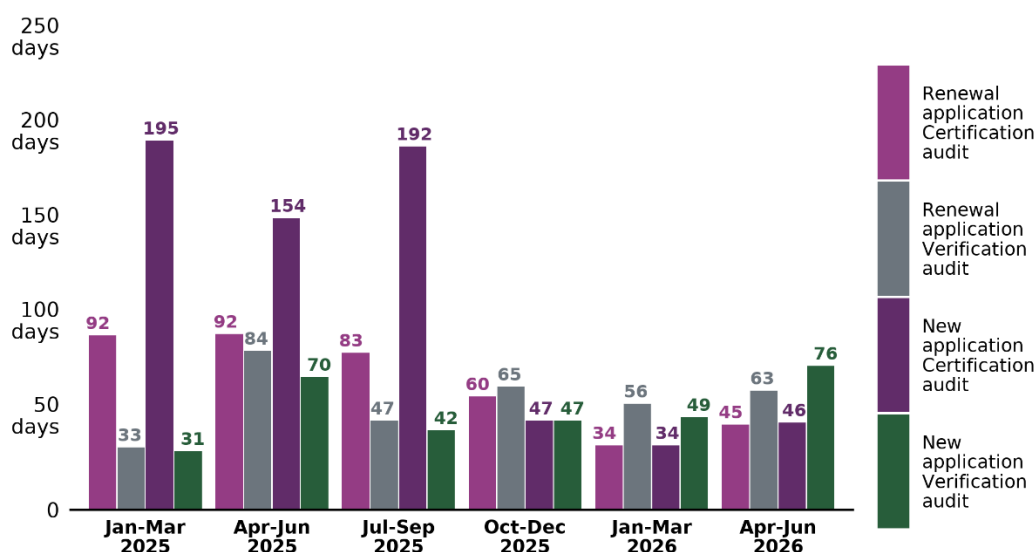
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type²

Jurisdiction	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
Delivery Requirement	12,247	13,911	16,070	17,104	17,925	18,531
Timing of Audit	9,322	10,988	13,557	14,775	15,728	16,487
Registration Duration	1,252	1,248	1,244	1,237	1,235	1,234
Type of Audit	113	117	128	134	133	133
Restricted Registration Groups	6	6	6	6	6	6
Restricted Supports	1	1	1	1	1	2

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}

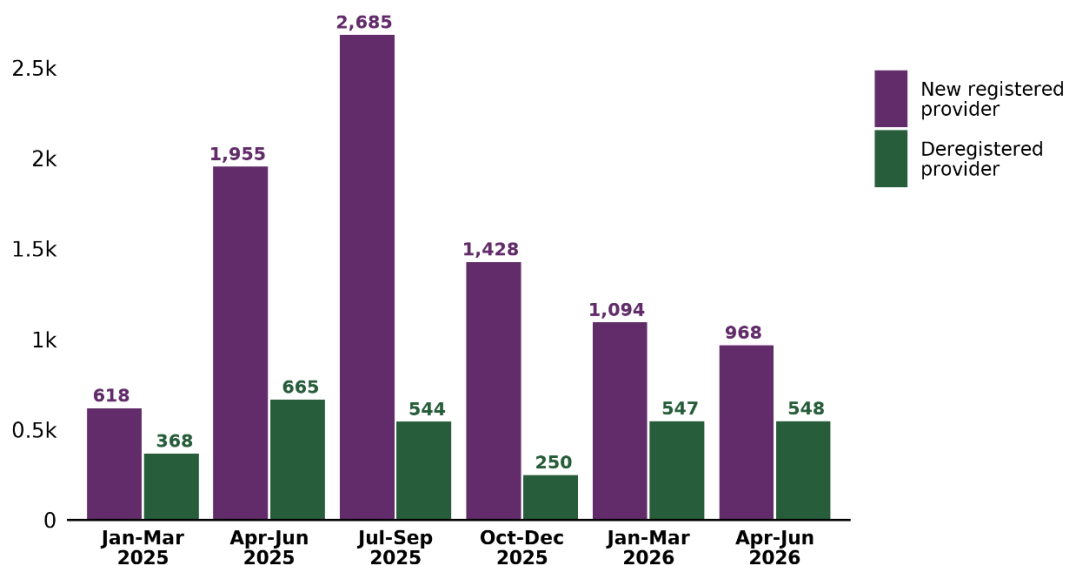
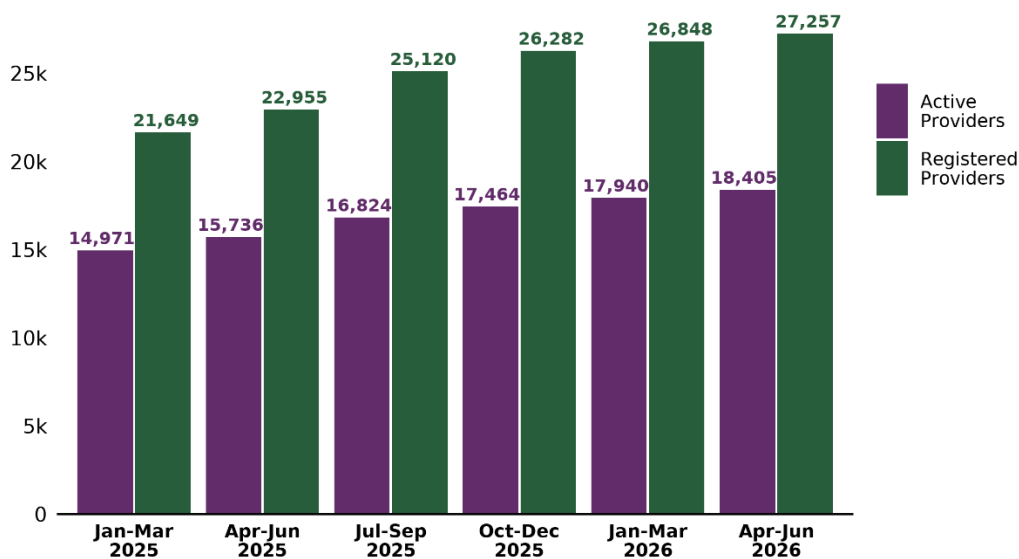


Figure 19: Registered provider count and payment claim

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 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. 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>.

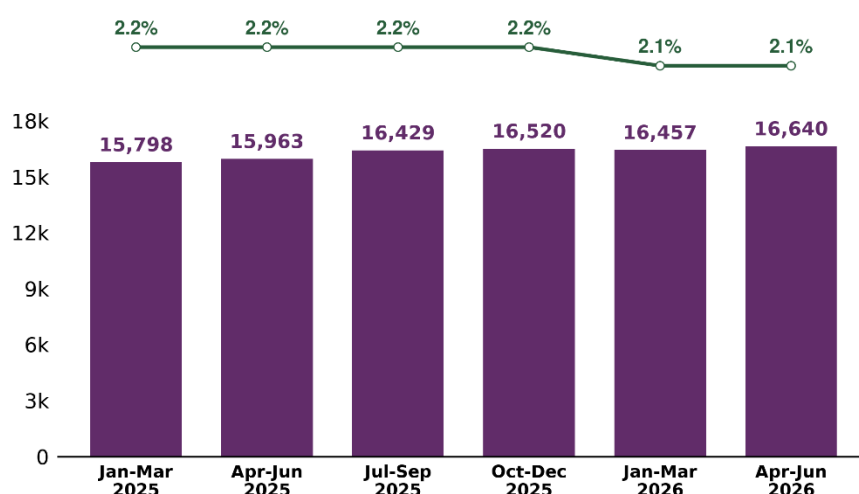
Regulated restrictive practices

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 participants ¹

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

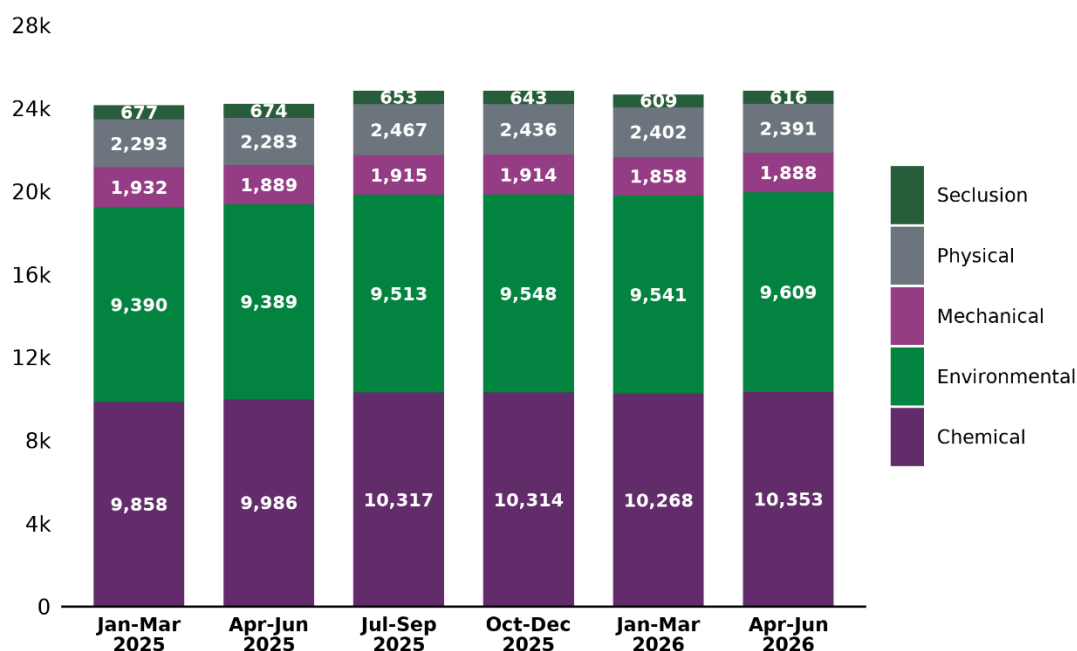


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

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.

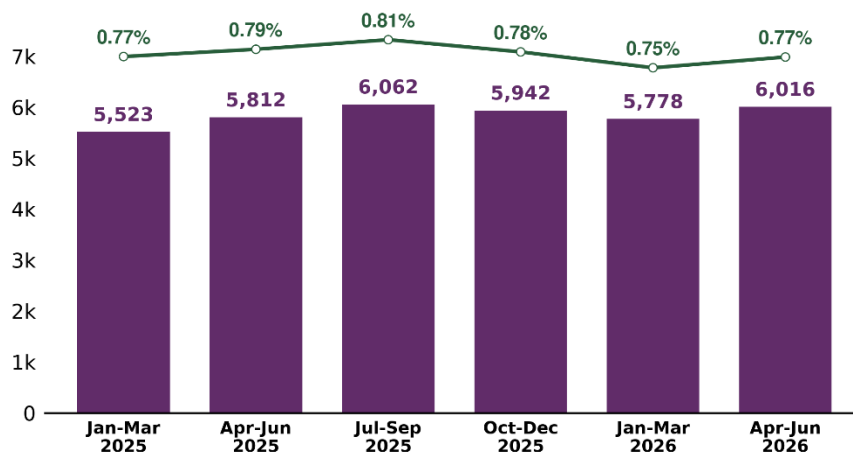
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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.

