

From: [Emma Jobson](#)
To: [ANDERSON, Janet](#)
Subject: RE: URGENT ACTION PLEASE - SIRS Insight Report #2 [SEC=OFFICIAL]
Date: Monday, 28 June 2021 5:55:44 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.png](#)
[image019903.png](#)

Hi Janet

Apologies if we haven't engaged on the strategic direction of the report, I may have misunderstood the depth of engagement with which you and Nicola (and possibly Ann) had determined the focus area for unreasonable use of force, and apologies if I missed a subsequent request for discussion. s 47C

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I saw the first version of this Friday, so this is the opportune time to shape this report, if we want it data lead. At this point it is essentially a data skeleton, so lots of potential to shape. And if we need to bring forward other data, the team are now far better versed in what might be possible so it should be quicker.

We are always learning how to do this type of reporting better and how to garner the right input at the right time. One option to ensure we capture the right thinking is to ask the team to form an SME group for each report such as yourself, Pam, Ann, Nicola, Anthony, s 22(1)(a)(ii), Mel and to factor in a strategic directions / messaging discussion pre-report preparation. Then we can do early draft sharing with the SME group.

Let me know if it's useful to discuss further and any shaping that's required.

Regards, Emma

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii) | W www.agedcarequality.gov.au

s 22(1)(a)(ii)

s 22(1)(a)(ii)



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From: ANDERSON, Janet

Sent: Monday, 28 June 2021 5:14 PM

To: Emma Jobson ; Nicola Dunbar ; Pam Christie

Cc: Office of the Commissioner

Subject: RE: URGENT ACTION PLEASE - SIRS Insight Report #2 [SEC=OFFICIAL]

Thanks Emma. I have been asking to see an outline of the second insight report for over 2 weeks, and while I can't find the email now, you have written to me previously indicating that you would consult with me early in the development of this second report.

I will review the draft you have forwarded and provide feedback.

Thanks

Janet

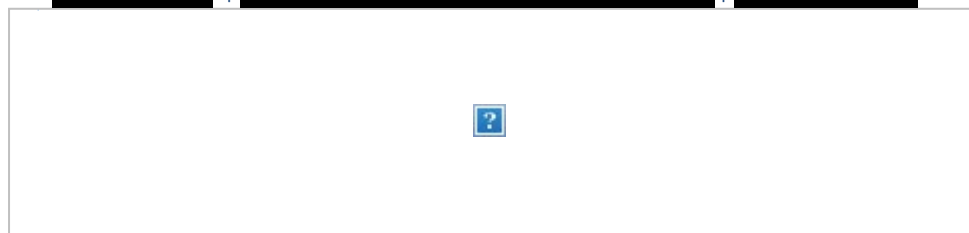
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii)

EA: § 22(1)(a)(ii) | § 22(1)(a)(ii) | § 22(1)(a)(ii)



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From: Emma Jobson <§ 22(1)(a)(ii)>

Sent: Monday, 28 June 2021 4:23 PM

To: ANDERSON, Janet <§ 22(1)(a)(ii)>; Nicola Dunbar

§ 22(1)(a)(ii); Pam Christie § 22(1)(a)(ii)

Cc: Office of the Commissioner <§ 22(1)(a)(ii)>

Subject: RE: URGENT ACTION PLEASE - SIRS Insight Report #2 [SEC=OFFICIAL]

OFFICIAL

Hi Janet,

I had the understanding it had been previously agreed for SIRS report 2 to focus on unreasonable use of force. § 47C

[REDACTED]

[REDACTED] You can access the current draft at link below, but I have also downloaded a version for you to enter comments/edits. You will see some comments in it as people are still inputting to the draft and

§ 22(1)(a)(ii) is the new data scientist for SIRS.

§ 22(1)(a)(ii) flagged this morning it is due 30 June and that is may be late depending on how long further work to refine and develop the report takes. I have asked for details on the proposed revised timeframes to email you.

Nicola and I met with § 22(1)(a)(ii) and § 22(1)(a)(ii) and did a walkthrough on the early draft late last week.

We have been settling some data definitional issues today. § 22(1)(a)(ii) has sent a draft which Nicola and I have been looking at today, in between meetings, with view to share with yourself and Pam.

I think it's now ready to better shape a strategic narrative include intro and reflective questions, and any 'messaging' within the report.

Regards, Emma

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii) | W www.agedcarequality.gov.au

§ 22(1)(a)(ii)

§ 22(1)(a)(ii)



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From: ANDERSON, Janet § 22(1)(a)(ii) >

Sent: Monday, 28 June 2021 3:34 PM

To: Nicola Dunbar § 22(1)(a)(ii); Pam Christie

§ 22(1)(a)(ii) >; Emma Jobson

§ 22(1)(a)(ii) >

Cc: Office of the Commissioner § 22(1)(a)(ii)

Subject: URGENT ACTION PLEASE - SIRS Insight Report #2 [SEC=OFFICIAL]

Hi

I am concerned that no-one has yet had a discussion with me on the contents of the next SIRS Insight report. There is a risk that I will have a different expectation about content from the one you may have been operating on up to this point, which would be a pity in terms of wasted effort.

Can you please submit to me urgently the proposed outline of SIRS Insight Report #2 in order that I can provide you with feedback on its proposed contents.

Thanks

Janet

Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii)

EA: § 22(1)(a)(ii) | § 22(1)(a)(ii) | § 22(1)(a)(ii)



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From: [ANDERSON, Janet](#)
To: [Emma Jobson](#); [Dr. Melanie Wroth](#)
Cc: [Pam Christie](#); [Nicola Dunbar](#); [§ 22\(1\)\(a\)](#); [Office of the Commissioner](#); [Ann Wunsch](#); [ROSS, Sally](#); [Anthonyspeed](#)
Subject: RE: IA* for review - SIRS Insights report # 2 - unreasonable use of force [SEC=OFFICIAL]
Date: Wednesday, 30 June 2021 5:55:03 PM
Attachments: [image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)
[image006.png](#)
[image007.jpg](#)

Thanks Emma. I'll try to have a look at this tonight and come back with comments.

Thanks

Janet

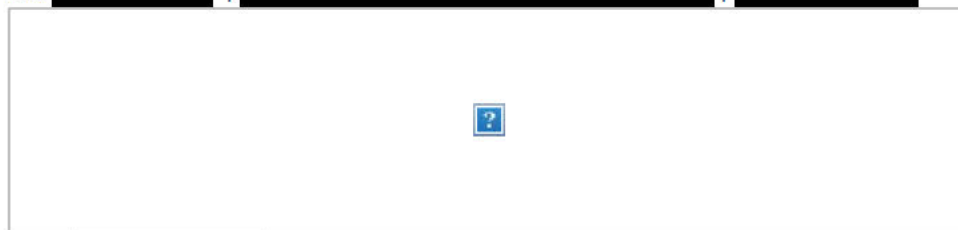
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E [§ 22\(1\)\(a\)\(ii\)](#)

EA: [§ 22\(1\)\(a\)\(ii\)](#) | [§ 22\(1\)\(a\)\(ii\)](#) | [§ 22\(1\)\(a\)\(ii\)](#)



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From: Emma Jobson

Sent: Wednesday, 30 June 2021 5:49 PM

To: ANDERSON, Janet ; Dr. Melanie Wroth

Cc: Pam Christie ; Nicola Dunbar ; [§ 22\(1\)\(a\)\(ii\)](#) ; Office of the Commissioner ; Ann Wunsch ; ROSS, Sally ; Anthonyspeed

Subject: FW: IA* for review - SIRS Insights report # 2 - unreasonable use of force [SEC=OFFICIAL]

OFFICIAL

Hi Janet

See the latest draft of the SIRS Insights Report 2 at link below. I've left my few comments in this version as on leave tomorrow. Do you and Melanie want to provide further input to this version?

I've sent the link in teams as well as below, as anyone in health environment can't use links to sharepoint from the health email, but should be able to access sharepoint from a teams link.

Nicola / Pam / Ann – if you have any further feedback can you use the version at the link below to assist the team with compiling the input efficiently.

Regards, Emma

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

Aged Care Quality and Safety Commission

E [§ 22\(1\)\(a\)\(ii\)](#) | W www.agedcarequality.gov.au

[§ 22\(1\)\(a\)\(ii\)](#)



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From: § 22(1)(a)(ii)

Sent: Wednesday, 30 June 2021 4:47 PM

To: Emma Jobson <§ 22(1)(a)(ii)>; § 22(1)(a)(ii)

<§ 22(1)(a)(ii)>

Cc: Nicola Dunbar <§ 22(1)(a)(ii)>

<§ 22(1)(a)(ii)>

<§ 22(1)(a)(ii)>

<§ 22(1)(a)(ii)>

Subject: IA* for review - SIRS Insights report # 2 - unreasonable use of force [SEC=OFFICIAL]

OFFICIAL

Dear Emma and § 22(1)(a)(ii) (acting Exec Director Thursday & Friday)

Please find attached the DRAFT SIRS Insights report # 2. [SIRS Insight - June 2021 DRAFT 13 29.6.2021.docx](#)

We have sought and incorporated feedback from Nicola, SIRA (§ 22(1)(a)(ii) and Ann), RPI § 22(1)(a)(ii) and Coms (Pam C). I haven't heard from Mel yet, but she does have the link to this document, and § 22(1)(a)(ii) will follow up with her re the reflective questions.

Please let us know if you want any changes made before you send to Janet – we'll action straight away.

