

Table 1: Number of reportable incidents the commission has received and provider compliance by calendar year

	2021*	2022	2023	2024	2025^	Grand Total
National Incidents Reported	19,598	44,096	57,792	64,684	5,440	191,610
National Provider met requirements	10,573	28,230	45,015	49,125	2,184	135,127
Hunter and Central Coast Incidents reported	944	2,138	2,820	3,387	334	9,623
Hunter and Central Coast Provider met requirements	518	1,433	2,299	2,672	130	7,052

*From 1st April 2021

^ Up to 31 January 2025

Note: Figures in the above table reflects Priority 1 and Priority 2 Notifications received for Residential and Home Care services

Source: Unpublished data from Commission systems as at 31 January 2025, extracted 3 February 2025. Reported figures may change as cases in the database are updated.

Table 2: Number of Incident Investigations

	2021*	2022	2023	2024	2025^	Grand Total
National Incident Investigations	77	64	42	6	0	189
Hunter and Central Services Incident Investigations	0	3	0	0	0	3

*From 1st April 2021

^ Up to 31 January 2025

13 incident investigations from services in NSW had no ACPR region recorded

Counts investigations concluded in the reporting period. Investigation counts are unable to be reported on by care type, as investigations may review information across one or more care types

With the introduction of the worker regulation reforms and the Code of Conduct in December 2022, the Commission's approach to investigations changed, as such, the number of separately counted incident investigations has decreased over time.

Source: Unpublished data from Commission systems as at 31 January 2025. Reported figures may change as cases in the database are updated.

Table 3: Number of Unexpected Death Reported Incidents Received and Reported to the Coroner

	2021*	2022	2023	2024	2025^	Grand Total
National						
Provider notified Commission~	350	451	521	636	50	2,008
Provider notified Commission and Coroner	460	466	464	554	34	1,978
Total	810	917	985	1,190	84	3,986
Hunter and Central						
Provider notified Commission~	16	20	27	26	3	89
Provider notified Commission and Coroner	8	7	7	8	1	31
Total	24	27	34	34	4	123

~ An unexpected death must be reported to the Commission within 24 hours of the provider becoming aware of it, and therefore at the time of reporting to the Commission the provider may not yet have reported to the coroner.

**From 1st April 2021*

^ Up to 31 January 2025

Note: The figures in the above table reflect all notifications received and therefore will differ from presentation of data in the Sector Performance Report. These figures include 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).

Source: Unpublished data from Commission systems as of 31 January 2025, extracted 3 February 2025. Reported figures may change as cases in the database are updated.