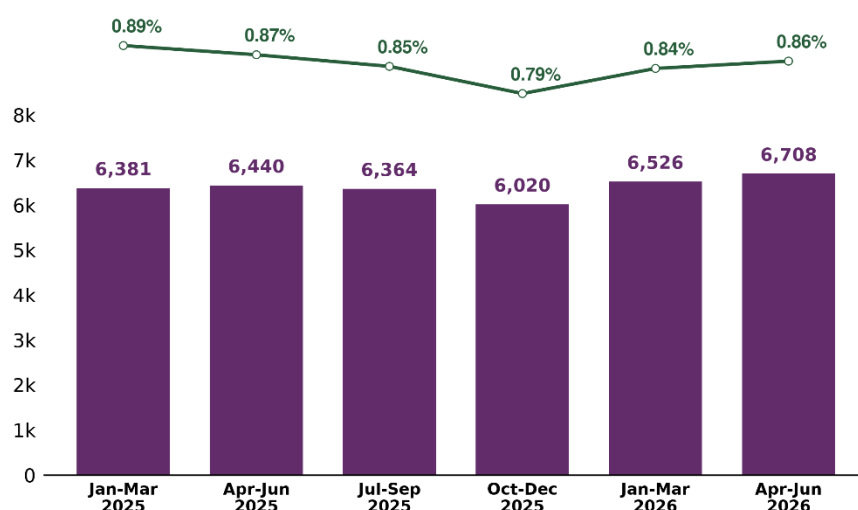
Reportable incidents

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

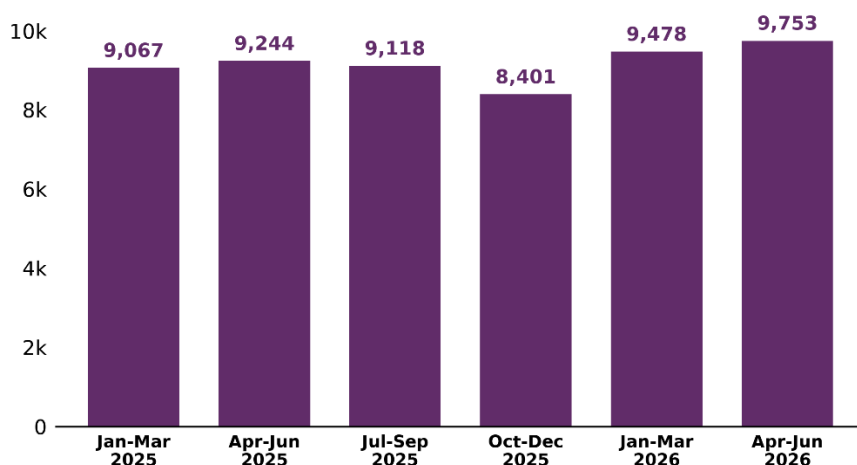


Figure 25: Reportable incident types

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

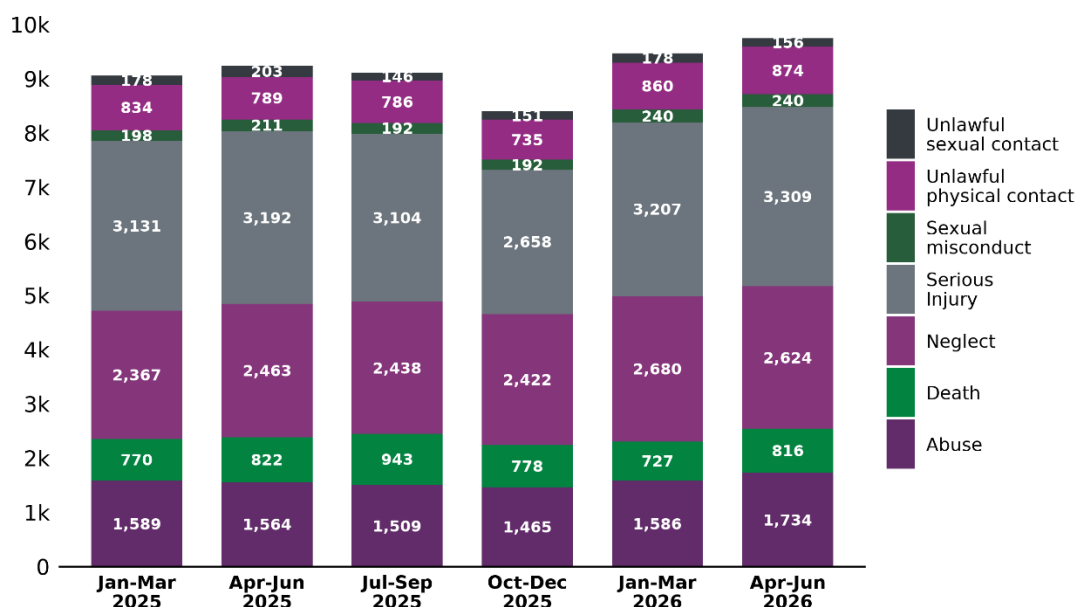


Figure 26: Reportable incidents by gender

