



ACT Elder Abuse Prevention Program Policy



June 2012

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Background

The ACT has one of the fastest growing populations in Australia of people aged sixty years and over with numbers expected to increase from 15.8% of the total population in 2010 to 19.6% by 2020, and 22% by 2030.¹

A recent survey showed that 6% of older Canberrans have experienced elder abuse².

Abuse of older people constitutes a fundamental breach of human rights. The ACT Government is committed to reducing elder abuse, as stated in the *Canberra Plan*, and the *ACT Strategic Plan for Positive Ageing 2010-2014* which identifies areas for action.

In 2001 the ACT Standing Committee for Health and Community Care (4th Assembly) undertook an inquiry into elder abuse. In response to the recommendations of the inquiry, the ACT Government allocated funding over four years in their 2003-4 budget to develop a program to respond to elder abuse or suspected elder abuse. The program included a telephone information and referral service, a community awareness campaign, development of training materials for professionals, and an ACT Elder Abuse Policy Framework.

In October 2008, the then ACT Department of Disability, Housing and Community Services commissioned Communio Pty Ltd to undertake a strategic review of the implementation of the ACT Elder Abuse Prevention Program. Key recommendations included developing a more co-ordinated and multidisciplinary approach to addressing abuse of older people in the ACT, creating policies and guidelines for ACT Government departments and agencies, developing appropriate information, screening, referral and response processes for use across all relevant agencies, training frontline workers, raising community awareness, and more consistent data collection.

These recommendations have guided the development of this policy.

Purpose

This Policy provides a framework for preventing and responding to abuse of older people in the ACT.

This policy is aligned to other ACT Government policies and frameworks and ACT and Commonwealth legislation (See Table 1).

¹ Figures provided by Chief Minister's Department

² Centre for Mental Health Research (2011), *A Baseline Survey of Canberra as an Age-Friendly City*, Australian National University, Canberra.

POLICIES

- *The Canberra Plan – Towards Our Second Century*
- *ACT Strategic Plan for Positive Ageing 2010-14*

LEGISLATION

ACT

- *Human Rights Act 2004*
- *Human Rights Commission Act 2005*
- *Discrimination Act 1991*
- *Domestic Violence and Protection Orders Act 2008*
- *Guardianship and Management of Property Act 1991*
- *Powers of Attorney Act 2006*
- *Public Trustee Act 1985*
- *Public Advocate Act 2005*
- *Legal Aid Act 1997*
- *Health Records (Privacy and Access) Act 1997*
- *Crimes Act 1900*
- *Victims of Crime Act 1994*
- *ACT Mental Health (Treatment and Care) Act 1994*
- *Health Act 1993*
- *Health Professionals Act 2004*
- *Emergencies Act 2004*

Commonwealth

- *Australian Human Rights Commission Act 1986*
- *Age Discrimination Act 2004*
- *Aged Care Act 1997*
- *Privacy Act 1988*
- *Crimes Act 1914*
- *Aged Care Principles 1997*

Table 1: Policy and Legislative context

Scope

This Policy provides a framework for ACT Government agencies and funded community partners to respond to abuse of older people.

This Policy is not intended to cover abuse occurring within Commonwealth Government-funded aged care facilities which is subject to mandatory reporting under Section 63-1AA and 96-8 of the *Aged Care Act 1997 (Commonwealth)* and which is appropriately addressed through the Aged Care Complaints Service.

Complaints about services provided in aged care facilities in the ACT may also be considered by the Health Services Commissioner. Specifically, complaints relating to the actions of individual health professionals in Commonwealth funded aged care facilities are investigated by the Commissioner. If a health professional is thought to have breached required standards, the Commissioner jointly considers complaints with the relevant health professional board under the *Health Professional Act 2004*. However, matters relating to the quality of facilities are generally referred by the Health Services Commissioner to the Aged Care Complaints Scheme.

Key principles

The United Nations Principles for Older Persons states that ‘older persons should be able to live in dignity and security and be free of exploitation and physical or mental abuse’³.

The following principles underpin this Policy:

- **Safety:** Older people have the right to live in a safe environment without fear of harm, abuse, neglect or exploitation.
- **Self-determination:** Older people are entitled to autonomy, dignity and respect, and the right to make their own decisions and choices about matters affecting their lives. Where an older person does not have decision-making capacity, responses made on their behalf are to consider their welfare, rights, interests, safety and ongoing protection from violence and abuse. Responses should also take into account the older person’s wishes, even when they do not have legal capacity.
- **Competence:** All adults are considered competent to make their own decisions unless shown otherwise through appropriate assessment.
- **Access to information:** Older people, and where appropriate their guardians, are provided with comprehensive, accurate and accessible information to support them to make informed decisions.
- **Privacy and Confidentiality:** The older person’s confidentiality is respected and their personal information is managed in accordance with the *Privacy Act 1988 (Commonwealth)*.
- **Diversity:** Responses to abuse of older people take into account the older person’s culture, language, disability, religion, gender and sexuality.

