

## Fact Sheet

# What if a person does not consent to taking action?

### If the older person does not consent to taking action and has capacity

- > Consult your supervisor or peers; document this clearly.
- > Communicate your concerns, and that you are available to support them when they are ready.
- > Provide information for the older person to contact appropriate support organisations.
- > If possible, complete a risk assessment and identify mitigation strategies, opportunities to strengthen protective and resilience factors.
- > If you are concerned about the risk of homicide or suicide, or evidence of neglect poses significant risk to the older person, [contact police](#).
- > Identify care-giving, family relationships and personal relationships and relevant networks; document these objectively. Offer to contact another relative or friend who may be able to assist.
- > Source collateral information which confirms concerns shared by colleagues in other agencies.
- > Refer to the [Information Sharing Guidelines](#).

### If the older person does not consent to taking action and may have impaired decision making capacity

- > Identify the concerns and document clearly.
- > Identify if you should contact [police](#); [Office of the Public Advocate](#); [South Australian Elder Abuse Prevention Phone Line on 1800 372 310](#)
- > Identify if concerns relate to the primary carer, Substitute Decision-maker under an Advance Care Directive, or person appointed Enduring Power of Attorney, or Guardian.
- > If a suspicious incident occurs, or abuse is witnessed firsthand, make a detailed, confidential record of what happened and secure evidence if possible.
- > Refer to the [Information Sharing Guidelines](#).
- > Source collateral information which confirms concerns shared by colleagues in other agencies.
- > Record and document information supporting your concerns of impaired decision making capacity, including:
  - > relevant historical information
  - > current areas of concerns
  - > occasions where decision making was supported
  - > the outcomes of the support and if the decision fulfilled the person's wishes
  - > evidence of concerns.

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## Suggested actions

- > If you are unable to talk with the person about your concerns, call the [South Australian Elder Abuse Prevention Phone Line](#) on 1800 372 310
- > Provide the person with information and/ support to access to services.
- > Identify opportunities for [Planning Ahead](#) or other [legal instruments](#).
- > Identify opportunities to support the carer, relative or person responsible.
- > Utilise appropriate [risk screening, assessment and abuse identification tools](#).
- > Identify cultural information, translated resources and ways to [respond that are culturally appropriate](#).
- > Refer to the [section on the responsibilities of workers and professionals](#)
- > Refer to your organisational policies and procedures.
- > If there are concerns about capacity, identify who and where to source additional information.
- > Develop a plan of strategies which may strengthen protective and resilience factors.
- > Refer to:
  - > Fact Sheets – *Risk assessment, and where possible, identify other potential risk factors.*
  - > Refer to Fact Sheet – *How to support decision-making capacity?*
  - > Refer to Fact Sheet - *When can you share information?*
  - > Refer to Fact Sheet – *When should you contact police?*

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## For more information

**Office for the Ageing**  
**SA Health**  
**Citi Centre**  
**11 Hindmarsh Square**  
**ADELAIDE SA 5000**  
**Telephone: 8204 2420**  
[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

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