NDIS Quality and Safeguards Commission

Q1|2026-27



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Foreword

In the first quarter of 2026-2027, the NDIS Quality and Safeguards Commission (NDIS Commission) saw shifts that reflect our growing maturity. This report shows that our increased registration activities and targeted compliance and enforcement actions are expanding our view of the NDIS market and uplifting provider capability across the sector. The valuable work of every NDIS Commission staff member helps us build the market intelligence needed to focus our attention where it will have the greatest impact.

We took stronger regulatory action this quarter in support of the expansion of mandatory registration to include Supported Independent Living and digital platform providers. There was a sharp 96.7% increase in compliance and enforcement actions over the last quarter of 2025-2026. We more than doubled our number of statutory actions, with targeting governance failures impacting the quality and safety of supports in high-risk settings as one of our regulatory priorities. Compliance notices, registration refusals and revocations primarily drove the increase, with a notable rise in the number of deregistered providers.

Our registration functions remain critical to drive quality and support a strong NDIS market. We reduced our assessment times and processed a higher volume of applications. We also increased the total number of registered NDIS providers and Behaviour Support Practitioners (BSPs) assessed as suitable. Registration continued to be the most common reason for calls to the contact centre. However, a large share of out-of-scope inquiries indicates some ongoing confusion surrounding the NDIS Commission's remit.

Positively, more data is being reported to the NDIS Commission more quickly. This quarter, we have seen a rise in the number of reportable incidents reported to us within 24 hours of provider awareness. In particular, reportable incidents relating to unauthorised restrictive practices rose to above 80% of data reported within 5 days of provider awareness. This reveals how our work to help providers understand their reporting obligations is having a positive impact.

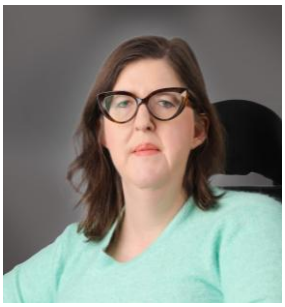
The most reported complaint types this quarter were provider practice, accounting for over a third of complaints, and alleged abuse and neglect. Complaints about support workers and service providers rose, reflecting our efforts to provide information that helps participants to make informed decisions about NDIS providers. Each complaint is valuable. It provides more insights for the NDIS Commission to detect emerging risks and advance our regulatory priority of targeting exploitative, coercive and dishonest behaviour.

Overall, this report suggests a strong first quarter for the new financial year. As we continue to improve our performance, these results provide a strong foundation to uplift and grow as a national regulator.



Louise Glanville
Commissioner

2 September 2026



Natalie Wade
Associate Commissioner

2 September 2026

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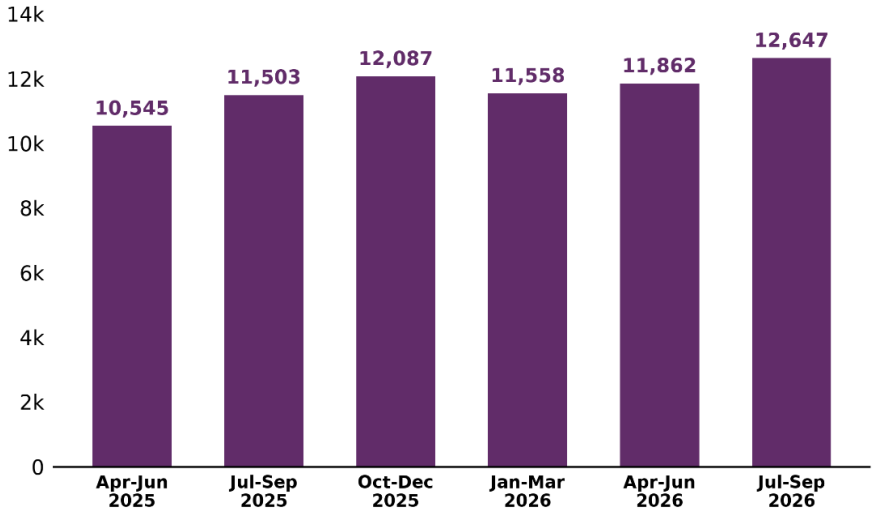
Behaviour support

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 quarter[1]

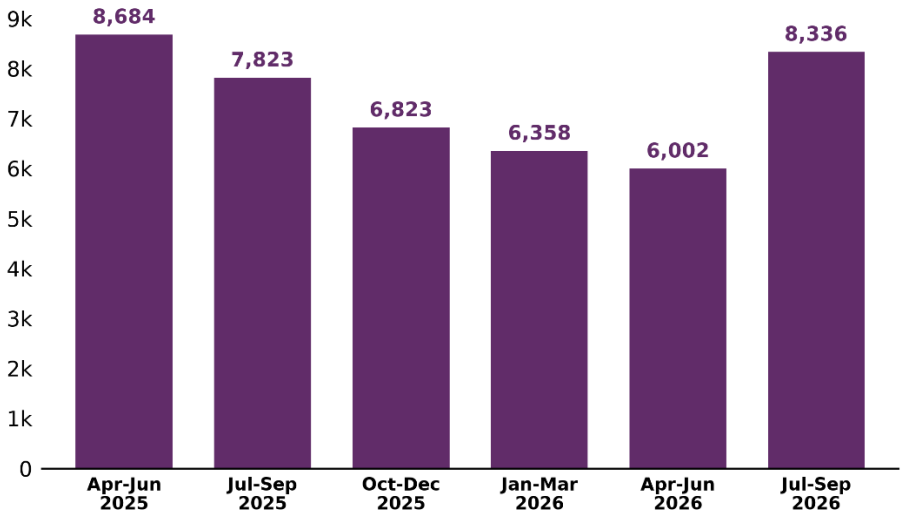


Figure 3: Complaints received by primary complainant

1 Reported figures are based on complaints recorded in the system at the time of reporting. During 2025-26, certain matters, including out-of-scope matters, were excluded from system reporting, contributing to lower reported volumes. Since July 2026, incoming matters are captured more comprehensively, which reflects the increase in July-September 2026 quarter.

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

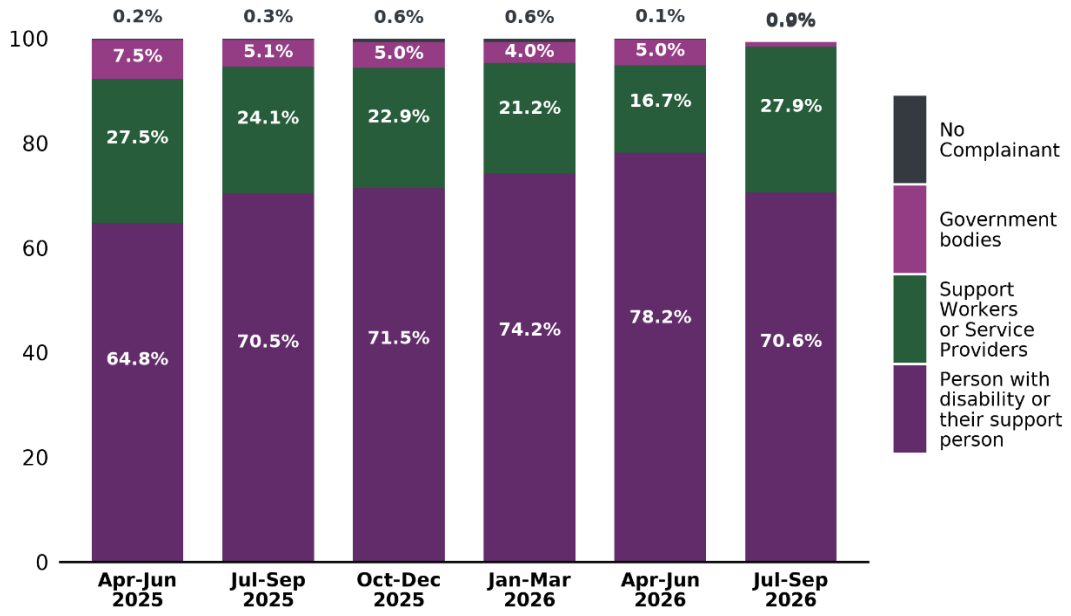
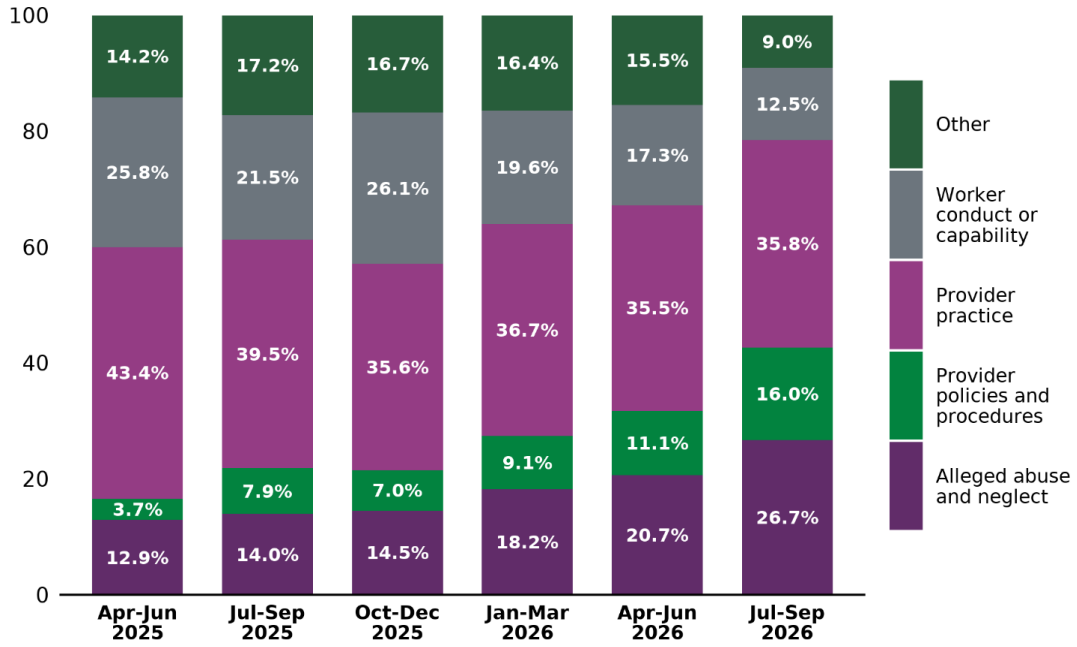


Figure 4: Complaints themes

Percentage of complaints received per quarter, grouped by known issue theme[2]



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.

