

# BARRIERS

Barrier	Response
<div data-bbox="347 359 963 470" style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>RISK TO THE PERSON PROVIDING THE INFORMATION</b> </div> <p data-bbox="324 518 981 638">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="1012 359 1982 391">It is advisable when obtaining information, to be clear with the information source about:</p> <ul data-bbox="1012 438 2184 590" style="list-style-type: none"> <li>• where information will be stored</li> <li>• the consumer’s potential for accessing that information, and</li> <li>• 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.</li> </ul> <p data-bbox="1012 638 2172 718">The information source should be provided with sufficient information to make an informed decision about whether to provide information to mental health services.</p>
<div data-bbox="347 837 963 957" style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>CONFLICT INFORMATION</b> </div>	<ul data-bbox="1012 893 2206 1085" style="list-style-type: none"> <li>• The differing opinions and the source of these opinions need to be recorded in the relevant section of the report.</li> <li>• In the risk summary, the assessor may give more weight to a particular source, however the reasoning for this needs to be recorded.</li> <li>• Utilise clinical judgement to consider possible motivations for each source.</li> </ul>
<div data-bbox="347 1220 963 1332" style="border: 1px solid black; padding: 5px; text-align: center; margin-bottom: 10px;"> <b>MISSING INFORMATION OR LACK OF COLLATERAL</b> </div> <p data-bbox="324 1372 985 1524">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="1012 1308 1960 1476" style="list-style-type: none"> <li>• Record the sources of information that were reviewed in the V-RAM report.</li> <li>• If there is a lack of collateral information or missing data, record this on the V-RAM.</li> <li>• Outline any limitations of the V-RAM report due to a lack of source information.</li> <li>• The V-RAM will need to be reviewed when more information becomes available.</li> </ul>