Cheers

§ 22(1)(a)(ii)

PS – very happy to say the SPR Q3 is now live:

<https://www.agedcarequality.gov.au/media/90284>

§ 22(1)(a)(ii)

Assistant Director
Sector Performance & Campaigns
Regulatory Policy & Intelligence Group
Aged Care Quality and Safety Commission
GPO Box 9819 Canberra 2601

§ 22(1)(a)(ii)

Please note I finish at 2:30pm on Wednesday and Thursday



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From: [ANDERSON, Janet](#)
To: s 22(1)(a)(ii)
Cc: [Office of the Commissioner](#); s 11C(1)(a) [Emma Jobson](#); [Nicola Dunbar](#); s 22(1)(a)(ii);
s 22(1)(a)(ii); [Pam Christie](#)
Subject: RE: A* SIRS Insights Report #2s - for Clearance [SEC=OFFICIAL]
Date: Thursday, 1 July 2021 4:31:01 PM
Attachments: [image001.png](#)
[image002.png](#)
[image004.png](#)
[image005.jpg](#)
[image006.png](#)
[image007.jpg](#)

Thanks s 22(1)(a)(ii) I will look at this tonight and provide feedback asap.

Regards

Janet

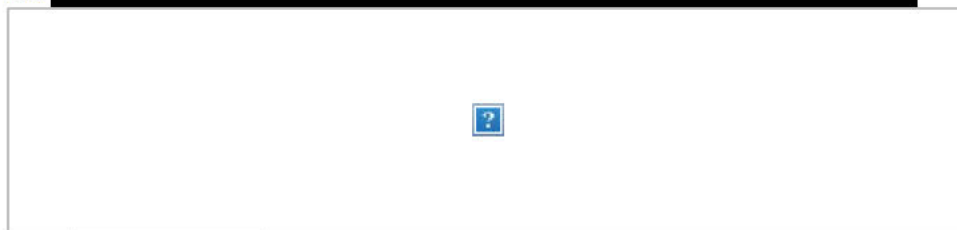
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)

Sent: Thursday, 1 July 2021 3:59 PM

To: ANDERSON, Janet

Cc: [Office of the Commissioner](#); s 11C(1)(a) [Emma Jobson](#); [Nicola Dunbar](#); s 22(1)(a)(ii);
s 22(1)(a)(ii); [Pam Christie](#)

Subject: A* SIRS Insights Report #2s - for Clearance

Janet

Attached is the proposed pre-formatted content for the SIRS Insights Report Number 2 for your endorsement. Once approved Communications will do the formatting and include graphics etc. You will have another opportunity to review the final releasable version, shortly afterwards. This Insight report focuses on Unreasonable use of force notifications.

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Director, Intelligence & Analysis

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

s 22(1)(a)(ii)

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From: s 22(1)(a)(ii)
Sent: Thursday, 1 July 2021 3:08 PM
To: Dr. Melanie Wroth s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii) Nicola Dunbar
 s 22(1)(a)(ii)
 s 22(1)(a)(ii)
 s 22(1)(a)(ii)

Subject: I* SIRS Insights - clean draft

Hi Melanie

Fyi

s 22(1)(a)(ii) and I have considered one of your comments in the draft SIRS Insights (“likely to be of a criminal nature”) as is, given the reasoning below. We’ve taken on board your other comments. We’re pushing the draft [SIRS Insight - June 2021 DRAFT 14.1.2021.docx](#) through to Janet now.

s 22(1)(a)(ii)

From: s 22(1)(a)(ii)
Sent: Thursday, 1 July 2021 2:55 PM

To: s 22(1)(a)(ii)

Cc: s 22(1)(a)(ii)

s 22(1)(a)(ii)

Subject: IA* SIRS Insights - clean draft

Hi s 22(1)(a)(ii)

I’ve tidied up the draft SIRS Insights report following our conversation, and checked in with s 22(1)(a)(ii) (provide a clean copy to Janet).

2 things to note.

1. You asked what the legislation says in response to Mel’s question about whether a matter is ‘likely’ to be of a criminal nature.

The legislation says police must be notified if there are reasonable grounds to do so. The explanation of the phrase ‘reasonable grounds’ come straight out of the Commission’s published SIRS guidance material. I’m happy to leave it as we have it in the report – provides consistency of language across published material.

2. I made one more edit to the document. I took Mel’s comment about using the Incident mgt system to manage future risk, and put it with the reflective questions.

It is important to look at why some incidents recur. What measures were taken as a result of

your investigation of a previous incident, that avoided incidents recurring? (If the answer is 'none' then the risk of recurrence is high and can reasonably be expected to keep recurring.)

[SIRS Insight - June 2021 DRAFT 14.1.2021.docx](#)

When you forward to Janet, could you please cc:

Office of the commission; s 22(1)(a)(ii); emma jobson; Nicola Dunbar; s 22(1)(a)(ii)
s 22(1)(a)(ii)

Cheers

s 22(1)(a)(ii)
s 22(1)(a)(ii)

Assistant Director
Sector Performance & Campaigns
Regulatory Policy & Intelligence Group
Aged Care Quality and Safety Commission
GPO Box 9819 Canberra 2601

s 22(1)(a)(ii)
s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)
To: ANDERSON, Janet; s 22(1)(a)(ii)
Cc: Office of the Commissioner; s 22(1)(a)(ii); Emma Jobson; Nicola Dunbar; s 22(1)(a)(ii); Pam Christie
Subject: RE: PLEASE USE THIS VERSION - A* SIRS Insights Report #2s - for Clearance [SEC=OFFICIAL]
Date: Tuesday, 6 July 2021 8:04:00 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.png](#)
[image006.jpg](#)
[image858741.png](#)

OFFICIAL

Thanks Janet. Will do

s 22(1)(a)(ii)

A/g Director, Sector Performance and Campaigns

Aged Care Quality and Safety Commission

E: s 22(1)(a)(ii) | W www.agedcarequality.gov.au

s 22(1)(a)(ii)



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From: ANDERSON, Janet

Sent: Tuesday, 6 July 2021 7:57 AM

To: s 22(1)(a)(ii)

Cc: Office of the Commissioner; s 22(1)(a)(ii); Emma Jobson; Nicola Dunbar; s 22(1)(a)(ii); Pam Christie

Subject: PLEASE USE THIS VERSION - RE: A* SIRS Insights Report #2s - for Clearance [SEC=OFFICIAL]

Hi s 22(1)(a)(ii) and others

I thought about this document further overnight, and have made a further amendment in the attached version. Consequently, please would you regard this version as my feedback on the document.

Thanks

Janet

Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E: s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)

Sent: Monday, 5 July 2021 7:35 PM

To: s 22(1)(a)(ii)

Cc: Office of the Commissioner s 22(1)(a)(ii)

s 22(1)(a)(ii); Emma Jobson

s 22(1)(a)(ii); Nicola Dunbar

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii)

s 22(1)(a)(ii); Pam Christie

s 22(1)(a)(ii)

Subject: RE: A* SIRS Insights Report #2s - for Clearance [SEC=OFFICIAL]

Hi s 22(1)(a) and others

This second Insights report is shaping up well. Please find attached my track change comments/edits. I would be happy to answer any questions you have about my feedback.

Thanks

Janet

Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)

Sent: Thursday, 1 July 2021 3:59 PM

To: ANDERSON, Janet <s 22(1)(a)(ii)>

Cc: Office of the Commissioner s 22(1)(a)(ii)

s 22(1)(a)(ii); Emma Jobson

<s 22(1)(a)(ii)> Nicola Dunbar

s 22(1)(a)(ii) [redacted]
s 22(1)(a)(ii) [redacted]
s 22(1)(a)(ii) [redacted]
s 22(1)(a)(ii) [redacted]; Pam Christie
s 22(1)(a)(ii) [redacted] >

Subject: A* SIRS Insights Report #2s - for Clearance
Janet

Attached is the proposed pre-formatted content for the SIRS Insights Report Number 2 for your endorsement. Once approved Communications will do the formatting and include graphics etc. You will have another opportunity to review the final releasable version, shortly afterwards. This Insight report focuses on Unreasonable use of force notifications.

s 22(1)(a)(ii) [redacted]
s 22(1)(a)(ii) [redacted]

Director, Intelligence & Analysis

Aged Care Quality and Safety Commission

s 22(1)(a)(ii) [redacted] | W www.agedcarequality.gov.au
s 22(1)(a)(ii) [redacted]

[redacted]
[redacted]



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From: s 22(1)(a)(ii) [redacted]
Sent: Thursday, 1 July 2021 3:08 PM
To: Dr. Melanie Wroth s 22(1)(a)(ii) [redacted]
Cc: s 22(1)(a)(ii) [redacted] Nicola Dunbar
s 22(1)(a)(ii) [redacted]
s 22(1)(a)(ii) [redacted]
[redacted]

Subject: I* SIRS Insights - clean draft

Hi Melanie

Fyi

s 22(1)(a)(ii) [redacted] and I have considered one of your comments in the draft SIRS Insights (“likely to be of a criminal nature”) as is, given the reasoning below. We’ve taken on board your other comments. We’re pushing the draft [SIRS Insight - June 2021 DRAFT 14.1.2021.docx](#) through to Janet now.

s
22(1)**From:** s 22(1)(a)(ii)**Sent:** Thursday, 1 July 2021 2:55 PM**To:** s 22(1)(a)(ii)**Cc:** s 22(1)(a)(ii)**Subject:** IA* SIRS Insights - clean draft

Hi s 22(1)(a)(ii)

I've tidied up the draft SIRS Insights report following our conversation, and checked in with s 22(1)(a)(ii) (provide a clean copy to Janet).

2 things to note.

1. You asked what the legislation says in response to Mel's question about whether a matter is 'likely' to be of a criminal nature.

The legislation says police must be notified if there are reasonable grounds to do so. The explanation of the phrase 'reasonable grounds' come straight out of the Commission's published SIRS guidance material. I'm happy to leave it as we have it in the report – provides consistency of language across published material.

2. I made one more edit to the document. I took Mel's comment about using the Incident mgt system to manage future risk, and put it with the reflective questions.

It is important to look at why some incidents recur. What measures were taken as a result of your investigation of a previous incident, that avoided incidents recurring? (If the answer is 'none' then the risk of recurrence is high and can reasonably be expected to keep recurring.)

[SIRS Insight - June 2021 DRAFT 14.1.2021.docx](#)

When you forward to Janet, could you please cc:

Office of the commission; s 22(1)(a)(ii); emma jobson; Nicola Dunbar; s 22(1)(a)(ii)

Cheers

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Assistant Director

Sector Performance & Campaigns

Regulatory Policy & Intelligence Group

Aged Care Quality and Safety Commission

GPO Box 9819 Canberra 2601

s 22(1)(a)(ii)

s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)
To: [ANDERSON, Janet](#)
Cc: [Emma Jobson](#); [Office of the Commissioner](#); [Pam Christie](#)
Subject: Re: SIRS Insights report - additional version for your consideration [SEC=OFFICIAL]
Date: Monday, 12 July 2021 7:31:33 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.png](#)
[image998485.png](#)

Thanks Janet

Regards

s 22(1)
(a)(ii)

Sent from my iPhone

s 22(1)(a)(ii)

A/g Director, Sector Performance and Campaigns

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E s 22(1)(a)(ii) | W www.agedcarequality.gov.au

s 22(1)(a)(ii)



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On 11 Jul 2021, at 8:49 pm, ANDERSON, Janet wrote:

Hi Emma

Thanks for providing the latest version with your mark ups. I have added a few comments to yours in the attached annotated version.

Regards

Janet

Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)

throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

From: Emma Jobson

Sent: Friday, 9 July 2021 5:57 PM

To: Pam Christie ; ANDERSON, Janet

Cc: § 22(1)(a)(ii)

Subject: FW: SIRS Insights report - additional version for your consideration
[SEC=OFFICIAL]

OFFICIAL

Hi Janet and Pam

I and Nicola have had a look at the mocked up version of SIRS Insights #2 and met with § 22(1)(a)(ii). This is where the draft is at with my comments. We are at the point of sorting the layout to ensure the messages are supported by the visual presentation.

§ 22(1)(a)(ii) will meet with § 22(1)(a)(ii) Monday to walk through.

In the meantime, do you have any further input to add to my comments or want to wait for the revised layout which we are hoping will be available Monday?

I understand § 22(1)(a)(ii) is looking to include a copy of the final report in the Advisory Council papers which need to be sent by Thursday next week. Depending on mock up timeframes that should be achievable.

Regards, Emma

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

Aged Care Quality and Safety Commission

§ 22(1)(a)(ii)

| W www.agedcarequality.gov.au

§ 22(1)(a)(ii)

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From: Emma Jobson

Sent: Friday, 9 July 2021 5:51 PM

To: § 22(1)(a)(ii) >

Cc: § 22(1)(a)(ii)

Subject: RE: SIRS Insights report - additional version for your consideration

[SEC=OFFICIAL]

OFFICIAL

Hi – as discussed, here is marked up from discussion for § 22(1)(a)(ii) to consider Emma

From: § 22(1)(a)(ii)
Sent: Friday, 9 July 2021 4:56 PM
To: Emma Jobson § 22(1)(a)(ii)
Cc: § 22(1)(a)(ii)

Subject: FW: SIRS Insights report - additional version for your consideration [SEC=OFFICIAL]

Apologies – previous email contains the incorrect document
Please use this one.

§ 22(1)(a)(ii)

A/g Director, Sector Performance and Campaigns

Aged Care Quality and Safety Commission

§ 22(1)(a)(ii) | W www.agedcarequality.gov.au

§ 22(1)(a)(ii)

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From: § 22(1)(a)(ii)
Sent: Friday, 9 July 2021 4:45 PM
To: Emma Jobson § 22(1)(a)(ii)
Cc: § 22(1)(a)(ii)

Subject: SIRS Insights report - additional version for your consideration [SEC=OFFICIAL]

OFFICIAL

Hi Emma

Apologies for adding this extra version in. § 22(1)(a)(ii) was able to create a different version of Figure 1. However, it changes the layout of the rest of the report substantially. You may prefer that new look

Regards

§ 22(1)(a)(ii)

From: [Emma Jobson](#)
To: [ANDERSON, Janet](#); [Pam Christie](#); [Dr. Melanie Wroth](#)
Subject: RE: SIRS Insight #2 - reflections on AC's discussion [SEC=OFFICIAL]
Date: Thursday, 22 July 2021 12:18:12 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.png](#)
[image094442.png](#)

OFFICIAL

Thanks Janet

I have an email almost finished drafted on the data options for SIRS Insights #2 – will send after AC

Emma

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii) | W www.agedcarequality.gov.au

s 22(1)(a)(ii)



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From: ANDERSON, Janet

Sent: Thursday, 22 July 2021 12:08 PM

To: Emma Jobson ; Pam Christie ; Dr. Melanie Wroth

Subject: SIRS Insight #2 - reflections on AC's discussion [SEC=OFFICIAL]

Hi

The AC's discussion of the links between the SIRS reportable incident and the new restrictive practices obligations was insightful and will need to be referred to explicitly in the second Insights publication we're working on.

I also like the idea of a closed door discussion with provider and consumer peaks and the Dept (and possibly other AC members) about the data in #2 and how it is best communicated in order to assist public understanding. We should do this as our next step in preparing #2, and well before we finalise it for publication. I would be happy to chair that meeting.

Regards

Janet

Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: [Emma Jobson](#)
To: [ANDERSON, Janet](#)
Cc: [Pam Christie](#); [Ann Wunsch](#); [Office of the Commissioner](#); s 22(1)(a)(i)
Subject: UA* For review and clearance - SIRS_Inight_Report_July_2021_v6.pdf [SEC=OFFICIAL]
Date: Thursday, 22 July 2021 1:49:53 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.png](#)
[image006.png](#)
[SIRS_Inight_Report_July_2021_v6.pdf](#)

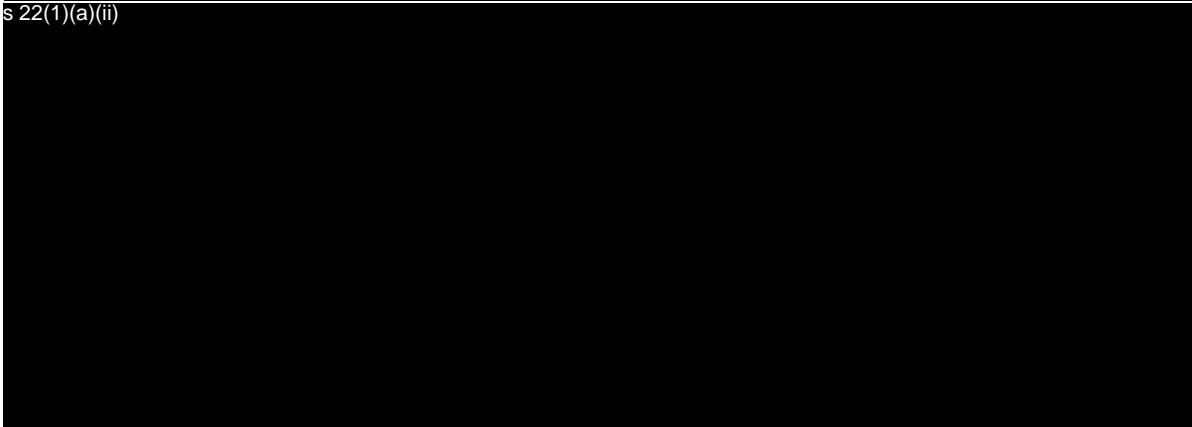
OFFICIAL

Hi Janet

s 47C



s 22(1)(a)(ii)



s 22(1)(a)(ii)

s 47C

How does the Commission respond to SIRS notifications?

All notifications received by the Commission are reviewed within 24 hours to assess the risk to consumers and determine whether escalation is needed. When assessing the level of risk, the Commission considers whether a consumer has been affected by other incidents in the past, alongside other factors including severity of actual or potential impact and the provider's response. The overall risk profile of the service is also taken into account.

The Commission may seek further information from providers as part of its assessment process. In some circumstances, the Commission may conclude that immediate action is required. The Commission may investigate a reportable incident, including a provider's compliance with its responsibilities, and this may lead to enforceable regulatory action being taken.

Irrespective of the level of assessed risk of a particular incident, the Commission will add the information in the notification to other information held about that residential aged care service to inform its decisions about future regulatory activities.

The Commission has the power to take regulatory action(s) where appropriate to address non-compliance with provider responsibilities such as their incident management obligations, including failing to submit a SIRS notification.

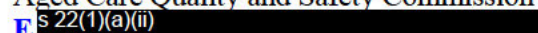
Please let me know which option (or an alternative) you would like to progress, or if further discussion or advice would assist.

Regards, Emma

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

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s 22(1)(a)(ii)



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From: ANDERSON, Janet <§ 22(1)(a)(ii)>
Sent: Wednesday, 14 July 2021 8:55 AM
To: Pam Christie <§ 22(1)(a)(ii)>; Emma Jobson <§ 22(1)(a)(ii)>
Cc: Ann Wunsch <§ 22(1)(a)(ii)>

Subject: RE: UA * For review and clearance - SIRS_Insight_Report_July_2021_v6.pdf
[SEC=OFFICIAL]

Hi Emma and Pam

Pam has pointed out a gap that we're going to have to fill before this can be published, viz. what

I appreciate that this will take a day or two to address, and accept that that will push back the publication of this Insights piece by that period, but any reader will want to understand what the

Would you please prepare some text on this and resub the revised version to me for review.