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

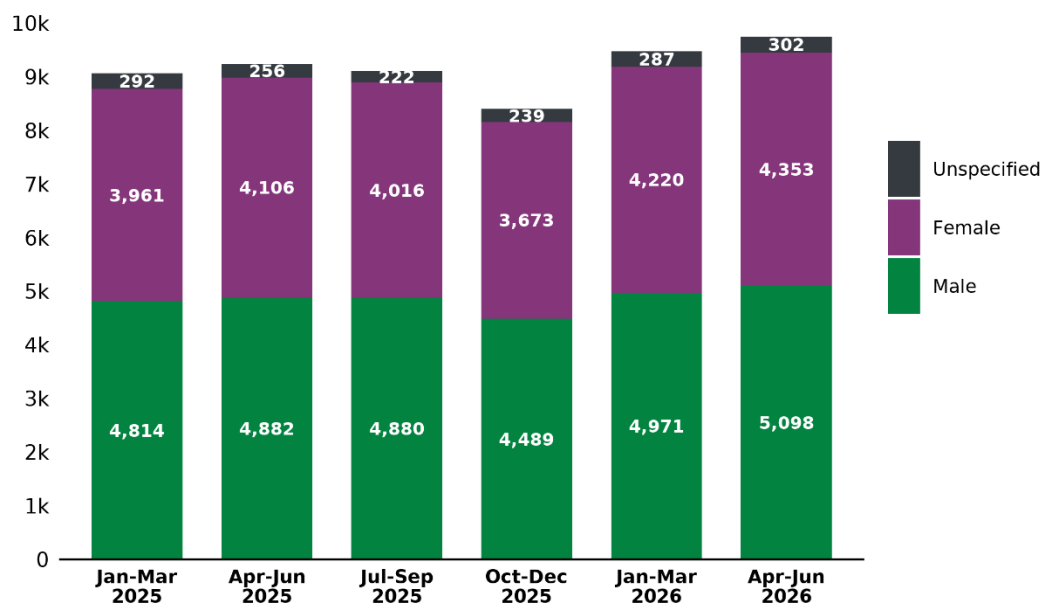
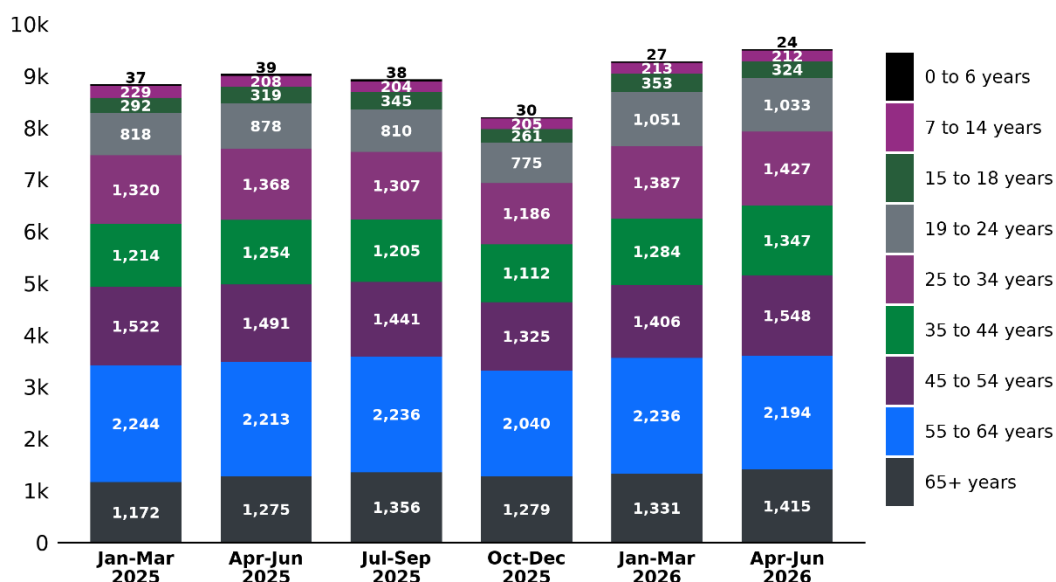


Figure 27: Reportable incidents by age band

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

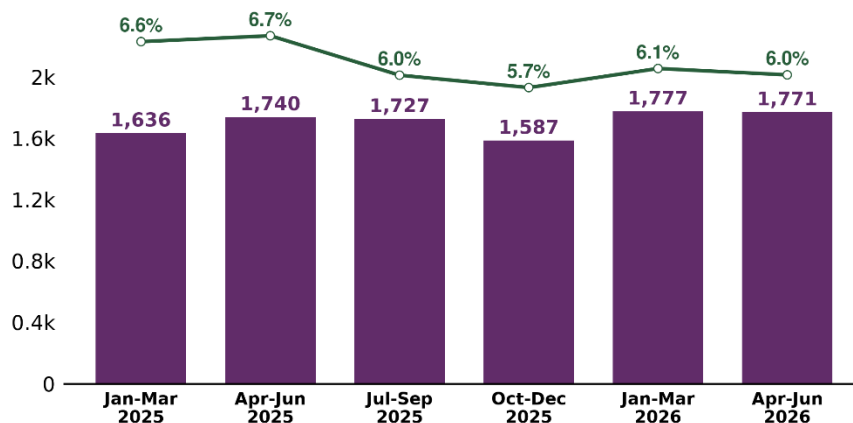
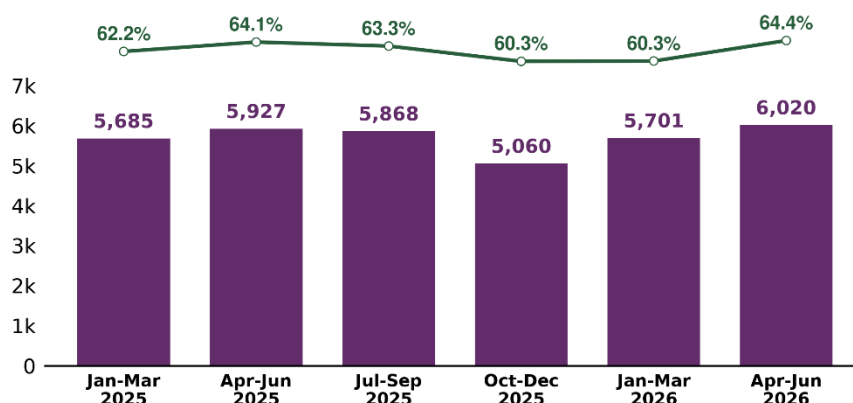


