

Review. Reflect. Respond.

This resource contains practice prompts that ask you to think about what information can and can't be shared about a consumer. It is a reflective tool to guide your decision making and thinking. To share or not to share?

REVIEW. KEY CONSIDERATIONS

- 1** Personal Information is always important to the consumer. Treat it with **RESPECT**.
- 2** **ASK, DON'T ASSUME.**
Each situation is unique.
- 3** Explain **PURPOSE** and benefits of information gathering and sharing.
- 4** Build **TRUST** to enhance sharing and collaboration.
- 5** Create the right environment for **RESPECTFUL CONVERSATIONS.**
- 6** Gaining **CONSENT** is not a one off event. **CHECK IN** regularly.
- 7** **LISTEN** to information from carers whilst being clear about confidentiality.
- 8** **LANGUAGE** is powerful.
Avoid using jargon and labels.
- 9** **BE MINDFUL** of who else can see or hear sensitive information.
- 10** Explore **UNDERSTANDINGS** of confidentiality with consumers, carers and service providers.



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REFLECT. ASK QUESTIONS

- Why am I sharing this information?
- What is the impact of sharing or not sharing this information for: the consumer, carer, family, other workers and community?
- How will I be sharing this information?
- Do I have consent? (Remember, consent is an ongoing negotiation, not a fixed yes or no answer)
- Who will benefit from the information I am sharing?
- If the person was sitting next to me, would I share this information?

RESPOND. BE MINDFUL

Sharing information can keep people safe, but it can also cause harm with lasting impacts for the consumer and those around them. Remember why you're here: to help improve lives and outcomes. Be mindful and discerning about how and when you share information.

For a deeper dive, we recorded the March 2020 workshop this resource was developed from:

<https://youtu.be/3JGKfrXrMI0>

The cross-sector network YMHA brought together consumer, carer and service providers to explore and discuss different perspectives when considering sharing information at a forum in March 2020. This resource is offered in the spirit of collaboration and openness. This does not constitute official or legal positions and does not replace the need for legal advice or organisational policy in specific circumstances.



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Yarra Mental Health Alliance is a network of health and social wellbeing organisations from within the City of Yarra. Project contributors:

