



Service and Support Portal User Guide - Serious Incident Response Scheme: Residential Aged Care Services

This My Aged Care user guide is designed for administrators, team leaders and staff members. It explains how to access and use the Serious Incident Response Scheme (SIRS) functions for residential aged care services within the Service and Support Portal.

! The following services are considered residential aged care services:

- residential aged care facility (RACF)
- multi-purpose service (MPS) or
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) service.

This guide is split into the following sections:

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! Throughout this guide, additional useful instructions and information can be found by hovering over the help icons  next to each question.

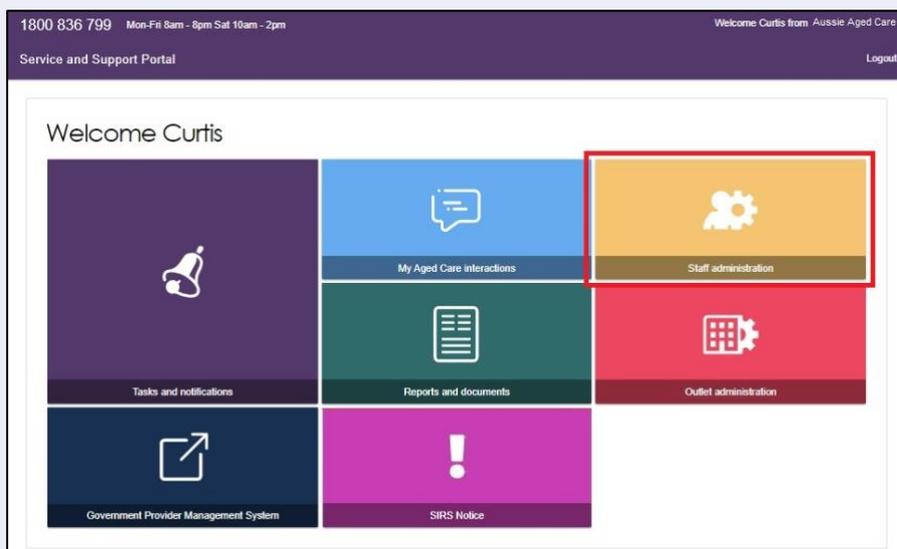
SIRS functions and roles

Role	Description of access
Administrator	Administrators have access at either an organisation or outlet level to: <ul style="list-style-type: none">• Provide staff access to the SIRS portal• Manage the roles within the SIRS portal• View all SIRS notifications• Edit and delete all draft SIRS notifications• Submit SIRS notifications• Upload multiple SIRS notices at once.
Team Leader	Team leaders have access at either an organisation or outlet level to: <ul style="list-style-type: none">• View all SIRS notifications• Edit or delete all draft SIRS notifications• Submit SIRS notifications.
Staff Member	Staff members have access at an outlet level to: <ul style="list-style-type: none">• View their created SIRS notifications• Edit or delete their draft SIRS notifications• Submit SIRS notifications.

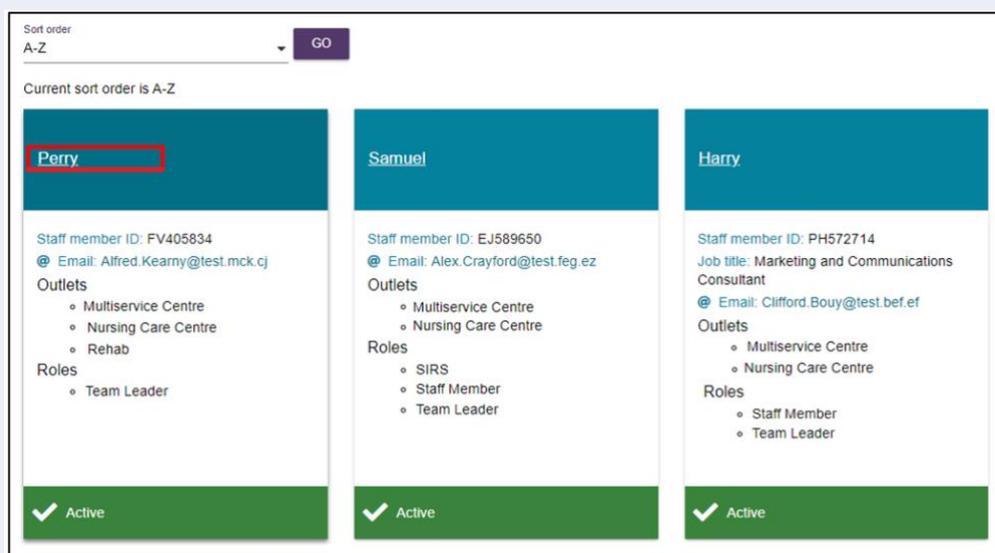
Granting users access to the SIRS portal

If you are an administrator, you can provide staff access to the **SIRS Notice** dashboard tile and corresponding portal 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 **Staff administration** tile.



3. Scroll down to the staff section of the **Staff administration page**. Use the search fields to filter for the correct staff member. Then, select the name of the staff member who requires access to the SIRS portal.



! For more information on how to add a staff member to your facility in the My Aged Care Service and Support Portal, please refer to the [My Aged Care Assessor Portal – Organisation Administrator User Guide](#).

4. Select the **EDIT STAFF DETAILS** button.

View staff member

Perry
 (Active)
 Staff member ID FV405834
 DEACTIVATE

Contact details
 Email Alfred.Kearny@test.mck.cj
 Contact numbers

Roles

- Team Leader

Outlets

- Multiservice Centre
- HCP
- Rehab

EDIT STAFF DETAILS

5. Select the **MANAGE ROLES** button.

Staff details
 All fields marked with an asterisk (*) are required.

Title Job title
 First name * Perry Email * Alfred.Kearny@test.mck.cj
 Last name * Contact numbers
 Only one contact number is required. *
 Preferred name Home
 Work
 Mobile

Manage roles * ?

MANAGE ROLES ASSIGN FORM SUBMISSION ROLES

Assigned roles	Assigned outlets
Team Leader	HCP Multiservice Centre, Rehab

SAVE CANCEL

6. A pop-up box will appear displaying a series of checkboxes. If the staff member already has a role, the corresponding box will be checked. Check the corresponding **SIRS** checkbox by selecting it. Then, select the **SAVE** button.

Manage roles

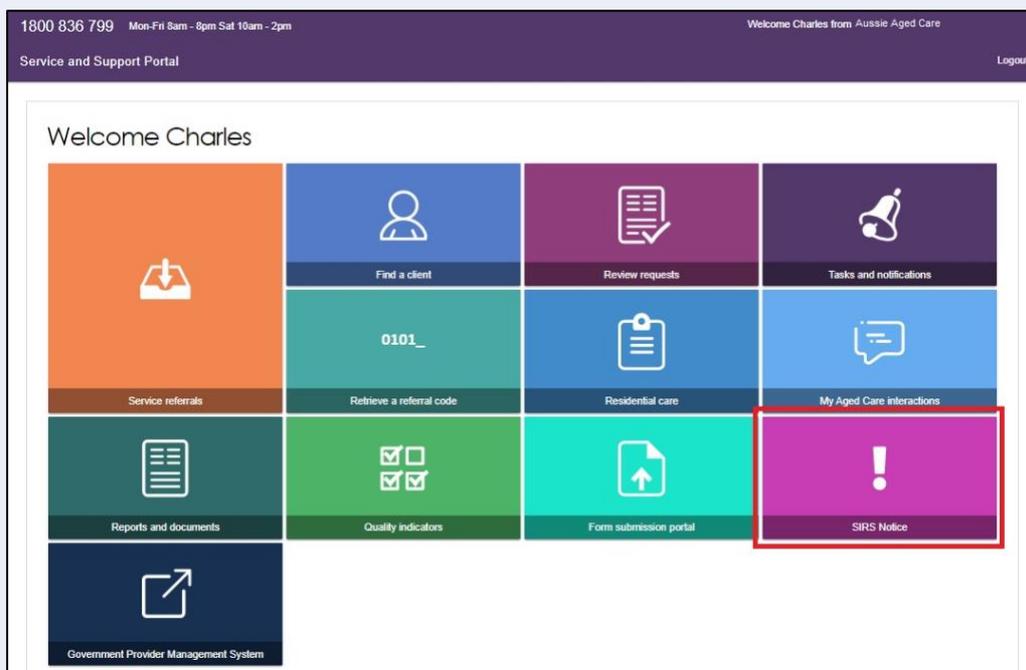
All fields marked with an asterisk (*) are required.

