



Southern Cross Care
(Tasmania) Inc.

Older Person Incident Management and SIRS Reporting Guide

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It is important that if you hear or see something that makes you feel uncomfortable or causes you concern you share your concerns with Southern Cross Care (Tasmania) Inc. (SCC).

The information contained in this document will help you to understand our policy and process for doing this.

If you have any questions after reading this document, please talk to one of our service managers who will explain it to you. If you have any questions, write them down and ask the manager.

All concerns are taken seriously and will be investigated.

What is an Incident?

An incident is any act, omission, event or circumstance that occurs in connection with the provision of care or services that:

- has (or could reasonably be expected to have such as a near miss) caused harm to an older person or another person
- is suspected or alleged to have (or could have been reasonably be expected to have) caused harm to an older person or another person
- the provider (SCC) becomes aware of, and that has caused harm to an older person.

Types of incidents that should be reported

The types of incidents that you witness that you should report include:

- a worker being verbally or physically abusive towards anyone in the environment
- a worker asking an older person for money or access to their key card and PIN
- a worker having taken a personal possession without your consent
- a worker ignoring a request for help
- if you sustain any injury like a skin tear or bruise
- if you or you see an older person fall over
- if you find someone lying on the floor
- if there is water on the floor
- if an older person is distressed or calling out
- if you feel uncomfortable about anything you see happening

What is the Serious Incident Response Scheme (SIRS)?

Senior Australians have the right to feel safe and live dignified, self-determined lives free from exploitation, violence, and abuse. As a person who receives aged care, you have the right to safe and quality care.

The Serious Incident Response Scheme (SIRS) is an initiative to help prevent and reduce the risk and occurrence of incidents of abuse and neglect of older Australians receiving Commonwealth-subsidised aged care and services.

The scheme requires providers of aged care to manage and take reasonable action to prevent incidents with a focus on the safety, health, wellbeing, and quality of life of older persons.

This means that all aged care providers must have an effective incident management system in place and use this to continuously improve the management and prevention of incidents. In

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In addition to having an incident management system, aged care providers must notify the Commission when reportable incidents occur.

If a serious incident happens while you are receiving care, providers must:

- Check that you and others are okay, talk to you about what happened and work with you to resolve the issue
- Make a record of what happened so they can learn from the incident and improve their practices
- Report the incident to the Commission if appropriate.

The Serious Incident Response Scheme (SIRS) identifies incidents that must be reported to the Aged Care Quality and Safety Commission.

SIRS apply to our residential and home care services.

Types of Reportable Incidents

- **Unreasonable use of force** – for example, hitting, pushing, shoving, or rough handling an older person
- **Unlawful sexual contact or inappropriate sexual conduct** – such as sexual threats against an older person, stalking, or sexual activities without older person consent
- **Neglect of a older person** – for example, withholding personal care, untreated wounds, or insufficient assistance during meals
- **Psychological or emotional abuse** – such as yelling, name calling, ignoring a older person, threatening gestures, or refusing a older person access to care or services as a means of punishment
- **Unexpected death** – The death is the result of care or services provided by the provider or a failure by the provider to provide care and services
- **Stealing or financial coercion by a staff member** – for example, if a staff member coerces an older person to change their will to their advantage, or steals valuables from the older person
- **Inappropriate use of restrictive practices** where there is the restriction of the older persons freedom of movement
- **Missing older person** – where the older person goes missing from the home or during an episode of care for Home Care Services

Code of Conduct

From 1 December 2022, a [Code of Conduct for Aged Care](#) now applies to providers, their governing persons and aged care workers to improve the safety, health, wellbeing and quality of life for people receiving aged care and to boost trust in services.

What is Elder Abuse?

At SCC we believe that all older people have the right to be treated with dignity and respect, and to live without exploitation, abuse or neglect.

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The types of elder abuse include:

- Emotional abuse
- Financial abuse
- Neglect
- Physical abuse
- Social abuse
- Inappropriate use of restrictive practice (except in emergency situations)

Elder abuse incidents that involve staff members are reportable under the SIRS scheme. Incidents of elder abuse by non-staff members are managed under the elder abuse policy and process.

All incidents of elder abuse must be escalated according to the risk escalation process and the use of the incident management system (IMS).

Within a service, possible perpetrators of elder abuse may be other older persons, staff and contractors, carers, relatives, friends. It is our responsibility to identify elder abuse whoever is the perpetrator.

A zero tolerance for elder abuse is in place.

NDIS Quality and Safeguards Commission

SCC is also a registered NDIS provider. This means that the NDIS Quality and Safeguards Commission also requires SCC to have an incident management system in place, to ensure that incidents are identified, resolved and changes are put in place where needed to improve the safety and quality of care. There is also a requirement to report more serious incidents to the NDIS Quality and Safeguards Commission if they occur.

Types of Reportable Incidents

- the death of a NDIS participant
- serious injury of a NDIS participant
- abuse or neglect of a NDIS participant
- unlawful sexual or physical contact with, or assault of, a NDIS participant
- sexual misconduct committed against, or in the presence of, a NDIS participant, including grooming of the NDIS participant for sexual activity
- the unauthorised use of a restrictive practice in relation to a NDIS participant

A code of conduct also exists. The [NDIS Code of Conduct](#) promotes safe and ethical service delivery by setting out the Code of Conduct for all NDIS providers and workers.

