



# Serious Incident Response Scheme: Incident management systems

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[agedcarequality.gov.au](https://agedcarequality.gov.au)



# The Serious Incident Response Scheme (SIRS)

Engage  
Empower  
Safeguard

- An initiative to help prevent and reduce incidents of abuse and neglect of people receiving aged care
- Legislative requirement
- All services are already required to have an incident management system (IMS) in place
- SIRS applies for:
  - residential services from 1 April 2021
  - home services from 1 December 2022

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# What is an incident?

Any act, omission, event or circumstance that:

- occurs – or is suspected or alleged to have occurred - in connection with the provision of care or services

AND

- that has, or could reasonably be expected to have caused, harm to a consumer or another person

**"Serious incidents" are a subset of all incidents**



# Why have an incident management system?

An incident management system (IMS) enables organisations to:

- identify, assess, manage and resolve incidents
- review and learn from incidents to reduce risk and prevent them from occurring again

Over time this improves the safety and quality of services provided



# What is included in an incident management system?

The key components of an incident management system are:

- policies and procedures for incident management  
(What? When? How? Who?)
- a recording tool to capture information
- staff training and reminders  
(staff need to know how to use the IMS)
- governance framework  
(accountabilities and operations are regularly reviewed)



# Best practice response by a provider to an incident in an aged care service

## 1 Ensure leadership and a safety culture

Prepare for incidents by ensuring leadership around risk mitigation and incident management and creating a safety culture. Embed critical enablers through effective governance systems, with end-to-end policies and procedures that support staff to understand and use the incident management system.

## 2 Respond to incident

Respond to the immediate needs of those affected by the incident to ensure their health, safety and wellbeing. Assess the level of harm and mitigate any ongoing risk.

## 3 Record and report the incident

Report and record the incident to understand what occurred and the appropriate next steps (including any required notifications).

## 4 Analyse the incident

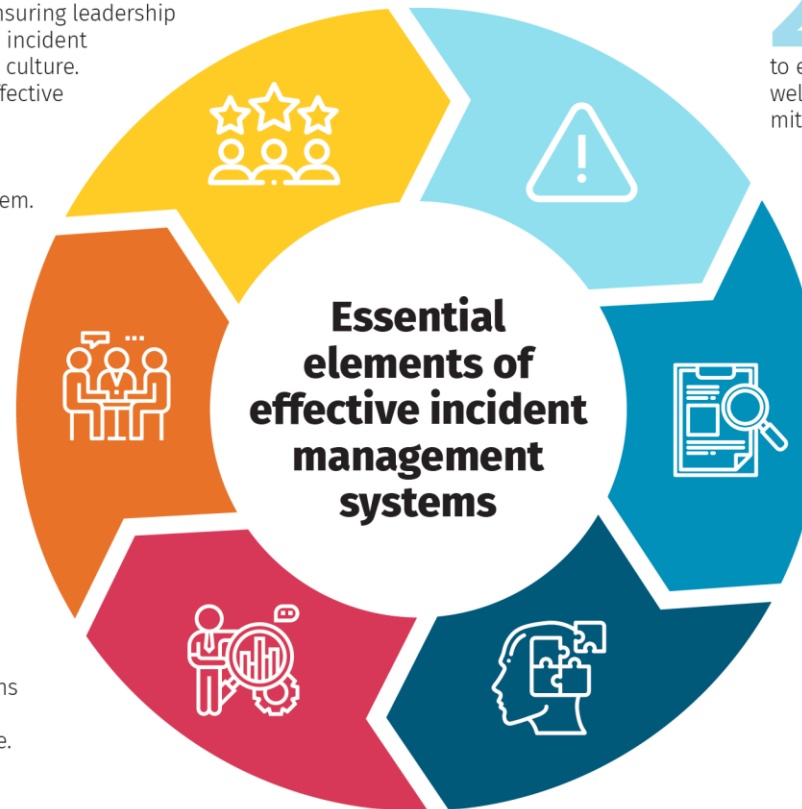
Understand underlying causes and how systems and practices could be improved to reduce the risk of similar incidents occurring in the future.

## 6 Close the loop

Share lessons learned with management and leaders, staff, consumers and families. Continuously improve the quality and safety of aged care. Analyse incident trends and data and regularly review the incident management system.

## 5 Implement actions

Implement remedial actions that help prevent future risk and improve incident response. Monitor actions for effectiveness.



# Incident management under the SIRS



## Effective incident management systems: Best practice guidance

16 August 2021

## Resources

### *Effective incident management systems: Best practice guidance*

**IMPORTANT** resource that provides detailed information for providers to help develop and embed a best practice IMS

*What is an effective incident management system? Serious Incident Response Scheme* fact sheet is also available



THANK YOU



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