Working with Vulnerable Older Persons Referral Pathway Guide



This resource can be accessed on the Southern Services Reform Group (SSRG) website, under the Resources tab. Last updated: April 2026 The information provided is accurate at the date of publication but may vary in the future.

Please Note: The information in this resource was originally developed by the Eastern Regional Collaborative Project Vulnerable Older People Working Group.

Southern updates were added by the Southern Services Reform Group, Aged Care Pathways Workgroup and was a past project. Since then, it has been updated to include current and relevant information. This Resource Guide aims to provide a general guide to services which may be able to provide an appropriate and timely response to a high-risk vulnerable older person.

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Definition

A high-risk vulnerable person refers to a person in urgent need of intervention or support to address or avoid serious negative outcomes, such as an acute health or mental health crisis, eviction or homelessness, abuse or criminal act or other serious harm to themselves or others. Risk is increased if the person has no effective and trusted advocate, if they do not have insight into their situation or if they are reluctant to accept assistance and do not understand the consequences of this decision.

A person at risk may be identified at many points in the community, by a member of the public or business, by a community organisation, service provider or the police. Recognised aged care or community service providers may be approached to make the first response to an older person in this kind of urgent situation or crisis.

Response and Engagement goals



Referral Pathway Guide

Who to Call First: Responding to High-Risk Vulnerable Older People
This quick guide is designed to support frontline staff, volunteers and community responders to identify the most appropriate first referral pathway when working with an older person experiencing risk, crisis, vulnerability or self-neglect.

Immediate Danger or Medical Emergency	
Situation	**First Contact**
Immediate danger to life	**000**
Serious injury, collapse, chest pain, stroke symptoms, overdose	**000 Ambulance**
Immediate violence, assault, threat, weapons	**000 Police**
House fire, gas leak, unsafe environment	**000 Fire Service**
Natural disaster or Fire	**CFS 1800 362 361** **SES 1800 362 361**

Organisation role and scope

Ambulance (SA Ambulance Service)
Provides emergency medical assistance, including telephone advice and triage, dispatch of paramedics, on-scene assessment and treatment, and transport to hospital when required. Call **000** for urgent medical emergencies.

Police (SAPOL)
Provides emergency response, welfare checks, public safety assistance, missing person responses, crime reporting, and support where there are immediate concerns for a person's safety. Call **000** in an emergency or **131 444** for non-urgent police assistance.

Metropolitan Fire Service (MFS)
Responds to structure fires, road crash rescue, hazardous materials incidents, smoke and gas leaks, and other emergencies that threaten life or property. Call **000** in an emergency. The MFS can also provide community safety and preparedness information

*Note: People who are deaf, hard of hearing or have a speech impairment can use the 106 Text Emergency Relay Service (TTY) instead of 000

South Australian Country Fire Service (CFS)
Provides emergency response to bushfires, grass fires, road crash rescue, hazardous materials incidents, and other emergency situations. For vulnerable older people, the CFS is an important emergency contact particularly during bushfire season, extreme weather events, smoke incidents, or other community emergencies. For bushfire information, incidents, warnings, or preparedness advice, contact the CFS Information Hotline on 1800 362 361

State Emergency Service (SES)

Provides assistance during storms, floods, severe weather, and rescue emergencies, including help when trees have fallen on homes or vehicles, property is at risk of flooding, or storm damage has made a property unsafe. The SES also provides community education, emergency preparedness information, and weather-related emergency assistance. For life-threatening emergencies call 000. For flood and storm emergency assistance call 132 500. SES Information Line: 1800 362 361

Emergency+ App
The free Emergency+ app helps people contact Triple Zero (000) and provides GPS location information to assist emergency services in locating a person quickly. It can be useful for CHSP workers, volunteers and older people, particularly when in unfamiliar locations or working alone in the community.

Mental Health Crisis or Acute Distress	
Situation	**First Contact**
Suicidal thoughts, psychosis, severe confusion, escalating mental health crisis	**Mental Health Triage** **13 14 65**
Advice on whether mental health crisis requires hospital	**Health direct** **1800 022 222**
After-hours emotional crisis or suicide support	**Lifeline 13 11 14 phone** **Lifeline 0477 13 11 44 SMS** **Beyond Blue 1300 22 4636**

Organisation role and scope

Mental Health Triage Services **24 hour service**
A main point of access into mental health services; that can provide advice and information in a mental health emergency or crisis situation. Staffed by mental health clinicians, that will assess and refer to acute response teams where appropriate.

