



NDIS Quality
and Safeguards
Commission

Q2 | 2023-24



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Introduction

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

This report provides an overview of the NDIS Commission's performance and regulatory operations from 1 October 2023 – 31 December 2023.

Notable observations from this report include:

- A 7% increase in complaints in connection with supports and services delivered by NDIS providers and their workers (6,251 last quarter to 6,693 this quarter).
- The percentage of complaints closed by the NDIS Commission within 90 business days of receipt increased to 67%.
- More than 65% of complaints were reported by a person with disability or their support person.
- A 21% increase in individuals excluded from working with people with disability in a risk-assessed role (931 last quarter to 1,127 this quarter).
- 2.2% of the total NDIS participant population were associated with regulated restrictive practice notifications, equating to 14,162 NDIS participants.
- A 12% increase in behaviour support practitioners considered suitable to deliver behaviour support services.
- 13,449 compliance and enforcement activity outcomes including 43 banning orders, 101 infringement notices and 3380 warning letters to address breaches of the NDIS Disability Insurance Scheme Act 2013.

The NDIS Commission will continue to review suitability of data and publication format. Unless otherwise stated, data provided in this report pertains to the stated reporting period.

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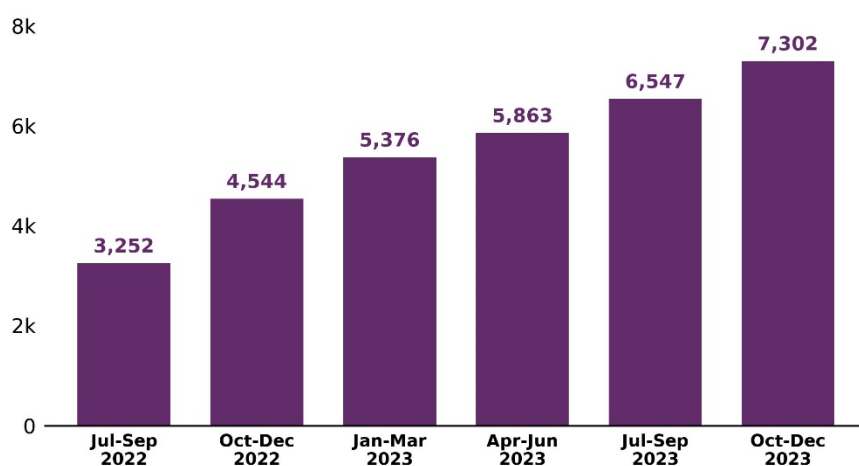
Behaviour support

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

Note: NDIS Worker Screening Check 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

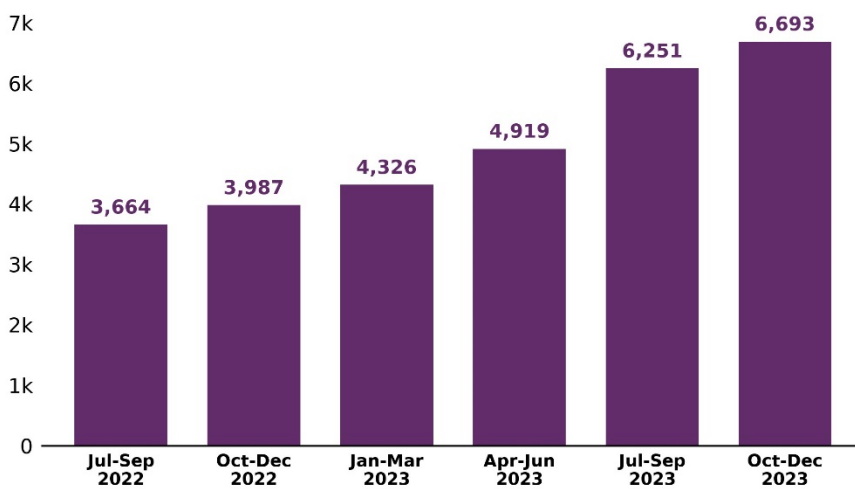


Figure 3: Complaints received by primary complainant

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

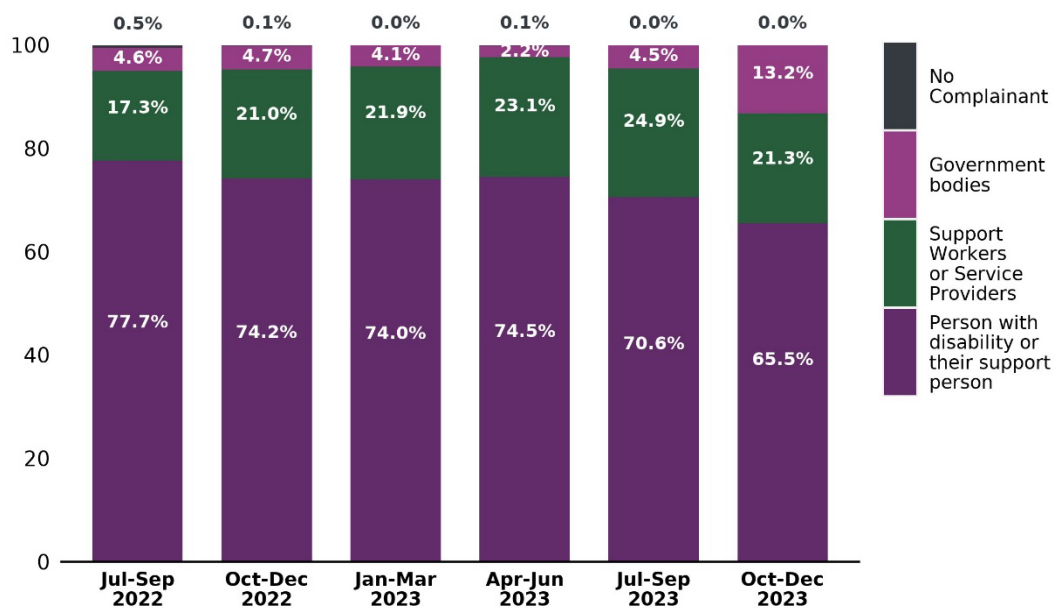
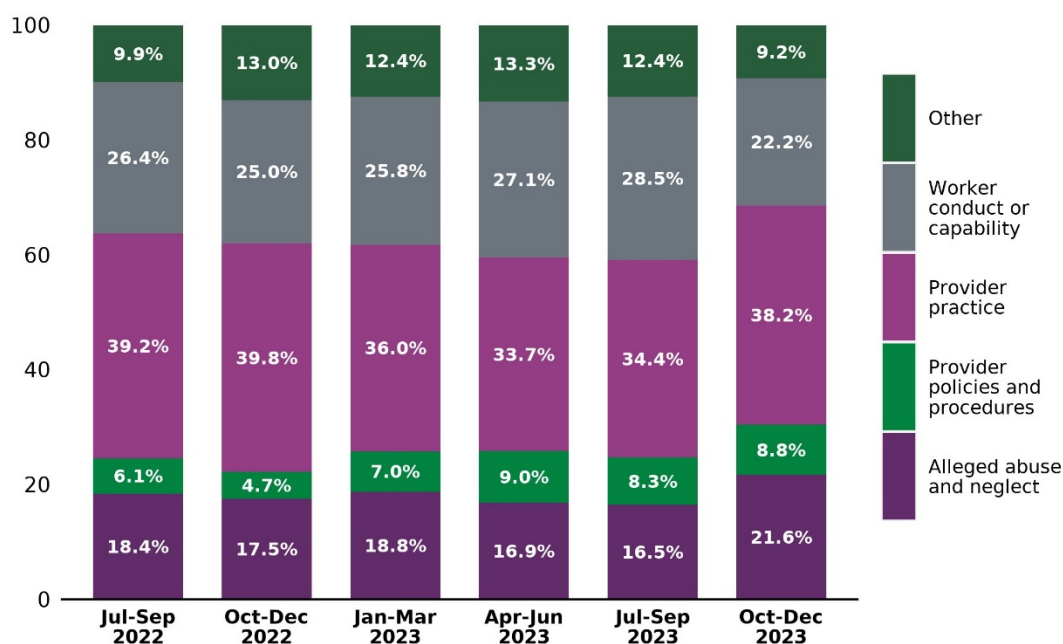


Figure 4: Complaints themes

Percentage of complaints received per quarter, grouped by known issue theme¹



1 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.

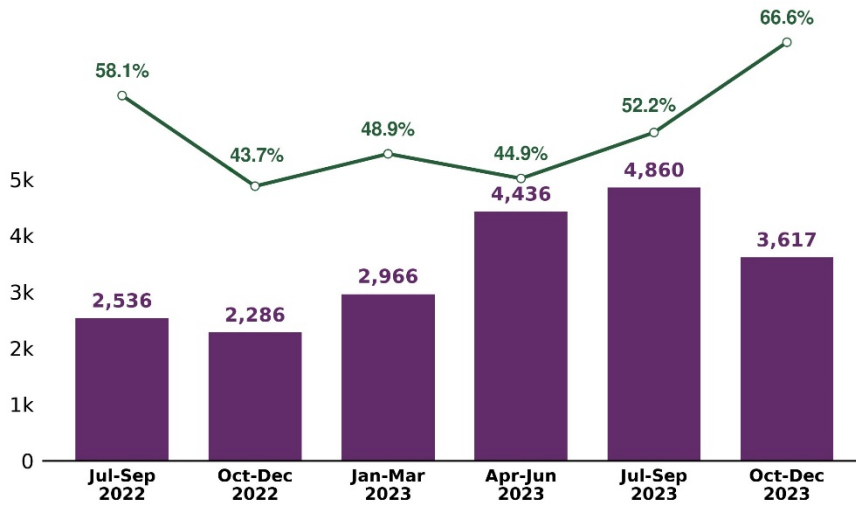
Provider practice: This is a broad category but providers need to ensure they have adequate operational procedures, resourcing and appropriate supervision for workers to ensure supports are delivered in a safe and competent manner. This category includes any allegations of unethical or sharp practices; 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 closed² and percentage of complaints closed within 90 business days per quarter



² Reduction in complaint closure rate this quarter reflects resource diversion for new staff on-boarding, high volume planned leave in December and reallocation of resources to manage intake of increased volume of complaints received this quarter.

