

# 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	
	<ul> <li>Manage the roles within the SIRS portal</li> </ul>	
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	<ul> <li>Staff members have access at an outlet level to:</li> <li>View their created SIRS notifications</li> <li>Edit or delete their draft SIRS notifications Submit SIRS notifications</li> </ul>

# 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
Service and Support Portal			La
Welcome Edwin			
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	<b></b> *	88 80	•
Tasks and notifications	Outlet administration	Quality indicators	Form submission portal
1			
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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Sol rate AZ • 00 Current sol coder is AZ: James Staff member ID 10780 Viol: * Work * Enail Waren Suns@let.cgf.zf Outlets * Ratisment Compuny Roles * Staff Werber	
AZ  Current sot order is AZ Current sot order is AZ James Staff mender ID: ID780 Vitok Enait Warrier Suns@test.cgf.d OUntes * Refrement Community Roles * Totam Leader * Staff Uneber	
Current sort order is A-Z Jammes Staff mamber ID ID780  ✓ Viol:  ● Ernet Variente Suns@test.cgl.df Cutrets  ● Refirement Community Roles  ● Tomin Laader  ● Staff Member	
James Staff member ID: ID780 Vitok © Email: Varient Suns@test.cgl.df Outlets • Reforment Community Roles • Tomin Laader • Staff Member	 _
James Stat member (D. 10760 V/V/: @ Email: View no Suns@test.cpt.zf Ootlets      * Refrement Community Roles     * Stat/Member	
Staff member (J) (J076) V Work Ernal: Warren Suns@lest.cgt.zf Outlets Retrement Community Roles	
Staff member (D : 10780 Vitok:	
Staff member (D. 10760 27 Work: 40 Email: Venens Suns@test.col.af Outlets: 4 Relatement Community Roles 4 Staff Member /	
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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.

1800 836 799 Mon-Fri &um - 8pm Sat 10um - 2pm				Welcome Ed	win from		
Service and Support Portal	Staff administration	Outlet administration	Reports and documents	Tasks and notifications	My Aged Care interactions	Quality indicators	Logout
# Home   Staff administration   View staff member							
View staff member							
James © (Adve) 0.075643 Software 0.075643 Contact details Enal							
Contact numers Roles						6	9
BRG     BRG     BRG     BRG     BRG     Team Leader							
Outlets						(	0
Keareneer Communy  EXERCISE  EXERCISE EXE							

5. Select 'MANAGE ROLES' button'.

ervice and Suppor	rt Portal				Staff administration	Outlet administration	Reports and documents	Tasks and notifications	My Aged Care interactions	Ousily indicators
Home   Staff adminis	station   Vev staff member   Edit staff member									
Edit sta	aff member									
Staff detail	IS th an asterisk (*) are required									
Tite				. Jul 18e						
Fretnank* James				Eriel* Warren Sunsiĝisest opf 21						
Lations*				Contact numbers Only one contact number is required. *						
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Team Leader	,	Retrement 0	Community							
Staff Membe	r	Retrement 0	Community							۲
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SRS SMC CINCE	L	Rationen (	Community							

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		3
All fields marked with an asterisk (*) are required.		
Please select the role(s) *		
Administrator	Team Leader	
Staff Member	ACFI Contact	
Quality Indicators	SIRS	
		SAVE CANCEL
	• •	

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				
	Q	i		
	View and update existing notice(s)	Help and information		
	2	±.		
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	lotice	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.

Anterdina Generamont Aged Care Quelley and Sultry Commission	Wetcome Andrew SIRS Notice Logent
Home   SIRS notice	
Your dotails Incident details People Involved Action taken Review & submit	
All fields marked with an asteriak () are recuired. Notice of Collection * ?   acroweledge that I have read and understood the Notice of Collection *   acroweledge that I have read and understood the Notice of Collection *	I achnowledge that I have made all reasonable stops to ensure that the individuals identified in the form have been provided with the Notice of Collection or they are availe the contents of Notice of Collection **
Your details	
Processer * Andrew	Letime *
Postion/Role at Residential Aged Care Facility * (?)	Enter best contact email ID * (?)
Contact numbers At least one contact number is required. *	
Ver:	Mobile:
Outet* *	
Select the setting the incident being reported occurred ix."	
U 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.