Health direct **24 hour service**
Health direct is a 24/7 national telephone and online health advice service staffed by registered nurses that provides clinical triage, symptom assessment and guidance on appropriate next steps, including whether to self-manage, see a GP, or attend emergency care. including guidance on accessing urgent dental care and after-hours health services.

Lifeline **24 hour service**
Lifeline is a 24/7 national crisis support service providing immediate telephone and online counselling for people experiencing emotional distress, suicidal thoughts, or personal crisis, and offering connection to ongoing support where needed.

Beyond Blue **24 hour service**
Free, confidential mental health support and counselling for people experiencing anxiety, depression, emotional distress, or suicidal thoughts, as well as support for family members and carers. Available 24 hours a day, 7 days a week via phone, webchat, and online support.

Wellness Connect **Psychosocial Support and Recovery Services**
Some older people experiencing ongoing mental health challenges may benefit from ongoing , non-crisis, community-based psychosocial support programs that assist with daily living, social connection, housing, service navigation and wellbeing. In metropolitan Adelaide, Wellness Connect is a database Neami for finding recovery-oriented support. It is delivered by a consortium led by Neami, with other providers including Mind Australia, Skylight, Life Without Barriers and Community Access & Services SA, 1300 358 220. Services may have age and funding eligibility requirements.

Abuse, Neglect or Exploitation	
Situation	**First Contact**
Older person experiencing abuse, coercion, neglect or exploitation	**Adult Safeguarding Unit 1800 372 310**
Concerns about aged care providers conduct /care Concerns about health care more generally	**Aged Care Quality and Safety Commission 1800 951 822 Health and Community Services Complaints Commission 1800 232 007**
Advocacy support for older person	**ARAS 1800 700 600**
Family Domestic Violence	**1800 RESPECT – 1800 737 732** (24/7) **Domestic Violence Crisis Line (SA) – 1800 800 098** (24/7)
Immediate violence or danger	**000 Police**

Organisation role and scope

Adult Safeguarding Unit **Mon – Fri 9am to 4pm**
Adult Safeguarding Unit (SA) is a South Australian government service that provides a coordinated response to concerns about abuse or mistreatment of adults who may be vulnerable. It offers confidential advice, supports safeguarding actions, and responds to reports by working with relevant agencies to help protect the rights, safety and wellbeing of the adult, while promoting least restrictive and person-centred responses.

Aged Care Quality and Safety Commission (ACQSC)
The Aged Care Quality and Safety Commission oversees the safety and quality of aged-care services by monitoring providers, enforcing the Aged Care Quality Standards, and responding to complaints. It also requires providers to report serious incidents under the **Serious Incident Response Scheme (SIRS)**. You can notify the Commission about a SIRS incident through its official reporting portal: www. Agecdcareqyuality.gov.au/sirs

South Australian Health and Community Services Complaints Commissioner (HCSCC)
The **HCSCC** is a South Australian statutory complaints body that helps resolve complaints about health and community services more broadly, including adherence to ACD. It can investigate complaints, facilitate resolution, and address systemic issues affecting service users outside of the Aged Care system. 1800 232 007

Aged Rights Advocacy Services Inc. (ARAS)

ARAS Abuse Prevention advocacy assists community-living older people who are experiencing or at risk of abuse from family or friends. The abuse might be physical, psychological, financial, sexual or neglect.
ARAS also provide an Aboriginal Advocacy Program. Please call the ARAS main line to be diverted to the this program.

Family and Domestic Violence
Older people may experience family and domestic violence from a partner, adult child, family member, carer or other trusted person. Abuse can include physical, emotional, psychological, sexual or financial abuse, coercive control, social isolation, or threats.
If family or domestic violence is suspected, workers should follow organisational safeguarding procedures and consider referral to appropriate specialist services for advice and support.

