Response to concerns

This fact sheet for workers and professionals identifies a range of actions which respond to concerns of elder abuse. Responses will depend on your role and responsibilities, your organisation's policies, and whether the abuse is suspected, alleged, reported or witnessed first-hand. This fact sheet is to be used in conjunction with other Fact Sheets referenced below.

Communication

> Talk to your supervisor or peers about your concerns.

> Refer immediate danger or threat to person, personal belongings or property to police.

> Where possible, talk to the person about your concerns.

> Identify if the person has decision making capacity; encourage them to:

>> talk to a trusted relative or friend

>> contact the South Australian Elder Abuse Prevention Phone Line or ARAS

>> seek legal and financial advice

>> seek assistance through community or other services

>> contact the police.

> Discuss and identify the person's wishes and seek consent.

> If consent is provided, contact other agencies on the person's behalf; keep the person informed and support the older person to make decisions.

> Identify key people in the person's life and other services that may be co-opted in response, if needed later on.

> Ensure actions taken do not escalate risk or harm to the older person.

> Ensure actions are agreeable with the person's wishes and cultural background.

> 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 following

>> Fact Sheet – What if the person does consent to taking action?

>> Fact Sheet – When can you share information?

>> Fact Sheet – What is decision-making capacity?

>> Fact Sheet – When should you contact police?

>> Fact Sheet – Elder abuse – communication when you have concerns.

For more information

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