

How to access and use the Service and Support Portal for Serious Incident Response Scheme (SIRS): In-Home Care

This *My Aged Care User Guide* is designed to inform 'administrators', 'team leaders' and 'staff members' about how to access and use the SIRS portal through the Service and Support portal.

The guide is split into sections as follows:

- What am I able to do based on my role?
- How do I provide access to the SIRS portal?
- How do I submit a new SIRS notice?
- How do I view SIRS notifications?
- How do I edit or delete draft SIRS notices?
- How do I search existing SIRS notices?
- How do I export a list of draft SIRS notices?
- Help and further information
- How do I view SIRS follow up notifications?
- How do I upload multiple SIRS notices at once?

This guide does not cover:

- Detailed instructions on how to set up organisations to use the Service and Support Portal in the Relationship Authorisation Manager (RAM), which can be found on the <u>RAM</u> <u>website</u>.
- Detailed instructions on how portal users obtain a myGovID to access the Service and Support Portal can be found in the user guide <u>My Aged Care – Logging in to the Service</u> <u>and Support Portal using myGovID</u>

What am I able to do based on my role?

Role	Description of access
	Administrators have access at either an organisation or outlet level to:
	Provide staff access to the SIRS portal
	 Manage the roles within the SIRS portal
Administrator	View all SIRS notifications
	Edit and delete all draft SIRS notification
	Submit SIRS notifications
	Upload multiple notices at once
	Team leaders have access at either an organisation or outlet level to:
Team Leader	View all SIRS notifications
	Edit or delete all draft SIRS notifications
	Submit SIRS notifications

Role	Description of access
Staff Member	 Staff members have access at an outlet level to: View their created SIRS notifications Edit or delete their draft SIRS notifications Submit SIRS notifications

How do I provide access to the SIRS portal?

If you are an administrator, you can provide staff access to the SIRS dashboard tile within your organisation or outlet, by following the steps below.

- 1. Log in to the My Aged Care Service and Support Portal.
- 2. Select 'Staff administration' tile.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm			Welcome Edwin from	
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	My Aged Care interactions	Staff administration	Reports and documents	
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Tasks and notifications	Outlet administration	Quality indicators	Form submission portal	
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SIRS Notice				

3. Scroll down to the "Staff" section of the 'Staff administration' tile. Use the search fields to filter for the staff member who requires access to the SIRS portal. Click on the name of the staff member.

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! For more information about how to add a staff member to your facility in the My Aged Care provider portal, please refer to the <u>My Aged Care Quick Reference Guide – Create and</u> <u>maintain staff accounts.</u> 4. Click the 'EDIT STAFF DETAILS' button.

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Service and Support Portal	Staff administration	Outlet administration	Reports and documents	Tasks and notifications	My Aged Care interactions	Quality indicators	Logout
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Outlets						6	0
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EDIT STAFF OCTALS							

5. Select 'MANAGE ROLES' button'.

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6. Then, click the 'SAVE' button. A popup box will appear displaying a series of checkboxes. If the staff member already possesses a role, the corresponding box will be checked. Check the corresponding 'SIRS' checkbox by selecting it.

Manage roles			×
All fields marked with an asterisk (*) are required.			^
Please select the role(s) *			
Administrator	Team Leader		
Staff Member	ACFI Contact		
Quality Indicators	SIRS		• .
		SAVE CAN	ICEL

7. Pop up will appear confirming the successful edit.

Role(s) saved successfully.

How do I submit a new SIRS notice?

- ! For information on what incidents must be reported, see the <u>Aged Care Quality and Safety</u> <u>Commission's website</u>
- 1. Log in to the My Aged Care Service and Support Portal.
- 2. From the home screen of the My Aged Care Service and Support Portal, click the 'SIRS Notice' tile.



3. Click the 'Submit new notice' tile to begin filling out a new SIRS notice form.

Australian Government			SIRS Notice	Welcome Logout
Welcome Jane				
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	View and update existing notice(s)	Help and information		
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Submit new notice	Follow ups	Bulk Upload		

- 4. A new tab will open containing important information regarding the SIRS notice. Read the information carefully, then select the 'NEXT' button to proceed.
- ! Additional helpful information and examples can be found by following the link to the <u>Aged</u> <u>Care Quality and Safety Commission website</u>.

