

Service and Support Portal User Guide - Serious Incident Response Scheme (SIRS) Portal

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, in-home care, and Support at Home 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.
- The Aged Care Act (2024) is implemented from 1 November 2025. MPS and NATSIFACP programs are transitioning. For more information visit the [Department's website](#).

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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.

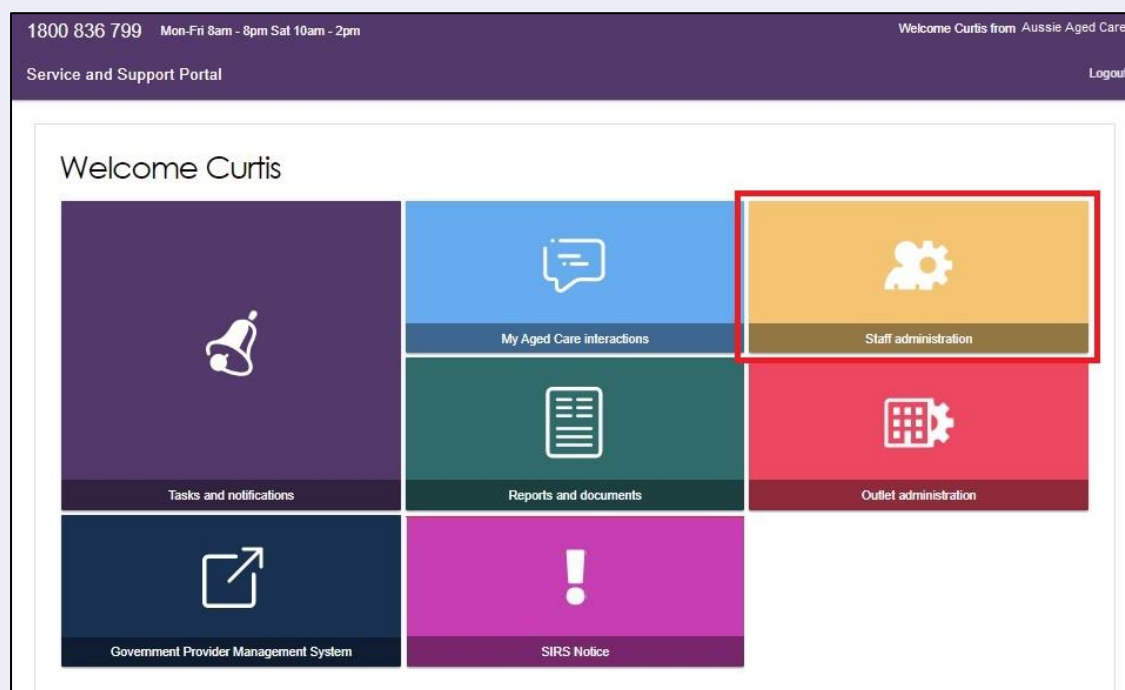
SIRS functions and roles

Role	Description of access
Administrator	Administrators have access at either an organisation or outlet level to: • 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: • 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: • 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, and select the **Staff Administration** tile from the home page.



2. 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.

Sort order
A-Z GO

Current sort order is A-Z

Perry	Samuel	Harry
Staff member ID: FV405834 @ Email: Alfred.Kearny@test.mck.cj Outlets • Multiservice Centre • Nursing Care Centre • Rehab Roles • Team Leader ✓ Active	Staff member ID: EJ589650 @ Email: Alex.Crayford@test.feg.ez Outlets • Multiservice Centre • Nursing Care Centre Roles • SIRS • Staff Member • Team Leader ✓ Active	Staff member ID: PH572714 Job title: Marketing and Communications Consultant @ Email: Clifford.Bouy@test.bef.ef Outlets • Multiservice Centre • Nursing Care Centre Roles • Staff Member • Team Leader ✓ Active

! 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](#).

3. 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

4. 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**

5. 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 ☒ Team Leader

☐ Staff Member ☐ ACFI Contact

☐ Quality Indicators ☐ SIRS

☐ Worker Screening

SAVE **CANCEL**

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

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

Service and Support Portal Logout

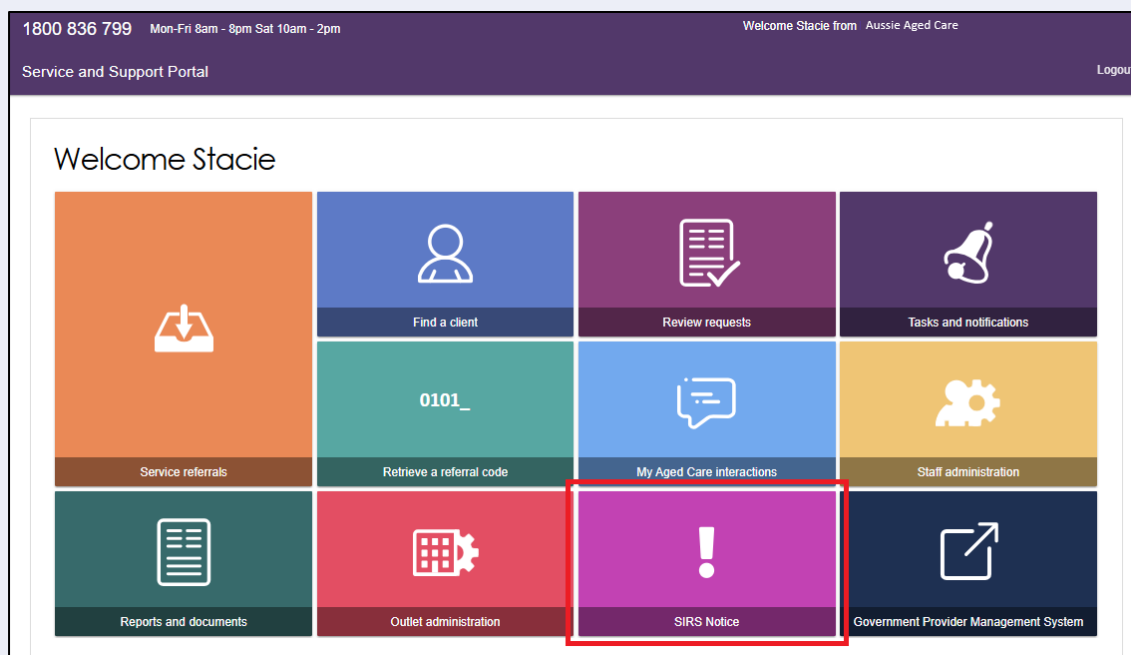
Welcome Stacie

 Service referrals	 Find a client	 Review requests	 Tasks and notifications
 0101_ Retrieve a referral code	 My Aged Care interactions	 Staff administration	
 Reports and documents	 Outlet administration	 SIRS Notice	 Government Provider Management System