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e   SIRS notce		
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ect the appropriate level of physical impact to the affected care recipient."		
severs 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 caused to a person, which resulted in a physical injury or discomfort 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.	
voviding your response consider the following:		
<ol> <li>Cheatian of extraction here caused flage and extracturess of input/miless, prophones and/or clinical adversation);</li> <li>Describe the presence in adversation cause of the providence of the p</li></ol>		
No impert		
Minor physical injury or discentriort (including bruising or redness) which was resolved without formal medical intervention		
Physical injury or lines requiring onsite medical treatment Physical injury or lines are required attreatment Physical injury or lines Physical in		
Permanent physical impairment		
Falalty or servere 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.

Australian Generament Appel Core Quality and Safety Counsission		Welcome And SIRS Notice Lo
# Home   SIRS notice		
New SIRS notice Your deals incodent cetarity. People Innotest Action taken Review & society		
(No name provided) All metalety feels must be filted in order to submit the tom. Completed sectors will be indicated by a grean for and incomplete sec Your details	Stora with a well cross.	Ø ×
Fenn Hanne: Later Manne: Position/Row all Residential Aged Care Facility: Enter beet contract annual (2): Wank:		Incontrolete
Mobile		
Under Select the setting the incident being reported occurred in: Senico Provider.	Net/Henrit Community Residentiat Communities Limited Retriement Communities Limited	
Residential Aged Care Facility:	Retirement Community	
I acknowledge that I have made and understood the Notice of Celection: I acknowledge that I have made all mascenable steps to ensure that the individuals identified in this form have been provided with the Notice of Council on or they are as the contention 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	Wetcome SIRS Notice Lagarit
Home 1 View and undate eviction SIPS notice(s) 1 SIPS notice	
Affected care recipient reside in a secure 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	$\otimes$ ×
	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 narson submittion this notice the nreferred contact for further information about this incident?"	
<ul> <li>Yes</li> </ul>	
○ No	
Acknowledgement	
Please ensure all fields are completed before submitting this notice to the Aged Care Quality and Safety Commission. By c	clicking 'Submit' you agree to provision further information regarding this incident upon request.*
	PREVIOUS SAVE CANCEL SUBMIT

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.

4	Austra Aged C	lian Government 'are Quality and Sa	fety Commission			Welcome SIRS Notice	Logout
🕷 Ho	me   View and	l update existing S	IRS notice(s)				
	Search	by				C	
						EXPORT FILE 1 to 38 out of 38 matching resu	lts
	Incident ID	Case ID	Care type	Submission date	Incident date	Actions	
	5CD15D42	NF23/000388	In-Home Care	31/08/2022	30/08/2022 Submitted		
	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 Find a client 0101_ Retrieve & retental code	Pred a cleent     Image: Clean cle

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

Australian Government Aged Care Quality and Safety Commission			Welcoms & 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	me   View 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				
	TILLER CLEAR				

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

Anstralian Government Med Care Quality and Safety Commission	Welcome. SIRS Notice Lo
Home   View and update existing SIRS notice(s)	
Search by	0
	EXPORT FILE 1 to 50 out of 52 matching results
Incident ID Case ID Care type & Affected care recipient	Submission date      Incident date      Status     Service name     Actions
E48BE2D3 NF23/000369 In-Home Care	29/08/2022 29/08/2022 Submitted
SESEC2B5 NF23/000388 In-Home Care	31/08/2022 30/08/2022 Submitted

! 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.

ŝ.	Australian Governmont Aust Cure Quality and Solity Commission		SIRS Notice	Welcome Edwin Logout
*	Home   View and update existing SIRS notice(s)   SIRS notice			
١	iew SIRS notice			
	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.

1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm			Welcome Edwin from
Service and Support Portal			
Welcome Edwin			
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Â.	My Aged Care interactions	Staff administration	Reports and documents
	<b>*</b>	<u>মূ</u> ব্য মৃত	<b>₽</b>
Tasks and notifications	Outlet administration	Quality indicators	Form submission portal
SiftS Holeo			

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

Australian Government <sup>2027</sup> Aged Care Quality and Safety Commission		
Welcome Edwin		
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	View and update existing notices	Help and information
	<b>√</b>	<b>1</b>
Submit new notice	Follow ups	Bulk Uplead

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.

