

Early lessons learned from SIRS in home services

Date: 21 March 2023

SIRS Home Services - Notifications received by Incident Type

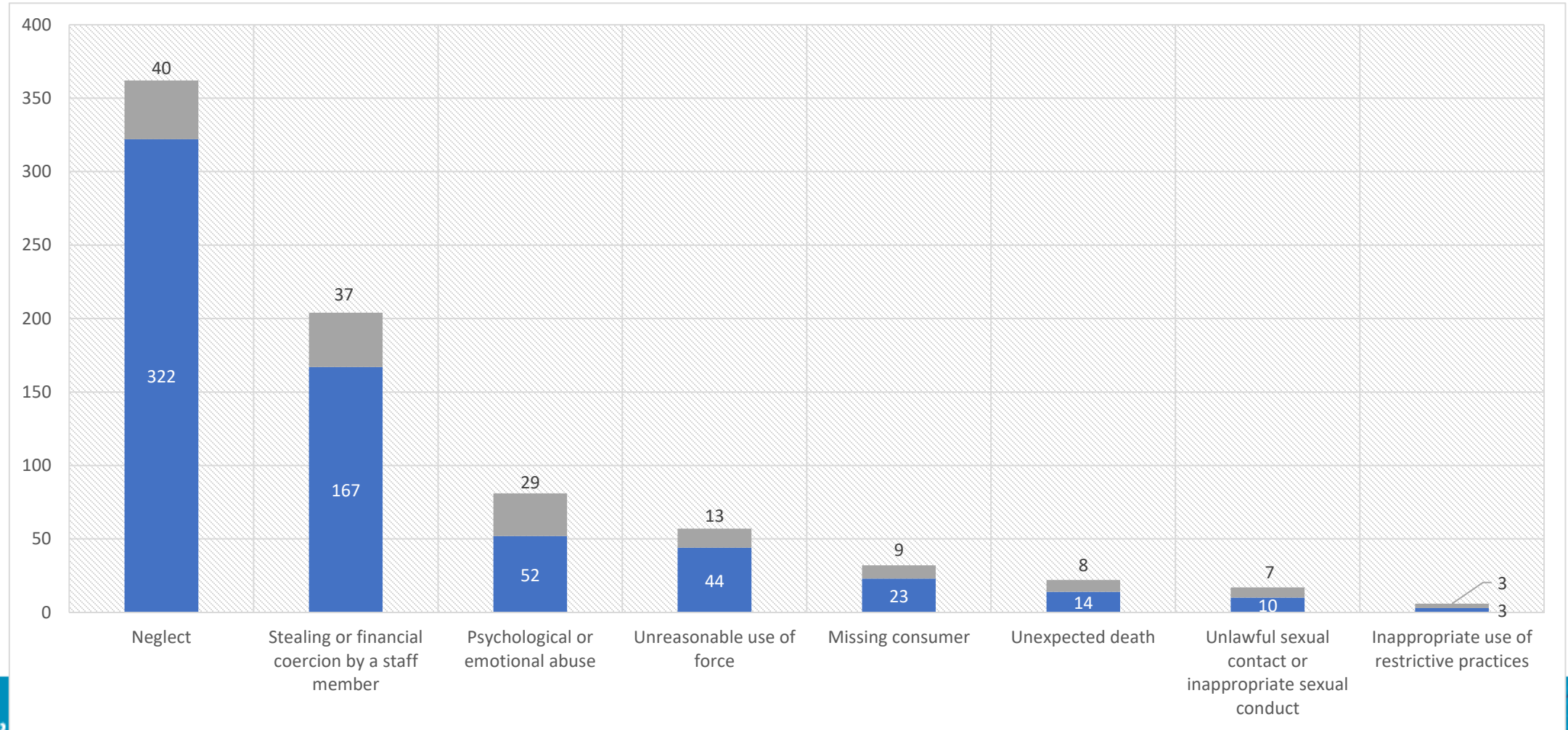
Date information received: 1 December 2022 to 28 February 2023

