

BARRIERS TO COLLECTION OF COLLATERAL INFORMATION AND STRATEGIES TO OVERCOME THESE

Barrier	Response
<div data-bbox="347 359 963 470" style="background-color: #2c4e64; color: white; padding: 10px; text-align: center; margin-bottom: 10px;"> RISK TO THE PERSON PROVIDING THE INFORMATION </div> <p data-bbox="324 523 981 635">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="1014 363 1982 387">It is advisable when obtaining information, to be clear with the information source about:</p> <ul data-bbox="1014 443 2184 587" 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="1014 643 2172 715">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="347 837 963 949" style="background-color: #2c4e64; color: white; padding: 10px; text-align: center; margin-bottom: 10px;"> CONFLICT INFORMATION </div>	<ul data-bbox="1014 898 2206 1082" style="list-style-type: none"> • The differing opinions and the source of these opinions need to be recorded in the relevant section of the report. • 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.
<div data-bbox="347 1220 963 1332" style="background-color: #2c4e64; color: white; padding: 10px; text-align: center; margin-bottom: 10px;"> MISSING INFORMATION OR LACK OF COLLATERAL </div> <p data-bbox="324 1377 992 1520">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="1014 1310 1960 1469" 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. • The V-RAM will need to be reviewed when more information becomes available.