



FOI 2024.102 – Attachment 1

Although the original request is for 24 months of data, we have only provided up to Q2 this financial year as per what is available publicly.

- *Residential notifications*
 - Figures in the tables provided reflect only Priority 1 and Priority 2 reported over the past 6 quarters (July 2022 – December 2023). As per in the [ACQSC quarterly sector performance report summary data tables](#). Notifications with no AP reported Classification, assessed as out of scope of being a Priority 1, or as out of scope (not a reportable incident) have been excluded.
- *Home Services*
 - The figures in tables provided reflect the number of Priority 1 and Priority 2 reported incidents for home services over the past 4 quarters (January 2023 to December 2023). Notifications with no AP reported Classification or assessed as out of scope (not a reportable incident) have been excluded.
 - SIRS expanded to include reportable incidents in home services on 1 December 2022. For this reason, we have provided reporting on home services notifications from the commencement of a full quarter which was January 2023.
 - Home services SIRS notification rates are not publicly available for home services at this stage, therefore we have not provided for comparison.
- *Sources*
 - Source: Unpublished data from Commission systems as at 31 December 2023, extracted 2 June 2024. Reported figures may change as cases in the database are updated.
 - Source: GMPS Provider Data extracted from Health data portal via DOHAC on 27 March 2024 to form Market Segment Model.

Disclaimer: Under the *Aged Care Quality and Safety Commission Act 2018*, the Aged Care Quality and Safety Commission can use any information it received to help perform its regulatory functions. The Aged Care Quality and Safety Commission has procedures in place to ensure that personal information is protected against misuse and is not unlawfully disclosed.

Reportable incidents in residential care	Q1	Q2	Q3	Q4	Q1	Q2 2023-24	Q2 2023-24	Total Q2
	2022-23	2022-23	2022-23	2022-23	2023-24	Priority 1	Priority 2	2023-24
Unreasonable use of force	415	442	463	410	413	114	349	463
Neglect	52	51	63	69	102	39	59	98
Psychological or emotional abuse	74	59	67	69	82	9	69	78
Unlawful sexual contact or inappropriate sexual conduct ~	34	29	43	27	45	35	-	35
Unexplained absence from care ^	14	13	19	17	13	14	-	14
Unexpected death ^	8	8	4	10	9	5	-	5
Stealing or financial coercion by a staff member	4	4	5	6	9	9	8	17
Inappropriate use of restrictive practices	-	4	2	1	4	-	4	4
TOTAL	601	610	666	609	677	225	489	714

Figure: Number of Priority 1 and Priority 2 reported incidents in residential care over the past 6 quarters

~ Reportable incidents of unlawful sexual contact, or inappropriate sexual conduct are Priority 1 reportable incidents. The notifications recorded in this table as Priority 2 are because providers incorrectly selected Priority 2 when they submitted the notification.

^ Notifications of unexplained absence or unexpected deaths are Priority 1 reportable incidents. Any notifications recorded in this table as Priority 2 are because providers incorrectly selected Priority 2 when they submitted the notification.

Reportable incidents in residential care by Priority 1 and Priority 2	Q1	Q2	Q3	Q4	Q1	Q2
	2022-23	2022-23	2022-23	2022-23	2023-24	2023-24
Priority 1	156	211	224	204	229	225
Priority 2	445	399	442	405	448	489

Unreasonable use of force Priority 1 and Priority 2 incidents in residential care	Q1	Q2	Q3	Q4	Q1	Q2
	2022-23	2022-23	2022-23	2022-23	2023-24	2023-24
Priority 1	81	130	116	115	119	114
Priority 2	334	312	347	295	294	349

Neglect Priority 1 and Priority 2 incidents in residential care	Q1 2022–23	Q2 2022–23	Q3 2022–23	Q4 2022–23	Q1 2023–24	Q2 2023–24
Priority 1	18	23	25	22	29	39
Priority 2	34	28	38	47	73	59

Psychological or emotional abuse Priority 1 and Priority 2 incidents in residential care	Q1 2022–23	Q2 2022–23	Q3 2022–23	Q4 2022–23	Q1 2023–24	Q2 2023–24
Priority 1	13	7	12	9	8	9
Priority 2	61	52	55	60	74	69

Unlawful sexual contact or inappropriate sexual conduct Priority 1 and Priority 2 incidents in residential care	Q1 2022–23	Q2 2022–23	Q3 2022–23	Q4 2022–23	Q1 2023–24	Q2 2023–24
Priority 1	23	28	43	27	44	35
Priority 2	11	1	-	-	1	-

Unexplained absence from care Priority 1 and Priority 2 incidents in residential care	Q1 2022–23	Q2 2022–23	Q3 2022–23	Q4 2022–23	Q1 2023–24	Q2 2023–24
Priority 1	10	13	19	17	13	14
Priority 2	4	-	-	-	-	-

Unexpected death abuse Priority 1 and Priority 2 incidents in residential care	Q1 2022–23	Q2 2022–23	Q3 2022–23	Q4 2022–23	Q1 2023–24	Q2 2023–24
Priority 1	8	8	4	10	9	5
Priority 2	-	-	-	-	-	-

Stealing or financial coercion by a staff member Priority 1 and Priority 2 incidents in residential care	Q1 2022–23	Q2 2022–23	Q3 2022–23	Q4 2022–23	Q1 2023–24	Q2 2023–24
Priority 1	3	2	5	4	6	9
Priority 2	1	2	-	2	3	8

Inappropriate use of restrictive practices Priority 1 and Priority 2 incidents in residential care	Q1	Q2	Q3	Q4	Q1	Q2
	2022–23	2022–23	2022–23	2022–23	2023–24	2023–24
Priority 1	-	-	-	-	1	-
Priority 2	-	4	2	1	3	4

SIRS Priority 1 and Priority 2 notifications in residential care across the past 6 quarters

SIRS notification rate for residential care	Q1	Q2	Q3	Q4	Q1	Q2
	2022–23	2022–23	2022–23	2022–23	2023–24	2023–24
Rate	7.5	7.6	8.4	7.5	8.1	8.3

SIRS incident notification rate for residential care

SIRS notification rate is number of notifications per 10,000 occupied bed days (OBD).