Thanks

Janet

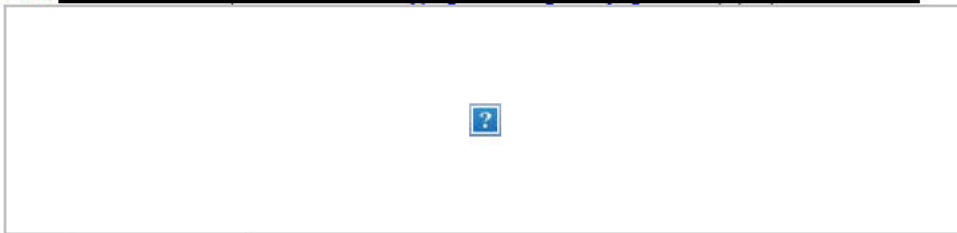
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E <§ 22(1)(a)(ii)>

EA: <§ 22(1)(a)(ii)>



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From: Pam Christie <§ 22(1)(a)(ii)>
Sent: Wednesday, 14 July 2021 7:54 AM
To: Emma Jobson <§ 22(1)(a)(ii)>; ANDERSON, Janet <§ 22(1)(a)(ii)>
Cc: Ann Wunsch <§ 22(1)(a)(ii)>

s 22(1)(a)(ii)

Subject: RE: UA* For review and clearance - SIRS_Insight_Report_July_2021_v6.pdf
[SEC=OFFICIAL]

OFFICIAL

Hi

s 47E(d)

. Thanks Pam

Pam Christie

Executive Director, Engagement and Education

Aged Care Quality and Safety Commission

s 22(1)(a)(ii)

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From: Emma Jobson

Sent: Tuesday, 13 July 2021 6:51 PM

To: Janet Anderson s 22(1)(a)(i)

Cc: Ann Wunsch s 22(1)(a)(ii)

Pam Christie

s 22(1)(a)(ii)

Subject: FW: UA* For review and clearance - SIRS_Insight_Report_July_2021_v6.pdf
[SEC=OFFICIAL]

OFFICIAL

Hi Janet

Attached is the final draft of SIRS #2 insight report with edits you and I requested. Do you want to do a further final clearance noting additional of icons re pages 8/9?

s 47E(d)

With regard to SIRS #3 Insights Report – do we want to see what the data is showing about SIRS notifications on ‘Inappropriate physical or chemical restraint’? s 22(1)(a)(ii) and I have discussed the potential to then read in other data on use of restraint from complaints and QI that would further inform the Insights report. The report would also then support a more joined up narrative on the

new restrictive practices principles and requirements there. We would then also aim to use the data to inform quality monitoring program or scope.

Regards,
Emma

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

Aged Care Quality and Safety Commission

E ^{s 22(1)(a)(ii)} [REDACTED] W www.agedcarequality.gov.au
s 22(1)(a)(ii) [REDACTED]



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From: ^{s 22(1)(a)(ii)} [REDACTED]

Sent: Tuesday, 13 July 2021 4:28 PM

To: Emma Jobson ^{s 22(1)(a)(ii)} [REDACTED]

Cc: ^{s 22(1)(a)(ii)} [REDACTED]

Subject: UA* For review and clearance - SIRS_Insight_Report_July_2021_v6.pdf
[SEC=OFFICIAL]

OFFICIAL

Hi Emma,

My team and I have reviewed this version and picked up one change needed (remove the word 'Note' from the last paragraph of page 2).

However, rather than send it back to ^{s 22(1)} [REDACTED] we wanted to give you an opportunity to review the document first, so you can see the changes you requested, including the layout changes.

As you recommended, we briefed ^{s 22(1)} [REDACTED] that the document didn't need to be strictly two columns entirely.

Please also let us know what you think of the icons used to break up the text on page 8 & 9.

Also of note are the donuts on page 5 & 6 which differ in style to similar data in SIRS Insights #1. The reason for this is that we wanted to consistently use the large centre number to reflect the totality of the donut, not a portion of it. (This is how it is done in parts of SIRS#1 and all of the latest SPR).

However, previous iterations (including SIRS #1) had a partially populated donut, which we are now wanting to avoid. A donut is the outside edge of a pie chart, and a pie chart shows/describes all pieces, not just some or one.

^{s 22(1)} [REDACTED]

^{s 22(1)(a)(ii)} [REDACTED]

Director Sector Performance and Campaigns

Aged Care Quality and Safety Commission

s 22(1)(a)(ii) [REDACTED] | W www.agedcarequality.gov.au
 s 22(1)(a)(ii) [REDACTED]



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From: s 22(1)(a)(ii) [REDACTED]

Sent: Tuesday, 13 July 2021 3:58 PM

To: s 22(1)(a)(ii) [REDACTED]

Cc: s 22(1)(a)(ii) [REDACTED]

Subject: IA* For review and clearance - SIRS_Insight_Report_July_2021_v5.pdf
 [SEC=OFFICIAL]

Hi s 22(1) [REDACTED]

Please find the SIRS Insights report attached.

For reference the visualisation of data about the number of providers and services represented in those notifications reflects our conversation from earlier today.

The data now visualises:

Total number of active providers

The number and relative proportion of those providers that submitted a P1 notification about unreasonable use of force

The number of providers that did not submit a notification about the unreasonable use of force.

Total number of services

The number of services represented in the notifications of unreasonable use of force.

The number of services not represented in these notifications

Other key changes include:

- Definition of a Priority 1 incident is highlighted with a box. A note added under the box to explain Priority 1 notifications also include unexplained death and unexplained absences – these aren't explored in this report.
- Icons added
- Typos corrected (for example missing full stops)
- Updated layout to the case examples to improve 'readability'
- Signposts to help guide the reader into different sections of the report (p4, 7)

For your review and consideration, and to forward to Emma if you are happy with the report.

If not, please let me know and we'll get on it.

Cheers

s 22(1) [REDACTED]
 s 22(1)(a)(ii) [REDACTED]

Assistant Director

Sector Performance & Campaigns

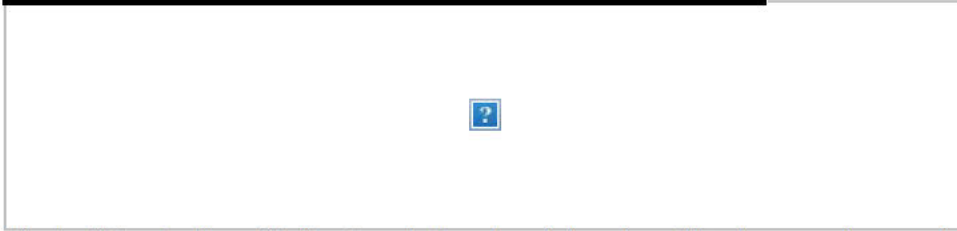
Regulatory Policy & Intelligence Group

Aged Care Quality and Safety Commission

GPO Box 9819 Canberra 2601

s 22(1)(a)(ii)

s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)
Sent: Monday, 11 October 2021 3:54 PM
To: ANDERSON, Janet; Emma Jobson; s 22(1)(a)(ii)
Cc: Office of the Commissioner; s 22(1)(a)(ii)
Subject: RE: DRAFT SIRS Insights report v2 6.10.21.docx [SEC=UNOFFICIAL]
Attachments: DRAFT SIRS Insights report v2 6.10.21.docx

Hi Janet, Emma, Nicola and s 22

Thanks again for your feedback Janet.

I've used this as the introduction. Even though you said it hadn't been carefully thought out, I quite liked it.

The rest of the report has been edited to pick up on the response part of SIRS.

Link to the TEAMS document on sharepoint is here: [DRAFT SIRS Insights report v2 6.10.21.docx](#)

We are awaiting the data.

Cheers

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Assistant Director Sector Performance and Improvement

Aged Care Quality and Safety Commission

s 22(1)(a)(ii)

s 22(1)(a)(ii)

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From: ANDERSON, Janet [REDACTED]
Sent: Friday, 8 October 2021 2:08 PM
To: [REDACTED] Emma Jobson
[REDACTED]
Cc: Office of the Commissioner [REDACTED]
[REDACTED]
Subject: RE: DRAFT SIRS Insights report v2 6.10.21.docx [SEC=UNOFFICIAL]

Hi everyone

I thought I'd spend 20 minutes right now to capture some thoughts on how I have been thinking about positioning this piece. The text below isn't carefully thought through or edited, but I wanted to give you a flavour of the direction of my thinking. I'm looking forward to reviewing the draft you've shared with me and discussing this next week.

R stands for response / Highlighting the Response part of SIRS

The R in SIRS stands for response, not reporting, as in Serious Incident **Response** Scheme – and there's a good reason for that.

Caring for older people and supporting them to enjoy the best possible quality of life in a residential aged care service is not risk-free.

At the same time, the risks associated with this form of 24/7 care are manageable, and providers are legally obliged to identify all risks to consumers, and to manage those risks as far as possible in order to reduce the likelihood of something going wrong.

It is not always possible to reduce that risk to zero, that is, to eliminate all risks. In social care situations involving individuals receiving care from other people, there are many variables that can impact on the care and the consumer's experience. Some of these variables can change fairly quickly.

Given this context, providers have an ongoing legal responsibility to identify, manage, monitor and mitigate risks to consumers in their care. If something does go wrong that impacts one or more consumers, then a further set of obligations is immediately activated for a provider. These include (a) responding as a priority to any affected consumers to remove them from any further risk and ensure that they receive any treatment/assistance/reassurance/support required, and (b) analysing the incident to clarify what happened and why, sharing this information with the consumers affected, and identifying and implementing any actions required to reduce the risk of recurrence to any consumer.

The obligation of providers to report specified serious incidents to the Commission sits alongside these other provider obligations. However a provider's fulfilment of their responsibilities to notify the Commission should not in any way influence the timing or manner in which they comply with their very specific obligations to **RESPOND** to every serious incident.

Regards

Janet

Janet Anderson PSM
Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)

Sent: Friday, 8 October 2021 1:07 PM

To: ANDERSON, Janet s 22(1)(a)(ii); Emma Jobson
s 22(1)(a)(ii)

Cc: Office of the Commissioner s 22(1)(a)(ii)
s 22(1)(a)(ii)

Subject: DRAFT SIRS Insights report v2 6.10.21.docx [SEC=UNOFFICIAL]

Good afternoon all

Please find attached a rough, working draft SIRS insights report.

[DRAFT SIRS Insights report v2 6.10.21.docx](#)

Janet, we would particularly like to ask for your guidance and preference on

- Content direction
- Style and tone
- Length
- Data – specifically, whether we simply publish information about the number of notifications received, or whether you would like to include (if possible) data on the Commission's responses to those notifications

We look forward to speaking with you next Tuesday.