Definition

Elder Abuse

The International Network for the Prevention of Abuse of Older People (INPEA) and the World Health Organisation (WHO) define Elder Abuse as:

*“a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person”. Abuse of older people can be of various forms such as physical, psychological/emotional, sexual and financial. It also reflects intentional or unintentional neglect”.*⁴

³ United Nations Principles for Older Persons 16 December 1991 (Resolution No.46/91)

⁴ World Health Organisation http://www.who.int/ageing/projects/elder_abuse/en/

Abuse of older people excludes abuse arising from consumer-based situations, professional misconduct, criminal acts from strangers, self-neglect and self-harm.

Older persons

The definition of 'older person' varies enormously. Individuals may identify themselves as older persons, or not, based on their personal circumstances – for example, whether they are still working, and the level of health and mobility they are experiencing.

Eligibility for access to services and benefits for older people also varies. For example, ACT residents are eligible for a Seniors Card once they reach 60 years of age and work less than 20 hours paid employment per week. While older Canberrans can access the age pension at 65 years and access to aged care services generally starts at 70 years.

Eligibility for access to services by Aboriginal and Torres Strait Islander people is often reduced to 45 or 50 years in recognition of their lower life expectancy. Evidence shows that Aboriginal and Torres Strait Islander people also have a higher risk of early cognitive decline and dementia.

Risk groups

Abuse of older people crosses gender, socio-economic, religious and cultural boundaries. Abuse is most likely to be inflicted by family members, especially an older person's adult children.⁵

Older people are at increased risk of abuse when they:

- have a disability or poor health;
- are in dependent caring relationships, particularly where a carer is experiencing carer burden or carer stress;
- are isolated and/or without personal supports;
- have a past history of violence or conflict within the family;
- exhibit particularly difficult and/or inappropriate behaviour, and/or confusion or memory loss; or
- exhibit signs and symptoms of dementia⁶;

⁵ National Centre for Elder Abuse Administration on Ageing, USA

⁶ Podneiks, Elizabeth et al (1990), *National Survey on Abuse of the Elderly in Canada*, Ryerson Polytechnical Institute, Toronto

Forms of abuse of older people⁷:

Physical Abuse: physical coercion or the infliction of pain or injury. This can include hitting, pushing, punching, kicking, biting, scratching, shaking, slapping, dragging, burning, inappropriately restraining or confining, inappropriately medicating, and damage to property.

Psychological Abuse: inflicting mental anguish through actions that cause fear of violence, isolation or deprivation, and feelings of shame and powerlessness. It may include verbal intimidation, humiliation or embarrassment, shouting, bullying, threats of physical harm, threats of institutionalisation, withdrawal of affection (e.g. refusing access to grandchildren), emotional blackmail, damage to, or removal of property and possessions, removal of decision-making powers, or preventing access to services.

Sexual Abuse: unwanted sexual behaviour including rape, indecent assault, sexual harassment or inappropriate touching.

Financial Abuse: the illegal or improper use of an older person's finances or property. It may include stealing, misappropriating money, forcing changes to a will or other legal documents, denying access to personal funds, forging signatures or misusing Power of Attorney.

Neglect: the failure of a carer to provide the necessities of life to a person for whom they are caring. Neglect can be intentional or unintentional. Intentional neglect is when an older person is abandoned or not provided with adequate food, clothing, shelter, medical or dental care, or where their spiritual needs are not met. It also includes improper use of medication, poor hygiene or personal care, or the refusal to allow other people to provide adequate care. Unintentional neglect occurs when a carer does not have the skills or knowledge to care for a dependent person. They may not be aware of the types of support available, or may be ill and unable to meet the person's needs.

Social Abuse: preventing a person from having contact with friends or family, or access to social activities. It includes intrusion, isolation, and preventing independence using threats, manipulation, and control.

⁷ World Health Organisation: The World Health Report on Violence and Health, Chapter 5
http://www.who.int/violence_injury_prevention/violence/global_campaign/en/chap5.pdf

Preventing and Responding to Abuse of Older People

The ACT Elder Abuse Prevention Program aims to reduce and prevent incidents of elder abuse through community awareness raising, accessible information and referral systems, service response guidelines and staff training.

The Program is coordinated by the Office for Ageing within the Community Services Directorate. The Elder Abuse Prevention Network (EAPN) and the ACT Ministerial Advisory Council on Ageing (MACA) provide advice about this program.

Individual, community service and government roles and responsibilities include:

- *Individuals* - access information and support agencies;
- *Community* - provide a coordinated service response, train staff, raise community awareness and collect data; and
- *Government* - coordinate, plan, monitor and evaluate the Program; develop protocols and collate data.

Roles and responsibilities

ACT Office for Ageing

The ACT Office for Ageing within the Community Services Directorate is responsible for the governance, coordination and strategic direction of the ACT Elder Abuse Prevention Program. The Office for Ageing is advised in this role by the Elder Abuse Prevention Network and the ACT Ministerial Advisory Council on Ageing (MACA).

Elder Abuse Prevention Network

The Network provides strategic advice on systemic issues relating to elder abuse and the co-ordination of services that support older people. It does not respond to individual cases of abuse. The Network consists of representatives of Government and non-government agencies who have a role in preventing abuse and neglect of older people in the ACT. The Network is guided by a Terms of Reference and managed by the Office for Ageing.

ACT Ministerial Advisory Council on Ageing

MACA consists of up to 12 representatives appointed by the Minister for Ageing to assist the ACT Government to develop and implement positive ageing policies which advance the status and interests of older people in the ACT. MACA is responsible for monitoring the effectiveness of the ACT Elder Abuse Prevention Program and providing high level advice to the Minister for Ageing. MACA is represented on the Elder Abuse Prevention Network.