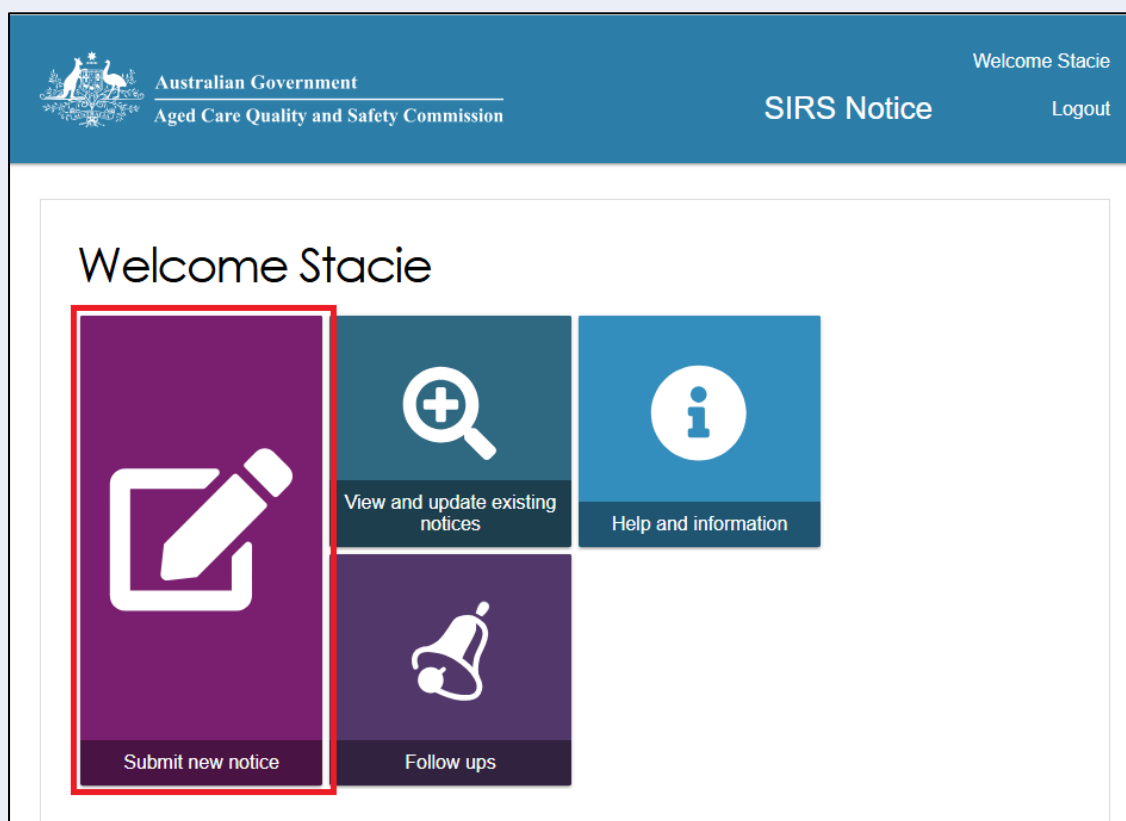
Submitting a new SIRS notice

- ! 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, then select the **SIRS Notice** tile from the home page.



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



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

New SIRS notice

We need the following details from you...

- 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.

After submitting the incident notification within the required timeframe remember to:

- Submit any significant new information about the incident by email to sirs@agedcarequality.gov.au.
[Notice of significant new information form | Aged Care Quality and Safety Commission](#)
- Submit any additional, updated or relevant information about the incident by email, quoting the Case ID – for Priority 1 notifications, within five days of becoming aware of the incident.

CLOSENEXT

4. Complete the required information on the **Your details** tab, including selecting the appropriate setting where the incident occurred in.

Ensure you have entered information for each field marked with an asterisk (*), including the two (2) notices of collection acknowledgements located near the top of the **Your details** page

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

Once you have finished, navigate to the **Incident details** page by selecting the **NEXT** button.

! You can also save the SIRS Notice by selecting the **Save** button at the bottom of each page. This will turn the SIRS Notice into Draft status.

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: *
Stacie
Last name: *
Fisher

Position/Role at provider * ?
Assist Co Ordinator
Enter best contact email ID * ?

Contact numbers
At least one contact number is required. *

Work:
0269032204
Mobile:

Outlet *

Select the setting the incident being reported occurred in: *

☐ Home or community setting
☐ Residential care home

SAVE
CANCEL
NEXT

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

! The SIRS form will look slightly different depending on whether you are submitting the notice for a residential aged care facility, in-home care, or Support at Home service.

- 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. There will also be a warning message. 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 2

Who initially raised concern/made the allegation? Other Individual receiving care services (3rd party)

Date/Time Incident Reported? 22/09/2025 14:00

Date/Time the Alleged Incident Occurred? 22/09/2025 13:00

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

Select the most relevant Incident Type: 6. Psychological or emotional abuse

Where did the incident occur? Hallway

Please provide a detailed description of the alleged incident.: asidhf,HSDF,hasdhas;dfh

People involved

Impacted individual's details

My Aged Care ID number: 710000P10-10

Aged Care Management Payment System: [Warning: There are mandatory fields that have not been completed. Please complete form where indicated before submitting.]

First name: [Up Arrow]

Incomplete Complete

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

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?*

☒ 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 provide 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.

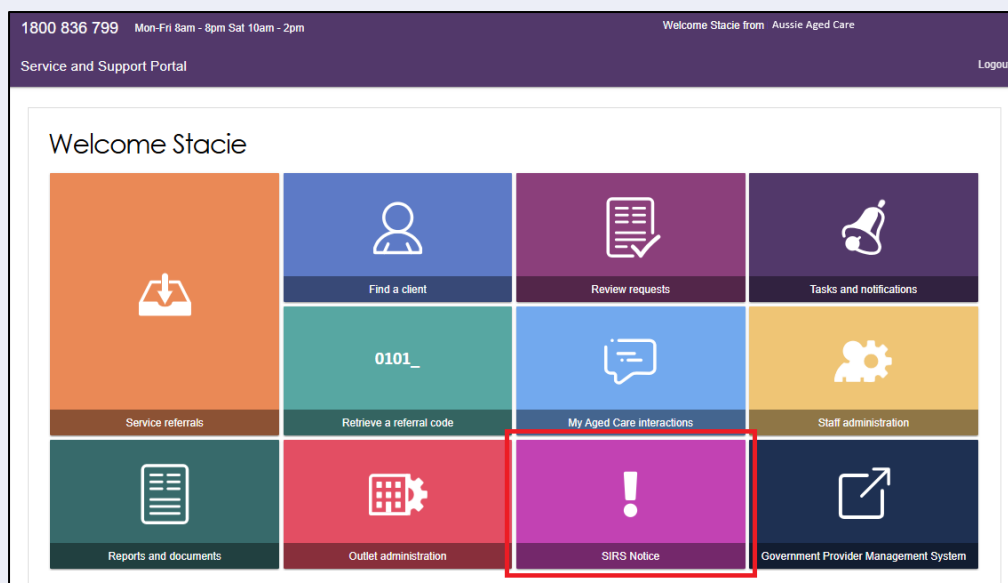
SUBMIT CANCEL

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.

