

Data Date: 31/05/2026

Notes

- Data for the financial year ending 30 June 2026 reflects the 11-month period to 31 May 2026, as June 2026 data is not yet finalised.
- Tables 2 & 3 refer to a unique participant count as one participant could have multiple PCIs and internal reviews.
- Tables 2 & 3 are inclusive of internal reviews that were created/completed at the same date as the PCI.
- A PCI is not necessarily connected to an Internal Review Request and there is no structured data available to directly determine whether they are linked. For Table 3, a conservative approach has been taken to identify participants who had a PCI within 12 months of a completed internal review request.

Participant critical incidents

In the course of their work, NDIA staff and partners may become aware of information about an incident involving a participant that requires consideration to determine whether it meets the criteria of a Participant Critical Incident.

Participant critical incidents include the following situations/allegations:

- Unexpected death of a National Disability Insurance Scheme (NDIS) participant, or a death that occurs in connection with the provision of NDIS supports or services.
- Serious injury of a NDIS participant.
- Abuse or neglect of a NDIS participant.
- Unlawful sexual or physical contact with, or assault of, a NDIS participant.
- Sexual misconduct committed against, or in the presence of, a NDIS participant, including grooming of the NDIS participant for sexual activity.
- Unauthorised use of a restrictive practice in relation to a NDIS participant.
- A NDIS participant threatening or attempting self-harm or suicide.

Participant Critical Incident is an internal NDIA term and is not terminology that participants or other stakeholders are expected to use when providing information about an incident.

Table 1. Number of PCIs lodged by financial year

Financial Year Ending	PCI Count
30 June 2024	16,812
30 June 2025	18,930
30 June 2026 to date	19,639

Table 2. Number of participants that had a pending internal review case at the time of PCI by financial year

Financial Year Ending	Participant Count
30 June 2024	490
30 June 2025	648
30 June 2026 to date	874

Table 3. Number of participants with a PCI recorded within 12 months of a completed internal review by financial year of lodgement and internal review outcome

Financial Year Ending	Internal Review Outcome	Participant Count
30 June 2024	Confirmed	701
30 June 2024	Vary - Set Aside	484
30 June 2024	Withdrawn	362
30 June 2024	Missing	4
30 June 2025	Confirmed	951
30 June 2025	Vary - Set Aside	481
30 June 2025	Withdrawn	227
30 June 2025	Missing	39
30 June 2026 to date	Confirmed	1,165
30 June 2026 to date	Vary - Set Aside	479
30 June 2026 to date	Withdrawn	62
30 June 2026 to date	Missing	120