Anstralian Government Aged Care Quality and Safety Commission SIRS 1		Welcome Andrew Logout
SIRS notice		
Before you begin		
You need to report all P1 incidents within 24hrs of becoming aware of the incident; however, if you do not have enough information to complete a notification you have 5 days to a required information. These details can be supplied by email to sins@agedcarequality.gov.au.	ipply the furt	ther
All P2 incidents need to be reported within 30 days of becoming aware of the incident.		
Additional information relating to a reported incident (or in response to a request by the Commission) can be supplied by email quoting the Case ID to sirs@agedcarequality.gov.a	J.	
See example response available on the Submitting SIRS notifications page on the Commission website		
e need the following details from you		
Full details of the incident itself - what triggered the incident, what happened, and who was involved.		
Clear details of the immediate actions you have taken to respond to the incident.		
Clear details of the actions you are putting in place to manage the risk of similar incidents happening again in the future.		
Attach specific information relevant to this matter.		
	CLOSE	NEXT

5. Complete the relevant information on the 'Your details' tab. Ensure you have entered information for each field marked with an asterisk (*). Once you have finished, navigate to the 'Incident details' tab by clicking the 'NEXT' button.

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# Home SIRS notice	
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Al fields marinal with an advirtik (*) are received. Notice of Collection * (*) acknowledge that I have read and understood the Natice of Collection *	I actionalize that I have made all reasonable steps to ensure that the individuals identified in this form have been provided with the Notice of Collection or they are available to contents of Notice of Collection *
Your details	
Processor * Andrew	Last name *
PostionRole at Residential Aged Care Facility * (?)	Enter best contact email ID * (?)
Contact numbers At least one contact number is required. *	
Verc	Mobile:
Outet '	
Select the setting the incident being reported occurred is:* O in-home Care	
O Residential Care	
Service Provider * 🕐 🗸 🗸	
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- ! If you are unsure what information is required within each field, you can view the help text by clicking the question mark symbol to the right of the field title.
- ! Please note: the two notices of collection acknowledgements located near the top of the 'Your details' page of the SIRS form must be checked before proceeding.
- ! You must select an Outlet from the drop-down menu available and 'Type of incident' as 'In Home Care' in order to complete the 'Approved Provider', 'Care Type' and 'Service' fields.
- 6. Complete the required information on the 'Incident details', 'People involved' and 'Action taken' tabs. Ensure you have entered information for each field marked with an asterisk (*).
- ! The SIRS notification form allows you to capture details for up to a maximum of six Alleged offenders within a single notification.

See Australian Government 19 ¹⁷ Aged Cure Quality and Safety Commission	SIRS Notice	Welcon Logou
e SIRS notce		
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lect the appropriate level of physical impact to the affected care recipient."		
servers to this question must describe any actual harm that was caused to the person AND any harm that could reasonably have been expected to have been expected to a person, which resulted in a physical injury or discontrot that required medical treatment to resolve.		
e level of a person's cognitive impairment is not considered when assessing and describing what harm was caused or reasonably could have been caused. Think about the type of physical injury or discomfort that could reasonably have occurred due to the incident in any setting, no matter who it	specifically happened to.	
providing your response consider the following:		
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Minor physical injury or discomfort (including bruising or redness) which was resolved without formal medical intervention		
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Fatally or severe permanent physical impairment		
ubject of allegation details		
Subject of allegation (SOA) - John Doe		\odot
Subject of allegation (SOA) - Jane Doe		\odot

7. After completing all four tabs of the SIRS form, you will be taken to the 'Review & Submit' page. This page summarises the information you have provided, please review it carefully.

If mandatory information is missing, a red "X" will appear at the bottom of the relevant page summary. As well as the below error message indicating the missing mandatory information.

8. Review the information you have entered. You can navigate back to any tabs requiring edits using the pencil on the right.

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# Home SIRS notice		
New SIRS notice Your deals incodent cetarity. People Innotest Action taken Review & society		
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Fenn Hanne: Later Manne: Position/Row all Residential Aged Care Facility: Enter beet contract annual (2): Wank:		Incontrolete
Mobile Outlet		
Under Select the setting the incident being reported occurred in: Senico Provider.	Retenent Community Residential Care Réferent Communities Limited	
Residential Aged Care Facility:	Retirement Community	
I acknowledge that I have need and understood the Notice of Collection: I acknowledge that I have made all reasonable stops to ensure that the individuals identified in this form have been provided with the Notice of Collection or they are average the conterning of Notice of Collection.	Yes Yes	
Incident details		Ø ×
Is the reportable incident a Priority 1 or Priority 27	Pronty 1	Incomplete

! You can save your notification at any point without submitting by clicking 'Save' at the bottom of the 'Review & submit' page. This will save the notification as a draft.

Australian Government	Welcome SIRS Notice Logout
Aged Care Vising and Sarety Commission Iome View and update existing SIRS notice(s) SIRS notice	
Affected care recipient reside in a secure unit?	
Princes dire recipient reade in a accire unit:	
Subject of allegation details	
Subject of allegation first name:	
Subject of allegation last name:	
Subject of allegation relationship to the AP or Service:	
Has the subject of allegation been named or described in any incident previously?	
Action taken	\sim ×
	Incomplete
Has the incident been reported to the police?	
Has the affected care recipient's representative been contacted about the incident?	
Has the affected care recipient's representative expressed any ongoing concerns regarding the incident?	
What specific actions have been taken to ensure the health, safety and wellbeing of the aged care recipient(s) involved?	
What specific actions have been taken to manage or minimise the risk of reoccurrence of this or a similar incident in future?	
Is there any other information or details you wish to include in relation to this notice? All fields marked with an asterisk (*) are required.	
Contact details	
Is the person submitting this notice the preferred contact for further information about this incident?*	
O Yes	
○ No	
Acknowledgement	
Please ensure all fields are completed before submitting this notice to the Aged Care Quality and Safety Commission. By clicking 'Submit' you	su agree to provision further information regarding this incident upon request. *

9. Once you have finished reviewing the information click 'SUBMIT'. A confirmation message will be displayed to confirm that the notification is ready for submission. Click 'SUBMIT' to send the notification.



10. The submitted notification can now be viewed in the list of existing notifications.

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	Incident ID	Case ID	Care type	Submission date	Incident date	Actions	
	5CD15D42	NF23/000388	In-Home Care	31/08/2022	30/08/2022 Submitted		ווב
	B3DB8F83	NF23/000369	In-Home Care	31/08/2022	30/08/2022 Submitted		
	4909785E	NF23/000368	In-Home Care	31/08/2022	30/08/2022 Submitted		

How do I view SIRS notices?

Administrators, team leaders, and staff members can view existing SIRS notices based on their permissions. See the What am I able to do based on my role? section of this guide for more information.

- 1. Log in to the My Aged Care Service and Support Portal.
- 2. From the home screen of the My Aged Care Service and Support Portal, select the 'SIRS Notice' tile.

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Find a client	Review requests	Tasks and notifications
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Retrieve a referral code	Residential care	My Aged Care Interactions
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Quality indicators	SIRS Notice	
	Find a client 0101_ Retrieve a referral code	Image: Constraint of the second se

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3. Select 'View and update existing notices' tile.

Australian Government Aged Care Quality and Safety Commission			Welcome & SIRS Notice to
Welcome Edwin			_
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	View and update existing notices	Help and information	
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Submit new notice	Follow ups	Bulk Upload	

4. Use the search fields and the 'FILTER' button near the top of the page to search for the appropriate SIRS notice.

	ang Australian Government Agent Aged Care Quality and Safety Commission				SIRS Notice	Welcome
🛠 Ho	ome Vew and update existing SIRS notice(s)					
	Search by					\bigotimes
	Incident ID	Service name	Affected care recipient first name			
	Affected care recipient last name					
	ADVANCED SEARCH CLEAR FILTERS					
	FILTER CLEAR					

5. Once you have found the appropriate notice in the table, select the relevant 'Incident ID' to view the notice.

Australian Government				w	sire. Is SIRS Notice Le
Home View and update existing S	SIRS notice(s)				
Search by					\odot
					EXPORT FILE
					1 to 50 out of 52 matching results
Incident ID Case ID	Care type	© Submission date	Incident date © Stat	tus © Service name	Actions
E48BE2D3 NF23/000369	In-Home Care	29/08/2022	29/08/2022 Sub	mitted	
5E5FC2B6 NF23/000388	In-Home Care	31/08/2022	30/08/2022 Sub	omitted	

! If you are an administrator or team leader at the organisation level, you will see a list of all indraft and completed notifications for your organisation. If you are an administrator or team leader for only your outlet, you will see a list of all draft and completed notifications for your outlet. Drafts will be deleted after 60 days. 6. You can now view and navigate through the draft or submitted notification using 'NEXT' button.

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	four details Incident details People involved Action taken					
	Your details					
	First name:	Rockstr				
	Last name:	UAT				
	Position/Role at Residential Aged Care Facility:	Home Care Packages Manager				
	Enter best contact email ID:					
	Work					
	Mobile:					
	Outlet	Retirement Community				
	Select the setting the incident being reported occurred in: Service Provider:	Residential Care Retirement Communities Limited				
	Residential Aged Care Facility:	Retirement Community				
	I acknowledge that I have read and understood the Notice of Collection:	Yes				
	I acknowledge that I have made all reasonable steps to ensure that the individuals identified in this form have been provided with the Notice of Collection or they are aware the contents of Notice of Collection:	Yes				
			CLOS	E NEXT		

How do I edit or delete draft SIRS notices?

Administrators, team leaders, and staff members can edit or delete draft SIRS notices based their permissions. See the '<u>What am I able to do based on my role?</u>' section of this guide for more information.

- 1. Log in to the My Aged Care Service and Support Portal.
- 2. From the home screen of the My Aged Care Service and Support Portal, select the 'SIRS Notice' tile.

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Tasks and notifications	Outlet administration	Quality indicators	Form submission portal				
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3. Click the 'View and update existing notifications' tile.