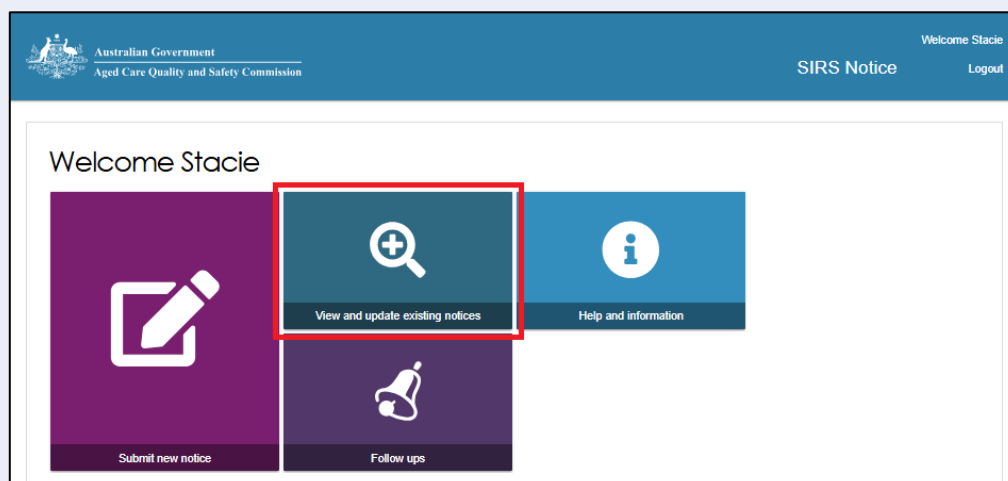
Viewing existing SIRS notices

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.

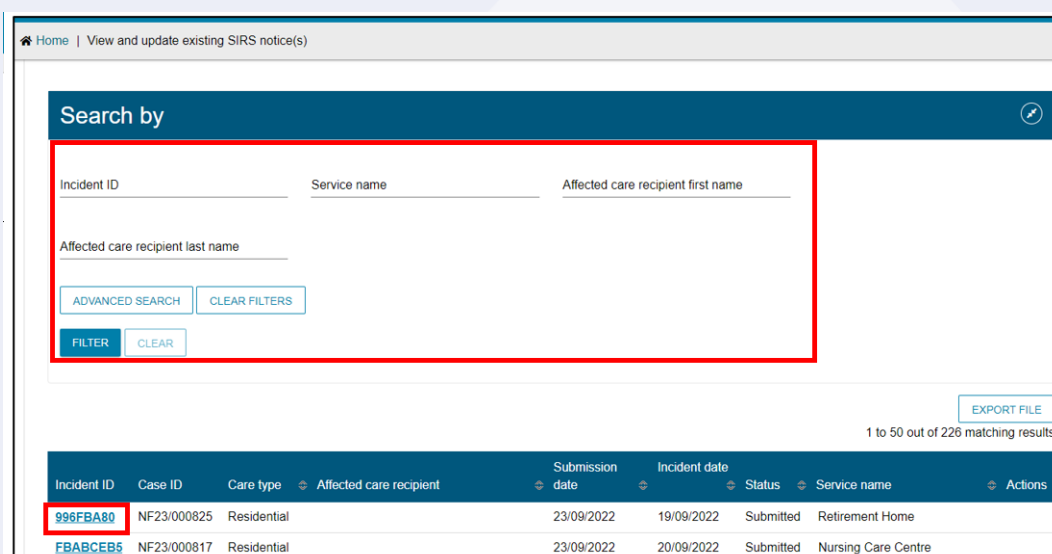
1. Log in to the My Aged Care Service and Support Portal, and select the **SIRS Notice** tile on the homepage.



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



3. 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.



! If you are an administrator or team leader at the organisation level, you can view 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 can view a list of all draft and completed notifications for your outlet. Drafts will be deleted after 60 days.

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

View SIRS notice

Your details Incident details People involved Action taken

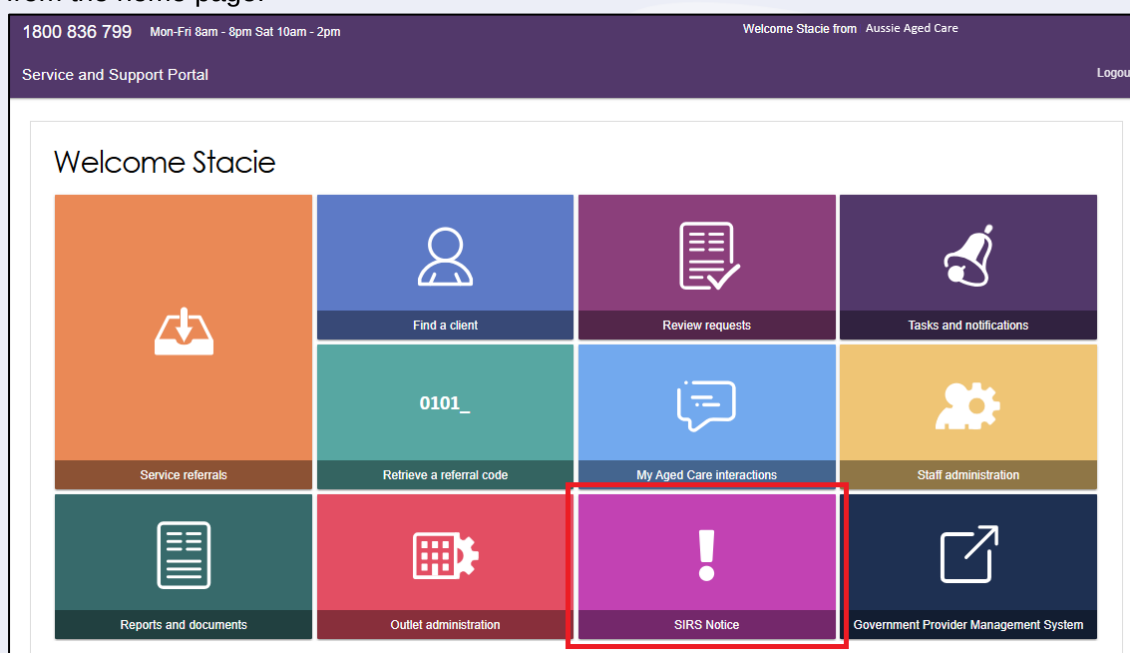
Your details

First name:	Stacie
Last name:	Fisher
Position/Role at provider:	Assist Co Ordinator
Enter best contact email ID:	asdf@asdf.com
Work:	0269032204
Mobile:	
Outlet:	Health & Community Service
Select the setting the incident being reported occurred in:	Residential care home
Registered Provider:	
Aged Residential Care Home:	HEALTH AND COMMUNITY SERVICE
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