Other Key Agencies

A number of Government agencies and their funded community partners also have roles and responsibilities in responding to abuse of older people. These are identified in Attachment 2: *Key Agency Roles and Responsibilities*.

Key agencies with statutory responsibilities include:

- Public Advocate of the ACT
- Public Trustee for the ACT
- ACT Civil and Administrative Tribunal - Guardianship and Management of Property
- Health Services Commissioner
- Aged Care Complaints Scheme, Commonwealth Department of Health and Ageing.
- ACT Policing
- Victims of Crime Coordinator

Community Awareness

Dissemination of information through education and via the media is vital in increasing awareness about abuse of older people and in combating the stigma and taboos associated with raising and responding to this issue.

The ACT Office for Ageing, in partnership with key agencies, and with input from the Elder Abuse Prevention Network is:

- Providing input into an elder abuse community education program;
- Identifying communication, promotional and marketing strategies;
- Preparing and distributing information about abuse of the older person;
- Working with the Public Advocate and Public Trustee to promote education on topics such as Enduring Power of Attorney and Guardianship that assist older people to protect their interests; and
- Exploring the scope of other agencies to incorporate community awareness about elder abuse into their existing programs.

Information and referral

Older people at risk of or experiencing abuse need to access information about elder abuse and referral to appropriate support agencies. These organisations are listed at *Attachment 2: Key Agency Roles and Responsibilities*.

The Abuse Prevention Referral and Information Line (APRIL) is a telephone service that provides a single point of contact for callers who do not directly approach support services, but want to discuss elder abuse issues and seek advice and referral on options. The service operates during business hours.

The scope of functions undertaken by the Phone Line service include:

- Providing information in response to enquiries, including from older people, their families and carers, community organisations and service providers;
- Referral to appropriate services, including facilitating contact with services as required; and
- Assisting older people at risk of or experiencing elder abuse to articulate their issues and access services to resolve those issues.

The Phone Line does not have a case management role, nor does it provide crisis response services outside the identified functions.

A wide variety of Government and non-government organisations frequently come into contact with or deliver services to older people. These services need accurate, comprehensive and up-to-date information about the rights of older people, and responsibilities, actions, and procedures for reporting abuse on behalf of an older person.

The Office for Ageing will support services in this role by meeting quarterly with the non-government organisation responsible for the phone line to review uptake of community education and promotion of the phone line.

Service responses to abuse of older people

Elder abuse can occur in environments such as aged care facilities, hospitals, community settings and homes.

Older people who are at risk of or who have experienced abuse may require varying support depending on the nature of the abuse, the degree of immediate risk or harm, level of independence, health status, decision-making capacity or personal circumstances.

Any response to abuse must be based on a commitment to human rights including the right of the older person to guide what action is taken on their behalf. It is

important that older people are consulted appropriately so that their interests, needs and wishes are taken into account when responding to abuse.

Attachment 1: *Service Response to Abuse of Older People* provides agencies with a framework for dealing with actual or suspected abuse.

Government and non-government agencies that provide advocacy, legal advice, guardianship and financial management, complaints handling and assessment of decision-making capacity are listed in Attachment 2: *Key Agency Roles and Responsibilities*.

Advocacy, Financial and Legal Assistance

Advocacy involves advancing the rights of consumers and the quality of the services they use by speaking, acting or writing on behalf of people unable to exercise their choices, rights and responsibilities on their own. This may be achieved informally by a trusted person such as a private carer. Sometimes, however, a person may require additional support from a professional advocate.

Advocates:

- Represent the interests of the older person;
- Empower the older person to make their own decisions;
- Assist and support the older person to achieve their desired outcomes;
- Are recognised to complain on behalf of the older person; and
- May be appointed by court of law as having power of attorney for a client.

The ACT has a range of services which advocate for, or provide financial or legal assistance to, older people who may be experiencing, or be at risk of experiencing, abuse.

Advocacy services in the ACT are listed at Attachment 2: *Key Agency Roles and Responsibilities*. These include community and legal advocacy organisations such as the ACT Disability, Aged and Carer Advocacy Service (ADACAS), Aboriginal Legal Service, ACT Law Society, Welfare Rights and Legal Centre, Women's Legal Centre Inc., and statutory authorities such as Legal Aid ACT, Public Trustee for the ACT, Public Advocate of the ACT and the Victims of Crime Coordinator.

Complaints

All agencies should have robust internal complaint handling processes that value and respond to complaints in a timely manner.

All promotional and educational material should include information about internal and external complaints processes and be consistent with s95 of the *Human Rights Commission Act 2005*.

Complaints can be made directly to the agency in the first instance, or externally to the Human Rights Commission (Health Services Commissioner or Discrimination Commissioner).

Health Services Commissioner

The Health Services Commissioner considers complaints regarding services for older people to assist in the resolution of grievances, and to identify and resolve systemic issues.

Complaints can be lodged with the Health Services Commissioner when a person is not satisfied with the response received from an agency, or in circumstances when a person does not feel they are able to complain directly to an agency.