Australian Government Aged Care Quality and Safety Commission		
Welcome Edwin		
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	View and update existing notices	Help and information
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Submit new notice	Follow ups	Bulk Upload

4. Use the search fields and the 'FILTER' button near the top of the page to search for the appropriate SIRS notice. Once you have found the appropriate draft notice in the table, you can select the pencil symbol to edit the draft notice.

	n Government Quality and Safety Cor	mmission			Welcome. SIRS Notice
ome View and up	date existing SIRS not	tice(s)			
Search b	у				Expand Title
					EXPORT FILE 1 to 50 out of 178 matching results
Incident ID Ce	ase ID Care type	Affected care recipient	 Submission date Incident date 	Status © Service name	EXPORT FILE
Incident ID Ca	ise ID Care type In-Home Care	2 T	 Submission date Incident date 31/07/2022 	Status ⇔ Service name Draft	EXPORT FILE 1 to 50 out of 178 matching results

The process for editing a draft notice is similar to creating a new notice. See the <u>'How do I</u> <u>submit a new SIRS notice?</u>' section of this guide for more information.

- ! If you are an administrator or team leader at the organisation level, you will see a list of all draft and completed notifications for your organisation. If you are an administrator or team leader for only your outlet, you will see a list of all draft and completed notifications for your outlet.
 - 5. To delete the draft notice, select the bin symbol to the right of the notice.

Australian Gov Aged Care Qua	ernment ity and Safety Commission		Welcome SIRS Notice
Home View and update	existing SIRS notice(s)		
Search by			Expand time
			EXPORT FILE 1 to 50 out of 178 matching results
Incident ID Case II	Care type	Submission date Incident date Status Service	e name © Actions
C7288279	In-Home Care	31/07/2022 Draft	Ø 🖲
317C8DEF	In-Home Care	27/08/2022 Draft	(a)

6. A popup will appear prompting you to confirm your deletion. Select 'OK' to delete the draft notice.

Confirmation	×
Are you sure you want to delete the notice for Retirement Community? Select OK to proceed with deletion of notice or Back to view the notice.	
	ОК ВАСК

! Once a notification is deleted, it will not appear anywhere on the portal and cannot be searched for.

How do I search existing SIRS notices?

1. Log in to the My Aged Care Service and Support Portal.

2. From the home screen of the My Aged Care Service and Support Portal, select the 'SIRS Notice' tile.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm			Welcome Edwin from
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Tasks and notifications	Outlet administration	Quality indicators	Form submission portal
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SIRS Notice			

3. Click the 'View and update existing notices' tile.

Australian Government Aged Care Quality and Safety Commission			SIRS Notice	Welcome Edwin Logout
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	View and update existing notices	Help and information		
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Submit new notice	Follow ups	Bulk Upload		

- ! If you are an administrator or team leader at the organisation and/or outlet level, you will see a list of all draft and completed notifications for your organisation/outlet.
 - 4. To perform a **basic search**, type the appropriate terms into either the 'Incident ID', 'Service name', 'Affected care recipient first name', or 'Affected care recipient last name' input field(s). Then select the 'FILTER' button to near the top of the page to search for the appropriate SIRS notice.

Search by Incoler ID Added care request fait name Added care request fait name Added care request fait name Added care request fait name	
Incodert ID Service name Affected care recipient for name	
Mediad care receptent last name ADMANGED RECEPTING CALLAR IN 1995	

5. The results of your basic search will appear in the table below.

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e View and update exist	ng SIRS notice(s)						
Search by							
incident ID		Service name Aged Care Services	*	lected care recipient first name			
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Service name Aged Car	e Services						
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							1 to 42 out of 42 matchin
ncident ID	Case ID Care typ	pe a Affected care recipient	© Submission date	 Incident data 	o Status	o Service name	o Actions
10066.004	Residen	stal Jane		24/06/2022	Draft	Aged Care Services	
6F88F89	Residen	stal		31/07/2022	Draft	Aged Care Services	
FAEB551	Residen			31/07/2022	Draft	Aged Care Services	0

6. To clear a basic search, select the 'CLEAR' button.

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# He	me View and update existing SIRS notice(s)				
	Search by		\odot		
	Incident ID	Service name A	ffected care recipient first name		
	Affected care recipient last name				
	ADVANCED SEARCH CLEAR FILTERS				
	FRITER CLEAR				

7. To perform an **advanced search**, select the 'ADVANCED SEARCH' button.

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A Ho	me View and update existing SIRS notice(s)				
	Search by				\odot
	Incident ID	Service name	Affected care recipient first name		
	Affected care recipient last name				
	ADVANCED SEARCH CLEAR FRITERS				

8. A popup window will appear. Select the 'Choose an item' drop down menu and select a search item from the list then click 'ADD FILTER'. You can do this for multiple search items. When you have finished selecting items, complete the search item fields you have added then click 'FILTER'.

