



Ambulance (Life Threatening)

GP, Nurse, Allied Health, Pharmacy (Non- Life Threatening)

Police Matter

Family Matter

Additional Information

1. 000
 2. Dr/ Nurse on Call
 3. NOK/ Emergency contact
 4. Care Manager / HCP provider
 5. Incident Report
- Further notification might include:
Healthcare team
support workers

1. NOK/ Emergency contact
 2. Medical professional team/Dr or Nurse on Call
 3. Care Manager / HCP provider
 4. Incident Report
- Further notification might include:
Ambulance
Elder Abuse
SIRS

1. 000
 2. NOK/ Emergency contact
 3. Care Manager /HCP provider
 4. Incident Report
- Further notification might include:
Elder Abuse
OPAN
SIRS

1. Care Manager /HCP provider
 2. NOK/ Emergency contact
- Further notification might include:
Incident Report
Elder Abuse
OPAN
State Guardianship

This items listed are examples only, it is not a complete list.

Events can move from one column to another depending on the severity. For example, it might be appropriate to see a GP for dehydration, however if it is severe, it would be more appropriate to call an ambulance.

- No Pulse
- Blocked airway/ choking
- Stroke
- Major blood loss
- Loss of consciousness/ collapse
- Chest pain
- Respiratory Distress
- Suspected overdose/ poisoning
- Acute mental health episode including convulsion/fitting
- Suspected Fractures or major injury
- Severe burns or scalds
- Cyanosis
- Drowning
- Severe allergic reaction
- Severe to moderate injury
- Fall with head strike
- Seizure lasting more than 5 minutes
- Seizure with continuing loss of consciousness or serious injury
- Consecutive seizures (multiple seizures one after another)
- Breathing difficulty during or after a seizure

- Fall with no head strike or minor injury
- Medication management concerns
- Pressure injury
- Slow to heal wounds
- Unexplained cuts/wounds/bruising
- Lacerations
- Suspected infection
- Urinary Tract Infection (UTI)
- Dehydration
- Dysphagia/ dysphasia
- Weight loss /Loss of appetite
- New and/or untreated incontinence
- Constipation
- Increased confusion/ cognitive decline
- Unexplained persistent pain
- Unresolved pain
- Minor allergic reactions
- Coughing at mealtimes
- Disturbed sleep
- Dental issues

- Missing from care
- Elder Abuse
- Welfare checks
- Dangerous behaviour/ behaviour management
- Carer fearing for safety
- Suspected Abuse
- Family Violence
- Drug or alcohol influence posing a risk

- Unmet needs – electricity, food, clothes, basic needs
- Items gone missing – bank card, phone, belongings
- Grief
- Transport needs
- Voicing loneliness
- Faulty equipment
- Missed care
- Dental issues
- Refusal of care
- Driving safety
- Declining cognition
- Signs of deterioration or change

Groups or individuals not listed in the communication chain might need to be involved depending on the circumstance of the event. For example, Guardianship might be sought for a client who is no longer able to make decisions for themselves.

It is recommended that all carers, both formal and informal should be first aid trained and have adequate first aid supplies available.

Local Guardians
Ph: 03 7067 0555