



Code of Practice

South Australian Adult Safeguarding Unit



Acknowledgement of Country

DHS acknowledges and respects Aboriginal peoples as the state's first peoples and nations and recognises them as traditional owners and occupants of land and waters in South Australia.

Further, it acknowledges that the spiritual, social, cultural, and economic practices of Aboriginal peoples come from their traditional lands and waters, that they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance, and that they have made and continue to make a unique and irreplaceable contribution to the state.





Contents

| | |
|-----------------------------------------------------|----|
| Introduction | 5 |
| What is abuse? | 7 |
| Contacting the Adult Safeguarding Unit | 12 |
| Assessing a report | 17 |
| Providing information, education or advice | 21 |
| Referring to a law enforcement or regulatory agency | 23 |
| Conducting an investigation | 25 |
| Undertaking a safeguarding response | 27 |
| Seeking consent | 33 |
| Exercising authorised officer powers | 40 |
| Information sharing and confidentiality | 42 |
| Whole of community approach | 44 |
| Feedback, complaints and reviews | 47 |
| Appendix 1 Legislation and governance | 49 |
| Appendix 2 Glossary | 51 |
| Appendix 3 Reporter checklist | 53 |



Versions

| Date | Version | Revision description |
|------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2019 | 1.0 | First publication |
| 2023 | 2.0 | Minor updates to reflect review recommendations |
| 2026 | 3.0 | New version incorporating changes made by the <i>Ageing and Adult Safeguarding (Review Recommendations) Amendment Act 2025</i> and review recommendations |

Introduction

The abuse of anyone is unacceptable and can never be justified.

The *Ageing and Adult Safeguarding Act 1995 (SA)* (the Act) provides a framework to raise awareness of, and respond to, the abuse of adults who may be vulnerable.

The Act establishes the Adult Safeguarding Unit (the Unit), which is a dedicated, South Australia-wide service located in the Office for Ageing Well, Department of Human Services (DHS).

The primary purpose of the Unit is to safeguard adults (18 and above) who may be vulnerable and experiencing abuse or mistreatment.

An adult may be vulnerable to abuse or mistreatment due to a range of factors. These include age, disability, ill-health, mental illness, social isolation, dependence on others or other disadvantage. However, the presence of one or more of these factors does not automatically mean an adult is vulnerable to abuse. This must be considered on a case-by-case basis.

The Unit provides free confidential advice, information and support. It also takes reports of actual or suspected abuse.

The role and functions of the Unit include:

- assessing reports of suspected abuse
- undertaking safeguarding responses
- providing education, information and advice
- conducting investigations in certain circumstances
- referring to regulatory bodies
- connecting people with appropriate services or organisations and supports
- coordinating short-term multi-agency responses.

The Unit complements the role of other government bodies by providing an approachable, empowered body with statutory responsibility and accountability for receiving and responding to reports about adults who may be vulnerable and experiencing abuse or mistreatment.

Purpose of the Code of Practice

This Code of Practice is published under section 21 of the Act and:

- describes how the Unit will fulfil its legislative functions
- provides information and practical guidance on how the Unit operates.

Scope

This Code of Practice applies to staff within DHS involved in the administration, operation or enforcement of the Act. Staff must, to the extent that it is reasonably practicable to do so, comply with the Code.

Other organisations may also be guided by the Code.

Guiding principles

All adults who may be vulnerable must be treated with respect for their dignity, autonomy and right to self-determination.

When applying this Code of Practice, the Unit is guided by the following key principles:

Empowerment – People being supported and encouraged to make their own decisions and provide informed consent.

Prevention – It is better to take action before harm occurs.

Proportionality – The least intrusive response appropriate to the risk being prevented.

Protection – People being provided with support, representation and advocacy to protect their health, wellbeing and rights.

Partnership – Solutions through local services and supports. The whole community plays a critical role in abuse prevention and response.

Accountability – Accountability and transparency in delivering safeguarding responses.

The Unit is also guided by:

- the Principles set out in section 12 of the Act
- the Adult Safeguarding Unit Charter of Rights and Freedoms
- relevant international human rights instruments.





What is abuse?

The Act defines abuse as an act or series of acts, including a failure to take appropriate action, occurring within a relationship of trust, dependency or imbalance of power, that causes harm to a relevant adult (being an adult who may be vulnerable to abuse).

Adults can experience abuse from a person they know and trust, such as a family member, friend, or carer.

Abuse can occur at home, in places visited regularly, or where services or care are accessed. It can often remain hidden and go unnoticed.

Types of abuse

Abuse may include (but is not limited to):

- financial
- physical
- psychological or emotional
- sexual
- neglect (this does not include self-neglect)
- social.

Behaviours and signs of abuse

The behaviours and signs that may indicate abuse of adults can include, but are not limited to:

Financial

- illegally or improperly using or managing a person's money, property or other financial resources
- stealing money or belongings
- forging signatures
- forcing someone to change their Will or (enduring) Power of Attorney
- adding a signatory to a bank account to access funds without consent
- unusual transfers of money or property
- creating debts in someone else's name
- not repaying money that was borrowed from a person
- coercing or misleading someone to obtain money or property
- actions that put someone at risk of homelessness
- moving a person into aged care against their wishes and at their expense
- selling or transferring assets (including a home) without the person's knowledge or permission, or against their wishes
- actions that prevent someone from buying essentials like food, medication, or paying rent
- controlling a person's finances or preventing them from accessing their own money
- withholding money, taking control of finances against a person's wishes and/or preventing access to funds
- misusing a Power of Attorney (or Enduring Power of Attorney) or Trustee powers and functions
- pressuring someone to give away gifts or assets
- pressuring the person who may be vulnerable to abuse to make or change their estate planning measures.



Physical



- hitting, slapping, burning, pushing, punching, pinching, biting, twisting, cutting, hair pulling
- unlawful physical force or restraint (for example, locking someone in a room, tying them to a chair)
- misusing medication, including not giving prescribed medication, giving too little or too much, or using medication as a chemical restraint
- using prescriptions for personal addiction needs or financial gain
- damaging property to frighten a person.

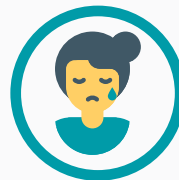


Sexual



- rape, sexual assault, indecent assault, sexual harassment
- grooming or exploitative behaviour
- cleaning or treating the person's genital area roughly or inappropriately
- unwanted exposure to pornography
- enforced nudity
- using obscene language or viewing obscene material or making obscene phone calls in the presence of the person without their consent.

Psychological / Emotional



- persistent name-calling, or degrading or humiliating behaviour
- pressuring, intimidating or bullying
- threatening to harm the person, others or pets
- verbal insults or harsh commands
- silencing and emotional blackmail
- repeatedly telling a person they are a burden or unwanted
- treating the person like a child (overbearing, looking down on, and/or talking down to)
- repeated unwanted phone calls or messages
- sending threatening or menacing images
- using technology to track or spy on the person
- restricting, stopping or discouraging contact with friends or social activities
- withholding mail
- prohibiting, preventing access or not disclosing phone calls or messages
- listening in on calls
- restricting participation in religious or cultural practices
- using cultural and spiritual beliefs to control, shame or manipulate someone
- forced changes to an Advance Care Directive
- patterns of controlling and manipulative behaviours within a relationship to make the person scared, isolated and dependent (coercive control).

Neglect



- lack of social, cultural, intellectual or physical stimulation
- lack of nutritious food, clothing, safe housing, or medical care
- lack of safety precautions or supervision
- injuries not being cared for
- repeated justifications or excuses for why the person can't be contacted or seen
- refusing to permit others to provide appropriate care
- denying appropriate health care.

Social



- isolating some-one from friends, family and community
- monitoring controlling social interactions, communication and devices
- manipulating and controlling relationships
- interfering with social activities
- spreading false information to damage a person's reputation
- stalking.

Coercive control

While coercive control is not a single form of abuse or behaviour, it is often present when abuse or mistreatment occurs. It involves using patterns of abusive behaviour against another person that, over time, creates fear and takes away the person's freedom and independence.

Contacting the Adult Safeguarding Unit

Anyone can contact the Unit to:

- make an enquiry and receive free confidential advice, information and support
- make a report if they suspect an adult is at risk of abuse.

Where a report is received, the Unit must conduct an assessment to determine whether a safeguarding response, or other action, is required. If the Unit assesses that the information reported does not meet the threshold for a report, it will treat the matter as an enquiry and provide advice, information and support.

Making an enquiry

Anyone can contact the Unit to make an enquiry and seek free confidential information, advice and support.

The Unit will take a contact as an enquiry if the situation does not fall within the Unit's remit.

When an enquiry is received, the Unit will provide advice, information and support, tailored to the individual circumstances described. Where appropriate and applicable, the Unit will provide the person with information about, or refer them to, services that may be available to them.

Making a report

Anyone may make a report to the Unit if they:

- are concerned about their own situation, or
- have seen or heard something that raises concerns that an adult who may be vulnerable is at risk, abused or mistreated.

It is not mandatory to make a report to the Unit and the adult's consent is not required for a report to be made.





Gathering information

When a person makes a report, the Unit may ask for the following information, to the extent that it is known. A checklist is also provided at appendix 3.

Details of the adult the report is about

- full name
- date of birth (where known) or approximate age
- contact details (address and telephone number)
- living arrangements
- cultural background
- type of vulnerability/risks
- communication and safety needs
- any substitute decision-making arrangements in place (e.g. Advance Care Directive, Enduring Power of Attorney, Administrator or Guardian)
- details of any disability and/ or cognitive impairment and related support needs
- how the person chooses to identify themselves (such as a preference for 'person first' or 'identity first' language)
- whether the adult is aware of the report being made.

Details of the person believed to be responsible for the abuse or mistreatment

- full name
- date of birth (if known) or approximate age
- contact details
- relationship to the relevant adult.

Concerns/ reasons for making the report

- information about the nature of the actual or suspected abuse or mistreatment
- whether the adult has disclosed abuse or mistreatment
- why the reporter is concerned about the adult's safety or wellbeing, or feels something is 'not right'
- where the alleged abuse is currently occurring
- whether any actions have been taken to address the alleged abuse
- whether there are concerns that a serious criminal offence has occurred (or will occur).

Other information

- whether the reporter has an ongoing role in safeguarding the person
- supports or services involved in the adult's life
- whether the adult can manage the situation for themselves (i.e. does not require support or intervention)
- the type of assistance being sought from the Unit
- whether the concerns have been reported to any other body (e.g. South Australia Police, a regulatory agency etc).

The Unit is staffed by experienced Adult Safeguarding Practitioners who understand that reporters may find it difficult to discuss their concerns. Practitioners will assist the reporter by asking relevant follow-up questions in a sensitive manner.



Priority of reports

Once a report is received, the Unit will determine its priority for assessment. The assessment is conducted by an Adult Safeguarding Practitioner.

While the Unit is not a crisis response service, the Unit will consider whether immediate measures are required when the reported information indicates:

- a serious and immediate risk to an adult's health, safety or welfare, or
- serious and imminent criminal activity.

This will usually require liaison with South Australia Police or South Australia Ambulance Service.

There may be higher priority for assessment in circumstances where there are serious care or physical safety concerns, or where there is an imminent risk of financial abuse or exploitation involving significant assets. Consideration is also given to the person's reliance on and access to support services.

The Unit will ask reporters, if possible, to maintain contact with the Unit and provide updates on significant changes to the situation and/or new information that becomes available to inform the priority for assessment.

What not to report

Matters do not need to be reported to the Unit where:

- the adult is already being appropriately safeguarded through existing interventions and services
- they relate to the conduct of a paid care worker or service provider and can be reported to the regulatory body for that sector
- they relate to self-neglect
- where the concerns are historical and no longer impacting on the adult, or
- where the adult is deceased.

Concerns relating to the conduct of a paid care worker or service provider should be reported to the appropriate regulatory body (as the case requires). For example:

- Aged Care Quality and Safety Commission
- NDIS Quality and Safeguards Commission
- Health and Community Services Complaints Commissioner's Office.

If the Unit is contacted about a matter that is outside its scope of responsibility, it will (where possible) provide information and advice to the person making contact about how the adult may be supported, including any other services that may be able to assist.

Reporter confidentiality

The Unit must not disclose the identity of a reporter, except where the disclosure is:

- made with the reporter's consent, or
- authorised or required by law, or
- determined by the Director of the Unit to be necessary in the circumstances.

While a report may be made anonymously, it is recommended that wherever possible the reporter provides their contact information to the Unit. This enables the Unit to contact the reporter to seek further information and to provide them with information about the outcome of the assessment (where appropriate).

