



Serious Incident Response Scheme (SIRS) - Worker readiness work tool



To ensure that your IMS works as effectively as possible, you need to make sure your workers understand how to use it.

Use this tool to identify areas where your workers may need further training to respond to and manage incidents.

If the answer is 'No' or 'N/A' to a question that relates to their responsibilities, you should

consider further training to help your workers understand their role and responsibilities when an incident happens.

Please note though, that the answers to each question may differ depending on the worker's role. In some cases, responses of 'No' or 'N/A' may be appropriate if the person is not responsible for a specific task.

SIRS – Worker readiness work tool

Worker Name

Worker Role

Work procedures and descriptions

1. Roles and responsibilities

I understand:

- how to identify, manage, resolve incidents
- how to prevent incidents and near misses
- my role in incident management

	Yes	No	N/A
I understand:			
• how to identify, manage, resolve incidents			
• how to prevent incidents and near misses			
• my role in incident management			

Work procedures and descriptions			
1. Roles and responsibilities	Yes	No	N/A
I can apply:			
• the IMS process, for all incident management reporting			
• the IMS process, for reportable incidents to the Commission			
2. How those affected by an incident are provided support and assistance	Yes	No	N/A
I understand:			
• my role in providing support after an incident			
• how to involve affected parties in the management and resolution of an incident			
• how to use and apply open disclosure processes			
• how to provide care recipients with access to advocate organisations			
3. How incidents are identified, recorded and reported - Internal reporting	Yes	No	N/A
I can identify:			
• what incidents, incident types and near misses are			
• who to notify or escalate to when an incident happens			
• how to record incidents and near misses:			
– where incidents are recorded			
– level of detail required (for IMS entry)			
– how to use the IMS system for recording this information			
• timeframes for internal reporting of incidents			

Work procedures and descriptions			
4. When others should be notified of incidents – External reporting	Yes	No	N/A
I know when and how to notify:			
• consumer representatives, or other emergency contacts			
• police or emergency services			
• the Aged Care Quality and Safety Commission			
• the Australian Health Practitioner Regulation Agency (AHPRA)			
• state/territory health department			
• the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission.			
• other government bodies			
5. Reviewing and assessing incidents (including lessons learned)	Yes	No	N/A
I can discuss:			
• the process for analysing incidents, to establish:			
– what happened			
– the causes of an incident			
– the harm caused and impacts of an incident			
• the circumstances in which I will undertake an investigation			
• who was notified and involved in the resolution process			
• whether the incident could have been prevented and what changes can be introduced to prevent it re-occurring			
• any operational issues that may have contributed to the incident occurring			

Work procedures and descriptions

6. When remedial action might be required	Yes	No	N/A
I can reflect and discuss (appropriately to my position):			
• how early intervention helps to reduce and/or prevent incidents			
• how an incident could have been prevented or severity lessened			
• success of interventions introduced			
• identified ongoing risks to workers, consumers, others or the organisation			

* Refer to the [Effective Incident Management System Checklist](#) in conjunction with this tool if further detail is required.

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