- **1800RESPECT** – 1800 737 732 (24/7 national family, domestic and sexual violence counselling service)
- **Domestic Violence Crisis Line (SA)** – 1800 800 098 (24/7)
- **Elder Abuse Prevention Phone Line** – 1800 372 310

Legal Services Commission South Australia (LSC)
Provides free legal information and, in some circumstances, legal advice and assistance to people experiencing a wide range of issues. While particularly relevant where there are concerns about elder abuse, financial exploitation, powers of attorney, guardianship, administration, tenancy disputes, debt, consumer issues, or family conflict. Workers should consider referral where legal rights, decision-making authority, housing security, financial matters, or protection from abuse are unclear or in dispute. **Legal Help Line:** 1300 366 424

Homelessness, Eviction or Unsafe Housing	
Situation	**First Contact**
Rough sleeping, homelessness or immediate housing crisis	**Homelessness Gateway 1800 003 308**
Risk of eviction or tenancy breakdown	**TIAS 1800 060 462**
Older person needing housing support linked to ageing or frailty	**ACHA 1800 317 009**
Welfare concerns about unsafe living conditions	**SAPOL welfare check or emergency services if immediate risk**
Animal welfare concerns or temporary care	**See Pet Crisis Section**

Organisation role and scope
***Note** If someone is homeless or at immediate risk **they must go through the Gateway** to be connected to the correct local homelessness service,

Homelessness Gateway Service (Uniting Communities)

Intake, assessment, referral; Access to emergency accommodation (determined by assessment and availability); Referral to Specialist Homelessness Service for longer term support; and Advocacy. The services they may be connected can include:

- OSGHS – Outer Southern Adelaide Homelessness Service **9am–5pm Mon–Fri**
  Lutheran Community Care Intensive Tenancy Support, support to access emergency and transitional accommodation.

- ISHS – Inner Southern Adelaide Homelessness Service **9am-5pm Mon-Fri**
  Uniting Care Wesley Bowden for homeless or those at imminent risk of homelessness. Plus 7days a week after hours on call service for supported clients.

- Toward Home Alliance
  A regional homelessness service network that supports people who are rough sleeping or at risk of homelessness across Southern Adelaide. It provides coordinated access to crisis accommodation, case management, outreach support and pathways toward long-term, stable housing.

- Salvation Army Homelessness Support Services
  The Salvation Army provide homelessness services. The services are free, voluntary, accredited and delivered by professional and committed staff. The services are for adults and families, including accompanying children. This includes accommodation, case management services, advocacy, limited financial assistance, counselling and meals, as well as connection and referral to other specialist services.

- Baptist Care SA Homelessness Gateway (service provider)
  Providing immediate access to crisis accommodation, assessment and referral for anyone who is homeless or at risk. The service offers supported residential accommodation and a comprehensive range of personal support to stabilise the person's situation and link them to longer-term services.

*These services do not take direct walk-ins for new clients they rely on the Gateway to triage and allocate.

The services below are separate because they deal with specific situations:

Tenants Information and Advisory Service (TIAS) SYC 9am-5pm Mon-Fri
Provides free and independent information, advice and advocacy to help people on low incomes to sustain their tenancies in private rental, community housing or public housing. People who are still housed but at risk of losing their tenancy.

Assistance with Care and Housing (ACHA) Anglicare SA Southern 9am-5pm Mon-Fri
Assist older people to find and be maintained in secure, affordable housing. Through liaising with support services, community groups and health services; advocates on tenancy issues, tenancy advice and financial/legal issues. MAC referral required.

South Australian Police (SAPOL) assistance 131 444

SAPOL can conduct a welfare/wellbeing check when there are genuine concerns for a person's safety and they cannot be contacted. Emergency or immediate danger: Call 000. Non-urgent welfare concerns: Call the Police Assistance Line on 131 444.

Pet Crisis Care and Emergency Boarding	
Situation	**First Contact**
Unable to manage pet	**Safe Pets Safe Families** **0490 818 879** **Animal Welfare League** **08 8348 1300**
Admitted for emergency medical treatment and pet care required	
Animal welfare concerns or temporary care	**Animal Welfare League** **8348 1300** **RSPCA 1300 477 722**

Organisation role and scope

Many emergency pet support pathways operate through foster networks, partnerships or case-by-case assessment and may not be publicly advertised. Direct phone contact is often the best first step when supporting a vulnerable older person in crisis who cannot temporarily care for their pet.

