



NDIS Quality
and Safeguards
Commission

Q4 | 2022-23



Quarterly Performance Report

NDIS Quality and Safeguards Commission

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Introduction

In an effort to continuously improve safeguarding and compliance activities, the NDIS Quality and Safeguards Commission (NDIS Commission) has made enhancements to its external reporting practices for Quarter 4 of the 2022/23 financial year. These changes were guided by a review of the content of external reporting, with a strong focus on measuring outcomes for NDIS participants and assessing regulatory impact.

As a result of this review, the NDIS Commission has introduced the Quarterly Performance Report, which replaces the previously published quarterly Activity Report. The Quarterly Performance Report offers a more comprehensive overview of the NDIS Commission's performance and operations, as well as insights into market trends and themes over an extended period. It also includes an expanded range of reporting measures, such as:

- The number of complaints received and closed by the NDIS Commission
- Proactive and reactive compliance activities undertaken by the NDIS Commission
- Compliance of registered NDIS providers with mandatory notification timeframes for reportable incidents
- Registration conditions imposed on registered NDIS providers
- The extent to which regulated restrictive practices are imposed on the NDIS participant population

Furthermore, the NDIS Commission has reviewed its reporting methodology for previously reported measures. Adjustments have been made to better reflect the evolving nature of the NDIS Commission's work or to enhance visibility of the volume of work it handles. For example, the reporting of complaints received previously excluded those outside the regulatory scope of the NDIS Commission, such as issues related to eligibility for NDIS funding. However, these complaints are now included in the report, as the

NDIS Commission addresses them by providing information and referrals to the appropriate agencies.

The Quarterly Performance Report also provides a more detailed breakdown of data specific to Australian states or territories in table format. This information, found in Appendix A to D, covers various aspects, including NDIS behavior support practitioners, NDIS Worker Screening Check, reportable incidents, and regulated restrictive practices.

Overall, these improvements to external reporting by the NDIS Commission aim to enhance transparency, accountability, and understanding of the NDIS Commission's performance and regulatory activities within the NDIS market.

Notable observations from the NDIS Commission's inaugural Quarterly Performance Report include:

- A 49.6% increase in complaints closed by the NDIS Commission this quarter compared to last
- More than 78% of complaints this quarter were reported by a person with disability or their support person
- A significant increase in compliance activity outcomes, with 2,732 this quarter compared to 1,408 last quarter
- 12,717 participants were associated with the use of regulated restrictive practices this quarter

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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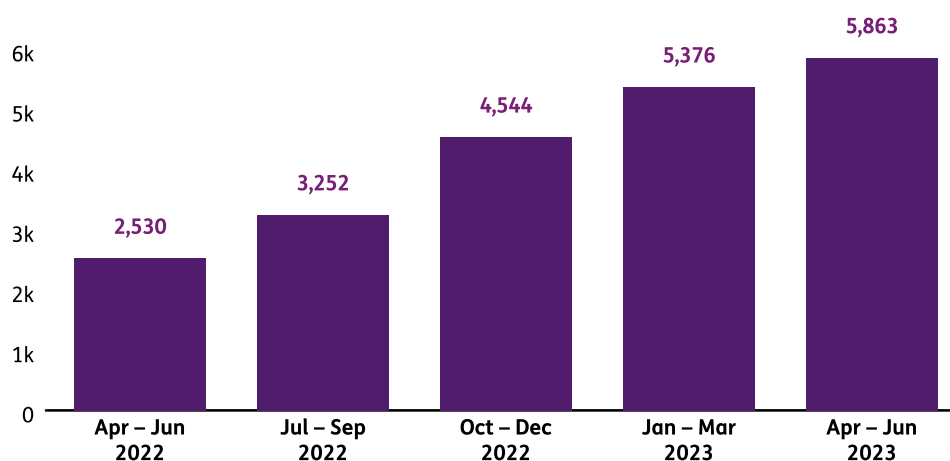
Behaviour support

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

Note: Behaviour support data by state and territory located in Appendix A

Figure 1: Suitable behaviour support practitioners

Count of behaviour support practitioners considered suitable¹ to deliver behaviour support services per quarter (cumulative)



