

| Reportable incidents in residential care | Q1 2023-24 Priority 1 | Q1 2023-24 Priority 2 | Total Q1 2023-24 | 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 | Q4 2023-24 Priority 1 | Q4 2023-24 Priority 2 | Total Q4 2023-24 |
|---------------------------------------------------------|--------------------------|--------------------------|---------------------|--------------------------|--------------------------|---------------------|--------------------------|--------------------------|---------------------|--------------------------|--------------------------|---------------------|
| Unreasonable use of force | 119 | 295 | 414 | 114 | 351 | 465 | 87 | 330 | 417 | 128 | 362 | 490 |
| Neglect | 29 | 73 | 102 | 39 | 59 | 98 | 40 | 89 | 129 | 46 | 104 | 150 |
| Psychological or emotional abuse | 8 | 75 | 83 | 9 | 69 | 78 | 12 | 70 | 82 | 16 | 80 | 96 |
| Unlawful sexual contact or inappropriate sexual contact | 44 | 1 | 45 | 35 | 0 | 35 | 35 | 0 | 35 | 29 | 0 | 29 |
| Unexplained absence from care | 13 | 0 | 13 | 14 | 0 | 14 | 14 | 0 | 14 | 10 | 1 | 11 |
| Unexpected death | 9 | 0 | 9 | 5 | 0 | 5 | 6 | 0 | 6 | 10 | 0 | 10 |
| Stealing or financial coercion by a staff member | 6 | 3 | 9 | 9 | 9 | 18 | 3 | 4 | 7 | 10 | 7 | 17 |
| Inappropriate use of restrictive practices | 1 | 3 | 4 | 0 | 4 | 4 | 2 | 2 | 4 | 2 | 1 | 3 |
| TOTAL | 229 | 450 | 679 | 225 | 492 | 717 | 199 | 495 | 694 | 251 | 555 | 806 |

Figure: Number of Priority 1 and Priority 2 reported incidents in residential care for Q1 to Q4 2023-24

| SIRS notification rate for residential care | Q1 2023-24 | Q2 2023-24 | Q3 2023-24 | Q4 2023-24 |
|---------------------------------------------|---------------|---------------|---------------|---------------|
| Rate | 8.0 | 8.4 | 8.1 | 9.4 |

Figure: 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 2023-24 | Q2 2023-24 | Q3 2023-24 | Q4 2023-24 |
|-----------------------------------------------------------------------------------------|---------------|---------------|---------------|---------------|
| Unreasonable use of force | 4.9 | 5.4 | 4.9 | 5.7 |
| Neglect | 1.2 | 1.1 | 1.5 | 1.7 |
| Psychological or emotional abuse | 1.0 | 0.9 | 1.0 | 1.1 |
| Unlawful or inappropriate sexual contact | 0.5 | 0.4 | 0.4 | 0.3 |
| Unexplained absence from care | 0.2 | 0.2 | 0.2 | 0.1 |
| Unexpected death | 0.1 | 0.1 | 0.1 | 0.1 |
| Stealing or financial coercion by a staff member | 0.1 | 0.2 | 0.1 | 0.2 |
| Inappropriate use of restrictive practices | 0.0 | 0.0 | 0.0 | 0.0 |

Figure: 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 | Q1 2023-24 | Q2 2023-24 | Q3 2023-24 | Q4 2023-24 |
|------------------------------------------------------------------------------------------------|---------------|---------------|---------------|---------------|
| For-profit | 4.8 | 5.5 | 6.3 | 6.5 |
| Not-for-profit | 10.0 | 10.1 | 9.3 | 11.0 |
| Government | 2.5 | 13.1 | 5.8 | 17.7 |

Figure: SIRS reporting rates per quarter by provider size in residential care for Q1 to Q4 2023-24

| Reportable incidents in home services | Q1 2023-24 Priority 1 | Q1 2023-24 Priority 2 | Total Q1 2023-24 | 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 | Q4 2023-24 Priority 1 | Q4 2023-24 Priority 2 | Total Q4 2023-24 |
|---------------------------------------------------------|--------------------------|--------------------------|---------------------|--------------------------|--------------------------|---------------------|--------------------------|--------------------------|---------------------|--------------------------|--------------------------|---------------------|
| Unreasonable use of force | 0 | 2 | 2 | 3 | 1 | 4 | 0 | 1 | 1 | 0 | 1 | 1 |
| Neglect | 9 | 18 | 27 | 6 | 15 | 21 | 11 | 31 | 42 | 17 | 28 | 45 |
| Psychological or emotional abuse | 0 | 1 | 1 | 1 | 1 | 2 | 1 | 4 | 5 | 2 | 4 | 6 |
| Unlawful sexual contact or inappropriate sexual contact | 2 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 2 | 1 | 0 | 1 |
| Unexplained absence from care | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 |
| Unexpected death | 2 | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 1 |
| Stealing or financial coercion by a staff member | 6 | 8 | 14 | 7 | 2 | 9 | 10 | 7 | 17 | 5 | 9 | 14 |
| Inappropriate use of restrictive practices | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| TOTAL | 20 | 29 | 49 | 18 | 19 | 37 | 27 | 43 | 70 | 27 | 42 | 69 |

Figure: Number of Priority 1 and Priority 2 reported incidents in home service for Q1 to Q4 2023-24