- Safe Pets Safe Families 0490 818 879

Provides temporary foster care and crisis support for pets belonging to people experiencing homelessness, domestic violence, medical emergencies, hospitalisation or mental health crises. The program aims to keep people and pets together and may assist vulnerable older people experiencing housing or health instability. Their specific initiative *Safe Pets Safe Homes* provides practical support to help vulnerable pet owners keep pets safely cared for at home and prevent unnecessary surrender during times of crisis

- Animal Welfare League SA (AWL) 08) 8348 1300

Provides animal welfare services, boarding and community support programs. Temporary emergency assistance for pets may be available in some crisis situations depending on capacity and assessment. Contact directly to discuss options.

- RSPCA South Australia 1300 477 722

May provide limited emergency boarding or referral assistance in situations involving domestic violence, crisis accommodation or acute welfare concerns. Availability varies depending on capacity and circumstances.

Cognitive Decline, Dementia or Decision-Making Concerns	
Situation	**First Contact**
Sudden confusion, wandering, behavioural escalation	**Dementia Support Australia** **1800 699 799**
Concerns about capacity, substitute decision-maker needs	**Office of the Public Advocate** **1800 066 969**
Complex geriatric or functional decline	**CGEM / GEM Services**
Guardianship or administration concerns	**SACAT – 1800 723 767**

Organisation role and scope

Dementia Support Australia (DSA)
24/7 support, advice and clinical assistance for people living with dementia, family carers and health professionals, including support for dementia-related behavioural and psychological changes. Can be contacted on 1800 699 799

Office of the Public Advocate (OPA) promotes and protects the rights of people who may have impaired decision-making capacity. CHSP workers may find OPA helpful when supporting vulnerable older people experiencing issues related to guardianship, advance care directives, consent, decision-making, abuse, neglect, or exploitation. Can be contacted on 1800 066 969 or emailed at opa@agd.sa.gov.au

Geriatric Evaluation and Management (GEM) services
Provide specialised high-quality care to older South Australians for problems unique to old age. GEM services are staffed by a multidisciplinary team where the patient is admitted under the care of a specialist geriatrician. The goal of GEM services is to assess the issues and establish a rehabilitation program to minimise disability and reduce the need to seek residential care.

Inpatient Geriatric Evaluation and Management (GEM) services are inpatient hospital-based units that provide short-term, comprehensive multidisciplinary assessment and rehabilitation for older people with complex medical, functional or cognitive needs. Care is typically delivered during an admission episode and focuses on stabilisation, diagnosis, treatment planning and functional recovery prior to discharge. These services often admit patients who have fallen or may have cognitive difficulties as well as a range of other medical problems that lead to difficulty for older people when caring for themselves.

- Royal Adelaide Hospital Geriatric Services:(08) 7074 2924 (general enquiries)
- Hampstead Rehabilitation Centre – Geriatric Evaluation and Management (GEM) Unit:(08) 8222 1600
- Southern Adelaide Local Health Network (SALHN) GEM referrals/admin:(08) 8404 2326

GEM@HOME services provide a similar multidisciplinary geriatric assessment model but delivered in the community setting. CGEM supports older people with complex or deteriorating health needs who can be safely managed outside hospital, offering assessment, short-term intervention and care coordination in the person's home or community environment. Typically, access to GEM@Home is via:

1. A hospital team while admitted,
2. The persons GP,
3. A specialist, or
4. A referral through the Subacute Triage Hub

Key Contacts Southern Adelaide (Flinders/Repat catchment):

SALHN Subacute Triage Hub (for GEM and GEM@Home referrals)
Admin Phone:(08) 8404 2326
RN4 Mobile: 0484 676 011

Flow Coordinator: 0403 660 548
Email: subacutetriagehub@sa.gov.au

South Australian Civil and Administrative Tribunal (SACAT) handles guardianship and administration matters, including applications for substitute decision-makers and decisions affecting people with impaired decision-making capacity. Can be contacted on 1800 723 767

