

# QLD Focus

Edition 5, June 2005

## Elder Abuse Prevention Unit Newsletter

### Mandatory Reporting of Elder Abuse: Rights Vs Protection

### This Issue

In February 2000 a forum hosted by the Queensland Law Society and attended by a large representation from senior's organisations and from workers in the aged area, the issue of mandatory reporting was basically flicked off the agenda. Five years down the track and mandatory reporting has resurfaced as an election issue in Victorian state politics. Depending on next years election results, Victoria may be the first and only state in Australia to have a mandatory reporting system. Would this be a good or bad thing? Why was it taken off the Queensland agenda?

The EAPU had a similar position to most representatives at the 2000 forum, believing that mandatory reporting would undermine the basic rights of older people to make their own decisions. I think that further debate on this issue is timely. Intuitively you would think that having a system to enforce the reporting of elder abuse would be a good thing, abuse would be reported and dealt with. Problem solved! However, there is more to this than meets the eye so lets look at some of the issues as I see them.

Firstly, mandatory reporting would require new legislation and a new government service/department would need to be created with office locations set up across the state. I couldn't imagine that this could be done cheaply, particularly in a decentralised state such as Queensland. Most of these types of responses are based on a child protection model, which is the model proposed by the Victorian opposition in their policy document. Therefore we are talking not just about mandatory reporting but also a mandatory intervention, based on a child protection model. Does this then mean that older people are to be treated like they are children? I believe that there is an assumption inherent in this type of response that older people are no longer capable of making their own decisions and require government protection; the Government therefore becomes the parent of the older person. However, most people over the age of 65 are quite capable of making their own decisions, and for those that don't have capacity to make decisions, which include younger adults, each state has extensive legislation and powers to protect them.

The next issue is that the bulk of services who would be required to report abuse under this new legislation are usually health workers, including doctors, community health nurses etc. The confidential nature of the service provider/patient relationship is dramatically changed in these circumstances, and may even drive the abuse further underground. An older person may decide not to disclose abuse, or will keep it hidden from a previously confidential service provider, if they know the worker has no choice but to report it to an outside agency. The older person needs to be supported and encouraged to take this step.

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**ELDER ABUSE**  
**HELPLINE**  
**1300 651 192**

## Mandatory Reporting of Elder Abuse: Rights Vs Protection - Continued.

This could therefore place a further barrier in detecting and responding to the abuse, particularly as most elder abuse is psychological and financial abuse which is harder to detect. The disclosure of abuse by the older person may be the only indicator that abuse is occurring, and therefore an atmosphere of trust is essential for this to occur. Note that where a person is at risk of physical harm, a worker can and should breach client confidentiality and report it to the police, this type of response is already in existence under any worker's duty of care. Training for workers, particularly in their rights and responsibilities is seen as the key to ensure that this works efficiently.

It is worth considering what type of response an Adult Protection Service will provide. It will likely use a crisis intervention model and the case work will be put back to existing services, possibly to the service that made the report in the first place. There is also another possibility that the older person will simply tell the Adult Protection service to get out, maybe placing themselves at risk of retaliation by the abuser. Should the service therefore have the ability to remove a recalcitrant older person from their family because they are being neglected or abused, and put into a more appropriate place where they will be safe, like an aged care facility? This is an interesting question and maybe we could think about it in terms of how Aboriginal people, who have already experienced this type of thinking, may respond. Could it be that the stolen generation is at risk of being "stolen" from their families yet again?

Currently in Queensland, most organisations (particularly in the aged/health sectors) have some type of policy or procedure in place if elder abuse is detected and will respond under their duty of care. The EAPU have conducted over 500 training sessions to over 7,500 workers in detecting and responding to elder abuse. The EAPU believe that the important areas here are the detection and the response. Mandatory reporting will not "detect" abuse, that is still left to existing services, it is a way to respond to abuse but overrides basic human rights and will possibly be a disincentive to disclosure.



The EAPU recognises that the most difficult type of abuse to respond to is where the older person, usually an older woman, is dependant on their abusive carer and is completely disempowered by the violence and control tactics used by the abuser. The ability for police to investigate these family violence situations already exists, but needs considerable improvement. The setting up of another investigative agency will only divert resources away from where they are needed most. Resources need to be directed into areas such as improving the detection of abuse by service providers and improving the way police respond in these situations.

Finally, at what age would the person have to be before they would come under new mandatory reporting legislation? From age 50? 55? 60? 65? 70? Will it be different for Aboriginal people? If we say it applies generally to people over the age of 65, are we saying that, for example, Prime Minister John Howard who will be having his 66<sup>th</sup> birthday this month can be trusted to make decisions about running the country but can't be trusted to make decisions about his own personal life? Someone else will make that decision for him. Also, will it only apply to family relationships? What about those people who befriend an older person and then rip them off? Should it be broad and cover those bus drivers who jerk the bus when a senior is getting to their seat?

If you have any comments on this subject please put them onto our EAPU forum which can be found on the EAPU website: [www.eapu.com.au](http://www.eapu.com.au) or email me at [les.jackson@lccq.org.au](mailto:les.jackson@lccq.org.au) and I will place them on the forum.