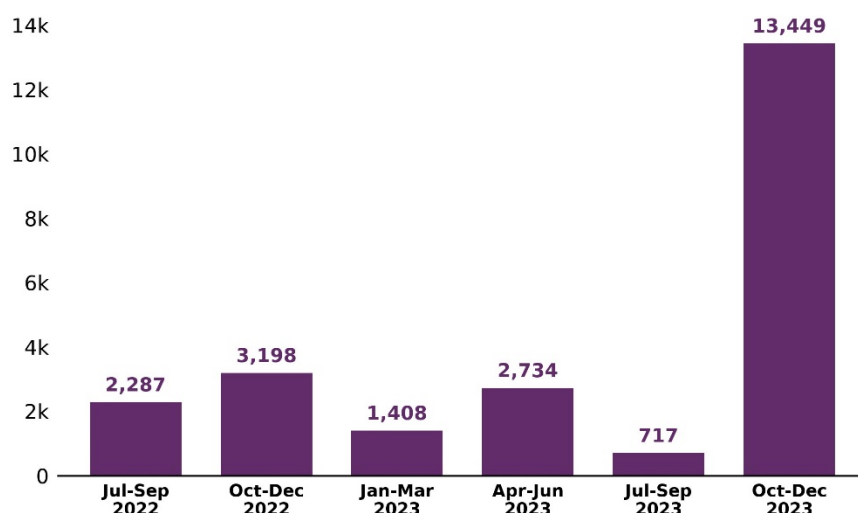
Compliance and enforcement

The NDIS Commission uses a range of compliance and enforcement tools to prevent and address breaches of the National Disability Insurance Scheme Act 2013 (the Act). The NDIS Commission can impose penalties including, in the most serious cases, banning workers or providers, de-registering providers and seeking civil penalties.

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

Figure 6: Compliance activity

Count of compliance activity per quarter¹



¹ Inclusive of individuals, providers and unregistered providers

Contact centre

Figure 7: Contact centre calls handled

Percentage of calls handled by NDIS Commission contact centre per quarter, grouped by known enquiry type¹

Enquiry type	Jul – Sep 2023	Oct – Dec 2023
General/unknown	21.8%	24.7%
Worker screening	21.1%	18.8%
Registration	18.1%	16.3%
Complaints	15.4%	15.4%
Out of scope	10.3%	10.8%
Portal	6.0%	5.7%
Practice quality	3.2%	3.6%
Worker Orientation Module	2.1%	2.0%
Reportable incidents	1.8%	2.4%
COVID-19	0.2%	0.2%

¹ Effective from July 1 2023, call categories have been adjusted due to changes in contact centre business operations. Consequently, the categories prior to July 1 2023 are not able to be retrospectively adjusted.

NDIS Worker Screening Check

The NDIS Worker Screening Check is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment determines whether a person is cleared or excluded from working in certain roles with people with disability.

The NDIS Worker Screening Check is conducted by the state or territory government worker screening unit in the state or territory where a person applies for it. The worker screening unit also decides whether a person is cleared or excluded. Registered NDIS providers are required to ensure that they only engage workers who have been cleared in certain roles, called risk assessed roles.

Note: NDIS Worker Screening Check data by state and territory located in Appendix C

Figure 8: NDIS Worker Screening Check applications submitted

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

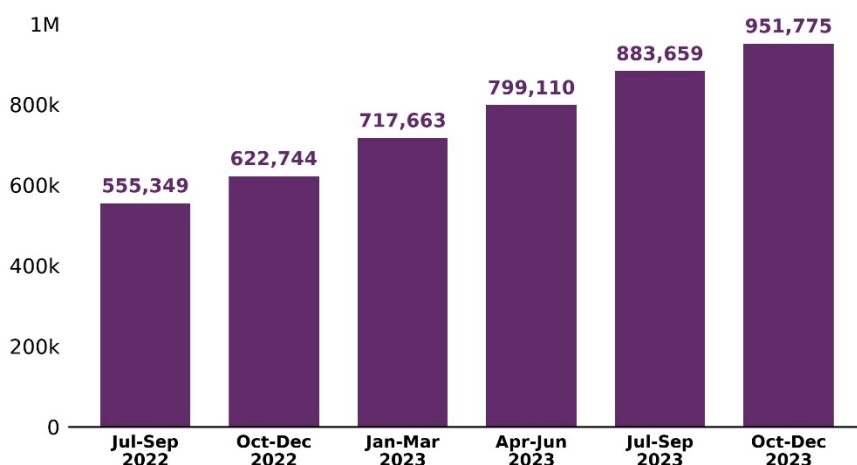


Figure 9: NDIS Worker Screening Check pending applications

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

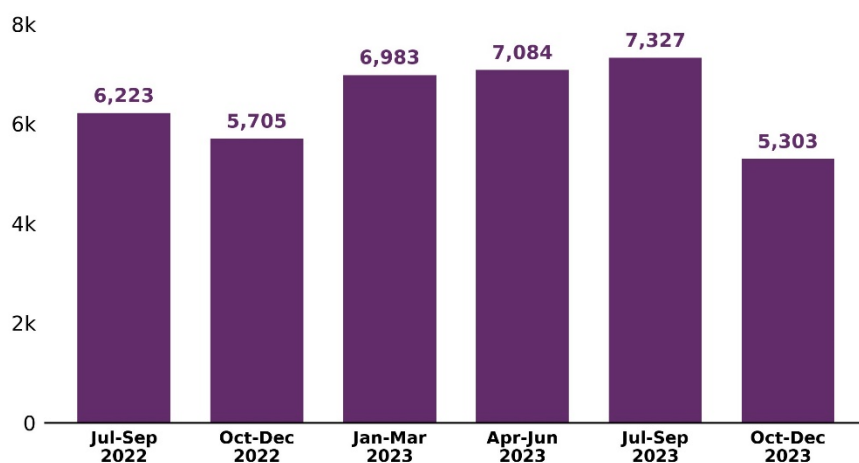
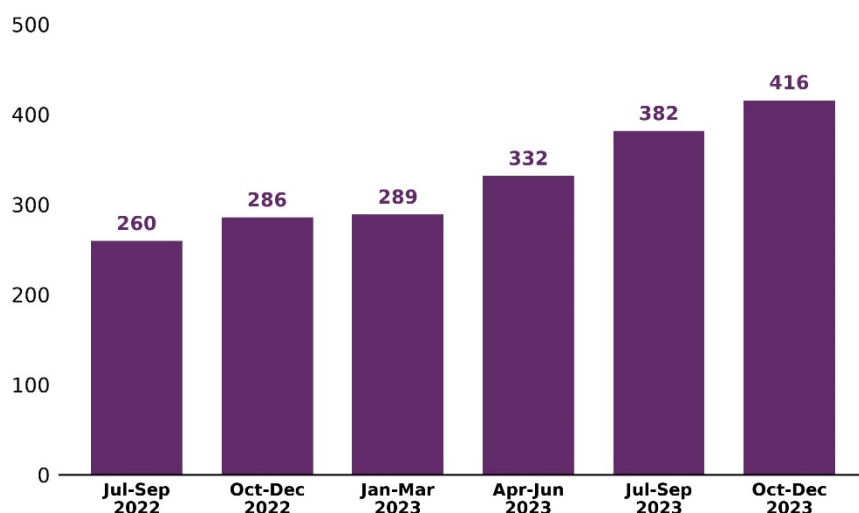


Figure 10: NDIS Worker Screening Check interim bar

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter²



1 NDIS Worker Screening Check pending application: An individual has applied for a decision has not been made on that application by a state or territory government worker screening unit.

2 NDIS Worker Screening Check application interim bar: A worker screening unit is assessing an individual's application for an NDIS Worker Screening Check and has made an interim decision to bar the individual from working with people with disability in a risk assessed role while the application is being determined.