Older Person Unable to Cope Safely at Home	
Situation	**First Contact**
Increasing frailty, falls, self-neglect, inability to manage	**My Aged Care** **1800 200 422**
Urgent assessment needed to avoid hospital admission	**Metropolitan Referral Unit** **1300 110 600**
Complex health decline in community	**GEM Services**
Concerns over discharge back home	**Transitional Care Program** **08 7117 5313** **My Home Hospital** **1800 111 644**

Organisation role and scope

My Aged Care
My Aged Care is the national entry point for accessing aged-care services, providing assessment, investigation, and urgent referrals such as ACAT and RAS.
It coordinates support for older people by linking them to appropriate services, especially when urgent allied health or aged-care assessments are required

Metropolitan Referral Unit **8am-8pm 7days**
A single point of contact for referral to a range of service to support hospital avoidance and coordinate discharge support.

Hospital Admission, Discharge and Care Transition Concerns
If an older person is in hospital and there are concerns about their ability to return home safely, contact the hospital's social work, discharge planning, GEM (Geriatric Evaluation and Management) or care coordination team as early as possible. Early communication can help identify support needs, arrange services and reduce the risk of discharge into an unsafe situation.
Hospital-based programs that can support older people who are not yet ready to return home independently, require additional rehabilitation, or could safely receive health care in their own home following hospitalisation.

- Transition Care Program (TCP) Southern Services under (SALHN) provides short-term, goal-focused support for older people following a hospital stay to help them regain independence and determine longer-term care arrangements. Services may include nursing, personal care and allied health support, delivered at home or in a residential setting. Can be contacted on **:** (08) 7117 5313 or by email**:** HealthFMCTransitionCareProgram@sa.gov.au

- My Home Hospital **(Hospital to Home)** provides hospital-level care in a person's home as an alternative to, or continuation of, an inpatient hospital stay. Eligible patients can receive medical, nursing and allied health care in familiar surroundings, supporting earlier discharge and reducing hospital admissions. Can be contacted on**:** 1800 111 644 (24/7) or by email Health.MyHomeHospital@sa.gov.au

Hospital Discharge Planning and Social Work (Southern Region)
SALHN's publicly listed **Social Work & Counselling Service** (which includes discharge planning support) is:

- **FMC:** 08 8204 5511
- **Noarlunga:** 08 8384 9222
- Email: **Health.FMCSocialWork@sa.gov.au**

***Note:** The contacts provided above are specific to the Southern Adelaide region and should be reviewed regularly for accuracy. Workers outside the region should contact their local hospital's discharge planning or social work team.

Food, Financial or Basic Needs Crisis	
Situation	**First Contact**
No food, utilities disconnected, immediate hardship	**Salvation Army PAL** 8130 6188
Ongoing financial stress or debt issues	**Financial Counselling Services** **Salvation Army** 8130 6188 **Anglicare** 1800 759 707 **Uniting Communities** 1800 615 677
Food insecurity	**Foodbank** 8351 1136 **Local emergency relief services**

Organisation role and scope

Salvation Army Phone Assistance Line **(PAL)** 8130 6188 Mon-Fri 9am-4pm
Financial assistance to support the person through a crisis. The Salvos PAL Emergency Assistance will listen to the issues the person is facing and provide support options.

Financial Counselling services

- AnglicareSA Financial and Counselling Services
  Financial counsellors provide financial education and support, they can also contact creditors, advocating on the clients' behalf, to establish affordable payment plans for outstanding bills.
- Uniting Communities Financial Counselling & Support
  Free, independent and confidential financial counselling, providing information, support and advocacy to people in financial difficulty.

Foodbank

Foodbank SA acts as a major conduit between the food industry's surplus food and the welfare sector's need, ensuring excess food is redirected to people experiencing hardship.
It supports community organisations by supplying affordable, rescued food and also offers online ordering for individuals and agencies. Online Orders Email

Onkaparinga Food Security Collaborative
Local food services List compiled and Updated Daily LINK

Meal Support for Older People
Older people who are unable to shop for groceries or prepare meals independently may be eligible for subsidised meal services through the Commonwealth Home Support Programme (CHSP) or Home Care Packages. Services vary by location and may include Meals on Wheels and other approved meal providers. Referral is generally through My Aged Care, although some services may also accept referrals from GP, health professionals, hospitals or treating practitioners.