Les Jackson  
Senior project officer  
Elder Abuse Prevention Unit

# Be alert for Elder Abuse

**QJA magazine article**  
**27 May 2005**

by  
Tim Martin, Seniors Task Force, Queensland Police Service  
Maya Zetlin and Les Jackson, Elder Abuse Prevention Unit

Older people are as susceptible to abuse as anyone else in the community, and may be more so depending on their circumstances. Elder abuse is any behaviour within a relationship of trust that harms an older person. It can happen to anyone, regardless of their financial, social, educational or ethnic background.

It is estimated about 25,000 older people are abused each year in Queensland by someone they trust, so it is imperative that Justices of the Peace look for signs of elder abuse when performing their duties.

## **Recognition**

Elder abuse has only recently been recognised as a community issue, and for a number of reasons is not often heard about or kept behind closed doors. Those who are suffering mistreatment may be isolated, and therefore don't have contact with people who they could talk to about the mistreatment. Or the victim's contacts may be limited to people who aren't in a position to recognise that abuse is occurring or aren't aware of the services that can assist.

The victim may be ashamed to admit that someone close to them is abusing them and might blame themselves for what is happening. The fear that they will get their son or daughter in trouble with the law is also an inhibiting factor, while pressure from other family members to not report abuse has also been noted. The victim might think that abuse doesn't happen to others, and again may be embarrassed to talk to another person. There is always the possibility that the victim might be afraid of what will happen if they tell others of their situation – the abuse may become worse because the abuser has been exposed.

## **Types of abuse**

Generally, people consider abuse or mistreatment to be physical, however many types of abuse exist that can be inflicted upon a person, particularly if the person lacks confidence or is frail. In addition to physical abuse (such as hitting, slapping, or restraining, and may include over-medicating), there are a number of other ways in which older people can be mistreated.

Financial mistreatment, for example, is the illegal or improper use of a person's money or possessions. It also includes activities such as the misuse of enduring powers of attorney, forced or coerced changes to wills or the gifting of assets.

Reneging on informal family agreements is also becoming more common. Recent studies show that around half of all elder abuse involves some form of financial exploitation, in which substantial amounts of money or the family home are often involved. Psychological mistreatment is another form of abuse and can be inflicted by causing the person to feel fear or shame, or by intimidating, humiliating or threatening the person. Some forms include threats of institutionalisation ("I'm going to put you in a nursing home") or emotional blackmail ("I won't bring your grandchildren to visit you again unless...").

Sexual abuse may take the form of sexually harassing a person, assaulting them or even embarrassing them through sexual or inappropriate comments. This can include activities like viewing pornographic or sexually explicit movies in front of an older person to embarrass them, or similarly by playing music with offensive lyrics. Senior members of the community may also be subjected to social mistreatment by preventing them having social contact with family members or friends. Isolating an older person is often employed as a tactic to financially exploit them. Abuse can also include neglect where family members or carers may intentionally or unintentionally fail to provide an older person with the necessities of life or appropriate care.

## Be alert for Elder Abuse - Continued.

### Contributors

As mentioned earlier, abuse is prevalent in today's communities and a number of factors can contribute to it developing or occurring. The people an elderly person has contact with may be restricted by language and cultural barriers, which limits who they can get information from and, therefore, their knowledge and access to support services, networks or organisations.

Attitudes towards older people within the community can also play a part in the treatment of seniors by their family and other members of the community. An increasingly common attitude is that the adult children are entitled to an 'early inheritance' and will put pressure on their parents to do this.

There is also family commitment where a relative or relatives feel a duty to provide for their ageing parents and underestimate the disruption to their lives that this will create. Setting up a 'granny-flat' for the parent/s may have been for the best of motives but can go terribly wrong if relationships break down. Both parties are locked into living and fighting together as the parent's money is usually tied up in the flat which will be difficult to sell separately.

Also, a carer may refuse to accept outside help, which is often seen in situations of older men caring for their wives. They may see accepting help as an admission of their failure to provide for her or as accepting charity. While this approach may be admirable, it could be preventing the older person from receiving specialist care or the attention they need. It is also likely to place additional stress on the carer trying to provide proper care, as well as the older person.

Other social factors that contribute to elder abuse are the widening cultural gap between the generations in the family, creating a lack of understanding and communication issues between grandparents and younger relatives. Personal factors can also result in older people being mistreated. Should an older person's carer or adult child who is living with them have a drug or alcohol dependency, for example, there is the potential for physical, psychological and financial abuse to occur, and it is unlikely that the victim would receive proper care.

Mental health issues, broken marriages, business failures and other life events may see an adult returning home to their parents who end up having to provide for a dependant 40+ year old child again. These situations can easily end up in abusive situations, with the child exploiting the parent's role to help a family member in trouble. The health of the older person can be another contributor to abuse. Carers can experience significant stress if the older person has mobility difficulties or is suffering from dementia.

Should a family member or carer be financially dependent on an older person, there is the potential for conflict to occur, which may manifest itself in abuse.

