

Serious Incident Response Scheme (SIRS) Procedure

Procedure · Strengthened Standard 2 · Applies: Aged Care Act 2024; Commission SIRS guidelines for home services

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Approved	Governing body	Review due	Sep 2027	Status	Current

Purpose

To make sure every incident affecting an older person we support is responded to immediately, reported to the Commission where required, and learned from.

What must be reported

Unreasonable use of force · unlawful sexual contact or inappropriate sexual conduct · psychological or emotional abuse · unexpected death · stealing or financial coercion by a worker · neglect · inappropriate use of restrictive practices · unexplained absence from care (missing).

Timeframes

Priority	Report within	Examples
Priority 1	24 hours	Incidents causing or reasonably expected to cause physical or psychological injury or discomfort requiring medical or psychological treatment; unlawful sexual contact; unexpected death; missing person
Priority 2	30 days	All other reportable incidents

Procedure

- 1 Make the person safe; seek medical help; notify the care partner and Clinical Governance Lead.
- 2 Record the incident the same day on the Incident Report Form.
- 3 Classify using the SIRS decision tree; the Clinical Governance Lead approves the classification.
- 4 Notify the Commission via My Aged Care provider portal within the timeframe.
- 5 Open disclosure with the person and, with consent, their family within 48 hours.
- 6 Investigate, act, and record outcomes in the Continuous Improvement Register.

Related documents

SIRS Decision Tree (F-SIRS-01) · Incident Register · Open Disclosure Policy · Restrictive Practices Policy

About this sample. This is one document from the Nemco setup pack, watermarked for evaluation. The full pack is branded to your business, tailored to your registration groups and state, delivered in Word and PDF with a user manual, and updated for 12 months through the Owner Hub. Fictional organisation names are used.