Local emergency relief providers may also be available through community centres, churches, and non-government organisations in your area.
Southern Examples include but are not limited to : MarionLIFE Community Services, ST Vincent de Paul, and other local relief providers offering food parcels, clothing, and practical assistance. Check your local council or community directories for current services and eligibility requirements.

Carer stress or breakdown	
Situation	**First Contact**
Carer overwhelmed, at risk of burnout or unable to continue caring	**Carer Gateway – 1800 422 737**
Emergency respite or support options	**Carer Gateway / Carers SA**
Non-emergency Carer Support	**Carer and Community SA 8433 9555**

Organisation role and scope

Carer Gateway
Carer Gateway is an Australian Government service providing free support to people who care for a family member or friend. Support includes information and advice, counselling, peer support, tailored support packages, planned and emergency respite, and assistance to connect with other services. Carers can contact Carer Gateway directly without a referral.

Carers SA
Carers SA is the South Australian provider of Carer Gateway services and provides free support to carers across South Australia. Carers can access information, counselling, support planning, peer support, respite and other services to help them maintain their caring role and wellbeing.

Carer & Community SA
Support for carers, support groups, community programs, and young carer services.

Contact directly for information and participation. Other services remain accessible through the Carer Gateway

*Note: As of 30 June 2026, Carer & Community SA ceased providing Commonwealth Home Support Programme (CHSP) aged care services, but it continues to provide support for carers and young carers

Communication Sensory and Accessibility support	
Situation	**First Contact**
Hearing support	**Deaf Connect** **In hours 1300 773 803** **In Hours SMS 0476 857 251** **After hours 0417 233 369**
Vision support	**Vision Australia 1300 84 74 66** **See Differently 1300 944 306**
Language support	**National Relay Service** **TIS National 131 450** (24 hours) **Inclusive SA**
Neurodivergence	**Autism SA 1300 288 476**

*NOTE People who are deaf, hard of hearing or have a speech impairment can use the **106 Text Emergency Relay Service (TTY)** rather than 000

Organisation role and scope

National Relay Service (NRS)
A free Australia-wide service that helps people who are deaf, hard of hearing, or have a speech communication difficulty communicate by telephone. Trained Relay Officers assist by converting speech to text, text to speech, or Auslan to English and English to Auslan, while maintaining the accuracy and confidentiality of the conversation. Most NRS services are available 24 hours a day, 7 days a week. Auslan Video Relay is available Monday to Friday, 7:00am to 6:00pm and Saturday, 8:00am to 12:00pm (AEST)
Common NRS access numbers:
- **133 677** – NRS TTY users
- **1300 555 727** – Speak and Listen (speech-to-speech relay)
- **0423 677 767** – SMS Relay

Deaf Connect
Australia's largest Auslan interpreting provider and accepts bookings for face-to-face interpreting, video remote interpreting (VRI), NDIS-funded interpreting, and aged care related interpreting. can be contacted on 1300 773 803 during business hours.

See Differently with the Royal Society for the Blind
See Differently supports people living with blindness or low vision through services including low vision assessments, occupational therapy, mobility training, assistive

technology and counselling to help maintain independence and wellbeing. Phone: 1300 944 306

Vision Australia supports people who are blind or have low vision through services including assistive technology, independent living support, occupational therapy, accessible information and community programs. Can be contacted on 1300 84 74 66

National Translating and Interpreting Service (TIS) provides telephone and on-site interpreters for people who have limited English proficiency, helping services communicate effectively and support informed decision-making. CHSP workers can use TIS National to arrange interpreters when language is a barrier to assessment, service delivery or client participation. Can be contacted on: 131 450 (24 hours)

Autism SA provides information, services and practical support for autistic people, their families and the wider community. CHSP workers may find Autism SA helpful when supporting older autistic people or individuals who have sensory, communication or social support needs, offering advice, training, resources and referrals to appropriate supports. Can be contacted on: 1300 288 476

Inclusive SA provides practical resources to help services improve accessibility and inclusion for people with disability. CHSP workers may find the website useful for guidance on accessible communication, inclusive service delivery, accessible community events, and improving access to information for vulnerable older people.

Common Scenarios and options for referral

General Guidance When responding to vulnerable older people:

- Prioritise immediate safety
- Use a trauma-informed and rights-based approach
- Engage the person in decisions wherever possible
- Avoid escalating distress unnecessarily
- Recognise that refusal of help may be linked to fear, trauma, cognition, shame or previous service experiences
- Aim for continuity, trust and coordinated responses rather than crisis intervention

1. Older person refusing help and living in severe self-neglect

Possible indicators	Options
• Unsafe or unsanitary home • Malnutrition • Medication mismanagement • Hoarding • Social withdrawal • Declining cognition	• Assess immediate safety risk • Build rapport, understand priorities • Consider: My Aged Care ,CGEM/GEM Adult Safeguarding Unit, GP review • If cognition /capacity concerns Office of the Public Advocate (OPA) SACAT assessment pathway

2. Older person at risk of eviction

Possible Indicators	Options

• Rental arrears • Property damage complaints • Hoarding • Conflict with landlord • Cognitive or mental health decline	• TIAS • ACHA • Homelessness Gateway • Financial counselling • Mental health or geriatric assessment if underlying decline present

3. Family member controlling finances or restricting access

Possible indicators	Options
• Fearfulness • Missing money • Restricted phone/social contact • Pressure regarding wills or housing • Unpaid bills despite income	• Adult Safeguarding Unit • ARAS • OPA (substitute decision-maker issue) • Police if theft/fraud/immediate risk

4.Older person wandering, confused or behaving unsafely

Possible indicators	Options
• Disorientation • Forgetting medications • Leaving stove on • Getting lost • Escalating behaviours	• Dementia Support Australia • GP • CGEM/GEM • Mental Health Triage (if acute behavioural escalation)

5.Carer in crisis

Possible indicators	Options
• Exhaustion • Anger or distress • Statements of inability to continue • Neglect emerging unintentionally	• Carer Gateway • Respite services • GP support • Mental health support if required

6. Older person rough sleeping or couch surfing

Possible indicators	Options
• Sleeping in car/public spaces • Staying temporarily with friends/family • Recently discharged from hospital without housing	• Homelessness Gateway • Toward Home Alliance • Hospital social work/discharge liaison • ACHA • My Aged Care (if needs identified)

7.Concern about abuse or neglect within an aged care service

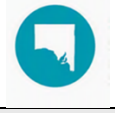
Possible indicators	Options
• Sleeping in car/public spaces • Staying temporarily with friends/family • Recently discharged from hospital without housing	• Aged Care Quality and Safety Commission • OPAN/ARAS advocacy support • Police if criminal conduct or immediate danger • Adult Safeguarding unit

Organisations A- Z



A	Assistance with Care and Housing 1800 317 009	(ACHA)	Assist older people to find and maintain secure, affordable housing
	Adult Safeguarding Unit 1800 372 310	ASU	Responds to concerns of abuse of vulnerable adults.
	Aged Care Complaints Commissioner 1800 951 822	ACCC	Free service to raise concerns about aged care.
	Aged Rights Advocacy Services) 1800 700 600	(ARAS)	Advocacy for older people experiencing or at risk of abuse
	Anglicare SA Financial and Counselling Services 1800 759 707		Financial counselling, advocacy, payment plans
	Animal Welfare League 8348 1300	AWL	Emergency pet boarding.

	Autism SA 1300 288 476		Information, support, training and resources
B	Baptist Care SA Homelessness Gateway 1800 003 308		24/7 homelessness support and accommodation
	Beyond Blue 1300 22 4636		24/7 crisis support.
C	Carer & Community SA 8433 9555		Respite, events, support groups
	Carer Gateway 1800 422 737		National support program for carers.
	Carers SA 1800 422 737		Support and advice for carers.
	Country Fire Service 1800 362 361	CFS 	Alerts, warnings, emergency info.
	Community Mental Health Services Inner South (Marion GP Plus, Oaklands Park): **7425 8200** Outer South (Noarlunga Hospital): **8384 9599** Mental Health Triage (statewide, 24/7): **13 14 65**	 	**Southern Adelaide)**
D	Deaf Connect Within hours 1300 773 803		Interpreting service
	Deaf Connect After-hours 0417 233 369		Emergency Auslan interpreting (SA & WA)
	Dementia Support Australia 1800 699 799		24/7 helpline, specialised clinical support and advice.
	Domestic Violence Crisis Line 1800 800 098		24/7 crisis counselling and safe accommodation.

