Market Spotlight:
inducements complaints analysis

NDIS Quality and Safeguards Commission

This infographic shares insights from complaints received by the NDIS Quality and Safeguards Commission between 1 January and 31 March 2026 about inducements. It helps the NDIS Commission understand market risks, protect participant choice and control, and undertake regulatory action where it is needed most.

Complaints about inducements

78 **Complaints about inducements** represents **1.3%** of the total **5,954** complaints received by the NDIS Commission between 1 January 2026 – 31 March 2026

Market segments

56%
of complaints

(44) are linked to support coordination and supported independent living (SIL) market segments. These market segments represent **30% of NDIS payments***

> *The <subject of allegation> attempted multiple times to influence and pressure the participant to stay with the <SIL provider> with financial incentives that included waiving bond payment, offering groceries, and forgiving existing debts owed by the participant in return for continuing the service agreement.*

Inducement benefit category

54%
of complaints

(42) involve an alleged financial benefit

> *My support coordinator called me and said if I agree to onboard with <provider>, he will give me a cashback bonus.*

Alleged inducer

72%
of complaints

(56) identify providers as the alleged inducer

> *<Provider> gave me $10,000 as a 'gift' for signing on with them for supports.*

> *The complainant alleges the inducer wined and dined them into signing on with their company, promising them holidays, overseas trips, and restaurant visits all courteous of the NDIS pocket.*

Inducer motive

50%
of complaints

(39) identify engaging a provider as the alleged motive

Market Spotlight:
inducements complaints analysis

Impacted persons

82%
of complaints
(64) identify participants as the recipient of the inducement

4 in 5
alleged inducements target **participants**

"The complainant described how the inducer offered to pay for a holiday and help them find a romantic partner, to manipulate the participant into re-engaging with their services."

Impacted persons characteristics

33% **of impacted persons have a psychosocial disability**
Compared with **9%** of the broader NDIS participant population.

29% **of impacted persons have an intellectual disability**
Compared with **13%** of the broader NDIS participant population.

18% **of impacted persons are First Nations participants**
Compared with **9%** of the broader NDIS participant population.

84% **higher-than-average plan value compared to all participants**
Impacted persons have an average annualised plan budget of **$167,069** compared with **$90,600** across all NDIS participants.

Findings are based information contained in complaints and do not investigate whether the allegations were substantiated.

Complaints may involve multiple alleged inducements, stated behaviours, alleged inducers, impacted persons, motives, and outcomes.

** Based on payments made to providers within reporting period for supports/services delivered to agency and plan-managed participants (payments for supports/services delivered to self-managed participants are excluded)*