Regards

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Assistant Director Sector Performance and Improvement

Aged Care Quality and Safety Commission

s 22(1)(a)(ii)

s 22(1)(a)(ii)

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From: s 22(1)(a)(ii)
Sent: Tuesday, 12 October 2021 2:24 PM
To: ANDERSON, Janet; Emma Jobson; s 22(1)(a)(ii)
Cc: Office of the Commissioner; s 22(1)(a)(ii)
Subject: FW: FOR REVIEW: SIRS Insights - revisions to draft [SEC=UNOFFICIAL]
Attachments: DRAFT SIRS Insights report v2 6.10.21.docx

Good afternoon Janet, Emma and s 22

Yesterday Emma, s 22 and I met to review the draft SIRS Insights report, ahead of our meeting this afternoon. Since then, I've made further changes to

- Re-order some passages to improve logic/flow
- Add some information, particularly insights from the s 22(1)(a)(ii)
- Generally smooth out sentences.

Re-ordering the flow of the document has probably had the biggest impact. I've left track changes on so you can see where I've edited.

I also have some time to speak with s 22(1)(a)(ii) this afternoon, to find out a bit more about new guidance being developed for providers re investigations and analysis.

Emma suggested sending this updated draft to everyone so we can start our conversation this afternoon knowing that the draft evolved a little since being provided to you Janet.

Here is a link to the draft: [DRAFT SIRS Insights report v2 6.10.21.docx](#) – a copy is also attached.

Looking forward to speaking with you soon.

Cheers

s 22(1)(a)(ii)

s 22(1)(a)(ii)

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s 22(1)(a)(ii)

s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)
Sent: Thursday, 21 October 2021 8:52 AM
To: s 22(1)(a)(ii); Emma Jobson; Nicola Dunbar; ANDERSON, Janet
Cc: s 22(1)(a)(ii); Office of the Commissioner
Subject: SIRS insights v.3.docx [SEC=UNOFFICIAL]
Attachments: SIRS insights v.3.docx

Good morning

Last night I sent a copy of this draft to everyone for review, prior to this mornings catch up at 11am. Unfortunately, I sent it from my Commission email account and it didn't land in Health inboxes. I forgot about that anomaly, many apologies Janet.

A copy is attached, or you can view the working draft here [SIRS insights v.3.docx](#)

Looking forward to the next discussion.

Regards

s 22(1)(a)(ii)

s 22(1)(a)(ii)

Assistant Director Sector Performance and Improvement

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

s 22(1)(a)(ii)

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From: Nicola Dunbar [REDACTED]
Sent: Tuesday, 2 November 2021 7:16 PM
To: [REDACTED]; ANDERSON, Janet; Emma Jobson; [REDACTED]
Cc: [REDACTED]; Office of the Commissioner; [REDACTED]
Subject: RE: SIRS Insights draft 4.1.docx

Hi [REDACTED]

Thanks for this. This report is looking really good. It reads well and has a very nice tone and a strong and clear message. Well done to everyone for all the hard work to get it to this shape.

I have reviewed and provided a few more comments. In terms of your question below about whether there is enough data – I think there is. I don't think it needs more.

I have in diary a possible meeting with Janet on Thursday morning to discuss the report. Is this going ahead? I have two clashes and will need to rearrange meetings if it is.

Nicola

Nicola Dunbar

Executive Director, Organisational and Workforce Development

Aged Care Quality and Safety Commission

E [REDACTED] | W www.agedcarequality.gov.au
 [REDACTED]




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
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From: [REDACTED]
Sent: Tuesday, 2 November 2021 6:51 PM
To: Janet Anderson [REDACTED]; Emma Jobson [REDACTED]; Nicola Dunbar [REDACTED]
Cc: [REDACTED]; Office of the Commissioner [REDACTED]
Subject: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Good afternoon all

Please find the draft SIRS Insights report attached, and a link to the document in MS Teams here  [SIRS Insights draft 4.1.docx](#)

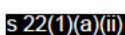
For noting:

- Data is presented in table format only.  and I will work on a visual representation of the data with Coms.
- Fig 2 shows the increase in provider notifications from the first insights report, to this one. It shows the average number of notifications and the text discusses that some providers have notified the Commission of more reportable incidents than others. It also show the number of providers that haven't yet notified us of an incident.
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- Reading time is approximately 7-10 minutes.

Looking forward to hearing your thoughts and feedback.

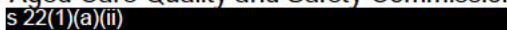
Cheers

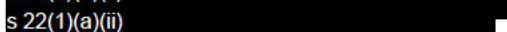




Assistant Director Sector Performance and Improvement

Aged Care Quality and Safety Commission





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From: [ANDERSON, Janet](#)
To: [ANDERSON, Janet](#)
Subject: SIRS Insights draft 7 - 11.10.21 - JA edits as at 5.50pm 19.11.21.docx [SEC=OFFICIAL]
Date: Friday, 19 November 2021 5:51:34 PM
Attachments: [SIRS Insights draft 7 - 11.10.21 - JA edits as at 5.50pm 19.11.21.docx](#)

From: [Emma Jobson](#)
To: [ANDERSON, Janet](#); [Nicola Dunbar](#)
Cc: [Office of the Commissioner](#)
Subject: RE: SIRS Insights draft 4.1.docx
Date: Monday, 22 November 2021 9:33:19 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image634327.png](#)

Thanks Janet, yes agree. We get our best results on these type of narratives when have a good marriage and engagement between the operational expertise and the strategic as we have seen in complaints and QAM. With SIRS being far less mature I suspect we are still developing this depth of sophistication.

I am thinking to assist now that we have a final version that Ann and Pam are asked to consider it one last time as well with fresh eyes and experience with the SIRS and round table work?

s 22(1)(a)(ii)

Regards, Emma

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

Aged Care Quality and Safety Commission

E [s 22\(1\)\(a\)\(ii\)](#) | W www.agedcarequality.gov.au

s 22(1)(a)(ii)



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From: ANDERSON, Janet

Sent: Sunday, 21 November 2021 8:34 PM

To: Emma Jobson ; Nicola Dunbar

Subject: FW: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Hi Emma and Nicola

This really has been a laborious writing task, hasn't it. I'm not entirely sure why it has proven to be so difficult, but the successive drafts I have received have never convincingly "landed" in the right place and have required degrees of reworking. Perhaps all of us need to further develop our skills in this sort of reflective commentary.

In any event, I really hope we're getting close to the final version of this – because I'm not really in a position to give it much more time.

Thanks

Janet

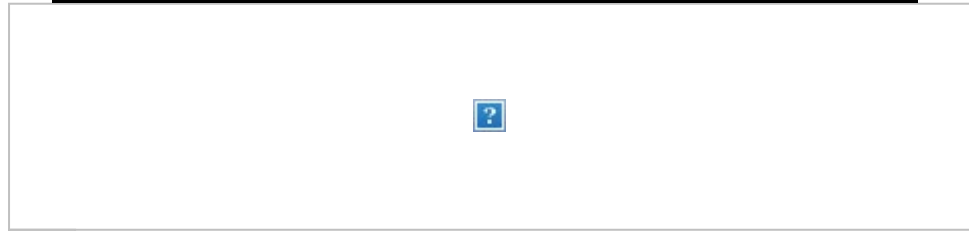
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E: [Redacted]

EA: [Redacted]



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From: ANDERSON, Janet

Sent: Sunday, 21 November 2021 8:30 PM

To: [Redacted] >; Emma Jobson

[Redacted] >; 'Nicola Dunbar'

[Redacted]

[Redacted]

[Redacted]

Cc: [Redacted] 'Office of the Commissioner'

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Hi [Redacted] and others

Please find attached my edited version of the latest draft of the SIRS Insights #2 report.

Would you please review this version, and come back to me asap with what I hope will be the final version or very close to it.

Thanks

Janet

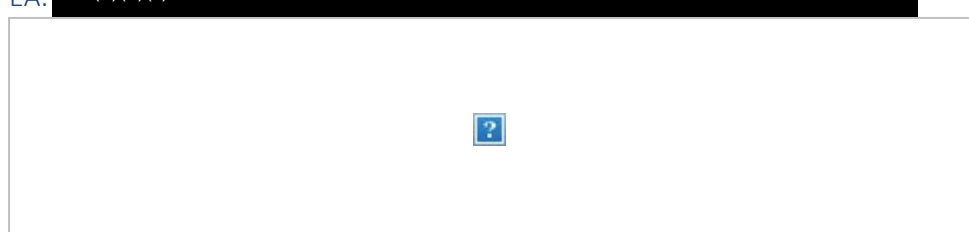
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E: [Redacted]

EA: [Redacted]





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From: s 22(1)(a)(ii) [Redacted]

Sent: Friday, 12 November 2021 10:07 AM

To: ANDERSON, Janet s 22(1)(a)(ii) [Redacted]; Emma Jobson
 s 22(1)(a)(ii) [Redacted]; 'Nicola Dunbar'
 s 22(1)(a)(ii) [Redacted]
 s 22(1)(a)(ii) [Redacted]
 s 22(1)(a)(ii) [Redacted]

Cc: s 22(1)(a)(ii) [Redacted]; 'Office of the Commissioner'
 s 22(1)(a)(ii) [Redacted]
 s 22(1)(a)(ii) [Redacted]

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Good morning Janet

The next draft of the SIRS insights report is ready for your review.

A link to the document is here [SIRS Insights draft 7 - 11.10.21.docx](#) and a copy is also attached.

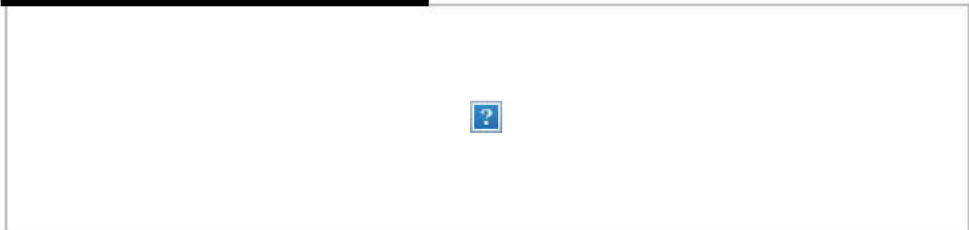
Looking forward to your feedback.

