

Figure: Number of Priority 1 and Priority 2 reported incidents in residential care for 2024-25 and 2025-26

Figure: Total Number of reported incidents in residential care for 2024-25 and 2025-26

Figure: SARS incident notification rate for residential care

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

Reportable incidents in home care	Q1 FY2024–2025 Priority 1	Q1 FY2024–2025 Priority 2	Total Q1 FY2024–2025	Q2 FY2024–2025 Priority 1	Q2 FY2024–2025 Priority 2	Total Q2 FY2024–2025	Q3 FY2024–2025 Priority 1	Q3 FY2024–2025 Priority 2	Total Q3 FY2024–2025	Q4 FY2024–2025 Priority 1	Q4 FY2024–2025 Priority 2	Total Q4 FY2024–2025	Q1 FY2025–2026 Priority 1	Q1 FY2025–2026 Priority 2	Total Q1 FY2025–2026	Oct 25 Priority 1	Oct 25 Priority 2	Total Oct 25
Unreasonable use of force	0	2	2	1	4	5	0	2	2	1	3	4	1	1	2	0	0	0
Neglect	17	35	52	26	44	70	13	27	40	13	28	41	20	36	56	2	11	13
Psychological or emotional abuse	2	5	7	1	7	8	2	5	7	0	6	6	2	9	11	0	1	1
Unlawful sexual contact or inappropriate sexual conduct	1	0	1	1	0	1	1	0	1	1	0	1	3	0	3	0	0	0
Unexplained absence from care	1	0	1	0	0	0	0	0	0	1	0	1	1	0	1	0	0	0
Unexpected death	0	0	0	1	0	1	0	0	0	1	0	1	3	0	3	0	0	0
Stealing or financial coercion by a staff member	14	5	19	8	12	20	5	13	18	4	10	14	4	9	13	1	3	4
Inappropriate use of restrictive practices	0	2	2	0	0	0	0	0	0	0	6	6	0	0	0	0	0	0
TOTAL	35	49	84	38	67	105	21	47	68	21	53	74	34	55	89	3	15	18

Figure: Number of Priority 1 and Priority 2 reported incidents in home care for Q1, Q2, Q3 and Q4 2024–25 and 2025–26

Reportable incidents in home care	Total Q1 FY2024–2025	Total Q2 FY2024–2025	Total Q3 FY2024–2025	Total Q4 FY2024–2025	Total Q1 FY2025–2026	Total Oct 25
Unreasonable use of force	2	5	2	4	2	0
Neglect	52	70	40	41	56	13
Psychological or emotional abuse	7	8	7	6	11	1
Unlawful sexual contact or inappropriate sexual conduct	1	1	1	1	3	0
Unexplained absence from care	1	0	0	1	1	0
Unexpected death	0	1	0	1	3	0
Stealing or financial coercion by a staff member	19	20	18	14	13	4
Inappropriate use of restrictive practices	2	0	0	6	0	0
TOTAL	84	105	68	74	89	18

Figure: Number of reported incidents in home care for Q1, Q2, Q3 and Q4 2024–25 and 2025–26

Reportable incidents in home care	Total Q1 FY2024–2025	Total Q2 FY2024–2025	Total Q3 FY2024–2025	Total Q4 FY2024–2025	Total Q1 FY2025–2026	Total Oct 25
Unreasonable use of force	2	5	2	4	2	0
Neglect	52	70	40	41	56	13
Psychological or emotional abuse	7	8	7	6	11	1
Unlawful sexual contact or inappropriate sexual conduct	1	1	1	1	3	0
Unexplained absence from care	1	0	0	1	1	0
Unexpected death	0	1	0	1	3	0
Stealing or financial coercion by a staff member	19	20	18	14	13	4
Inappropriate use of restrictive practices	2	0	0	6	0	0
TOTAL	84	105	68	74	89	18

Figure: Number of reported incidents in home care for Q1, Q2, Q3 and Q4 2024–25 and 2025–26

Figure: Number of Priority 1 and Priority 2 reported incidents in residential care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

Figure: Total Number of reported incidents in residential care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

Figure: SIRS incident notification rate for residential care

Reportable incidents in home care	Q1 FY2024-2025 Priority 1	Q1 FY2024-2025 Priority 2	Total Q1 FY2024-2025	Q2 FY2024-2025 Priority 1	Q2 FY2024-2025 Priority 2	Total Q2 FY2024-2025	Q3 FY2024-2025 Priority 1	Q3 FY2024-2025 Priority 2	Total Q3 FY2024-2025	Q4 FY2024-2025 Priority 1	Q4 FY2024-2025 Priority 2	Total Q4 FY2024-2025	Q1 FY2025-2026 Priority 1	Q1 FY2025-2026 Priority 2	Total Q1 FY2025-2026	Oct 25 Priority 1	Oct 25 Priority 2	Total Oct 25
Unreasonable use of force	0	0	0	0	1	1	0	1	1	0	1	1	0	0	0	0	0	0
Neglect	3	7	10	1	9	10	1	12	13	2	6	8	6	7	13	0	6	6
Psychological or emotional abuse	2	3	5	0	3	3	0	1	1	0	2	2	0	2	2	0	0	0
Unlawful sexual contact or inappropriate sexual conduct	1	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0
Unexplained absence from care	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Unexpected death	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Stealing or financial coercion by a staff member	8	2	10	2	3	5	0	4	4	2	1	3	2	2	4	1	0	1
Inappropriate use of restrictive practices	0	0	0	0	0	0	0	0	0	0	2	2	0	0	0	0	0	0
TOTAL	14	12	26	3	16	19	2	18	20	4	12	16	9	11	20	1	6	7