Figure 29: Reportable incidents notification timeframe – 24 hours

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

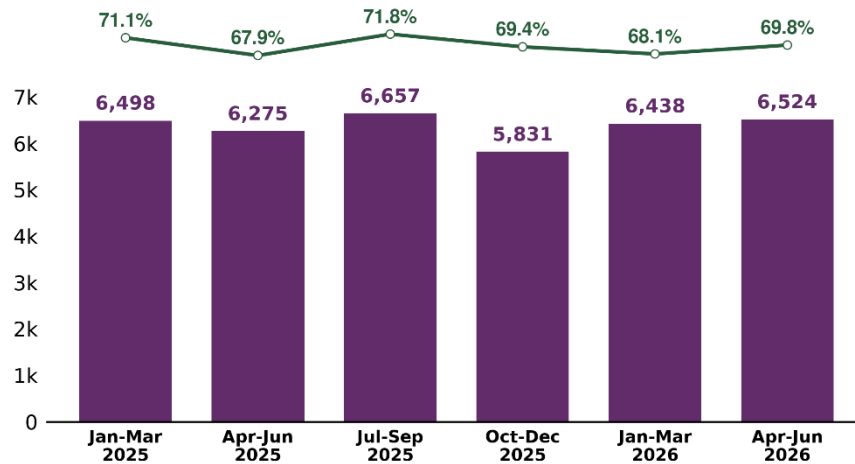
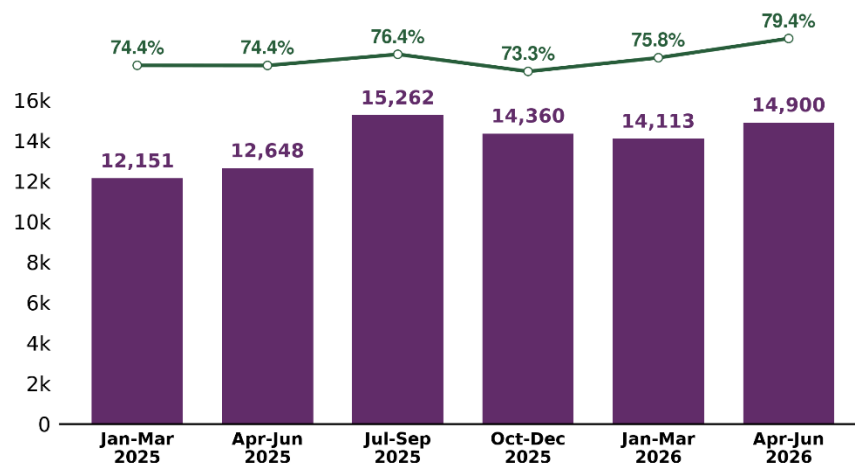


Figure 31: Unauthorised restrictive practices notification timeframe – 5 day

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	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	172	180	191	196	181	192
NSW	3,440	3,630	4,027	4,229	3,979	4,048
NT	130	139	149	161	157	161
QLD	1,606	1,739	1,885	1,976	1,891	1,956
SA	880	925	996	1,045	976	1,010
TAS	222	242	270	286	283	290
VIC	2,368	2,520	2,711	2,848	2,781	2,871
WA	1,100	1,170	1,274	1,346	1,310	1,334

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	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
Statutory	Banning order	5	3	2	3	1	3
	Banning order revocation	0	0	0	1	1	0
	Civil penalty proceedings	1	0	0	0	0	0
	Compliance notice variation	0	3	4	2	2	2
	Compliance notice	198	467	578	179	901	396
	Conditions on registration	0	1	0	0	0	0
	Enforceable undertaking	0	0	1	0	0	0
	Infringement notice	29	9	12	7	5	4
	Other registration decision	0	0	0	1	2	1
	Refusal of registration	22	120	44	13	99	20
	Revocation of registration	74	200	161	117	228	225
	Suspend registration	0	3	5	1	2	0
	Total	329	806	807	324	1,241	651
Non-statutory	Corrective action request	1,033	256	171	0	3	89
	Education	4,435	409	62	12	10	7
	Warning letter	21	11	10	10	13	18
	Total	5,489	676	243	22	26	114

Unregistered providers

Compliance action type	Outcome type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
Statutory	Banning order	1	2	10	13	2	5
	Banning order revocation	0	1	0	0	0	0
	Banning order variation	1	2	0	1	1	0
	Civil penalty proceeding	0	0	0	1	0	0
	Compliance notice	5	0	0	0	0	0
	Infringement notice	1	0	2	1	0	0
	Refusal of Registration	1,085	154	95	78	61	49
	Total	1,093	159	107	94	64	54
Non-statutory	Corrective action request	3	7	5	0	0	0
	Education	4	2	3	2	0	1
	Warning letter	2	3	4	2	1	1
	Total	9	12	12	4	1	2

Individuals

Compliance action type	Outcome type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
Statutory	Banning order	57	48	58	82	44	103
	Banning order revocation	1	1	0	0	2	3
	Banning order variation	3	1	7	5	7	4
	Civil penalty proceedings	0	0	1	1	0	0
	Compliance notice	1	0	0	0	0	0
	Total	62	50	66	88	53	110
Non-statutory	Education	11	10	8	3	4	2
	Warning letter	33	65	27	11	5	7
	Total	44	75	35	14	9	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	Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026		Apr – Jun 2026	
ACT	17,087	10.5%	18,386	7.6%	19,355	5.3%	20,310	4.9%	21,608	6.4%	22,277	3.1%
NSW	354,499	5.1%	371,374	4.8%	390,441	5.1%	405,337	3.8%	417,936	3.1%	424,472	1.6%
NT	9,963	5.7%	10,450	4.9%	11,015	5.4%	11,511	4.5%	11,933	3.7%	12,448	4.3%
QLD	334,039	5.3%	348,922	4.5%	364,784	4.5%	377,059	3.4%	389,527	3.3%	394,002	1.1%
SA	114,326	5.9%	120,081	5.0%	125,641	4.6%	130,449	3.8%	135,567	3.9%	138,139	1.9%
TAS	27,400	4.6%	28,786	5.1%	30,163	4.8%	31,453	4.3%	32,698	4.0%	33,769	3.3%
VIC	311,954	6.0%	328,788	5.4%	346,968	5.5%	361,464	4.2%	377,696	4.5%	385,298	2.0%
WA	123,001	5.4%	128,793	4.7%	135,475	5.2%	140,612	3.8%	146,821	4.4%	149,265	1.7%
National	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%	1,557,470	1.7%

NDIS Worker Screening Check pending applications

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

Jurisdiction	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	0	0	0	0	0	0
NSW	1,289	1,153	869	833	2,354	2,990
NT	34	41	42	38	28	35
QLD	1,988	1,882	1,905	2,125	2,734	2,173
SA	12	14	13	13	86	342
TAS	249	389	328	285	637	1,108
VIC	514	498	770	585	1,420	1,811
WA	295	250	211	202	611	1,470

² NDIS Worker Screening Check pending application: An individual has applied for a NDIS Worker Screening Check and a decision has not been made on that application by a worker screening unit. This may be a result of a number of factors including a risk assessment being undertaken by a worker screening unit and/or delays in information being provided by individuals or other relevant sources.