Many thanks

s 22(1)(a)(ii) [Redacted]

Assistant Director Sector Performance and Improvement
Aged Care Quality and Safety Commission

www.agedcarequality.gov.au
s 22(1)(a)(ii) [Redacted]



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From: ANDERSON, Janet s 22(1)(a)(ii) [Redacted]

Sent: Wednesday, 10 November 2021 6:18 PM

To: s 22(1)(a)(ii) [Redacted]; Emma Jobson
 s 22(1)(a)(ii) [Redacted]; 'Nicola Dunbar'
 s 22(1)(a)(ii) [Redacted]

§ 22(1)(a)(ii)

Cc: § 22(1)(a)(ii) 'Office of the Commissioner'

§ 22(1)(a)(ii)

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Thanks for the update § 22(1)(a)(ii)

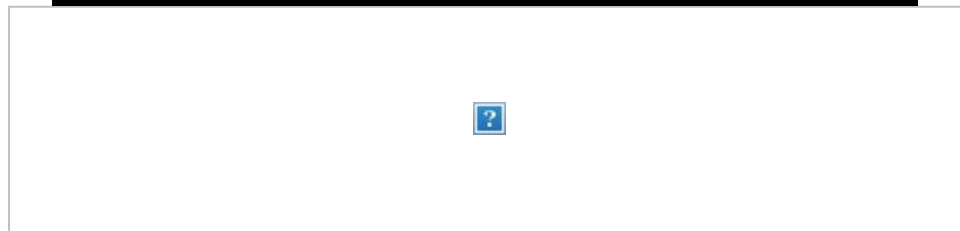
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii)

EA: § 22(1)(a)(ii)



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From: § 22(1)(a)(ii)

Sent: Wednesday, 10 November 2021 6:13 PM

To: ANDERSON, Janet § 22(1)(a)(ii) >; Emma Jobson

§ 22(1)(a)(ii); 'Nicola Dunbar'

§ 22(1)(a)(ii)

Cc: § 22(1)(a)(ii); 'Office of the Commissioner'

§ 22(1)(a)(ii)

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Good afternoon all

I&A have considered the data, double checked the calculations for the ratio and percentage of providers that have notified of an incident, and it is now in the clearance process with § 22(1)

I'll send the report with the data tomorrow. We've moved to version 7.

Cheers

§ 22(1)(a)(ii)

From: § 22(1)(a)(ii)

Sent: Monday, 8 November 2021 5:43 PM

To: ANDERSON, Janet § 22(1)(a)(ii) Emma Jobson

§ 22(1)(a)(ii) Nicola Dunbar

§ 22(1)(a)(ii)

Cc: § 22(1)(a)(ii) Office of the Commissioner
§ 22(1)(a)(ii)
§ 22(1)(a)(ii)
§ 22(1)(a)(ii)

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Good afternoon Janet

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§ 22(1)(a)(ii) and I had a catch up this afternoon to go through progress.

We discussed referring to James Reason’s safety culture principles (rather than the principles published on blog.vingapp.com). Reason’s principles of safety culture are well established, and his ‘swiss-cheese’ model of safety prevention is quite well known. I’ve attached a short 2 page extract from CASA’s pilot safety handbook which sets it out pretty nicely. I also have a copy of the academic article where he explains the theory.

I’ll provide another update tomorrow.

Regards

§ 22(1)(a)(ii)
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Assistant Director Sector Performance and Improvement
Aged Care Quality and Safety Commission

E § 22(1)(a)(ii) | www.agedcarequality.gov.au

§ 22(1)(a)(ii)
§ 22(1)(a)(ii)
§ 22(1)(a)(ii)



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From: ANDERSON, Janet § 22(1)(a)(ii)

Sent: Thursday, 4 November 2021 10:51 AM

To: § 22(1)(a)(ii) Emma Jobson

§ 22(1)(a)(ii); Nicola Dunbar

§ 22(1)(a)(ii)

§ 22(1)(a)(ii)
§ 22(1)(a)(ii)

Cc: § 22(1)(a)(ii) Office of the Commissioner

§ 22(1)(a)(ii)

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

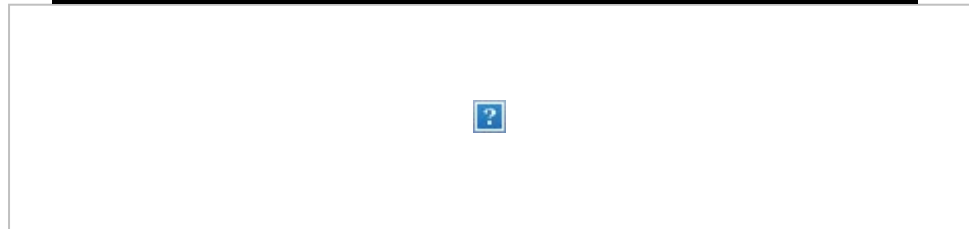
(I’ve noticed a few typos in my edits, but I’m sure they’ll be picked up as we make our way to the final version!)

Janet Anderson PSM

Commissioner
Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: ANDERSON, Janet

Sent: Thursday, 4 November 2021 10:47 AM

To: s 22(1)(a)(ii) >; Emma Jobson

s 22(1)(a)(ii) >; Nicola Dunbar

s 22(1)(a)(ii)

[Redacted]

[Redacted]

Cc: s 22(1)(a)(ii) >; Office of the Commissioner

s 22(1)(a)(ii)

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Many thanks for your latest version s 22(1)(a)(ii) I have provide some comments/editing suggestions in the attached document, and will give you a chance to review these. Please don't hesitate to come back to me with any questions. Given how keen we are to finalise this edition and get it published, I'll prioritise consideration of the next and hopefully-close-to-final draft.

Thanks to you and s 22(1) for your ongoing work on this.

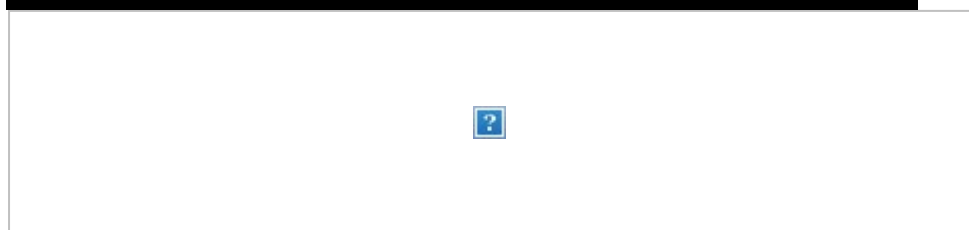
Janet

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Commissioner
Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)

Sent: Tuesday, 2 November 2021 6:51 PM

To: s 22(1)(a)(ii) Emma Jobson

§ 22(1)(a)(ii) [redacted]; Nicola Dunbar

§ 22(1)(a)(ii) [redacted]

[redacted]

[redacted]

Cc: § 22(1)(a)(ii) [redacted] Office of the Commissioner

§ 22(1)(a)(ii) [redacted]

[redacted]

Subject: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Good afternoon all

Please find the draft SIRS Insights report attached, and a link to the document in MS Teams here

 [SIRS Insights draft 4.1.docx](#)

For noting:

- Data is presented in table format only. § 22(1)(a)(ii) [redacted] and I will work on a visual representation of the data with Coms.
- Fig 2 shows the increase in provider notifications from the first insights report, to this one. It shows the average number of notifications and the text discusses that some providers have notified the Commission of more reportable incidents than others. It also show the number of providers that haven't yet notified us of an incident.
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- Reading time is approximately 7-10 minutes.

Looking forward to hearing your thoughts and feedback.

Cheers

§ 22(1)(a)(ii) [redacted]

§ 22(1)(a)(ii) [redacted]

Assistant Director Sector Performance and Improvement

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii) [redacted] | www.agedcarequality.gov.au

§ 22(1)(a)(ii) [redacted]

[redacted]

[redacted]



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From: s 22(1)(a)(ii)
To: ANDERSON, Janet; Emma Jobson; "Nicola Dunbar"; s 22(1)(a)(ii)
Cc: s 22(1)(a)(ii)
Subject: RE: SIRS Insights draft 8.docx [SEC=UNOFFICIAL]
Date: Monday, 22 November 2021 3:22:01 PM
Attachments: [SIRS Insights draft 8 - 22.11.21.docx](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.jpg](#)
[image012.png](#)

Good afternoon Janet and all

Thanks for the additional updates Janet.

I've added the extra pieces in the version. [SIRS Insights draft 8 - 22.11.21.docx](#)

Cheers

s 22(1)(a)(ii)

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 Aged Care Quality and Safety Commission

[www.agedcarequality.gov.au](#)

s 22(1)(a)(ii)

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From: ANDERSON, Janet

Sent: Sunday, 21 November 2021 8:30 PM

To: s 22(1)(a)(ii); Emma Jobson; 'Nicola Dunbar'; s 22(1)(a)(ii);

s 22(1)(a)(ii)

Cc: s 22(1)(a)(ii); 'Office of the Commissioner'; s 22(1)(a)(ii)

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Hi s 22(1)(a)(ii) and others

Please find attached my edited version of the latest draft of the SIRS Insights #2 report.

Would you please review this version, and come back to me asap with what I hope will be the final version or very close to it.