Figure 11: NDIS Worker Screening Check clearances

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

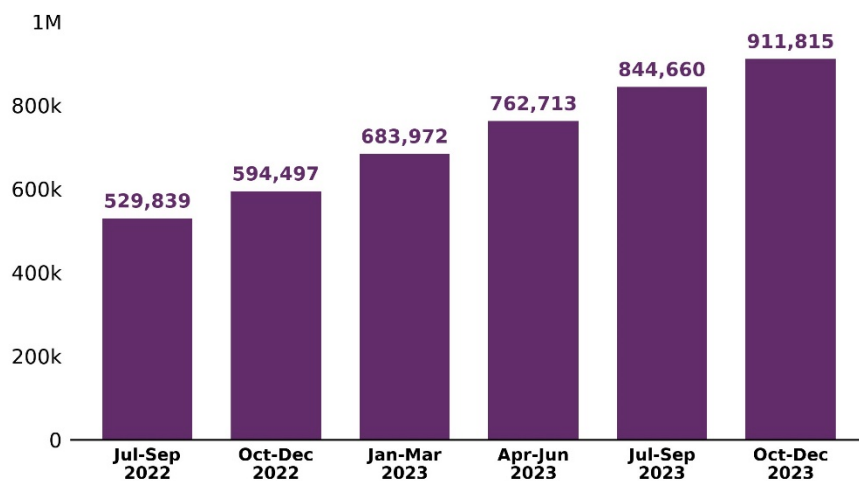
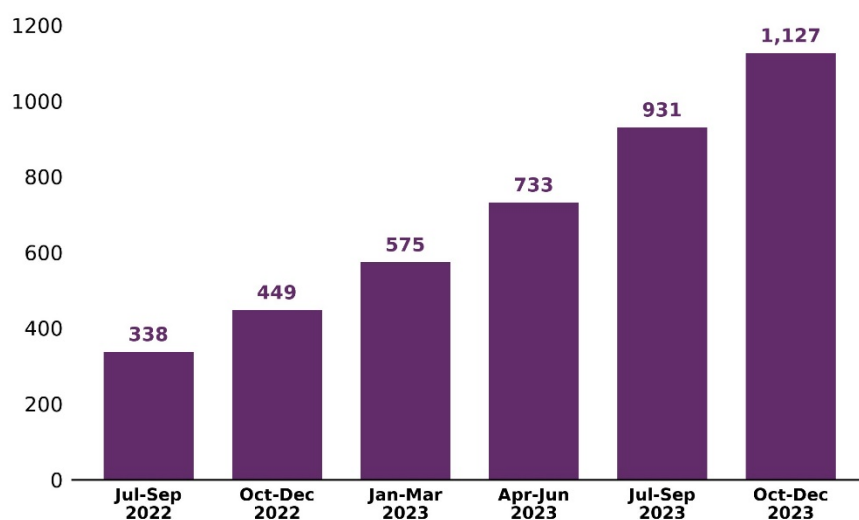


Figure 12: NDIS Worker Screening Check exclusions

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



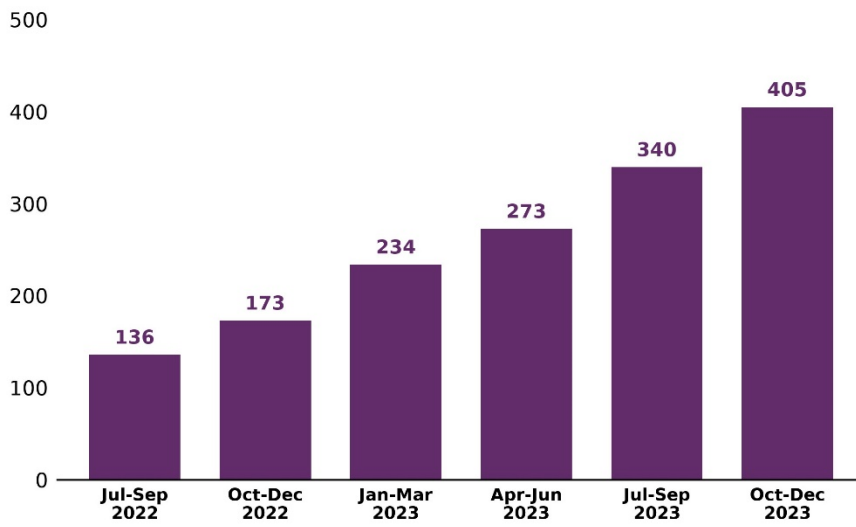
3 NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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



Figure 13: NDIS Worker Screening Check suspensions

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

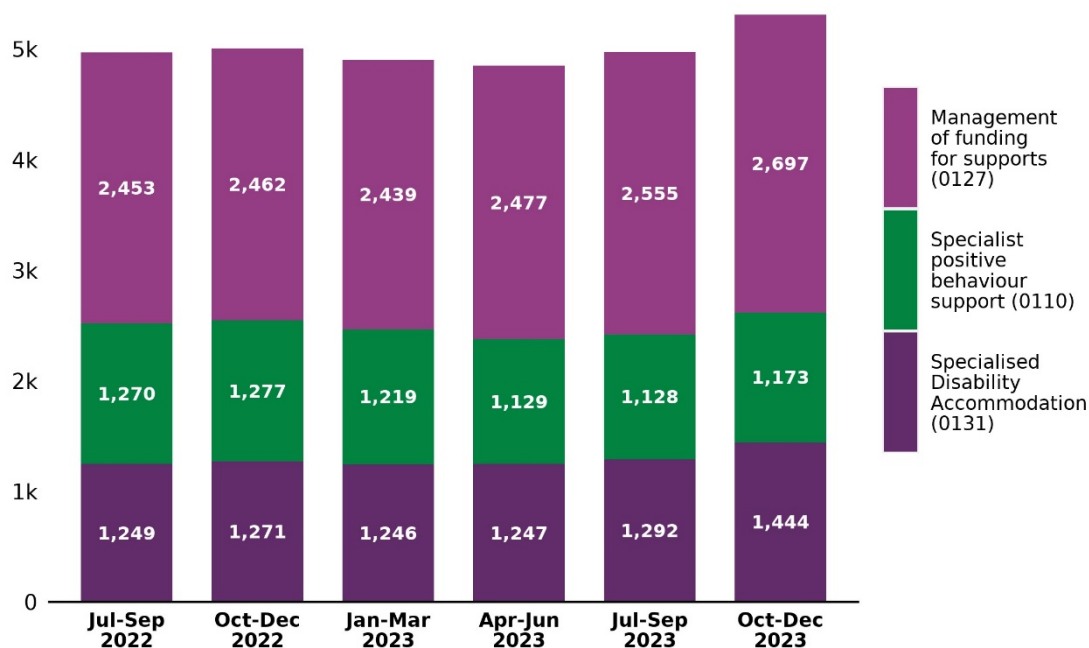


⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual’s NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision and means a person cannot work with people with disability in a risk assessed role whilst their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

Provider registration

Figure 14: Mandatory registration groups

Count of registered providers approved to deliver mandatory registration groups 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

Figure 15: Registration conditions

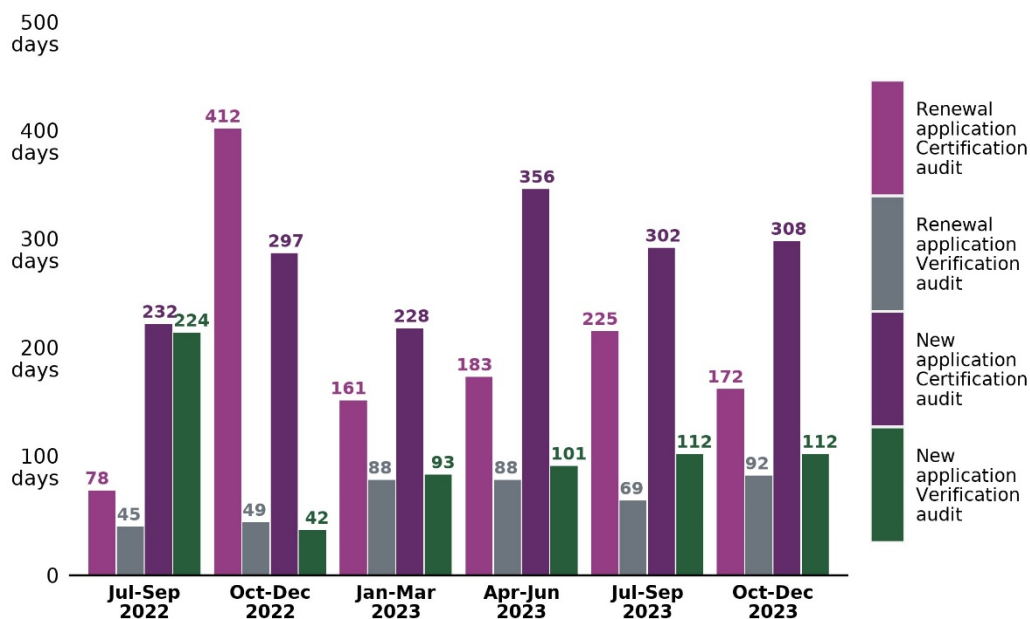
Count of registered providers with registration condition(s) placed on registration record per quarter, grouped by condition type²

Jurisdiction	Jul – Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul – Sep 2023	Oct - Dec 2023
Delivery Requirement	5,514	5,646	6,155	6,386	6,640	7,297
Timing of Audit	2,967	3,075	3,152	3,309	3,552	4,321
Registration Duration	1,468	1,454	1,422	1,394	1,346	1,328
Type of Audit	55	56	54	56	53	83
Restricted Registration Groups	4	4	4	4	4	5
Restricted Supports	1	1	1	1	1	1

² Conditions of registration apply to all registered NDIS providers under the NDIS Act. These conditions are included on a registered NDIS provider's certificate of registration. Additional conditions of registration imposed under section 73G of the NDIS Act are displayed on the NDIS Provider Register.

Figure 16: Registration decision timeframe

Median calendar days from audit recommendation submission to registration decision per quarter, grouped by application type and audit type^{3,4}



3 New application: Count excludes registration renewal applications.

Renewal application: existing registered providers can begin the process of applying to renew their registration with the NDIS Commission if it is six months or less until the renewal date listed on their Certificate of Registration.

4 Count excludes provider applications where audit recommendation not submitted to the NDIS Commission. It is the responsibility of each applicant to engage an Approved Quality Auditor to undertake an audit as part of application process.

Verification audit: providers requiring a verification audit usually deliver lower risk/lower complexity supports and services. Many providers requiring a verification audit are already subject to professional regulation as a requirement of doing business, for example through the Australian Health Practitioner Regulation Agency (AHPRA) and other professional bodies.