NDIS Worker Screening Check interim bar

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter³

Jurisdiction	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	0	0	0	0	0	0
NSW	44	51	59	42	45	35
NT	2	0	0	2	0	0
QLD	225	177	157	159	149	140
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	1
VIC	42	20	26	15	21	18
WA	0	0	0	0	0	0

NDIS Worker Screening Check clearances

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

Jurisdiction	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	13,404	14,924	15,836	16,621	17,850	18,368
NSW	342,026	358,434	376,585	391,049	401,520	406,432
NT	9,683	10,150	10,708	11,176	11,598	12,060
QLD	317,079	331,521	346,804	358,303	369,707	373,402
SA	112,184	117,822	123,529	128,231	132,992	135,073
TAS	25,121	26,284	27,641	28,931	29,550	29,395
VIC	297,974	313,891	330,833	344,326	358,737	365,148
WA	121,316	127,052	133,800	138,789	143,347	145,147

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

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

NDIS Worker Screening Check exclusions

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

Jurisdiction	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	1	1	2	3	2	5
NSW	912	1,100	1,344	1,524	1,686	1,856
NT	41	43	44	46	53	60
QLD	315	374	414	431	465	506
SA	350	381	424	463	496	546
TAS	14	20	23	25	30	31
VIC	672	830	925	1,059	1,166	1,315
WA	258	286	317	347	370	395

NDIS Worker Screening Check suspensions

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

Jurisdiction	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	8	9	10	11	13	15
NSW	44	37	72	54	51	71
NT	3	3	5	7	11	8
QLD	511	567	635	720	798	893
SA	19	15	15	14	16	10
TAS	9	12	14	14	12	13
VIC	100	52	94	94	121	82
WA	71	71	71	69	87	118

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

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

Appendix D – Regulated restrictive practices

NDIS participants subjected to regulated restrictive practices

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

Jurisdiction	Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026		Apr – Jun 2026	
ACT	266	2.3%	271	2.3%	279	2.3%	267	2.1%	257	2.0%	273	2.2%
NSW	5,123	2.4%	5,139	2.4%	5,323	2.4%	5,361	2.4%	5,359	2.3%	5,387	2.3%
NT	223	3.5%	227	3.5%	228	3.4%	239	3.5%	239	3.5%	238	3.5%
QLD	2,031	1.3%	2,095	1.3%	2,159	1.3%	2,196	1.3%	2,225	1.3%	2,256	1.4%
SA	1,622	2.7%	1,651	2.6%	1,665	2.6%	1,667	2.6%	1,625	2.4%	1,602	2.4%
TAS	396	2.6%	424	2.7%	483	3.0%	495	3.0%	501	3.0%	547	3.2%
VIC	4,304	2.2%	4,406	2.2%	4,491	2.2%	4,500	2.2%	4,475	2.1%	4,576	2.2%
WA	1,833	2.9%	1,751	2.7%	1,800	2.7%	1,794	2.7%	1,777	2.6%	1,761	2.5%
National	15,798	2.2%	15,963	2.2%	16,429	2.2%	16,520	2.2%	16,457	2.1%	16,640	2.1%

Regulated restrictive practice types

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

Jurisdiction	Restrictive practice type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	Chemical	193	197	203	195	182	194
	Environmental	140	137	147	139	135	135
	Mechanical	25	21	22	22	25	24
	Physical	25	26	27	27	20	22
	Seclusion	4	0	1	3	1	1

⁷ Total NDIS participant population count source: NDIA.

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

Jurisdiction	Restrictive practice type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
NSW	Chemical	2,950	2,977	3,072	3,052	3,068	3,033
	Environmental	3,241	3,234	3,323	3,378	3,390	3,442
	Mechanical	742	750	758	770	771	766
	Physical	635	636	699	689	684	694
	Seclusion	192	211	196	198	202	195
	Unknown Type	0	0	1	0	0	0
NT	Chemical	121	119	114	124	116	116
	Environmental	161	163	164	162	164	159
	Mechanical	13	12	9	11	11	13
	Physical	9	11	17	13	18	17
	Seclusion	2	2	6	2	3	3
QLD	Chemical	979	1,009	1,049	1,044	1,041	1,059
	Environmental	1,094	1,139	1,148	1,197	1,247	1,275
	Mechanical	264	262	269	287	264	275
	Physical	740	766	833	832	818	783
	Seclusion	144	132	125	125	117	120
SA	Chemical	853	874	897	888	866	863
	Environmental	1,135	1,134	1,128	1,128	1,089	1,035
	Mechanical	207	191	193	184	180	177
	Physical	331	326	337	328	324	320
	Seclusion	95	103	99	94	89	81
TAS	Chemical	168	210	279	305	320	347
	Environmental	272	276	294	276	281	297
	Mechanical	47	55	61	74	72	75
	Physical	124	129	137	128	111	125
	Seclusion	32	35	40	39	38	50
VIC	Chemical	3,483	3,559	3,650	3,655	3,639	3,694
	Environmental	2,156	2,155	2,169	2,149	2,123	2,171
	Mechanical	418	415	410	386	362	379
	Physical	202	194	208	188	201	190
	Seclusion	99	92	91	95	79	83
	Unknown type	0	0	1	0	0	0