Thanks

Janet

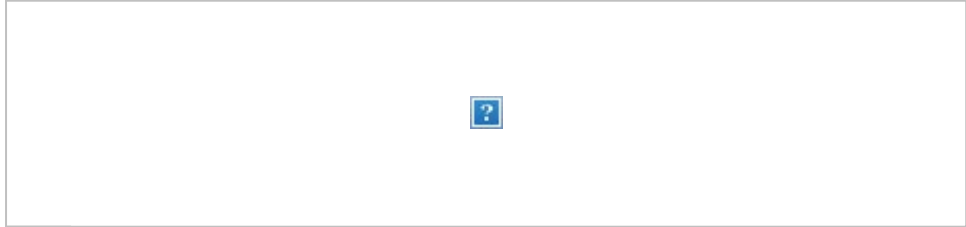
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)

Sent: Friday, 12 November 2021 10:07 AM

To: ANDERSON, Janet s 22(1)(a)(ii); Emma Jobson

s 22(1)(a)(ii); 'Nicola Dunbar'

s 22(1)(a)(ii)

[Redacted]

[Redacted]

Cc: s 22(1)(a)(ii); 'Office of the Commissioner'

s 22(1)(a)(ii)

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

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Many thanks

s 22(1)(a)(ii)

Assistant Director Sector Performance and Improvement

Aged Care Quality and Safety Commission

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s 22(1)(a)(ii)

[Redacted]



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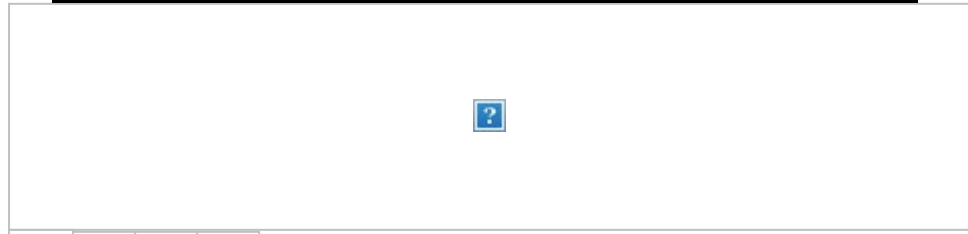
From: ANDERSON, Janet <[redacted]>
Sent: Wednesday, 10 November 2021 6:18 PM
To: [redacted] Emma Jobson
 [redacted]; 'Nicola Dunbar'
 [redacted]
 [redacted]
 [redacted]
Cc: [redacted]; 'Office of the Commissioner'
 [redacted]
 [redacted]
 [redacted]

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

Thanks for the update [redacted]

Janet Anderson PSM
 Commissioner
 Aged Care Quality and Safety Commission

E [redacted]
 EA: [redacted]



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From: [redacted]
Sent: Wednesday, 10 November 2021 6:13 PM
To: ANDERSON, Janet <[redacted]>; Emma Jobson
 [redacted]; 'Nicola Dunbar'
 [redacted]
 [redacted]
 [redacted]
Cc: [redacted] 'Office of the Commissioner'
 [redacted]
 [redacted]
 [redacted]

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Good afternoon all
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Cheers

[redacted]

From: [redacted]

Sent: Monday, 8 November 2021 5:43 PM

To: ANDERSON, Janet [redacted]; Emma Jobson [redacted]
[redacted]; Nicola Dunbar [redacted]
[redacted]

Cc: [redacted] Office of the Commissioner
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Aged Care Quality and Safety Commission

E [redacted] | www.agedcarequality.gov.au
[redacted]



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From: ANDERSON, Janet [redacted]

Sent: Thursday, 4 November 2021 10:51 AM

To: [redacted] Emma Jobson
[redacted] Nicola Dunbar
[redacted]

Cc: [redacted] Office of the Commissioner

§ 22(1)(a)(ii)

Subject: RE: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

(I've noticed a few typos in my edits, but I'm sure they'll be picked up as we make our way to the final version!)

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Commissioner

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii)

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§ 22(1)(a)(ii)

Cc: § 22(1)(a)(ii) Office of the Commissioner

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Janet

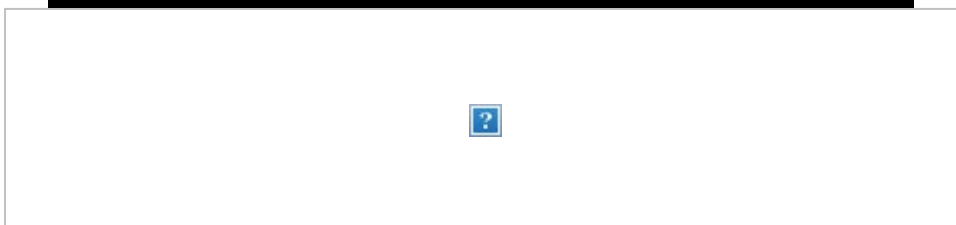
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EA: § 22(1)(a)(ii)



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From: § 22(1)(a)(ii) [Redacted]
Sent: Tuesday, 2 November 2021 6:51 PM
To: ANDERSON, Janet § 22(1)(a)(ii) [Redacted] Emma Jobson
 § 22(1)(a)(ii) [Redacted]; Nicola Dunbar
 § 22(1)(a)(ii) [Redacted]
 [Redacted]
 [Redacted]
Cc: § 22(1)(a)(ii) [Redacted]; Office of the Commissioner
 § 22(1)(a)(ii) [Redacted]
 [Redacted]
Subject: SIRS Insights draft 4.1.docx [SEC=UNOFFICIAL]

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Looking forward to hearing your thoughts and feedback.

Cheers

§ 22(1)(a)(ii) [Redacted]
 § 22(1)(a)(ii) [Redacted]

Assistant Director Sector Performance and Improvement
 Aged Care Quality and Safety Commission

E § 22(1)(a)(ii) [Redacted] | www.agedcarequality.gov.au
 § 22(1)(a)(ii) [Redacted]



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From: [ANDERSON, Janet](#)
To: [Pam Christie](#)
Cc: ["Office of the Commissioner"](#)
Subject: RE: SIRS Insights #2 - draft for review [SEC=OFFICIAL]
Date: Wednesday, 24 November 2021 7:49:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.png](#)

Many thanks for this feedback, Pam. I'll have another look at the document before deciding where we go from here.

Thanks again

Janet

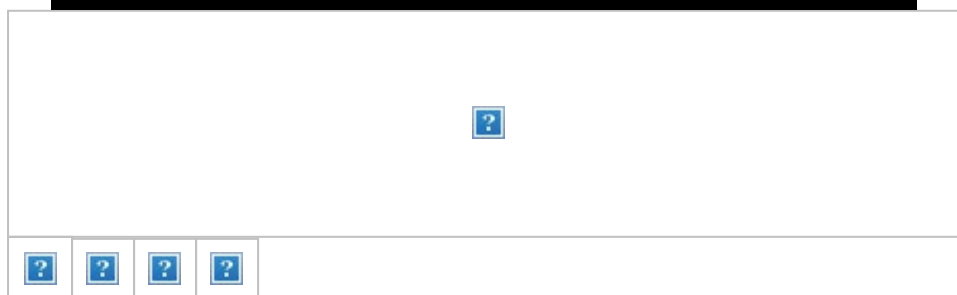
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E § 22(1)(a)(ii)

EA: § 22(1)(a)(ii)



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From: Pam Christie

Sent: Wednesday, 24 November 2021 11:56 AM

To: ANDERSON, Janet

Cc: Office of the Commissioner

Subject: RE: SIRS Insights #2 - draft for review [SEC=OFFICIAL]

OFFICIAL

Janet

I have reviewed this draft and offer some comments:

- I think the first section on managing risks and elements of an IMS are too long and not well positioned in an Insights piece. This reads like a fact sheet or resource rather than an insights report
- The content from pg 4 is good and reads well – I also like the messaging around learnings towards the end
- One option would be to start with the insight summary on page 9 and then follow the narrative supported by the data
- I would cut the fist section all together or summarise at the end including the circle diagram which I know comes from our guidance material

I am happy to have a go but it might be too much of major surgery at this late stage. Let me know, I'm happy to have a try on the flight back tonight,

Thanks Pam

Pam Christie

Executive Director, Strategic Capability

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii) | W www.agedcarequality.gov.au

s 22(1)(a)(ii)

s 22(1)(a)(ii)



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From: ANDERSON, Janet s 22(1)(a)(ii)
Sent: Tuesday, 23 November 2021 1:35 PM
To: Pam Christie s 22(1)(a)(ii) >
Cc: Office of the Commissioner s 22(1)(a)(ii)
Subject: SIRS Insights #2 - draft for review [SEC=OFFICIAL]

Hi Pam

As discussed, I'd appreciate your fresh eyes on the attached version of Insights #2. I look forward to receiving your comments and any suggested edits.

Many thanks

Janet

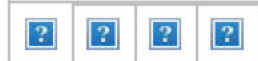
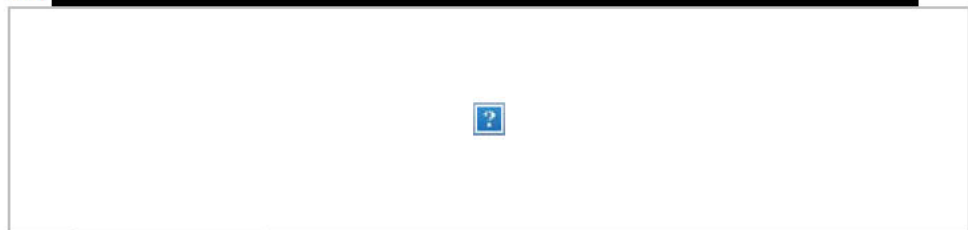
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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both past and present.

From: s 22(1)(a)(ii)
To: [ANDERSON, Janet](#)
Cc: "[Office of the Commissioner](#)"; [Emma Jobson](#); "[Nicola Dunbar](#)"; s 22(1)(a)(ii)
Subject: RE: FSIRS Insights 2 - for publication [SEC=UNOFFICIAL]
Date: Tuesday, 30 November 2021 8:54:29 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.jpg](#)
[image005.png](#)
[image006.png](#)

Oh right – yes sorry Janet, I didn't realise there were further changes.
 I'll find the most recent word version and send it though.

