

Serious Incident Response Scheme

The Serious Incident Response Scheme (SIRS) is a Commonwealth Government initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect of older Australians receiving Commonwealth-subsidised aged care and services. The SIRS protects your right to feel safe and live a dignified, self-determined life free from exploitation, violence and abuse. As a home care recipient, you have the right to safe and quality care.

The scheme requires that all aged care providers must have an effective incident management system (IMS) in place and use this to continuously improve the management and prevention of incidents. In addition to the IMS, aged care providers must notify the Commission when reportable incidents occur.

By complying with the Serious Incident Response Scheme, Lutheran Services works to prevent incidents and promote the safety, health, wellbeing and quality of life of our home care clients.

To do so, we maintain an effective incident management system and use this to continuously improve the management and prevention of incidents. We are also required to notify the Aged Care Quality and Safety Commission in the event of a reportable incident occurring.

There are eight types of reportable incidents under the SIRS:

- unreasonable use of force—like kicking, punching or rough handling
- unlawful sexual contact or inappropriate sexual conduct—like stalking, making sexual advances or unwanted sexual touching
- psychological or emotional abuse—like yelling, name calling or ignoring
- stealing or financial coercion by a staff member—like stealing money or pressuring you to give money
- neglect—like not giving you the care you need to stay well
- inappropriate use of restrictive practices—like using physical force or medication to restrict your freedom or movement
- unexplained absence from care/missing consumers—where a care recipient goes missing
- unexpected death—like someone dying unexpectedly because they did not receive proper care and services.

Under the Serious Incident Response Scheme, an allegation, suspicion, or witness account of any of the above serious incidents must be reported to the Commission.

More information is available via the Aged Care Quality and Safety Commission:
agedcarequality.gov.au

You can raise a concern or make a complaint with the Aged Care Quality and Safety Commission by calling: **1800 951 822**

You can also talk to someone at the Older Persons Advocacy Network: **1800 700 600**