Jurisdiction	Restrictive practice type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
WA	Chemical	1,111	1,042	1,052	1,052	1,035	1,048
	Environmental	1,191	1,151	1,139	1,118	1,112	1,095
	Mechanical	216	183	193	179	173	180
	Physical	227	195	209	229	225	241
	Seclusion	109	99	97	88	80	83

Unauthorised restrictive practices

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

Jurisdiction	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	126	156	152	140	128	132
NSW	1,960	2,105	2,132	2,067	2,073	2,188
NT	102	102	126	132	137	147
QLD	901	956	960	967	915	928
SA	492	494	576	578	603	596
TAS	222	239	349	349	319	341
VIC	1,009	1,081	1,059	1,005	894	958
WA	711	679	710	703	709	725

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

Unauthorised restrictive practice types

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

Jurisdiction	Restrictive practice type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	Chemical	85	105	99	95	80	83
	Environmental	57	72	77	60	65	60
	Mechanical	7	9	10	10	15	9
	Physical	14	17	13	16	11	13
	Seclusion	4	0	1	2	0	0
NSW	Chemical	872	958	996	948	939	957
	Environmental	1,096	1,161	1,177	1,157	1,153	1,245
	Mechanical	175	222	220	216	209	214
	Physical	322	313	342	303	313	326
	Seclusion	63	65	54	62	64	67
	Unknown Type	0	0	1	0	0	0
NT	Chemical	54	49	56	72	65	73
	Environmental	65	60	75	80	85	90
	Mechanical	4	4	4	1	4	3
	Physical	5	5	11	6	14	11
	Seclusion	0	0	4	2	3	3
QLD	Chemical	310	316	345	336	295	293
	Environmental	349	397	375	411	411	428
	Mechanical	78	62	66	73	58	55
	Physical	354	355	372	373	365	338
	Seclusion	73	60	60	62	56	56

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

Jurisdiction	Restrictive practice type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
SA	Chemical	194	194	196	210	233	233
	Environmental	272	264	313	326	337	319
	Mechanical	44	33	40	37	45	38
	Physical	88	86	121	118	123	139
	Seclusion	16	26	30	21	26	26
TAS	Chemical	38	55	160	183	182	181
	Environmental	137	144	178	166	156	161
	Mechanical	17	23	43	45	41	41
	Physical	67	81	92	83	56	72
	Seclusion	17	19	19	13	12	25
VIC	Chemical	623	672	681	644	514	568
	Environmental	398	415	419	382	346	360
	Mechanical	96	111	89	75	66	101
	Physical	115	125	131	126	145	127
	Seclusion	23	24	24	29	26	32
	Unknown Type	0	0	1	0	0	0
WA	Chemical	341	329	349	343	345	369
	Environmental	363	380	376	369	379	371
	Mechanical	54	56	56	56	60	58
	Physical	93	73	88	95	93	104
	Seclusion	34	26	30	22	19	25
National	Chemical	2,517	2,678	2,882	2,832	2,653	2,757
	Environmental	2,737	2,893	2,990	2,951	2,932	3,034
	Mechanical	475	520	528	513	498	519
	Physical	1,058	1,055	1,170	1,120	1,120	1,130
	Seclusion	230	220	222	213	206	234
	Unknown type	0	0	2	0	0	0

Appendix E – Reportable incidents

Reportable incident notifications by type

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

Jurisdiction	Reportable incident type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
ACT	Abuse	16	9	15	21	10	9
	Death	18	19	18	14	8	17
	Neglect	32	17	26	25	16	21
	Serious injury	52	67	46	34	61	38
	Sexual misconduct	0	4	0	0	3	1
	Unlawful physical contact	9	4	6	9	7	12
	Unlawful sexual contact	2	3	2	2	3	0
NSW	Abuse	536	512	456	510	525	613
	Death	268	263	295	236	227	282
	Neglect	782	783	630	716	913	852
	Serious injury	830	913	939	788	943	952
	Sexual misconduct	63	62	67	50	77	81
	Unlawful physical contact	377	352	335	288	286	310
	Unlawful sexual contact	52	62	54	43	52	50
NT	Abuse	13	18	10	19	30	19
	Death	9	10	12	11	9	21
	Neglect	37	48	33	50	60	67
	Serious injury	45	59	42	49	59	57
	Sexual misconduct	2	2	2	0	4	3
	Unlawful physical contact	15	13	2	12	17	13
	Unlawful sexual contact	0	1	1	3	1	1
QLD	Abuse	349	403	374	327	380	401
	Death	135	158	199	163	150	139
	Neglect	483	506	599	584	614	596
	Serious injury	733	705	678	654	789	872
	Sexual misconduct	47	54	45	55	51	36
	Unlawful physical contact	131	108	101	97	125	114
	Unlawful sexual contact	50	48	30	39	47	33

Jurisdiction	Reportable incident type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
SA	Abuse	196	193	177	135	186	167
	Death	70	88	100	86	83	60
	Neglect	321	298	305	334	297	303
	Serious injury	379	358	356	220	293	309
	Sexual misconduct	19	22	19	24	35	27
	Unlawful physical contact	51	64	74	71	71	60
	Unlawful sexual contact	13	15	9	9	21	22
TAS	Abuse	52	57	78	45	46	46
	Death	13	13	21	22	18	21
	Neglect	89	134	133	96	129	131
	Serious injury	119	110	128	120	140	133
	Sexual misconduct	7	6	7	3	6	14
	Unlawful physical contact	46	38	25	15	21	50
	Unlawful sexual contact	5	6	3	1	8	4
VIC	Abuse	320	268	294	305	313	358
	Death	188	195	224	177	153	195
	Neglect	465	549	564	480	495	486
	Serious injury	661	681	611	531	621	662
	Sexual misconduct	37	45	31	39	51	57
	Unlawful physical contact	157	164	203	200	261	256
	Unlawful sexual contact	35	39	31	32	23	24
WA	Abuse	107	104	105	103	96	121
	Death	69	76	74	69	79	81
	Neglect	158	128	148	137	156	168
	Serious injury	312	299	304	262	301	286
	Sexual misconduct	23	16	21	21	13	21
	Unlawful physical contact	48	46	40	43	72	59
	Unlawful sexual contact	21	29	16	22	23	22

