



What is the SIRS?

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** to reduce the potential risk of harm in residential aged care homes. SIRS will protect your rights to receive safe high quality care.

If a serious incident happens in your aged care home, staff must:

1



Check you and others are okay

2



Make a record of what happened so they can learn from this incident and improve their practices

3



Report the incident to the Aged Care Quality and Safety Commission if appropriate

Reportable incidents include:

- Unreasonable use of force
- Unlawful sexual contact or inappropriate sexual conduct
- Psychological or emotional abuse
- Unexplained absence from care
- Stealing or financial coercion by a staff member
- Neglect
- Inappropriate use of restrictive practices
- Unexpected death

If something like this happens to you, the staff must first check that you are okay, talk to you about what happened and work with you to sort out the issue.

Staff must record all incidents in their incident management system. Recording when something *nearly happened* or when someone *suspects* something happened is important too. So they can learn from this incident and improve their practices.

Reportable incidents must be reported to the Aged Care Quality and Safety Commission. The Commission will determine if any regulatory action should be taken.

Incidents can affect anyone in an aged care home – residents, staff or visitors.

SIRS is here to keep us all safe.

SIRS means your aged care home can prevent incidents from happening and respond quickly when they do to get you support as soon as you need it.

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