Figure: Number of Priority 1 and Priority 2 reported incidents in home care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

Reportable incidents in home care	Total Q1 FY2024-2025	Total Q2 FY2024-2025	Total Q3 FY2024-2025	Total Q4 FY2024-2025	Total Q1 FY2025-2026	Total Oct 25
Unreasonable use of force	0	1	1	1	0	0
Neglect	10	10	13	8	13	6
Psychological or emotional abuse	5	3	1	2	2	0
Unlawful sexual contact or inappropriate sexual conduct	1	0	1	0	0	0
Unexplained absence from care	0	0	0	0	1	0
Unexpected death	0	0	0	0	0	0
Stealing or financial coercion by a staff member	10	5	4	3	4	1
Inappropriate use of restrictive practices	0	0	0	2	0	0
TOTAL	26	19	20	16	20	7

Figure: Number of reported incidents in home care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

Residential care reporting rates per period for each incident type in homecare for Central Coast	Total Q1 FY2024-25	Total Q2 FY2024-25	Total Q3 FY2024-25	Total Q4 FY2024-2025	Total Q1 FY2025-26	Total Oct 25
Unreasonable use of force	0	1	1	1	0	0
Neglect	10	10	13	8	13	6
Psychological or emotional abuse	5	3	1	2	2	0
Unlawful or inappropriate sexual contact	1	0	1	0	0	0
Unexplained absence from care	0	0	0	0	1	0
Unexpected death	0	0	0	0	0	0
Stealing or financial coercion by a staff member	10	5	4	3	4	1
Inappropriate use of restrictive practices	0	0	0	2	0	0
TOTAL	26	19	20	16	20	7

Figure: Number of Priority 1 and Priority 2 reported incidents in home care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

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Figure: Number of Priority 1 and Priority 2 reported incidents in residential care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

Reportable incidents in residential care	Total Q1 FY2020-21	Total Q2 FY2020-21	Total Q3 FY2020-21	Total Q4 FY2020-21	Total Q1 FY2021-22	Total Oct-21	Total Nov-21	Total Q1 FY2021-22	Total Q1 FY2021-22
Unintentional use of force	128	143	272	273	243	107	100	284	289
Reprimand	156	126	145	145	128	79	154	201	240
Psychological or emotional abuse	128	75	97	118	97	60	118	145	145
Unlawful sexual contact or inappropriate sexual conduct	31	25	28	36	34	3	13	16	17
Unintentional injuries from care	9	13	9	9	4	3	6	10	15
Unintentional deaths	0	0	0	0	0	0	5	5	5
Quitting or financial coercion by a staff member	13	0	11	8	0	3	4	12	6
Inappropriate use of medication	0	0	0	0	0	0	0	0	0
TOTAL	620	663	695	705	720	200	404	481	700

Figure: Total Number of reported incidents in residential care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

Experienced cases reporting cases per person for each incident type in residential care facilities	Total Q1/2020-20	Total Q2/2020-20	Total Q3/2020-20	Total Q4/2020-20	Total 2020	Total Oct19	Total Nov 2020	Total Q1/2021-20	Total Q2/2021-20
Comprehension of the world	4.0	5.6	5.5	5.5	5.3	5.2	4.1	4.0	4.7
Isolated	2.2	2.2	2.1	2.0	2.1	2.0	1.6	2.0	2.3
Psychological or emotional abuse	1.1	1.3	1.0	1.0	1.1	1.0	1.3	2.0	2.4
Unethical or inappropriate sexual contact	0.5	0.4	0.4	0.5	0.4	0.5	0.4	0.3	0.2
Unpleasant odors from food	0.1	0.1	0.2	0.1	0.1	0.1	0.2	0.1	0.2
Unpleasant smell	0.1	0.1	0.1	0.1	0.1	0.1	0.3	0.3	0.7
Violating or financial control by a staff member	0.2	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1
Inappropriate use of medication practices	0.1	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.1
TOTAL	9.2	10.7	9.6	9.3	9.3	9.3	8.6	10.6	10.2

