



SIRS – What does this mean for your care and services?

Everyone in aged care has the right to feel safe.

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

SIRS will support your right to be treated with dignity and respect and to live your life free from neglect, violence and abuse.

The SIRS will support your aged care service to:



Report serious incidents

Staff must record incidents in the incident management system and report serious incidents to the Aged Care Quality and Safety Commission.



Listen

Staff may ask you questions about something you saw or suspect. They must listen closely when you tell them what happened.



Pay attention

Staff must pay attention to all incidents, including near misses.

If you are hurt or nearly hurt, staff must take action. They will:

- **Remove you from harm**
Remove you from harm and make sure you are okay.
- **Tell management**
Identify what happened and report to senior staff on the allegation, suspicion or witnessed incident.
- **Meet and discuss**
Talk to you and your family, representatives or advocate about what happened.
- **Explain their response**
Explain their response to the incident and how they plan to stop it happening again.
- **Investigate further**
Investigate further if warranted.
- **Report to authorities**
Serious incidents will be reported to the Commission and other authorities such as the police, where appropriate.

SIRS is here to keep you safe.

Staff must report incidents when they are discovered, support you immediately and stop the incident from happening again. This includes incidents involving consumers who cause harm to others, even if the person is living with dementia.

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