



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

Aged Care Quality & Safety Commission

Ann Wunsch Serious Incident Response Scheme (SIRS)

1800 951 822
agedcarequality.gov.au

Four principal functions of the Commission

Engage
Empower
Safeguard



Consumer engagement

Develop best practice models for providers to use in engaging their consumers in joint planning and delivery of care, and promote these models to providers

Education

Provide information and education about the Commission's functions to providers, consumers, their representatives and the general public

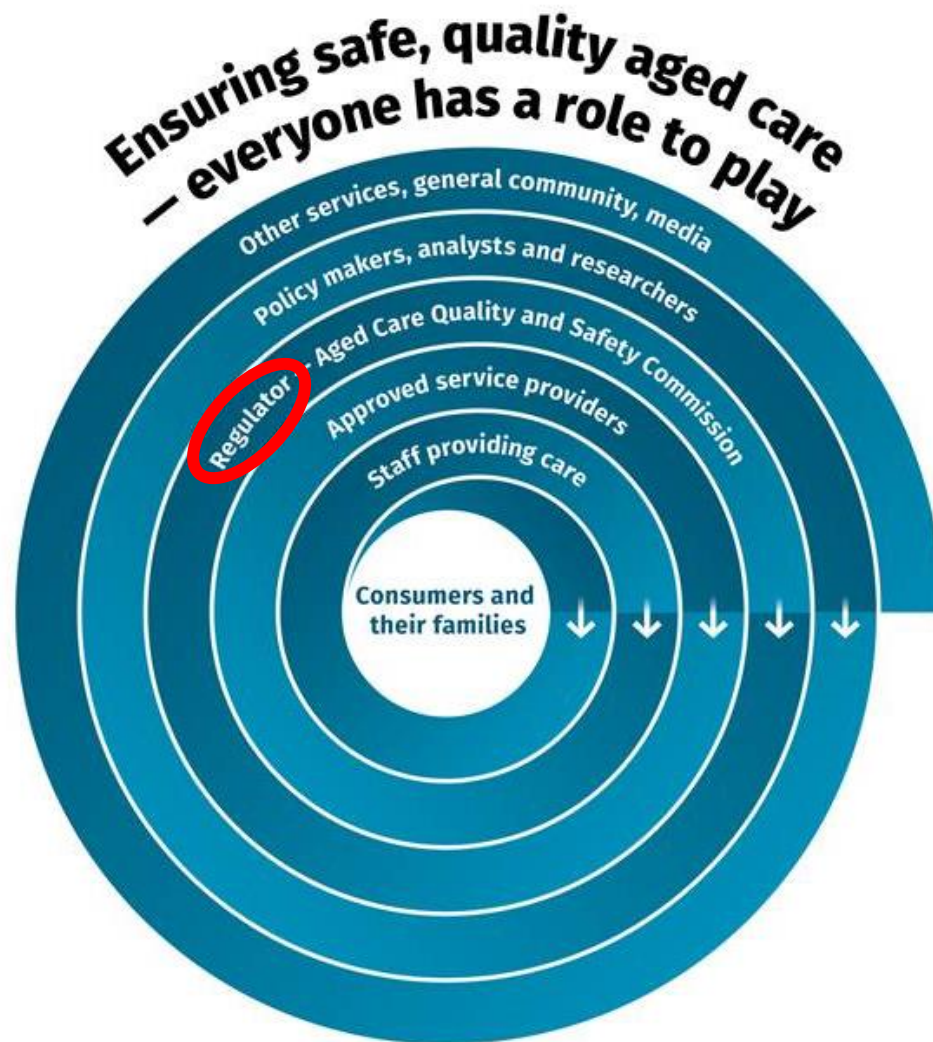
Complaints resolution

Deal with complaints and make available information about a provider's responsibilities under the Aged Care Act or funding agreement

Regulation

Approving providers of aged care; accreditation, performance assessment and quality audit of aged care services; monitoring and enforcing compliance across a range of approved provider responsibilities; training of quality assessors





Safe, quality aged care is not and cannot be solely dependent on external regulation.

It starts with the provider and staff – their workplace culture, engagement with their consumers, understanding and management of risk, and ongoing efforts to maintain and improve their consumers' experience and outcomes of care.



Role of the Commission

- Assessing residential care services against the revised Standard 8 requirement
- Managing complaints about incidents impacting consumers
- Managing and administering the SIRS
- Providing guidance and education for the aged care sector
- Using information from incident reports to enhance our understanding of risk – both for specific services and across the sector
- Taking proportionate regulatory action in response to incidents (*e.g. requiring the provider to investigate and submit a report, undertaking an unannounced onsite assessment contact or investigation, taking compliance enforcement action*)
- Publishing information about incidents and risks to inform and prompt improvement across the aged care sector



The 8 types of reportable incidents

Unreasonable use of force

Unlawful sexual contact or inappropriate sexual conduct

Psychological or emotional abuse

Unexpected death

Stealing or financial coercion by a staff member

Neglect

Inappropriate use of restrictive practices

Unexplained absence from care

<https://www.agedcarequality.gov.au/sirs/provider-resources>



Reportable incident notifications (Priority 1 and Priority 2)

Reportable incident	Priority 1	Priority 2
Unreasonable use of force	2,443	4,521
Neglect	1,014	448
Psychological or emotional abuse	248	764
Unlawful sexual conduct or inappropriate sexual contact	515	15*
Unexplained absence	467	0
Unexpected death	199	0
Inappropriate restrictive practices	113	42
Stealing or financial coercion	103	38
Total	5,102	5,828

Figure 16. Reportable incident notifications

* The Commission reviews and assesses all notifications of unlawful sexual conduct or inappropriate sexual contact within 24 hours to determine risk to the consumer. Assessed risk is different from, and not dependent on, the priority classification type. In this quarter, the Commission [clarified guidance](#) for providers to report incidents relating to unlawful sexual contact to the police.

Where can you access more information?

- **Complaints**

- Brochures and other resources
- Web: www.agedcarequality.gov.au
- Call us on **1800 951 822** to make a complaint

- **Serious Incident Response Scheme (SIRS) enquiries**

- call us on [1800 081 549](tel:1800081549) (free call)
- email us at sirs@agedcarequality.gov.au