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

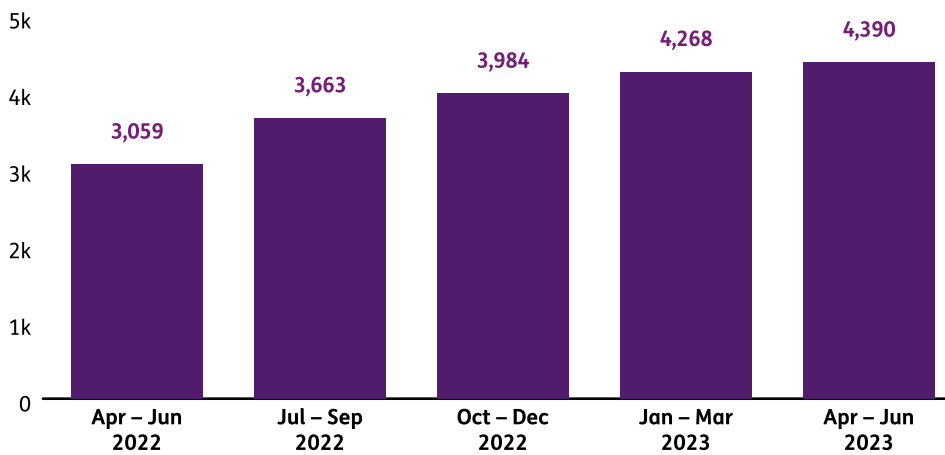


Figure 3: Complaints received by primary complainant

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

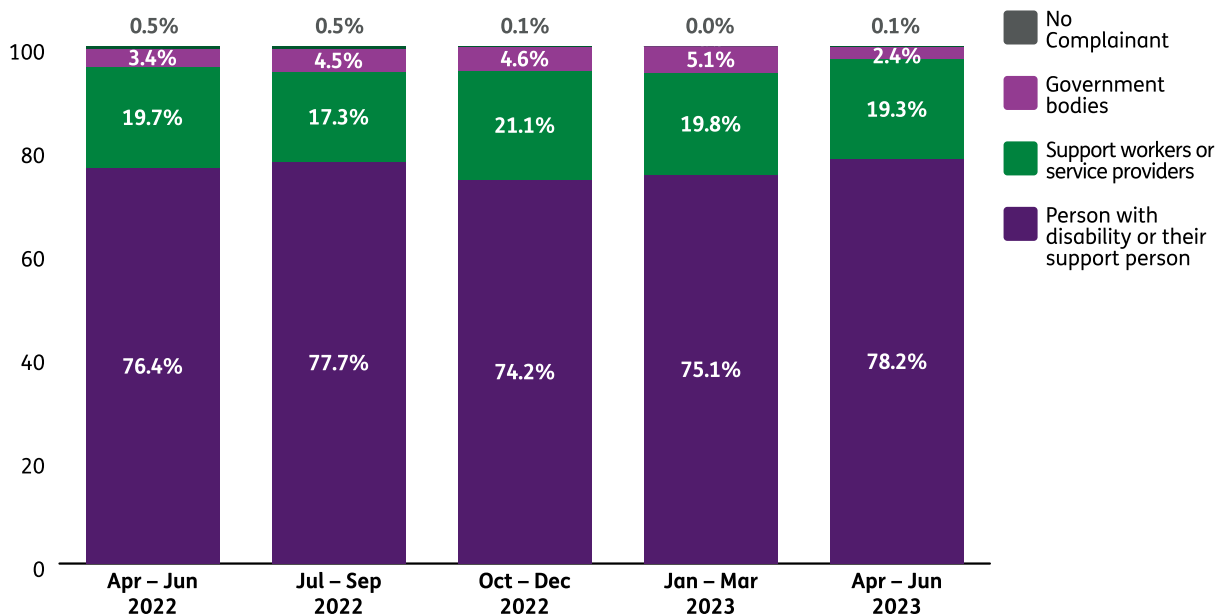


Figure 4: Complaints themes

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

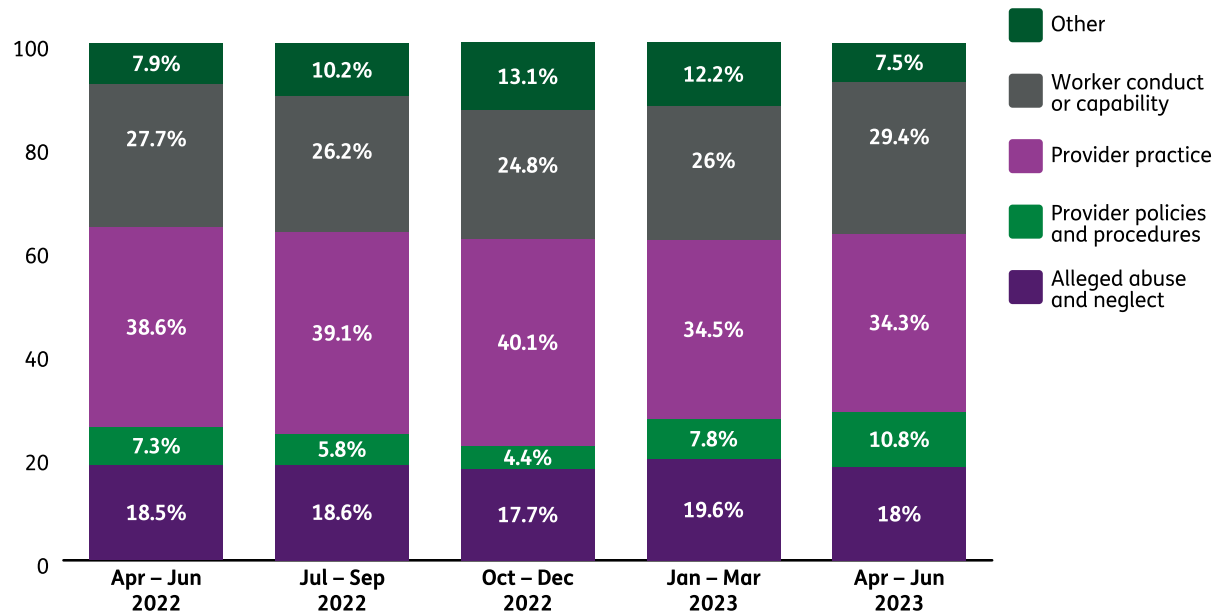
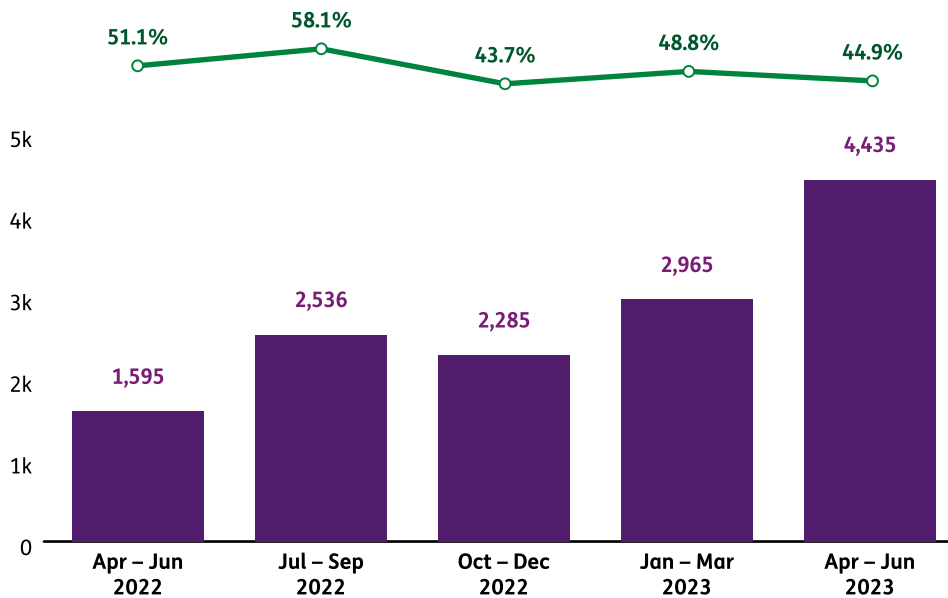


Figure 5: Complaints closed

Count of complaints closed and percentage of complaints closed within 90 business days per 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.

Figure 6: Compliance activity outcomes

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

Registered providers

Compliance activity outcome	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
Banning order	0	2	2	3	1
Compliance notice	3	1	3	1	8
Compliance notice variation	0	1	0	0	1
Civil penalty proceedings	0	0	0	1	0
Infringement notice	2	1	5	1	1
Corrective action request	150	126	81	376	21
Warning letter	14	4	7	8	4
Education	21	1,914	2,871	100	1,245
Conditions on registration	0	1	0	1	2
Refusal of registration	5	161	107	809	1,406
Revocation of registration	87	29	16	54	5
Suspend registration	3	0	6	6	3
Withdrawal of suspension	1	0	0	0	0
Total	286	2,240	3,098	1,360	2,697

Unregistered providers

Compliance activity outcome	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
Banning order	0	1	6	4	3
Banning order variation	0	0	0	0	1
Compliance notice	0	0	1	0	2
Corrective action request	0	0	2	1	1
Warning letter	2	0	0	1	3
Education	4	6	54	4	4
Total	6	7	63	10	14

Individuals

Compliance activity outcome	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
Banning order	5	11	20	25	14
Banning order revocation	1	0	0	0	0
Banning order variation	2	1	2	4	4
Infringement notice	0	0	3	0	0
Warning letter	3	11	4	5	1
Education	33	16	8	4	2
Total	44	39	37	38	21

Contact centre

Figure 7: Contact centre calls handled

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

Enquiry type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
Behaviour support	4%	4%	4%	2%	3%
Commission portal	6%	9%	6%	6%	7%
Complaints	14%	13%	15%	14%	15%
General enquiry	11%	10%	9%	9%	10%
Provider registration	60%	59%	61%	64%	61%
Reportable incidents	3%	3%	3%	2%	2%
Worker orientation module	2%	2%	2%	2%	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 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 B

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)

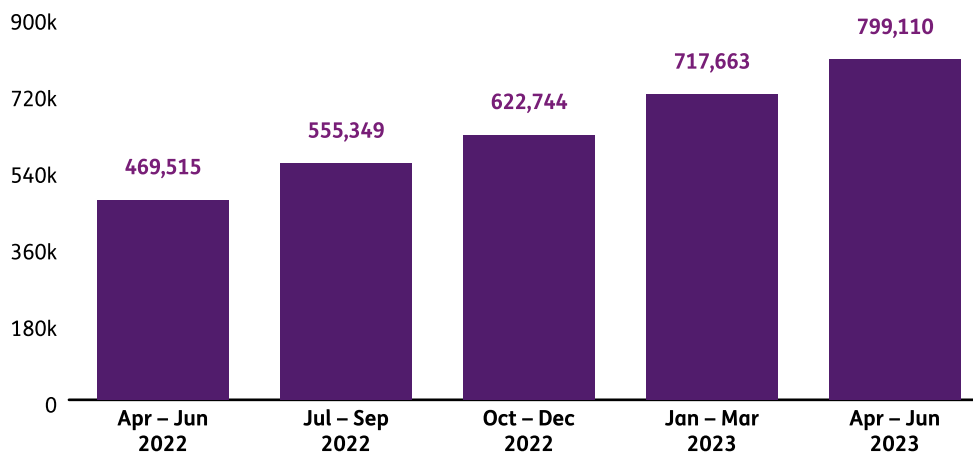


Figure 9: NDIS Worker Screening Check pending applications

Count of individuals awaiting decision¹ on their NDIS Worker Screening Check application as at end quarter

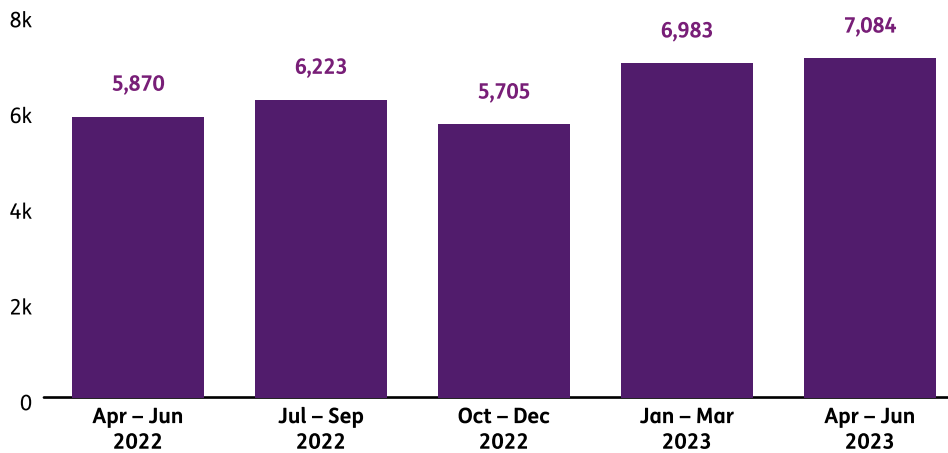
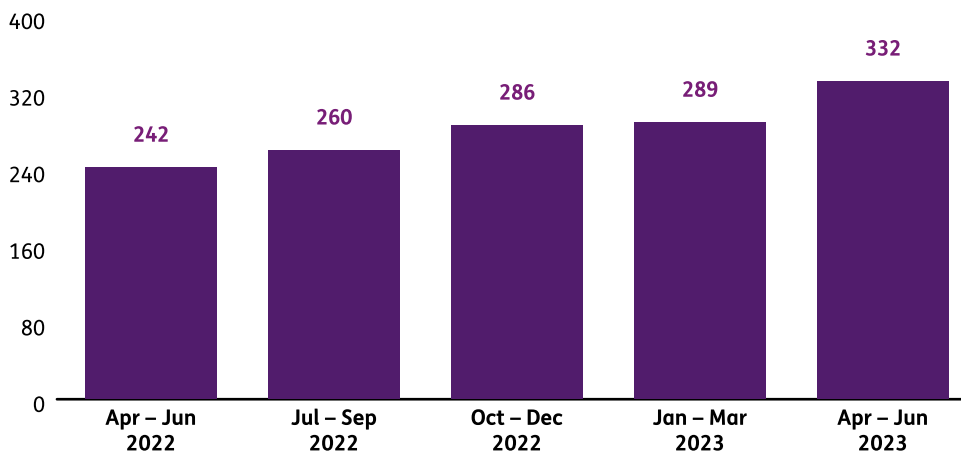


Figure 10: NDIS Worker Screening Check interim bar

Count of individuals who have interim bar² placed on National Worker Screening Check application as at end quarter



1 NDIS Worker Screening Check pending application: An individual has applied for a decision has not been made on that application by a 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 while the application is being determined.