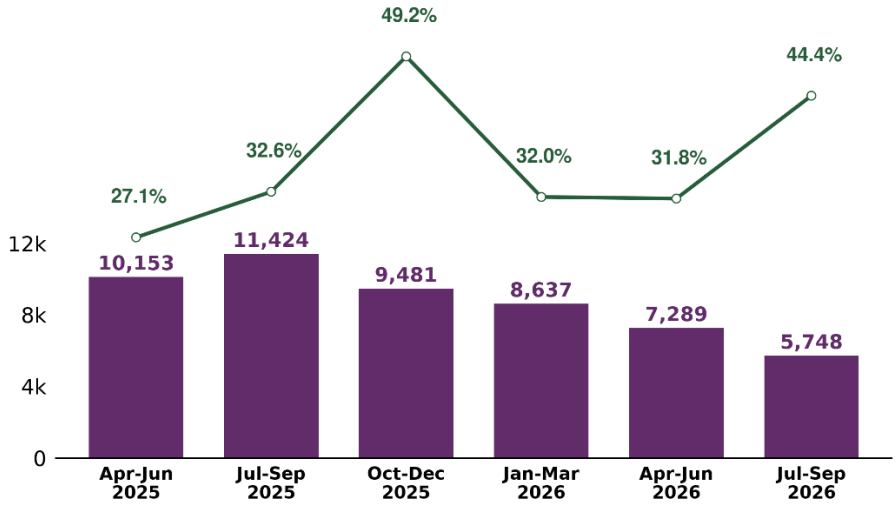
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; 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[3]



[3] Note these figures cover all complaints closed during the quarter, including those received before the quarter began. The percentage shows the proportion of these complaints closed within 90 business days of receipt. A revised calculation methodology is used for the NDIS Commission's Performance Measure 6.3 (confirmed in May 2026).

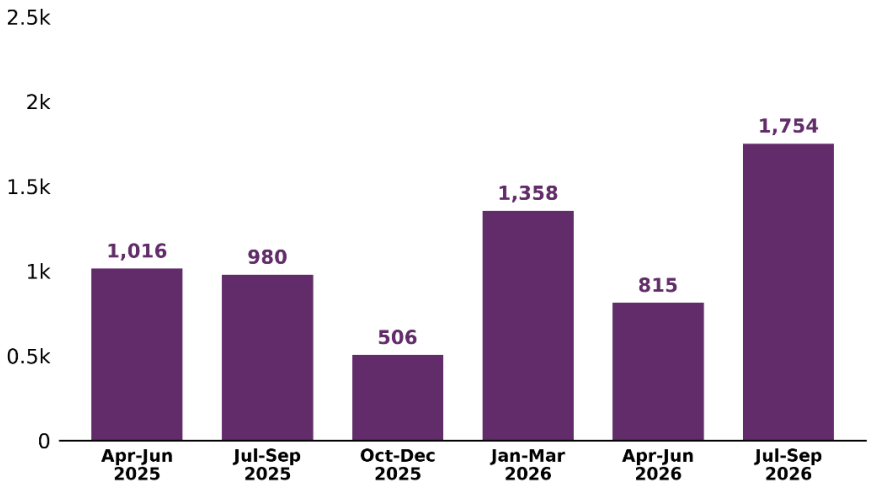
Use of Compliance and Enforcement tools

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

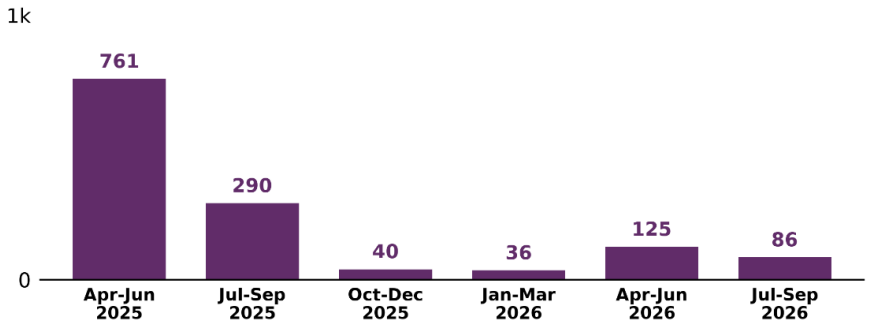
Count of statutory actions per quarter[1]



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 quarter[2]



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	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
Complaints	25.7%	16.4%	14.0%	11.9%	8.9%	9.3%
General/unknown	19.5%	16.5%	14.4%	12.5%	12.0%	8.9%
Out of scope	13.3%	15.9%	17.2%	15.7%	13.5%	16.3%
Portal	2.6%	9.2%	7.7%	16.6%	16.4%	12.8%
Practice quality	2.8%	6.2%	6.4%	6.7%	5.4%	6.8%
Registration	12.0%	12.0%	18.4%	11.0%	17.8%	20.9%
Reportable Incidents	3.8%	4.7%	5.7%	3.7%	2.8%	3.0%
Worker orientation module	2.4%	3.1%	2.7%	2.8%	2.0%	3.0%
Worker Screening	18.9%	16.0%	13.6%	19.1%	21.1%	19.2%

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)

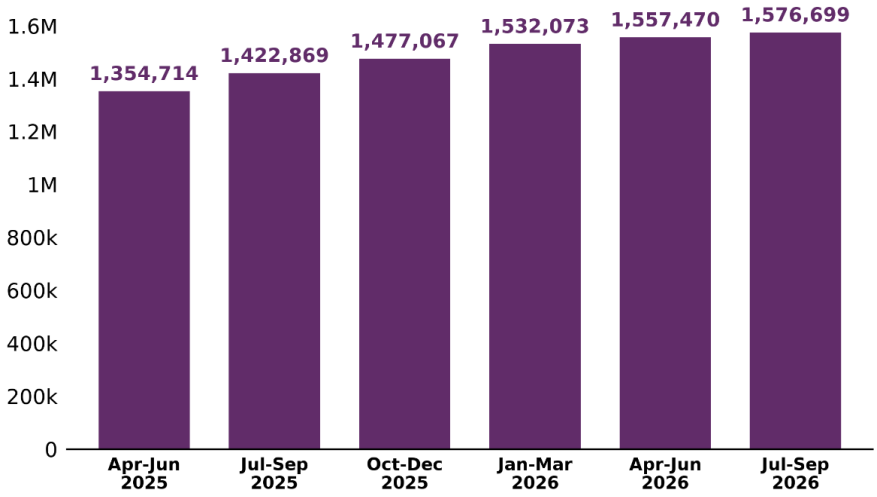


Figure 10: NDIS Worker Screening Check pending applications

Count of individuals awaiting decision on their NDIS Worker Screening Check application as at end quarter[1]

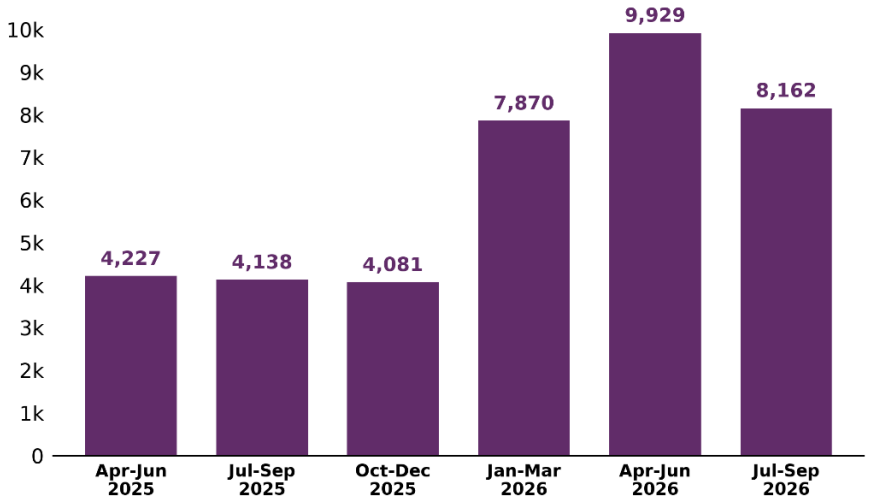
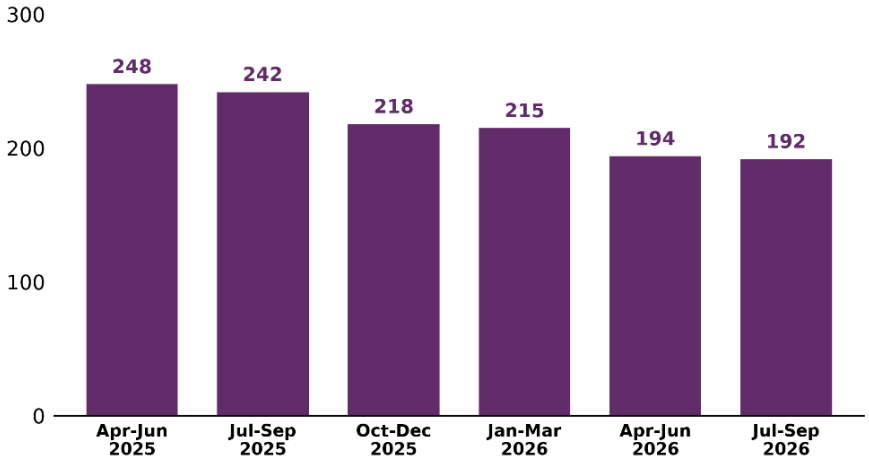