Residential care reporting rates per quarter for each incident type in residential care	Q1	Q2	Q3	Q4	Q1	Q2
	2022–23	2022–23	2022–23	2022–23	2023–24	2023–24
Unreasonable use of force	5.2	5.5	5.8	5.0	4.9	5.4
Neglect	0.7	0.6	0.8	0.8	1.2	1.1
Psychological or emotional abuse	0.9	0.7	0.8	0.8	1.0	0.9
Unlawful or inappropriate sexual contact	0.4	0.4	0.5	0.3	0.5	0.4
Unexplained absence from care	0.2	0.2	0.2	0.2	0.2	0.2
Unexpected death	0.1	0.1	0.1	0.1	0.1	0.1
Stealing or financial coercion by a staff member	0.1	0.0	0.1	0.1	0.1	0.2
Inappropriate use of restrictive practices	0.0	0.0	0.0	0.0	0.0	0.0

SIRS reporting rates and Priority 1 and Priority 2 numbers for each notification type in residential care

Residential care reporting rates per quarter for each quarter by ownership type in residential care	Q1	Q2	Q3	Q4	Q1	Q2
	2022–23	2022–23	2022–23	2022–23	2023–24	2023–24
For-profit	4.4	4.8	5.2	3.9	4.8	5.5
Not-for-profit	0.0	0.0	0.0	9.5	2.5	14.9
Government	9.4	9.3	10.3	9.6	10.1	10.0

Figure: SIRS reporting rates per quarter by provider size in residential care over the past 6 quarters

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Reportable incidents in home services	Q3 2022– 23	Q4 2022– 23	Q1 2023– 24	Q2 2023-24 Priority 1	Q2 2023-24 Priority 2	Total Q2 2023–24
Unreasonable use of force	1	2	1	3	1	4
Neglect	15	18	26	3	14	17
Psychological or emotional abuse	1	2	1	1	1	2
Unlawful sexual contact or inappropriate sexual conduct ~	-	-	2	-	-	-
Missing Consumers	-	1	1	-	-	-
Unexpected death ^	-	-	2	1		1
Stealing or financial coercion by a staff member	4	12	13	5	2	7
Inappropriate use of restrictive practices	1	2	-	-	-	-
TOTAL	22	37	46	13	18	31

Figure: Number of Priority 1 and Priority 2 reported incidents for home services

SIRS notification rates are not available for home services because of the different way consumer data is collected.

Reportable incidents in home services by Priority 1 and Priority 2	Q3 2022–23	Q4 2022–23	Q1 2023–24	Total Q2 2023–24
Priority 1	7	15	19	13
Priority 2	15	22	27	18

Unreasonable use of force Priority 1 and Priority 2 incidents in home services	Q3 2022–23	Q4 2022–23	Q1 2023–24	Total Q2 2023–24
Priority 1	0	0	0	3
Priority 2	1	2	1	1

Neglect Priority 1 and Priority 2 incidents in home services	Q3 2022–23	Q4 2022–23	Q1 2023–24	Total Q2 2023–24
Priority 1	5	12	9	3
Priority 2	10	6	17	14

Psychological or emotional abuse Priority 1 and Priority 2 incidents in home services	Q3 2022–23	Q4 2022–23	Q1 2023–24	Total Q2 2023–24
Priority 1	-	-	-	1
Priority 2	1	2	1	1

Unlawful sexual contact or inappropriate sexual conduct Priority 1 and Priority 2 incidents in home services	Q3 2022–23	Q4 2022–23	Q1 2023–24	Total Q2 2023–24
Priority 1	-	-	2	-
Priority 2	-	-	-	-

Missing Consumer Priority 1 and Priority 2 incidents in home services	Q3 2022-23	Q4 2022-23	Q1 2023-24	Total Q2 2023-24
Priority 1	-	1	1	-
Priority 2	-	-	-	-

Unexpected Death Priority 1 and Priority 2 incidents in home services	Q3 2022-23	Q4 2022-23	Q1 2023-24	Total Q2 2023-24
Priority 1	-	-	2	1
Priority 2	-	-	-	-

Stealing or financial coercion of a consumer by staff Priority 1 and Priority 2 incidents in home services	Q3 2022-23	Q4 2022-23	Q1 2023-24	Total Q2 2023-24
Priority 1	2	2	5	5
Priority 2	2	10	8	2

Inappropriate use of restrictive practices Priority 1 and Priority 2 incidents in home services	Q3 2022-23	Q4 2022-23	Q1 2023-24	Total Q2 2023-24
Priority 1	-	-	-	-
Priority 2	1	2	-	-

Figure: SIRS Priority 1 and Priority 2 notifications in In Home Care across the past 4 quarters