Figure: SIRS incident notification rate for residential care

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

Reportable incidents in home care	Q1 FY2024-2025	Q1 FY2024-2025	Total	Q2 FY2024-2025	Q2 FY2024-2025	Total	Q3 FY2024-2025	Q3 FY2024-2025	Total	Q4 FY2024-2025	Q4 FY2024-2025	Total	Q1 FY2025-2026	Q1 FY2025-2026	Total	Oct 25	Oct 25	Total
	Priority 1	Priority 2	Q1 FY2024-2025	Priority 1	Priority 2	Q2 FY2024-2025	Priority 1	Priority 2	Q3 FY2024-2025	Priority 1	Priority 2	Q4 FY2024-2025	Priority 1	Priority 2	Q1 FY2025-2026	Priority 1	Priority 2	Oct 25
Unreasonable use of force	9	2	2	1	3	4	0	1	1	1	2	3	1	1	2	0	0	0
Neglect	14	28	42	25	35	60	12	15	27	11	22	33	14	29	43	2	5	7
Psychological or emotional abuse	0	2	2	1	4	5	2	4	6	0	4	4	2	7	9	0	1	1
Unlawful sexual contact or inappropriate sexual conduct	0	0	0	1	0	1	0	0	0	1	0	1	3	0	3	0	0	0
Unexplained absence from care	1	0	1	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
Unexpected death	0	0	0	1	0	1	0	0	0	1	0	1	3	0	3	0	0	0
Stealing or financial coercion by a staff member	6	3	9	6	9	15	5	9	14	2	9	11	2	7	9	0	3	3
Inappropriate use of restrictive practices	0	2	2	0	0	0	0	0	0	0	4	4	0	0	0	0	0	0
TOTAL	21	37	58	35	51	86	19	29	48	17	41	58	25	44	69	2	9	11

Figure: Number of Priority 1 and Priority 2 reported incidents in home care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

Reportable incidents in home care	Total Q1 FY2024-2025	Total Q2 FY2024-2025	Total Q3 FY2024-2025	Total Q4 FY2024-2025	Total Q1 FY2025-2026	Total Oct 25
Unreasonable use of force	2	4	1	3	2	0
Neglect	42	60	27	33	43	7
Psychological or emotional abuse	2	5	6	4	9	1
Unlawful sexual contact or inappropriate sexual conduct	0	1	0	1	3	0
Unexplained absence from care	1	0	0	1	0	0
Unexpected death	0	1	0	1	3	0
Stealing or financial coercion by a staff member	9	15	14	11	9	3
Inappropriate use of restrictive practices	2	0	0	4	0	0
TOTAL	58	86	48	58	69	11

Figure: SIRS reporting numbers for each notification type in home care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

Residential care reporting rates per period for each incident type in residential care for Hunter	Total Q1 FY2024-25	Total Q2 FY2024-25	Total Q3 FY2024-25	Total Q4 FY2024-25	Total Q1 FY2025-26	Total Oct 25
Unreasonable use of force	2	4	1	3	2	0
Neglect	43	60	27	33	43	7
Psychological or emotional abuse	9	5	6	4	9	1
Unlawful or inappropriate sexual contact	3	1	0	1	3	0
Unexplained absence from care	0	0	0	1	0	0
Unexpected death	3	1	0	1	3	0
Stealing or financial coercion by a staff member	9	15	14	11	9	3
Inappropriate use of restrictive practices	0	0	0	4	0	0
TOTAL	69	86	48	58	69	11

Figure: SIRS reporting numbers for each notification type in home care for Q1, Q2, Q3 and Q4 2024-25 and 2025-26

The number of deaths of people in residential care per reporting period in Australia	Q1 FY2024–2025	Q2 FY2024–2025	Q3 FY2024–2025	Q4 FY2024–2025	Q1 FY2025–2026	Oct 25	Nov-Dec 25	Q3 FY2025–2026	Q4 FY2025–2026
	306	351	314	340	313	127	195	327	354

Figure: Number of Deaths by Reporting Period Nationally

The number of deaths of people in residential care per reporting period and region	Q1 FY2024–2025	Q2 FY2024–2025	Q3 FY2024–2025	Q4 FY2024–2025	Q1 FY2025–2026	Oct 25	Nov-Dec 25	Q3 FY2025–2026	Q4 FY2025–2026
Central Coast NSW	3	5	3	6	6	3	1	6	6
Hunter	9	11	11	12	14	5	5	13	16
TOTAL	12	16	14	18	20	8	6	19	22

Figure: Number of Deaths by Reporting Period for Hunter and Central Coast

Number of Escalated Risk Alerts - SIRS per reporting period in Australia	Nov-Dec 25	Q3 FY2025-26	Q4 FY2025-26
	45	84	38

Figure: Number of Escalated SI Risk Alerts by Reporting Period Nationally

Number of Escalated Risk Alerts - SIRS per reporting period and Region	Nov-Dec 25	Q3 FY2025-26	Q4 FY2025-26
Central Coast NSW	2	0	0
Hunter	1	6	0
TOTAL	3	6	0

Figure: Number of Escalated SI Risk Alerts by Reporting Period for Hunter and Central Coast