Figure 11: NDIS Worker Screening Check interim bar

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter[2]



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 quarter[3]

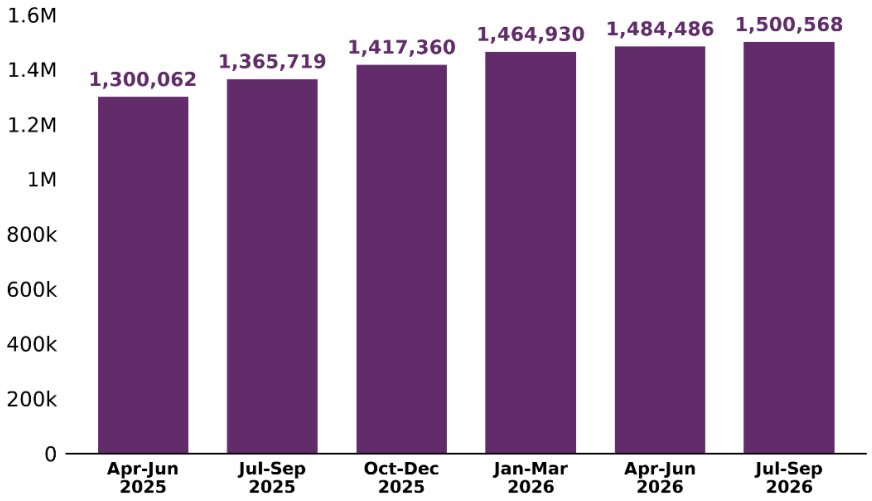
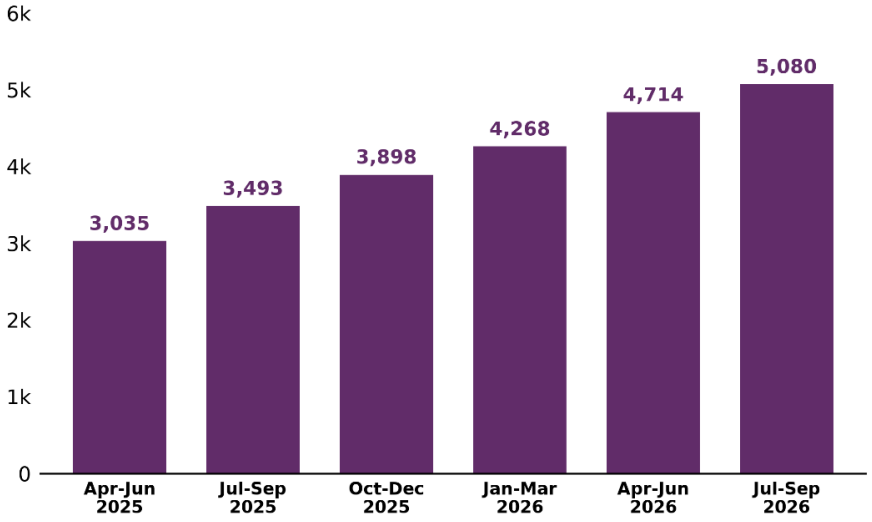


Figure 13: NDIS Worker Screening Check exclusions

Count of individuals with NDIS Worker Screening Check exclusion as at end quarter[4]

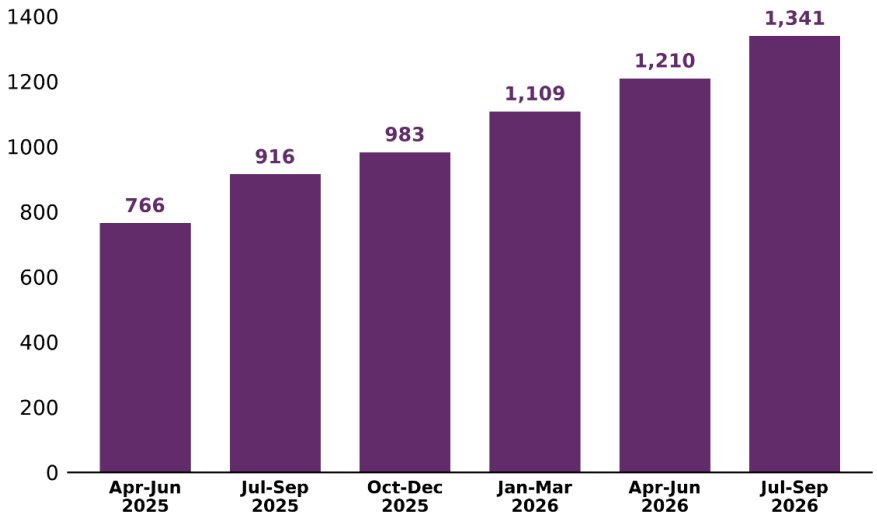


3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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 quarter[5]

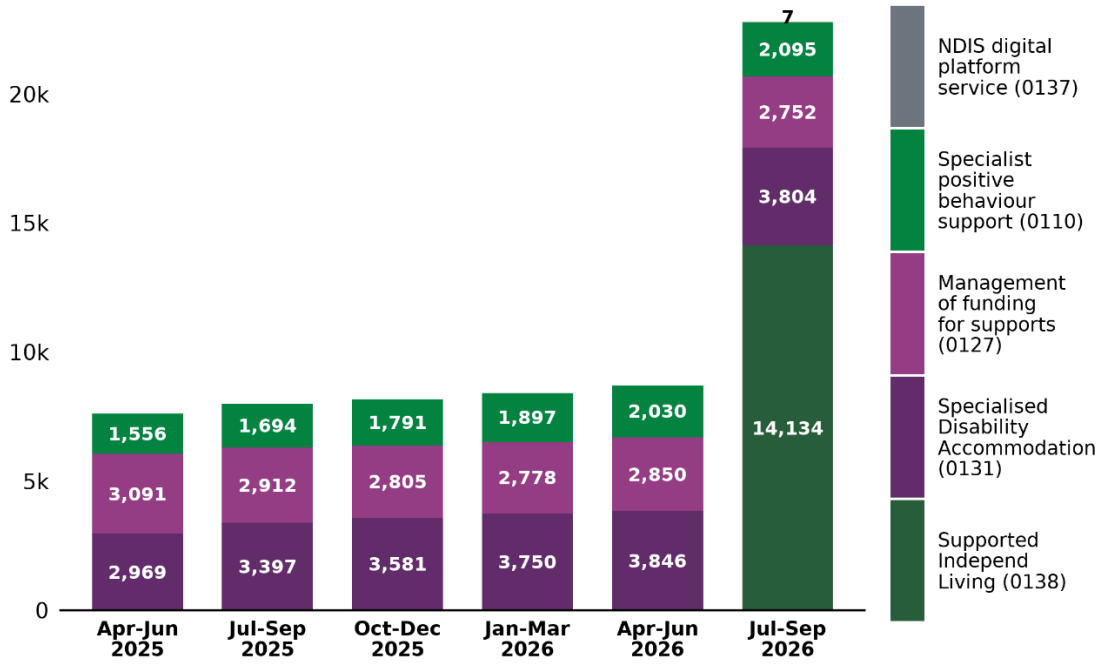


5 NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual's NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their 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 group[1]



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
- Provide an NDIS digital platform service to a participant
- Assistance with supported independent living to a participant

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

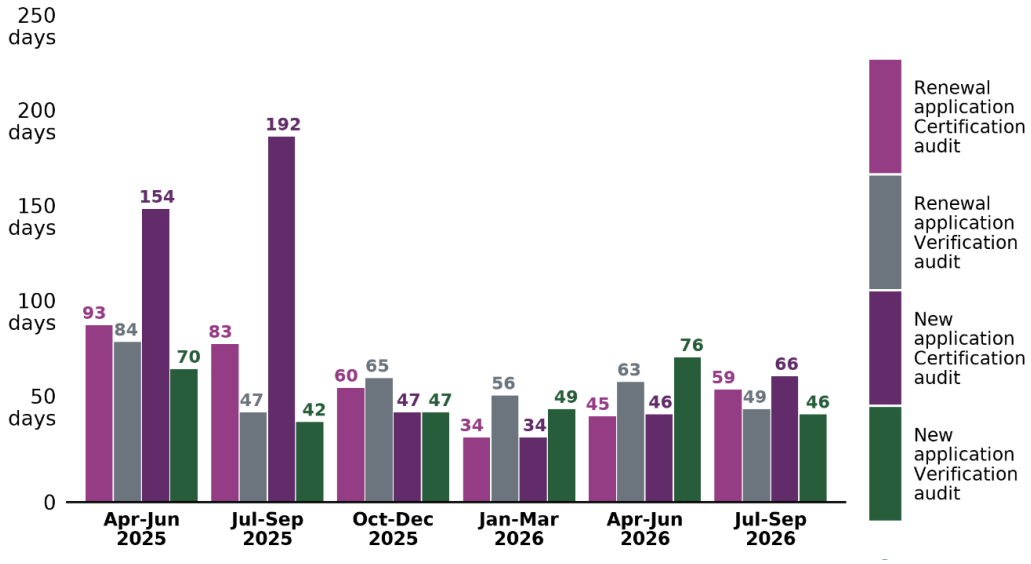
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type[2]

