



Serious Incident Response Scheme (SIRS)

Resources



Who	Resources
<p>SIRS resources relevant to all providers of aged care services</p>	<p>Decision support tool</p> <ul style="list-style-type: none"> • SIRS decision support tool <p>Guidance documents</p> <ul style="list-style-type: none"> • Effective incident management systems: Best practice guidance • Reporting serious incidents: Using a problem solving approach to enhance effective incident management • Effective serious incident investigations guidance for providers • Effective incident management system checklist <p>Fact sheets</p> <ul style="list-style-type: none"> • What is an effective incident management system? • Recording incidents in an incident management system • SIRS readiness checklist <p>Approved forms</p> <p>Below are the Commission-approved forms providers must use in submitting to the Commission the following:</p> <ul style="list-style-type: none"> • a notice of additional information under section 15NE(5) of the Quality of Care Principles 2014 – SIRS – Notice of additional information (Priority 1) • a notice of additional information under section 15NF(3) of the Quality of Care Principles 2014 – SIRS – Notice of additional information (Priority 2) • a notice of significant new information under section 15NH of the Quality of Care Principles 2014 – SIRS – Notice of significant new information • a final report about a reportable incident under section 15NI of the Quality of Care Principles 2014 – SIRS – Final report on reportable incident

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	<p>Frequently asked questions (FAQs)</p> <ul style="list-style-type: none">• SIRS in general FAQs• Incident management systems (IMS) FAQs• Reporting through My Aged Care FAQs <p>Articles</p> <p>The following articles from our Aged Care Quality Bulletin newsletter address the 6 essential elements of an effective incident management system (IMS):</p> <ul style="list-style-type: none">• Ensure leadership and a safety culture (Quality Bulletin, February 2022)• Responding to incidents (Quality Bulletin, March 2022)• Record and report the incident (Quality Bulletin, April 2022)• Analyse the incident (Quality Bulletin, May 2022)• Implement actions (Quality Bulletin, June 2022)• Close the loop (Quality Bulletin, July 2022) <p>Online learning modules</p> <ul style="list-style-type: none">• Alis modules on incident management systems <p>Posters</p> <ul style="list-style-type: none">• Essential elements of effective incident management systems – A3 poster <p>Videos</p> <ul style="list-style-type: none">• Incident management under the SIRS• Reportable incidents under the SIRS <p>Webinars</p> <ul style="list-style-type: none">• SIRS for residential aged care: Incident management systems (11 March 2021)• Introduction to the SIRS: Incident management systems (26 September 2022) <p>Workshops</p> <ul style="list-style-type: none">• Effective Incident Management Systems (IMS) <p>Roundtable outcome summaries</p> <ul style="list-style-type: none">• June 2021 SIRS provider roundtable• December 2021 SIRS provider roundtable

Who	Resources
<p>SIRS resources specific to residential aged care providers</p>	<p>Guidance documents</p> <ul style="list-style-type: none"> • Serious Incident Response Scheme: Guidelines for residential aged care providers (updated October 2022) • SIRS reportable incidents workflow for residential aged care <p>Example responses</p> <p>The Commission has created example responses to help providers understand the level of detail that is required to ensure the Commission can appropriately assess the incident and their response to it.</p> <p>Any similarities to an actual reportable incident or individual is purely coincidental.</p> <ul style="list-style-type: none"> • SIRS notification example response – Unreasonable use of force • SIRS notification example response – Unlawful sexual contact • SIRS notification example response – Psychological or emotional abuse • SIRS notification example response – Unexpected death • SIRS notification example response – Stealing or financial coercion • SIRS notification example response – Neglect • SIRS notification example response – Inappropriate use of restrictive practices • SIRS notification example response – Unexplained absence from care <p>Fact sheets</p> <ul style="list-style-type: none"> • SIRS reportable incidents – Unreasonable use of force • SIRS reportable incidents – Unlawful sexual contact or inappropriate sexual conduct • SIRS reportable incidents – Psychological or emotional abuse • SIRS reportable incidents – Unexpected death • SIRS reportable incidents – Stealing or financial coercion by a staff member • SIRS reportable incidents – Neglect • SIRS reportable incidents – Inappropriate use of restrictive practices • SIRS reportable incidents – Unexplained absence from care

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	<p>Webinars</p> <ul style="list-style-type: none"> • Residential SIRS webinar: Introduction to the SIRS – 25 February 2021 • Residential SIRS webinar: Reporting under the SIRS – 18 March 2021 • Residential SIRS webinar: Overview of the Commission’s role – 25 March 2021 • Residential SIRS webinar: SIRS and quality aged care – 8 April 2021 <p>Workshops</p> <ul style="list-style-type: none"> • The Serious Incident Response Scheme within residential services (condensed)
<p>SIRS resources specific to home services providers</p>	<p>Guidance documents</p> <ul style="list-style-type: none"> • Serious Incident Response Scheme: Guidelines for home service providers • SIRS reportable incidents workflow for home services • Quality and safety in home services – 5 key areas of risk <p>Fact sheets</p> <ul style="list-style-type: none"> • SIRS reportable incidents – Unreasonable use of force • SIRS reportable incidents – Unlawful sexual contact or inappropriate sexual conduct • SIRS reportable incidents – Psychological or emotional abuse • SIRS reportable incidents – Unexpected death • SIRS reportable incidents – Stealing or financial coercion by a staff member • SIRS reportable incidents – Neglect • SIRS reportable incidents – Inappropriate use of restrictive practices • SIRS reportable incidents – Missing consumers • Reporting responsibilities for providers and their staff – SIRS for home services <p>Webinars</p> <ul style="list-style-type: none"> • Home services SIRS webinar: Introduction to the SIRS – incident management systems (26 September 2022) • Home services SIRS webinar: SIRS reportable incidents (3 November 2022) • Home services SIRS webinar: Reporting under the SIRS (16 November 2022) • Home services SIRS webinar Q&As <p>Frequently asked questions</p> <ul style="list-style-type: none"> • SIRS home services FAQs

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SIRS resources for aged care recipients	<p>What is the SIRS?</p> <ul style="list-style-type: none">• Video• 2-page summary or A3 poster <p>What is the SIRS for home services?</p> <ul style="list-style-type: none">• What is the SIRS? Information for home services care recipients fact sheet <p>Understand your right to be safe</p> <ul style="list-style-type: none">• Video• 2-page summary or A3 poster <p>What does this mean for your care and services?</p> <ul style="list-style-type: none">• Video• 2-page summary or A3 poster <p>How to make a complaint?</p> <ul style="list-style-type: none">• Video• 2-page summary or A3 poster <p>What is open disclosure?</p> <ul style="list-style-type: none">• Video• Guide or A3 poster <p>What happens after you make a complaint</p> <ul style="list-style-type: none">• 2-page summary or A3 poster

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Write

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