Figure 11: NDIS Worker Screening Check clearances

Count of individuals who hold NDIS Worker Screening Check clearance³ as at end quarter

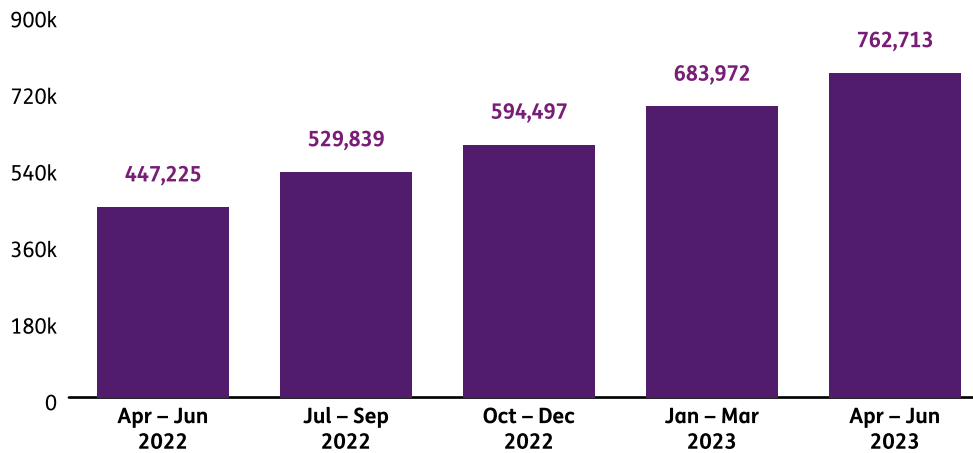
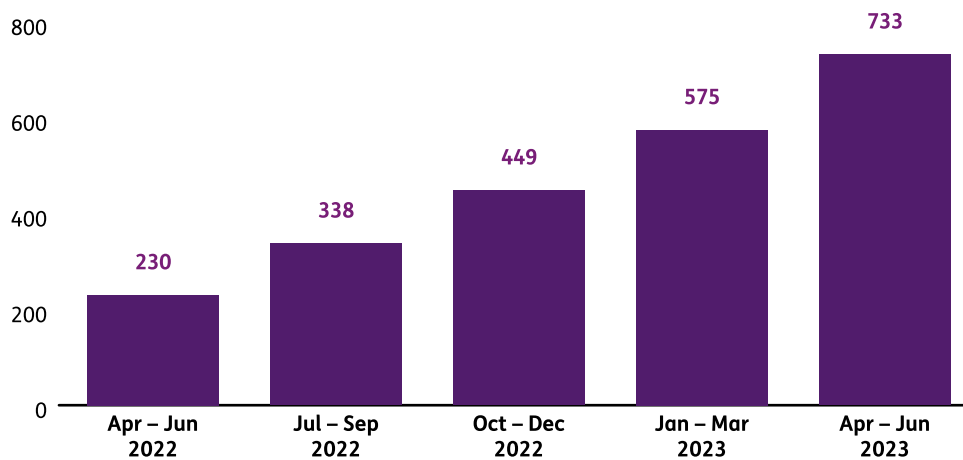


Figure 12: NDIS Worker Screening Check exclusions

Count of individuals with NDIS Worker Screening Check exclusion⁴ as at end quarter

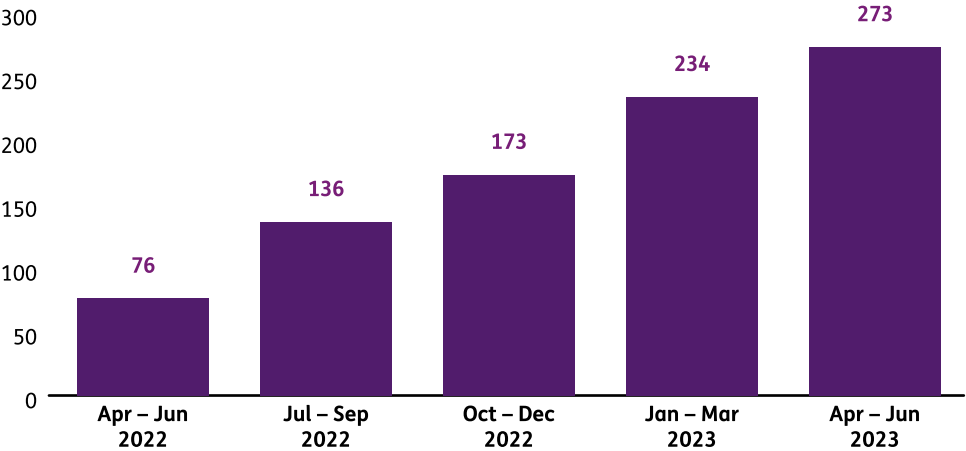


³ NDIS Worker Screening Check clearance: A decision made by a worker screening unit that clears an individual who has applied for an NDIS Worker Screening Check to work with people with disability in a risk assessed role.

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 clearance⁵ as at end quarter



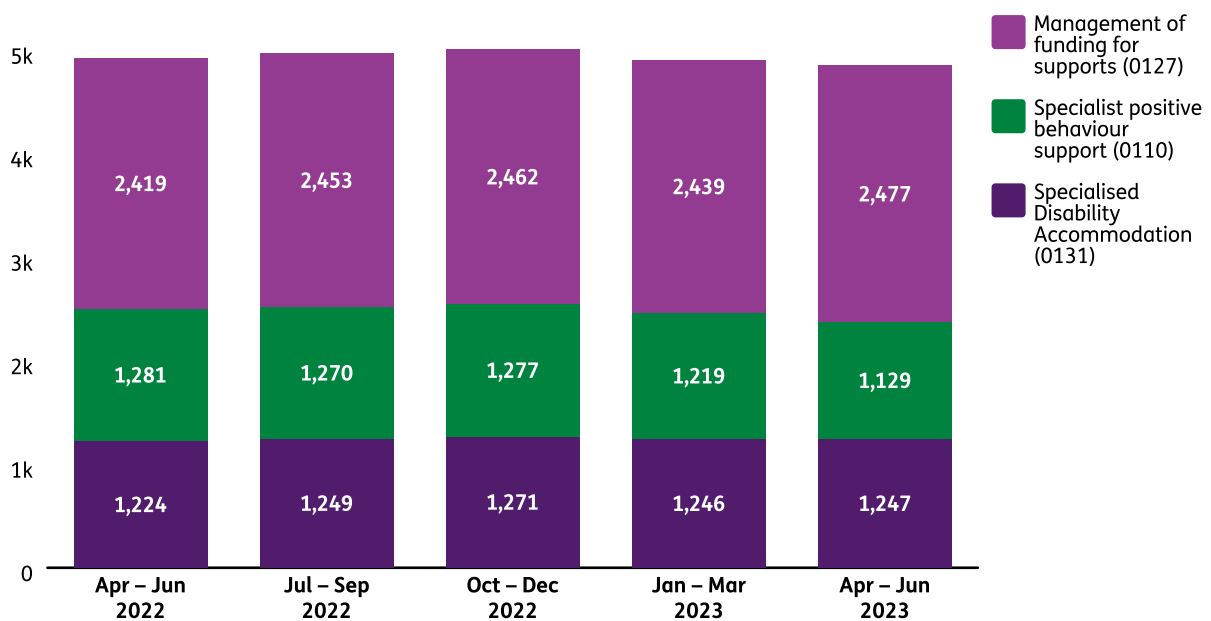
⁵ NDIS Worker Screening suspension: A worker screening unit is re-assessing an individual’s NDIS Worker Screening Check clearance. The clearance is suspended until the worker screening unit reaches a decision.



Provider registration

Figure 14: Mandatory registration groups

Count of registered providers approved to deliver mandatory registration groups¹ per quarter, grouped by registration group



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
- Specialist disability accommodation
- Complex supports including specialist behaviour support
- Implement 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)² placed on registration record per quarter, grouped by condition type

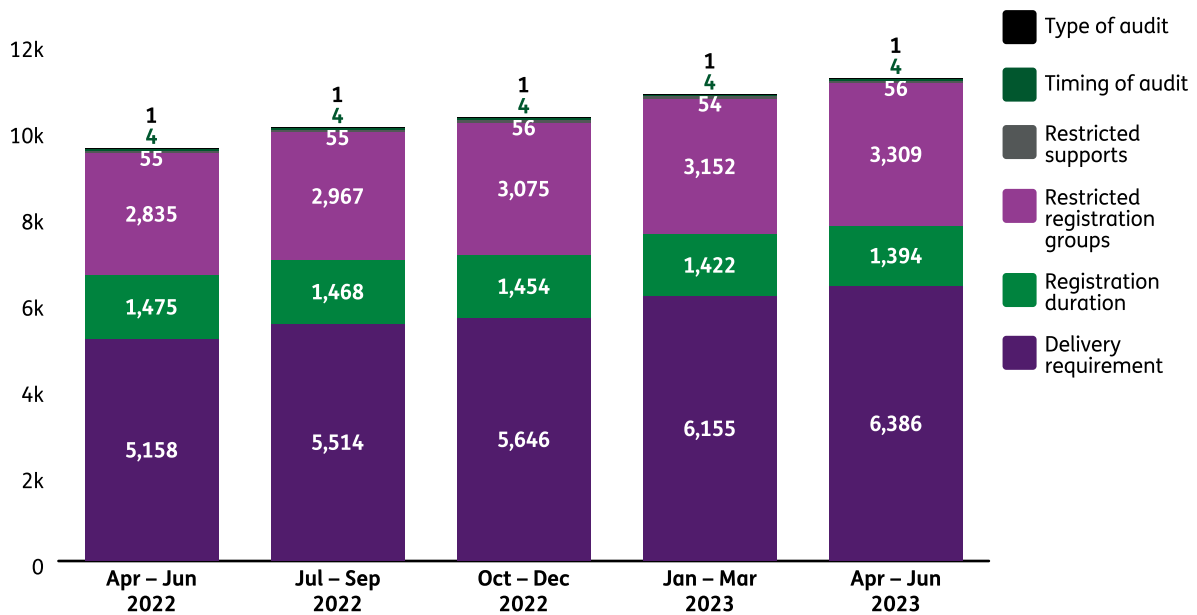
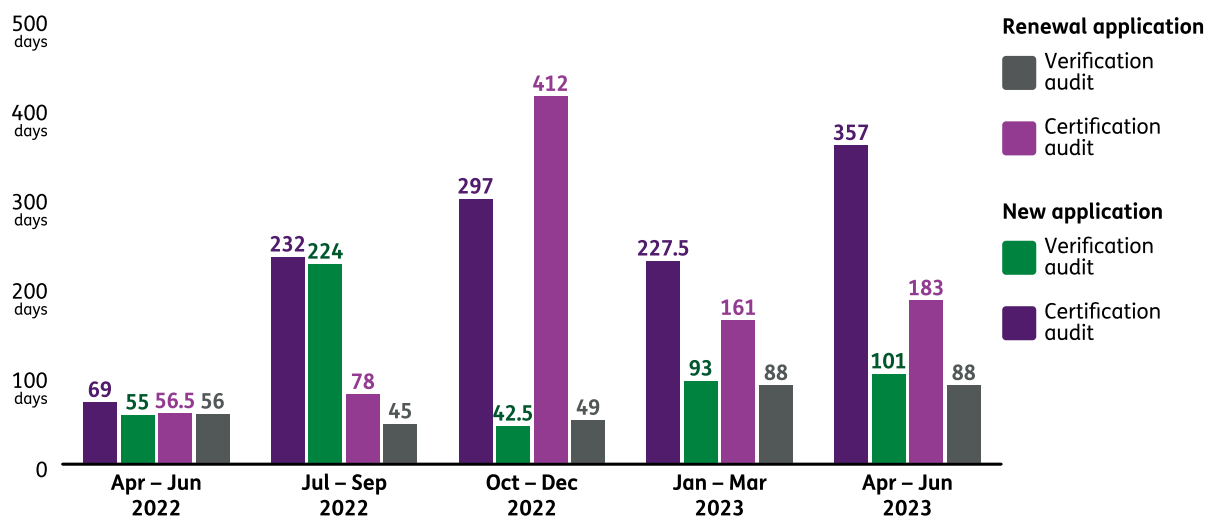