Discrimination Commissioner

The Discrimination Commissioner considers complaints about unlawful discrimination, including on the basis of age.

Training

The non-government organisation responsible for APRIL will provide training to staff who work in specific programs for older people and for other agencies that provide services for the community including older people.

Reporting

Data Collection

Data on incidents of elder abuse will be collected by the Office for Ageing through:

- The bi-annual Age-Friendly City Survey that commenced in 2011;
- APRIL; and/or
- Other data collection tools developed by ACT Government or non-government agencies.

Data collected will inform the future strategic direction of the Program as well as ongoing training and community education needs.

Annual reporting

Relevant Government agencies will be asked to report annually against implementation of this policy.

Indicators of Success

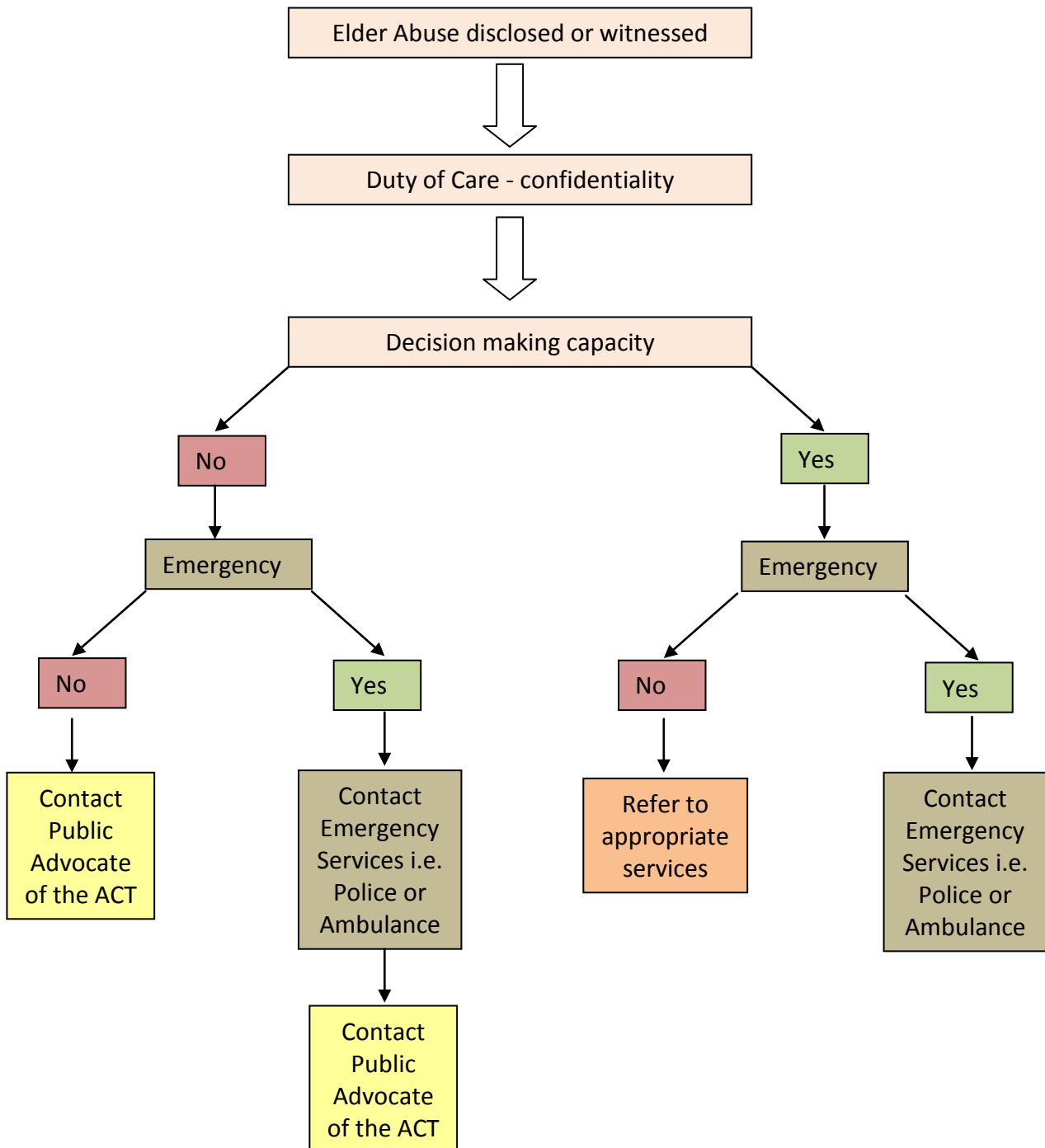
The Office for Ageing will use the following indicators of success:

- Decrease in the percentage of older Canberran's reporting an experience of elder abuse through the bi-annual Age-Friendly City Survey;
- Increased uptake of community education sessions; and/or
- Increased awareness of elder abuse.

Policy Evaluation

The Policy will be reviewed in two years from the date of implementation using the Indicators of Success.