Please select the role(s) *

Administrator
 Staff Member
 Quality Indicators
 Worker Screening
 Team Leader
 ACEFI Contact
 SIRS

SAVE CANCEL

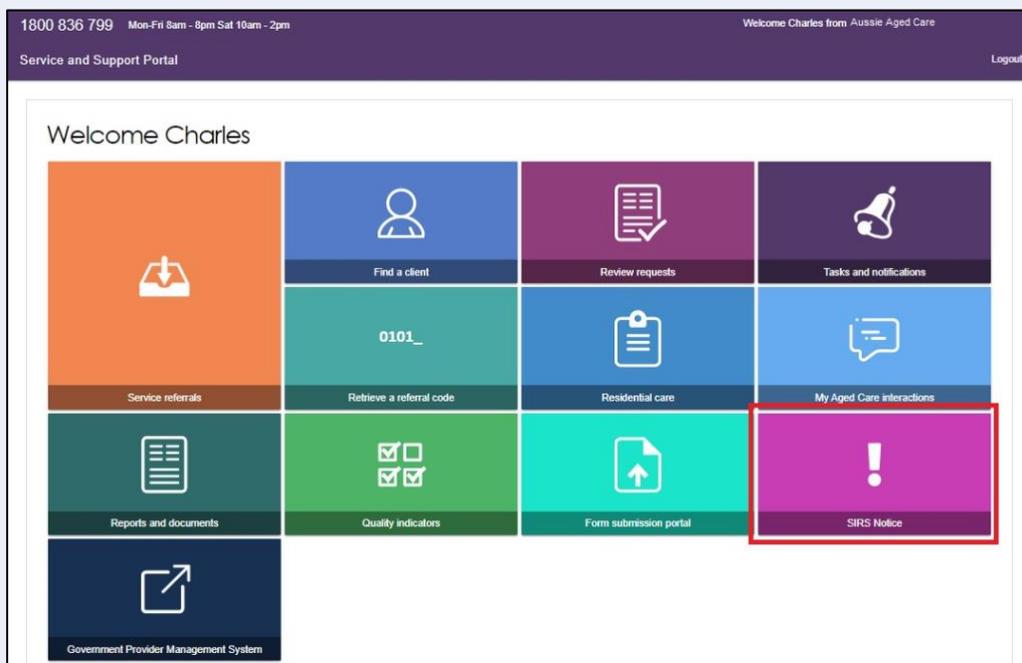
The staff member will now be able to view and select the new **SIRS Notice** tile on their dashboard, enabling them to access view, edit, and submit SIRS notices and associated information.



Submitting a new SIRS notice

! For information on what incidents must be reported in a SIRS notice, visit the [Aged Care Quality and Safety Commission's website](#).

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.



Select the **Submit new notice** tile to begin filling out a new SIRS notice form.

Australian Government
Aged Care Quality and Safety Commission

Welcome Charles

SIRS Notice

Logout

Welcome Charles

Submit new notice

View and update existing notices

Help and information

Follow ups

! Additional helpful information and examples can be found by following the link to the [Aged Care Quality and Safety Commission website](#).

A new tab will open containing important information pertinent to the SIRS notice. Read the information carefully, then select the **Next** button to proceed.

New SIRS notice

i 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 supply the further required information. These details can be supplied by email to sirs@agedcarequality.gov.au.
- 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.au.
- See example response available on the Submitting SIRS notifications page on the [Commission website](#)

We 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

- Complete the required information on the **Your details** page, including selecting the appropriate setting where the incident occurred in. Ensure you have entered information for each field marked with an asterisk (*). Once you have finished, navigate to the **Incident details** page by selecting the **Next** button.

To access help text detailing what information is required for each input field, select the question mark symbols next to each field.

New SIRS notice

Your details | Incident details | People involved | Action taken | Review & submit

All fields marked with an asterisk (*) are required.

Notice of Collection * I acknowledge that I have read and understood the Notice of Collection *

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 *

Your details

First name * Jane Last name * Citizen

Person/Role in aged care service * Manager Enter best contact email ID * ?

Contact numbers At least one contact number is required. *

Work: Mobile:

Outlet *

Select the setting the incident being reported occurred in *

In-home Care Residential Care

Service Provider * ?

SAVE CANCEL **NEXT**

! The two (2) notices of collection acknowledgements located near the top of the **Your details** page of the SIRS form must be checked before proceeding.

- Complete the required information on the **Incident details** page and the **People involved** page. The SIRS notification form allows you to capture details for up to a maximum of six (6) **Subjects of allegation** within a single notification on the **People involved** page.
- Complete the required information on the **Action taken** page.

! Ensure you have entered information for each field marked with an asterisk (*) for every page.

- After completing all four data collection pages 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 large red **X** will appear next to the relevant page summary. To return to and edit a page, select the pencil symbol on the right-hand side of the page summary.

Incident details

Is the reportable incident a Priority 1 or Priority 2? Priority 1

Who initially raised concern/made the allegation? Affected Care Recipient

Date/Time Incident Reported?

Date/Time the Alleged Incident Occurred?

Has a death occurred as the result of this incident? No

Select the most relevant Incident Type: 1. Unreasonable use of force

Provide a detailed description of the incident that has occurred, is alleged or suspected to have occurred: x

Where did the incident occur? Affected care recipient's bedroom

X
Incomplete

- Select the acknowledgement checkbox, and then select the **SUBMIT** button to proceed.

Contact details

Is the person submitting this notice the preferred contact for further information about this incident?*

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 agree to provision further information regarding this incident upon request. *

PREVIOUS SAVE CANCEL **SUBMIT**

8. A pop-up box will appear, prompting you to confirm that the notice is ready for submission. Select the **SUBMIT** button to submit your SIRS notice.

Submit SIRS notice

Please ensure all fields are completed before submitting this notice to the Aged Care Quality and Safety Commission. By clicking 'Submit' you agree to provision further information regarding this incident upon request.

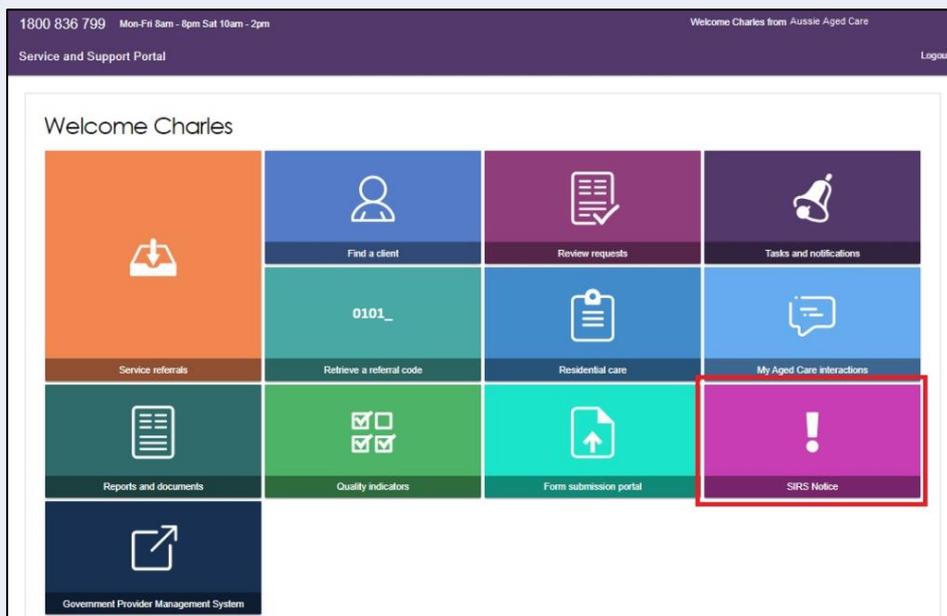
SUBMIT CANCEL

The submitted notice can now be viewed in the list of existing notices. Refer to the [Viewing existing SIRS notices](#) section of this guide for more information.

