



Australian Government

Aged Care Quality and Safety Commission

Webinar: data and analysis in regulatory practice

Date: 15 September 2026





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Aged Care Quality and Safety Commission

OFFICIAL

Acknowledgement of Country

Aged Care Quality and Safety Commission's Journey
by Chern'ee Sutton



Agenda

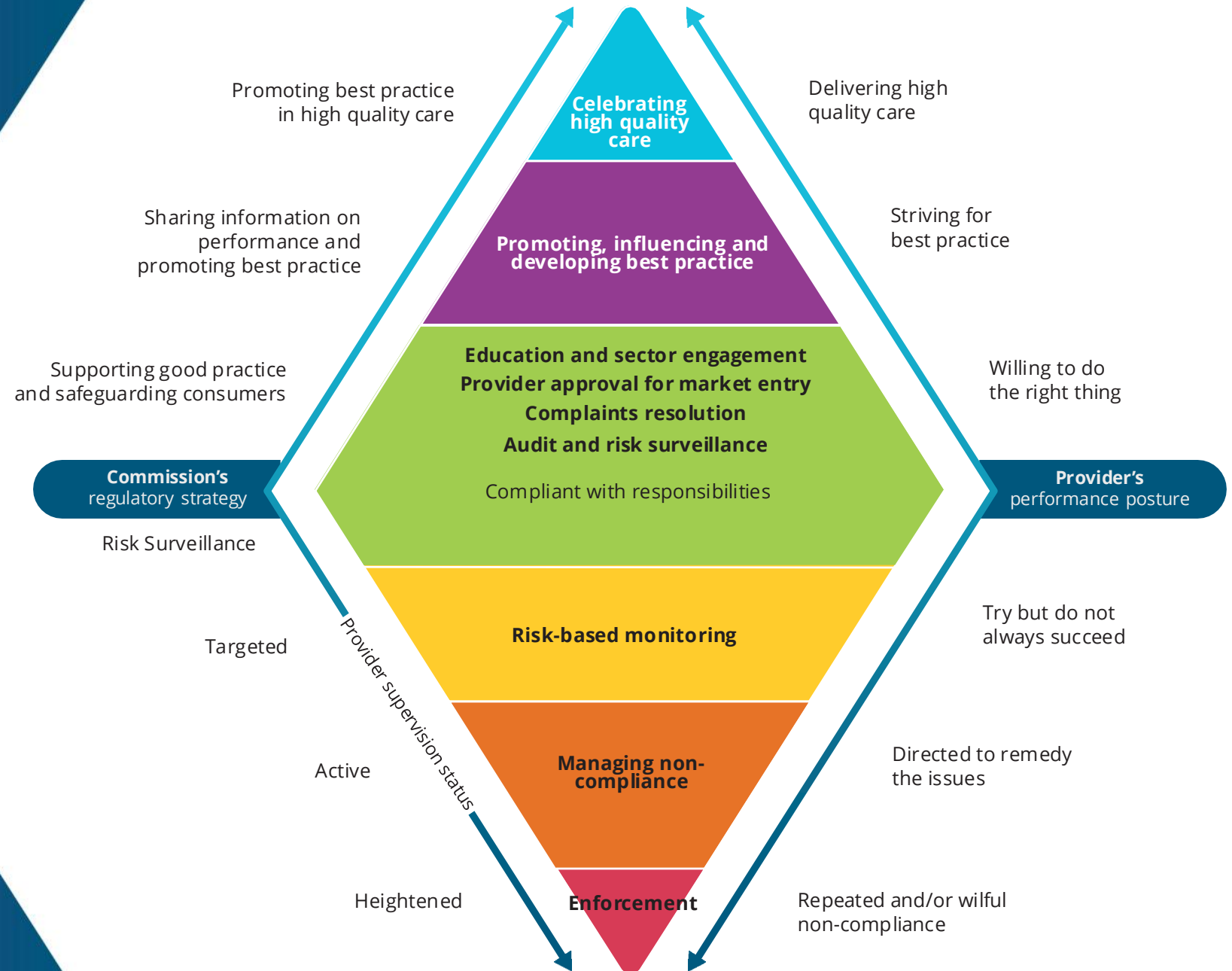
- Introduction
- Acknowledgement of Country
- Overview and housekeeping
- Tim O'Mahony - Chief Data & Analytics Officer, Assistant Commissioner Data
- Robert Deves - Director, Intelligence & Analytics
- Jane Lloyd – A/g Assistant Commissioner, Regulatory Strategy and Partnerships
- Q&A



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Aged care regulatory diamond



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Data-supported decision making





