

Serious Incident Response Scheme (SIRS) Policy

PURPOSE

The purpose of this policy is to ensure that all serious incidents involving E4 Workers, and other individuals are identified, managed, recorded, responded to and reported in a timely and compliant manner in accordance with the Australian Government's Serious Incident Response Scheme (SIRS) and relevant legislative requirements.

SCOPE

This policy applies to all E4 Workers, at all times and without exception.

POLICY

DEFINITIONS

- **Incident:** An event or omission that causes harm, or could reasonably have caused harm, to an individual in connection with care
- **Near Miss:** An incident without harm but with potential for harm
- **Reportable Incident:** An incident in connection with care that must be notified to the Aged Care Quality and Safety Commission under SIRS (as outlined below)

What are Reportable Incidents?

There are 8 types of reportable incidents under the SIRS:

- Unreasonable use of force, for example kicking, punching or rough handling
- Unlawful sexual contact or inappropriate sexual conduct, for example stalking, making sexual advances or unwanted sexual touching
- Psychological or emotional abuse, for example yelling, name calling or ignoring
- Stealing or financial coercion by a staff member, for example stealing money or pressuring you to give money
- Neglect, for example not giving you the care you need to stay well
- Inappropriate use of restrictive practices, for example using physical force or medication to restrict your freedom or movement
- Unexplained absence from care or missing consumers
- Unexpected death, for example, someone passing away unexpectedly because they did not receive proper care and services

Under the SIRS, an allegation, suspicion, or witness account of any of the above serious incidents must be reported to the Commission.

Responsibilities

E4 Workers will:

- Promptly report any incident or near miss they witness or become aware of to their Host Employer and E4 People
- Cooperate with internal investigations and record factual details accurately

Host Employers must:

- Provide guidance to E4 Workers on incident reporting and escalation
- Determine whether an incident is reportable under SIRS
- Prepare and submit notifications to the Aged Care Quality and Safety Commission as

- required
- Keep records of all incidents and actions taken

Training and Awareness

E4 People will ensure that all E4 Workers receive appropriate training on incident management and Serious Incident Response Scheme obligations whilst working. Should any E4 Worker have any questions about incident management, they are encouraged to speak with their Host Employer or E4 People Consultant.

Reporting Timeframes

Priority 1:

- A Priority 1 reportable incident is any reportable incident:
 - that has caused an individual physical or psychological injury or discomfort that requires medical or psychological treatment to resolve; or
 - where there are reasonable grounds to report the incident to the police; or
 - involving unlawful sexual contact or inappropriate sexual conduct inflicted on an older person; or
 - involving unexpected death of the individual resulting from care services delivered (or a failure to be delivered) by the provider; or
 - involving unexplained absence of the older person during the delivery of aged care services where there are reasonable grounds to call police.

Should an E4 Worker witness or be involved in any reportable incidents, they must immediately report this to the Host Employer and their E4 People Consultant. The Host Employer and the E4 People Consultant will report the incident to the Commission **within 24 hours** of becoming aware of the incident.

Priority 2:

- A Priority 2 reportable incident is any reportable incident that does not meet the criteria for a Priority 1 reportable incident, including any incident, allegation or suspicion that could reasonably have been expected to have caused harm to an older person receiving aged care services.

Should an E4 Worker witness or be involved in any priority 2 incidents, they must immediately report this to the Host Employer and the E4 People Consultant. The Host Employer and the E4 People Consultant will report the incident to the Commission **within 30 days** of becoming aware of the incident.

POLICY BREACH

Where a breach of this policy is identified, E4 People may take appropriate disciplinary action, up to and including termination of employment or assignment.

POLICY REVIEW

This policy will be regularly reviewed by E4 People and may be revised from time to time. Any necessary changes will be implemented by the Directors.