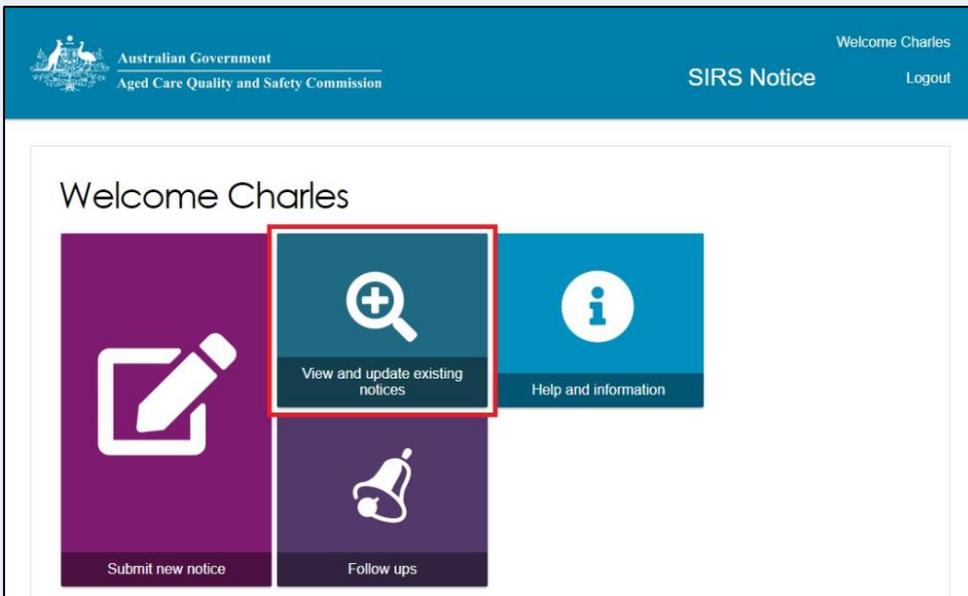
Viewing existing SIRS notices

Administrators, team leaders, and staff members can view existing SIRS notices based on their permissions. Refer to the [SIRS functions and roles](#) 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.



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



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 notice in the table, select the **Incident ID** to view the notice.

Incident ID	Case ID	Care type	Affected care recipient	Submission date	Incident date	Status	Service name	Actions
996FBA80	NF23/000825	Residential		23/09/2022	19/09/2022	Submitted	Retirement Home	
FBABCEB5	NF23/000817	Residential		23/09/2022	20/09/2022	Submitted	Nursing Care Centre	

! If you are an administrator or team leader at the organisation level, you will see a list of all in-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. Drafts will be deleted after 60 days.

5. You can now view and navigate through the draft or submitted notifications using the **NEXT** and **Previous** buttons.

Your details	Incident details	People involved	Action taken
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Your details

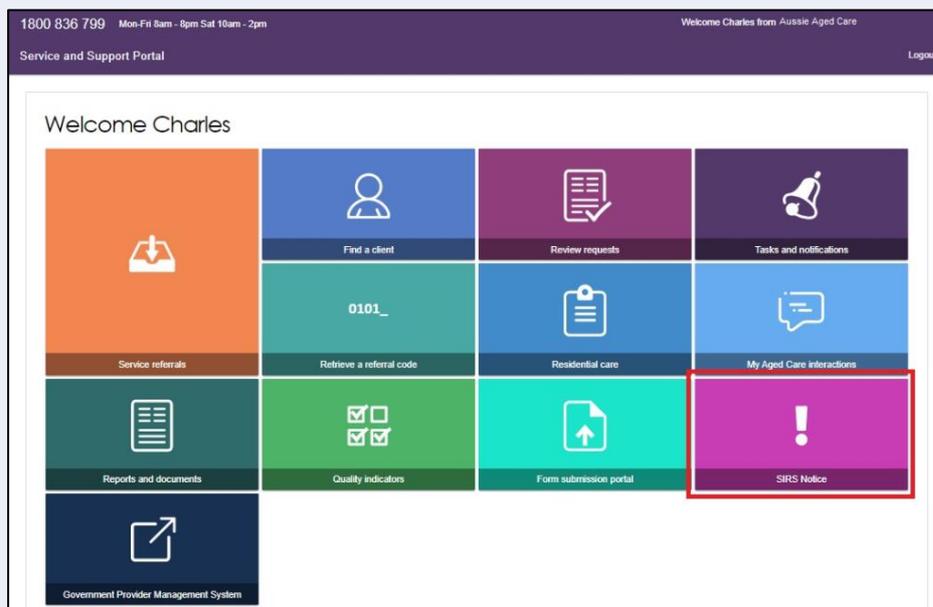
First name: Bob
 Last name: Smith
 Position/Role at provider: Nurse
 Enter best contact email ID:
 Work:
 Mobile:
 Outlet: Aged Care Services
 Select the setting the incident being reported occurred in: Residential Care
 Approved Provider:
 Residential Aged Care Facility: 3564[Aged Care Services
 I acknowledge 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



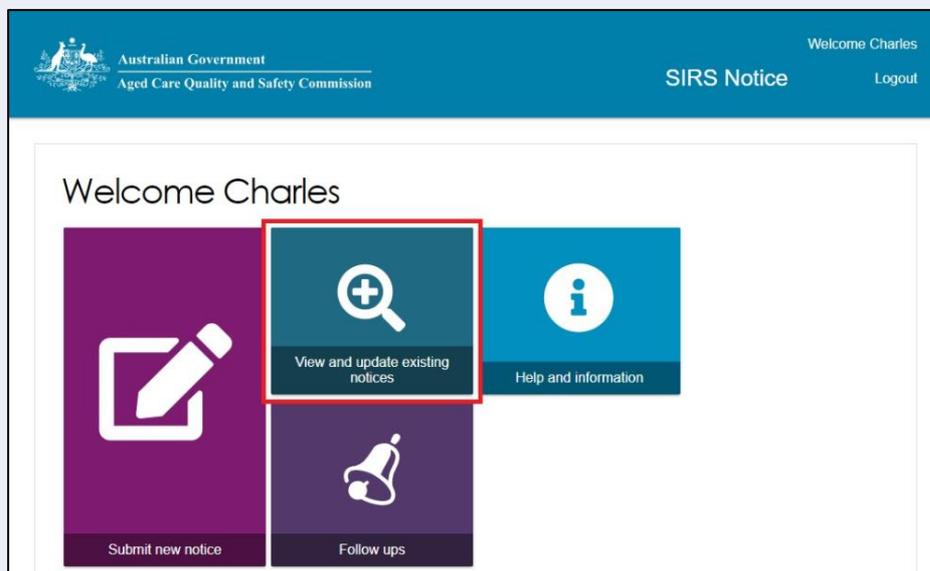
Editing or deleting draft SIRS notices

Administrators, team leaders, and staff members can edit or delete draft SIRS notices based on their permissions. Refer to the [SIRS functions and roles](#) 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.