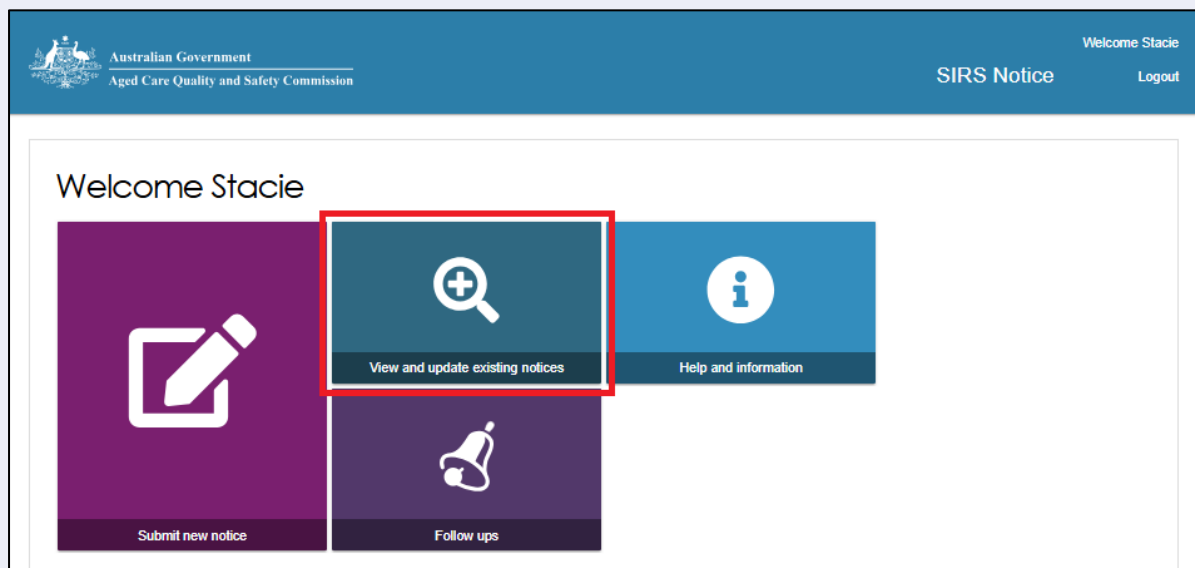
[CLOSE](#) [NEXT](#)

Finding SIRS notices using the basic and advanced searches

1. Log in to the My Aged Care Service and Support Portal, and select the **SIRS Notice** tile from the home page.



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

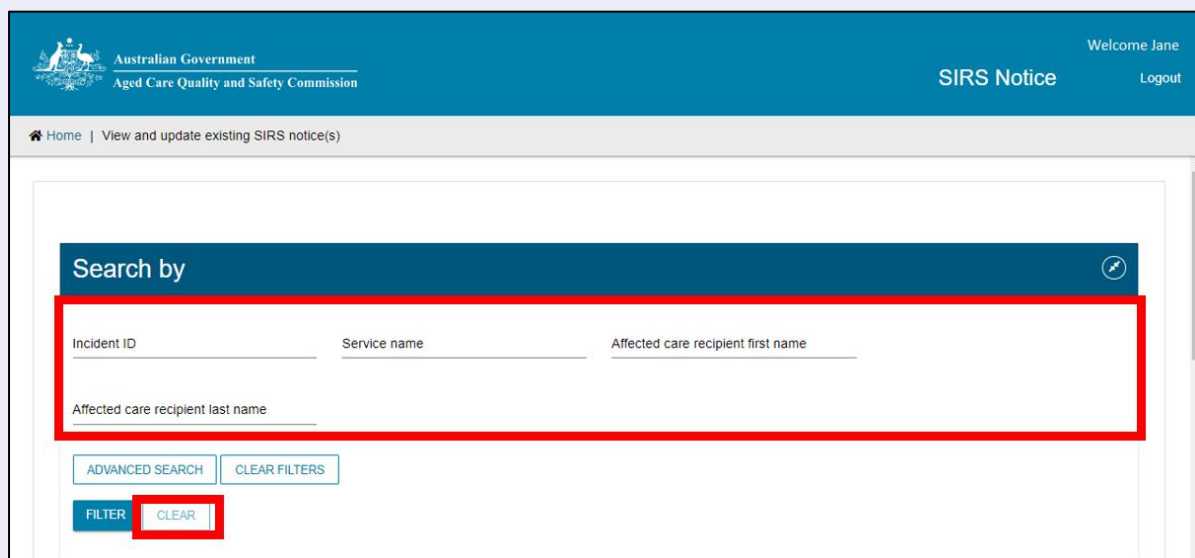


Basic Search

1. 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).

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.

2. To clear a basic search, select the **CLEAR** button.



Advanced Search

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

Australian Government
Aged Care Quality and Safety Commission

Welcome Jane
Logout

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

ADVANCED SEARCH CLEAR FILTERS

FILTER CLEAR

2. 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

3. 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.

Select the **FILTER** button to begin your advanced search using your chosen filters and terms. Up to seven filters can be added together this way.

Delete filters by selecting the bin icon on the right-hand side of the filter.

Search notifications

Notifications

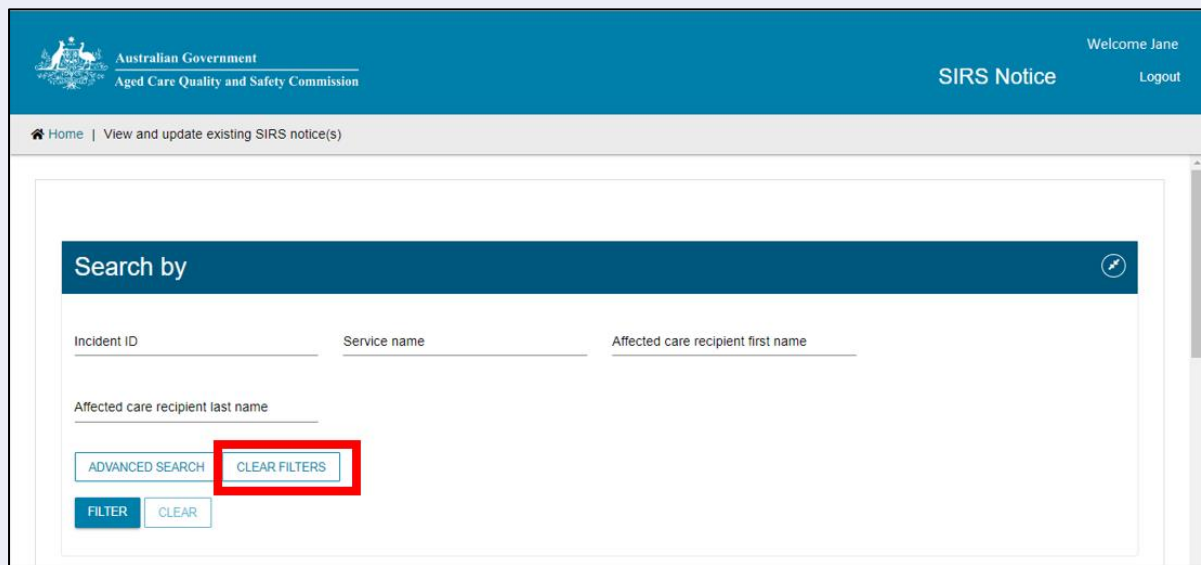
ADD FILTER SAVE FILTER CLEAR FILTER

1 of 7 filters used

Psychological impact

FILTER CANCEL

4. 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.

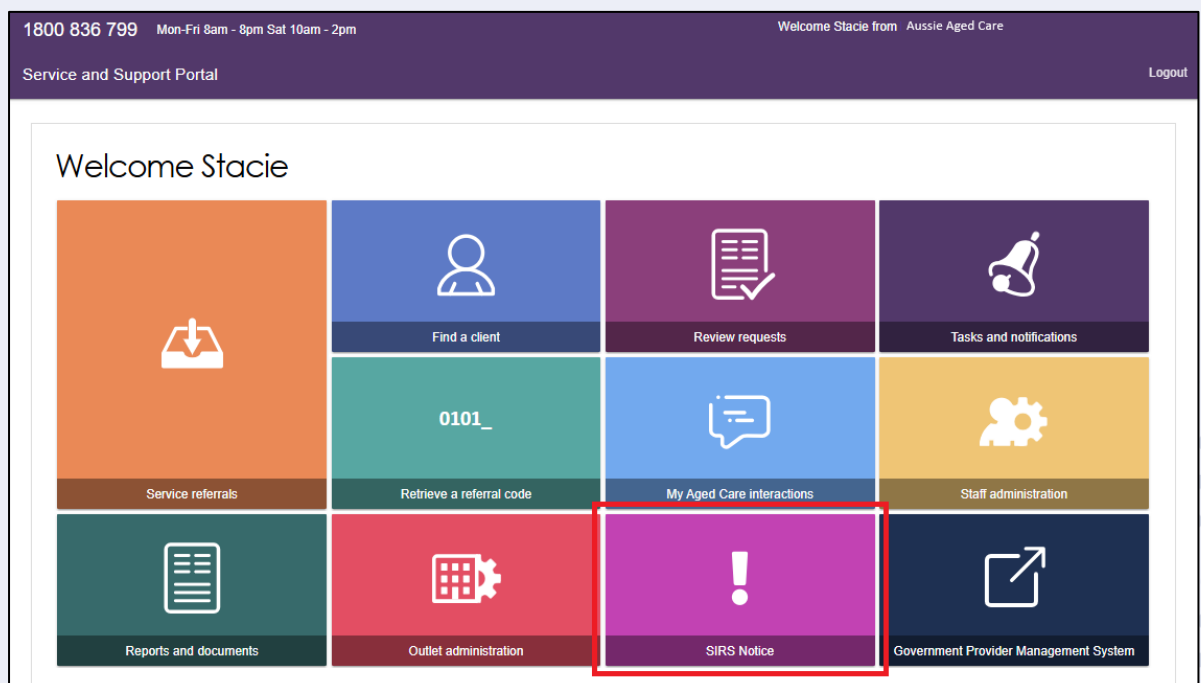


The screenshot shows the 'SIRS Notice' page of the Australian Government Aged Care Quality and Safety Commission. The page has a blue header with the logo and 'Welcome Jane' with a 'Logout' link. Below the header is a breadcrumb trail: 'Home | View and update existing SIRS notice(s)'. The main content area contains a search form with a 'Search by' label and a magnifying glass icon. The form has four input fields: 'Incident ID', 'Service name', 'Affected care recipient first name', and 'Affected care recipient last name'. Below the fields are two buttons: 'ADVANCED SEARCH' and 'CLEAR FILTERS'. The 'CLEAR FILTERS' button is highlighted with a red rectangle. At the bottom of the form are two more buttons: 'FILTER' and 'CLEAR'.

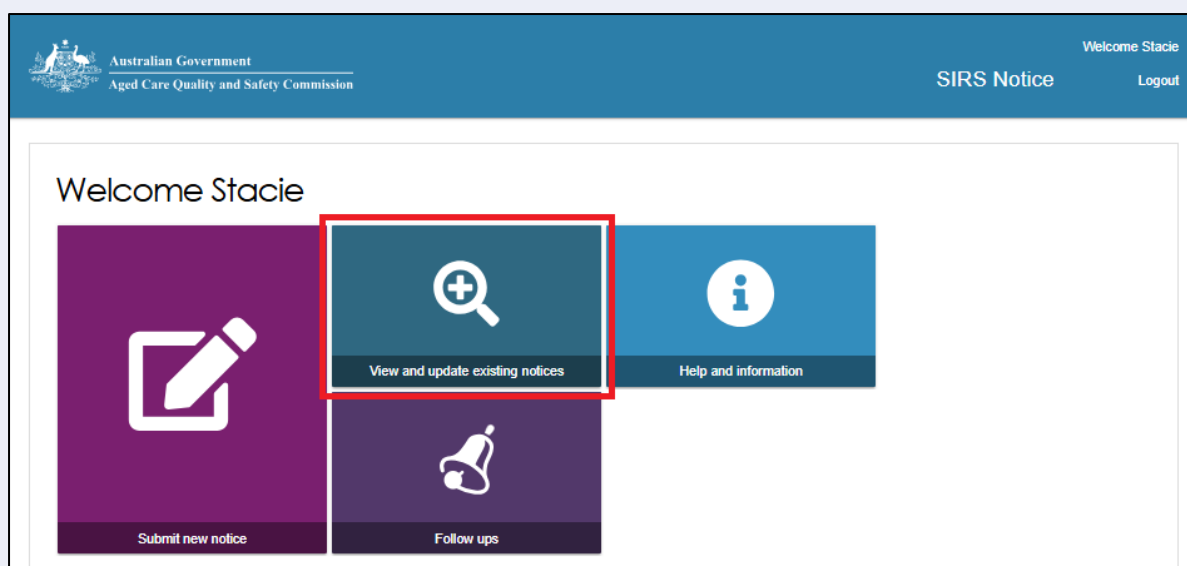
Editing or deleting draft SIRS notices

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, and select the **SIRS Notice** tile from the home page.



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



3. Use the search fields and the **FILTER** button near the top of the page to search for the appropriate SIRS notice. Refer to [Finding SIRS notices using the basic and advanced searches](#) for more information.

4. Once you have found the appropriate draft notice in the table, you can select the pencil symbol to **edit** the draft notice.

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.

Notices with other statuses will not have the Edit or Delete icons available.

There is also a button to create a New SIRS Notice in this page if required.

! 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.

Home | View and update existing SIRS notice(s)

Search by 

1 to 7 out of 7 matching results

Incident ID	Case ID	Care type	Impacted individual	Submission date	Incident date	Status	Service name	Actions
F270C708	SI-202509-575	Residential	Harry Potter	22/09/2025	21/05/2025	Submitted	Aussie Health Care	
CD8297DC	SI-202506-224	Residential	John Wick	24/06/2025	04/06/2025	Submitted	Aussie Health Care	
6B2F96AF	SI-202505-770	In-Home Care	Tim Munchkin	08/05/2025	01/05/2025	Submitted	Aussie Health Care	
28F4C8C9	SI-202505-769	Residential	Trevor The Platypus	08/05/2025	01/05/2025	Submitted	Aussie Health Care	
A51CF0F2	SI-202505-768	In-Home Care	Jeffrey Applehead	08/05/2025	01/05/2025	Submitted	Aussie Health Care	
00424039	SI-202505-767	Residential	John Apples	08/05/2025	01/05/2025	Submitted	Aussie Health Care	
7C79AD50		Residential				Draft	Aussie Health Care	 

[NEW SIRS NOTICE](#)

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	 

A pop-up will appear, prompting you to confirm your deletion.

Select **OK** to delete the draft notice.

Confirmation 

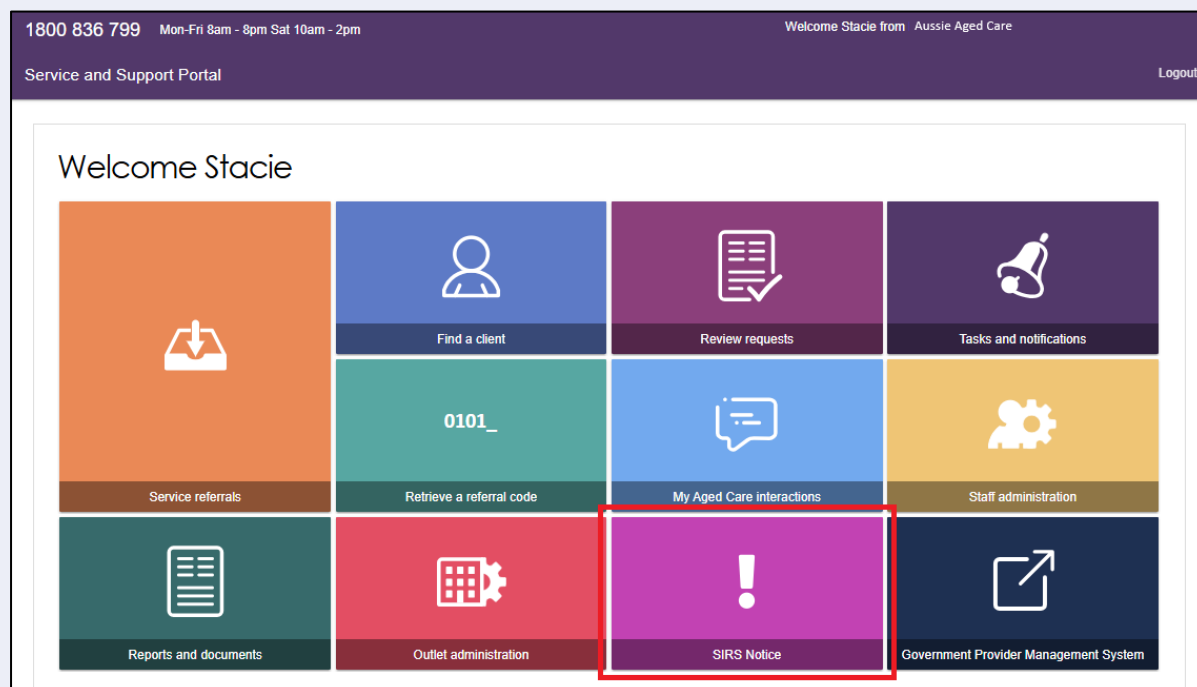
Are you sure you want to delete the notice for UAT Resil service test? Select OK to proceed with deletion of notice or Back to view the notice.

[OK](#) [BACK](#)

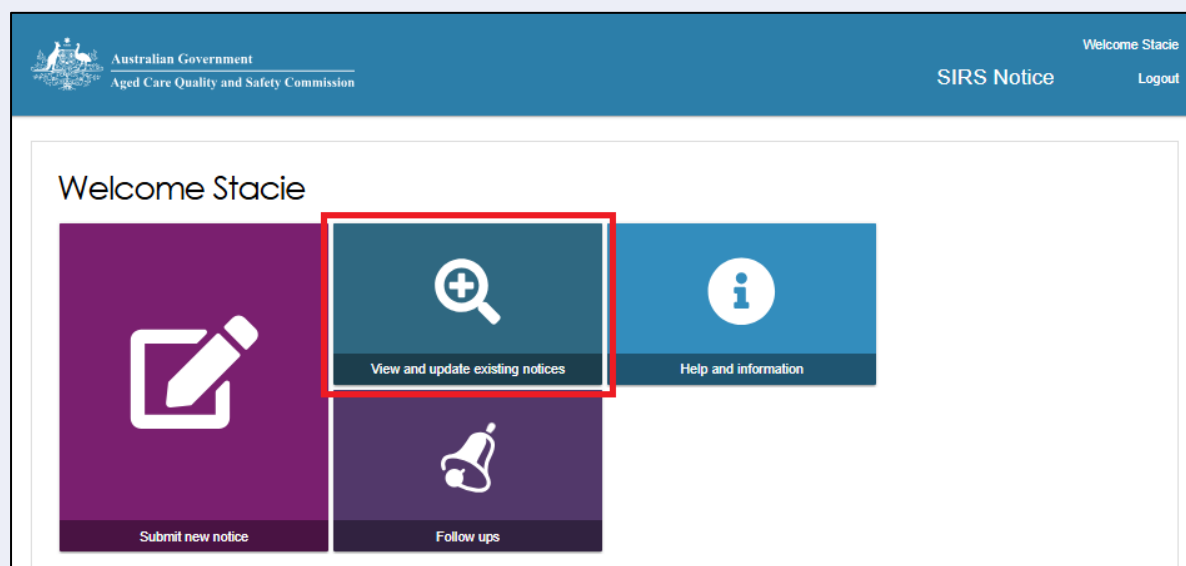
Exporting a list of draft SIRS notices

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, and select the **SIRS Notice** tile from the home page.



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



3. 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.

Home | View and update existing SIRS notice(s)

Search by

Incident ID
 Service name
 Affected care recipient first name

Affected care recipient last name

EXPORT FILE

1 to 50 out of 226 matching results

Incident ID	Case ID	Care type	Affected care recipient	Submission date	Incident date	Status	Service name	Actions
995FBA80	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	

4. 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.

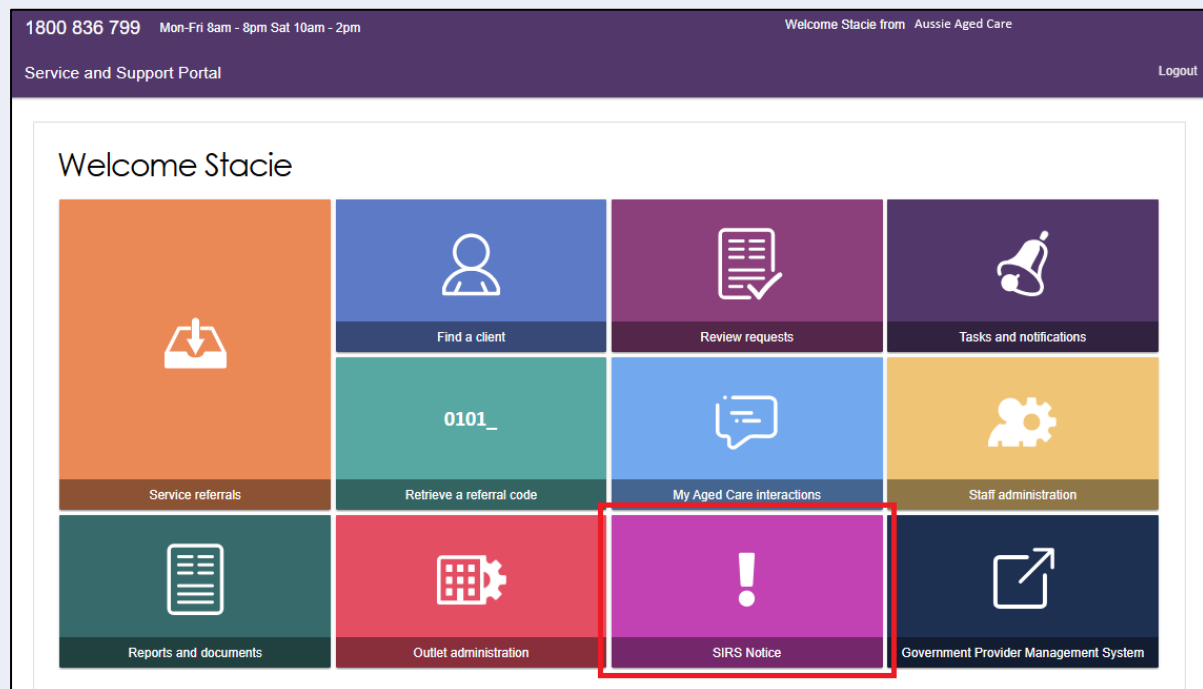


.csv files cannot store anything beyond numbers and text.

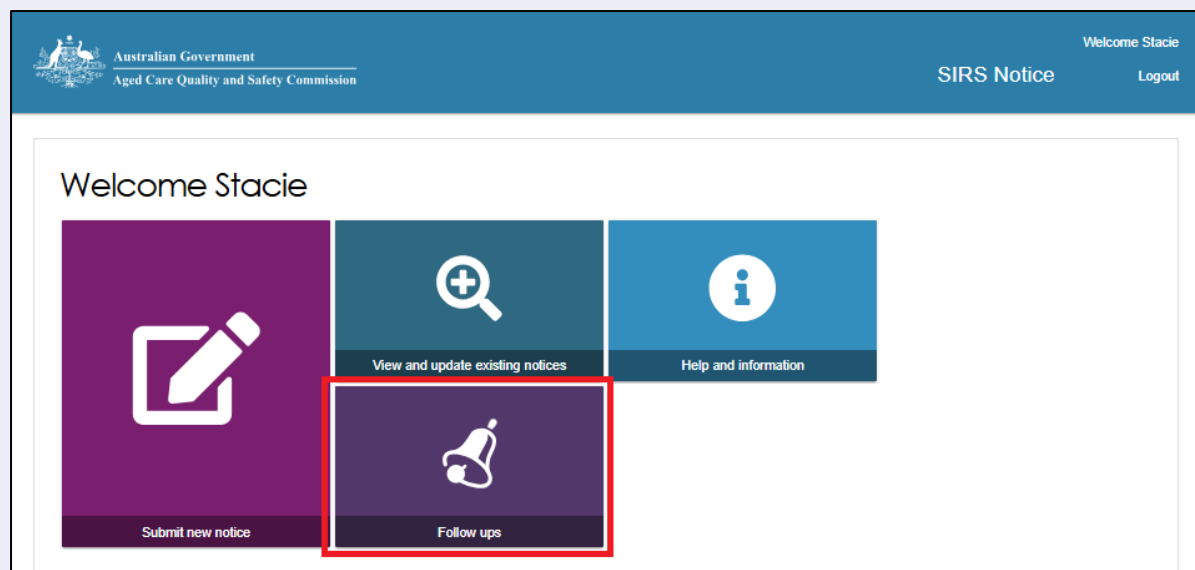
If you edit a .csv file in Excel, and then use any of Excel’s formatting or formula tools, you must **save as** an .xlsx file to keep your changes

Viewing SIRS follow-up notifications

1. Log in to the My Aged Care Service and Support Portal and select the **SIRS Notice** tile on the home page.



2. Select the **Follow ups** tile.



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.

- 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

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, 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

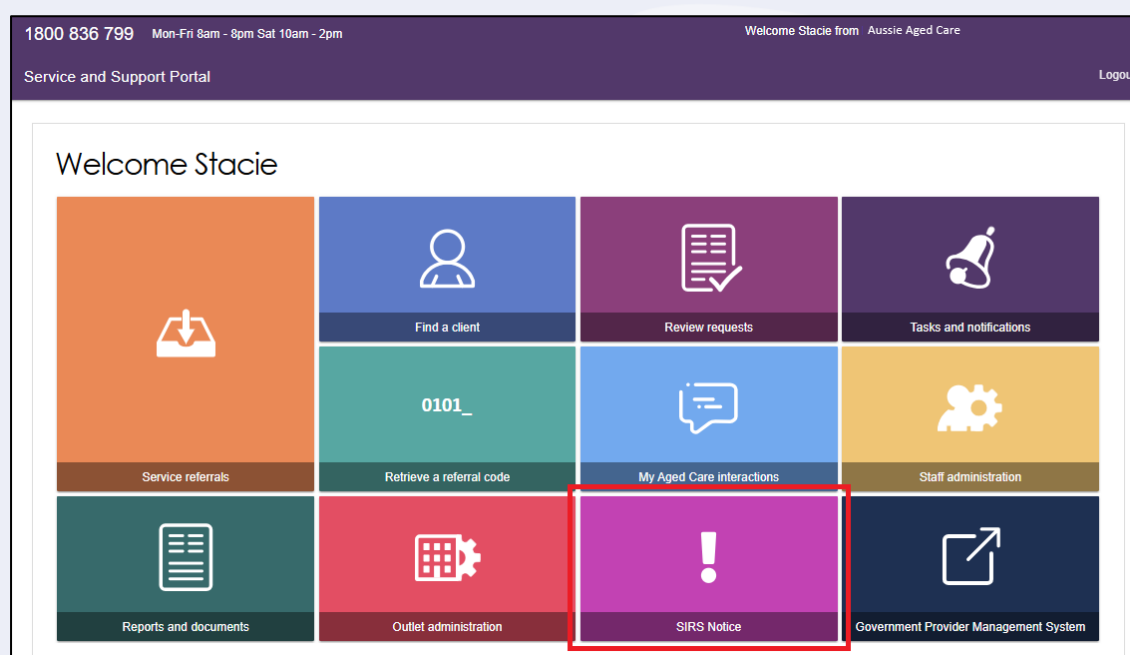
! Follow-ups concerning drafts will remain in your list for 60 days, after which they will be deleted.

Uploading multiple SIRS notices at once

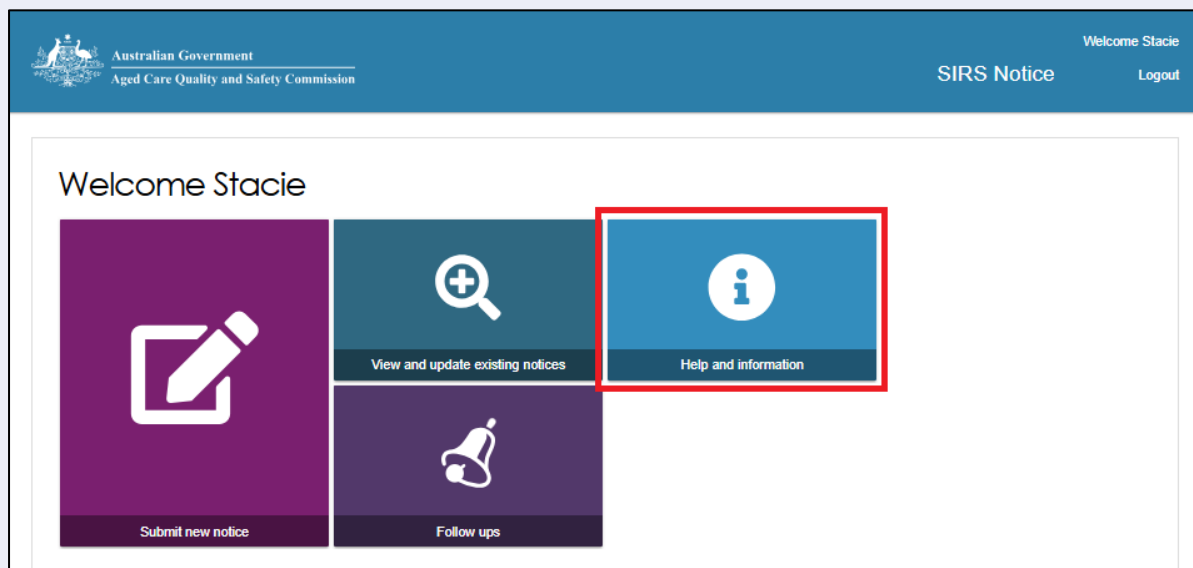
From 1 November 2025, the **Bulk Upload** function of the SIRS Portal will not be available.

Accessing SIRS help and further information

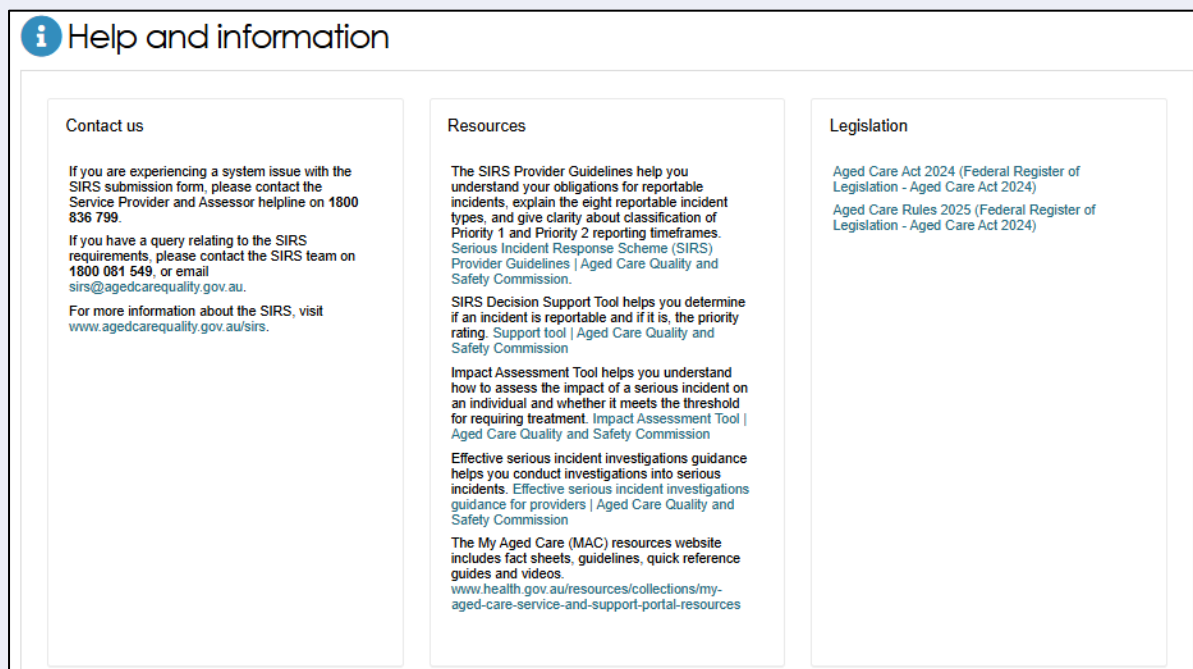
1. Log in to the My Aged Care Service and Support Portal, and select the **SIRS Notice** tile.



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



3. 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.



! If you require further assistance, please contact the My Aged Care Service Provider and Assessor helpline on **1800 836 799**, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) **local time** across Australia.

If you have a query relating to the SIRS requirements, please contact the SIRS team on **1800 081 549**, or email sirs@agedcarequality.gov.au.