Figure 16: Registration decision timeframe

Median calendar days from audit submission to registration decision per quarter, grouped by application type³ and audit type⁴



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.

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 report 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. In a certification audit, providers are assessed against the NDIS Practice Standards.

Figure 17: Registered provider entry/exit

Count of new registered providers⁵ and deregistered providers⁶ per quarter

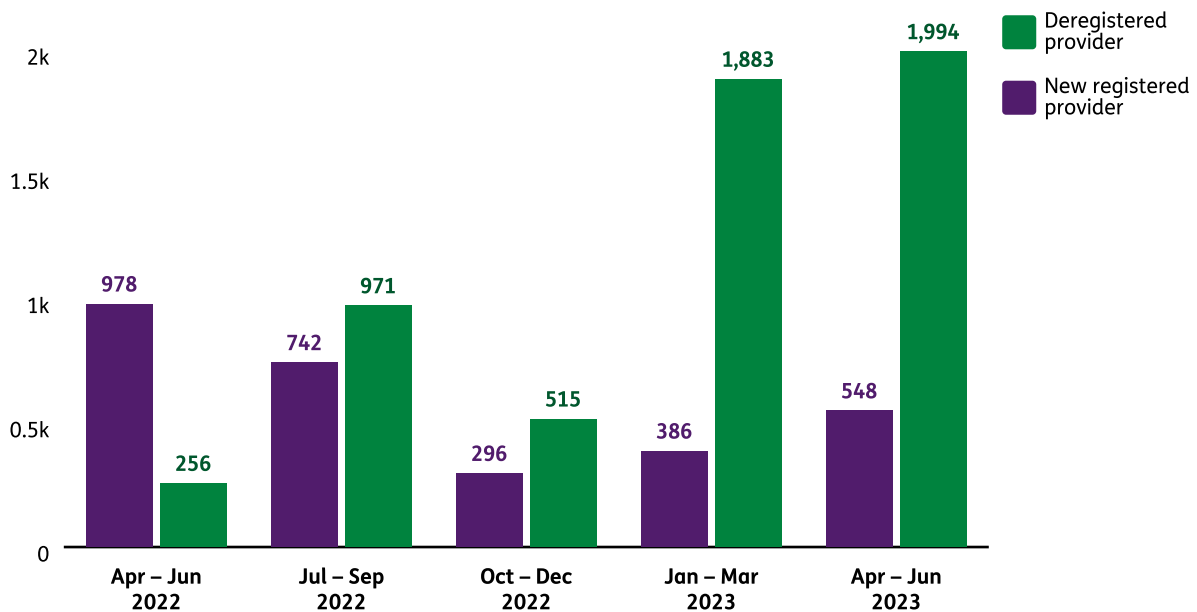
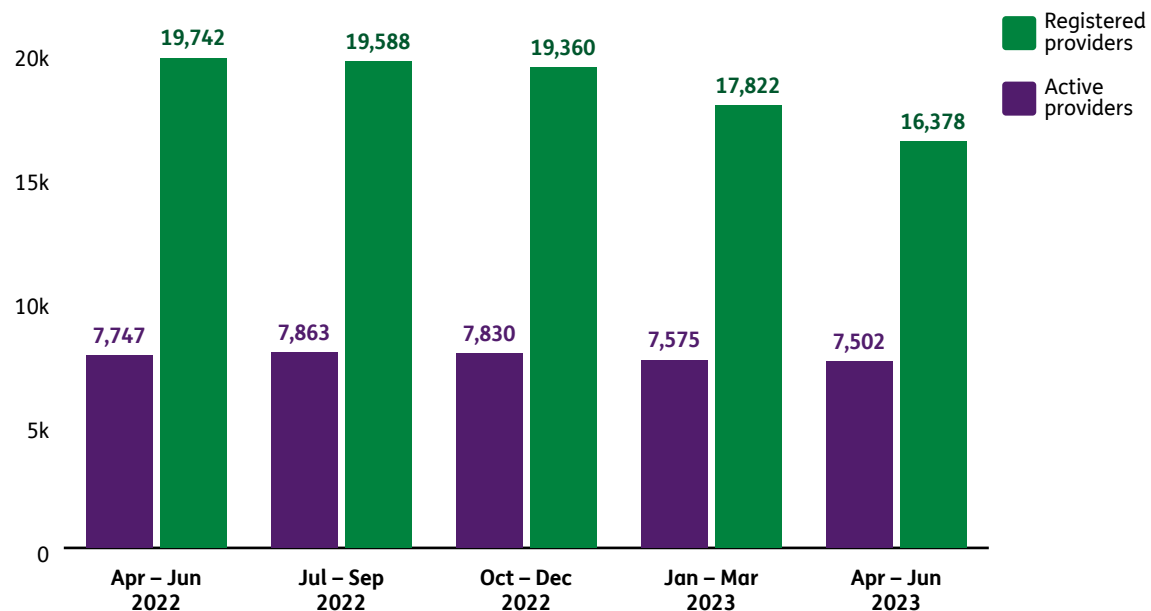


Figure 18: Registered provider payment claim

Count of registered providers (all) and count of registered providers who have claimed a payment from NDIA managed funding⁷ per quarter



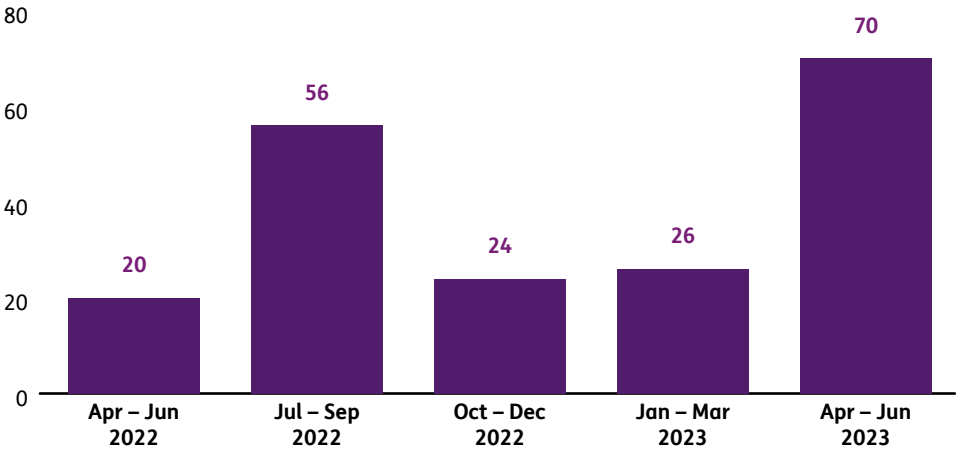
⁵ Count of new providers excludes registration renewals.

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 as they are no longer considered suitable to hold registration.

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

Figure 19: Auditors

Count of individual auditors⁸ trained per quarter



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.



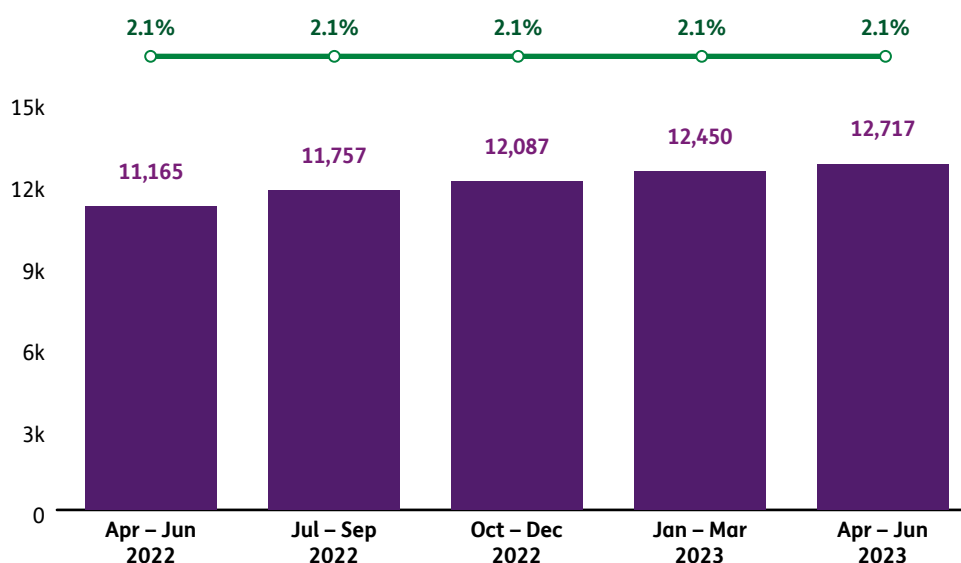
Regulated restrictive practices

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 practices¹ by NDIS providers in relation to NDIS participants.

