

BARRIERS TO COLLECTION OF COLLATERAL INFORMATION

Barrier	Response
<p data-bbox="33 236 645 347">RISK TO THE PERSON PROVIDING THE INFORMATION</p> <p data-bbox="11 411 678 563">In some instances, the person(s) providing information may fear retribution from the consumer as a direct result of their communication with mental health services.</p>	<p data-bbox="701 244 1859 276">It is advisable when obtaining information, to be clear with the information source about:</p> <ul data-bbox="701 339 2201 507" style="list-style-type: none"> • where information will be stored • the consumer’s potential for accessing that information, and • any safeguards that can be put in place to protect the identity of a source, for example, a confidentiality order or referral to a suitable support service. <p data-bbox="701 563 2201 643">The information source should be provided with sufficient information to make an informed decision about whether to provide information to mental health services.</p>
<p data-bbox="33 722 645 834">CONFLICT OF INFORMATION</p>	<ul data-bbox="701 802 2168 1010" style="list-style-type: none"> • Record any conflicting information and differences of opinion in relevant sections of the report; as well as the source/s of the conflicting information. • In the risk summary, the assessor may give more weight to a particular source, however the reasoning for this needs to be recorded. • Utilise clinical judgement to consider possible motivations for each source.
<p data-bbox="33 1106 645 1217">MISSING INFORMATION OR LACK OF COLLATERAL</p> <p data-bbox="11 1257 678 1409">Missing information could be due to files not being available, potential sources of collateral declining to participate in information gathering, or insufficient time to review a complete file record.</p>	<ul data-bbox="701 1193 1821 1361" style="list-style-type: none"> • Record the sources of information that were reviewed in the V-RAM report. • If there is a lack of collateral information or missing data, record this on the V-RAM. • Outline any limitations of the V-RAM report due to a lack of source information. • Review the V-RAM when more information becomes available.