Certification audit: providers requiring a certification audit provide more complex or higher risk supports and services.

Figure 17: Registered provider entry/exit

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

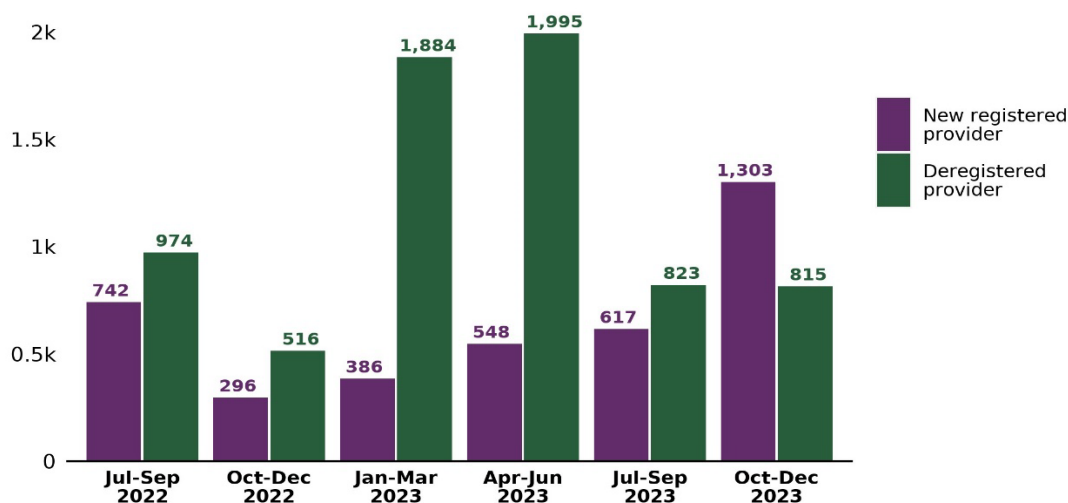
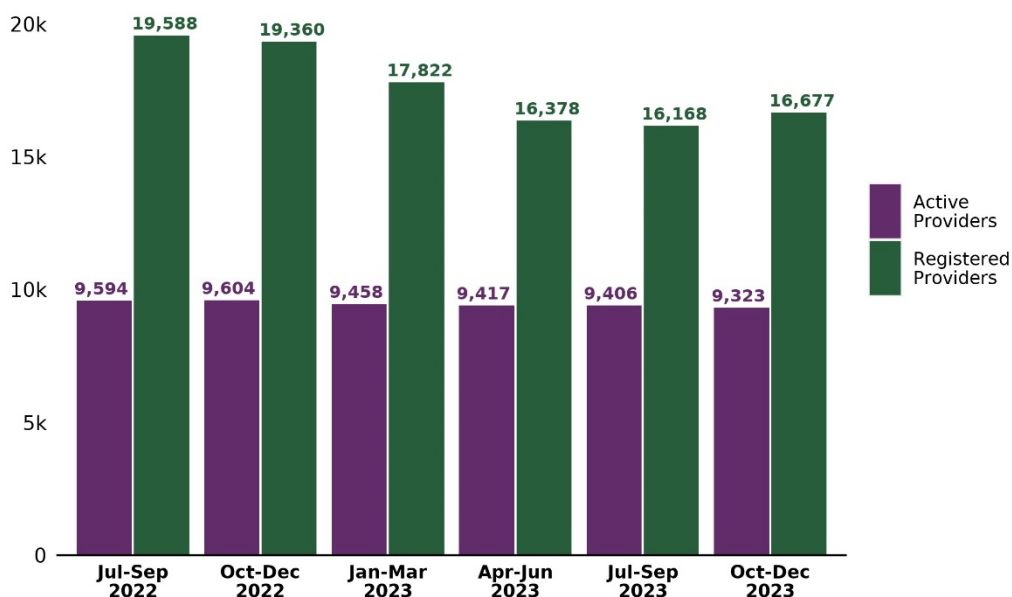


Figure 18: Registered provider count and payment claim

Count of registered providers (all) and count of registered providers who have claimed a payment from NDIA managed funding per quarter (active providers)⁷



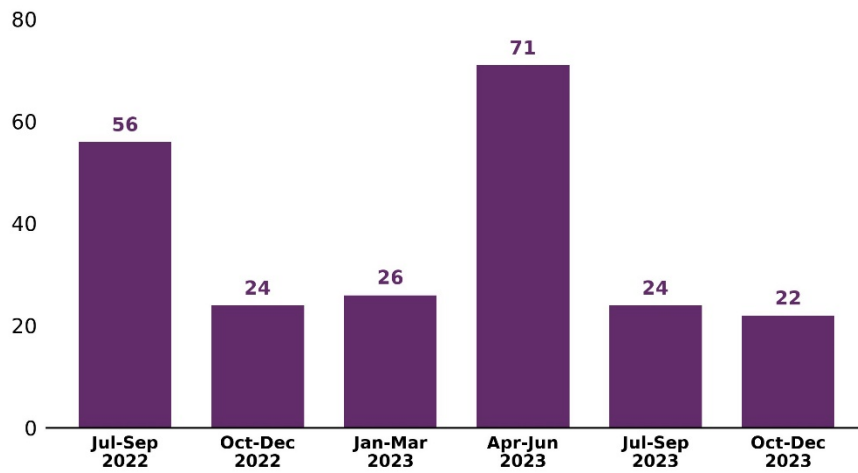
5 Count of new providers excludes registration renewals.

6 A deregistered provider is a provider who was registered with the NDIS Commission but has chosen to discontinue their registration or the NDIS Commission has initiated action against the provider to cease their registration.

7 NDIA managed funding: <https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding/ndia-managedfunding>.

Figure 19: Auditors

Count of individual auditors trained per quarter⁸



⁸ Auditors are employed or contracted by an Approved Quality Auditor, an independent body approved by the NDIS Commissioner to undertake audits of NDIS providers. All providers seeking registration are required to undertake an audit and must engage an independent approved quality auditor to assess their organisation against the relevant components of the NDIS Practice Standards. Auditors trained defined as trainees who attend training course and pass exam during the reporting period.

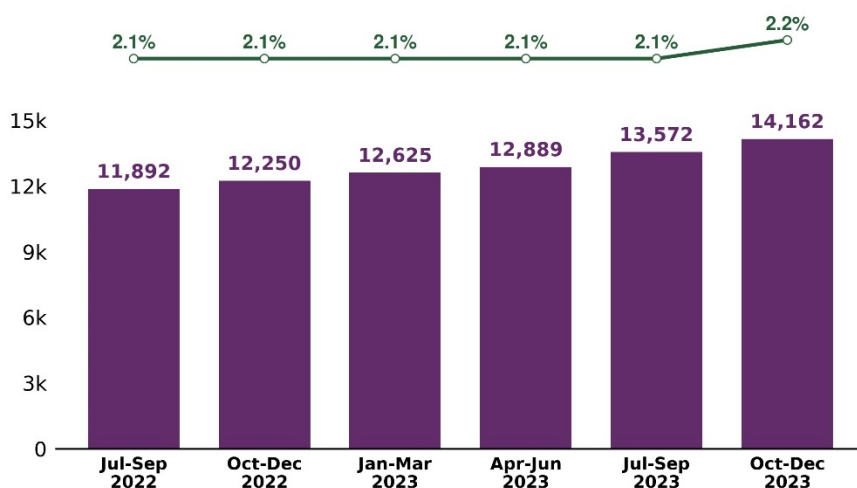
Regulated restrictive practices

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 regulated restrictive practices by NDIS providers in relation to NDIS participants¹

Note: Regulated restrictive practices data by state and territory located in Appendix D.

Figure 20: NDIS participants subjected to restrictive practices

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

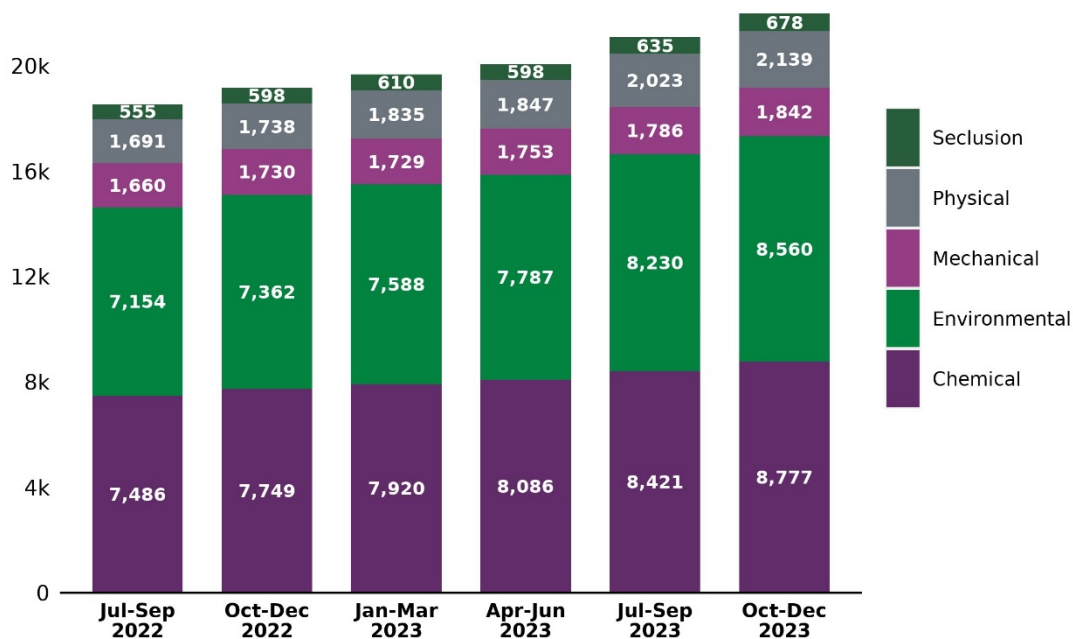


1 The NDIS Commission Behaviour Support Rules define five types of regulated restrictive practices: seclusion, chemical restraint, mechanical restraint, physical restraint, environmental restraint.

2 Total NDIS participant population count source: NDIA.

Figure 21: Regulated restrictive practice types

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.

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.

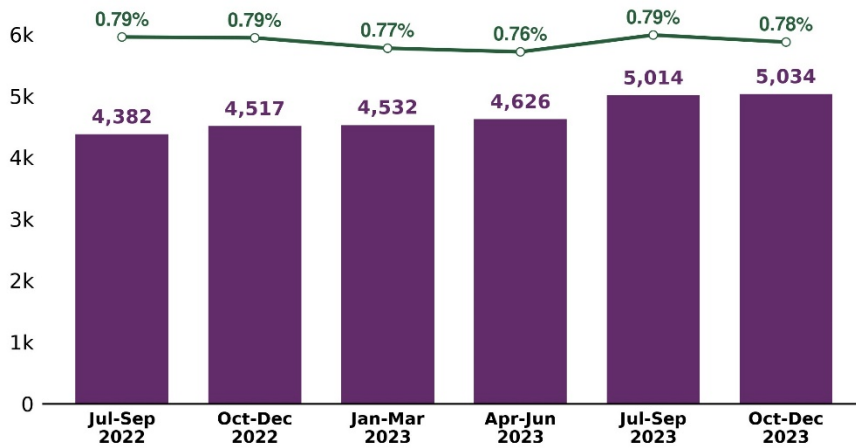
Mechanical restraint: the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.

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: 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

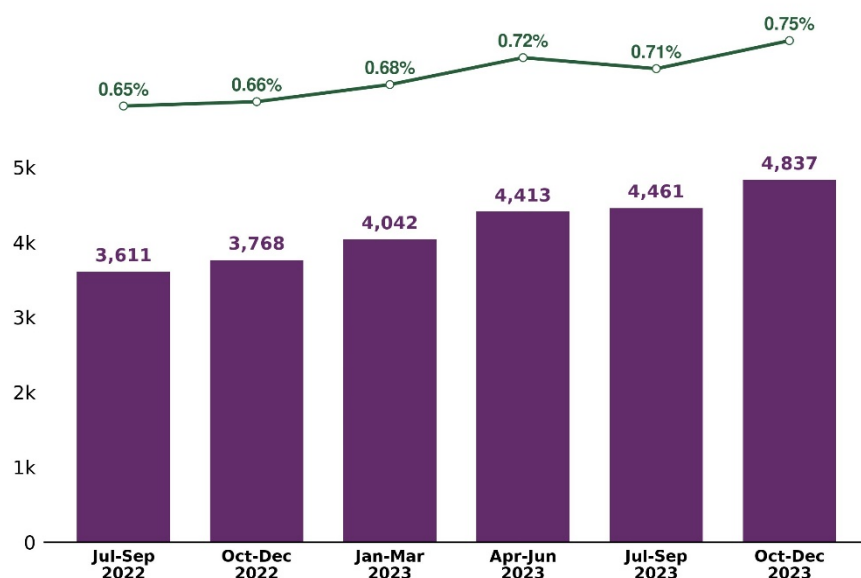
Reportable incidents

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: 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.

2 Total NDIS participant population count source: NDIA

Figure 24: Reportable incident types

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

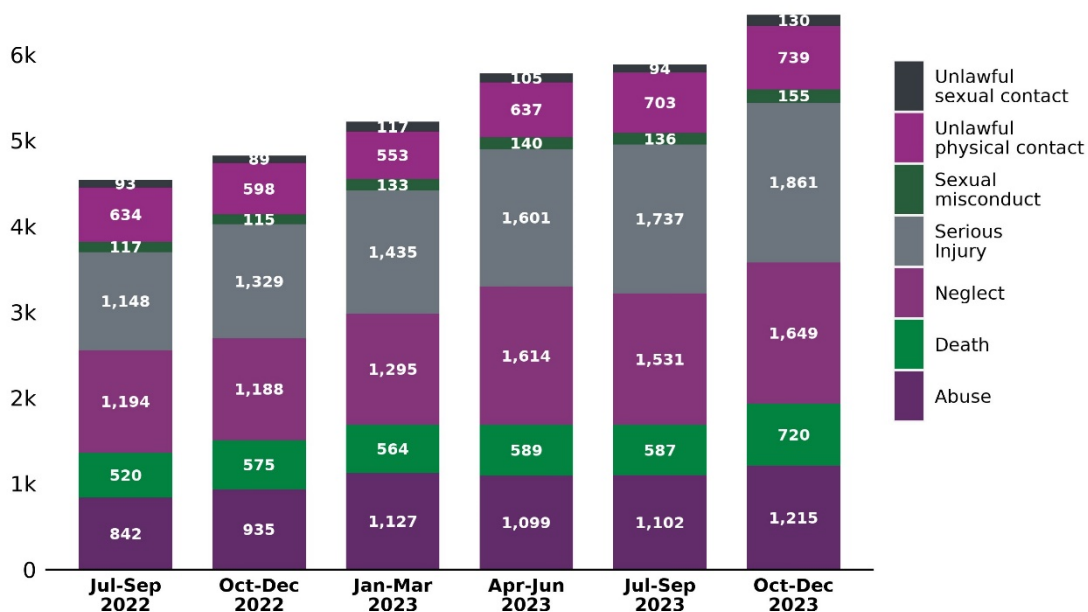
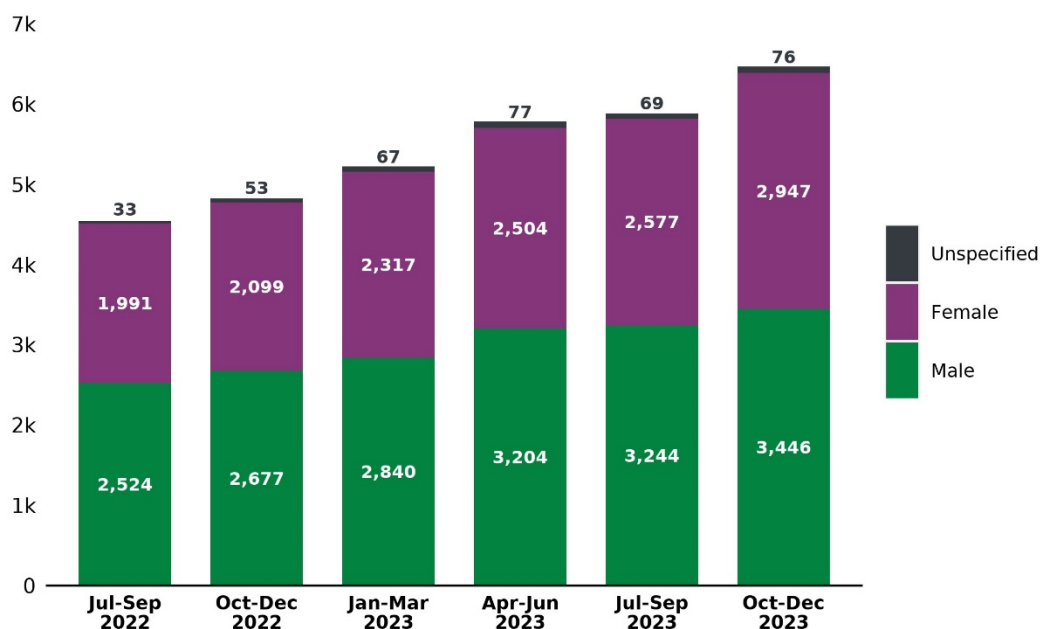


Figure 25: Reportable incidents by gender

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



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

Figure 26: Reportable incidents by age band

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by NDIS participant age band⁴