Jurisdiction	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul – Sep 2026
Delivery Requirement	13,911	16,070	17,104	17,925	18,531	19,175
Timing of Audit	10,988	13,557	14,775	15,728	16,487	18757
Registration Duration	1,248	1,244	1,237	1,235	1,234	1,233
Type of Audit	117	128	134	133	133	131
Restricted Registration Groups	6	6	6	6	6	7
Restricted Supports	1	1	1	1	2	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]

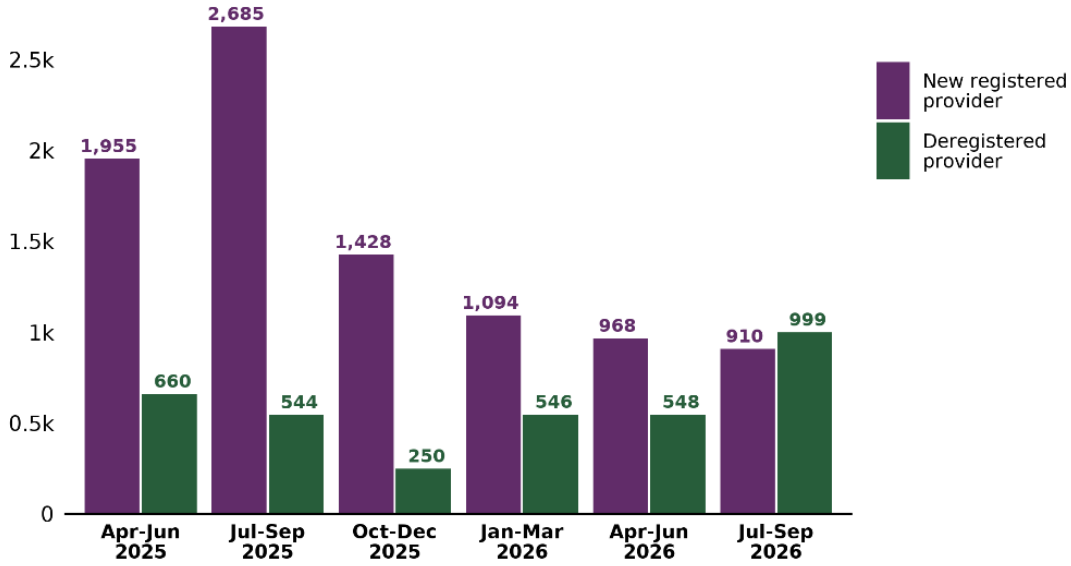
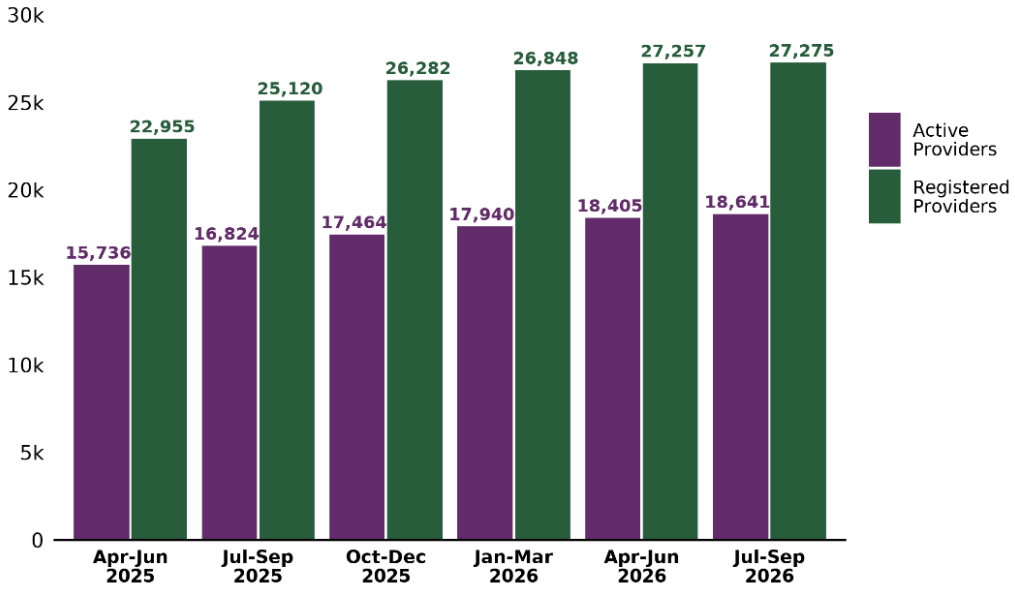


Figure 19: Registered provider count and payment claim

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 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-managedfunding.

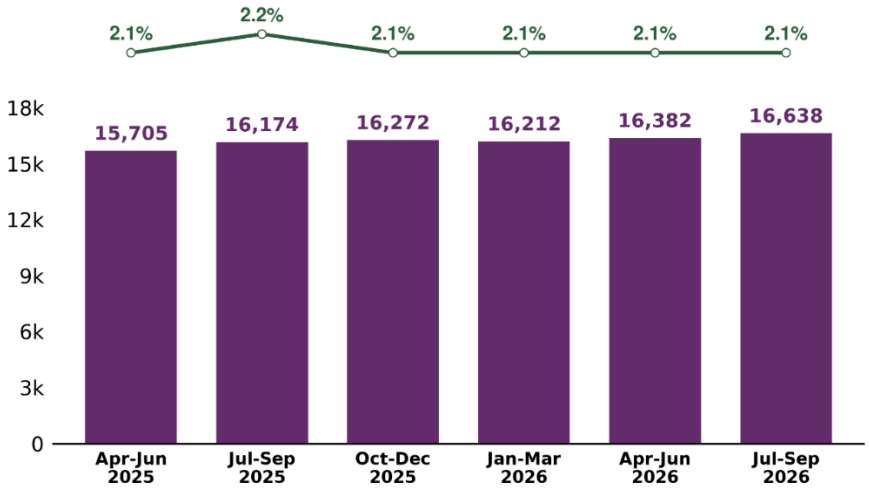
Regulated restrictive practices

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 population[2]

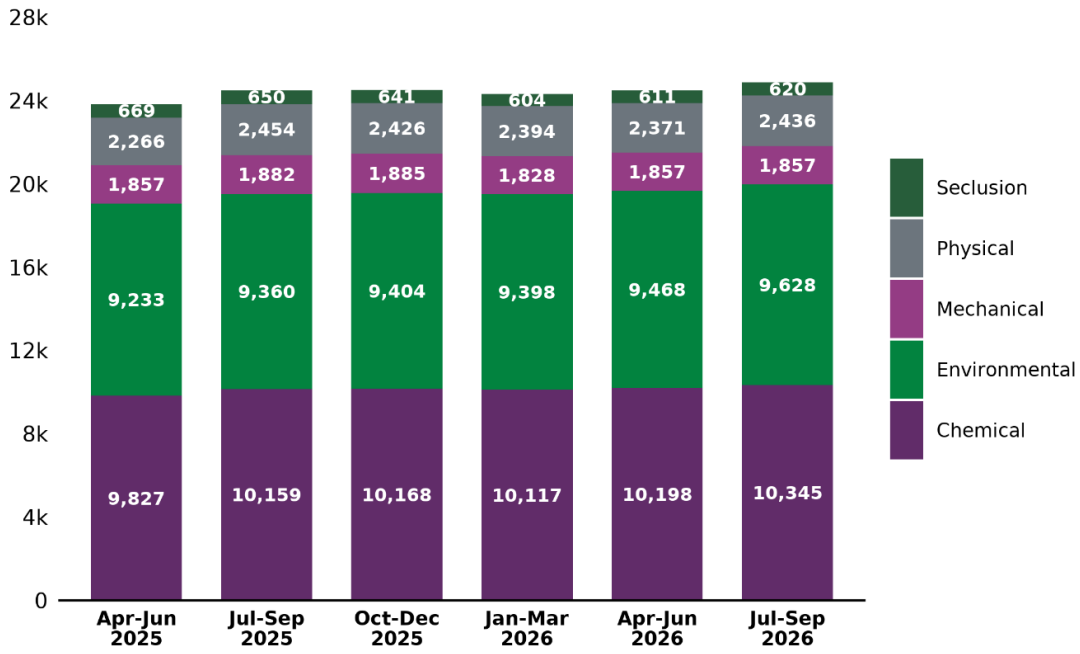


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

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.

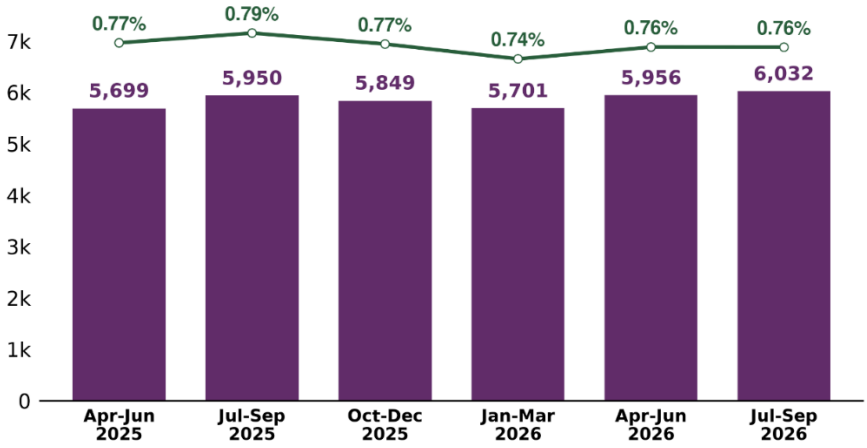
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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 on restrictive practice are counted once.