Aged care data ecosystem



**Aged Care
Quality and
Safety
Commission**



**Department
of Health
Disability and
Ageing**



**Australian
Institute of
Health and
Welfare**



**Services
Australia**



**NDIS
Commission**



**Aged care
providers**



**Aged care
consumers**



**Members of
the public**



Workers



Example data sources



Department of Health, Disability and Ageing collected data

- a) Quality Indicators
- b) Workforce data
- c) Financial and prudential data
- d) Resident experience surveys
- e) Consumer characteristics data
- f) Provider characteristics data



Commission collected data

- a) Complaints, feedback and enquiries
- b) Notifications from providers
- c) Audit and risk-based monitoring observations and records
- d) Stakeholder engagement data

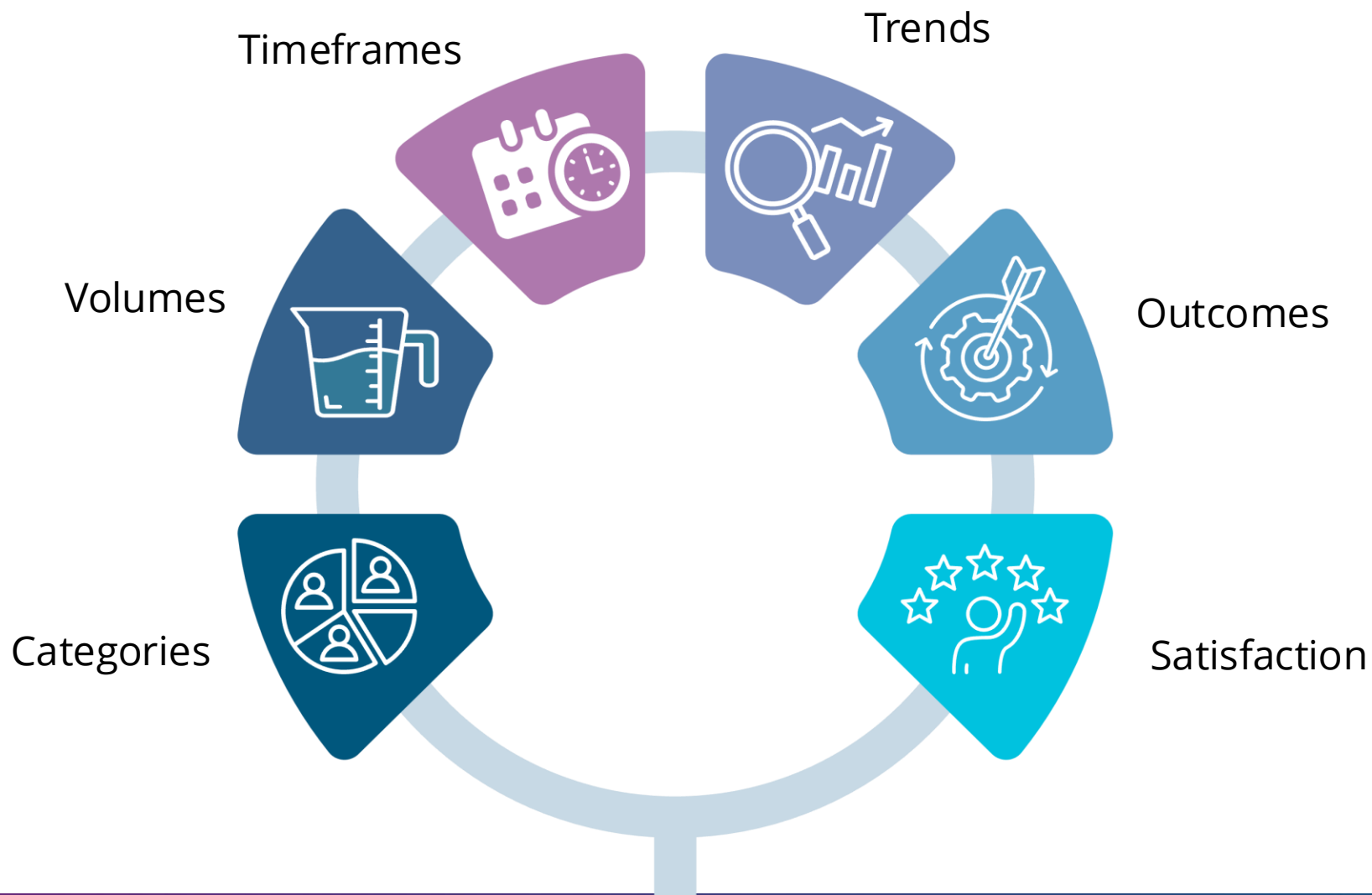


Other data

- a) Referrals from other agencies
- b) Matched datasets
- c) Corporate information
- d) Open-source intelligence
- e) Research and publications



Common metrics



Risk-based targeting example

Food, nutrition and dining



— Risk factors used to identify higher-risk aged care homes —



1

High number of food-related **complaints**



2

Above average **QI** unplanned weight loss



3

Above average **QI** consecutive weight loss



4

Quality Standards non-compliance



5

High proportion of consumers saying they do not like the food in the **Resident Experience Survey**



Aged care homes with **multiple risk factors** targeted for on-site checks



Analysis case study - consumer harm risk model

Harms

Specific and distinct

Exhaustive coverage of harms

Associated with drivers within control of services and providers

Quantifiable and measurable using data



Consumers

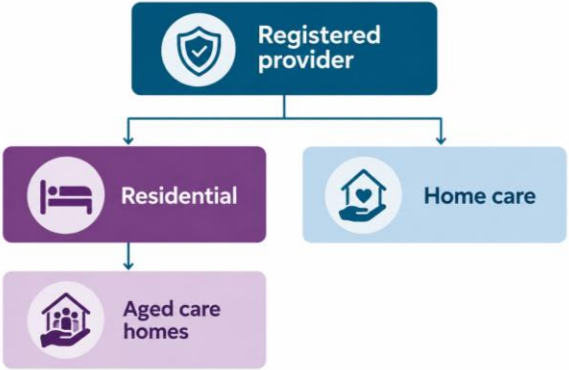
Consumer characteristics including recipient age, dementia status, CALD status

Voice of consumers including complaints, surveys

Providers

Provider characteristics such as provider financials and compliance history

Aged care home characteristics such as location, consumer care needs, workforce turnover