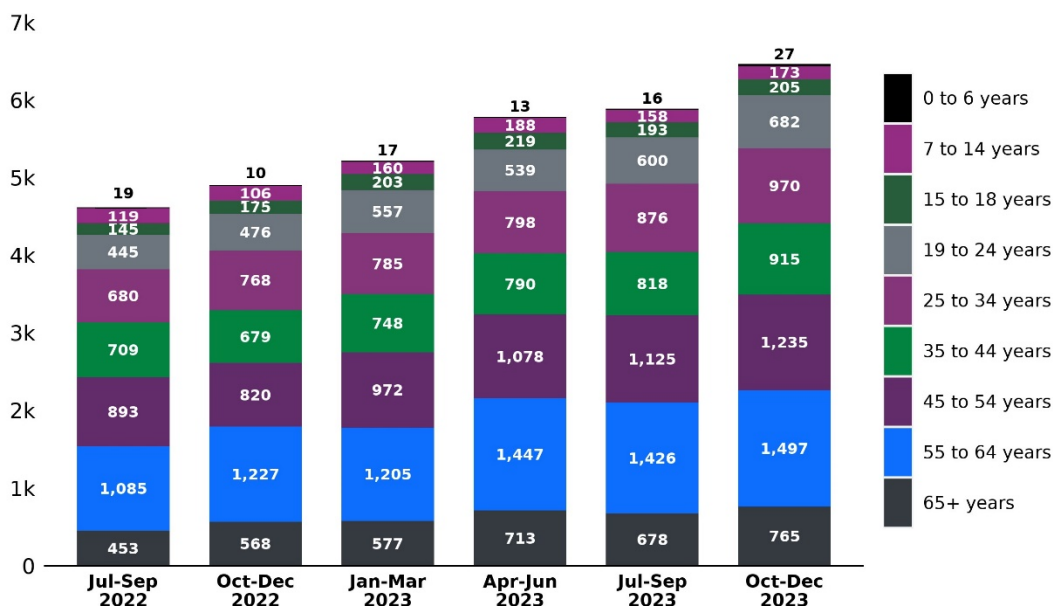
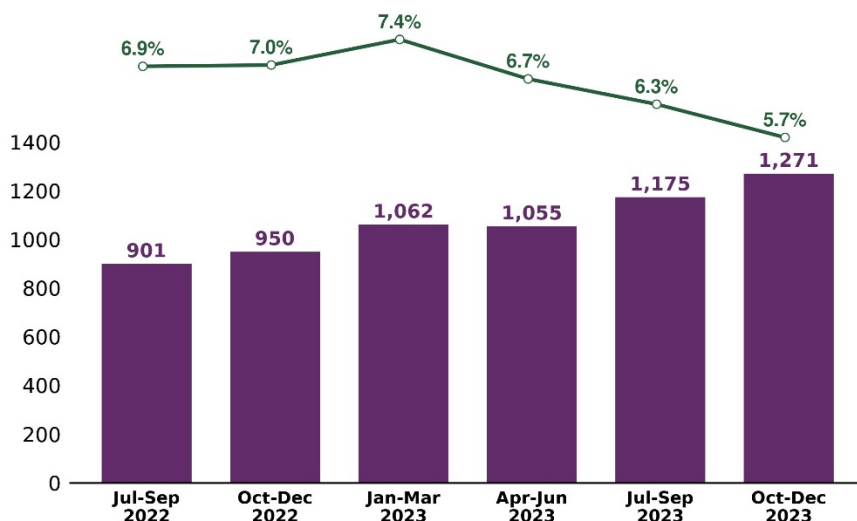


Figure 27: Reportable incidents reported to police

Count of reportable incidents reported to police by NDIS provider at the time of reportable incident notification to the NDIS Commission per quarter, and as proportion (%) of total reportable incident notifications per quarter^{5,6}



4 NDIS participant age band source: NDIA
 5 Including unauthorised restrictive practices
 6 Including unauthorised restrictive practices



Figure 28: Reportable incidents notification timeframe – 24 hours

Count of reportable incident notifications to NDIS Commission (excluding unauthorised restrictive practices) within 24 hours of NDIS provider becoming aware that incident occurred per quarter, and as proportion (%) of total reportable incident notifications (excluding unauthorised restrictive practices) per quarter⁷

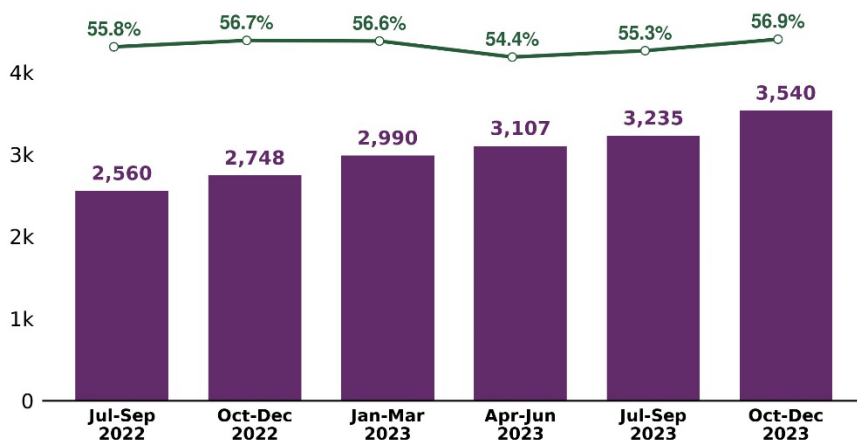
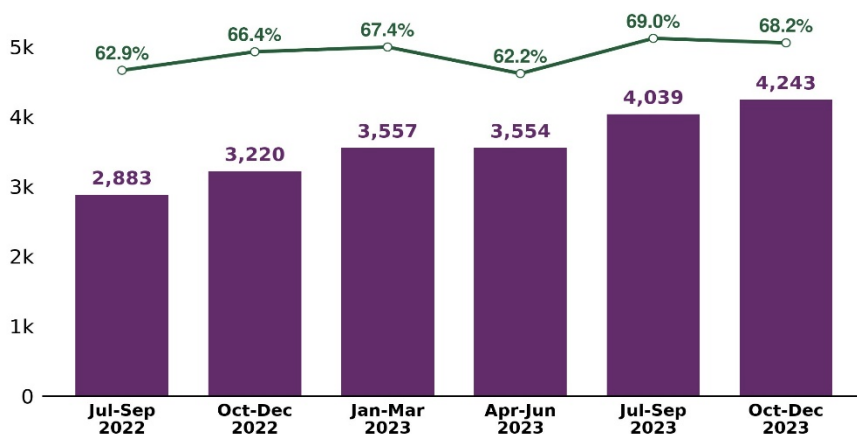


Figure 29: Reportable incidents notification timeframe – 5 day

Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive practices) per quarter⁸

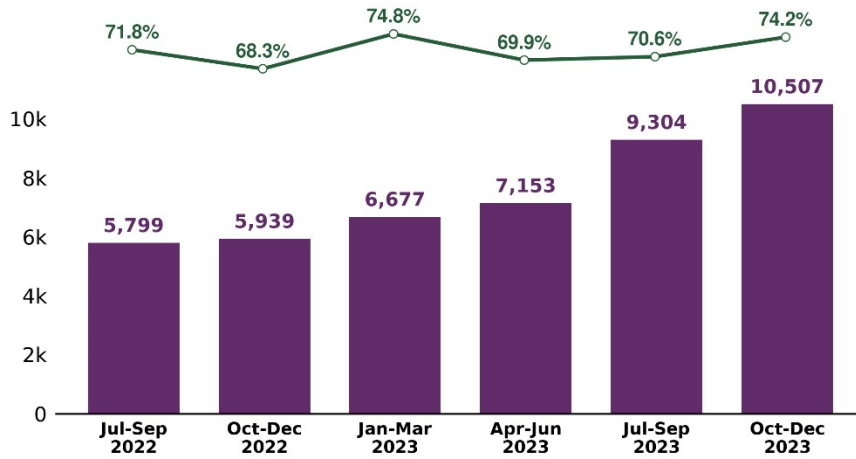


7 Most reportable incidents must be notified to the NDIS Commission within 24 hours of the NDIS provider becoming aware of incident and followed up with a detailed report about the incident and actions taken in response within 5 business days.

8 Most reportable incidents must be notified to the NDIS Commission within 24 hours, and followed up with a detailed report about the incident and actions taken in response within 5 business days

Figure 30: Unauthorised restrictive practices notification timeframe – 5 day

Count of unauthorised restrictive practice notifications to NDIS Commission within five business days after NDIS provider became aware that use occurred per quarter, and as proportion (%) of all unauthorised restrictive practice notifications per quarter⁹



⁹ The use of unauthorised restrictive practices must be notified to the NDIS Commission within 5 business days (but reported within 24 hours if there is harm to a NDIS participant).

Appendix A – Behaviour support

Suitable behaviour support practitioners

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

Jurisdiction	Jul – Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul – Sep 2023	Oct - Dec 2023
ACT	45	65	86	99	104	119
NSW	1,250	1,544	2,015	2,078	2,342	2,588
NT	28	39	61	75	81	89
QLD	361	526	756	879	999	1162
SA	289	364	519	540	608	683
TAS	64	95	121	134	146	161
VIC	584	845	1,189	1,351	1,502	1,669
WA	297	469	627	707	765	831

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

Appendix B – Compliance and Enforcement

Compliance activity outcomes

Count of compliance activity outcomes per quarter, grouped by outcome type and provider/individual

Registered providers

Compliance activity outcome	Jul – Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul – Sep 2023	Oct - Dec 2023
Banning order	2	2	3	1	1	3
Civil penalty proceedings	0	0	1	0	0	2
Compliance notice variation	1	0	0	1	1	0
Compliance notice	1	3	1	8	7	18
Conditions on registration	1	0	1	2	1	2
Corrective action request	127	81	376	21	120	97
Education	1,914	2,871	100	1,246	22	2,650
Enforceable undertakings	0	0	0	0	1	2
Infringement notice	1	5	1	1	22	99
Refusal of registration	161	107	809	1,406	369	334
Revocation of registration	29	16	54	5	36	42
Suspend registration	0	6	6	3	5	2
Vary registration	0	0	0	0	1	0
Warning letter	4	7	8	5	9	3,360
Total	2,241	3,098	1,360	2,699	595	6,611

Unregistered providers

Compliance activity outcome	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
Banning order	1	6	4	3	2	7
Banning order variation	0	0	0	1	0	0
Compliance notice	0	1	0	2	0	2
Corrective action request	0	2	1	1	0	15
Education	6	54	4	4	92	7
Other registration decision	0	0	0	0	1	0
Warning letter	0	0	1	3	0	2
Total	7	63	10	14	95	33

Individuals

Compliance activity outcome	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
Banning order	11	20	25	14	13	33
Banning order revocation	0	0	0	0	1	0
Banning order variation	1	2	4	4	1	3
Education	16	8	4	2	2	6,749
Infringement notice	0	3	0	0	0	2
Warning letter	11	4	5	1	10	18
Total	39	37	38	21	27	6,805