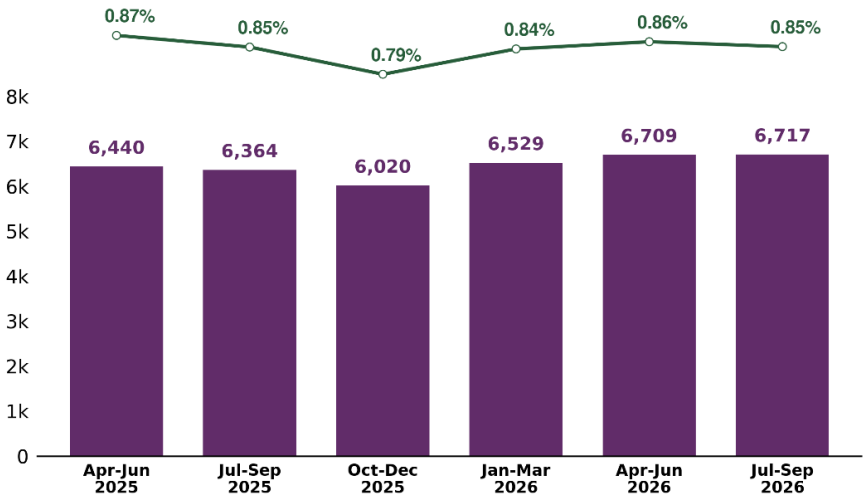
Reportable incidents

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

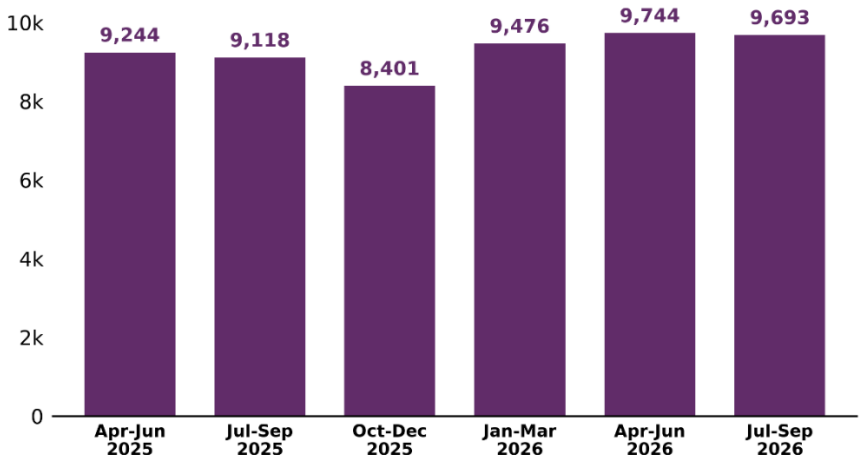


Figure 25: Reportable incident types

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

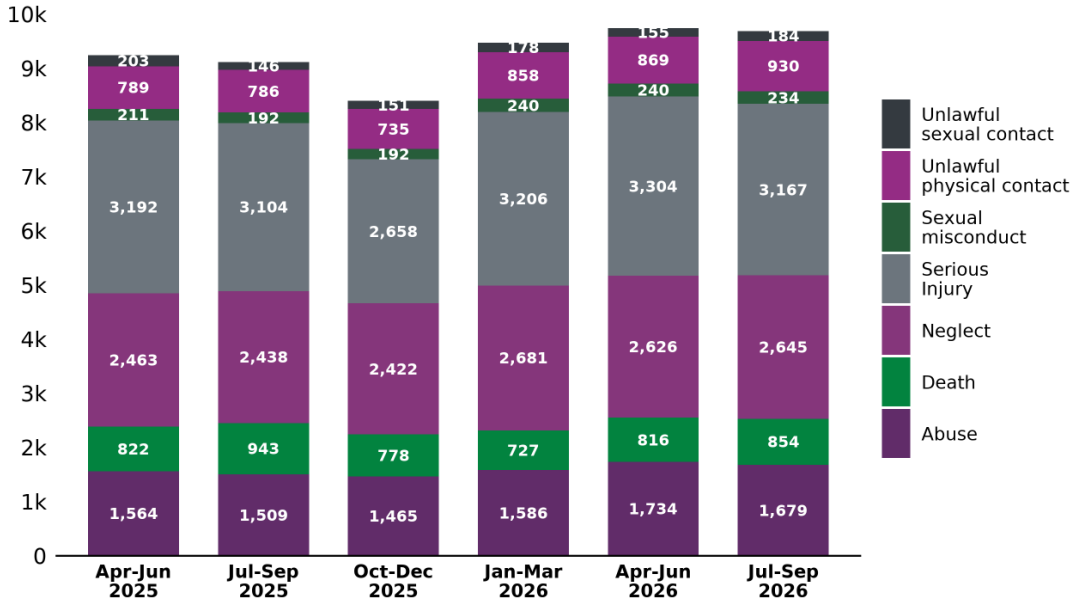


Figure 26: Reportable incidents by gender

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant's gender[3]

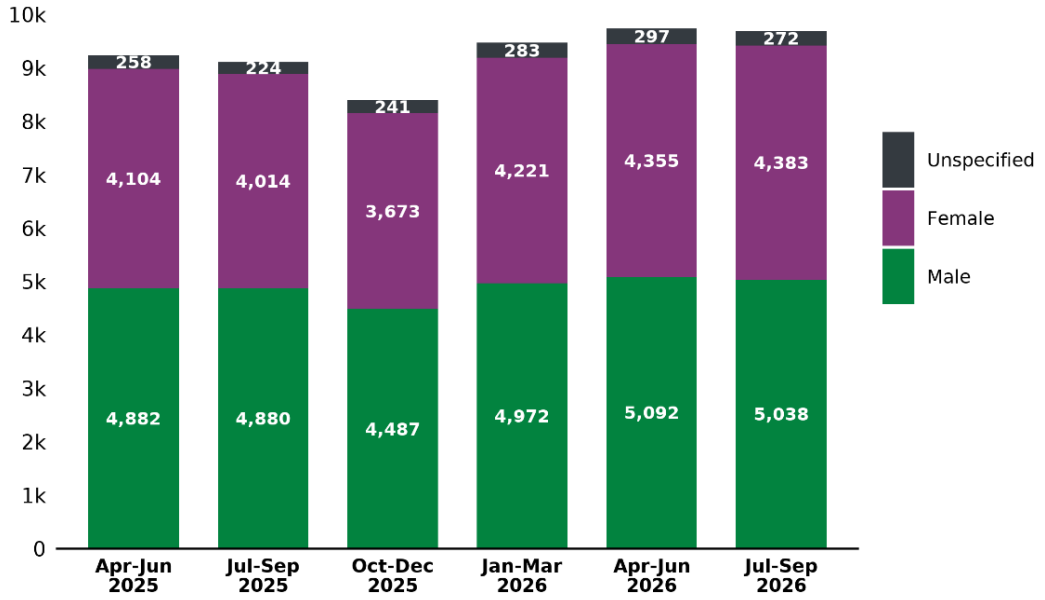
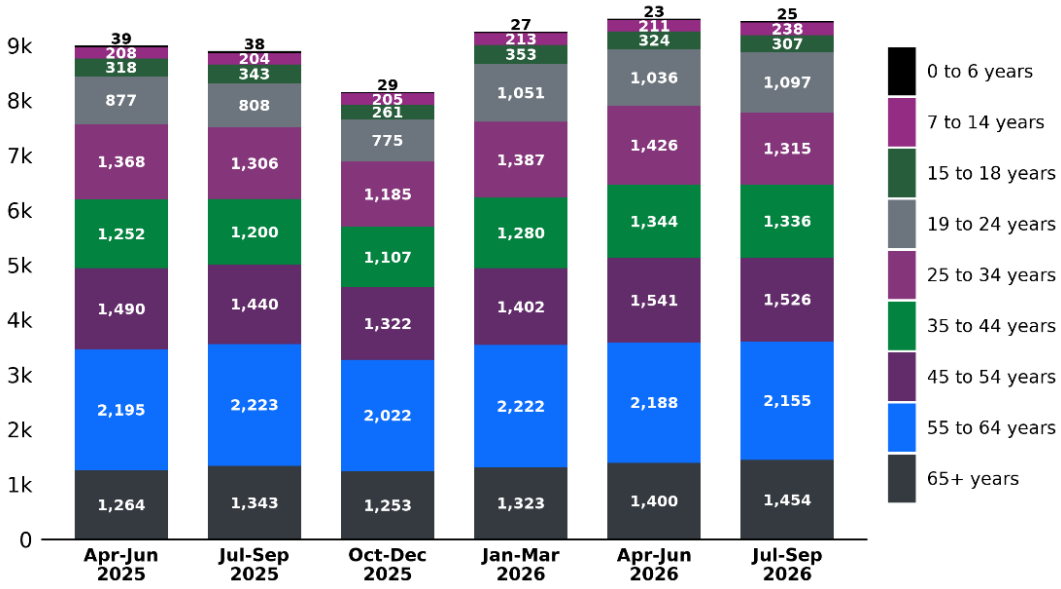


