



Effective incident management system checklist

Serious Incident Response Scheme

Incident management system requirements checklist

Procedure	Description
Roles and responsibilities	Roles and responsibilities of staff in identifying and managing incidents Roles and responsibilities of senior managers and the governing body
How incidents are identified, recorded and reported	What an incident is and the types of incidents that should be covered How incidents should be recorded, including the information to be recorded How incidents should be reported internally, including: <ul style="list-style-type: none">• identifying who incidents are to be reported to• timeframes for internally reporting incidents
When others should be notified of incidents	When and how to notify consumer representatives, or other emergency contacts, of an incident When police or emergency services should be notified of an incident When government bodies (including the Aged Care Quality and Safety Commission, Australian Health Practitioner Regulation Agency (AHPRA) or state and territory health departments) should be notified of an incident ¹
How those affected by an incident will be provided with support and assistance	How those affected by an incident will be supported and assisted to ensure their health, safety and wellbeing How people affected by an incident (and/or their representatives) will be involved in the management and resolution of an incident The use of open disclosure processes How to provide consumers and their representatives with information about access to advocates

¹ Further information about the SIRS requirements relating to reportable incidents is available in the Aged Care Quality and Safety Commission's upcoming 'Serious Incident Response Scheme: Best practice guidance'.



Procedure	Description
<p>Reviewing and assessing incidents</p>	<p>A process for analysing all incidents to determine:</p> <ul style="list-style-type: none"> • what occurred • whether the incident could have been prevented • how well the incident was managed and resolved • what action (if any) needs to be taken to minimise the impact of an incident • what action (if any) needs to be taken to prevent similar incidents from occurring in the future • whether other bodies need to be notified of an incident <p>The circumstances in which an investigation will be undertaken to establish:</p> <ul style="list-style-type: none"> • the causes of an incident • the effects of an incident • any operational issues that may have contributed to the incident occurring <p>The processes for undertaking an investigation</p>
<p>When remedial action might be required</p>	<p>The circumstances in which remedial action may be required, including where:</p> <ul style="list-style-type: none"> • an incident may have been prevented (or the severity of the impact lessened) by: <ul style="list-style-type: none"> – an adjustment to a standard practice or process – some decision or action by a staff member • there is an ongoing risk to consumers, visitors, staff or others • a decision or action taken immediately after an incident in order to mitigate impact and ongoing risk has unintended consequences

The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.



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