

ELDER ABUSE PREVENTION PATHWAYS

FINANCIAL ABUSE

Involves the illegal or improper use of a person's finances or property by another person with whom they have a relationship implying trust. May include:

- misappropriation of money
- forced changes to a will or other legal document
- denial of the right to access personal funds
- forging of signatures
- misusing enduring power of attorney

PSYCHOLOGICAL ABUSE

Is the infliction of mental anguish involving actions that cause fear of violence, isolation or deprivation and feelings of shame, indignity or powerlessness. May include:

- verbal intimidation
- humiliation or embarrassment
- shouting
- threats of physical harm
- threats of institutionalisation
- withholding of affection
- removal of decision making powers

PHYSICAL ABUSE

Is the infliction of physical pain or injury or physical coercion. May include:

- hitting, slapping, pushing, punching, kicking, beating, biting, scratching, shaking, arm twisting, dragging or burning
- inappropriately restraining or medicating
- locking a person in a room

SEXUAL ABUSE

Is sexually abusive or exploitative behaviour. May include:

- rape—sexual intercourse against the wishes of an individual
- indecent assault—inappropriate sexual handling or touching
- sexual harassment—inappropriate comments/labelling about general appearance, attitude and behaviour
- any behaviour that makes an older person feel uncomfortable about their body or gender

SOCIAL ABUSE

Involves preventing a person from having social contact with friends or family, or access to social activities. May include:

- isolating a person from the support of family or friends
- not allowing a person to use the telephone or monitoring calls
- not allowing a person to socialise or meet neighbours

NEGLECT

Is 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. May include:

- inadequate or inappropriate food and drink, supervision, clothing or accommodation
- lack of mental, physical, social or cultural contact/stimulation
- unmet physical needs or medical treatment

FIRST RESPONSE QUESTIONS

Does the person require medical assistance?

Is the person in danger or a victim of a crime?

What if I don't know who to call?

Does the person need assistance with decision making?

Is the issue or concern about a health service or service for older people?

Is the issue or concern about a Commonwealth funded Service?

PRIMARY RESPONDERS

ACT AMBULANCE SERVICE • 000 • www.esa.act.gov.au/actas/

ACT POLICING • 131 444 • www.afp.gov.au

OLDER PERSONS ABUSE PREVENTION REFERRAL AND INFORMATION LINE (APRIL) • 6205 3535 • www.ageing.act.gov.au

A confidential telephone service for callers who are seeking advice on elder abuse.

PUBLIC ADVOCATE OF THE ACT • 6207 0707 • www.publicadvocate.act.gov.au

Provides a range of advocacy and statutory functions on behalf of individuals who are in need of protection from abuse, exploitation and neglect.

PUBLIC TRUSTEE FOR THE ACT (PTACT) • 6207 9800 • www.publictrustee.act.gov.au • www.gretergood.org.au

Independent trustee providing fee for service as:

- Manager of property matters under order of the ACT Civil and Administrative Tribunal or Enduring Power of Attorney.
- Wills preparation where PTACT is appointed as executor.
- Administration of deceased estates.
- Trustee services and Charitable Trusts—GreaterGood.

ACT CIVIL AND ADMINISTRATION TRIBUNAL (Guardianship & Management of Property) • 6207 1740 • www.acat.act.gov.au

Provides legal authority in the form of guardianship and/or management orders to family members or friends of adult persons who have a decision-making disability.

ACT HUMAN RIGHTS COMMISSION • 6205 2222 • www.healthcomplaints.act.gov.au

Deals with complaints about discrimination, health services and services for elderly people and their carers.

AGED CARE COMPLAINTS SCHEME • 1800 550 552 • <http://agedcarecomplaints.govspace.gov.au/>

Provides a free service for people to raise their concerns about the quality of care or services being delivered to people receiving residential or community aged care services that are subsidised by the Australian Government.

PRIMARY SUPPORT SERVICES

ABORIGINAL LEGAL SERVICE • 6249 8488 • www.alsnswact.org.au

ACT DISABILITY, AGED AND CARER ADVOCACY SERVICE (ADACAS) • 6242 5060 • www.adacas.org.au

Individual advocacy and information for people with disabilities, frail older people and their carers.

AGED CARE ASSESSMENT TEAM • 6207 9977

Provides aged care assessments for people who may need to access Australian Government funded Aged Care Services including approval for Aged Care Packages and/or Residential Care.

CANBERRA RAPE CRISIS CENTRE • 6247 2525 • www.crc.org.au

Offers 24 hour crisis support, advocacy and sexual assault counselling.

CARERS ACT • 6296 9900 • www.carersact.org.au

- - Information, referral, counselling, education, support and individual advocacy for carers 1800 242 636.
- - ACT Commonwealth Respite and Carelink Centre—Information, referral and respite (incl. 24hr emergency respite) 1800 052 222.

DOMESTIC VIOLENCE CRISIS SERVICE • 6280 0900 • www.dvcs.org.au

Crisis intervention, advocacy, referral, information and support for people affected by domestic violence.

HOME AND COMMUNITY CARE (HACC) • 1800 200 422

Provides basic maintenance and support services so that frail older people can continue to live at home.

Belconnen	6264 0200	Northside	6257 2255
Southside	6126 4700	Tuggeranong	6293 6500
Weston Creek	6288 0955	Woden	6282 2644
Gungahlin	6242 6077		

LEGAL AID ACT • 6243 3411 • www.legalaidact.org.au

NGUNNAWAL COMMUNITY CARE • 6226 3799

Brokers HACC services for Indigenous people in Queanbeyan, Yass, Bungendore and Braidwood.

VICTIM SUPPORT ACT • 1800 822 272 • www.victimsupport.act.gov.au

Provides information and referral, counselling and support services to victims of crime.

WELFARE RIGHTS AND LEGAL CENTRE • 6218 7900 • www.welfarerightsact.org.au

WINNUNGA NIMMITYJAH ABORIGINAL HEALTH SERVICES • 6284 6222 • <http://www.winnunga.org.au>

Provides culturally safe and holistic health services to Aboriginal and Torres Strait Islander people.

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ACT
Government
Community Services