	1800RESPECT 1800 737 732		24/7 National family, domestic and sexual violence counselling service
E	Emergency Services – Fire, Ambulance Police 000 or TTY 106		Emergency contact only
	Emergency+ App		GPS-enabled emergency location app. Downloadable for Apple or Android
F	Foodbank (SA) O8 8351 1136		Food relief.
G	Geriatric Evaluation and Management services Admin Phone:(08) 8404 2326	GEM 	Southern SALHN Subacute Triage Hub (for GEM and GEM@Home referrals)
H	Health Direct 1800 022 222		24/7 national telephone and online health advice
	Health & Community Services Complaints Commission 8226 8666 / 1800 232 007	HCSCC 	Concerns about health services or ACD adherence
	Homelessness Gateway Service Uniting Communities 1800 003 308		Intake, assessment, emergency accommodation.
I	Inner Southern Adelaide Homelessness Service 8296 6455	(ISHS) 	Homelessness support, after-hours service.
L	Legal Services Commission of SA 1300 366 424	LSC 	Free legal advice.
	Lifeline 13 11 14		24/7 crisis support.
	Life Without Barriers Intensive Crisis Support / Mental Health Support Services Ph: 8307 2800		

M	Marion LIFE Community Services 8277 0304		Emergency relief, vouchers, clothing, bills
	Meals on Wheels 1800 854 453		Meal delivery.
	Mental Health Triage (SA Health) 13 14 65		24/7 mental health crisis line
	My Aged Care 1800 200 422		Registration for older person Assessments and queries
N	National Relay Service NRS TTY users 133 677 speech-to-speech relay 1300 555 727 SMS Relay 0423 677 767	NRS	Phone services for hearing/speech impairment.
	Noarlunga Hospital – GEM Units 8384 9393 / 8384 9372		
O	Office of the Public Advocate 1800 066 969	OPA	Guardianship, mental health, administration matters.
	Older Persons Advocacy Network 1800 700 600	OPAN	Aged care rights advocacy.
	Outer Southern Adelaide Homelessness Service 8326 4688	OSGHS	Intensive tenancy support, emergency accommodation.
P	Police Assistance 131 444		(Not Emergency)
	Picket Fence – Anglican Parish of St Mary's 8374 2522		Emergency relief, food, vouchers.
R	RSPCA 1300 477 722		Animal welfare advice, cruelty reports, rescue, desexing.

S	Safe Pets Safe Families 0490 818 879		Emergency Pet boarding and foster care
	SA Health Metropolitan Referral Unit 1300 110 600	MRU	Hospital avoidance & discharge support.
	SA Civil & Administrative Tribunal () 1800 723 767	SACAT	Guardianship, tenancy, mental health, admin law.
	Salvation Army Phone Assistance Line 8130 6188	PAL	Financial crisis assistance.
	State Emergency Service 132 500	SES	Storm/flood response.
	SANE 1800 187 263		Mental health support, peer groups, counselling.
T	Tenants Information & Advisory Service 1800 060 462	TIAS	Tenancy advice, advocacy.
	National Translating & Interpreting.Service 131 450 / 1800 131 450	TIS	24/7 interpreting
	Toward Home Alliance 1800 809 273		Homelessness support.
U	Uniting Communities - Financial Counselling 1800 615 677		Financial Counselling
	Uniting SA – Mental Health Services 8392 0200		Mental health support, outreach and advocacy

W	Wellness Connect 1300 358 220		Support for adults aged 18-66 experiencing significant mental health challenges who are not NDIS participants **community-based psychosocial mental health support service**, led by **Neami National** and delivered in partnership with Life Without Barriers, Mind Australia, Skylight, and CAASSA across metropolitan Adelaide