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

Figure 20: NDIS participants subjected to regulated 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

Count³ of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type

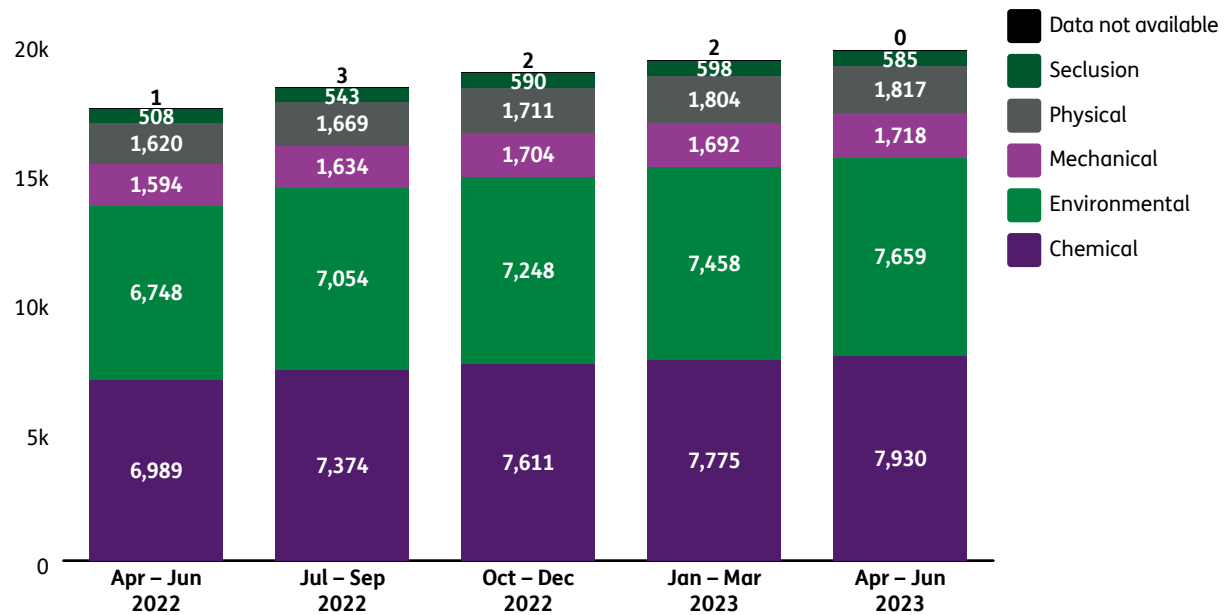
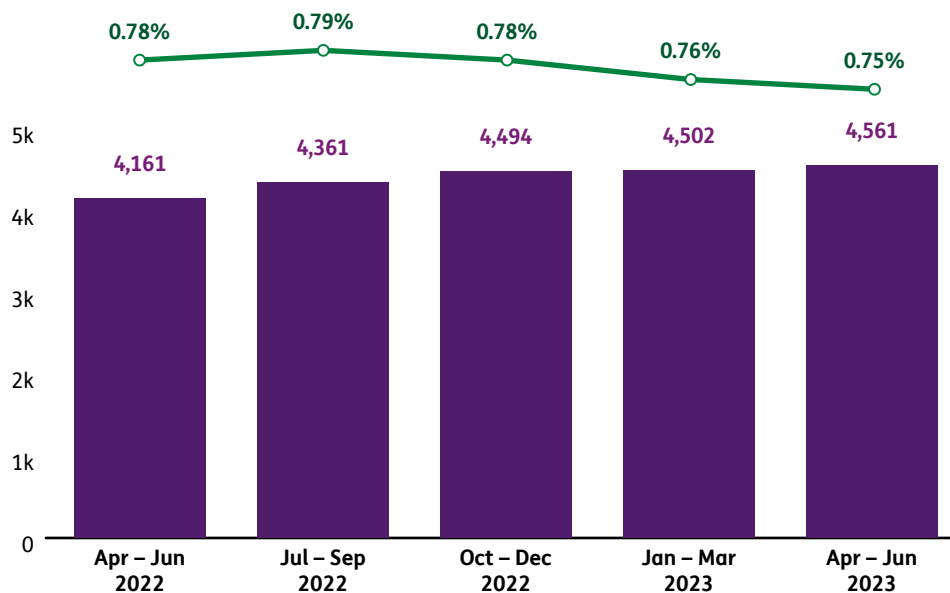


Figure 22: Unauthorised restrictive practices notifications

Count of NDIS participants associated with unauthorised restrictive practice notifications⁴ per quarter, and as proportion (%) of total NDIS participant population⁵



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 Unauthorised restrictive practice notification: unauthorised restrictive practice submitted as reportable incident notification to the NDIS Commission.

5 Total NDIS participant population count source: NDIA

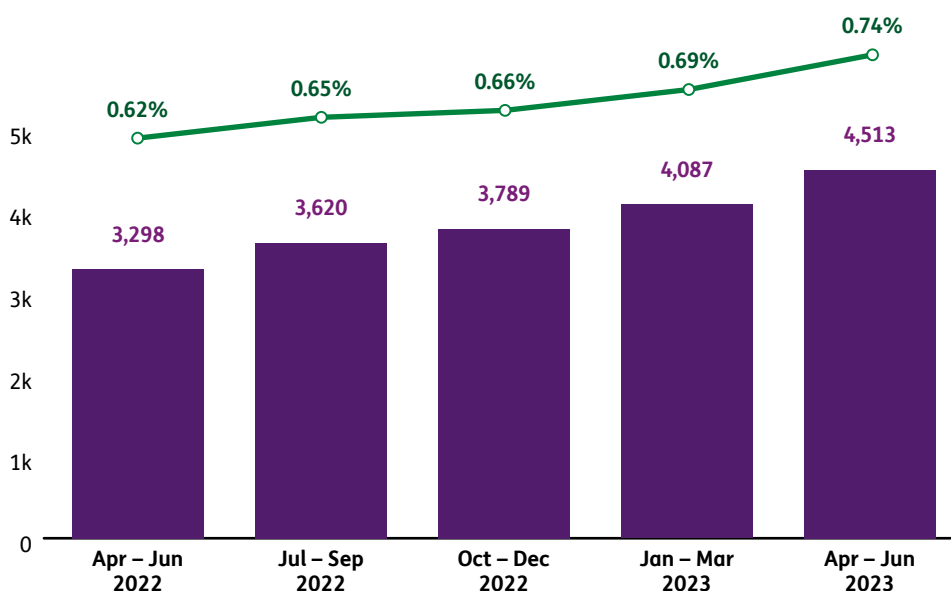
Reportable incidents

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

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

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 population².



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

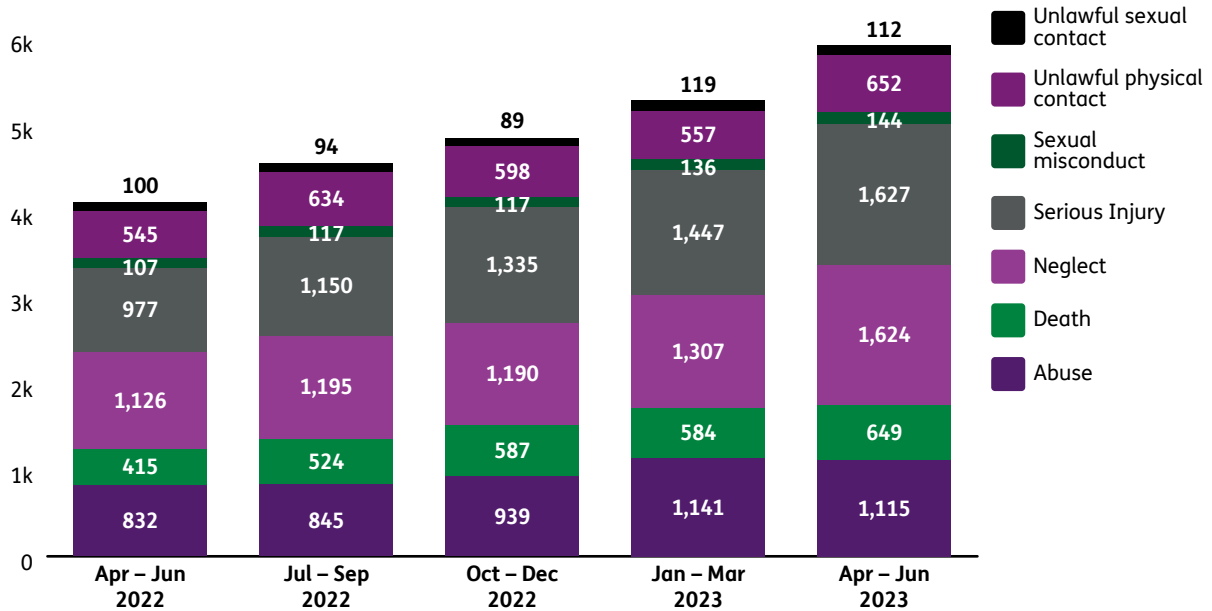
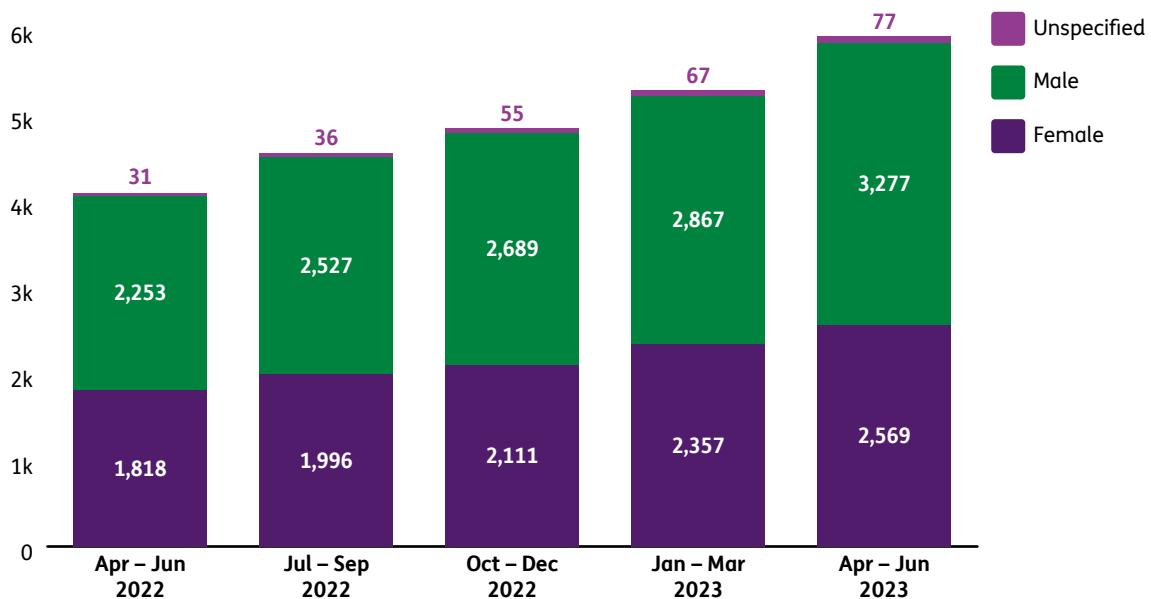