Where a reporter is concerned about their identity being indirectly disclosed to the adult they are reporting about, the Unit will discuss with the reporter possible ways this can be managed.

Contacting the Unit

To make an enquiry or make a report:

- Call free call number **1800 372 310**
- Complete the online contact form available at **adultsafeguardingunit.sa.gov.au**
- Email **adultsafeguardingunit@sa.gov.au**

For assistance and support to contact the Unit, contact:

- Translating and Interpreting Service (TIS) on **131 450** and request that they contact the free call number above or online at **tisnational.gov.au**.
- National Relay Service at **nrschat.nrscall.gov.au/nrs/internetrelay** if the person is deaf and/or finds it hard hearing or speaking with people on a phone.
- Aboriginal Language Interpreting Service (ALIS) at **translate.sa.gov.au/ALIS** if requiring assistance from an Aboriginal language speaker in South Australia.

The Unit's hours of operation are **Monday to Friday between 9.00 AM – 4.00 PM**, except Public Holidays. Outside of these hours, callers may leave a message on voicemail or complete the online contact form, which will be responded to within business hours.

The Unit is not an emergency/crisis response service, and callers will be directed to call emergency services on 000 in an emergency.

Key points



How to contact the Adult Safeguarding Unit:

Call the Adult Safeguarding Unit on **1800 372 310** complete the online contact form available at **adultsafeguardingunit.sa.gov.au** or email **adultsafeguardingunit@sa.gov.au**

Is it mandatory to report suspected abuse?

No. There is no mandatory requirement for anyone to report suspected abuse or mistreatment to the Unit.

If a person has concerns about an adult vulnerable to abuse, it may be helpful to contact the Unit so that advice can be offered. Anyone can contact the Unit to make an enquiry and seek advice about a situation, or to make a report.

When making a report, can the reporter remain anonymous?

Yes. However, the reporter is encouraged to provide contact details in case further information is required and to enable outcome information to be shared (where appropriate). Personal information is kept confidential and is not released without consent, unless the disclosure is authorised or required by law or determined to be necessary by the Director.



Assessing a report

The purpose of an assessment is to determine:

- whether an adult is at risk of abuse
- whether one or more safeguarding responses, or any other action, should be undertaken.

Assessments are conducted by experienced allied health professionals (Adult Safeguarding Practitioners) in accordance with standard operating procedures.

In most cases, the Unit will gather more information and contact the adult. This helps ensure the Unit has a comprehensive understanding of the adult's situation and supports that may be required.

At any time after an assessment has commenced, the Unit may take safeguarding or other actions to safeguard the adult.


Information gathering

During an assessment, the Unit may gather information about the circumstances of the adult without needing their consent. This may include using legal powers given to authorised officers to obtain information. Refer to the authorised officer section for more information.

Gathering information assists the Unit to comprehensively assess the report and determine the most appropriate action(s).

Information relating to an adult that may assist an assessment includes (but is not limited to):

- current support services
- decision-making capacity
- legal orders
- medical information
- financial information.



The Unit will often contact a range of government and non-government organisations, family members and friends to gain a comprehensive understanding of the situation and assess risk, including any risks associated with contacting the relevant adult.

This ensures discussions with the relevant adult, and actions taken are well informed, targeted, and sensitive.

Strict confidentiality provisions apply to information gathered during the assessment process.

Contacting the adult

Where appropriate, the Unit will contact the adult at risk of abuse as part of the assessment. If it is anticipated that a safeguarding response is likely to be undertaken, the Practitioner will also seek the adult's consent (unless an exception applies).

Actions the Unit may take

Any time after commencing an assessment, the Unit may:

- undertake a safeguarding response (with the adult's consent)
- refer the matter to a law enforcement agency (such as South Australia Police), regulatory agency, complaints body or other body
- undertake an investigation to make or support an application to the South Australian Civil and Administrative Tribunal
- provide information, education or advice to the person who made the report, the relevant adult or any other person
- take no further action.

Once the Unit has determined the appropriate action(s) to be taken, response priority and timeframes will be based on the risk factors identified within the assessment.

Feedback following a report

At the time of the initial report, the reporter will be advised that the Unit has a statutory responsibility to assess all reports received and take action in line with the requirements of the Act.

Following an assessment of a report, the Unit will notify the person or body who made the report to the Unit about the outcome of the assessment if it is safe, practicable, appropriate and consistent with the primary purpose and principles of the Act to do so.

Taking no further action after assessment

After assessing a report, the Unit may decide to take no further action in respect of the matter if:

- the matter has been previously dealt with and there is no reason to re-examine it (this may occur where there is a new report but there has been no new information provided)
- the report is considered trivial, vexatious or frivolous

- the relevant adult does not consent to a safeguarding response being taken and no exception to obtaining consent under section 28(2) of the Act applies (refer to the 'seeking consent' section of the Code for more information)
- there is good reason why no action should be taken, for example:
 - the relevant adult has since died
 - the case is already being appropriately managed/ safeguarded
 - after assessment, no abuse is identified.

On some occasions, the outcome of an assessment may be that no abuse is identified, but significant family conflict and breakdown in communication is present.

In these cases, the Unit may provide information to family members about family counselling and/or family dispute resolution services.

Reporters are encouraged to re-contact the Unit with any future concerns.



Key points



What can happen once a report has been made?

Every report is assessed and actioned by the Unit. Actions may include providing information, education or advice, referring the matter to another agency, investigating the matter, undertaking a safeguarding action, or, in some cases, taking no further action.

Will the reporter be provided with feedback regarding actions taken?

The Unit has a legal responsibility to take action on every report received. The Unit will inform the caller about the outcome of the report if it is safe, practicable, appropriate, and consistent with the primary purpose and principles of the Act to do so.



Providing information, education or advice

The whole community plays a crucial role in safeguarding adults. Family, friends, service providers, community connections, and increased social participation can be vital protective factors. These supports help prevent, identify, and respond to abuse.

The Unit helps build the capacity of service providers, families and the community through providing expert information, education and advice.

When the Unit receives an enquiry, it will provide information, education and advice as needed.

When the Unit receives a report, it may assess that the most appropriate action to take in the circumstances is to provide information, education and advice to the adult and/or people within the adult's formal and informal support networks on actions and measures that can be put in place to safeguard the adult and uphold their rights.

For example, after receiving a report the Unit may provide information, education and advice to:

- the relevant adult
- the reporter
- service providers
- supportive family members
- other important people in the adult's life.

In many cases, this approach strengthens the capacity of the adult's networks to take actions to safeguard the adult, without the need for further involvement by the Unit.

This approach reflects the Unit's goal of adopting the least interventionist and least intrusive safeguarding responses that are appropriate in the circumstances.

Reporters are encouraged to monitor the situation and re-contact the Unit with any future concerns.



Key points



When does the Unit provide information, education and advice?

The Unit can provide information, education and advice at any stage after receiving an enquiry or report. This helps build the capacity of adults experiencing abuse or mistreatment, as well as reporters, service providers, supportive family members and others involved in the adult's life, to take safeguarding action and uphold the adult's rights.

The Unit will consider the concerns raised and the available safeguarding options. People who are already involved in the adult's life and trusted by them are often best placed to take action, with guidance from the Unit. If the Unit assesses this approach as appropriate, it will provide clear recommendations to support those involved to act.

The Unit may make a referral to a regulatory agency at any stage of the assessment, investigation or safeguarding process and does not require the consent of the relevant adult.

Referring to a law enforcement or regulatory agency

The Unit's role is to complement rather than duplicate existing services.

When assessing a report, the Unit will consider if one of the following bodies is more appropriately placed to respond to the matter, or part of the matter:

- a law enforcement agency
- a regulatory agency
- a complaints body, or
- another body with responsibility for investigating or managing complaints.

The Unit may make a referral to a law enforcement or regulatory agency at any stage of the assessment process and does not require the consent of the relevant adult.

Examples of law enforcement or regulatory agencies that the Unit may refer a matter, or part of a matter to, include:

- South Australia Police
- Aged Care Quality and Safety Commission
- NDIS Quality and Safeguards Commission
- Ombudsman SA
- Health and Community Services Complaints Commission.

Referral to South Australia Police

If the Unit suspects that a serious criminal offence has, or may have, been committed, the Unit will refer the matter to South Australia Police.

A serious criminal offence is an offence which has been, or is likely to be, committed against a relevant adult which has had, or is likely to have, a significant adverse impact on the relevant adult or their ordinary quality or standard of living.

Referral to a regulatory agency

Where a report relates to the conduct or behaviour of a service provider or worker under NDIS or Aged Care, the Unit will refer the matter to the Aged Care Quality and Safety Commission or NDIS Quality and Safeguards Commission.

Taking further action

In addition to referring a matter, the Unit may also take concurrent action where it assesses this is necessary to safeguard the relevant adult.

For example, where a serious criminal offence is alleged, in addition to making a referral to South Australia Police, the Unit may work with the adult to protect their rights and put in place safeguarding actions, such as referring to supports and services (e.g. counselling) or liaising with financial institutions.

Key points



Why does the Unit make referrals to other agencies?

The responsibility of preventing and responding to abuse and mistreatment is shared by many. When assessing a matter, the Unit will consider whether there is a regulatory agency with responsibility for investigating or managing complaints that is more appropriately placed to respond to the matter, or part of the matter.



Conducting an investigation

The Unit may investigate a matter if it considers further information or evidence may be required to:

- make an application to the South Australian Civil and Administrative Tribunal (SACAT) under the Ageing and Adult Safeguarding Act
- assist SACAT in proceedings under complementary legislation (such as *Guardianship and Administration Act 1993 (SA)*).

An investigation can be conducted at any time after an assessment has commenced. However, it is not mandatory to conduct an investigation to proceed with the above safeguarding responses. Whether an investigation is required will be determined on a case-by-case situation.

What does an investigation involve?

During an investigation, the Unit may speak with people who have information or documents relevant to the circumstances of the adult reported to be experiencing the abuse or mistreatment. This may include family members, service providers, financial organisations, other organisations and/or the reporter.

The Unit may also use authorised officer powers (see authorised officers section).

How long does an investigation take?

The timeframes for completing an investigation will vary depending on the circumstances and requirements of each situation. There is no set timeframe for how long it will take to complete an investigation.

The Unit may take actions concurrently to safeguard an adult while an investigation is underway.

Key points



What is the aim of an investigation?

An investigation aims to gather information and evidence to support an application to SACAT or assist with SACAT proceedings.

The focus is to safeguard an adult who is at risk or experiencing abuse, in line with their wishes.

Investigations are not intended to make findings of abuse or punish perpetrators.

Undertaking a safeguarding response

Safeguarding refers to the actions that a person, organisation or community takes to:

- support a person to promote and protect their health, wellbeing and human rights
- protect a person's health, wellbeing and human rights
- support others to protect a person's health, wellbeing and human rights.

The goal of safeguarding is to enable the person to live free from abuse or mistreatment.



Safeguarding seeks to:

- prevent harm and reduce the risk of abuse or mistreatment to relevant adults
- stop abuse or mistreatment wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- contribute to raising public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse or mistreatment
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult
- address what has caused the abuse or mistreatment, where practicable.



Safeguarding responses

At any time after the Unit has commenced an assessment, it may take actions to safeguard the rights of adults experiencing abuse or mistreatment.

The Unit will seek the adult's consent to undertake a safeguarding response (unless an exception to consent applies).

Where possible and appropriate, the Unit will undertake safeguarding actions at an early stage to mitigate the risk of the alleged abuse or mistreatment escalating further.

Safeguarding actions are tailored to the adult's needs, wishes and circumstances, including their communication needs, cognitive capacity, cultural background, language, identity, spirituality, traditions and beliefs.

Safeguarding actions may include:

- engaging or increasing formal or informal supports available to the relevant adult
- assisting other organisations to support the person
- assisting in SACAT proceedings in respect of a person (for example, proceedings under the *Guardianship and Administration Act 1993 (SA)*)
- seeking an order of SACAT under the *Ageing and Adult Safeguarding Act*
- referring the person to a more appropriate person or body to assist (this is separate to a referral to a regulatory agency)
- providing advice, assistance and/or referral to support an adult to apply for an intervention order
- creating safety plans with a person
- providing advice, assistance and/or referral to support an adult to complete legal documentation to safeguard their financial, legal or personal affairs
- providing advice, assistance and/or referral to support to assist an adult to move to alternative accommodation
- any other response the Director considers appropriate to safeguard the relevant adult.

The Unit works positively with and for the adult experiencing abuse or mistreatment to preserve relationships that are important to them.

At all times, the Unit seeks to balance the need to intervene, with the adult's right to autonomy and self-determination. This includes adopting the least interventionist and least intrusive safeguarding responses that are appropriate in the circumstances.

Safeguarding plans

As part of a safeguarding response, the Unit may work with the adult to develop a safeguarding plan.

Safeguarding plans map out actions to safeguard the adult's rights and are aimed at reducing the risk of future abuse. Plans are guided by the adult, in line with the strong focus within the Act on the right to self-determination and autonomy. Safeguarding plans can either be captured in a document or agreed upon verbally.

A safeguarding plan may include:

- goals or outcomes sought by the adult at risk of abuse
- actions to address any immediate risks (e.g. safety planning), and any further risks that may emerge
- actions for the Unit or for other organisations or individuals
- suggestions for steps the adult can take to protect themselves now and in the future.

Coordination role of the Unit

To effectively prevent and address abuse and mistreatment of adults, responses are undertaken in collaboration with various services and individuals, including the adult themselves.

The Unit provides a short-term, coordinating role to ensure engagement and cooperation between services, people and bodies to mitigate the factors contributing to the abuse or mistreatment the adult is experiencing.

Once a safeguarding response has been agreed upon, the Unit will:

- ensure a referral has been made to the organisations they wish to connect with, in accordance with the agreed safeguarding response,
- undertake any agreed safeguarding actions
- determine if any new issues have emerged.

During this time, the Unit may monitor that the safeguarding response is meeting the adult's needs. In appropriate cases, this may include exercising authorised officer powers for example, to gather information with the consent of the adult (unless an exception to consent exists).

Case review and closure

The Unit will monitor each safeguarding response as required to review actions achieved, what is outstanding, and what role the Unit continues to play.

The report will be closed once a review indicates that closure is appropriate. This may include where:

- the safeguarding response has addressed the abuse for the person
- there are more appropriate organisations involved to support safeguarding
- the adult is appropriately safeguarded in relation to the abuse or mistreatment reported
- there is no further role for the Unit or there is limited benefit in the Unit remaining involved.

Future contact with the Unit is encouraged if further assistance is required.

Key points



What is a safeguarding response?

Safeguarding refers to the actions that a person, organisation or community takes to support a person to promote and protect their health, wellbeing and human rights.

What is a safeguarding plan?

A safeguarding plan documents key issues discussed, the agreed supports or actions to put in place, and other useful information, to safeguard the adult at risk of or experiencing abuse.



Seeking consent

The Unit's work is consent driven. The Unit works to coordinate responses to safeguard the rights of adults experiencing abuse, tailored to their needs, wishes and circumstances. It works positively with and for the adult experiencing abuse to preserve relationships that are important to them.

It is presumed that an adult has decision-making capacity unless there is evidence otherwise.

This includes the decision to be supported by the Unit.

When will the Unit seek consent?

The Act enables the Unit to gather a range of information without the consent of the adult for the purposes of assessing the initial report and determining the most appropriate action.

Before undertaking a safeguarding response, the Act generally requires the Unit to seek the consent of the adult reported to be experiencing abuse.

The Unit will provide the adult with information regarding the decision to be made and the likely consequences of that decision. The way in which this information will be provided will be adapted to the adult's unique situation, needs and wishes.

In some cases, the Unit may need to act without first seeking the adult's consent. Refer to the 'exceptions to consent' section for more information.

How will the Unit seek consent?

The Unit will seek the adult's consent either in writing or verbally, depending on the adult's wishes and needs.

The Unit will work with the adult flexibly, to ensure they are given the best opportunity and support (where required) to consider providing their consent. This includes, where appropriate, using translating and interpreter services or hearing assistance and other communication aids or technology.



Exceptions to consent

The Act outlines limited circumstances in which the Unit may act to safeguard an adult without first obtaining their consent. These include:

- when the adult's life or physical safety is at risk
- where the risk of abuse to which the report relates consists of an allegation that a serious criminal offence has been, or is likely to be, committed against the adult
- where the risk of abuse to which the report relates amounts or is likely to amount to serious financial abuse
- when the adult to whom the report relates has impaired decision-making capacity in respect of a decision to consent to action of the relevant kind being taken
- when the Unit has not, after reasonable enquiries, been able to contact the adult.

To act without consent, the Unit must be satisfied that it is necessary or appropriate in the circumstances. The Unit will not act without first seeking consent simply because an adult's decision may be regarded as reckless, wrong or inappropriate.

In determining whether an exception to seeking consent applies in a particular case, the Unit will consider the:

- seriousness of the abuse (whatever form(s) it may take)
- decision-making capacity of the adult
- adult's autonomy and right to make 'poor decisions'
- nature/dynamic of the relationship and its significance to the adult
- influence of culture, family and language
- underlying premise of the influence (religion, cultural expectation/norm, obligation)
- risk of displacement or destitution from preferred residence
- validity of consent and whether a decision was made freely and voluntarily
- presence of psychological abuse and its severity and effects
- potential outcomes of the proposed actions for the adult who may be vulnerable to abuse and any other relevant parties
- presence of coercive conduct (if any) and whether it justifies the Unit's intervention.

Any decision to act without consent should be necessary, reasonable and proportionate and requires the approval of the Director, Office for Ageing Well or their delegate.

Where possible and appropriate, the Unit will meet with the adult before acting without consent to understand their wishes and preferences. It will also ensure that the adult has the opportunity to be supported in their decision-making wherever possible.

The Unit makes all decisions to act without consent on a case-by-case basis and records the decision and outcome on its case management system.

Supported decision-making

Some adults may require support to make decisions about their own lives. Adults should be supported to make their own decisions about their own affairs to the extent that they are able and for as long as they can.

Where required, the Unit supports adults to make their own safeguarding decisions by:

- using the adult's preferred method of communication, such as non-verbal communication, visual aids, and communication aids
- providing information in an accessible way, such as offering an interpreter or discussing the option of a cultural representative or support person who can assist
- finding a suitable location or better time of day (for example many people with dementia report better cognition in the morning)
- giving appropriate time to consider a decision
- suggesting or assisting the adult to get treatment for a medical condition that may affect their decision-making
- supporting the adult to resolve, or to get help in resolving, underlying personal or social issues that are causing them stress, and may affect their decision-making
- helping the adult find someone to support them to make choices or express their view, which could include a family member, friend or independent advocate
- helping the adult to access a program or support, which may improve their capacity to make decisions
- giving the adult relevant information about the decision and its consequences
- supplying the adult with a written record of the discussion and decision (when safe and practicable to do so).

