



Information Sheet 1 About the Elder Abuse Prevention Unit

The Elder Abuse Prevention Unit (EAPU) is funded by the Department of Communities and operates under the auspice of Lifeline Brisbane. The EAPU provides a statewide service to respond to the abuse of older people in Queensland. EAPU Project Officers provide a flexible service delivery model via travel throughout the state.

The goal of EAPU is to enhance the quality of life and safety of older people in Queensland by ensuring that:

- Older people are aware of how to prevent elder abuse
- Older people who are abused have access to information and assistance
- Older people have access to services with fully developed inter-agency networks providing a coordinated response
- Staff in community organisations that provide services to older people have the knowledge and skills to assist them
- Current and proposed legislation addresses the issue of elder abuse
- Older people and organisations are empowered by having access to decision-making processes

Helpline:

The EAPU operates a state-wide confidential telephone information, support and referral service for anyone experiencing or witnessing the abuse of an older person. Callers can call **HELPLINE** on **1300 651 192** between 9am-5pm Monday to Friday for the cost of a local call from anywhere in Queensland.

Awareness Raising Sessions to the Community:

The EAPU provide information sessions to any interested groups in the community to promote elder abuse prevention strategies. The EAPU also participate in forums and expos. Sessions can include information on:

- What is Elder Abuse?
- What might put a person at risk of abuse?
- How can you identify it as occurring to yourself or to another person?
- What are your rights?
- How to prevent abuse?
- Who can assist you if you experience abuse or suspect abuse of another person?
- How can Elder Abuse Prevention Unit assist you?

If possible, sessions will be designed to meet the needs and concerns of any specific group. Sessions require approximately 1 to 1 ½ hours, depending on the needs of the group.

Staff Training and Education Sessions

The aim is to provide up-to-date information to current and future service providers to enhance their awareness about, and response to, situations of elder abuse. Sessions can include information on:

- What is elder abuse?
- What puts people at risk of abuse?
- How do you identify a situation of abuse or potential abuse?
- Intervention
- Staff rights and responsibilities in dealing with situations of abuse?
- How can the EAPU assist in situations of identified elder abuse

If possible, training sessions will be designed to meet the needs and concerns of any specific agency, service or tertiary institution. Sessions require approximately 1 ½ to 2hrs, depending on the needs of the service.

OTHER SERVICES

Policy/Protocol development

The EAPU can provide assistance to services to develop protocols for dealing with situations of elder abuse.

Research

The EAPU collects and analyses data from its Helpline calls to enable better understanding of the nature and extent of elder abuse in Queensland. The EAPU also provides information about research and approaches being employed nationally and internationally.

Legislative input

The EAPU responds to legislation and policy development occurring at all levels of government in relation to elder abuse prevention.

Local community responses

The EAPU can assist services and community groups to develop a local coordinated response to elder abuse.

Peer Support Network

The EAPU provides a state-wide multidisciplinary Peer Support Network to assist, resource and support workers in rural and remote locations in responding to elder abuse.



Elder Abuse Prevention Unit

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