Attachment 1: Service Response to Abuse of Older People



Attachment 2: Key Agency Roles and Responsibilities

Agency	Role	Responsibilities/Services
EMERGENCIES		
<p>ACT Ambulance</p> <p>Phone: 000 (emergency) or 6200 4126 (non-emergency)</p> <p>Internet: http://esa.act.gov.au/actas/</p>	<p>Provides emergency and non-emergency ambulance services to the ACT community.</p>	<ul style="list-style-type: none"> • Provide pre-hospital assessment, treatment and transport as clinically indicated. • Transport medically referred non-emergency clients to medical facilities as appropriate.
<p>ACT Civil and Administrative Tribunal - Guardianship and Management of Property</p> <p>Phone: (02) 6207 1740</p> <p>Email: tribunal@act.gov.au</p> <p>Internet: http://www.acat.act.gov.au/</p>	<p>Provides a forum for the determination of a wide range of civil disputes, requests for review of administrative decisions and professional and occupational disciplinary matters.</p>	<ul style="list-style-type: none"> • Authorise a person to make decisions on behalf of an adult person whose decision making ability is impaired.
<p>ACT Policing</p> <p>Phone: 000 (emergency) or 131 444 (non-emergency)</p> <p>Crime Stoppers 1800 333 000</p> <p>Internet: http://www.police.act.gov.au/</p>	<p>Keeps the peace and preserves public safety within the ACT, ranging from general policing and law enforcement services including investigations, crime and safety management, crime prevention and traffic operations to more specialist roles such as intelligence gathering, forensics, search and rescue, and</p>	<p>Respond to and investigate criminal offences:</p> <ul style="list-style-type: none"> • If there is evidence of physical abuse, the police can charge the offender with common assault to grievous bodily harm depending on the severity of the assault. If there is sufficient evidence such as witnesses' accounts or injuries, the elderly person doesn't have to

Agency	Role	Responsibilities/Services
	emergency management.	<p>consent to a prosecution nor does he/she have to provide a statement.</p> <ul style="list-style-type: none"> • Depending upon the evidence of financial abuse available, a charge of a theft or fraud may be applicable. • Depending upon the evidence of sexual abuse available, the charge could be assault through to rape, depending upon the severity. • Depending upon evidence of psychological abuse, charges can be made against a person who has damaged property, threatened to harm or kill another. • If there is evidence to suggest that the neglect is intentional, the alleged abuser may be charged with endangering life. • Make online referrals to APRIL via SupportLink.
ADVOCACY AND LEGAL ASSISTANCE		
<p>ACT Disability, Aged and Carer Advocacy Service (ADACAS)</p> <p>Phone: (02) 6242 5060</p>	Advocate and assist people with disabilities and older people and their carers, with complaints about services, care and treatment, and decisions made.	Provide advocacy through information about services, representation and education about rights and responsibilities, and general issues surrounding disability, ageing and being a carer.

Agency	Role	Responsibilities/Services
<p>Email: adacas@adacas.org.au</p> <p>Internet: http://www.adacas.org.au/</p>		
<p>Public Advocate of the ACT</p> <p>Phone: (02) 6207 0707</p> <p>Email: pa@act.gov.au</p> <p>Internet: http://www.publicadvocate.act.gov.au</p>	<p>The Public Advocate of the ACT has statutory responsibility to protect the rights and best interests of persons with impaired decision making ability subject to the dynamics of elder abuse.</p>	<p>For persons with impaired decision making ability in the ACT community who are subject to the dynamics of elder abuse:</p> <ul style="list-style-type: none"> • Investigate reports of abuse, exploitation or neglect; • Represent and advocate on their behalf; • Accept the role of guardian when appointed by the ACT Civil and Administrative Tribunal; and • Provide community education on the roles and functions of the Public Advocate of the ACT, Guardianship and Enduring Powers of Attorney.
<p>Aboriginal Legal Service (ALS)</p> <p>Phone: (02) 6249 8488</p> <p>Internet: http://www.alsnswact.org.au/</p>	<ul style="list-style-type: none"> • To achieve culturally appropriate justice for Aboriginal people and communities. • Provides free and means-tested legal services to Aboriginal men, women and children in NSW and ACT. 	<p>Assist Aboriginal and Torres Strait Islander men, women and children through representation in court, advice and information, and referral to further support services:</p> <ul style="list-style-type: none"> • Represent people in Criminal law and Children’s Care and Protection matters;

Agency	Role	Responsibilities/Services
		<ul style="list-style-type: none"> • Field Officers work with ALS lawyers to assist Aboriginal people, and their families and communities, in and outside the courtroom; and • Prisoner Throughcare officers assist prisoners being released from gaol reintegrate into daily life.
<p>ACT Law Society</p> <p>Phone: (02) 6247 5700</p> <p>Internet: http://www.actlawsociety.asn.au</p>	<p>First port of call for anybody who believes they have a legal problem or seeking reassurance about the legal process.</p>	<ul style="list-style-type: none"> • The Legal Advice Bureau. • The ACT Pro Bono Clearing House.
<p>Legal Aid ACT</p> <p>Phone: (02) 6243 3411</p> <p>Email: legalaid@legalaidact.org.au</p> <p>Internet: http://www.legalaidact.org.au/</p>	<p>Provides legal advice to people who are socially and economically disadvantaged.</p>	<ul style="list-style-type: none"> • Provide legal advice and representation in areas of criminal law, family law and some civil law matters. • Legal Aid Helpline. • Face-to-face appointments. • Family Dispute Resolution. • Community Legal Education.
<p>Welfare Rights and Legal Centre</p>	<p>Provides free legal advice.</p>	<p>Provide legal advice and representation to individuals and community groups on tenancy,</p>