Figure 25: Reportable incidents by gender

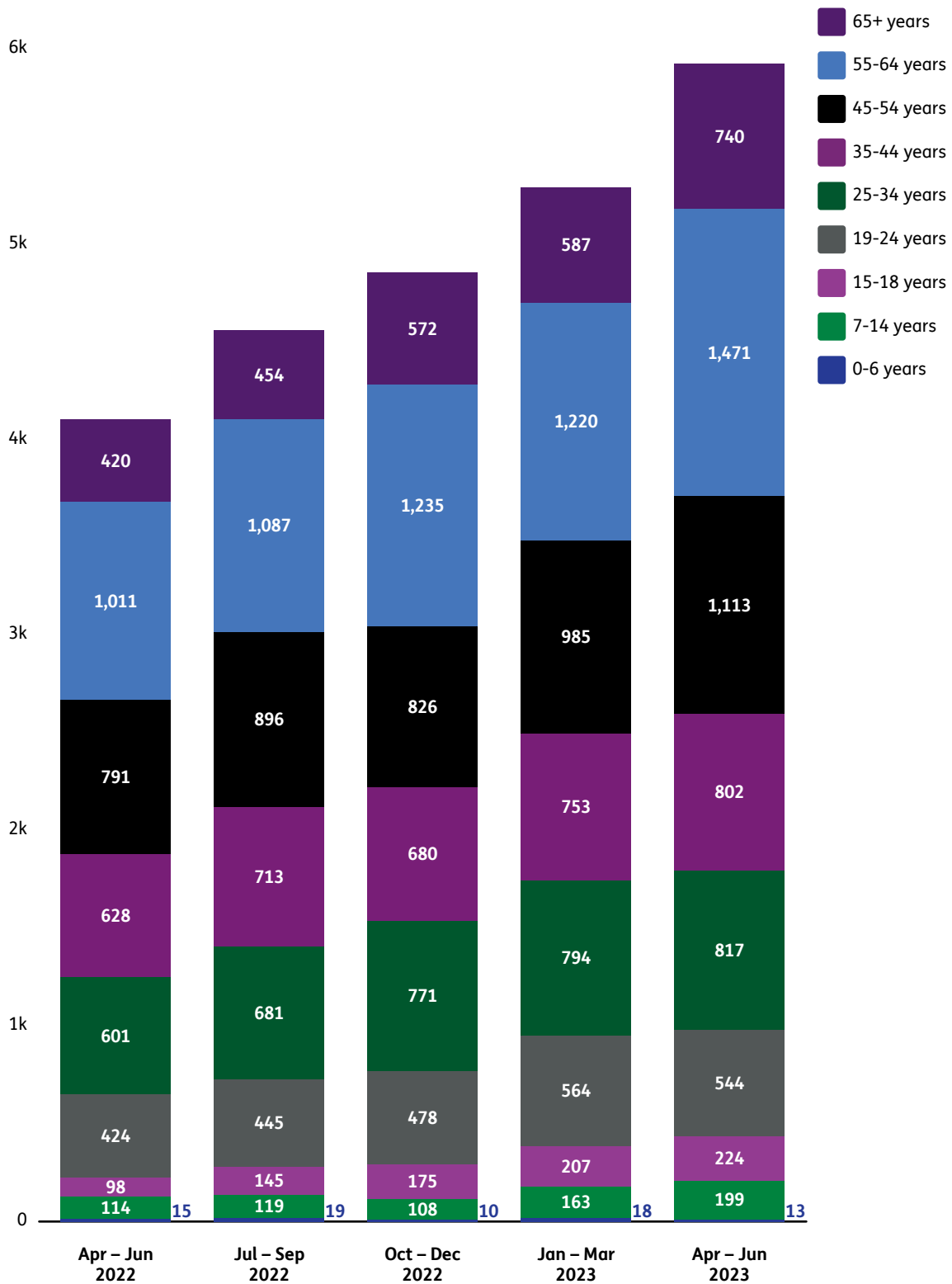
Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by reportable incident type and NDIS participant gender³



³ NDIS participant gender source: NDIA

Figure 26: Reportable incidents by age band

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



⁴ NDIS participant age band source: NDIA

Figure 27: Reportable incidents reported to police

Count of reportable incidents⁵ 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 notifications⁶ per quarter

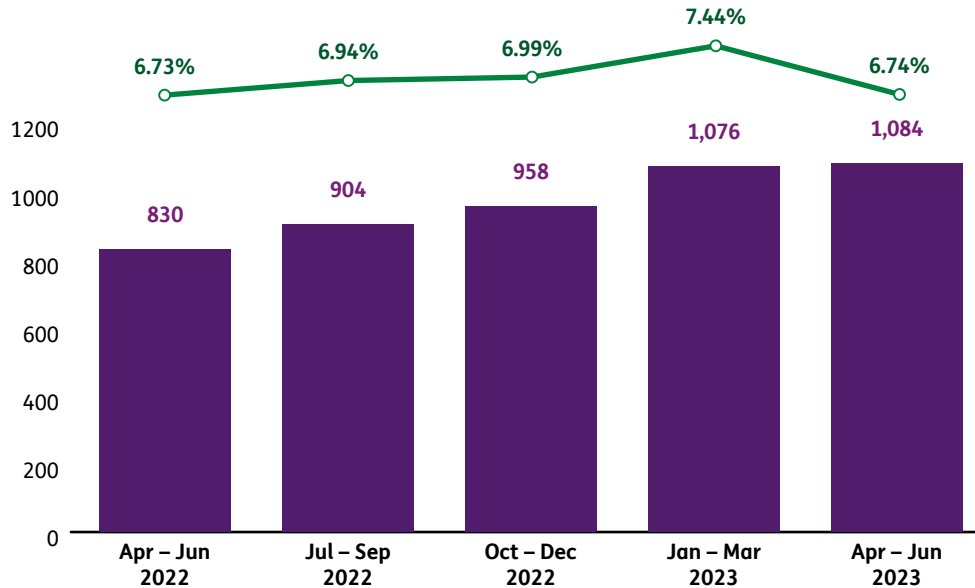
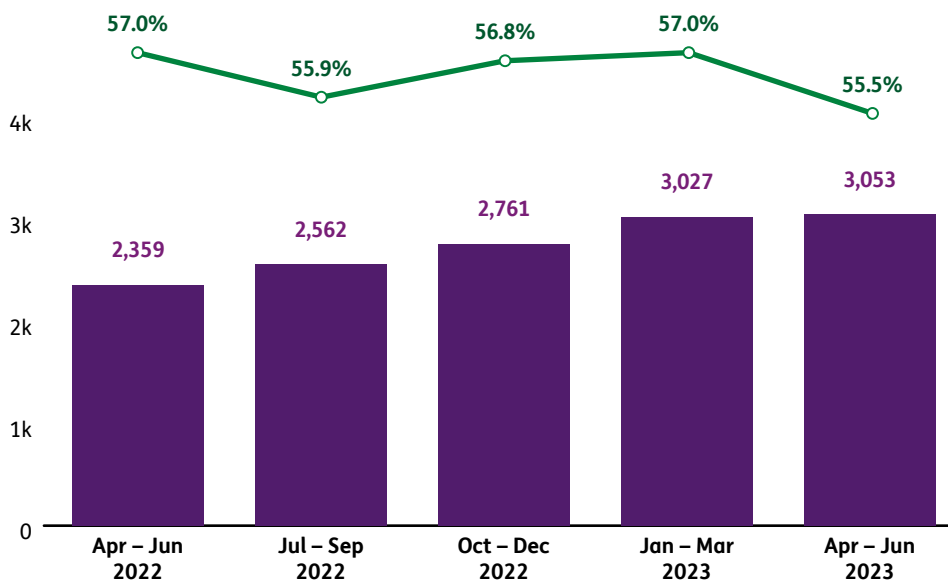


Figure 28: Reportable incidents notification timeframe – 24 hours

Count of reportable incident notifications to NDIS Commission (excluding unauthorised restrictive practices) within 24 hours⁷ of NDIS provider becoming aware that incident occurred per quarter, and as proportion (%) of total reportable incident notifications (excluding unauthorised restrictive practices) per quarter



⁵ Including unauthorised restrictive practices

⁶ Including unauthorised restrictive practices

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.