Search notificatio	ns	×
Retirement Community notice is de	ted	
Notifications		
_Choose an item	ADD FILTER SAVE FILTER CLEAR FILTER	
Choose an item Affected care recipient first name Affected care recipient last name All Care type Case ID Date Range Incident to Incident toported dateItime Incident typertod dateItime Incident type Trypical impact Provider determined Priority level Provider dateImpact Status		FUTER CANCEL

9. The results of your search will be displayed.

How do I export a list of draft SIRS notices?

If you are an Organisation Administrator, you will be able to export a list of draft SIRS notices.

- 1. Log in to the My Aged Care Service and Support Portal.
- 2. From the home screen of the My Aged Care Service and Support Portal, select the 'SIRS Notice' tile.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm			Welcome Edwin from				
Service and Support Portal							
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Tasks and notifications	Outlet administration	Quality indicators	Form submission portal				
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SIRS Notice							

3. Select the 'View and update existing notices' tile.

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Welcome Edwin				
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	View and update existing notices	Help and information		
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Submit new notice	Follow ups	Bulk Upload		
Submit new notice	Follow up:	Bulk Upload		

4. If you are an Organisation Administrator, you will be able to see an 'EXPORT FILE' button on the right-hand side of the page. If this button is not visible, check your permissions. Select the 'EXPORT FILE' button.

A	alian Governmee Care Quality and		uion					w	stome SIRS Notice	i
Home View an	d update existing	SIRS notice(s	0							
Search	ı by									\odot
										XPORT FILE
Incident ID	Case ID	Care type	 Affected care recipient 	0	Submission date 0	Incident date 0	Status o	Service name	1 to 50 out of series	Actions
E48BE2D3	NF23/000369	In-Home Car			29/08/2022	29/08/2022	Submitted			
SESEC286	NF23/000388	In-Home Car			31/08/2022	30/08/2022	Submitted			

5. A .csv file will be automatically downloaded to your computer with the following name format:

"DraftNotices_" + "YYYY" + "MM" + "DD" + "hhmmss" + "#" + ".csv" E.g. "DraftNotices_202206101504556.csv" (where "hh" is 24hr time). The file contains the following information about each draft SIRS notice as a table:

- a) Notification status
- b) Care Type
- c) Service name
- d) Date/time incident reported
- e) Date/time incident occurred
- f) Incident type
- g) Affected care recipient first name
- h) Affected care recipient last name
- i) Psychological impactj) Physical impact
- k) Provider determined priority level

Use Excel or an equivalent spreadsheet editor to open the.csv file.

Please note: .csv files cannot store anything beyond numbers and text. If you edit a .csv file 1 in Excel, and then use any of Excel's formatting or formula tools, you must "save as" an .xlsx file to keep your changes.

Help and further information

You can access help and further information by following the steps below.

- 1. Log in to the My Aged Care Service and Support Portal.
- 2. From the home screen of the My Aged Care Service and Support Portal, select the 'SIRS Notice' tile.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Edwin from									
Service and Support Portal									
Welcome Edwin									
	Ţ	.8 0							
	My Aged Care interactions	Staff administration	Reports and documents						
	 *	<u>ଷ</u> ପ୍ର ଅପ	₽						
Tasks and notifications	Outlet administration	Quality indicators	Form submission portal						
!									
SIRS Notice									

3. Click 'Help and Information'.

Australian Government Aged Care Quality and Safety Commission		
Welcome Edwin		
	O Vew and update existing notices	Elegand information
	Ś	1 .
Submit new notice	Follow ups	Buik Upfoad

4. The various channels for help and information will then be displayed.

Australias Government Aged Care Quality and Safety Commission			Winkcome SIRS Notice Logout
Home Help and information			
Help and information			
Contact us Contact the Aged Care Quality and Safety Commission about the SIRS, includes you obligation under the soften- smith of the Aged Care Quality and Safety Commission about the SIRS, with of the Aged Care Quality of the SIRS, viat with aged care and the SIRS, viat and viat with aged care and the SIRS, viat and viat a	My Aged Care Resources The My Aged Care (MAC) resources website includer last shreas, publications, and networks and shoes. when had the public anterconstruction that my aged care service- product point resources	Legisladon Aged Care Quelty and Safety Commission Act 2018 Aged Care Act 1997 Aged Care Quelty and Safety Commission Rules 2018	

You can also call the My Aged Care Service Provider and Assessor Helpline on 1800 836 799. If you have a technical issue, don't forget you can ask the Call Centre staff to escalate your query to the tier 2 team for resolution.

How do I view SIRS follow up notifications?