Total notices received: 781

Key

- = In scope for reporting to SIRS
- = Incident not reportable to SIRS

Engage
Empower
Safeguard



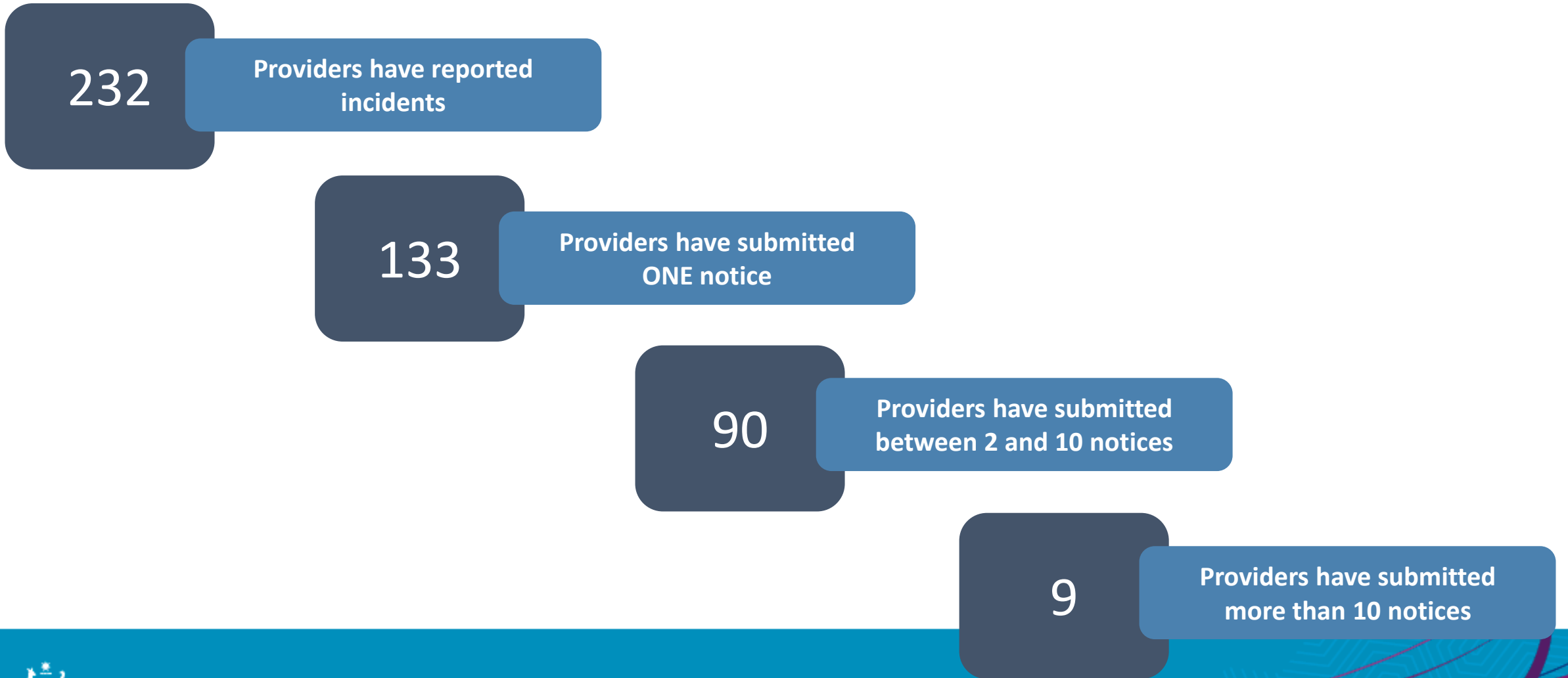
Australian Government

Aged Care Quality and Safety Commission

SIRS Home Services - Providers who have submitted notifications (reportable to SIRS)

Date information received: 1 December 2022 to 28 February 2023

Engage
Empower
Safeguard



Australian Government

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Serious Incident Response Scheme (SIRS)