Australian G	overnment uality and Safety Cor	mmission			Welcome. SIRS Notice	
me   View and upda	de existing SIRS not	lice(s)				
Search by					Comment of the	5
					EXPORT FILE 1 to 50 out of 178 matching res	E ults
Incident ID Case	D Care type		<ul> <li>Submission date </li> <li>Incident date</li> </ul>	e © Status © Service name	EXPORT FILL 1 to 50 out of 178 matching residence	E ults
Incident ID Case	ID Care type In-Home Care	<ul> <li>Affected care recipient</li> </ul>	<ul> <li>Submission date <ul> <li>Incident dati</li> <li>31/07/2022</li> </ul> </li></ul>	e ⊜ Status ⊜ Service name Draft	EXPORT FILL 1 to 50 out of 178 matching res	ults

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.

1	Austr	alian Gover Care Quality	nment and Safety C	ommission				Welcome. SIRS Notice	Lo
# Ho	me   View ar	nd update ex	isting SIRS n	otice(s)					
	Search	ı by						Expand ther Expont Fit	2 ILE esults
	Incident ID	Case ID	Care type	Affected care recipient	Submission date	• Incident date (	Status e Service na	ame © Action	15
	C7288279		In-Home Ca	re		31/07/2022	Draft	Ø	•
	317C8DEF		In-Home Ca	re		27/08/2022	Draft	Ø	1

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.	
	OK BACK

! 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								
Service and Support Portal								
Welcome Edwin								
	(THE	<b>8</b> 0						
- Á	My Aged Care interactions	Staff administration	Reports and documents					
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Tasks and notifications	Outlet administration	Quality indicators	Form submission portal					
SIRS Notice								

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

Australian Government Augul Care Quality and Safety Commission			SIRS Notice	Welcome Edwin Logout
Welcome Edwin				
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	View and update existing notices	Help and information		
	Ś	<b>1</b>		
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.

Australian Geverament <sup>250</sup> Agod Care Quality and Safety Commission			SIF	Welcome Edwi RS Notice Lopox	
View and update existing SIRS notice(s)					
earch by					
dent ID	Service name	Affected care recipient first name			
tted care recipient last name DEMOCED SEARCH CLEAR FILTERS LTM CLEAR					

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

Antralian Government Agel Care Quality and Safety Commission						Welcons SIRS Notice
Home   View and update existing SIRS notice(s)						
Connect has						0
Search by						0
Incident ID	Service name Aged Care Services	Affected	are recipient first name			
Affected care recipient last name		_				
ADVANCED SEARCH CLEAR FILTERS						
Service name Aged Care Services						
FATER CLEAR						
						EUPORT FILE
Incident ID Case ID Care type	Affected care recipient	© Submission date	<ul> <li>Incident date</li> </ul>	e Status	Service name	Actions
ZDB5C004 Recidental	Jane		24/06/2022	Draft	Aged Care Services	
E6E8BE39 Residental			31/07/2022	Draft	Aged Care Services	
3FAEB551 Residential			31/07/2922	Draft	Aged Care Services	0

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

1	Anstralian Government Act Care Quality and Safety Commission			SIRS Notice	Welcome Edwi
# Ho	me   View and update existing SIRS notice(s)				
	Search by		0		
	Incident ID	Service name Affec	cted care recipient first name		
	Affected care recipient last name				
	ADVANCED SEARCH CLEAR FILTERS				
	FILTER				

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

aller.	and Care Quality and Safety Commission			SIRS Notice	Welcome Edwi
<b>#</b> H	ome   View and update existing SIRS notice(s)				
Г					
	Search by				0
	Search by				Ø
	Incident ID	Service name	Affected care recipient first name		
	Affected care recipient last name				
	ADVANCED SEARCH CLEAR FILTERS				
	FLTER CLEAR				

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 Aem Affected care recipient first name Affected care recipient last name All Care type Case ID Date Range Incident to Incident occurred date/time Incident typerde date/time Incident typerde date/time Incident type and priority level Physical impact Service name Status		FILTER

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	800 836 799 Mon-Fri Bam - Bom Sal 10am - 2pm Welcome Edwin from							
Service and Support Portal								
Welcome Edwin								
	(F)	<b>\$</b> \$						
$\sim$	My Aged Care interactions	Staff administration	Reports and documents					
	<b></b>	<u>ष्ठ</u> ष्र	•					
Tasks and notifications	Outlet administration	Quality indicators	Form submission portal					
SIRS Notico								

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

Australius Geverancest Aged Care Quality and Safety Commission			SIRS Notice	Welcome Edwin
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 ups	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.