Southern Cross Care (Tasmania) Inc. - Our Policy and Processes

SCC provides a safe environment for older persons, all employees, partners in care, volunteers and contractors and others involved in the incident.

SCC has an effective incident management system in place.

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What information do I need to provide?

To share your concerns or report an incident please complete the attached form and use one of the following options:

Residential Care	Home Care
Fill in the form and give it to the care worker/nurse	Fill in the form and give it to the home care workers
Fill in the form and place it in the secure post box for the manager or mail it to Confidential: Attention to Quality Team 85 Creek Rd New Town Tas 7008	Fill in the form and mail it to the office Confidential: Attention to Quality Team 85 Creek Rd New Town Tas 7008
Ask to meet the manager	Ask to meet the General Manager Home and Community Services or Team Leader
Email: feedback@scctas.org.au	Email: hcs@scctas.org.au
Phone Head office: 61461800 Ask for General Manager Care and Clinical Services or CEO	Phone your Regional office: South: 6185 0700 – Hobart North: 6351 5151 – Launceston Northwest: 6454 0020 – Devonport 61850722 - Burnie

If you are unable to fill in all the details please do not worry, just complete as much of the form as you can. Only write what you heard or saw - not what others may have told you.

Depending on the type of incident, someone from our team will arrange to acknowledge this reporting and may also reach you to ask further questions.

Providing support to those involved in incidents

The incident manager will be responsible for assessing the matters. Our first priority is that of ensuring the safety, health, and wellbeing of the older person. Incident support will be recorded. Our team will also follow our open disclosure processes to keep the older person and or their nominated SDM/ nominee appraised.

Outcomes of investigation

Each incident relates to a risk escalation process and is subject to investigation. Using the Open Disclosure Process Southern Cross Care Tasmania will keep those relevant advised of the incident management, including outcomes of investigation

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Accessing help in raising a concern - Advocacy resources

Advocacy Tasmania

Advocacy Tasmania is funded by the Older Person Advocacy Network (OPAN) to support senior Tasmanians and their substitute decision maker / nominee to effectively access and interact with Commonwealth-subsidised aged care services and have their rights protected.

You can call Advocacy Tasmania on Free call 1800 005 131 or (03) 6224 2240 or visit [Home - Advocacy Tasmania](#)

Older Persons Advocacy Network (OPAN)

The OPAN supports senior Australians and their substitute decision maker / nominee to effectively access and interact with Commonwealth-subsidised aged care services and have their rights protected.

You can call OPAN on 1800 700 600 or visit opan.org.au.

Referral to other relevant organisations

Aged Care Quality and Safety Commission

<https://www.agedcarequality.gov.au/contact-us/complaints-concerns/what-do-if-you-have-complaint>

1800 951 822

1800 8/44 044 (Food, Nutrition and Dining Enquiries)

Email- info@agedcarequality.gov.au

Tasmanian Health Care Complaints Commissioner

<https://hcc.vic.gov.au/>

13000 582 113

NDIS Commission Reportable Incidents Team call 1800 035 544 or via email reportableincidents@ndiscommission.gov.au.

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Incident Reporting Form

Date of incident	
Time of incident	
Location of incident If date and time are not known exactly add in approximate date and time.	
Name of person reporting the incident and contact details	Name: Room Number/ Address: Contact Number:
Relationship of the incident reporter to the older person	<ul style="list-style-type: none"> ▪ Self ▪ Family ▪ Friend ▪ Service provider / Care Worker ▪ Substitute Decision Maker ▪ Other (<i>please list</i>):
Older person receiving care services	Name: Room Number/ Address: Contact Number:
Related to provision of care	Was the incident related to provision of care YES/NO
Is the older person a NDIS Participant? (if yes, activate Reportable Incidents NDIS Consumer policy/process)	YES/NO
Incident classification Incident manager note: if assessed as SIRS P1 or P2 (activate SIRS policy/process)	Incident classification type: (Refer to incident classification table, if not known, leave blank for the incident manager to complete)
Description of incident (describe in your own words the details of the incident - who, what, when, where and how)	

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Describe any injuries sustained from the incident:

Did the incident result in:

- Transfer to hospital (Self-drive) - If YES, please list details
- Visit to Doctor - If YES, please list details
- Emergency services called (Fire / Police / Ambulance) - If YES, please list details

Name of the person(s)
involved in the incident
(specify if they are the
older person, staff,

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Incident Manager to complete this section (please copy this report back to the older person, original remains on file)

Harm assessment (to be conducted in conjunction with the service provider assigned team member)
 Establish whether harm has occurred, or reasonably expected to have occurred. Consideration to physical, psychological, limitations and vulnerabilities and past experiences. Ask the person affected how they feel

Immediate Action Plan

Issue No.	Issue	Action	By whom	By when	Outcome

Incident Manager name	
Date incident closure	
Signature	

Other notes: