

Fact Sheet

When can you share information if you are concerned about elder abuse?

Many workers identify with the importance of respecting clients' wishes and rights to privacy and confidentiality, and to self-determination. However there may be circumstances where a person at risk or who is vulnerable may require that you discuss the matter with another person or agency. Workers may need to override consent, confidentiality and freedom of choice to ensure the person's safety. Knowing where to start can be difficult, especially if circumstances fall outside of usual responsibilities.

The [South Australian Information Sharing Guidelines for Promoting Safety and Wellbeing](#) (ISG) provide clear and consistent steps for when sharing information with other service providers is appropriate while balancing the right to safety and wellbeing and the right to privacy.

Other considerations:

- > Workers should seek guidance from supervisors and organisational policies and procedures.
- > Be aware of practices for documentation, gathering evidence, sharing information, confidentiality, consent, and engaging with other agencies.
- > Ensure you understand your duty of care, a person's rights and wishes, and their expectations even in times of known risks and vulnerability.
- > Where there are concerns about a person's decision-making capacity, and there may be significant risk of harm or actual harm as a result, workers may need to override the consent, confidentiality and choice to ensure the person's safety.
- > If you are not sure, call the [South Australian Elder Abuse Prevention Phone Line](#).
- > Understand the difference between decision making capacity, impaired decision making capacity under the *Advance Care Directive Act 2013*, and impaired mental incapacity under the *Guardianship Administration Act 1993*.

Resources

- > Fact Sheet – What is duty of care
- > What if a person does not consent to take action?
- > Fact Sheet – *Screening, risk assessment, vulnerability and abuse*
- > Fact Sheet – *What is decision-making capacity?*
- > Fact Sheet – *When should you contact police?*

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For more information

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