Appendix C – NDIS Worker Screening Check

NDIS Worker Screening Check applications submitted

Note: An individual may submit a NDIS Worker Screening Check application in multiple jurisdictions

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

Jurisdiction	Jul - Sep 2022		Oct - Dec 2022		Jan - Mar 2023		Apr - Jun 2023		Jul - Sep 2023		Oct - Dec 2023	
ACT	6,609	32.2%	7,411	12.1%	8,461	14.2%	9,351	10.5%	10,200	9.1%	11,065	8.5%
NSW	153,434	19.1%	173,333	13.0%	198,877	14.7%	221,080	11.2%	244,033	10.4%	262,401	7.5%
NT	2,958	43.5%	3,730	26.1%	4,662	25.0%	5,442	16.7%	5,990	10.1%	6,370	6.3%
QLD	146,464	17.3%	163,082	11.3%	188,981	15.9%	210,543	11.4%	234,453	11.4%	251,871	7.4%
SA	43,814	18.8%	49,649	13.3%	58,579	18.0%	67,411	15.1%	75,311	11.7%	81,889	8.7%
TAS	11,982	27.1%	13,714	14.5%	15,622	13.9%	17,467	11.8%	19,273	10.3%	21,082	9.4%
VIC	136,483	16.6%	151,103	10.7%	170,991	13.2%	189,457	10.8%	208,216	9.9%	224,813	8.0%
WA	53,745	18.0%	60,893	13.3%	71,709	17.8%	78,627	9.6%	86,526	10.0%	92,711	7.1%
National	555,349	18.3%	622,744	12.1%	717,663	15.2%	799,110	11.3%	883,659	10.6%	951,775	7.7%

NDIS Worker Screening Check pending applications

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

Jurisdiction	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	0	0	0	0	0	0
NSW	1,065	817	1,160	1,159	787	633
NT	56	65	99	120	83	90
QLD	2,755	2,941	3,801	4,123	4,403	3,164
SA	114	44	36	22	14	13
TAS	660	519	470	395	527	386
VIC	1,069	813	949	918	879	589
WA	504	506	468	347	634	428

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.

NDIS Worker Screening Check interim bar

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

Jurisdiction	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	0	0	0	0	0	0
NSW	35	37	19	16	24	41
NT	1	2	1	0	0	0
QLD	216	241	258	306	342	358
SA	0	0	0	0	0	0
TAS	0	0	0	0	0	0
VIC	6	6	11	10	16	17
WA	2	0	0	0	0	0

NDIS Worker Screening Check clearances

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

Jurisdiction	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	4,603	5,259	5,672	6,815	7,515	8,196
NSW	148,308	167,868	192,126	213,430	236,040	254,122
NT	2,832	3,557	4,471	5,229	5,815	6,169
QLD	137,096	152,286	176,536	196,971	219,551	237,373
SA	42,933	48,438	56,733	65,438	73,628	80,091
TAS	10,335	12,111	13,964	15,752	17,308	19,057
VIC	131,074	145,299	164,040	181,643	199,819	215,577
WA	52,669	59,690	70,444	77,448	85,003	91,253

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.

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 clearance as at end quarter⁵

Jurisdiction	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	1	1	1	1	1	1
NSW	118	175	225	277	358	431
NT	6	12	14	15	16	17
QLD	41	46	52	60	73	84
SA	38	53	71	101	126	164
TAS	2	2	2	3	5	5
VIC	95	107	146	184	249	304
WA	37	53	64	92	103	121

NDIS Worker Screening Check suspensions

Count of individuals who have interim bar placed on National Worker Screening Check application as at end quarter⁶

Jurisdiction	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	1	1	2	2	2	2
NSW	19	14	19	24	17	28
NT	1	0	1	2	2	2
QLD	54	84	113	145	203	246
SA	2	5	11	9	22	20
TAS	0	0	0	0	1	2
VIC	25	26	26	26	27	34
WA	34	43	62	65	66	71

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 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.

Appendix D – Regulated restrictive practices

NDIS participants subjected to regulated restrictive practices

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

Jurisdiction	Jul - Sep 2022		Oct - Dec 2022		Jan - Mar 2023		Apr - Jun 2023		Jul - Sep 2023		Oct - Dec 2023	
ACT	148	1.5%	164	1.7%	173	1.7%	185	1.8%	209	2.0%	205	1.9%
NSW	4,036	2.4%	4,113	2.4%	4,229	2.4%	4,275	2.3%	4,424	2.3%	4,592	2.4%
NT	154	3.0%	170	3.2%	179	3.2%	186	3.3%	183	3.1%	186	3.1%
QLD	1,446	1.2%	1,485	1.2%	1,552	1.2%	1,570	1.2%	1,619	1.2%	1,678	1.2%
SA	1,227	2.6%	1,307	2.6%	1,299	2.5%	1,323	2.5%	1,516	2.8%	1,602	2.9%
TAS	350	2.8%	342	2.7%	351	2.7%	356	2.7%	375	2.7%	377	2.7%
VIC	3,144	2.1%	3,251	2.1%	3,378	2.1%	3,452	2.1%	3,595	2.1%	3,772	2.2%
WA	1,387	2.9%	1,418	2.9%	1,464	2.9%	1,542	2.9%	1,651	3.0%	1,750	3.1%

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	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	Chemical	101	110	118	127	139	144
	Environmental	81	83	85	90	112	110
	Mechanical	14	17	19	17	14	18
	Physical	13	17	17	21	25	21
	Seclusion	2	4	3	3	4	6

⁷ Total NDIS participant population count source: NDIA.

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

Jurisdiction	Restrictive practice type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
NSW	Chemical	2493	2526	2555	2571	2612	2688
	Environmental	2454	2518	2617	2695	2796	2914
	Mechanical	670	674	671	666	659	685
	Physical	388	390	435	449	492	519
	Seclusion	164	167	172	164	176	178
	Unknown type	0	0	0	0	0	3
NT	Chemical	86	99	100	106	103	107
	Environmental	111	120	127	128	132	128
	Mechanical	7	10	9	11	10	10
	Physical	16	13	14	17	12	18
	Seclusion	3	3	6	4	6	5
QLD	Chemical	691	706	729	760	770	789
	Environmental	787	816	864	858	855	904
	Mechanical	173	200	202	211	212	220
	Physical	542	553	571	564	628	648
	Seclusion	78	93	86	86	95	116
	Unknown type	1	1	0	0	0	0
SA	Chemical	613	708	667	672	758	826
	Environmental	895	916	938	934	1091	1144
	Mechanical	186	199	189	198	214	225
	Physical	299	303	316	317	345	368
	Seclusion	86	98	101	85	98	103
	Unknown type	1	0	1	1	1	0
TAS	Chemical	171	162	164	167	188	166
	Environmental	213	216	223	243	253	256
	Mechanical	43	48	54	52	56	63
	Physical	114	126	137	119	127	134
	Seclusion	30	35	44	44	45	40
VIC	Chemical	2497	2593	2705	2755	2867	2994
	Environmental	1696	1749	1767	1821	1877	1928
	Mechanical	376	393	393	399	409	402
	Physical	169	184	185	196	210	230
	Seclusion	106	117	117	127	108	113

Jurisdiction	Restrictive practice type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
WA	Chemical	834	845	882	928	984	1063
	Environmental	917	944	967	1018	1114	1176
	Mechanical	191	189	192	199	212	219
	Physical	150	152	160	164	184	201
	Seclusion	86	81	81	85	103	117
	Unknown type	1	2	1	0	0	1

Unauthorised restrictive practices

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

Jurisdiction	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	82	95	90	96	119	103
NSW	1624	1634	1660	1667	1757	1728
NT	68	68	80	77	79	77
QLD	602	659	680	666	738	813
SA	384	487	425	405	463	444
TAS	189	180	196	196	211	203
VIC	898	873	888	945	1047	1041
WA	535	521	513	574	600	625

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 practices

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

Jurisdiction	Restrictive practice type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	Chemical	56	64	63	66	67	63
	Environmental	41	41	38	38	57	47
	Mechanical	8	7	8	6	4	9
	Physical	7	9	9	11	16	11
	Seclusion	2	3	1	1	1	2
NSW	Chemical	813	843	800	844	877	845
	Environmental	812	869	885	908	957	966
	Mechanical	142	169	161	156	162	152
	Physical	176	164	195	180	230	227
	Seclusion	50	53	54	35	48	53
	Unknown type	0	0	0	0	0	3
NT	Chemical	34	36	43	37	40	40
	Environmental	45	42	49	45	47	47
	Mechanical	1	1	0	2	1	3
	Physical	7	5	8	11	6	12
	Seclusion	0	0	2	0	2	2
QLD	Chemical	190	209	228	231	267	283
	Environmental	251	276	306	268	274	308
	Mechanical	34	51	52	52	45	62
	Physical	205	216	203	209	254	298
	Seclusion	30	46	35	34	44	59
	Unknown type	1	1	0	0	0	0

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

Jurisdiction	Restrictive practice type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
SA	Chemical	118	212	162	143	148	124
	Environmental	228	258	237	217	281	248
	Mechanical	38	53	41	37	48	46
	Physical	74	84	98	95	95	91
	Seclusion	14	24	25	15	21	17
	Unknown type	1	0	1	1	1	0
TAS	Chemical	57	39	49	49	69	46
	Environmental	98	98	113	121	126	122
	Mechanical	10	8	15	18	17	15
	Physical	64	79	86	67	70	78
	Seclusion	8	10	14	14	16	12
	VIC	Chemical	588	570	597	621	708
	Environmental	392	367	338	373	425	404
	Mechanical	59	64	68	91	90	87
	Physical	57	65	78	73	84	104
	Seclusion	19	20	22	27	8	19
WA	Chemical	263	229	243	281	288	302
	Environmental	289	290	290	322	335	351
	Mechanical	58	58	53	66	65	64
	Physical	48	45	52	57	61	63
	Seclusion	11	6	14	15	22	27
	Unknown type	1	2	1	0	0	1
National	Chemical	2119	2202	2185	2272	2464	2387
	Environmental	2156	2241	2256	2292	2502	2493
	Mechanical	350	411	398	428	432	438
	Physical	638	667	729	703	816	884
	Seclusion	134	162	167	141	162	191
	Unknown type	3	3	2	1	1	4

