

# Supporting staff making reports

Use these steps to guide conversations with staff when concerns are raised about abuse, neglect or exploitation of an older person or adult with disability in their **family, home and community**.

## 1 Ensure they are safe

If the staff member is at the adult's home or with the adult, and a critical incident has occurred, ensure they are safe and any necessary emergency services are contacted. Outside of a critical incident, ensure emotional safety by asking if they need additional support or supervision.

## 2 Spend time receiving the information and taking notes

Spend time listening and capturing all the information. Avoid interrupting the staff member's recollection of events, unless you need to clarify statements made.

## 3 Ask questions that avoid staff thinking you doubt what they heard or witnessed

Ask questions that direct the focus on the matter rather than posing doubts about the staff member's observations. For example, instead of saying "are you sure?" ask "can I just clarify I understood this correctly?" Ask them about any other observations they may have made about abuse or neglect in the client's family, home or community.

## 4 Make sure their concerns and observations are documented

Make sure staff accurately documents what they saw and heard that raised concerns about abuse or neglect. An accurate and complete record will help you to take action, including when raising the matter with other agencies, such as police.

## 5 Provide follow up support and give feedback

Explain to the staff member what you will do next, and any actions that they need to take. It is important to provide a report back to the staff member about any resolution or action taken at a higher level, and whether any information should be shared with the older person or adult with disability, for example information about their rights or relevant support numbers. If no action will be taken, explain why.