Figure 27: Reportable incidents by age band

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant age band[4]



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 quarter[5]

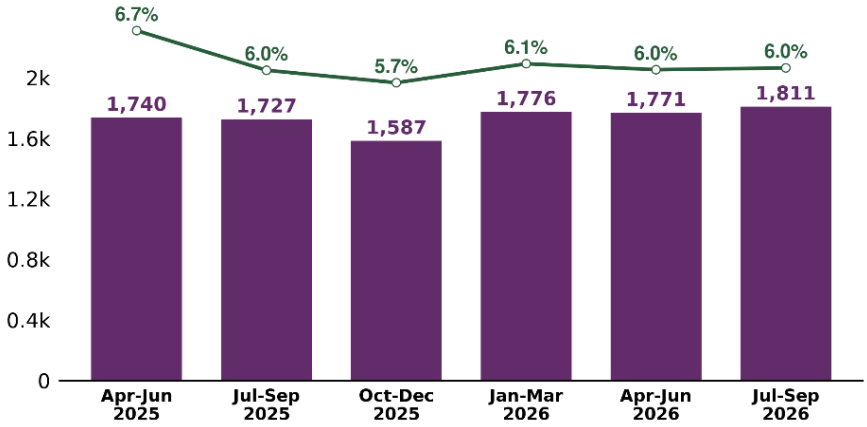
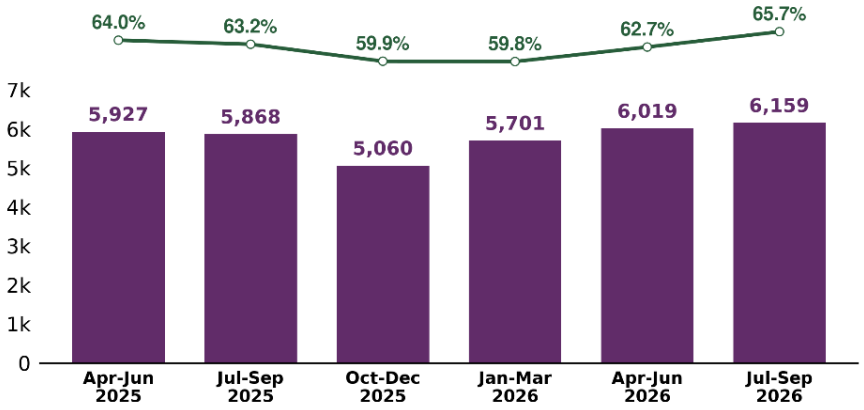


Figure 29: Reportable incidents notification timeframe – 24 hours

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 quarter[6]



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 quarter[6]

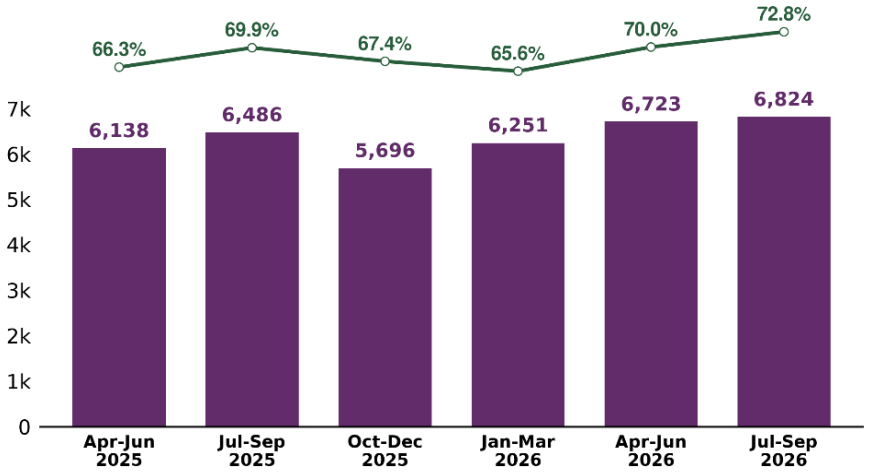
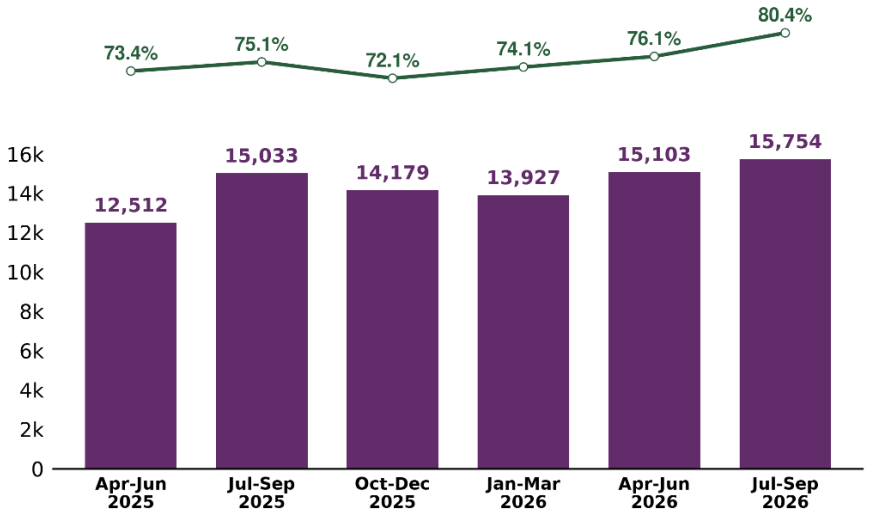


Figure 31: Unauthorised restrictive practices notification timeframe – 5 day

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 quarter[7]



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

Appendix A – Behaviour support

Suitable behaviour support practitioners

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

Jurisdiction	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul – Sep 2026
ACT	180	191	196	181	192	201
NSW	3,630	4,027	4,229	3,979	4,048	4,419
NT	139	149	161	157	161	165
QLD	1,739	1,885	1,976	1,891	1,956	2,068
SA	925	996	1,045	976	1,010	1,074
TAS	242	270	286	283	290	295
VIC	2,520	2,711	2,848	2,781	2,871	3,020
WA	1,170	1,274	1,346	1,310	1,334	1,382

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	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
Statutory	Banning order	3	2	3	1	3	0
	Banning order revocation	0	0	1	1	0	0
	Civil penalty proceedings	0	0	0	0	0	1
	Compliance notice variation	3	4	2	2	2	4
	Compliance notice	467	578	179	901	396	1,011
	Conditions on registration	1	0	0	0	0	0
	Enforceable undertaking	0	1	0	0	0	0
	Infringement notice	9	12	7	5	4	2
	Other registration decision	0	0	1	2	1	3
	Refusal of registration	120	44	13	99	20	155
	Revocation of registration	200	161	117	228	225	480
	Suspend registration	3	5	1	2	0	1
	Total	**806**	**807**	**324**	**1,241**	**651**	**1,656**
Non-statutory	Corrective action request	256	171	0	3	89	0
	Education	409	62	12	10	7	5
	Warning letter	11	10	10	13	18	69
	Total	**676**	**243**	**22**	**26**	**114**	**74**

Unregistered providers

Compliance action type	Outcome type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
Statutory	Banning order	2	10	13	2	5	9
	Banning order revocation	1	0	0	0	0	0
	Banning order variation	2	0	1	1	0	1
	Civil penalty proceeding	0	0	1	0	0	0
	Compliance notice	0	0	0	0	0	1
	Infringement notice	0	2	1	0	0	0
	Other registration decision	0	0	0	0	0	4
	Refusal of Registration	154	95	78	61	49	28
	Total	**159**	**107**	**94**	**64**	**54**	**43**
Non-statutory	Corrective action request	7	5	0	0	0	0
	Education	2	3	2	0	1	2
	Warning letter	3	4	2	1	1	4
	Total	**12**	**12**	**4**	**1**	**2**	**6**

Individuals

Compliance action type	Outcome type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
Statutory	Banning order	48	58	82	44	103	48
	Banning order revocation	1	-	-	2	3	1
	Banning order variation	1	7	5	7	4	3
	Civil penalty proceedings	0	1	1	0	0	0
	Infringement notice	0	0	0	0	0	1
	Compliance notice	0	0	0	0	0	2
	Total	**50**	**66**	**88**	**53**	**110**	**55**
Non-statutory	Education	10	8	3	4	2	0
	Warning letter	65	27	11	5	7	5
	Total	**75**	**35**	**14**	**9**	**9**	**5**

Appendix C – NDIS Worker Screening Check

NDIS Worker Screening Check applications submitted

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

Jurisdiction	Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026		Apr – Jun 2026		Jul – Sep 2026	
ACT	18,386	7.6%	19,355	5.3%	20,310	4.9%	21,608	6.4%	22,277	3.1%	22,669	1.8%
NSW	371,374	4.8%	390,441	5.1%	405,337	3.8%	417,936	3.1%	424,472	1.6%	433,302	2.1%
NT	10,450	4.9%	11,015	5.4%	11,511	4.5%	11,933	3.7%	12,448	4.3%	12,856	3.3%
QLD	348,922	4.5%	364,784	4.5%	377,059	3.4%	389,527	3.3%	394,002	1.1%	395,194	0.3%
SA	120,081	5.0%	125,641	4.6%	130,449	3.8%	135,567	3.9%	138,139	1.9%	140,110	1.4%
TAS	28,786	5.1%	30,163	4.8%	31,453	4.3%	32,698	4.0%	33,769	3.3%	34,937	3.5%
VIC	328,788	5.4%	346,968	5.5%	361,464	4.2%	377,696	4.5%	385,298	2.0%	390,102	1.2%
WA	128,793	4.7%	135,475	5.2%	140,612	3.8%	146,821	4.4%	149,265	1.7%	149,942	0.5%
National	**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%**	**1,576,699**	**1.2%**