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



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 Government
Aged Care Quality and Safety Commission

Welcome
SIRS Notice

Home | View and update existing SIRS notice(s)

Search by

Incident ID Service name Affected care recipient first name

Affected care recipient last name

MODIFY FILTER OPTIONS CLEAR FILTERS

Status is Draft

FILTER CLEAR

EXPORT FILE

1 to 50 out of 176 matching results

Incident ID	Case ID	Care type	Affected care recipient	Submission date	Incident date	Status	Service name	Actions
14B86454	Residential	Jane		25/08/2022	Draft	Retirement Home		

The process for editing a draft notice is similar to creating a new notice. Refer to the [Submitting a new SIRS notice](#) 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 in-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. Drafts will be deleted after 60 days.

5. Draft notices can also be deleted by selecting the bin symbol to the right of the notice.

Australian Government
Aged Care Quality and Safety Commission

Welcome
SIRS Notice

Home | View and update existing SIRS notice(s)

Search by

Incident ID Service name Affected care recipient first name

Affected care recipient last name

MODIFY FILTER OPTIONS CLEAR FILTERS

Status is Draft

FILTER CLEAR

EXPORT FILE

1 to 50 out of 176 matching results

Incident ID	Case ID	Care type	Affected care recipient	Submission date	Incident date	Status	Service name	Actions
14B86454	Residential	Jane		25/08/2022	Draft	Retirement Home		

6. A pop-up will appear, prompting you to confirm your deletion. Select **OK** to delete the draft notice.

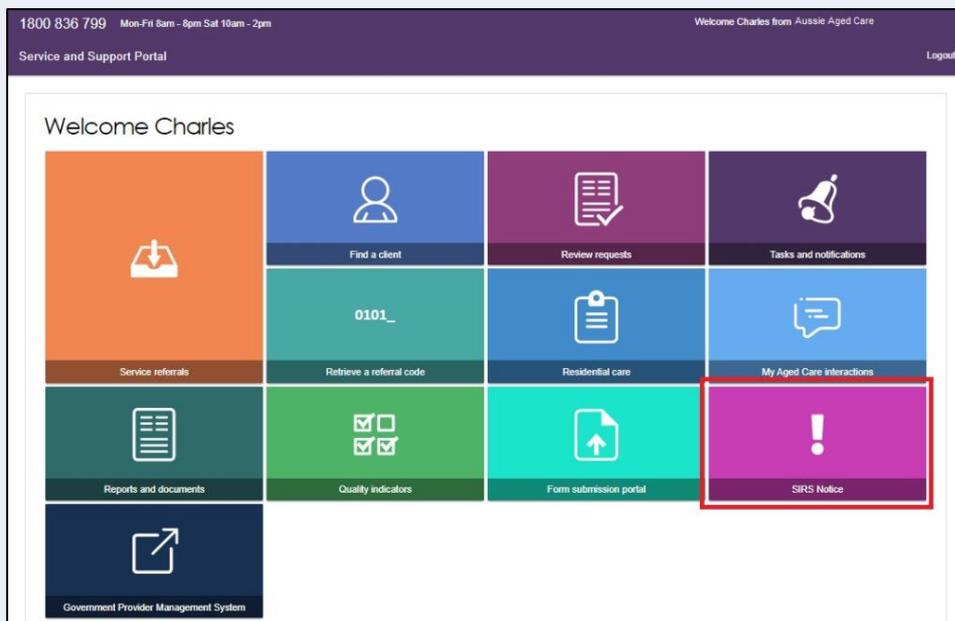
Confirmation

Are you sure you want to delete the notice for UAT Resi service test? Select OK to proceed with deletion of notice or Back to view the notice.

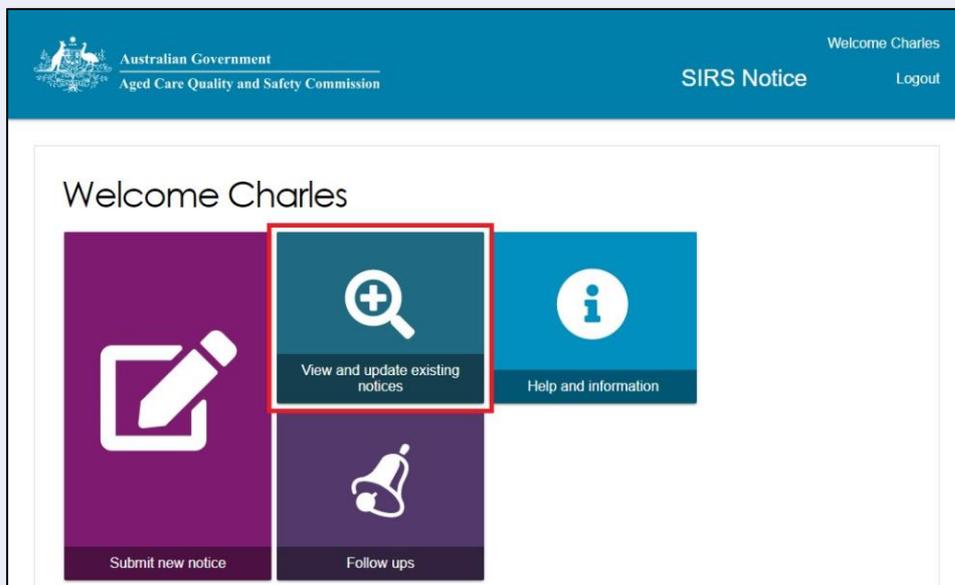
OK BACK

Finding SIRS notices using the basic and advanced searches

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. Select the **View and update existing notices** tile.



4. To perform a basic search, type the appropriate terms into either of the **Incident ID**, **Service name**, **Affected care recipient first name**, or **Affected care recipient last name** input field(s).



5. Then select the **FILTER** button to filter the list of SIRS notices using your terms. The results of your basic search will appear in the table below.

The screenshot shows the 'SIRS Notice' page for user Jane. The search section is titled 'Search by' and contains four input fields: 'Incident ID', 'Service name', 'Affected care recipient first name', and 'Affected care recipient last name'. Below the fields are buttons for 'ADVANCED SEARCH', 'CLEAR FILTERS', 'FILTER', and 'CLEAR'. The 'FILTER' and 'CLEAR' buttons are highlighted with a red box.

Additionally, to clear a basic search, select the **CLEAR** button.

This screenshot is identical to the previous one, but the 'CLEAR' button is highlighted with a red box, indicating the action to clear the search filters.

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

Australian Government
Aged Care Quality and Safety Commission

Welcome Jane
SIRS Notice Logout

Home | View and update existing SIRS notice(s)

Search by

Incident ID Service name Affected care recipient first name

Affected care recipient last name

ADVANCED SEARCH CLEAR FILTERS

FILTER CLEAR

A pop-up window will appear. Use the drop-down menu to select the advanced filter you wish to use, then select the **ADD FILTER** button to reveal the input field for that filter.

Search notifications

Notifications

ADD FILTER SAVE FILTER CLEAR FILTER

0 of 7 filters used

FILTER CANCEL

7. In the newly revealed input field for your chosen filter, input your chosen terms. For some filters, terms are selected from a drop-down menu. For other filters, terms are typed into the input field. Once you have inputted your terms, select the **FILTER** button to begin your advanced search using your chosen filters and terms.

Search notifications

Notifications

ADD FILTER SAVE FILTER CLEAR FILTER

1 of 7 filters used

Psychological impact

FILTER CANCEL

Up to seven filters can be added together by repeating steps seven and eight. Filters can also be deleted by selecting the bin icon on the right-hand side of the filter.

8. After selecting **FILTER** the popup will close, and your results will appear in the table below. To clear an advanced search, select the **CLEAR FILTERS** button.



Home | View and update existing SIRS notice(s)

Search by

Incident ID

Service name

Affected care recipient first name

Affected care recipient last name

ADVANCED SEARCH

CLEAR FILTERS

FILTER

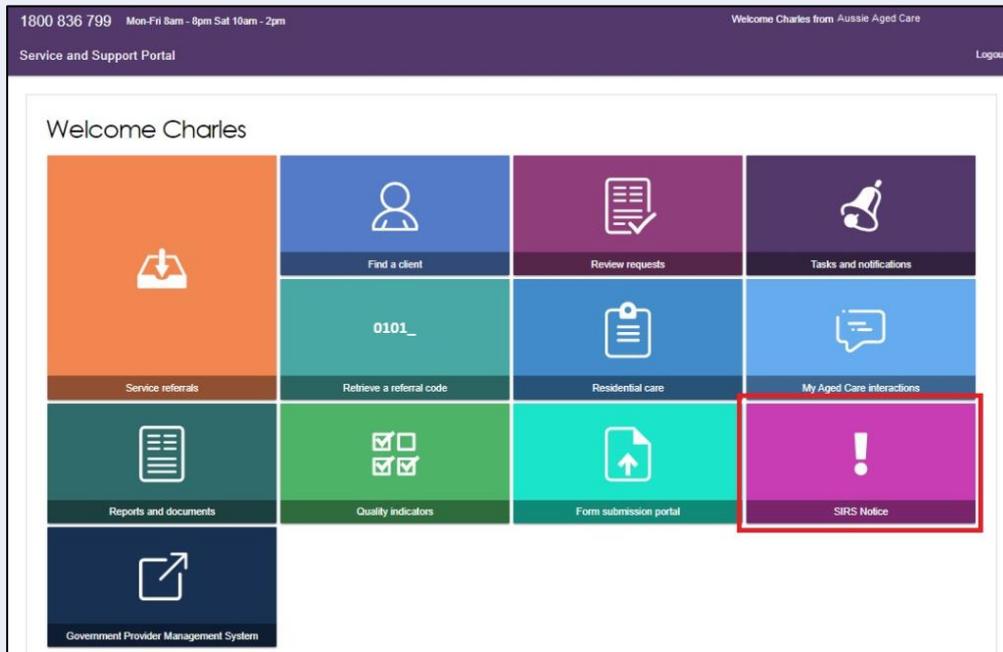
CLEAR



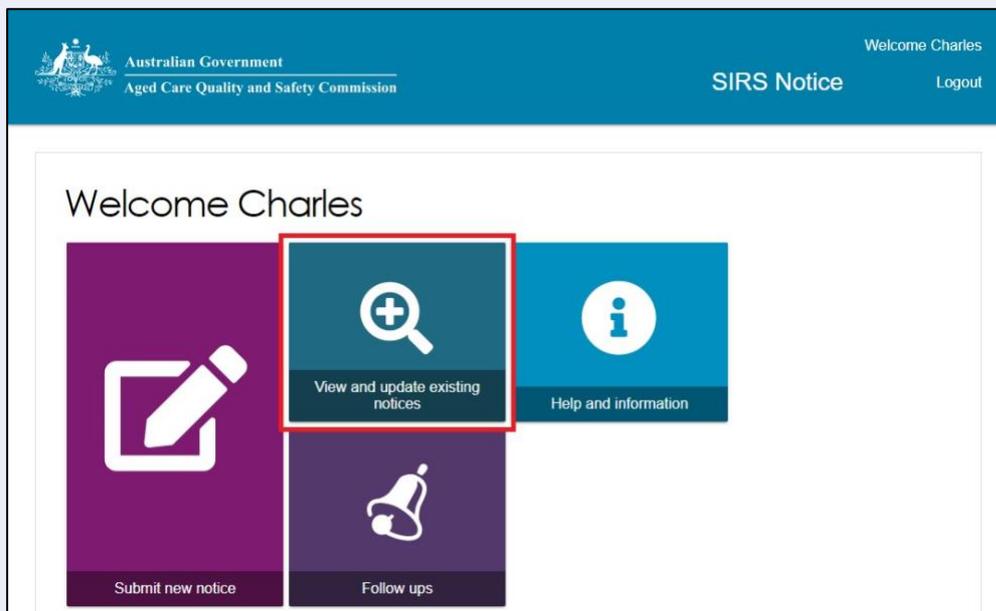
Exporting a list of draft SIRS notices

If you are an Organisation Administrator, you will be able to export a list of draft SIRS notices. Outlet Administrators and staff, however, cannot export 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.



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



4. Select the **EXPORT FILE** button on the right-hand side of the page. If this button is not visible, check your permissions as it will only be visible for Organisation Administrators.

The screenshot shows a web interface for managing SIRS notices. At the top, there is a breadcrumb trail: Home | View and update existing SIRS notice(s). Below this is a search section titled "Search by" with a magnifying glass icon. The search filters include: Incident ID, Service name, Affected care recipient first name, and Affected care recipient last name. There are buttons for "ADVANCED SEARCH", "CLEAR FILTERS", "FILTER", and "CLEAR". On the right side of the search area, there is a red-bordered button labeled "EXPORT FILE". Below the search area, it says "1 to 50 out of 226 matching results". A table below shows the search results with columns: Incident ID, Case ID, Care type, Affected care recipient, Submission date, Incident date, Status, Service name, and Actions. Two rows are visible: one for Incident ID 996FBA80 and another for FBABCEB5.

Incident ID	Case ID	Care type	Affected care recipient	Submission date	Incident date	Status	Service name	Actions
996FBA80	NF23/000825	Residential		23/09/2022	19/09/2022	Submitted	Retirement Home	
FBABCEB5	NF23/000817	Residential		23/09/2022	20/09/2022	Submitted	Nursing Care Centre	

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

“DraftNotices_” + “YYYY” + “MM” + “DD” + “hhmmss” + “#” + “.csv”.

For example, “DraftNotices_202206101504556.csv” (where “hh” is 24hr time).

The file contains the following information about each draft SIRS notice as a table:

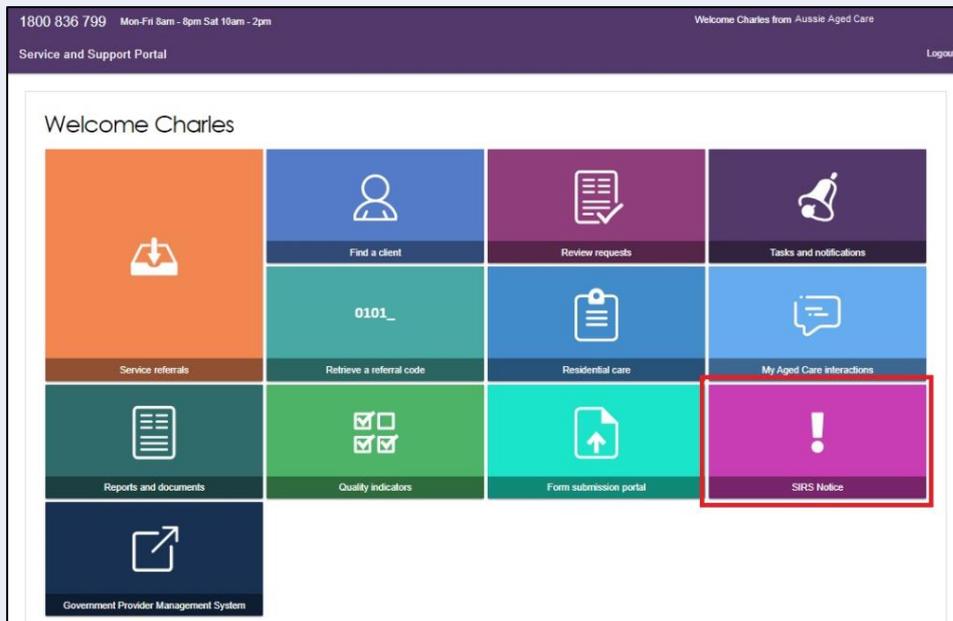
- Notification status
- Care Type
- Service name
- Date/time incident reported
- Date/time incident occurred
- Incident type
- Affected care recipient first name
- Affected care recipient last name
- Psychological impact
- Physical impact
- Provider determined priority level

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

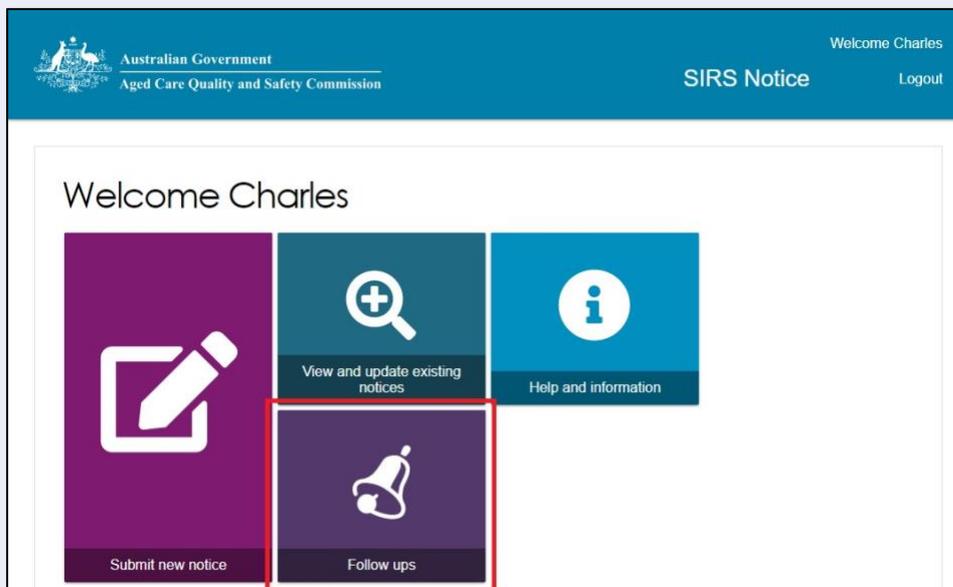
! Please note: .csv files cannot store anything beyond numbers and text. If you edit a .csv file in Excel, and then use any of Excel’s formatting or formula tools, you must **save as an .xlsx file** to keep your changes.

Viewing SIRS follow-up notifications

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. Select the **Follow ups** tile.



4. To search for a specified follow up, input search terms into the **Incident ID**, or **Service name** search fields, and select the **FILTER** button. The results will be listed in the table below.

Once you have found the appropriate follow-up in the table, select the name of the follow-up under the **Category** column to view it.

Australian Government
Aged Care Quality and Safety Commission

Welcome Jane
SIRS Notice Logout

Home | Follow ups

Search by

Incident ID Service name

FILTER CLEAR

1 to 50 out of 281 matching results

Received	Category	Description
07/06/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours. Date created: 07/06/2022 Incident ID: 714D78BA
07/06/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours. Date created: 07/06/2022 Incident ID: 5E986187

! 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. A pop-up window will appear, detailing the chosen follow-up. When you have finished reading the follow-up, select the **CLOSE** button.

Draft reminder received on 07/06/2022

Australian Government
Aged Care Quality and Safety Commission

07/06/2022 12:00:20 AM

This email is about a Priority 1 SIRS notification that you started.
Incident ID: 714D78BA
Notification status: Draft

This is a reminder that the above-mentioned notification has been in draft status for the last 24 hours and is yet to be completed. Please note that Priority 1 notifications must be submitted within 24 hours of you becoming aware of the incident. The notification will be removed if in draft status 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

CLOSE

6. You can also use the **Follow ups** page to easily create a new SIRS notice. Select the **NEW SIRS NOTICE** button at the bottom of the page to begin creating a new notice.

For more information, please refer to the [Submitting a new SIRS notice](#) section of this guide.



Search by 

1 to 3 out of 3 matching results

Received	Category	Description
07/06/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours. Date created: 07/06/2022 Incident ID: 714D78BA
07/06/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours. Date created: 07/06/2022 Incident ID: 714D78BA
06/06/2022	Priority 1 Draft Reminder	You have a Priority 1 notification in draft status for more than 24 hours. Date created: 06/06/2022 Incident ID: 714D78BA

NEW SIRS NOTICE

! Follow-ups concerning drafts will remain in your list for 60 days, after which they will be deleted.

Uploading multiple SIRS notices at once

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

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.

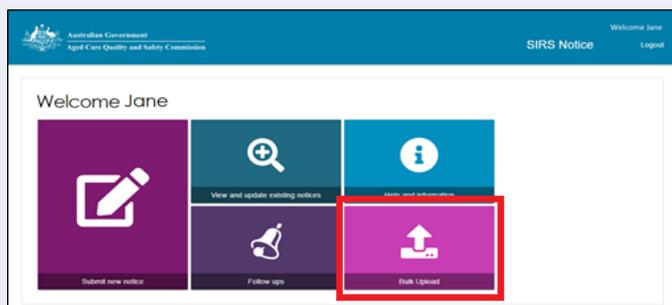
1800 836 799 Mon-Fri 8am - 8pm Sat 10am - 2pm Welcome Charles from Aussie Aged Care

Service and Support Portal Logout

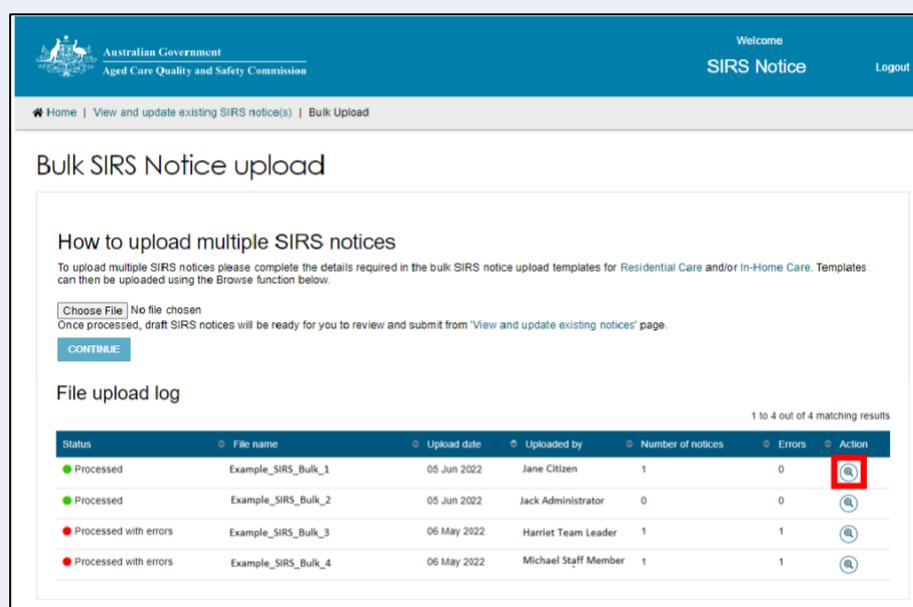
Welcome Charles

 Find a client	 Review requests	 Tasks and notifications
 Service referrals	0101_ Retrieve a referral code	 Residential care
 Reports and documents	 Quality indicators	 My Aged Care interactions
 Form submission portal	 SIRS Notice	
 Government Provider Management System		