Administrators and team leaders can view all follow up emails concerning cases relevant to their organisation and outlet respectively. Staff members can only view follow ups concerning draft notifications created by themselves. These follow up emails will be sent to the outlet's administrator, as well as recorded within the SIRS Notice tile, when a draft SIRS notification has been inactive for seven days.

- 1. Log in to the My Aged Care Service and Support Portal.
- 2. From the home screen of the My Aged Care Service and Support Portal, select the 'SIRS Notice' tile.

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Service and Support Portal	ervice and Support Portal							
Welcome Edwin								
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Tasks and notifications	Outlet administration	Quality indicators	Form submission portal					
!								
SIRS Notice								

3. Click the 'Follow ups' tile.

Australian Government Aged Care Quality and Safety Commission			v SIRS Notice	Velcome Logou
Welcome Jane				
	Q	i		
	View and update existing notice(s)	Help and information		
	đ	1		
Submit new notice	Follow ups	Bulk Upload		

4. You will now see a list of the reminders for draft notifications.

4.4 7 7	Australian G	overnment aility and Safety Commission		Welcome SIRS Notice Logout
ñ	iome Follow ups			
	Search by			\odot
				1 to 50 out of 1197 matching results
	Received	 Category 	Description	
	27/01/2022	Deletion reminder	You have a draft notification that will be automatically deleted after 30 days.	
			Date created: 27/01/2022 Incident ID: 3A4573D4	
	27/01/2022	Deletion reminder	You have a draft notification that will be automatically deleted after 30 days.	
			Date created: 27/01/2022 Incident ID: D205A97F	
	27/01/2022	Deletion reminder	You have a draft notification that will be automatically deleted after 30 days.	
			Date created: 27/01/2022 Incident ID: 45A5E1B1	
	27/01/2022	Deletion reminder	You have a draft notification that will be automatically deleted after 30 days.	
			Date created: 27/01/2022 Incident ID: AF89AFA8	
	27/01/2022	Deletion reminder	You have a draft notification that will be automatically deleted after 30 days.	
			Date created: 27/01/2022 Incident ID: 3A4573D4	
	27/01/2022	Deletion reminder	You have a draft notification that will be automatically deleted after 30 days.	
_			Date created: 27/01/2022	

- ! If you are an administrator or team leader you will be able to view all follow up emails concerning cases relevant to your organisation and outlet respectively. Staff members can only view follow ups concerning draft notifications created by themselves.
 - 5. You can also search for specific follow ups. To complete a search, expand the search section by clicking the double arrows then enter your search parameters in the fields provided and click 'FILTER'. The filtered results will be displayed. To reset the search, click 'CLEAR'.

Australian Govern Aged Care Quality :	ment and Safety Commission			SIRS Notice	Welcome I
Follow ups					
					_
earch by					\oslash
dent ID		Service name			
ILTER CLEAR					
				1 to 50 out of 248 matching	results
eived	 Category 		Description		
8/2022	Priority 1 Draft Reminder		You have a Priority 1 notification in draft status for more than 24 hours.		
			Date created: 04/08/2022 Incident ID: 71E1DEE1		
			, •		•

6. You will now see a list of reminders concerning drafts. Click the 'Draft reminder' hyperlink of the reminder you wish to view.

Australian Gover	nment and Safety Commission		Welcome Edw SIRS Notice Logo
Home Follow ups			
Search by			Equal file
			1 to 50 out of 248 matching results
Received	 Category 	Description	
04/08/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 04/08/2022 Incident ID: 71E1DEE1	
04/08/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 04/08/2022 Incident ID: 71E1DEE1	
03/08/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 03/08/2022 Incident ID: 71F10FF1	

7. You can now view the reminder concerning the draft. When you have finished viewing, click 'CLOSE'.

Draft reminder received on 20/12/2021	×
Australian Government Aged Care Quality and Safety Commission 20/12/2021 05:00:40 PM This email is about a SIRS notification that you started. Incident ID: AF89AFA8 Notification status: Draft This is a reminder that the above-mentioned notification, which has been inactive for the last 7 days, is yet to be completed. The notification will be removed after 60 days from its initial start date. Please ignore this automated reminder if you have already submitted the notification.	
For security reasons, this email does not contain personal information. To access the draft, please log onto the My Aged Care Provider Portal. For more information on SIRS, visit the Aged Care Quality and Safety Commission's website or contact sirs@agedcarequality.gov.au. Sincerely SIRS Team Serious Incident Response Assessment Aged Care Quality and Safety Commission GPO Box 9819 in Your Capital City E: sirs@agedcarequality.gov.au	
CLOS	E