Agency	Role	Responsibilities/Services
<p>Phone: 6218 7900</p> <p>Email: wrlc@netspeed.com.au</p> <p>Internet: http://www.welfarerightsact.org/</p>		<p>public housing, social security and disability discrimination law.</p>
<p>Women’s Legal Centre Inc.</p> <p>Phone: (02) 6257 4499</p> <p>Internet: http://www.womenslegalact.org/</p>	<p>A community legal centre run by women, for women in Canberra.</p>	<ul style="list-style-type: none"> • Provide legal information and advice. • Refer to sympathetic lawyers and other support services. • Run community legal education sessions. • Produce information for women about their rights, the legal system and the law.
<p>Victim Support ACT</p> <p>Phone: 1800 8222 72</p> <p>Email: victimsupport@act.gov.au</p> <p>Internet: http://www.victimsupport.act.gov.au/</p>	<p>Assist victims of crime to cope and to access their rights and entitlements.</p>	<ul style="list-style-type: none"> • The Victim Support Scheme provides support, counselling and other services. • The Justice Advocacy Unit (JAU) helps with information, advocacy and assistance with the criminal justice system, rights and entitlements.
<p>Victims of Crime Commissioner</p>	<p>To promote principles that govern the</p>	<ul style="list-style-type: none"> • Manage the Victims Services Scheme and any

Agency	Role	Responsibilities/Services
<p>Phone: 6205 2066 or 1800 822 272</p> <p>Email: vocc@act.gov.au</p> <p>Internet: http://www.victimsupport.act.gov.au/</p>	<p>treatment of victims in the administration of justice.</p>	<p>other program for the benefit of victims.</p> <ul style="list-style-type: none"> • Advocate for the interests of victims. • Monitor and promote compliance with the governing principles of the <i>Victims of Crime Act 1994</i>. • Ensure concerns and formal complaints about non-compliance with the governing principles are dealt with promptly and effectively. • Ensure the provision of efficient and effective services for victims. • Consult on and promote reforms to meet the interests of victims. • Develop educational and other programs to promote awareness of the interests of victims. • Distribute information about the operation of this Act and the Commissioner's functions. • Ensure that victims receive information and assistance they need in connection with their involvement in the administration of justice.

Agency	Role	Responsibilities/Services
		<ul style="list-style-type: none"> • Encourage and facilitate cooperation between agencies involved in the administration of justice with respect to victims. • Advise the Minister on matters relating to the interests of victims. • Any other function given to the Commissioner under this Act or another territory law.
FINANCIAL		
<p>Public Trustee for the ACT</p> <p>Phone: (02) 6207 9800</p> <p>Email: publictrustee@act.gov.au</p> <p>Internet: www.publictrustee.act.gov.au</p>	<p>Independent Trustee providing the public, on a user pays basis, services under the <i>Public Trustee Act 1985</i> as follows:</p> <ul style="list-style-type: none"> • Trustee • Agent or Attorney • Manager of property and finances • Executor or administrator • Administrator <i>pendente lite</i> • Receiver • A guardian of the estate of any person 	<ul style="list-style-type: none"> • Manage property and finances: <ul style="list-style-type: none"> ○ Under Enduring Power of Attorney; and ○ Under Management Order of the ACT Civil and Administrative Tribunal (ACAT). • Provide annual examination of accounts for managers appointed under order of ACAT. • Examine accounts of privately appointed attorneys as requested by ACAT. • Trustee for minors and people with disabilities where ordered by a Court.

Agency	Role	Responsibilities/Services
24 HOUR SUPPORT		
<p>National Dementia Helpline, Alzheimer's Australia</p> <p>Helpline: 1800 100 500</p>	<p>Provides a confidential telephone information and support service.</p>	<ul style="list-style-type: none"> • Counselling & support for people with dementia, their family & carers. • Practical information & advice. • Up-to-date written material about dementia. • Information about other services.
<p>Canberra Rape Crisis Centre</p> <p>Phone: (02) 6247 2525</p> <p>Email: crcc@rapecrisis.org.au</p> <p>Internet: http://www.crcc.org.au/</p>	<p>Provides support to women, young people, children and men who have experienced any form of sexual violence.</p>	<ul style="list-style-type: none"> • Confidential counselling and support. • Advocacy and information. • 24 hour crisis service and phone line. • Support people through legal and medical processes, including court preparation. • Information on legal and medical processes. • Referral to relevant agencies, services and government departments. • Support for family and friends. • Education for schools, organisations and the community.