NDIS Worker Screening Check pending applications

Count of individuals awaiting decision on their NDIS Worker Screening Check application as at end quarter[2]

Jurisdiction	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
ACT	0	0	0	0	0	0
NSW	1,153	869	833	2,354	2,990	2,907
NT	41	42	38	28	35	43
QLD	1,882	1,905	2,125	2,734	2,173	2,197
SA	14	13	13	86	342	13
TAS	389	328	285	637	1,108	907
VIC	498	770	585	1,420	1,811	1,733
WA	250	211	202	611	1,470	362

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 quarter[3]

Jurisdiction	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
ACT	0	0	0	0	0	0
NSW	51	59	42	45	35	25
NT	0	0	2	0	0	1
QLD	177	157	159	149	140	153
SA	0	0	0	0	0	0
TAS	0	0	0	0	1	1
VIC	20	26	15	21	18	12
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 quarter[4]

Jurisdiction	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul – Sep 2026
ACT	14,924	15,836	16,621	17,850	18,368	18,522
NSW	358,434	376,585	391,049	401,520	406,432	414,423
NT	10,150	10,708	11,176	11,598	12,060	12,436
QLD	331,521	346,804	358,303	369,707	373,402	373,858
SA	117,822	123,529	128,231	132,992	135,073	137,092
TAS	26,284	27,641	28,931	29,550	29,395	29,598
VIC	313,891	330,833	344,326	358,737	365,148	368,650
WA	127,052	133,800	138,789	143,347	145,147	146,461

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 quarter[5]

Jurisdiction	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
ACT	1	2	3	2	5	8
NSW	1,100	1,344	1,524	1,686	1,856	1,985
NT	43	44	46	53	60	69
QLD	374	414	431	465	506	556
SA	381	424	463	496	546	567
TAS	20	23	25	30	31	35
VIC	830	925	1,059	1,166	1,315	1,426
WA	286	317	347	370	395	434

NDIS Worker Screening Check suspensions

Count of individuals with suspended NDIS Worker Screening Check clearance as at end quarter[6]

Jurisdiction	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
ACT	9	10	11	13	15	13
NSW	37	72	54	51	71	67
NT	3	5	7	11	8	9
QLD	567	635	720	798	893	997
SA	15	15	14	16	10	33
TAS	12	14	14	12	13	14
VIC	52	94	94	121	82	83
WA	71	71	69	87	118	125

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 population[7]

Jurisdiction	Jan – Mar 2025		Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026		Apr – Jun 2026	
ACT	271	2.3%	279	2.3%	267	2.1%	257	2.0%	272	2.1%	275	2.1%
NSW	4,928	2.3%	5,105	2.3%	5,151	2.3%	5,158	2.3%	5,186	2.3%	5,290	2.3%
NT	227	3.5%	228	3.4%	239	3.5%	239	3.5%	238	3.5%	246	3.5%
QLD	2,083	1.3%	2,151	1.3%	2,184	1.3%	2,215	1.3%	2,248	1.3%	2,289	1.4%
SA	1,664	2.7%	1,679	2.6%	1,688	2.6%	1,648	2.5%	1,623	2.4%	1,612	2.4%
TAS	413	2.6%	470	2.9%	478	2.9%	479	2.9%	530	3.1%	509	3.0%
VIC	4,370	2.2%	4,463	2.2%	4,471	2.2%	4,445	2.1%	4,533	2.1%	4,658	2.2%
WA	1,750	2.7%	1,799	2.7%	1,793	2.6%	1,771	2.6%	1,752	2.5%	1,758	2.5%
National	**15,705**	**2.1%**	**16,174**	**2.2%**	**16,272**	**2.1%**	**16,212**	**2.1%**	**16,382**	**2.1%**	**16,638**	**2.1%**

Regulated restrictive practice types

Count of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type[8]

Jurisdiction	Restrictive practice type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
ACT	Chemical	193	197	203	195	182	196
	Environmental	140	137	147	139	135	140
	Mechanical	25	21	22	22	25	22
	Physical	25	26	27	27	20	27
	Seclusion	4	0	1	3	1	2

7 Total NDIS participant population count source: NDIA.

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

Jurisdiction	Restrictive practice type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
NSW	Chemical	2,848	2,936	2,921	2,943	2,910	2,981
	Environmental	3,100	3,188	3,243	3,266	3,319	3,398
	Mechanical	717	723	736	735	729	740
	Physical	617	677	672	667	674	702
	Seclusion	203	190	191	195	189	201
	Unknown Type	0	1	0	0	0	0
NT	Chemical	119	114	124	116	116	121
	Environmental	163	164	162	164	160	167
	Mechanical	12	9	11	11	13	14
	Physical	11	17	13	18	17	18
	Seclusion	2	6	2	3	3	4
QLD	Chemical	1,006	1,049	1,043	1,039	1,058	1,039
	Environmental	1,127	1,141	1,189	1,238	1,269	1,298
	Mechanical	263	270	288	266	279	278
	Physical	763	833	830	818	779	814
	Seclusion	131	124	124	116	121	123
SA	Chemical	888	912	906	880	878	861
	Environmental	1,150	1,143	1,150	1,113	1,063	1,053
	Mechanical	196	198	190	186	183	174
	Physical	332	346	339	336	328	309
	Seclusion	106	102	97	90	84	79
TAS	Chemical	201	268	290	306	333	324
	Environmental	271	287	270	270	291	286
	Mechanical	53	60	72	70	73	72
	Physical	126	136	128	110	125	135
	Seclusion	35	40	40	37	48	42
VIC	Chemical	3,529	3,625	3,636	3,616	3,665	3,772
	Environmental	2,137	2,153	2,132	2,104	2,140	2,214
	Mechanical	413	408	386	364	378	376
	Physical	195	207	188	200	187	202
	Seclusion	93	92	96	80	83	82
	Unknown type	0	1	0	0	0	0

Jurisdiction	Restrictive practice type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
WA	Chemical	1,040	1,051	1,053	1,034	1,043	1,052
	Environmental	1,149	1,136	1,118	1,109	1,091	1,072
	Mechanical	182	192	178	171	179	181
	Physical	196	210	228	224	240	229
	Seclusion	99	97	89	82	82	86

Unauthorised restrictive practices

Count of NDIS participants associated with unauthorised restrictive practice notifications per quarter[9]

Jurisdiction	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
ACT	156	152	140	128	132	114
NSW	2,017	2,040	1,995	2,014	2,140	2,110
NT	103	127	133	141	152	169
QLD	948	958	962	912	927	998
SA	494	576	580	605	597	621
TAS	235	341	338	303	332	277
VIC	1,067	1,049	997	890	947	1,017
WA	679	709	703	709	729	726

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 type[10]

Jurisdiction	Restrictive practice type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
ACT	Chemical	105	99	95	80	83	72
	Environmental	72	77	60	65	59	51
	Mechanical	9	10	10	15	9	6
	Physical	17	13	16	11	13	16
	Seclusion	0	1	2	0	0	0
NSW	Chemical	911	946	910	903	941	925
	Environmental	1,114	1,137	1,125	1,127	1,214	1,175
	Mechanical	217	213	213	207	209	214
	Physical	303	327	297	306	315	343
	Seclusion	63	54	59	60	65	73
	Unknown Type	0	1	0	0	0	0
NT	Chemical	50	56	72	66	73	73
	Environmental	61	76	81	88	95	113
	Mechanical	4	4	1	4	3	5
	Physical	5	11	6	14	11	10
	Seclusion	0	4	2	3	3	3
QLD	Chemical	314	346	335	293	295	287
	Environmental	392	374	410	412	430	477
	Mechanical	62	66	73	59	57	56
	Physical	352	371	371	364	334	386
	Seclusion	59	59	61	55	57	57

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

Jurisdiction	Restrictive practice type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
SA	Chemical	194	196	210	233	233	243
	Environmental	264	313	327	338	320	332
	Mechanical	33	40	37	45	39	42
	Physical	86	121	119	124	138	128
	Seclusion	26	30	21	26	26	28
TAS	Chemical	53	156	175	174	174	137
	Environmental	143	174	162	149	160	121
	Mechanical	21	42	44	39	39	31
	Physical	79	92	83	55	72	78
	Seclusion	20	20	14	12	24	17
VIC	Chemical	662	673	639	509	561	620
	Environmental	409	417	378	347	359	404
	Mechanical	108	88	75	66	101	88
	Physical	124	129	125	144	124	138
	Seclusion	24	24	29	26	31	25
	Unknown Type	0	1	0	0	0	0
WA	Chemical	329	348	344	347	373	395
	Environmental	380	376	370	380	374	350
	Mechanical	56	56	56	59	57	57
	Physical	73	88	94	92	103	88
	Seclusion	26	30	22	20	24	19
National	Chemical	2,618	2,820	2,781	2,605	2,733	2,752
	Environmental	2,835	2,944	2,913	2,907	3,012	3,023
	Mechanical	510	519	509	495	514	499
	Physical	1,039	1,152	1,111	1,110	1,110	1,188
	Seclusion	218	222	210	202	230	222
	Unknown Type	0	2	0	0	0	1

