

Sharing information



Information sharing and productive communication are essential to the effective assessment and management of risk.

Sharing and privacy

- It is important to seek and share information for assessment and management of risk between all stakeholders, including:
 - consumers and carers
 - referring agencies or other NGOs
 - Area Health Services & GPs.
- Discuss with the consumer their right to privacy and the need for (and boundaries of) exchanging relevant information to ensure their wellbeing.
- Obtain written consumer agreement ('informed consent') for appropriate information disclosure, with regular review of consumer understanding and consent.

Information to seek and share:

- Any history of aggression or violence, drug or alcohol use, risk of suicide or self-harm, including known triggers, and the contexts.
- Behaviours or actions of threat or intimidation towards others.
- Changes in status in relation to:
 - hospitalisation
 - mental health
 - physical health.
- Refusal of services.
- Other information that may impact on the safety of staff and others, e.g. environmental factors.

Managers are responsible for:

- proactive approaches to creating clear channels of communication with consumers, Area Health Services, community services and other relevant persons.
- comprehensive consumer records.
- timely communication to staff of important information on:
 - policies and procedures, e.g.
 - systems for monitoring staff movements
 - emergency incident reporting
 - workplace expectations
 - assessment, outcomes, reviews
 - channels of communication
 - confidentiality agreements.
- gaining consumer and staff input and feedback into risk procedures.
- procedures for handover and care coordination.
- ensuring consumer consent ('informed consent') is obtained.

Staff are responsible for:

- ongoing risk assessments of environment and the consumer
- timely reporting of hazards
- sharing appropriate information
- self-care and self-awareness
- respecting consumer privacy and confidentiality
- awareness of policies and procedures.