Austr Aged	alian Governmee Care Quality and	it Safety Commis	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	<ul> <li>Affected care recipient</li> </ul>	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			
SESFC286	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 Barn - Rpm Sat 10am - 2pm Welcome Edwar from										
Service and Support Portal	ervice and Support Portal									
Welcome Edwin										
	Ţ	<b>.8</b> 0								
	My Aged Care interactions	Staff administration	Reports and documents							
	<b></b> *	<u>ଷ</u> ପ୍ର ଅପ	<b>₽</b>							
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		
	<b>O</b> Vew and update existing notices	Elegand information
	Ś	<b>1</b> .
Submit new notice	Follow ups	Bulk Uptoad

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 US Contact tes Contact	My Aged Care Resources The My Aged Care RAK() resources website includer last sheets, such that the evaluation and tables and tables, when hat the evaluation careful and the data and tables product point resources	Legisladon Aqed Care Qualty and Safety Commission Act 2018 Aqed Care Act 1997 Aqed Care Qualty 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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Ser	rice and Support Portal						
-							
	Welcome Edwin						
		(F)	<b>8</b> 0				
	$\swarrow$	My Aged Care interactions	Staff administration	Reports and documents			
	<b>v</b>	<b></b> *	<u>ସ</u> ସ ସ	•			
	Tasks and notifications	Outlet administration	Quality indicators	Form submission portal			
	SIRS Notico						

3. Click the 'Follow ups' tile.

Australian Government Aged Care Quality and Safety Commission			SIRS Notice	Welcome Logout
Welcome Jane				
	Ð	i		
	View and update existing notice(s)	Help and information		
	Ś	<b>1</b>		
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			Ø
				1 to 50 out of 1197 matching results
	Received	<ul> <li>Category</li> </ul>	Description	
	27/01/2022	Deletion reminder	You have a draft notification that will be automatically doleted 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 :	iment and Safety Commission			SIRS Notice	Velcome
Follow ups					
				_	_
earch by					$\oslash$
lent ID		Service name			
ILTER CLEAR					
				1 to 50 cut of 248 matching r	results
eived	<ul> <li>Category</li> </ul>		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	rament y and Safety Cammission		Weicome Edw SIRS Notice Logo
Home   Follow ups			
Search by			Count The
			1 to 50 out of 248 matching results
Received	<ul> <li>Category</li> </ul>	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	

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	Ţ
CLOS	ε

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

Australian Gove	raascut y and Safety Commission		SIRS Notice Logod
lome   Follow ups			
		Incident ID: CF84EE19	
25/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 25/07/2022	
		Incident ID: 2783968F	
25/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 25/07/2022 Incident ID: 3DEA7635	
25/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 25/07/2022	
		Incident ID: 16D21867	
25/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 25/07/2022 Incident ID: 4E/2CE149	
24/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 24/07/2022 Incident ID: E8DF9765	
24/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 24/07/2022 Incident ID: CF84EE19	
24/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 2407/2022 Incident ID: 2783968F	
24/07/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours.	
		Date created: 2407/2022 Incident ID: 3DEA7635	
		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.



