Transcript

Aged Care Quality and Safety Commission

Volunteers and the Serious Incident Response Scheme

**Presented by:**

Speaker

[*Opening visual of slide with text saying ‘Australian Government with Crest (logo)’, ‘Aged Care Quality and Safety Commission’*]

[*Visual of slide with text saying ‘Volunteers and the Serious Incident Response Scheme’*]

[*The visuals during this video are of various aged care residents and workers in different aged care settings*]

§(Music Playing)§

**Speaker:**

As a volunteer in aged care you play a key part in supporting older Australians. So does the Aged Care Quality and Safety Commission.

The Commission is the national regulator of aged care services in Australia.

§(Music Playing)§

We’re here to protect and enhance the safety, health, wellbeing and quality of life of people receiving Australian Government funded aged care and services.

We do this by granting approval for providers to deliver aged care services, monitoring aged care services’ performance and compliance with the Aged Care Quality Standards, complaints handling, overseeing approved providers, their workers’ and volunteers’ behaviour with the Code of Conduct for aged care.

§(Music Playing)§

And managing the Serious Incident Response Scheme also known as the SIRS.

Under the SIRS aged care providers must manage and take reasonable action to prevent incidents with a focus on the safety, health, wellbeing and quality of life for older Australians.

§(Music Playing)§

[*Visual of slide with text saying ‘What to do if you become aware of an incident…’*]

If you become aware of an incident in aged care you should make sure everyone is safe and call for help if needed, follow your service’s policies and procedures for incident management, and tell your manager as soon as you become aware. Support the person who is impacted to understand who they can reach out to.

Such as a staff member, the Commission or an advocacy service such as the Older Persons Advocacy Network.

Aged care providers must also notify the Commission when reportable incidents happen in their service.

[*Visual of slide with text saying ‘8 types of reportable incidents’*]

There are eight types of reportable incidents involving older Australians that must be reported to the Commission. Unreasonable use of force like hitting, pushing, shoving or rough handling.

Unlawful sexual contact or inappropriate sexual conduct like sexual assault, stalking, making sexual advances or unwanted sexual touching.

Psychological or emotional abuse like yelling, name calling, ignoring, threatening gestures, or refusing access to care or services as a means of punishment.

Unexpected death where reasonable steps weren’t taken by the provider to prevent a death, the death is the result of care or services, or a failure by the provider to provide care and services.

Stealing or financial coercion by a staff member, like when a staff member coerces an older person to change their will to their advantage or steals valuables from an older person.

Neglect, like withholding personal care, untreated wounds, or insufficient assistance during meals.

Inappropriate use of restrictive practices, where a restrictive practice like restraint or using a sedative medication to control behaviour is used in a way that is not consistent with legislation.

Unexplained absence or missing person, when an older Australian goes missing while care or services are being provided and there are reasonable grounds to report the fact to the police, or a resident in residential care goes missing without explanation and there are reasonable grounds to contact the police.

For more information have a chat with your manager, the organisation you volunteer for or the Commission.

[*Visual of slide with text saying ‘the Commission’, ‘1800 951 822’, ‘info@agedcarequality.gov.au’*]

There is no wrong way to speak up. Everyone in aged care has the right to feel safe. Let’s stay safe together.

§(Music Playing)§

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

[End of Transcript]