Appendix E – Reportable incidents

Reportable incident notifications by type

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

Jurisdiction	Reportable incident type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
ACT	Abuse	7	8	11	11	10	9
	Death	5	13	3	14	4	18
	Neglect	8	10	15	13	6	9
	Serious Injury	17	10	14	14	16	16
	Sexual misconduct	2	4	3	1	1	2
	Unlawful physical contact	0	7	4	1	5	2
	Unlawful sexual contact	1	1	0	2	3	2
NSW	Abuse	338	354	452	442	437	454
	Death	185	187	190	228	224	269
	Neglect	441	414	425	458	476	547
	Serious Injury	434	498	522	527	660	660
	Sexual misconduct	39	36	43	51	41	44
	Unlawful physical contact	273	287	245	269	299	299
	Unlawful sexual contact	30	37	32	23	31	45
NT	Abuse	9	5	11	8	4	9
	Death	11	14	16	8	11	9
	Neglect	11	21	15	27	25	28
	Serious Injury	13	17	19	28	29	27
	Sexual misconduct	0	0	1	0	2	1
	Unlawful physical contact	10	5	2	5	5	18
	Unlawful sexual contact	0	1	1	1	0	0
QLD	Abuse	100	139	137	113	143	232
	Death	89	101	120	131	116	127
	Neglect	151	170	199	191	186	256
	Serious Injury	149	159	179	227	210	283
	Sexual misconduct	21	16	21	19	35	27
	Unlawful physical contact	59	45	46	54	45	97
	Unlawful sexual contact	10	12	23	24	14	26

Jurisdiction	Reportable incident type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
SA	Abuse	121	126	200	191	186	189
	Death	51	56	59	46	50	74
	Neglect	245	222	286	300	229	255
	Serious Injury	99	108	114	145	165	200
	Sexual misconduct	21	17	18	20	22	34
	Unlawful physical contact	34	43	52	51	53	53
	Unlawful sexual contact	10	11	20	9	11	11
TAS	Abuse	28	32	45	31	27	27
	Death	14	18	11	12	14	14
	Neglect	40	61	55	52	65	65
	Serious Injury	62	114	111	74	89	76
	Sexual misconduct	3	7	7	8	4	8
	Unlawful physical contact	30	26	27	38	41	21
	Unlawful sexual contact	2	2	8	3	7	5
VIC	Abuse	196	205	202	237	238	211
	Death	102	123	125	101	115	143
	Neglect	223	216	210	475	419	367
	Serious Injury	240	254	322	399	336	370
	Sexual misconduct	19	20	26	28	23	19
	Unlawful physical contact	196	159	149	187	212	199
	Unlawful sexual contact	32	17	17	26	14	29
WA	Abuse	43	66	69	66	57	84
	Death	63	63	40	49	53	66
	Neglect	75	74	90	98	125	122
	Serious Injury	134	169	154	187	232	229
	Sexual misconduct	12	15	14	13	8	20
	Unlawful physical contact	32	26	28	32	43	50
	Unlawful sexual contact	8	8	16	17	14	12

Reportable incidents by age band and type

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

Age band	Reportable incident type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
0 – 6 years	Abuse	2	0	3	4	2	9
	Death	1	0	3	2	2	2
	Neglect	6	3	5	3	7	8
	Serious Injury	8	3	4	1	1	7
	Sexual misconduct	1	1	0	0	1	0
	Unlawful physical contact	1	2	2	2	2	1
	Unlawful sexual contact	0	1	0	1	1	0
7 – 14 years	Abuse	16	22	27	41	39	48
	Death	2	6	12	1	1	2
	Neglect	47	34	56	46	54	70
	Serious Injury	20	16	19	41	16	26
	Sexual misconduct	3	5	9	11	12	8
	Unlawful physical contact	28	21	32	42	35	14
	Unlawful sexual contact	3	2	5	6	1	5
15 – 18	Abuse	25	28	41	49	36	33
	Death	3	2	4	6	4	4
	Neglect	66	53	52	60	37	50
	Serious Injury	25	55	57	62	70	70
	Sexual misconduct	3	10	12	14	7	12
	Unlawful physical contact	20	23	25	22	32	30
	Unlawful sexual contact	3	4	12	6	7	6
19 – 24	Abuse	84	91	102	105	110	134
	Death	7	8	11	8	9	15
	Neglect	115	139	160	151	169	169
	Serious Injury	108	140	171	179	199	207
	Sexual misconduct	21	11	23	18	15	26
	Unlawful physical contact	92	75	65	69	80	113
	Unlawful sexual contact	18	12	25	9	18	18

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
25 – 34	Abuse	142	169	201	180	184	231
	Death	23	22	22	28	23	24
	Neglect	178	192	220	236	210	231
	Serious Injury	170	224	223	197	273	267
	Sexual misconduct	25	27	21	33	38	40
	Unlawful physical contact	122	111	78	108	128	145
	Unlawful sexual contact	20	23	20	16	20	33
35 – 44	Abuse	144	146	201	166	151	194
	Death	40	49	34	31	47	63
	Neglect	190	164	194	207	217	237
	Serious Injury	207	195	204	233	277	260
	Sexual misconduct	11	22	23	27	18	26
	Unlawful physical contact	101	93	77	97	99	111
	Unlawful sexual contact	16	10	15	29	9	23
45 – 54	Abuse	195	181	216	230	233	213
	Death	97	75	113	97	106	148
	Neglect	225	221	231	329	315	313
	Serious Injury	219	210	265	286	300	361
	Sexual misconduct	29	23	24	12	19	22
	Unlawful physical contact	118	99	104	110	140	155
	Unlawful sexual contact	10	11	19	15	13	23
55 – 64	Abuse	186	214	245	221	255	258
	Death	231	272	208	251	246	264
	Neglect	252	261	280	426	367	403
	Serious Injury	276	336	338	404	401	438
	Sexual misconduct	18	12	17	16	20	13
	Unlawful physical contact	103	113	102	112	118	104
	Unlawful sexual contact	19	19	15	16	18	17
65+ years	Abuse	48	84	91	103	92	95
	Death	116	141	157	165	149	198
	Neglect	115	121	97	156	155	168
	Serious Injury	115	150	154	198	200	225
	Sexual misconduct	6	4	4	9	6	8
	Unlawful physical contact	49	61	68	75	69	66
	Unlawful sexual contact	4	7	6	7	7	5

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

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

Age band	Jul - Sep 2022		Oct - Dec 2022		Jan - Mar 2023		Apr - Jun 2023		Jul - Sep 2023		Oct - Dec 2023	
0-6 years	18	0.0%	9	0.0%	17	0.0%	11	0.0%	16	0.0%	20	0.0%
7-14 years	78	0.1%	84	0.1%	100	0.1%	120	0.1%	92	0.1%	109	0.1%
15-18 years	98	0.2%	123	0.3%	143	0.3%	153	0.3%	111	0.2%	138	0.2%
19-24 years	354	0.8%	339	0.7%	381	0.8%	376	0.8%	399	0.8%	459	0.9%
25-34 years	505	1.0%	574	1.1%	562	1.1%	595	1.1%	650	1.2%	710	1.3%
35-44 years	544	1.2%	510	1.1%	582	1.3%	611	1.3%	615	1.3%	685	1.4%
45-54 years	724	1.4%	657	1.2%	783	1.4%	844	1.5%	879	1.6%	919	1.6%
55-64 years	910	1.5%	1017	1.6%	991	1.5%	1154	1.8%	1144	1.7%	1193	1.8%
65+ years	382	1.6%	459	1.8%	488	1.9%	555	2.0%	564	1.9%	610	2.0%

Reportable incidents by gender and type

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

Gender	Reportable incident type	Jul - Sep 2022	Oct - Dec 2022	Jan - Mar 2023	Apr - Jun 2023	Jul - Sep 2023	Oct - Dec 2023
Female	Abuse	374	412	511	503	465	537
	Death	220	245	224	247	265	304
	Neglect	475	447	528	654	613	700
	Serious Injury	539	627	698	731	820	918
	Sexual misconduct	66	61	68	76	65	88
	Unlawful physical contact	248	252	213	226	279	316
	Unlawful sexual contact	69	55	75	67	70	84
	Male	Abuse	464	515	600	572	621
Death	300	323	330	337	317	415	
Neglect	712	725	753	944	901	925	
Serious Injury	596	684	719	849	894	915	
Sexual misconduct	51	52	61	64	69	66	
Unlawful physical contact	377	344	336	403	419	421	
Unlawful sexual contact	24	34	41	35	23	44	
Unknown	Abuse	4	8	16	24	16	18
	Death	0	7	10	5	5	1
	Neglect	7	16	14	16	17	24
	Serious Injury	10	14	15	21	23	28
	Sexual misconduct	3	6	7	0	2	1
	Unlawful physical contact	9	2	4	8	5	2
	Unlawful sexual contact	0	0	1	3	1	2

12 Total NDIS participant population count source: NDIA.



**NDIS Quality
and Safeguards
Commission**