Cheers

s 22(1)(a)(ii)

From: ANDERSON, Janet

Sent: Tuesday, 30 November 2021 8:34 PM

To: s 22(1)(a)(ii)

Cc: 'Office of the Commissioner' ; Emma Jobson ; 'Nicola Dunbar' ; s 22(1)(a)(ii)

Subject: RE: FSIRS Insights 2 - for publication [SEC=UNOFFICIAL]

Thanks for this s 22(1)(a)(ii). I wasn't aware that this was being progressed to the desktop publication version, as there are further changes to be made. I apologise for not being clearer about this earlier.

I will endeavour to provide further advice on the further edits as soon as possible.

Thanks

Janet

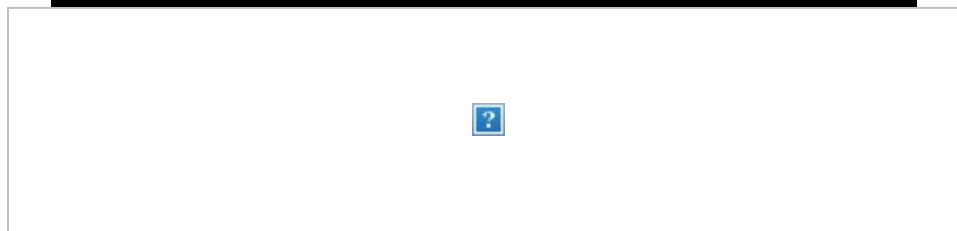
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)

Sent: Tuesday, 30 November 2021 8:12 PM

To: ANDERSON, Janet s 22(1)(a)(ii)

Cc: 'Office of the Commissioner' s 22(1)(a)(ii) ; Emma Jobson

s 22(1)(a)(ii) 'Nicola Dunbar'

s 22(1)(a)(ii)

Subject: FSIRS Insights 2 - for publication [SEC=UNOFFICIAL]

Good afternoon Janet

Please find a couple of the designed copy SIRS Insights report attached for your review, prior to publication.

We look forward to your comments. Please let me know whether you would prefer any edits made, or whether you are comfortable with this version being published tomorrow.

Many thanks

s 22(1)
(a)(ii)
s 22(1)(a)(ii)

Assistant Director Sector Performance and Improvement
Aged Care Quality and Safety Commission

E s 22(1)(a)(i) | www.agedcarequality.gov.au
s 22(1)(a)(ii)



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From: [ANDERSON, Janet](#)
To: s 22(1)(a)(ii)
Subject: FW: SIRS Insights draft 8.1 - 22.11.21.docx [SEC=UNOFFICIAL]
Date: Wednesday, 1 December 2021 6:13:03 PM
Attachments: [SIRS Insights draft 8.1 - 22.11.21.docx](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)
[image006.png](#)

Hi. Please would you print this out for me. Thanks.

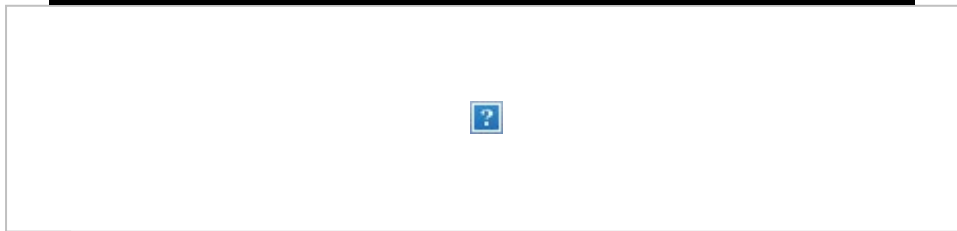
Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)
Sent: Wednesday, 1 December 2021 5:33 PM
To: ANDERSON, Janet
Cc: Emma Jobson ; 'Nicola Dunbar' ; s 22(1)(a)(ii)
Subject: SIRS Insights draft 8.1 - 22.11.21.docx [SEC=UNOFFICIAL]

Hi Janet

Following our emails yesterday, please find attached a marked up word document of the SIRS insights report.

Please let me know if my team can assist you with further changes to the document – for example whether you envisioned structural changes, or updates to content?

Many thanks

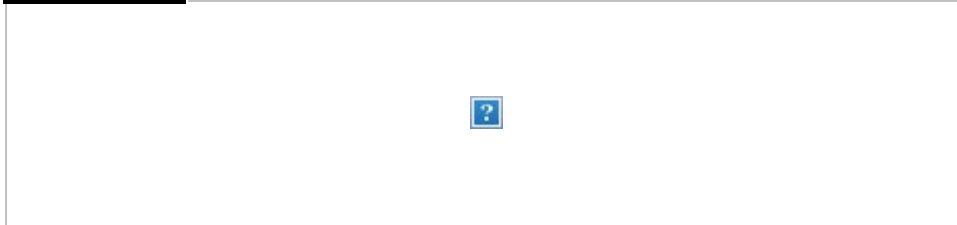
s 22(1)(a)(ii)

Assistant Director Sector Performance and Improvement

Aged Care Quality and Safety Commission

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s 22(1)(a)(ii)



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From: [Emma Jobson](#)
To: [ANDERSON, Janet](#)
Cc: s 11C(1)(a)
Subject: For approval/clearance - 4 items including SIRS Insight Report and SPR Q1 [SEC=OFFICIAL]
Date: Thursday, 2 December 2021 5:28:37 PM
Attachments: [image910551.png](#)
 s 22(1)(a)(ii)
[SIRS Insights draft 8.1 - 22.11.21.docx](#)
 s 22(1)(a)(ii)

OFFICIAL

Hi Janet – the four items for clearance, s 22(1)(a)(ii)

- **SIRS Insights #2** – final desktop version – [latest version attached to this email as a word document which makes it easier to edit](#). To try and avoid version–confusion, s 22(1)(a)(ii) has marked up some of the small edits that were made between your last review and the design copy being created, just so you can see the changes.
- s 22(1)(a)(ii)
- s 22(1)(a)(ii)
- s 22(1)(a)(ii)

Emma Jobson

Executive Director, Regulatory Policy and Intelligence

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii) | W www.agedcarequality.gov.au

s 22(1)(a)(ii)



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From: s 22(1)(a)(ii)
To: [ANDERSON, Janet](#)
Cc: [Nicola Dunbar](#); [Office of the Commissioner](#); [Emma Jobson](#); [Media](#)
Subject: RE: UA*: SIRS Insight report [SEC=OFFICIAL]
Date: Tuesday, 14 December 2021 5:52:13 PM
Attachments: [image002.jpg](#)
[image004.jpg](#)
[image006.jpg](#)

OFFICIAL

Hi Janet

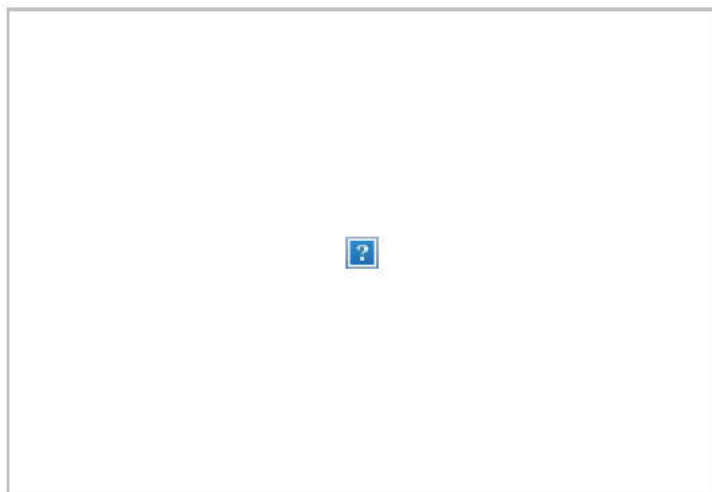
Please see below a link to Sally's story and some social media commentary on the issue today:

Twitter

14 Dec – [Sarah Russell tweets re her interview with ABC](#) regarding SIRS data and lack of transparency, with the Commission as a heavy focus. 4-minute interview [“Advocates say report on serious incidents in aged care is overdue”](#). Notes from the interview: 6months wait from first SIRS insight report, people are distressed “the Serious Incident Response Scheme and the Aged Care Quality and Safety Commission hasn’t responded to their complaint in a serious way”, the Aged Care Quality and Safety Commission says there is no ETA on when the next SIRS insights report will be released, but some recent data was included in a recent sector performance report.



[@aged_no_barrier](#) responds to Sarah Russell tweet.



From: ANDERSON, Janet

Sent: Tuesday, 14 December 2021 11:05 AM

To: s 22(1)(a)(ii)

Cc: Nicola Dunbar ; Office of the Commissioner ; Emma Jobson ; Media

Subject: Re: UA*: SIRS Insight report [SEC=OFFICIAL]

Hi s 22(1)(a)(ii)

No ETA available on the next Insight Report - we are still working on a draft. I agree that the response should refer to the Q1 Sector Performance Report Jul-Sep 2021.

Thanks

Janet

Janet Anderson PSM

Commissioner

Aged Care Quality and Safety Commission

E s 22(1)(a)(ii)

EA: s 22(1)(a)(ii)

On 14 December 2021 at 11:03:16 am AEDT, s 22(1)(a)(ii)

s 22(1)(a)(ii) wrote:

OFFICIAL

Good morning Janet

Sally Sara is looking for an ETA for the next SIRS incident report. I understand from discussions with Emma and her team that the report may be with you at the moment?

We have previously said that the report would be published by the end of November.

Are we able to give an ETA?

I'm suggesting that when I respond, I could point her to the 'reportable incident' data in the recently published July-September Sector performance report?

Sally has sought a response by 11:45am today.

s 22(1)(a)(ii)

From: Sally Sara <Sara.Sally@abc.net.au>

Sent: Tuesday, 14 December 2021 9:16 AM

To: Media <Media@agedcarequality.gov.au>

Subject: SIRS Insight report

Hello,
Can you please advise when the next SIRS Insight report will be released.
Deadline 1145 am AEDST today.
Thank you,
Sally.

ABC



Sally Sara
Presenter
'The World Today' ABC Radio
Australian Broadcasting Corporation
M: 0408 574 412
E: sara.sally@abc.net.au

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

[SEC=OFFICIAL]