

SIRS

Residential Care

Reportable incidents in residential care	Q2 2023-24 Priority 1	Q2 2023-24 Priority 2	Total Q2 2023-24	Q3 2023-24 Priority 1	Q3 2023-24 Priority 2	Total Q3 2023-24
Unreasonable use of force	114	349	463	87	322	409
Neglect	39	59	98	40	88	128
Psychological or emotional abuse	9	69	78	12	68	80
Unlawful sexual contact or inappropriate sexual conduct	35	0	35	35	0	35
Unexplained absence from care	14	0	14	14	0	14
Unexpected death	5	0	5	6	0	6
Stealing or financial coercion by a staff member	9	8	17	3	4	7
Inappropriate use of restrictive practices	0	4	4	2	2	4
TOTAL	225	489	714	199	484	683

Figure: Number of Priority 1 and Priority 2 reported incidents in residential care for Q2 and Q3 2023-24

Reportable incidents in residential care by Priority 1 and Priority 2	Q2 2023-24	Q3 2023-24
Priority 1	225	199
Priority 2	489	484

Unreasonable use of force Priority 1 and Priority 2 incidents in residential care	Q2 2023-24	Q3 2023-24
Priority 1	114	87
Priority 2	349	322

Neglect Priority 1 and Priority 2 incidents in residential care	Q2 2023–24	Q3 2023–24
Priority 1	39	40
Priority 2	59	88

Psychological or emotional abuse Priority 1 and Priority 2 incidents in residential care	Q2 2023–24	Q3 2023–24
Priority 1	9	12
Priority 2	69	68

Unlawful sexual contact or inappropriate sexual conduct Priority 1 and Priority 2 incidents in residential care	Q2 2023–24	Q3 2023–24
Priority 1	35	35
Priority 2	0	0

Unexplained absence from care Priority 1 and Priority 2 incidents in residential care	Q2 2023–24	Q3 2023–24
Priority 1	14	14
Priority 2	0	0

Unexpected death abuse Priority 1 and Priority 2 incidents in residential care	Q2 2023–24	Q3 2023–24
Priority 1	5	6
Priority 2	0	0

Stealing or financial coercion by a staff member Priority 1 and Priority 2 incidents in residential care	Q2 2023–24	Q3 2023–24
Priority 1	9	3
Priority 2	8	4

Inappropriate use of restrictive practices Priority 1 and Priority 2 incidents in residential care	Q2 2023–24	Q3 2023–24
Priority 1	0	2
Priority 2	4	2

Figure: SIRS Priority 1 and Priority 2 notifications in residential care for Q2 and Q3 2023-24

SIRS notification rate for residential care	Q2 2023–24	Q3 2023–24
Rate	8.3	8.0

Figure: SIRS incident notification rate for residential care for Q2 and Q3 2023-24

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	Q2 2023–24	Q3 2023–24
Unreasonable use of force	5.4	4.8
Neglect	1.1	1.5
Psychological or emotional abuse	0.9	0.9
Unlawful or inappropriate sexual contact	0.4	0.4
Unexplained absence from care	0.2	0.2
Unexpected death	0.1	0.1
Stealing or financial coercion by a staff member	0.2	0.1
Inappropriate use of restrictive practices	0.0	0.0

Figure: SIRS reporting rates and Priority 1 and Priority 2 numbers for each notification type in residential care for Q2 and Q3 2023-24

Residential care reporting rates per quarter for each quarter by ownership type in residential care	Q2 2023–24	Q3 2023–24
For-profit	5.5	6.2
Not-for-profit	14.9	5.9
Government	10.0	9.1

Figure: SIRS reporting rates per quarter by provider size in residential care for Q2 and Q3 2023-24

Home Care

Reportable incidents in home services	Q2 2023-24 Priority 1	Q2 2023-24 Priority 2	Total Q2 2023-24	Q3 2023-24 Priority 1	Q3 2023-24 Priority 2	Total Q3 2023-24
Unreasonable use of force	3	1	4	0	1	1
Neglect	3	14	17	9	25	34
Psychological or emotional abuse	1	1	2	1	1	2
Unlawful sexual contact or inappropriate sexual conduct	0	0	0	2	0	2
Unexplained absence from care	0	0	0	1	0	1
Unexpected death	1	0	1	0	0	0
Stealing or financial coercion by a staff member	5	2	7	8	7	15
Inappropriate use of restrictive practices	0	0	0	1	0	1
TOTAL	13	18	31	22	34	56

Figure: Number of Priority 1 and Priority 2 reported incidents for home services for Q2 and Q3 2023-24

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	Q2 2023-24	Q3 2023-24
Priority 1	13	22
Priority 2	18	34

Unreasonable use of force Priority 1 and Priority 2 incidents in home services	Q2 2023-24	Q3 2023-24
Priority 1	3	0
Priority 2	1	1

Neglect Priority 1 and Priority 2 incidents in home services	Q2 2023–24	Q3 2023–24
Priority 1	3	9
Priority 2	14	25

Psychological or emotional abuse Priority 1 and Priority 2 incidents in home services	Q2 2023–24	Q3 2023–24
Priority 1	1	1
Priority 2	1	1

Unlawful sexual contact or inappropriate sexual conduct Priority 1 and Priority 2 incidents in home services	Q2 2023–24	Q3 2023–24
Priority 1	0	2
Priority 2	0	0

Missing Consumer Priority 1 and Priority 2 incidents in home services	Q2 2023–24	Q3 2023–24
Priority 1	0	1
Priority 2	0	0

Unexpected Death Priority 1 and Priority 2 incidents in home services	Q2 2023–24	Q3 2023–24
Priority 1	1	0
Priority 2	0	0

Stealing or financial coercion of a consumer by staff Priority 1 and Priority 2 incidents in home services	Q2 2023–24	Q3 2023–24
Priority 1	5	8
Priority 2	2	7

Inappropriate use of restrictive practices Priority 1 and Priority 2 incidents in home services	Q2 2023–24	Q3 2023–24
Priority 1	0	1
Priority 2	0	0

Figure: SIRS Priority 1 and Priority 2 notifications for home services for Q2 and Q3 2023-24