8. You can also navigate to submit a new notification. Click 'New SIRS Notification'.

Australian Govern Aged Care Quality	ment and Safety Commission		Welcome Edwin SIRS Notice Logout
ne Follow ups		unio unever convice con incident ID CPS4EE19	
25/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in chart status for more than 24 hours. Date creates 2:007/0222 Incident ID: 27:3964F	
25/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in craft status for more than 24 hours. Date overlated 256077022 Incident III 30247035	
25/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours. Date created 25007022 Incident II: 02021897	
25/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in chart status for more than 24 hours. Date created 25007022 Incident 10 412(21149	
24/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in craft status for more than 24 hours. Date overlated 24077022 Incident III (2017/976	
24/07/2022	Priority 1 Draft Reminder	You have a Priority 1 rutification in draft slatus for more than 24 hours. Date created: 2407/2022 Incodert ID: CPE4E10	
24/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in crast status for more than 24 hours. Date created 2407/2022 Incident ID: 273368F	
24/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours. Date created 2407/0222 Incident (1) 326/0356	
		PREVIOUS 1 2 3 4 5 NEXT	
			NEW SIRS NOTICE

For information on how to submit a new notification please see the <u>'How do I submit a</u> <u>new notice?'</u> section of this guide for more information.

! Reminders for drafts will remain in your list for 60 days.

How do I upload multiple SIRS notices at once?

Organisation and outlet administrators can upload multiple Priority 2 SIRS notices at once with the bulk upload function. However, the function does not support SIRS notices that contain multiple offenders or Priority 1 incidents.

To use the bulk upload function, follow the steps below:

- 1. Log in to the My Aged Care Service and Support Portal.
- 2. From the home screen of the My Aged Care Service and Support Portal, select the 'SIRS Notice' tile.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm			Welcome Edwin from				
Service and Support Portal							
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Welcome Edwin							
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\swarrow	My Aged Care interactions	Staff administration	Reports and documents				
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Tasks and notifications	Outlet administration	Quality indicators	Form submission portal				
SiRS Notco							

3. Click the 'Bulk Upload' tile.

Australian Government Aged Care Quality and Safety Commission			SIRS Notice	Welcome Logout	
Welcome Jane					
	€	i			
Ľ	View and update existing notice(s)	Holp and information			
	Ś	<u>ئ</u>			
Submit new notice	Follow ups	Bulk Upload			

4. The 'Bulk SIRS Notice upload' page will be displayed.

	stralian Government ed Care Quality and S	afety Commission			Welcome SIRS Notice	e Logou
🖀 Home Bulk	Upload					
Bulk SIF	RS Notice	opload				
How to	o upload mu	Iltiple SIRS n	otices			
		lease complete the detai using the Browse function		s notice upload templates for Res	idential Care and/or In	n-Home Care.
	e No file chosen	es will be ready for you t	o review and submit from "	/iew and update existing notices'	nane	
CONTINUE	-	es will be ready for your		new and update existing hotees	page.	
File un	load log					
Status	File name	Upload date	Uploaded by	Number of notices	Errors	Action
			No records retu	ned		

5. Bulk uploads need to conform to a specific template in order to be valid. For In-home care, click the 'In-home Care' link to download the bulk SIRS Notice upload template.

Australian Government Aged Care Quality and Safety Commission	Welcome SIRS Notice	Logout
A Home Bulk Upload		
Bulk SIRS Notice upload		
How to upload multiple SIRS notices		
To upload multiple SIRS notices please complete the details required in the bulk SIRS notice upload templat Templates can then be uploaded using the Browse function below.	es for Residential Care and/or In-Home Ca	re.
Choose File No file chosen Once processed, draft SIRS notices will be ready for you to review and submit from 'View and update existin CONTINUE	ig notices' page.	

An .xlsx file will be downloaded to your computer called 'SIRS_template_hcp'. Open the file and begin inputting the details of your SIRS notice(s).

Once you have filled out the .xlsx. file save the file with a unique name – this will help you find the file later.

6. Once completed, select the 'Choose file' button on the bulk upload page. Browse and select the completed SIRS Notice template to be uploaded.

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15,827,835	istralian Government				Welcome	
Ag	ed Care Quality and S	afety Commission			SIRS Notice	Ə Lo
Home Bulk	Upload					
ulk SIF	RS Notice	e upload				
How to	o upload mu	ultiple SIRS no	otices			
To upload m	ultiple SIRS notices p	please complete the detai	ils required in the bulk SIR	S notice upload templates for Resi	dential Care and/or In	-Home Care.
· · ·		using the Browse functio	n below.			
	e No file chosen					
Once proces	ssed, dratt SIRS notic	es will be ready for you t	o review and submit from "	View and update existing notices'	page.	
Once proces	-	ces will be ready for you t	to review and submit from "	View and update existing notices'	page.	
CONTINUE	5	ces will be ready for you t	to review and submit from "	View and update existing notices'	page.	
CONTINUE	-	ces will be ready for you t	o review and submit from "	View and update existing notices' p	page.	
CONTINUE	5	ces will be ready for you t Upload date	io review and submit from " Uploaded by	View and update existing notices' point of the second second second second second second second second second s	page. Errors	Action
CONTINUE	load log			Number of notices	-	Action
CONTINUE File up	load log		Uploaded by	Number of notices	-	Action
CONTINUE	load log		Uploaded by	Number of notices	-	Action
CONTINUE	load log		Uploaded by	Number of notices	-	Action
CONTINUE	load log		Uploaded by	Number of notices	-	Action
CONTINUE	load log		Uploaded by	Number of notices	-	Action

- ! You can only upload files up to 5mb in size (roughly 500 row items).
- 7. Click 'CONTINUE'.

