



DISABILITY SERVICES COMMISSION ONLINE SERIOUS INCIDENT REPORTING SYSTEM (SIR)

The Disability Services Commission contracts organisations to deliver services to West Australians with disability. Under the Disability Services Act 1993, serious incidents must be reported by Disability Sector Organisations (DSOs) (funded services) and by service provision areas of Disability Services Commission. This refers to any death, significant physical or psychological harm, an assault (including sexual abuse); or neglect of a person with disability in their care.

Under the Delivering Community Services in Partnership General Provisions for the Purchase of Community Services by Public Authorities Agreement, DSOs are also required to report 'notifiable incidents' in addition to serious incidents using the same process.

On 1 July 2015, the Commission implemented a new interim manual process for managing serious incidents until such time an online system is developed.

The Commission is pleased to advise the planning and scoping work for the Online SIR system has been completed. It is based on the manual SIR form that is currently in use. We are currently confirming arrangements for an external consultant to develop the system.

The benefits of the new online system will include:

- All information required for decision making will be in one central location.
- An automated workflow will create the necessary tasks in a timely manner for the relevant stakeholders.
- Automated system alerts will be generated to immediately notify relevant stakeholders.
- Online dashboard monitoring and tracking.
- Pre-population of some of the information (eg consumer details, organisation details).
- Reduction in the number of forms that are returned due to incomplete and invalid information.
- Reduction of duplicate information.
- DSOs and Commission-provided services creating and lodging SIRs directly through the online system.

Office of the Director General processing all SIRs through the online system, this includes follow-up with relevant Commission directorates and approvals.

It is anticipated that the new online SIR system will be implemented at the beginning of April 2016. To support this process, a detailed User-Guide will be developed to assist DSOs and Commission-provided services in how to access the system and submit a SIR. Training sessions will also be delivered to DSOs and Commission-provided services in early 2016.