Agency	Role	Responsibilities/Services
		<ul style="list-style-type: none"> • Support groups. • Apply for protection violence orders, personal protection orders and workplace orders to protect people from violence.
<p>Commonwealth Respite & Carelink Centre</p> <p>Phone: 1800 052 222 or 1800 059 059 (after hours)</p> <p>24 hours, 7 days a week</p>	<p>Supplementary care and respite support and solutions.</p>	<p>A one-stop shop providing a link to, and information and referral to, a wide range of community, aged care and support services available locally or Australia-wide.</p>
<p>Domestic Violence Crisis Service (DVCS)</p> <p>Phone: 6280 0900 (crisis number)</p> <p>Email: admin@dvcs.org.au</p> <p>Internet: http://www.dvcs.org.au/</p>	<ul style="list-style-type: none"> • DVCS promotes the unacceptability of violence and abuse and recognises the significant impact that it has on people’s lives. • DVCS assists in supporting people to develop strategies and find options to make changes to their lives. These changes work towards improving people’s quality of life with the aim of leading a life free of violence and abuse. 	<ul style="list-style-type: none"> • 24 Hour/7 days a week direct crisis intervention and telephone support service. • Attendance with police at domestic violence incidents to support those affected. • Provides advocacy, referral, information, support and practical assistance for people subjected to, or using, violence and abuse in relationships. • Access to safe accommodation. • Encourages those who use violence and abuse in relationships to take responsibility

Agency	Role	Responsibilities/Services
		<p>for, and cease, their behaviour.</p> <ul style="list-style-type: none"> • Works collaboratively with other agencies. • Provides education and information. • Participates in data collection and research.
<p>Lifeline Phone: 13 11 14 (Crisis Line) Email: office@act.lifeline.org.au Internet: http://www.act.lifeline.org.au/</p>	<p>Enhance the well being of the community through counselling services, the core of which is a 24 hour crisis telephone counselling service.</p>	<ul style="list-style-type: none"> • Crisis Telephone Service. • Gambling and Financial Counselling Service. • Canberra Emergency Accommodation Service. • Suicide Prevention.
COUNSELLING AND MEDIATION		
<p>Carers ACT Phone: (02) 6296 9900 Carer Advisory Service: 1800 242 636 Commonwealth Respite & Carelink Centre: 1800 052 222 or 1800 059 059 (after hours) 24 hours, 7 days a week. Internet: http://www.carersact.asn.au/</p>	<p>Carer counselling, problem solving and support.</p>	<ul style="list-style-type: none"> • Provide information and direct support services to unpaid family carers. • Carer Advisory Service provides information, referral, advocacy, problem solving, counselling appointments and workshops. • Commonwealth Respite & Carelink Centre provides information on community aged care, disability and respite services.

Agency	Role	Responsibilities/Services
<p>Conflict Resolution Service (CRS)</p> <p>Phone: (02) 6162 4050</p> <p>Email: admin@crs.org.au</p> <p>Internet: http://www.crs.org.au/</p>	<ul style="list-style-type: none"> • Provides dispute prevention, management and resolution. • Offers free mediation for low income earners. 	<ul style="list-style-type: none"> • Dispute counselling/coaching. • Mediation. • Facilitation. • Information and referral. • Community education. • Training and professional development.
<p>Relationships Australia</p> <p>Phone: 1300 364 277</p> <p>Internet: http://www.relationships.com.au</p>	<p>Provides support services to enhance human and family relationships.</p>	<ul style="list-style-type: none"> • Family Dispute Resolution (Mediation). • Family Violence Prevention. • Early Intervention Services. • Family and Relationship Courses covering life skills and well being, relationship skills, parenting, family violence and prevention, separation and gambling help. • Professional training and development in counselling, mediation and management skills.
<p>COMPLAINTS</p>		

Agency	Role	Responsibilities/Services
<p>Human Rights Commission</p> <p>Phone: 6205 2222</p> <p>Email: human.rights@act.gov.au</p> <p>Internet: http://www.hrc.act.gov.au</p>	<p>Provides an independent, fair and accessible one-stop shop for complaints of unlawful discrimination and complaints regarding health services and services for older people.</p>	
<p><i>Health Services Commissioner</i></p>	<p>The Health Services Commissioner promotes improvements in health services and services for older people and raises awareness of the rights and responsibilities of users and providers of health services and services for older people.</p>	<p>Deals with complaints about the provision of:</p> <ul style="list-style-type: none"> • Health services • Services for older people, and contraventions of the <i>Health Records (Privacy and Access) Act 1997</i>.
<p><i>Human Rights and Discrimination Commissioner</i></p>	<p>The Human Rights and Discrimination Commissioner promotes equality and human rights in the ACT.</p>	<p>Handles complaints about:</p> <ul style="list-style-type: none"> • Unlawful discrimination in the ACT, including on the basis of age. <p>The Commissioner:</p> <ul style="list-style-type: none"> • Reviews the effect of ACT laws on human rights; and • Advises the Attorney-General on the operation if the <i>Human Rights Act 2004</i>.

Agency	Role	Responsibilities/Services
<p>Aged Care Complaints Scheme</p> <p>Phone: 1800 550 552</p>	<p>Investigates concerns about Australian Government subsidised residential and community based aged care services.</p>	<ul style="list-style-type: none"> • Receives and investigates complaints and concerns about Australian Government funded aged care services from: <ul style="list-style-type: none"> ○ Residents of aged care homes; ○ People receiving community aged care packages or flexible care; or ○ Relatives, guardians, legal representatives or other interested persons of those receiving care. • Complaints can be about care, catering, financial matters, hygiene, equipment, security, activities, choice, comfort and safety. • Can direct providers who have not met their responsibilities under the <i>Aged Care Act 1997</i> to address an issue and specify the timeframe in which this must be done. • Receives mandated notifications of physical and sexual abuse and ensures appropriate protection and reporting mechanisms are in place. • Can impose sanctions on service providers if they fail to comply with the requirements of