Appendix E – Reportable incidents

Reportable incident notifications by type

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

Jurisdiction	Reportable incident type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
ACT	Abuse	9	15	21	10	9	13
	Death	19	18	14	8	17	21
	Neglect	17	26	25	16	22	15
	Serious injury	67	46	34	61	37	54
	Sexual misconduct	4	0	0	3	1	3
	Unlawful physical contact	4	6	9	7	12	4
	Unlawful sexual contact	3	2	2	3	0	2
NSW	Abuse	512	456	510	525	613	597
	Death	263	295	236	227	282	285
	Neglect	783	630	716	914	851	915
	Serious injury	913	939	788	942	952	1,032
	Sexual misconduct	62	67	50	77	81	85
	Unlawful physical contact	352	335	288	284	309	344
	Unlawful sexual contact	62	54	43	52	50	64
NT	Abuse	18	10	19	30	19	21
	Death	10	12	11	9	21	13
	Neglect	48	33	50	60	67	71
	Serious injury	59	42	49	59	57	40
	Sexual misconduct	2	2	0	4	3	6
	Unlawful physical contact	13	2	12	17	13	11
	Unlawful sexual contact	1	1	3	1	1	3
QLD	Abuse	403	374	327	380	400	437
	Death	158	199	163	150	139	160
	Neglect	506	599	584	614	597	595
	Serious injury	705	678	654	789	870	674
	Sexual misconduct	54	45	55	51	36	41
	Unlawful physical contact	108	101	97	125	114	147
	Unlawful sexual contact	48	30	39	47	32	48

Jurisdiction	Reportable incident type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
SA	Abuse	193	177	135	186	168	157
	Death	88	100	86	83	60	90
	Neglect	298	305	334	297	303	272
	Serious injury	358	356	220	293	310	270
	Sexual misconduct	22	19	24	35	27	42
	Unlawful physical contact	64	74	71	71	58	59
	Unlawful sexual contact	15	9	9	21	22	12
TAS	Abuse	57	78	45	46	45	55
	Death	13	21	22	18	21	13
	Neglect	134	133	96	129	131	116
	Serious injury	110	128	120	140	132	103
	Sexual misconduct	6	7	3	6	14	5
	Unlawful physical contact	38	25	15	21	50	40
	Unlawful sexual contact	6	3	1	8	4	11
VIC	Abuse	268	294	305	313	359	320
	Death	195	224	177	153	195	191
	Neglect	549	564	480	495	486	529
	Serious injury	681	611	531	621	662	706
	Sexual misconduct	45	31	39	51	57	37
	Unlawful physical contact	164	203	200	261	254	263
	Unlawful sexual contact	39	31	32	23	24	27
WA	Abuse	104	105	103	96	121	79
	Death	76	74	69	79	81	81
	Neglect	128	148	137	156	169	132
	Serious injury	299	304	262	301	284	288
	Sexual misconduct	16	21	21	13	21	15
	Unlawful physical contact	46	40	43	72	59	62
	Unlawful sexual contact	29	16	22	23	22	17

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 type[11]

Age band	Reportable incident type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
0 – 6 years	Abuse	7	16	12	9	3	7
	Death	2	4	3	3	3	2
	Neglect	15	9	4	4	7	7
	Serious injury	8	8	5	5	7	6
	Sexual misconduct	0	0	0	2	1	3
	Unlawful physical	5	1	4	3	2	0
	Unlawful sexual contact	2	0	1	1	0	0
7 – 14 years	Abuse	57	78	67	63	63	74
	Death	11	5	1	4	5	7
	Neglect	55	51	68	58	58	66
	Serious injury	39	40	33	40	48	30
	Sexual misconduct	17	10	13	10	17	17
	Unlawful physical	21	12	17	25	15	41
	Unlawful sexual contact	8	8	6	13	5	3
15 – 18 years	Abuse	81	62	43	59	55	51
	Death	3	3	2	4	6	4
	Neglect	85	75	66	82	91	80
	Serious injury	84	138	78	146	114	99
	Sexual misconduct	17	19	16	17	18	16
	Unlawful physical	33	38	46	35	27	37
	Unlawful sexual contact	15	8	10	10	13	20
19 – 24 years	Abuse	150	128	121	156	170	188
	Death	13	11	13	8	7	16
	Neglect	242	206	223	313	233	272
	Serious injury	314	307	257	362	418	407
	Sexual misconduct	38	30	36	32	42	39
	Unlawful physical	83	105	99	154	143	150
	Unlawful sexual contact	37	21	26	26	23	25

11 NDIS participant age band source: NDIA

Age band	Reportable incident type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
25 – 34 years	Abuse	265	261	223	234	267	255
	Death	34	34	17	23	35	29
	Neglect	414	372	353	412	393	335
	Serious injury	438	428	408	469	474	438
	Sexual misconduct	44	26	40	58	51	62
	Unlawful physical	134	143	111	144	165	165
	Unlawful sexual contact	39	42	33	47	41	31
35 – 44 years	Abuse	218	209	209	244	266	256
	Death	64	74	60	51	69	35
	Neglect	337	308	303	391	374	401
	Serious injury	427	416	382	395	431	434
	Sexual misconduct	29	33	32	32	36	27
	Unlawful physical	149	138	102	147	144	156
	Unlawful sexual contact	28	22	19	20	24	27
45 – 54 years	Abuse	283	232	251	237	310	266
	Death	125	155	122	119	110	136
	Neglect	364	426	410	413	466	469
	Serious injury	528	466	376	455	485	463
	Sexual misconduct	31	31	25	33	31	28
	Unlawful physical	138	107	112	115	117	129
	Unlawful sexual contact	21	23	26	30	22	35
55 – 64 years	Abuse	299	325	317	350	332	343
	Death	309	350	299	248	294	302
	Neglect	573	595	580	617	617	606
	Serious injury	783	764	628	801	759	710
	Sexual misconduct	26	30	24	45	24	24
	Unlawful physical	159	148	161	144	151	146
	Unlawful sexual contact	46	11	13	17	11	24
65+ years	Abuse	169	173	173	191	225	201
	Death	236	279	233	236	257	288
	Neglect	323	332	356	340	327	355
	Serious injury	467	462	397	457	469	490
	Sexual misconduct	8	11	5	9	17	15
	Unlawful physical	57	75	72	77	90	87
	Unlawful sexual contact	4	11	17	13	15	18

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

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

Age band	Apr – Jun 2025		Jul – Sep 2025		Oct – Dec 2025		Jan – Mar 2026		Apr – Jun 2026		Jul – Sep 2026	
0-6 years	32	0.0%	31	0.0%	25	0.0%	23	0.0%	22	0.0%	24	0.0%
7-14 years	172	0.1%	173	0.1%	162	0.1%	173	0.1%	180	0.1%	175	0.1%
15-18 years	209	0.3%	193	0.3%	175	0.2%	203	0.3%	194	0.2%	198	0.2%
19-24 years	546	0.8%	524	0.8%	517	0.7%	600	0.8%	609	0.8%	660	0.9%
25-34 years	885	1.4%	870	1.3%	838	1.2%	983	1.4%	984	1.4%	934	1.3%
35-44 years	911	1.7%	855	1.6%	812	1.5%	859	1.5%	883	1.6%	911	1.6%
45-54 years	1,117	1.9%	1,064	1.8%	981	1.7%	1,062	1.8%	1,114	1.9%	1,062	1.8%
55-64 years	1,590	2.3%	1,643	2.3%	1,506	2.1%	1,589	2.2%	1,608	2.2%	1,607	2.2%
65+ years	984	2.5%	981	2.4%	962	2.3%	1,002	2.3%	1,083	2.4%	1,100	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 type[12]

Gender	Reportable incident type	Apr – Jun 2025	Jul – Sep 2025	Oct – Dec 2025	Jan – Mar 2026	Apr – Jun 2026	Jul - Sep 2026
Female	Abuse	720	716	667	730	824	791
	Death	312	358	304	308	337	336
	Neglect	954	996	964	1,073	1,052	1,117
	Serious injury	1,531	1,433	1,272	1,490	1,549	1,494
	Sexual misconduct	124	100	91	132	126	127
	Unlawful physical contact	329	314	284	366	365	398
	Unlawful sexual contact	134	97	91	122	102	120
Male	Abuse	806	763	758	804	870	849
	Death	484	561	445	386	449	479
	Neglect	1,449	1,379	1,394	1,542	1,504	1,464
	Serious injury	1,541	1,590	1,292	1,606	1,622	1,567
	Sexual misconduct	83	88	99	104	106	101
	Unlawful physical contact	452	452	441	476	489	515
	Unlawful sexual contact	67	47	58	54	52	63
Unknown	Abuse	38	30	40	52	40	39
	Death	26	24	29	33	30	39
	Neglect	60	63	64	66	70	64
	Serious injury	120	81	94	110	133	106
	Sexual misconduct	4	4	2	4	8	6
	Unlawful physical contact	8	20	10	16	15	17
	Unlawful sexual contact	2	2	2	2	1	1

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.
Q1 2026-27	Registration	Since July 1st of 2026, Supported Independent Living (SIL) and NDIS digital platform service have become mandatory NDIS registration categories (code 0138 and 0137 respectively), requiring all providers to register with the NDIS Commission and meet new practice standards. Unregistered providers must apply by 1 October 2026 or stop delivering relevant services.
Q1 2026-27	Complaints	As part of the Data and Regulatory Transformation (DART) Program, Complaint data has begun the migration to new system from Q1, and relevant logics have been adjusted to correctly represent data from both historic and new platform.

Appendix G – Errata List

Category	Page	Original text/value	Corrected text/value


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