Australian Governm Aged Care Quality a	nent nd Safety Commission			Welcome SIRS Notice	Logo
🛠 Home Bulk Upload					
Bulk SIRS Notic	e upload				
Templates can then be uploa Choose File No file chosen	es please complete the detai ded using the Browse function	ils required in the bulk SIR n below.	S notice upload templates for Res View and update existing notices'		ne Care.
File upload log					
Status File name	Upload date	Uploaded by	Number of notices	Errors A	Action

8. Processing of the file will begin, as indicated by the 'Processing' status in the table. Reload the web page after a few minutes to see the results of the processing.

1641×6	n Government : Quality and Safety Commission	Welcome SIRS Notice	Logout
me View and up	pdate existing SIRS notice(s) Bulk Upload		
ulk SIRS 1	Notice upload		
To upload multiple can then be upload Choose File No f	raft SIRS notices will be ready for you to review and sub		
To upload multiple can then be upload <u>Choose File</u> No f Once processed, d CONTINUE	SIRS notices please complete the details required in the led using the Browse function below. file chosen raft SIRS notices will be ready for you to review and sub	 es' page.	atching results

9. Once the status changes to 'Processed' or 'Processed with errors', select the magnifying glass symbol to view the upload details.

	Government utality and Safety Commission			Weld SIRS I		Logo
Home View and upd	ate existing SIRS notice(s) Bulk Upload					
Bulk SIRS N	otice upload					
To upload multiple SI can then be uploaded Choose File No file	Dad multiple SIRS notices RS notices please complete the details required in the using the Browse function below.		·		łome Care. Te	mplates
CONTINUE File upload I	og			11	to 6 out of 6 ma	atching results
Status	• File name	Upload date	• Uploaded by	Number of notices		Action
Processed	Memorable_Name_SIRS_Bulk_Upload	07 Jun 2022	Jane Citizen	6	0	۹

10. An Upload validation page will be displayed listing the SIRS notices uploaded from the template. Each notice contained within the bulk upload will be listed in a separate row.

Notices with a 'Ready for submission' status possess no errors and can be submitted immediately by selecting the paper airplane symbol on the right-hand side of the notice.

You can also submit all notices which are 'Ready for submission' by selecting the 'SUBMIT ALL VALID REPORTS' button.

						1 to 5 out of 5 matching re
Status 🗢	Outlet ID	Service name	Affected care recipient	Jploaded date 🗇	Uploaded by	Action
 Ready for Submission 	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	
Submitted	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	
 Action Required 	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	
 Action Required 	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	

11. Notices with an 'Action Required' status possess errors and must be edited before submission. To edit a draft notice, select the pencil symbol on the right-hand side of the notice.

						1 to 5 out of 5 matching rest
Status 🗧	Outlet ID	Service name	Affected care recipient	Jploaded date 🗢	Uploaded by	Action
 Ready for Submission 	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	A
 Submitted 	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	. 🔊 🗊
 Action Required 	1-E6-1326	Aged Care Services	C	01 Sep 2022	Org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	(01 Sep 2022	Org Admin RR UAT	

12. After selecting the pencil symbol, you will be taken to the 'Review & Submit' page of the SIRS form, allowing you to review the incomplete or incorrect segments of the notice and submit them individually.

Please see 'How do I submit a new SIRS notice?' for more information regarding this step.

13. Duplicates or other erroneous notices can also be removed by selecting the bin symbol on the right-hand side of the notice.

pload valid	lation				
					1 to 5 out of 5 matching resul
Status	Outlet ID	Service name	♣ Affected care recipient ♣ Uploaded date ♣	Uploaded by	Action
Ready for Submission	1-E6-1326	Aged Care Services	01 Sep 2022	Org Admin RR UAT	
Submitted	1-E6-1326	Aged Care Services	01 Sep 2022	Org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	01 Sep 2022	Org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	01 Sep 2022	Org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	01 Sep 2022	Org Admin RR UAT	
					SUBMIT ALL VALID REPORTS BACK

! All the SIRS Notifications that are in status 'DRAFT' over 60 days will be removed.

