



# Steps to actioning everyday situations

This tool helps you respond to everyday situations where something needs action.

It guides you step-by-step so you can decide what to do in the moment and feel confident in your actions.

You can use it during your work to check what you can manage yourself and when to seek support or escalate a concern. It is designed to work alongside your organisation's policies and processes, which should be followed where needed.

Refer to formal complaints handling and incident response processes for situations requiring formal action.

Using this tool helps you take safe, clear action and have open conversations with the older person.

## Step 1 – Listen and understand



- Give your full attention: *Listen with respect and repeat to check understanding, then ask questions*
- Communicate next steps to the older person:
  - if you require more information, let the older person know and assure them you will come back once you have it
  - if you feel confident you have enough information, continue.
- Ask the older person if they would like to involve their registered supporter, family, friend, or any other person

## Step 2 – Check risk level



- Identify risk level: *High / Medium / Low*
  - **High:** something could cause immediate harm  
*Example:* the older person is unsafe, in pain, or unwell
  - **Medium:** there is a concern that could lead to harm if nothing changes  
*Example:* the older person's condition or situation could get worse in the future
  - **Low:** there is a small concern, but no immediate harm  
*Example:* a minor change or preference has been raised

### Is there an immediate high risk of harm?

- **Yes** → Act immediately and escalate to supervisor or higher authority
- **No** → Continue

Note: situations at all risk levels need to be reported in handover notes, care notes or similar, to allow ongoing monitoring of the situation

## Decision point

### Do you understand the concern and have enough information to act?

- **Yes** → Go to *Step 3a – Explore options and take action.*
- **No** → Go to *Step 3b – Get help / find information to act safely.*

## Step 3a – Explore options and take action



- Ask the older person if they want their **registered supporter, family, friend, or any other supporter** included in the conversation
- Talk with the older person about their preferences for how they would like the concern handled
- Find ways to reduce risk while respecting choice
- Confirm the agreed action with the older person
- Do the agreed action
- Write down in your care notes what you did, who was involved, and why.

**Now go to Step 4**

### Step 3b – Get help / find information to act safely



- Check 'the Act go-to-checklist' if needed
- Ask team lead / supervisor if unsure
- Ask professionals (nurse, allied health, GP) if needed
- Keep older person updated.

#### Do you now have enough information to act?

- **Yes** → Go back to *Step 3a – Explore options and take action*
- **No** → Escalate to supervisor or higher authority.

### Step 4 – Reflect and share



- Always keep the older person updated, and involve them in the reflection if they want to be
- *Reflect*: what worked well, what could improve?
- Share insights with team
- Look for opportunities for learning or process improvement.