



SIRS – Understand your right to be safe

Everyone in aged care has the right to be safe, treated with dignity and respect, and receive high quality care and services.

To help keep you safe, the government has introduced the **Serious Incident Response Scheme** or **SIRS**.



In aged care, your rights are protected by the Charter of Aged Care Rights.



Alongside the Charter is a new government initiative called the Serious Incident Response Scheme or SIRS.



SIRS requires your provider to take steps to prevent and manage incidents to keep you safe from harm.

Sometimes things can go wrong that might cause you harm. These can be caused by everyday risks or serious incidents.

Staff have a responsibility to record these incidents. They should also respond quickly so they can reduce the risk of it happening again and get you the support you need.

It's always ok to speak up if you are concerned about an issue or incident.

You should not be treated differently if you raise an issue, report an incident or exercise any of your rights under the Charter.

SIRS supports your right to be safe, be treated with dignity and respect, and receive high quality care and services.

Under the Charter of Aged Care Rights, you have the right to have a person of your choice support you or speak on your behalf. This person may be your family, representative or an aged care advocate. Your concerns or complaints should be dealt with fairly and promptly.

If you have a concern about the care you or someone else is receiving, it is important that you talk about it. There are services available to help you including the Older Persons Advocacy Network (OPAN). You can call OPAN on 1800 700 600.

You can also raise a concern or make a complaint by contacting the Aged Care Quality and Safety Commission on 1800 951 822.

Let's stay safe together.



Australian Government
Aged Care Quality and Safety Commission