Agency	Role	Responsibilities/Services
		the <i>Aged Care Act 1997</i> .
OTHER		
<p>Older Persons Abuse Prevention Information and Referral Line (APRIL)</p> <p>Phone: (02) 6205 3535</p>	<p>Provides information and referral on issues of elder abuse to members of the public, family and friends and service providers.</p>	<ul style="list-style-type: none"> • Provides information in response to enquiries, including from older people, their families and carers, community organisations and service providers. • Refers callers to appropriate services, including facilitating contact with services as required. • Assists older people at risk of or experiencing elder abuse to articulate their issues and access services to resolve those issues.
<p>Aged Care Assessment Team</p> <p>Phone: (02) 6207 9977</p>	<ul style="list-style-type: none"> • Comprehensive assessments of vulnerable older people, conducted by health professionals to determine the level of care and support they require. • Provide information on suitable care options. • Assist in arranging access or referral to appropriate residential or community care. 	<ul style="list-style-type: none"> • Assess and approve older people for entry into Australian Government funded aged care services, such as residential aged care, or access to packages of coordinated care services such as Community Aged Care Packages (CACPs), or Extended Aged Care at Home (EACH). • Approve Transitional Care which is aimed at improving an older person's independence and confidence immediately after a hospital stay.

Agency	Role	Responsibilities/Services
		<ul style="list-style-type: none"> Assess eligibility for aged care residential respite.
<p>Alzheimer's ACT</p> <p>Phone: (02) 6255 0722</p> <p>Helpline: 1800 100 500</p> <p>Email: ACT.Admin@alzheimers.org.au</p> <p>Internet: http://www.fightdementia.org.au/Australian-Capital-Territory.aspx</p>	<ul style="list-style-type: none"> Peak body representing the interests of people affected by dementia in the ACT. Provides support and advocacy for people living with dementia. 	<ul style="list-style-type: none"> ACT Respite Links for family carers and people with dementia who find it particularly difficult to access mainstream respite services. National Dementia Helpline. Dementia Links social support groups for people diagnosed with early stage dementia. Counselling services. Dementia Network providing monthly seminars for community and residential aged care workers supporting people with dementia and their families. Support groups. Mobile Respite Response Team that provides education and support for both the family carer and the person with dementia in their own home. Dementia & Memory Community Centre (DMCC) provides workshops and activities

Agency	Role	Responsibilities/Services
		<p>designed for varied target groups.</p> <ul style="list-style-type: none"> • Education Services - Training is provided through a variety of formats for family carers, community and residential care workers. • The Living with Memory Loss group is an education program specifically designed for people in the early stages of dementia, together with a family member or friend. • Dementia Behaviour Management Advisory Service (DBMAS) assists and supports aged care staff, volunteers and family carers to improve care for persons with dementia.
<p>COTA (Council of the Ageing) Phone: (02) 6282 3777 Email: contact@cotaact.org.au Internet: http://www.cotaact.org.au/</p>	<ul style="list-style-type: none"> • Peak organisation concerned with issues related to ageing. • Protects and promotes the well-being, rights and interests of all older people in the ACT and their carers. 	<p>Offers a range of services and support options for older people in the ACT community including:</p> <ul style="list-style-type: none"> • The Seniors Information Line which provides information and advice on services available to older people; • Housing Options Advisor; • Seminars and local education courses on topics relevant to seniors; • Coordination of ACT Seniors Week events;

Agency	Role	Responsibilities/Services
		<p>and</p> <ul style="list-style-type: none"> • Management of the ACT Seniors Card Scheme on behalf of the ACT Government.
<p>Multicultural Aged Care Programs</p>	<p>Work with aged care providers and multicultural communities to improve access to culturally competent aged care services.</p>	
<p><i>Community Partners Program (CPP)</i></p> <p>Phone: (02) 6205 4794</p> <p>Email: ACTHealthCPP@act.gov.au</p>		<p>Promote and facilitate increased and sustained access by culturally and linguistically diverse communities with significant aged care needs to aged care support services.</p>
<p><i>Partners in Culturally Appropriate Care (PICAC)</i></p> <p>Phone: (02) 6205 1302</p> <p>Email: ACTHealthPICAC@act.gov.au</p>		<p>Promote and facilitate continuous improvement in the quality of culturally appropriate residential aged care.</p>
<p>Regional Community Services</p> <ul style="list-style-type: none"> • Belconnen (02) 6264 0200 	<p>Provides support services to communities in Gungahlin, Belconnen, North Canberra, South Canberra, Woden, Weston Creek</p>	<ul style="list-style-type: none"> • Community Development • Home and Community Care Programs

Agency	Role	Responsibilities/Services
<ul style="list-style-type: none"> • Gungahlin (02) 6228 9200 • Northside (02) 6257 2255 • Southside (02) 6126 4700 • Woden (02) 6282 2644 • Communities@Work: <ul style="list-style-type: none"> ○ Tuggeranong (02) 6293 6500 ○ Weston Creek (02) 6288 0955 	<p>and Tuggeranong.</p>	<ul style="list-style-type: none"> • Disability Services • Youth Services • Children’s Services

Accessibility

The ACT Government is committed to making its information, services, events and venues, accessible to as many people as possible.

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