The Unit assumes that an adult has decision-making capacity in respect to any proposed action undertaken by the Unit, unless there is evidence indicating otherwise. The existence of SACAT orders (such as guardianship or administration orders) and clinical assessments will be used as a guide and can contribute to the Unit's opinion in relation to decision-making capacity.

When working with the adult who is reported to be experiencing abuse, the Unit will consider whether the adult can:

- understand information relevant to the decision and the choices that exist
- retain the information long enough to make a decision
- weigh up the consequences of the decision and understand how this affects them
- communicate their decision.

The Unit will also consider whether the adult's actions are guided by

- delusion or false belief
- the adult's level of suggestibility.

Where the Unit assesses there are concerns regarding an adult's capacity to make decisions, the Unit will consider the most appropriate way to safeguard the adult.

This may include:

- assisting with an appropriate assessment of their capacity
- involving any legal decision-makers (such as the adult's guardian) where appropriate
- undertaking any required safeguarding actions without their consent.

Decision-making capacity is decision-specific and an adult's ability to make a decision can fluctuate, depending on the complexity of the decision and the point in time when the decision is made, and will be made on a case-by-case basis.

Where it is assessed that the adult is unable to make a certain decision, the Unit will attempt to gather information about their past and present wishes through any existing Advance Care Directive, Enduring Power of Attorney or with family or significant others if appropriate.



What if the adult does not consent to the Unit taking further action?

The Unit values and is guided by principles of self-determination, respect for dignity and autonomy. Where an adult has decision-making capacity with respect to a decision, they have the right to decline support, assistance or other safeguarding actions.

The Unit will ensure that the adult who is reported to be experiencing the abuse is provided with enough information, time and support to make informed decisions regarding any proposed safeguarding actions.

At times, it might be appropriate for someone known to and trusted by the adult at risk of abuse to be present during meetings to offer support.

An adult with decision-making capacity may choose to remain in a situation where they are at risk of being mistreated or abused and understand the implications of doing so and may decline support from the Unit. They may also initially consent to an action and then change their mind. The Unit will respect the adult's decision and will not take further actions unless an exception to consent applies.

In situations where support is declined, the adult's decision will be documented, and the Unit will close the report. Where the adult declines or withdraws consent, the Unit may still provide relevant information and advice that may assist the adult in the future. The Unit may also make referrals to other bodies without consent, but only in the limited circumstances permitted within the Act.



Key points



Does the Unit seek consent from an adult to take further action?

The Unit will support an adult to make a decision about their situation, including whether they consent to safeguarding actions. However, in some circumstances, the Unit may take safeguarding or other action without the adult's consent.

Exercising authorised officer powers

Adult Safeguarding Unit authorised officers are DHS staff who are authorised by the Director of the Office for Ageing Well to exercise powers in accordance with the Act.

Authorised officers must carry identification and present it on request.

An authorised officer may require a person or body to provide them with information, or exercise their powers, for the purpose of:

- an assessment
- an investigation
- monitoring the implementation of a safeguarding response (generally with the adult's consent).

When requiring information or exercising powers, authorised officers are guided by standard operating procedures.

Requiring information

An authorised officer may, by notice in writing, require a specified person or body to:

- provide them with information or documents that are reasonably required to perform functions under the Act, or
- produce a written statement of information, or to answer specified questions, about a specified matter.

Exercising powers

An authorised officer may exercise a range of powers under the Act. These powers include but are not limited to:

- entering and inspecting premises, places and vehicles
- requiring documents, records or books of accounts for inspection and/or removal in order to make copies
- taking photographs, films, audio, video or other recordings
- requiring any person who is in a position to provide information relating to the adult at risk of abuse to answer any questions
- requiring the person to state their full name, address and date of birth.

On occasion, an authorised officer may be required to use force to enter a premises, place, vehicle or vessel. Force may only be used on the authority of a warrant issued by a magistrate, or where:

- entry is refused or cannot be gained; and
- the authorised officer believes on reasonable grounds further delay would significantly increase risk of harm; and
- the Director approves the use of force.

An authorised officer can be accompanied by such assistants as are reasonably required in the circumstances.

Information sharing and confidentiality

The Act provides that personal information gathered and held by the Unit must be kept confidential and may only be disclosed in specified circumstances.

Sharing information with consent

The Unit may share personal information with the consent of the person to whom the information relates.

Where safe, practicable and appropriate, the Unit will generally seek a person's consent to share information.

Sharing information without consent

Where the Unit shares personal information without the adult's consent, the disclosure must be made in accordance with the Act, Regulations and Unit standard operating procedures.

These provide that information may be shared in the following circumstances:

- as required or authorised by or under any Act or law
- to administer or enforce an Act
- with the consent of the adult to whom the information relates
- to refer a matter to a law enforcement agency
- to a government organisation or statutory body for the purposes of the proper performance of its functions
- to assess or respond to a potential risk to a person's life or physical safety
- if the disclosure is reasonably necessary for the protection of the lawful interests of that person.

The law requires that the identity of a reporter must be kept confidential and must not be disclosed by the Unit unless:

- the reporter consents to the disclosure,
- the disclosure is authorised or required by law, or
- the Director of the Office for Ageing Well assesses the disclosure to be otherwise necessary.

Sharing information with certain persons and bodies

Sharing information supports organisations to provide a collaborative, multi-disciplinary response for adults who are vulnerable to abuse.

The Act allows state authorities, SACAT and people or service providers actioning a case referred to them by the Unit, to share certain information and documents among themselves where the information will assist them to:

- perform official duties relating to the health, safety, welfare or wellbeing of an adult or class of adults who may be vulnerable
- manage any risk to an adult or class of adults who may be vulnerable, which might arise in the recipient's capacity as an employer or provider of services.

The types of information and documents that can be shared are those that:

- relate to the health, safety, welfare or wellbeing of an adult who is reported to be experiencing abuse
- relate to the financial affairs of the adult who is reported to be experiencing abuse
- are made by SACAT in respect of an adult who is reported to be experiencing abuse
- may reduce a risk to the health or safety of a person or body, performing official functions in relation to an adult or class of adults who may be vulnerable.