Reportable incidents by age band and type

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

Age band	Reportable incident type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
0 – 6 years	Abuse	11	7	16	13	9	3
	Death	2	2	4	3	3	4
	Neglect	12	15	9	4	4	7
	Serious injury	8	8	8	5	5	7
	Sexual misconduct	1	0	0	0	2	1
	Unlawful physical	3	5	1	4	3	2
	Unlawful sexual contact	0	2	0	1	1	0
7 – 14 years	Abuse	77	57	78	67	63	63
	Death	5	11	5	1	4	5
	Neglect	66	55	51	68	58	58
	Serious injury	44	39	40	33	40	48
	Sexual misconduct	12	17	10	13	10	18
	Unlawful physical	18	21	12	17	25	15
	Unlawful sexual contact	7	8	8	6	13	5
15 – 18 years	Abuse	62	81	62	43	59	55
	Death	1	3	3	2	4	6
	Neglect	85	86	77	66	82	91
	Serious injury	93	84	138	78	146	114
	Sexual misconduct	8	17	19	16	17	17
	Unlawful physical	30	33	38	46	35	28
	Unlawful sexual contact	13	15	8	10	10	13
19 – 24 years	Abuse	172	150	128	121	156	168
	Death	11	13	11	13	8	7
	Neglect	213	243	207	223	312	231
	Serious injury	264	314	308	257	363	418
	Sexual misconduct	32	38	30	36	32	42
	Unlawful physical	98	83	105	99	154	144
	Unlawful sexual contact	28	37	21	26	26	23

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
25 – 34 years	Abuse	268	265	261	224	234	267
	Death	40	34	34	17	23	35
	Neglect	347	414	372	353	412	392
	Serious injury	442	438	428	408	469	475
	Sexual misconduct	33	44	26	40	58	51
	Unlawful physical	153	134	144	111	144	166
	Unlawful sexual contact	37	39	42	33	47	41
35 – 44 years	Abuse	234	219	209	211	247	266
	Death	46	64	74	60	51	69
	Neglect	334	337	311	304	392	374
	Serious injury	399	427	418	383	395	432
	Sexual misconduct	30	29	33	32	32	36
	Unlawful physical	147	150	138	103	147	146
	Unlawful sexual contact	24	28	22	19	20	24
45 – 54 years	Abuse	253	283	233	251	238	314
	Death	121	125	155	122	120	110
	Neglect	412	364	426	411	413	463
	Serious injury	522	528	466	378	457	489
	Sexual misconduct	26	31	31	25	33	32
	Unlawful physical	165	138	107	112	115	118
	Unlawful sexual contact	23	22	23	26	30	22
55 – 64 years	Abuse	348	305	327	323	351	334
	Death	274	311	352	299	249	294
	Neglect	562	576	601	584	619	618
	Serious injury	857	789	766	634	809	760
	Sexual misconduct	35	26	30	24	45	24
	Unlawful physical	135	160	149	163	146	153
	Unlawful sexual contact	33	46	11	13	17	11
65+ years	Abuse	140	171	173	180	192	229
	Death	236	238	286	236	238	261
	Neglect	284	326	334	362	342	328
	Serious injury	408	469	465	405	459	474
	Sexual misconduct	16	8	11	5	9	17
	Unlawful physical	77	58	76	74	78	91
	Unlawful sexual contact	11	5	11	17	13	15

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

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

Age band	Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026		Apr – Jun 2026	
0-6 years	32	0.0%	32	0.0%	31	0.0%	26	0.0%	24	0.0%	23	0.0%
7-14 years	188	0.1%	170	0.1%	173	0.1%	161	0.1%	173	0.1%	180	0.1%
15-18 years	194	0.3%	209	0.3%	195	0.3%	176	0.2%	204	0.3%	196	0.2%
19-24 years	548	0.9%	543	0.8%	526	0.8%	519	0.7%	606	0.8%	613	0.8%
25-34 years	917	1.5%	882	1.4%	872	1.3%	841	1.3%	986	1.4%	987	1.4%
35-44 years	863	1.7%	907	1.7%	860	1.6%	817	1.5%	865	1.6%	889	1.6%
45-54 years	1,107	1.9%	1,115	1.9%	1,066	1.8%	985	1.7%	1,067	1.8%	1,122	1.9%
55-64 years	1,629	2.4%	1,602	2.3%	1,655	2.4%	1,524	2.2%	1,599	2.2%	1,617	2.2%
65+ years	912	2.4%	989	2.5%	994	2.4%	980	2.3%	1,011	2.3%	1,101	2.4%

Reportable incidents by gender and type

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

Gender	Reportable incident type	Jan – Mar 2025	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026
Female	Abuse	721	720	716	667	730	825
	Death	296	312	358	304	308	338
	Neglect	933	955	998	965	1,071	1,045
	Serious injury	1,448	1,532	1,433	1,271	1,491	1,552
	Sexual misconduct	110	124	100	91	132	125
	Unlawful physical contact	320	329	314	284	366	367
	Unlawful sexual contact	133	134	97	91	122	101
Male	Abuse	834	806	763	759	803	868
	Death	434	484	561	445	386	449
	Neglect	1,370	1,449	1,379	1,395	1,541	1,505
	Serious injury	1,548	1,541	1,590	1,292	1,606	1,624
	Sexual misconduct	81	83	88	99	104	107
	Unlawful physical contact	506	452	452	441	477	492
	Unlawful sexual contact	41	67	47	58	54	53
Unknown	Abuse	34	38	30	39	53	41
	Death	40	26	24	29	33	29
	Neglect	64	59	61	62	68	74
	Serious injury	135	119	81	95	110	133
	Sexual misconduct	7	4	4	2	4	8
	Unlawful physical contact	8	8	20	10	17	15
	Unlawful sexual contact	4	2	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**

