



Tool 2.2: What to do in an emergency: Q & A

1. What should I do in an emergency?

Call 000 without delay.

You should then work in accordance with your own agencies policies and procedures. Depending on the situation and your role, you may also need to:

- Contact other emergency services and arrange medical treatment or other emergency services.
- Arrange emergency accommodation.
- Determine capacity of an older person and make an urgent Guardianship application.
- Other support sensitive to culture, sexual identity and religious beliefs.

2. What if I am unsure about whether it is an emergency?

An emergency is when there is an immediate threat or risk of physical harm or serious damage to property. Workers should review their own policies about emergency situations.

- The threat or risk may be suspected or actual. If you are unsure, it is safest to treat it as an emergency.

3. What can the police do?

The NSW Police respond to emergencies and have powers under NSW Crimes acts. Some forms of elder abuse are crimes.

Police can:

- Conduct a welfare check
- Investigate a report that is made which may lead to criminal charges
- Under some circumstances, gain access and entry to premises
- Apply on the person's behalf for an Apprehended Domestic or Personal Violence Order which can include an Exclusion Order
- Ring an ambulance or mental health team and make referrals

4. What if the older person does not want help?

Older people should be involved in making decisions about their life as much as possible, including in an emergency. However, if a worker decides a person is in imminent danger, they must act, even if this goes against the person's wishes. This relates to 'duty of care' to avoid further harm.