A person or organisation sharing the information in these circumstances must:

- confirm the identity of the recipient
- be satisfied that the recipient is a person or organisation who can receive the information
- take reasonable steps to ensure that the information is not provided to any other person or organisation who should not receive the information.



Whole of community approach

The whole community plays a crucial role in supporting relevant adults to uphold their rights and live free from abuse.

Families, friends, service providers, community connection and increased social participation can be vital protective factors supporting the prevention, identification and response to abuse.

The Unit works closely and collaboratively with the adult and, where appropriate, their families, friends and service providers, to support the adult to safeguard their rights and respond to abuse.

Working with family and significant others

Friends, families, community groups, neighbours, and local service providers are in an ideal position to identify suspected or actual abuse and support those experiencing abuse.

When developing a safeguarding response, the Unit may work with family or other people nominated by the adult to whom the report relates. For Aboriginal families, this may include involving people with cultural authority and kinship networks. This enables people within the adult's support network to contribute to the safeguarding plan and identify ways that they may be able to offer support.

In some cases, the Unit may also contact family and other significant people in the adult's life as part of an assessment. This can help the Unit to gather additional information and understand the opportunities to support the safeguarding response. In some cases, the Unit may also communicate with the person responsible for the alleged abuse.

Working with diverse communities

The Adult Safeguarding Unit seeks to be accessible for all South Australians and provide services in a manner that maximises accessibility and enhances opportunities to participate, tailored to each adult's communication needs, cultural background, language, identity, spirituality, traditions and beliefs.

The Unit is sensitive to the additional factors that may be experienced by relevant adults from culturally and linguistically diverse backgrounds. These factors may include limited English, fear of government institutions, different cultural norms and understandings about a person's rights and what constitutes abuse and fear of shame or stigma.

Where required, the Unit will use translating and interpreter services or hearing assistance and other communication aids or technology, for example apps or visual images.

The Unit seeks to provide a culturally safe service, including through developing relationships and working with relevant organisations (including, where appropriate, Aboriginal Community Controlled Organisations) to support Unit staff to work in a culturally appropriate and sensitive manner. This may include seeking assistance from organisations or community members to connect with the adult who is at risk of abuse or mistreatment.

Awareness-raising

The Unit is committed to providing accessible information about the Unit and how to prevent, identify and respond to abuse and mistreatment. This includes easy read and translated materials as well as materials targeted towards specific groups (e.g. culturally appropriate materials).

Multi-agency approach

Safeguarding an adult's rights is everyone's business. In many instances, a safeguarding response will require the involvement of a number of different parties and/or organisations.

The Unit collaborates with individuals, members of communities, service providers, government and non-government agencies and organisations to provide advice and information, as well as safeguarding responses.

The Unit may take a lead role in coordinating the response, particularly where there are a number of different parties or organisations involved.

When working with other agencies and service providers, the Unit will be guided by the following principles:

- collaboration should be for the benefit of the adult who is reported to be experiencing the abuse
- where risk of harm can be more efficiently and effectively managed through interagency coordination, this should be undertaken
- safeguarding responses should be proportionate, outcome focused and relevant to the risk being managed
- inter-agency collaboration should be tailored to and focus on the wishes of the adult who is reported to be experiencing the abuse.

Where another organisation is working with an adult who is reported to be experiencing the abuse and can appropriately support them or respond to the factors placing them at risk, they should continue to do so.



Feedback, complaints and reviews

The Unit aims to provide the best possible service, however, sometimes a person may wish to give feedback, make a complaint, or ask for a review of a decision.

The Unit takes feedback and complaints seriously and aims to handle feedback and complaints fairly and quickly.

Feedback helps the Unit to improve its services, The Unit also encourages people who are satisfied with services provided by the Unit to provide their feedback.

The Unit complaints and feedback process is available on the DHS website: dhs.sa.gov.au/how-we-help/ageing-well/support-for-adult-safety-and-wellbeing/complaints-and-feedback-to-the-adult-safeguarding-unit.

Internal reviews

If a person is aggrieved by a decision made by the Unit, they may be entitled to seek an internal review of that decision.

This includes the following decisions:

- a decision regarding the action/s to be taken following the assessment of a report
- a decision to refer a matter (or part of the matter) to a regulatory body
- a decision to conduct an investigation
- a decision to undertake a safeguarding response
- a decision to undertake a safeguarding response without first obtaining the consent of the person reported to be experiencing abuse.

Applications for internal review must be made within 30 days of receiving notice of the decision (or such longer time as the Chief Executive of DHS may allow).

The process for seeking an internal review of a decision made by the Unit is available on the DHS website:

dhs.sa.gov.au/how-we-help/ageing-well/support-for-adult-safety-and-wellbeing/complaints-and-feedback-to-the-adult-safeguarding-unit.

Once a review is completed, the Chief Executive or their delegate will provide the outcome of the internal review to the applicant in writing.

External reviews

If a person is dissatisfied with the outcome of the internal review, they can apply to the Ombudsman for an external review: **ombudsman.sa.gov.au**

Appendix 1

Legislation and governance

Legislation

The relevant legislation is:

- *Ageing and Adult Safeguarding Act 1995 (SA)*
- *Ageing and Adult Safeguarding Regulations 2019 (SA)*.

Adult Safeguarding Unit Charter of Rights and Freedoms

The *Adult Safeguarding Unit Charter of Rights and Freedoms (Charter)* clearly states the rights and freedoms of all adults who may be vulnerable in South Australia. It sets out a human rights-based approach to guide the actions of the Unit and other organisations supporting adults at risk of abuse.

Under the Act, all DHS staff, and in particular the Unit, must have regard to, and seek to give effect to the Charter when administering the Act.

The Charter does not create new 'rights' that are enforceable in the courts.

The Adult Safeguarding Unit Charter of Rights and Freedoms is available from adultsafeguardingunit.sa.gov.au.

Governance of the Adult Safeguarding Unit

The Unit is within the Office for Ageing Well as part of the South Australian Department of Human Services.

The Office for Ageing Well works in partnership with other organisations and the broader community to raise awareness and understanding of the role and functions of the Unit.

The Unit has entered into several Memoranda of Administrative Agreements, which describe agreed working practices between the Unit and key organisations. The agreements include referral procedures, information sharing, and ongoing review. Where no memorandum exists, the Unit will work flexibly and in partnership with relevant organisations.

Functions of the Adult Safeguarding Unit

The functions of the Unit are set out in the Act. These functions are to:

- receive reports relating to the suspected abuse of relevant adults
- assess relevant matters relating to the suspected abuse of relevant adults
- undertake safeguarding responses in respect of relevant adults, including by coordinating with State authorities and other persons or bodies
- provide education, information and advice to people who make reports to the Adult Safeguarding Unit, relevant adults and other persons or bodies
- refer relevant matters relating to the suspected abuse of relevant adults to appropriate persons and bodies to assist in the development of coordinated strategies for early intervention and prevention of ongoing abuse of relevant adults
- monitor the implementation of safeguarding responses where it is appropriate to do so
- promote participation by relevant adults in the making of decisions that affect their lives when undertaking safeguarding responses
- promote the role and functions of the Unit
- collate data on matters relating to the abuse of relevant adults
- advise Ministers, State authorities and other bodies (including non-government bodies) on matters relating to the abuse of relevant adults at a systemic level
- to prepare and publish reports on matters relating to the abuse of relevant adults at a systemic level and on issues relating to relevant adults that are of public importance
- perform such other functions as may be assigned to the Unit by the Minister or under the Ageing and Adult Safeguarding Act or any other Act.

Appendix 2

Glossary

Abuse: There are different types or forms of abuse, and sometimes more than one type can occur together.

For the purpose of the Act, abuse of a relevant adult means an act or series of acts, including a failure to take appropriate action, occurring within a relationship of trust, dependency or imbalance of power, that causes harm to a relevant adult.

Abuse may include one or more of the following:

- financial
- physical
- psychological or emotional
- sexual
- neglect (does not include self-neglect)
- social.

Assessment of a report: An assessment conducted by the Unit to determine what action is required to respond to a report.

Authorised Officer: A person appointed or engaged by the Unit and authorised by the Director to exercise powers and functions for the purpose of the Act.

Confidentiality: The *Ageing and Adult Safeguarding Act 1995* provides that personal information obtained in the administration of the Act must not be disclosed unless an exception applies (see information sharing section).

Director: The person for the time being appointed by the Minister and holding or acting in the office of Director of the Office for Ageing Well.

Enquiry: If a person contacts the Unit for advice, information or support but does not make a report, or the situation does not fall within the Unit's legislative remit.

Investigation: An investigation may be undertaken if it appears to the Director that it may be appropriate to undertake a safeguarding response to assist in SACAT proceedings in respect of the relevant adult or to seek an order of SACAT under the Act and the Director is satisfied that further information or evidence is required.

Record: Means—

- written, graphic or pictorial matter
- a disk, tape, film or other object that contains information or from which information may be reproduced (with or without the aid of another object or device).

Report: A notification made to the Unit of suspected or actual abuse of a named adult who may be vulnerable.

Safeguarding: An action that a person, organisation or community takes to promote and protect the health, wellbeing and human rights of a person to live free from abuse or mistreatment.

Serious abuse: Means abuse which has had, or is likely to have, a significant impact on the relevant adult. Whether abuse is serious is determined on a case-by-case basis with reference to the impact of the abuse on the relevant adult to whom the relevant matter relates.

Serious financial abuse: Means the improper use of a relevant adult's assets or the use or withholding of a relevant adult's resources to the extent that the abuse has caused, or is likely to cause, hardship to, or otherwise have a significant impact on, the relevant adult. Whether abuse is serious is determined on a case-by-case basis with reference to the impact of the abuse on the relevant adult to whom the relevant matter relates.

Serious criminal offence: Means a criminal offence which has been, or is likely to be, committed against a relevant adult which has had, or is likely to have, a significant adverse impact on the relevant adult or their ordinary quality or standard of living. Whether an offence is serious is determined on a case-by-case basis with reference to the impact of the offence on the relevant adult to whom the relevant matter relates.

State Authority: A department, organisation, local council, person or body defined in section 2 of the *Ageing and Adult Safeguarding Act 1995*.

Relevant adult: A vulnerable adult is defined in the legislation as an adult person who, by reason of age, ill health, disability, social isolation, dependence on others or other disadvantage, is vulnerable to abuse.

Appendix 3

Reporter checklist

Before contacting the Unit, it is helpful to note down as much of the below information as possible. While this information is not mandatory to contact the Unit, it assists the Unit to assess and triage the report.

| Details of the adult the report is about (the relevant adult) | |
|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Full name |
| <input type="checkbox"/> | Date of birth (where known) or approximate age |
| <input type="checkbox"/> | Address |
| <input type="checkbox"/> | Contact telephone number |
| <input type="checkbox"/> | Living arrangements |
| <input type="checkbox"/> | Type of vulnerability/risks |
| <input type="checkbox"/> | Cultural background |
| <input type="checkbox"/> | Communication and safety needs |
| <input type="checkbox"/> | Any substitute decision-making arrangements in place (e.g. Advance Care Directive, Enduring Power of Attorney, Administrator or Guardian) |
| <input type="checkbox"/> | Details of any disability and/or cognitive impairment and related support needs |
| <input type="checkbox"/> | Whether the adult is aware of the report being made |

| Details of the person believed to be responsible for the abuse or mistreatment | |
|--------------------------------------------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> | Full name |
| <input type="checkbox"/> | Date of birth (if known) or approximate age |
| <input type="checkbox"/> | Contact details (including telephone number) |
| <input type="checkbox"/> | Relationship to the relevant adult |

Concerns/reasons for making the report

| | |
|--------------------------|------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Information about the nature of the actual or suspected abuse or mistreatment |
| <input type="checkbox"/> | Has the adult disclosed abuse or mistreatment? |
| <input type="checkbox"/> | Where the alleged abuse is currently occurring |
| <input type="checkbox"/> | Whether any actions have been taken to address the alleged abuse |
| <input type="checkbox"/> | Whether there are concerns a serious criminal offence has occurred (or will occur) |

Other information

| | |
|--------------------------|----------------------------------------------------------------------------|
| <input type="checkbox"/> | Whether the reporter has an ongoing role in safeguarding the person |
| <input type="checkbox"/> | Supports or services involved in the adult's life |
| <input type="checkbox"/> | Whether the adult can manage the situation for themselves |
| <input type="checkbox"/> | The type of assistance being sought from the Unit |
| <input type="checkbox"/> | Whether the concerns have been reported to any other body (e.g. SA Police) |





Government
of South Australia



human
services