Figure 29: Reportable incidents notification timeframe – 5 day

Count of reportable incident notifications (excluding unauthorised restrictive practices) to NDIS Commission within 5 business days⁸ after NDIS provider became aware that incident occurred per quarter, and as a proportion (%) of all reportable incidents notifications (excluding unauthorised restrictive practices) per quarter

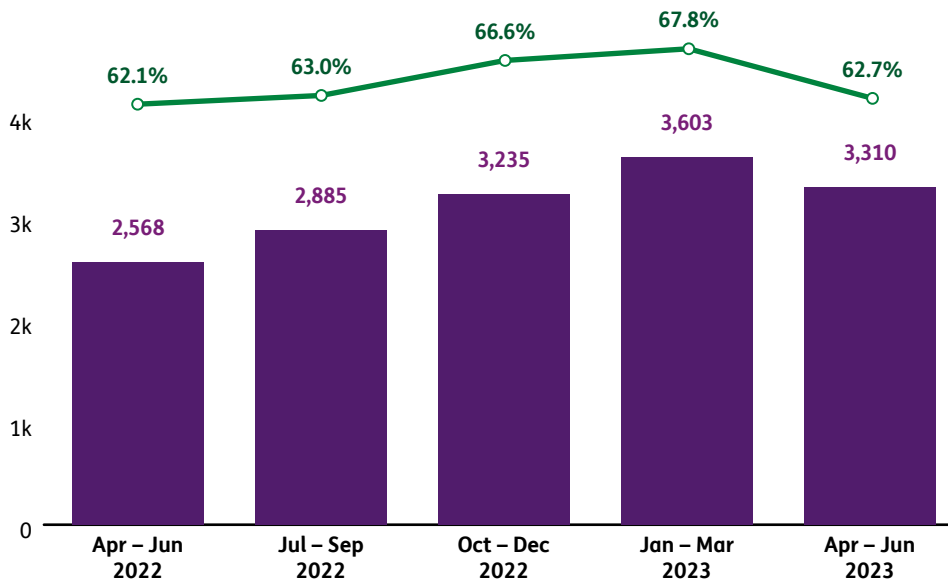
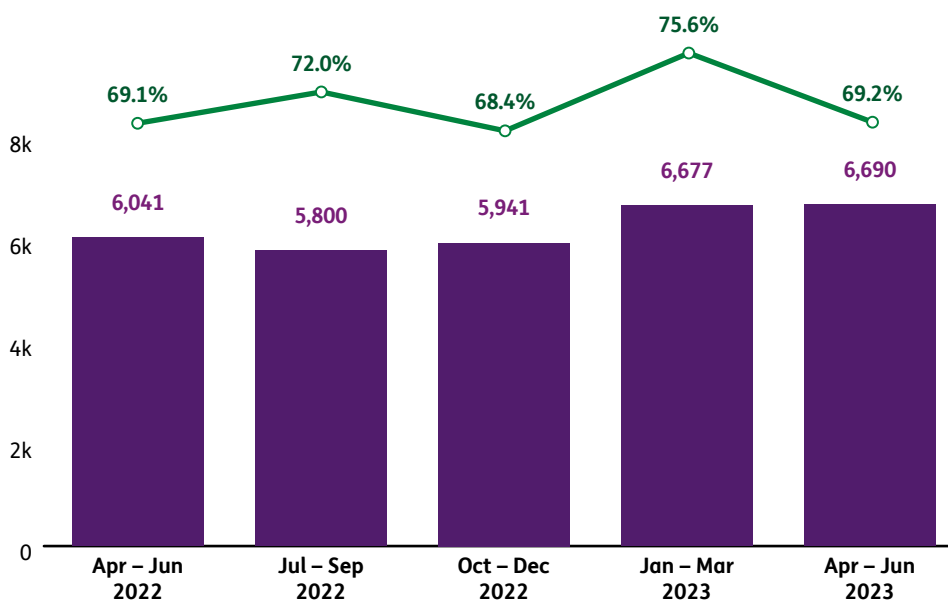


Figure 30: Unauthorised restrictive practices notification timeframe – 5 day

Count of unauthorised restrictive practice notifications to NDIS Commission within 5 business days⁹ after NDIS provider became aware that use occurred per quarter, and as proportion (%) of all unauthorised restrictive practice notifications per quarter



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

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 suitable¹ to deliver behaviour support services per quarter (cumulative)

Jurisdiction	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	43	45	65	86	99
NSW	1,220	1,250	1,544	2,015	2,078
NT	14	28	39	61	75
QLD	300	361	526	756	879
SA	268	289	364	519	540
TAS	68	64	95	121	134
VIC	524	584	845	1,189	1,351
WA	93	297	469	627	707

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 – 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)

Jurisdiction	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	5,000	6,609	7,411	8,461	9,351
NSW	128,832	153,434	173,333	198,877	221,080
NT	2,061	2,958	3,730	4,662	5,442
QLD	124,866	146,464	163,082	188,981	210,543
SA	36,870	43,814	49,649	58,579	67,411
TAS	9,428	11,982	13,714	15,622	17,467
VIC	117,027	136,483	151,103	170,991	189,457
WA	45,533	53,745	60,893	71,709	78,627

NDIS Worker Screening Check pending applications

Count of individuals awaiting decision² on their NDIS Worker Screening Check application as at end quarter

Jurisdiction	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
NSW	1,164	1,065	817	1,160	1,159
NT	55	56	65	99	120
QLD	2,590	2,755	2,941	3,801	4,123
SA	311	114	44	36	22
TAS	295	660	519	470	395
VIC	1,072	1,069	813	949	918
WA	383	504	506	468	347

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 bar³ placed on National Worker Screening Check application as at end quarter

Jurisdiction	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
NSW	40	35	37	19	16
NT	2	1	2	1	0
QLD	191	216	241	258	306
SA	0	0	0	0	0
TAS	0	0	0	0	0
VIC	6	6	6	11	10
WA	3	2	0	0	0

NDIS Worker Screening Check clearances

Count of individuals who hold NDIS Worker Screening Check clearance⁴ as at end quarter

Jurisdiction	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	3,314	4,603	5,259	5,672	6,815
NSW	124,141	148,308	167,868	192,126	213,430
NT	1,957	2,832	3,557	4,471	5,229
QLD	116,497	137,096	152,286	176,536	196,971
SA	35,974	42,933	48,438	56,733	65,438
TAS	8,288	10,335	12,111	13,964	15,752
VIC	112,397	131,074	145,299	164,040	181,643
WA	44,667	52,669	59,690	70,444	77,448

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 suspensions

Count of individuals with suspended NDIS Worker Screening Check clearance⁵ as at end quarter

Jurisdiction	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	0	1	1	2	2
NSW	9	19	14	19	24
NT	0	1	0	1	2
QLD	38	54	84	113	145
SA	1	2	5	11	9
TAS	0	0	0	0	0
VIC	13	25	26	26	26
WA	15	34	43	62	65

NDIS Worker Screening Check exclusions

Count of individuals with NDIS Worker Screening Check exclusion⁶ as at end quarter

Jurisdiction	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	1	1	1	1	1
NSW	70	118	175	225	277
NT	3	6	12	14	15
QLD	32	41	46	52	60
SA	26	38	53	71	101
TAS	2	2	2	2	3
VIC	62	95	107	146	184
WA	34	37	53	64	92

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.

⁶ 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.

Appendix C – 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	Apr – Jun 2022		Jul – Sep 2022		Oct – Dec 2022		Jan – Mar 2023		Apr – Jun 2023	
	Count	%	Count	%	Count	%	Count	%	Count	%
ACT	130	1.4%	146	1.5%	162	1.7%	170	1.7%	181	1.8%
NSW	3,671	2.3%	3,975	2.4%	4,039	2.3%	4,159	2.3%	4,211	2.3%
NT	160	3.2%	154	3.0%	165	3.1%	173	3.1%	180	3.2%
QLD	1,440	1.3%	1,421	1.2%	1,449	1.2%	1,511	1.2%	1,529	1.2%
SA	1,197	2.6%	1,214	2.5%	1,300	2.6%	1,283	2.5%	1,311	2.5%
TAS	324	2.7%	346	2.8%	336	2.6%	346	2.7%	339	2.5%
VIC	2,987	2.1%	3,124	2.1%	3,228	2.1%	3,358	2.1%	3,426	2.1%
WA	1,256	2.7%	1,377	2.9%	1,408	2.8%	1,450	2.8%	1,540	2.9%

Regulated restrictive practice types

Count⁸ of NDIS participants associated with regulated restrictive practice notifications per quarter, grouped by restrictive practice type

Jurisdiction	Restrictive practice type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	Chemical	87	101	110	118	125
	Environmental	66	80	81	82	88
	Mechanical	18	13	16	18	16
	Physical	9	12	17	17	20
	Seclusion	1	2	4	3	3

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 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
NSW	Chemical	2274	2438	2462	2488	2502
	Environmental	2234	2404	2462	2556	2640
	Mechanical	631	660	662	658	656
	Physical	335	382	383	433	449
	Seclusion	139	161	166	170	161
NT	Chemical	89	86	95	96	98
	Environmental	110	111	117	124	126
	Mechanical	7	7	10	9	10
	Physical	20	16	13	14	16
	Seclusion	2	3	3	6	4
QLD	Chemical	682	675	684	701	732
	Environmental	815	774	795	842	835
	Mechanical	169	169	194	192	203
	Physical	532	534	544	559	548
	Seclusion	86	75	90	82	83
	Unknown type	0	1	0	0	0
SA	Chemical	596	600	694	652	659
	Environmental	860	889	912	926	922
	Mechanical	181	180	197	185	194
	Physical	307	295	298	311	314
	Seclusion	75	83	95	97	81
	Unknown type	0	1	0	1	0
TAS	Chemical	169	167	154	158	155
	Environmental	199	211	215	223	231
	Mechanical	44	42	47	53	51
	Physical	98	114	126	136	119
	Seclusion	23	29	34	43	42