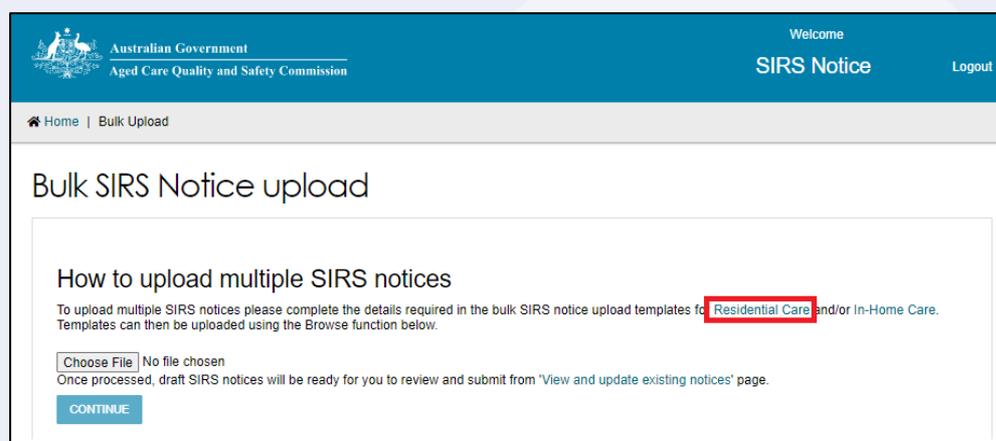
3. Select the **Bulk Upload** tile. The bulk upload page lists previous bulk uploads in the table below.



4. Bulk uploads need to be validated before they can be inputted into the system. To view the validation status of previously performed bulk upload, select the magnifying glass symbol to the right of an upload.

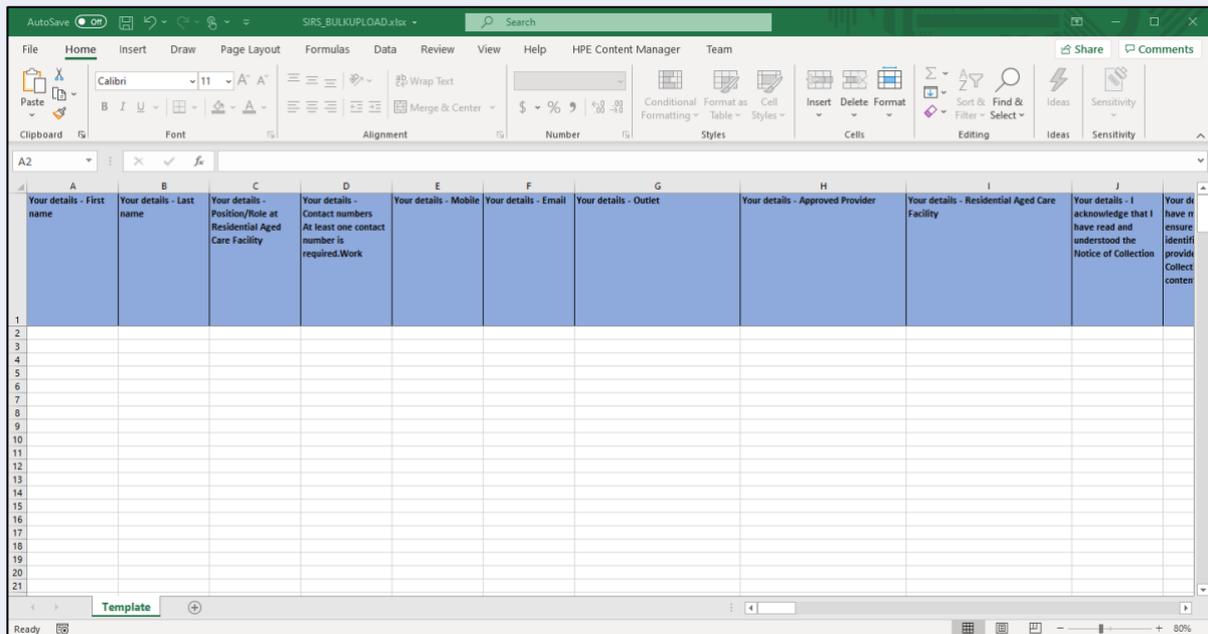


5. Bulk uploads need to adhere to the provided template to be successfully processed. Before starting any bulk upload, you must first download the SIRS notice upload template. For residential aged care services, click the **Residential Care** link to download the corresponding template.



6. An .xlsx file will be downloaded to your computer called **SIRS_template_resi**. Open the file and begin inputting the details of your SIRS notice(s). Each row within the file will produce a unique single SIRS notice and contains 87 columns which need to be considered.

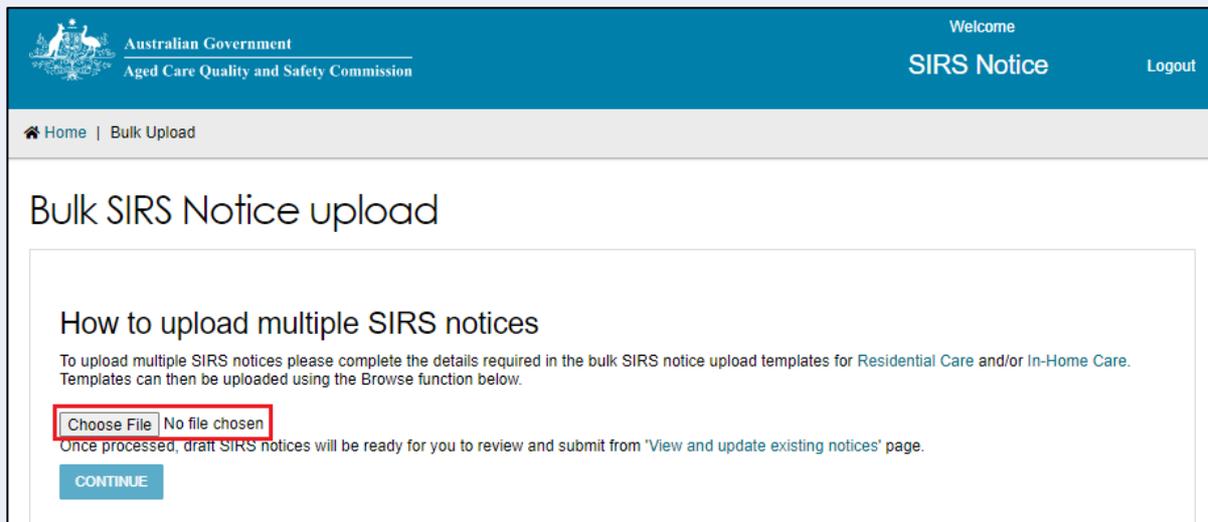
Some of the columns contain data validation, prompting you to pick an option from a drop-down menu. In such cases, typing in invalid information will prevent you from saving the file.



! The maximum file size is 5mb (roughly 500 filled rows).

Please note: when filling out the .xlsx file, you must NOT copy / paste any rows or columns. Doing so may break the data validation rules, causing your bulk upload file to be invalid.

7. Once you have filled out the .xlsx. file save the file with a unique name, this will help you find the file later. Then select the **Choose File** button on the bulk upload page.



- A file explorer pop-up box will open, prompting you to search for and select the .xlsx file you just filled out. Find and open the file using the popup box. Your selected file will be uploaded. After uploading the file, select the **CONTINUE** button to proceed.

Australian Government
Aged Care Quality and Safety Commission

Welcome
SIRS Notice Logout

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 templates for Residential Care and/or In-Home Care. Templates can then be uploaded using the Browse function below.

