Serious incidents that affect people with disability must be reported by disability sector organisations and by service provision areas of the Disability Services Commission. This is required under the Disability Services Act 1993 and under providers' service agreements with the Commission.

Under the Delivering Community Services in Partnership General Provisions for the Purchase of Community Services by Public Authorities, which is part of each organisations' service agreement, disability sector organisations are also required to report 'notifiable incidents'.

All disability sector organisations are required to submit a serious incident form when any of the following have occurred to a person with disability:

- death

- serious physical injury

- serious illness

- abuse (including physical, psychological, financial, neglect, sexual)

- there are concerns for the person's welfare (suspected abuse)

- action by person with disability that results in any of the above or risk of any of the above

- other serious incident (exploitation or unjustified restrictive practices)

- a 'notifiable incident', as described above.

How to submit a serious or notifiable incident

The responsibility for reporting all serious and notifiable incidents rests with the organisation that is providing services to the individual. The Serious Incident Report (SIR) should be completed within seven days of a serious incident occurring.

Disability sector organisations are required to submit SIRs through the new electronic SIR system. To access the SIR system go to the Commission's website: http://www.disability.wa.gov.au/ - scroll to the 'Useful Links' section on the homepage, click on link that reads 'Serious Incident Reporting System'.

A link to the SIR system can be found below:

- [SIR Application System](#)

The Chief Executive Officer or their nominated Form Approver(s) are required to review and approve SIRs before submitting them to the Commission.

Disability sector organisations must ensure their staff are aware of the processes to follow when serious incidents occur. It is the disability sector organisation's responsibility to respond to and manage the incident. This could include investigation, provision of support, evaluation of practices, or involvement of other parties such as the police. Lodging a Serious Incident Report does **not** transfer the responsibility to the Commission to investigate or take over management of the incident.

What happens with the Serious Incident Report form once submitted?

The Commission's Consumer Liaison Officer will review the form and ensure all required information has been provided and that the form has been completed correctly. If the SIR contains incorrect or insufficient information, it will be returned to the Form Approver for correction and resubmission. If clarification is required regarding aspects of the SIR, the CLO will forward the SIR to the relevant Commission directorate for follow-up and response.

Training and Resources

The Commission has developed a number of resources to support disability sector organisations to use the new electronic SIR system. It is recommended that all users of the system have the Form Initiator / Form Approver User Manual with them when accessing the system for the first time.

SIR Training and Resources can be accessed from the Commission's website http://www.disability.wa.gov.au/ scroll to the 'Useful Links' section of the homepage, click on the link that reads 'SIR Training and Resources'.

The SIR Training and Resources page can be accessed by clicking on the link below:

- [SIR Training and Resources](#)

Further information

Please contact the Consumer Liaison Officer on (08) 9426 9244 or email SIR_CLO@dsc.wa.gov.au if you have any further questions regarding the serious incident reporting process.

If you experience any system related issues please send an email to the System Administrator at SIR_Admin@dsc.wa.gov.au. This email should only be used for system related matters and not general questions about the SIR process.