Transcript

Aged Care Quality and Safety Commission

Reportable Incidents Under the SIRS

**Presented by:**

Ann Wunsch

Executive Director, Aged Care Quality and Safety Commission

[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Engage’, ‘Empower’, ‘Safeguard’, ‘Reportable incidents under the SIRS’*]

[The visuals during this video are of Ann Wunsch speaking to camera]

§(Music Playing)§

**Ann Wunsch:**

Hello. I’m Ann Wunsch, Executive Director of the Approvals, Compliance and Investigations Group at the Aged Care Quality and Safety Commission.

This short video is part of a series that explains important information about the Serious Incident Response Scheme or SIRS.

Under SIRS providers of residential aged care and flexible care delivered in a residential setting need to have effective incident management systems in place to respond to, record and learn from all incidents that happen in the provision of care.

A subset of incidents involving consumers must also be reported to the Commission when they are witnessed, alleged or suspected. These are referred to as reportable incidents.

The obligations under SIRS build on the longstanding compulsory reporting obligations but expand on them in several key ways.

There are eight types of incidents that are reportable under SIRS. Providers will already be familiar with three of these.

[*Text saying ‘Unreasonable use of force’*]

Unreasonable use of force, for example hitting, pushing, shoving or rough handling of a resident.

[*Text saying ‘Unlawful sexual contact or inappropriate sexual conduct’*]

Unlawful sexual contact or inappropriate sexual conduct such as sexual threats, stalking or sexual activities without consent.

[*Text saying ‘Unexplained absence from care’*]

And unexplained absence from care.

In addition to these three under the new scheme there are a further five types of incidents that providers must report to the Commission.

[*Text saying ‘Neglect’*]

These are neglect, for example withholding care, untreated wounds or insufficient help at mealtime.

[*Text saying ‘Psychological or emotional abuse’*]

Psychological or emotional abuse, such as taunting, name calling or refusing access to care or services as a means of punishment.

[*Text saying ‘Unexpected death’*]

Unexpected death.

[*Text saying ‘Stealing or financial coercion’*]

Stealing or financial coercion by a staff member, such as coercing a consumer to change their will or stealing money or valuables.

[*Text saying ‘Inappropriate physical or chemical restraint’*]

And inappropriate physical or chemical restraint.

Importantly under SIRS providers are required to report to the Commission incidents of abuse and aggression between consumers including when the incident involves a consumer with a cognitive or mental impairment.

Under SIRS reportable incidents across all eight incident types are divided into two categories known as Priority 1 and Priority 2. Categorising incidents as Priority 1 and Priority 2 determines the relevant timeframes for reporting the incident to the Commission and the information required to be reported.

[*Text saying ‘Priority 1 Incidents’, ‘Reportable from 1 April 2021’, ‘Must be reported within 24 hours’*]

So from 1 April 2021 providers must report all Priority 1 incidents to the Commission within 24 hours of becoming aware of the incident. Priority 1 incidents are those that cause or could be reasonably have been expected to have caused an injury to a resident that requires medical or psychological treatment. This includes physical or psychological injuries or discomfort. Priority 1 incidents also include all unexpected deaths or unexplained absences.

[*Text saying ‘Priority 2 Incidents’, ‘Reportable from 1 October 2021’, ‘Must be reported within 30 days’*]

Now the second date that is important to note is 1 October 2021. From that date Priority 2 incidents must also be reported to the Commission. A Priority 2 incident is any reportable incident in any of the eight incident types that is not a Priority 1.

Priority 2 incidents have to be reported to the Commission within 30 days of the provider becoming aware of the incident.

All incident reporting will take place through a new tile on the My Aged Care Provider Portal. Providers should ensure that enough staff have access to the My Aged Care Provider Portal to make reports to the Commission, keeping in mind the required timeframes for reporting.

[*Text saying ‘www.agedcarequality.gov.au/sirs’*]

The Commission is here to help you understand your obligations under SIRS and provide relevant information and resources you can use to ensure your compliance with these obligations. To access the Commission’s guidance materials and the other videos in this series please visit our website.

[*Text saying ‘learning.agedcarequality.gov.au’*]

You can also find online learning activities about SIRS on our Aged Care Learning Information Solution ALIS.

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[*Closing visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’, ‘Engage’, ‘Empower’, ‘Safeguard’, ‘www.agedcarequality.gov.au/sirs’*]

[End of Transcript]