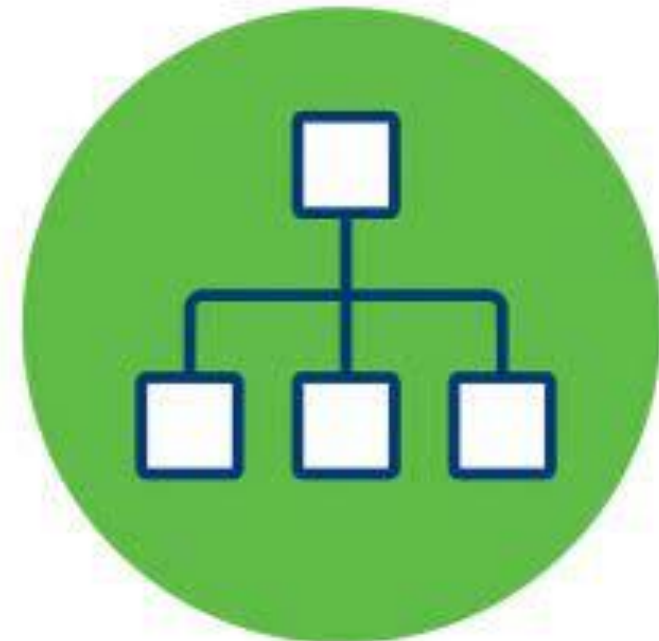
Home and Community Care



*care with
purpose*

The SIRS Journey

- Understanding the differences between residential and home care?
- What do we need to do to prepare?
- Resources available
- How do we ensure compliance?



The Process

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.

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.



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.

Reflection & Challenges

- After hours staff support
- “The grey ones”
- Workload and maintaining compliance
- Lessons learnt
- Where to from here?



Thank you

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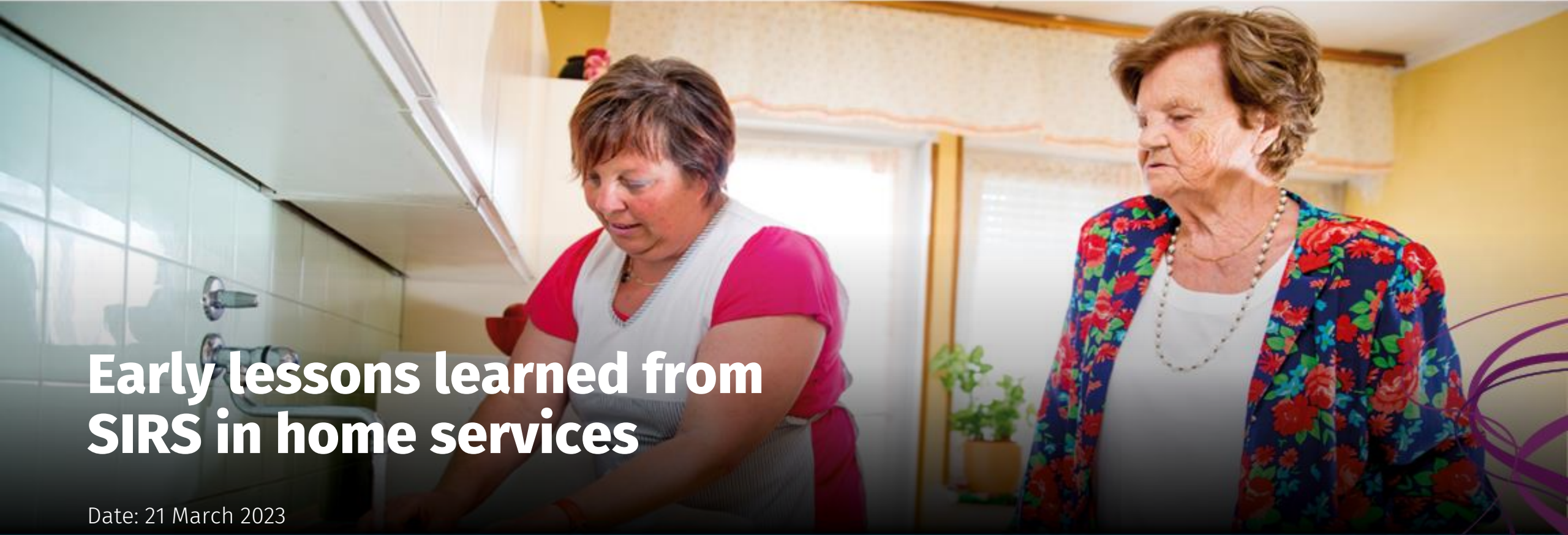
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Questions





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