Jurisdiction	Restrictive practice type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
VIC	Chemical	2352	2481	2573	2684	2729
	Environmental	1627	1676	1731	1751	1806
	Mechanical	352	372	389	387	389
	Physical	171	168	182	181	190
	Seclusion	96	103	116	116	124
WA	Chemical	740	826	839	878	930
	Environmental	837	909	935	954	1011
	Mechanical	192	191	189	190	199
	Physical	148	148	148	153	161
	Seclusion	86	87	82	81	87
	Unknown type	1	1	2	1	0

Unauthorised restrictive practices

Count of NDIS participants associated with unauthorised restrictive practice notifications⁹ per quarter

Jurisdiction	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	67	80	94	89	94
NSW	1,377	1,612	1,623	1,647	1,630
NT	75	67	68	80	77
QLD	622	600	656	674	657
SA	453	386	489	422	405
TAS	188	190	181	197	196
VIC	849	893	864	882	927
WA	530	533	519	511	575

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 notifications¹⁰ per quarter, grouped by restrictive practice type

Jurisdiction	Restrictive practice type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	Chemical	43	56	65	64	66
	Environmental	27	39	39	36	36
	Mechanical	11	8	7	8	6
	Physical	5	7	9	9	10
	Seclusion	0	2	3	1	1
NSW	Chemical	724	806	836	790	820
	Environmental	671	806	864	880	889
	Mechanical	142	142	168	160	155
	Physical	144	176	164	196	183
	Seclusion	26	50	53	54	35
NT	Chemical	36	33	36	43	37
	Environmental	44	45	42	49	45
	Mechanical	1	1	1	0	2
	Physical	11	7	5	8	11
	Seclusion	0	0	0	2	0
QLD	Chemical	188	191	208	224	225
	Environmental	283	251	275	303	262
	Mechanical	27	33	50	51	51
	Physical	191	203	216	203	210
	Seclusion	46	29	45	34	33
	Unknown type	0	1	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	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
SA	Chemical	133	117	212	161	143
	Environmental	268	231	261	235	217
	Mechanical	33	38	53	40	36
	Physical	104	74	84	99	96
	Seclusion	12	14	24	25	15
	Unknown type	0	1	0	1	0
TAS	Chemical	71	58	40	50	51
	Environmental	94	99	98	114	121
	Mechanical	10	10	8	15	18
	Physical	53	64	79	86	67
	Seclusion	8	8	10	14	14
	VIC	Chemical	554	585	565	591
	Environmental	373	391	363	338	368
	Mechanical	68	57	62	66	89
	Physical	65	58	65	78	73
	Seclusion	12	19	20	23	27
WA	Chemical	245	262	229	243	282
	Environmental	303	288	289	288	317
	Mechanical	67	58	58	53	66
	Physical	42	48	45	52	60
	Seclusion	11	11	6	14	16
	Unknown type	1	1	2	1	0

Appendix D – 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 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
ACT	Abuse	5	6	6	11	13
	Death	6	5	14	3	13
	Neglect	12	9	10	14	14
	Serious Injury	14	18	9	18	16
	Sexual misconduct	1	1	4	4	1
	Unlawful physical contact	0	0	6	3	6
	Unlawful sexual contact	1	1	1	0	2
	NSW	Abuse	366	339	362	455
Death	166	186	190	198	256	
Neglect	454	442	411	434	465	
Serious Injury	359	433	497	523	547	
Sexual misconduct	37	40	36	43	53	
Unlawful physical contact	254	273	287	247	273	
Unlawful sexual contact	30	30	37	32	26	
NT	Abuse	4	8	5	11	7
	Death	5	10	16	16	8
	Neglect	10	8	20	15	26
	Serious Injury	7	13	17	19	29
	Sexual misconduct	3	0	0	1	0
	Unlawful physical contact	2	10	4	2	6
	Unlawful sexual contact	0	0	1	1	2

Jurisdiction	Reportable incident type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
QLD	Abuse	122	102	137	137	121
	Death	63	89	104	122	152
	Neglect	152	149	176	200	191
	Serious Injury	134	149	163	181	226
	Sexual misconduct	19	21	17	21	20
	Unlawful physical contact	76	59	48	47	54
	Unlawful sexual contact	17	12	12	24	25
SA	Abuse	107	122	125	202	189
	Death	37	52	59	58	49
	Neglect	235	247	220	287	299
	Serious Injury	82	97	107	116	143
	Sexual misconduct	23	21	17	17	20
	Unlawful physical contact	37	34	43	52	50
	Unlawful sexual contact	10	9	11	19	9
TAS	Abuse	33	28	33	46	32
	Death	13	14	18	11	12
	Neglect	31	40	60	55	52
	Serious Injury	55	63	114	111	73
	Sexual misconduct	3	3	7	8	8
	Unlawful physical contact	18	29	26	28	40
	Unlawful sexual contact	8	2	2	9	4

Jurisdiction	Reportable incident type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
VIC	Abuse	147	196	206	210	241
	Death	79	105	124	136	111
	Neglect	161	224	217	212	478
	Serious Injury	192	242	258	325	405
	Sexual misconduct	13	19	21	28	29
	Unlawful physical contact	147	197	159	150	190
	Unlawful sexual contact	29	32	17	18	27
	WA	Abuse	48	44	65	69
Death	46	63	62	40	48	
Neglect	71	76	76	90	99	
Serious Injury	134	135	170	154	188	
Sexual misconduct	8	12	15	14	13	
Unlawful physical contact	11	32	25	28	33	
Unlawful sexual contact	5	8	8	16	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 type¹¹

Age band	Reportable incident type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
0-6 years	Abuse	3	2	0	3	4
	Death	1	1	0	4	2
	Neglect	5	6	3	5	3
	Serious Injury	4	8	3	4	1
	Sexual misconduct	1	1	1	0	0
	Unlawful physical contact	1	1	2	2	2
	Unlawful sexual contact	0	0	1	0	1

¹¹ NDIS participant age band source: NDIA

Age band	Reportable incident type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
7-14 years	Abuse	17	16	22	29	44
	Death	2	2	7	12	1
	Neglect	47	47	35	57	48
	Serious Injury	15	20	16	19	43
	Sexual misconduct	11	3	5	9	11
	Unlawful physical contact	16	28	21	32	45
	Unlawful sexual contact	6	3	2	5	7
15-18 years	Abuse	26	25	28	42	51
	Death	2	3	2	5	5
	Neglect	31	66	53	52	61
	Serious Injury	17	25	55	58	63
	Sexual misconduct	5	3	10	13	14
	Unlawful physical contact	11	20	23	25	24
	Unlawful sexual contact	6	3	4	12	6
19-24 years	Abuse	88	84	92	105	105
	Death	4	7	8	11	8
	Neglect	127	115	140	161	154
	Serious Injury	97	108	140	172	180
	Sexual misconduct	21	21	12	24	18
	Unlawful physical contact	72	92	74	66	70
	Unlawful sexual contact	15	18	12	25	9
25-34 years	Abuse	149	142	169	203	183
	Death	17	24	23	23	37
	Neglect	149	178	192	222	236
	Serious Injury	138	170	225	226	199
	Sexual misconduct	27	25	27	22	34
	Unlawful physical contact	101	122	112	78	109
	Unlawful sexual contact	20	20	23	20	19

Age band	Reportable incident type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
35-44 years	Abuse	138	145	146	201	169
	Death	26	42	49	35	34
	Neglect	193	190	164	196	211
	Serious Injury	145	208	195	205	233
	Sexual misconduct	16	11	23	23	28
	Unlawful physical contact	92	101	93	78	97
	Unlawful sexual contact	18	16	10	15	30
45-54 years	Abuse	150	196	183	218	236
	Death	85	98	78	117	111
	Neglect	233	225	221	235	330
	Serious Injury	193	220	211	267	293
	Sexual misconduct	14	29	23	24	13
	Unlawful physical contact	100	118	99	104	114
	Unlawful sexual contact	16	10	11	20	16
55-64 years	Abuse	188	187	215	248	220
	Death	174	231	276	214	270
	Neglect	235	252	261	282	422
	Serious Injury	277	276	339	340	412
	Sexual misconduct	11	18	12	17	16
	Unlawful physical contact	110	103	113	103	114
	Unlawful sexual contact	16	20	19	16	17
65+ years	Abuse	73	48	84	92	103
	Death	104	116	144	163	181
	Neglect	106	116	121	97	159
	Serious Injury	91	115	151	156	203
	Sexual misconduct	1	6	4	4	10
	Unlawful physical contact	42	49	61	69	77
	Unlawful sexual contact	3	4	7	6	7

Reportable incidents by gender and type

Count of reportable incident notifications (excluding unauthorised restrictive practices) per quarter, grouped by reportable incident type and NDIS participant gender¹²

Gender	Reportable incident type	Apr – Jun 2022	Jul – Sep 2022	Oct – Dec 2022	Jan – Mar 2023	Apr – Jun 2023
Female	Abuse	377	376	415	518	518
	Death	169	221	250	234	277
	Neglect	461	476	446	533	656
	Serious Injury	465	539	630	707	739
	Sexual misconduct	63	66	63	72	77
	Unlawful physical contact	214	248	252	216	230
	Unlawful sexual contact	69	70	55	77	72
	Male	Abuse	446	465	516	606
Death	240	303	330	340	367	
Neglect	660	709	727	760	952	
Serious Injury	506	598	686	722	866	
Sexual misconduct	44	51	52	61	67	
Unlawful physical contact	327	377	344	337	414	
Unlawful sexual contact	30	24	34	41	37	
Unknown	Abuse	9	4	8	17	23
	Death	6	0	7	10	5
	Neglect	5	10	17	14	16
	Serious Injury	6	13	19	18	22
	Sexual misconduct	4	9	2	4	8
	Unlawful physical contact	1	0	0	1	3
	Unlawful sexual contact	0	0	2	3	0

¹² NDIS participant gender source: NDIA



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