

Name:	Serious Incident Response Scheme - SIRS (Aged Care)
Approval Date:	May 2025
Review Due Date:	September 2027
Version	3

POLICY STATEMENT

Glasshouse Country Care will comply with the Aged Care Serious Incident Response Scheme (SIRS) Rules. Glasshouse Country Care will work to ensure incidents are prevented through robust policy, procedures and processes. In the event an incident occurs Glasshouse Country Care follows procedures that identifies, manages and resolves incidents, including Notifying the SIRS where a reportable incident has occurred.

PURPOSE

It is our objective to maintain an incident management system that covers incidents that consist of acts, omissions, events or circumstances that:

- Occur in connection with the provision of supports or services to an older person
- Has, or could have caused harm to an older person

LEGISLATIVE AND POLICY FRAMEWORK

Aged Care Act 2024
Aged Care Standards 2025
Serious Incident Response Scheme
Privacy Act (1988)
Work Health and Safety Act (2011)

SCOPE

All Staff are responsible for ensuring the safety of all participants who access our services. All incidents must be reported as per this policy. Management is responsible for ensuring that all new staff and volunteers are trained on induction and are provided with ongoing training, via supervision and team meetings.

ORGANISATIONAL COMMITMENT

Glasshouse Country Care recognises that many of the participants using Glasshouse Country Care services are at risk of incidents and accidents. Glasshouse Country Care's 'Reportable Incident, Accident and Emergency Policy and Procedure' seeks to:

- Minimise risk and prevent future incidents through the development of appropriate participant-centred plans, staff training, assessment and review
- Ensure that there is immediate management of an incident, accident or emergency and that each of these events are prioritised, managed and investigated appropriately
- Identify opportunities to improve the quality of participant supports by ensuring that the incident system is planned and coordinated and is linked to the quality and risk management systems.

RESPONSIBILITY

The Board of Directors is responsible for the endorsement of this policy.

The General Manager has primary responsibility for:

- Implementing this Policy
- Ensuring there are processes in place to identify areas of risk and
- Ensuring there are procedures in place to identify, manage, and resolve incidents
- Ensuring all Serious Incidents are reported in line with the legislation to ensure compliance
- Maintaining a comprehensive Incident Management system, including the identification and management of near miss incidents to prevent incidents occurring
- Ensuring staff are aware of and trained in the relevant areas of the Incident Management System
- The management of staff and services covered by this policy.

RELATED DOCUMENTS:

- Continuous Improvement Policy and Procedure
- Incident Report
- Incident Register
- Incident Investigation Form
- Participant Handbook
- Reportable Incident, Accident and Emergency Policy and Procedure
- Risk Assessment Form
- Risk Management Plan
- Risk Management Policy and Procedure

Date	Version Number	Changes	Review Date
8/12/2022	1	New Policy	September 2023
11/8/23	2	Reviewed No Changes	September 2024
02/05/2025	3	Updated to reflect changes to Aged Care Legislation and Standards	September 2027