3. Click the 'Bulk Upload' tile.

Australian Government			SIRS Notice	Welcome Logout
Welcome Jane				
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Ľ	View and update existing notice(s)	Help and information		
	Ś	<b>1</b>		
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	Ə Logou
🖀 Home   Bulk	Upload					
Bulk SIF	RS Notice	opload				
How to	o upload mu	Iltiple SIRS n	otices			
To upload m Templates c	ultiple SIRS notices p an then be uploaded	lease complete the detai using the Browse function	ils required in the bulk SIR n below.	S notice upload templates for Res	idential Care and/or In	-Home Care.
Choose File	e No file chosen	es will be ready for you t	o review and submit from "	/iew and undate existing notices!	nage	
CONTINUE		es will be ready for your		new and update existing holices	page.	
File up	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.

	stralian Government ed Care Quality and Se	afety Commission			Welcome SIRS Notice	Logou				
🛠 Home   Bulk	Home   Buik Upload									
Bulk SIF	RS Notice	upload								
How to To upload m Templates ci Choose File Once proces CONTINUE File up	o upload mu uitiple SIRS notices p an then be uploaded No file chosen seed, draft SIRS notic	Itiple SIRS no lease complete the detail using the Browse function es will be ready for you to	DTICES is required in the bulk SIR: is below.	S notice upload templates for Resi View and update existing notices' p	dential Care and/or In-F vage.	Home Care.				
Status	File name	Upload date	Uploaded by	Number of notices	Errors	Action				
	No records returned									

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

Australian Govern Aged Care Quality	ment and Safety Commission			Welcome SIRS Notice	Logo					
Home   Bulk Upload	Home   Bulk Upload									
Bulk SIRS Noti	Sulk SIRS Notice upload									
How to upload To upload multiple SIRS not Templates can then be uplo Choose File No file chose Once processed, draft SIRS	multiple SIRS no ces please complete the deta ided using the Browse functio n notices will be ready for you t	OTICES lis required in the bulk SIF n below. to review and submit from	IS notice upload templates for Res "View and update existing notices"	idential Care and/or In-Ho page.	me Care.					
File upload log										
Status File name	Upload date	Uploaded by	Number of notices	Errors /	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.

Australian	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			
How to up o upload multiple an then be upload Choose File No 1 Ince processed, d CONTINUE	load multiple SIRS notices SIRS notices please complete the details required in the led using the Browse function below. Ne chosen raft SIRS notices will be ready for you to review and sut	e bulk SIRS notice upload templates for f	Residential Care and/or In-Home Care. Te es' page. 1 to 5 out of 5 mi	mplates
How to up fo upload multiple an then be upload Choose File No 1 ince processed, d CONTINUE	In the second se	e bulk SIRS notice upload templates for f pomit from "View and update existing notic or Upload date C Uploaded by	Residential Care and/or In-Home Care. Te es' page. 1 to 5 out of 5 mm Number of notices © Errors	mplates atching results

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

Australian Aged Care (	Government utality and Safety Commission			Weik SIRS I	<sup>come</sup> Notice	Logo
Home   View and upd	ate existing SIRS notice(s)   Bulk Upload					
Bulk SIRS N	otice upload					
How to uplo 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 d using the Browse function below.	bulk SIRS notice up	oad templates for R	esidential Care and/or In-H	łome Care. <mark>Te</mark>	mplates
CONTINUE	It sinks notices will be ready for you to review and sub	mit nom view and up	date existing notice	s page.		
Status	<ul> <li>Rhe manue</li> </ul>	<ul> <li>Elobset date</li> </ul>	<ul> <li>Enhantert tw</li> </ul>	<ol> <li>Number of unlines:</li> </ol>	to 6 out of 6 ma	Activu
Processed	Memorable_Name_SIRS_Bulk_Upload	07 Jun 2022	Jane Citizen	6	0	

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.

Ipload valic	lation				
					1 to 5 out of 5 matching results
Status	Outlet ID	Service name	Affected care recipient  Uploa	aded date 🗇 Uploaded by	Action
Ready for Submission	1-E6-1326	Aged Care Services	01 Se	org Admin RR UAT	
Submitted	1-E6-1326	Aged Care Services	01 Se	org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	01 Se	org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	01 Se	org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services	01 Se	org Admin RR UAT	
					SUBMIT ALL VALID REPORTS BACK

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.

Jpload valid	dation					
						1 to 5 out of 5 matching results
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	
<ul> <li>Submitted</li> </ul>	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

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 validation						
					1 to 5 out of 5 matching resul	
Status	Outlet ID	Service name	Affected care recipient  Uploaded date	Uploaded by	Action	
<ul> <li>Ready for Submission</li> </ul>	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.