



EASY READ SIRS

WHAT IS SIRS AND HOW DOES
IT APPLY TO YOU?



This document is about the Serious Incident Response Scheme (SIRS)



The SIRS is a scheme that mandates that all Aged Care providers report all Serious Incidents to the Aged Care Quality and Safety Commission (ACQSC)



What is a Serious Incident?

- Unlawful sexual contact or inappropriate sexual contact
- Unreasonable use of force
- Psychological or emotional abuse
- Neglect of a consumer
- Stealing or financial coercion by a staff member
- Unexpected death
- Missing consumers
- Inappropriate use of restrictive practices



What happens if there is a Serious Incident?



We **record** what is said and done during the incident including:

- Description of what happened
- Who saw the incident
- When you told the worker
- Management is told what happened



You are important to us, so we:

- Provide **support** and assistance
- Make sure you are **safe**
- Look after your health and **wellbeing**



We will listen and talk to you or your advocate about what happened and how to fix it.



You should know what is happening so we will:

- Ask you for feedback
- Talk to you about what happened
- Consult with you or your advocate through the process
- Listen to your ideas about any changes that would help in the future



If we make changes to correct what happened, we will

- change our practices
- change our policies and procedures
- train our staff



Management will fill out an **Incident Form**



The incident will be reported to the ACQSC. This will include details of what happened, our investigation into the incident, any learnings taken from that investigation and any changes made to our service to prevent the incident occurring again

For further information you can watch a video about the SIRS here –
[What is the Serious Incident Response Scheme?](#)