Choose File | No file chosen
Once processed, draft SIRS notices will be ready for you to review and submit from 'View and update existing notices' page.

CONTINUE

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

Australian Government
Aged Care Quality and Safety Commission

Welcome
SIRS Notice Logout

Home | View and update existing SIRS notice(s) | Bulk Upload

Bulk SIRS Notice upload

How to upload multiple SIRS notices

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Choose File | No file chosen
Once processed, draft SIRS notices will be ready for you to review and submit from 'View and update existing notices' page.

CONTINUE

File upload log

1 to 5 out of 5 matching results

Status	File name	Upload date	Uploaded by	Number of notices	Errors	Action
Processing	Memorable_Name_SIRS_Bulk_Upload	07 Jun 2022	Jane Citizen			

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

Australian Government
Aged Care Quality and Safety Commission

Welcome
SIRS Notice Logout

Home | Bulk Upload

Bulk SIRS Notice upload

How to upload multiple SIRS notices

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Choose File | No file chosen
Once processed, draft SIRS notices will be ready for you to review and submit from 'View and update existing notices' page.

CONTINUE

File upload log

1 to 10 out of 31 matching results

Status	File name	Upload date	Uploaded by	Number of notices	Errors	Action
Processed with errors	sirs_template2	23 Sep 2022	Outlet Admin RR UAT	2	2	
Processed	sirs_template3	23 Sep 2022	Outlet Admin RR UAT	1	0	

11. 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.

Upload validation

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	  
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

12. 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.

Upload validation

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	  
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

13. 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 erroneous segments of the notice and submit them individually.

Please refer to [Submitting a new SIRS notice](#) for more information regarding this step.

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

Upload validation

1 to 5 out of 5 matching results

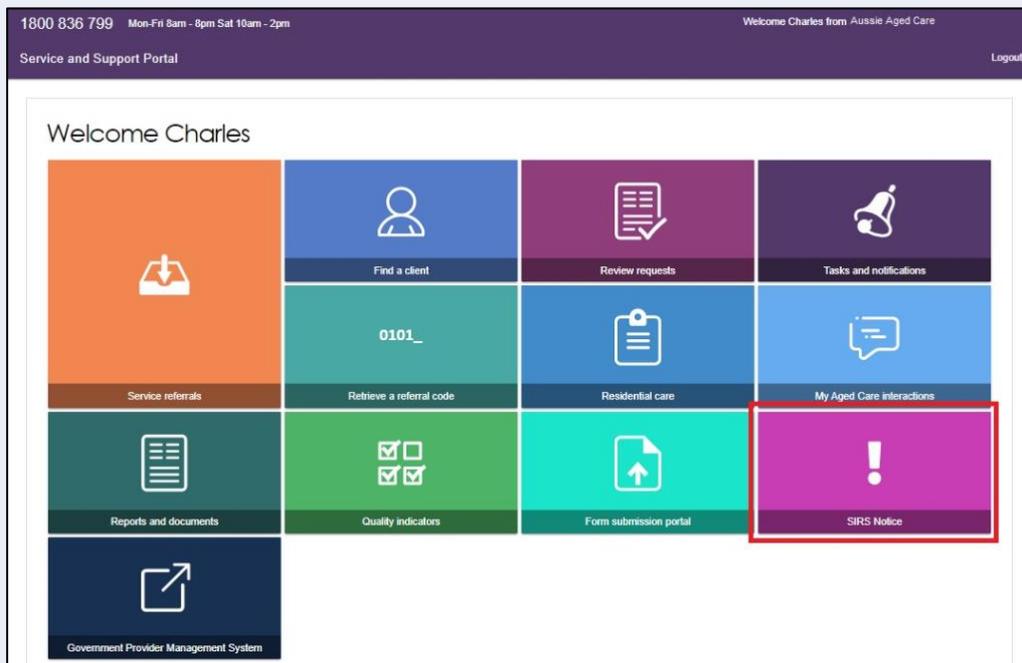
Status	Outlet ID	Service name	Affected care recipient	Uploaded date	Uploaded by	Action
Ready for Submission	1-E6-1326	Aged Care Services		01 Sep 2022	Org Admin RR UAT	  
Submitted	1-E6-1326	Aged Care Services		01 Sep 2022	Org Admin RR UAT	
Action Required	1-E6-1326	Aged Care Services		01 Sep 2022	Org 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

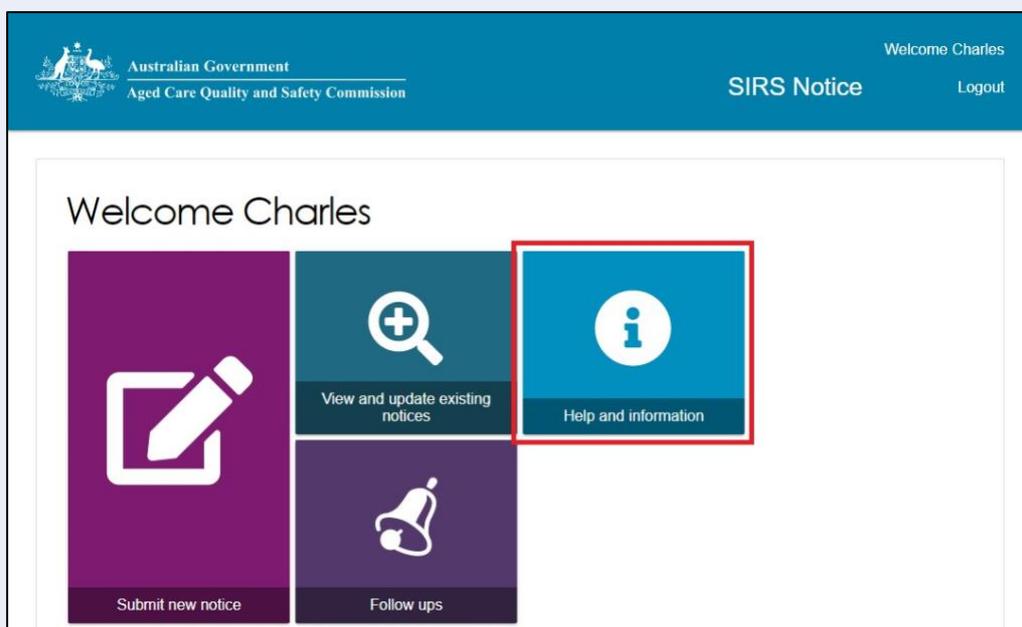
! Unsubmitted draft notices, such as those within a bulk upload, will be removed after 60 days.

Accessing SIRS help and further 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.



3. Select the **Help and information** tile.



4. The various channels for additional help and information will be displayed. Select the links within each information column to navigate to the corresponding information or help resource.

 **Help and information**

Contact us	My Aged Care Resources	Legislation
<p>Contact the Aged Care Quality and Safety Commission about the SIRS, including your obligations under the scheme and any queries you have about previously submitted notifications.</p> <p>sirs@agedcarequality.gov.au</p> <p>For more information about the SIRS, visit www.agedcarequality.gov.au/sirs.</p> <p>For queries relating to the SIRS Submission form, contact the My Aged Care contact centre on 1800 200 422.</p>	<p>The My Aged Care (MAC) resources website includes fact sheets, guidelines, quick reference guides and videos.</p> <p>www.health.gov.au/resources/collections/my-aged-care-service-provider-portal-resources</p>	<p>Aged Care Quality and Safety Commission Act 2018</p> <p>Aged Care Act 1997</p> <p>Aged Care Quality and Safety Commission Rules 2018</p>

! You can also call the My Aged Care Service Provider and Assessor Helpline on 1800 836 799. If you have a technical issue you can ask the Call Centre staff to escalate your query to the tier 2 team for resolution.