SAFETY
RELATED HARMS



Physical or
emotional abuse



Sexual harm



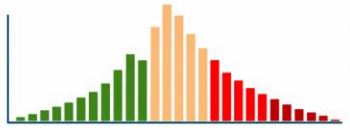
Displacement



Inappropriate
restraint

Relative risk

Highest	Top 5%
Higher	Next 15%
Moderate	Next 40%
Lowest	Bottom 40%



CLINICAL
RELATED HARMS



Preventable
infection



Medication
related harm



Care
related harm



Poor mental
Health

12
CONSUMER
HARMS
ACROSS 3
CATEGORIES



QUALITY OF LIFE
RELATED HARMS



Food related
harm



Financial
harm

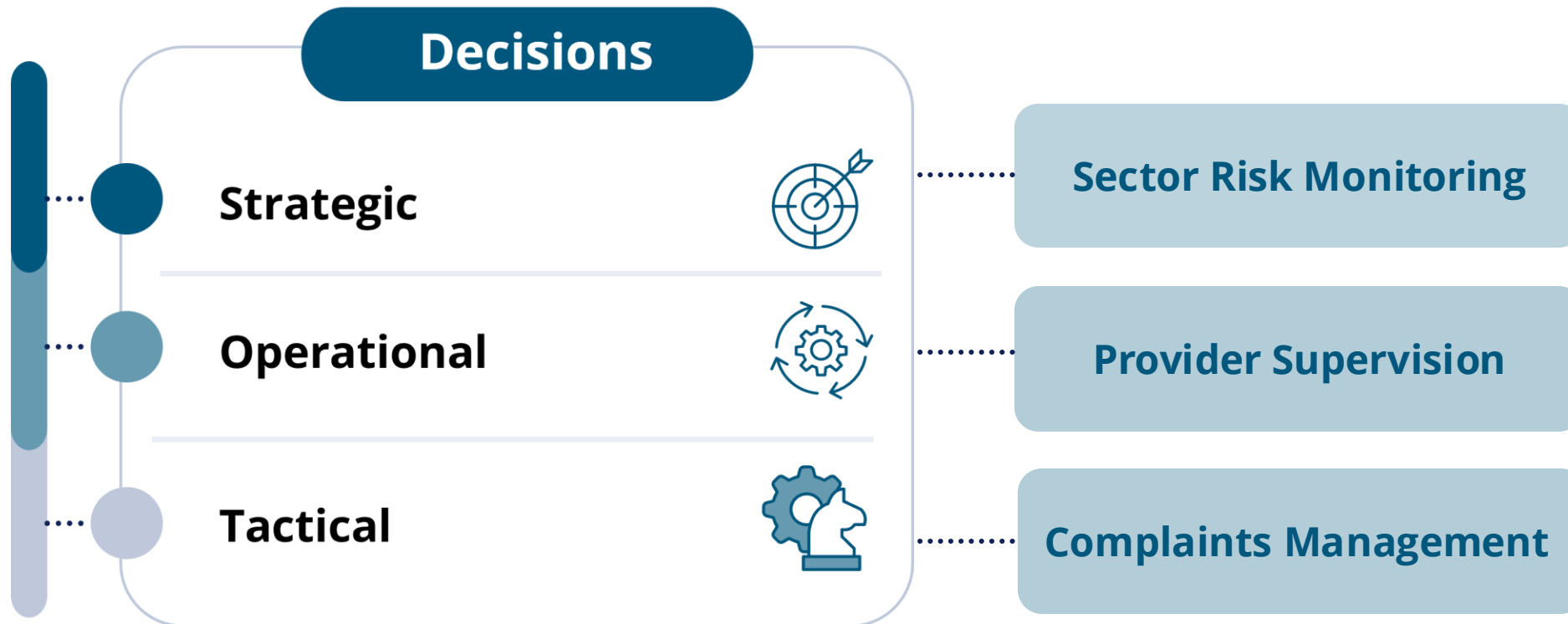


Poor end of life
experience

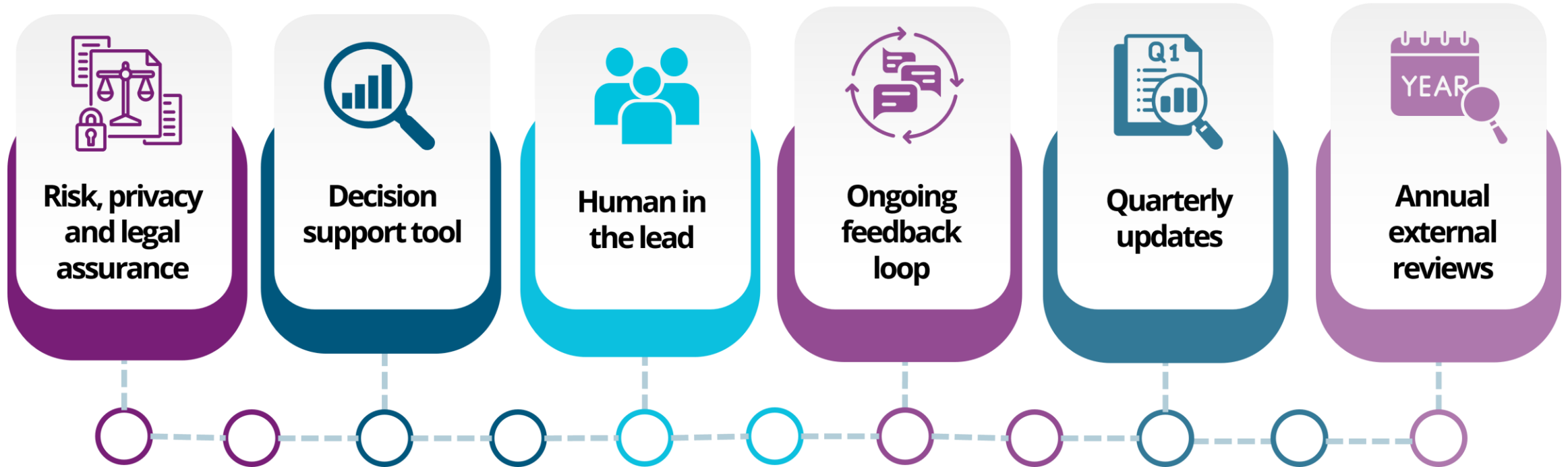


Poor service
experience /
quality of life

Analytics case study – supporting decision-making



Consumer harm risk model assurance processes





Publication of the Commission's data



Reportable incidents - Category 6 providers	Q3 2025-2026				
	Priority 1	Priority 2	Total	Priority 1 %	Priority 2 %
Unreasonable use of force	1,439	4,622	6,061	24%	76%
Neglect	1,444	2,757	4,201	34%	66%
Psychological or emotional abuse	136	1,354	1,490	9%	91%
Unlawful sexual contact, or inappropriate sexual conduct	528	0	528	100%	0%
Unexplained absence from care	361	0	361	100%	0%
Unexpected death	283	0	283	100%	0%
Inappropriate use of restrictive practices	29	164	193	15%	85%
Stealing or financial coercion by a staff member	145	72	217	67%	33%
TOTAL	4,365	8,969	13,334	33%	67%

Table 16: Priority 1 and Priority 2 SIRS notifications - Category 6 providers



Regulatory data and insights consultation



Summary

1

**Use of data and
analysis to
understand risk and
performance**

2

**How providers can
do the same**

3

**Sector consultation
on data and
insights products**





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Q&A

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Feedback survey