### What to do

Everyone has the right to the use of services and community resources. While some people may see these government and non-government organisations as charities, they are not. Many of these services exist to assist older people to remain living at home and to retain a quality lifestyle. It is not just the older people to which these services are available, as many organisations exist to support carers as well. There are a number of ways older people and their carers can guard against or overcome abusive circumstances.

Participation of older people in social and educational activities can benefit themselves, as well as their family and carers. Providing the opportunity for social interaction can reduce stress, anger and conflict.

If an older person is experiencing some form of abuse, they can talk it over with someone they trust, such as their doctor. Developing a network of people to trust and talk to about anything can help a person identify abuse and provide support should it occur.

While some older people may believe the best way to provide for their future is to live with their family, this is not always the best option, and may place additional stresses on the relationship. If that occurs, a separation might be the best way to improve family relationships. Legal advice can be important if older people are signing documents that transfer possessions, financial control or decision-making to another person. At the very least, decisions should not be made until the older person has received and understands a proper explanation of what is occurring and its ramifications.

## Be alert for Elder Abuse - Continued.

If the abuse is physical and the person is in immediate danger, the best advice is to call the police, and like anyone else, victims of elder abuse can, in many situations, apply for a protection order at no cost from the Magistrates Court under the Domestic and Family Violence Protection Act 1989 to protect them against future violence or abuse.

### Help and information

Several organisations assist older people suffering any form of abuse:

#### Office of the Adult Guardian

**1300 653 187**

Helps people with impaired decision-making capacity by acting as their decision-maker in certain circumstances, being an advocate, and giving advice about decision-making on behalf of adults with impaired capacity.

The Office also investigates allegations of physical and financial neglect or abuse.

#### Elder Abuse Prevention Unit

**1300 651 192** (9am-5pm, Monday-Friday for cost of a local call)

Provides a statewide confidential telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person.

#### DV Connect

**Women's Line: 1800 811 811**

**Men's Line: 1800 600 636**

A 24-hour domestic violence contact for men and women.

#### Victims Counselling and Support Service

**1300 139 703** (24 hour)

Provides a range of free support services to victims of crime and their families.

#### Seniors Enquiry Line

**1300 135 500**

Provides information and referrals for seniors on a range of issues.

#### Crime Stoppers

**1800 333 000** (24 hour)

Provides a hotline for members of the public to provide anonymous information about criminal activity.

## Elder Abuse and Custodial Grandparents

I read with interest an article on the abuse of *older custodial grandparents*. The article highlighted some of the vulnerabilities of older grandparents who are caring for their grandchildren. The writers claim that this group of older people are less likely to report abuse to the 'helping professions'. This then becomes a dilemma for service providers who are trying to address the issues. Females tend to be the most likely group of care-givers with the article stating also that this group are more likely to be impoverished than families where there is a male presence.

Many older people take on this role because they do not want the child to be lost to their family or to be institutionalised. They have a strong sense of responsibility and a need to be able to provide love and care to the child/ren. Caring for grandchildren at an older age can have negative consequences. Older people in this situation often have an increased level of depression, distress, and deteriorating health after taking on the primary care role.

Goodman and Silverstein (2001) also in this article allude to a theory that gives an understanding of the dynamics of elder abuse in custodial grandparenting situations. "The absence of strong emotional bonds between family members can result in serious conflict. While affection, shared values, and positive contact all contribute to intergenerational solidarity, such positive values do not always exist within families". Children raised in abusive or dysfunctional homes pose a high risk to others. In some situations, grandparents take on the parents role because of a family crisis. This too often includes things such as divorce, widowed parents, inability to raise children due to domestic violence, incarceration of a parent, mental health issues, and drug and alcohol addictions etc. These issues can contribute significantly to the abuse of custodial grandparents. Creighton(1991) in the same article states that "grandchildren who have been emotionally or physically abandoned by their parents (and are being cared for by grandparents) are among the most needy, most emotionally damaged and most angry in the nations". Creighton goes on to say that this anger can be directed to the person who serves as the authority figure, the custodial grandparent.

Despite physical exhaustion, failing health and socio-economic struggles, grandparents still do not want to relinquish this role even when things are tough. Reasons cited for this include embarrassment that their adult children don't care for their own children. Guilt is also a factor in admitting to not being able to care for their own grandchildren. Sometimes family norms including religion can contribute to keeping up the belief to others that they are coping. The article also states that older people fear that a solution to the problem may be worse than the abuse they are suffering. The older person may also fear that they will be deemed incompetent for their care-giver role and perhaps they too could also end up being removed from their own home and into a care facility.

Many of these issues in this article have also been identified by the Elder Abuse Prevention Unit's HELPLINE. These issues however have been mostly allocated to the relationship between the older person and their adult child. Research into the dilemma of custodial grandparents and abuse by grandchildren is limited and no doubt will gather momentum in the near future.

Article by Kosberg & MacNeil in the Journal of Elder Abuse and Neglect (Vol 15, 3-4, 2003)

## News from the North

Since my commencement in April 2005 I have been very busy building my own understanding of '**what is elder abuse**' and what role the Elder Abuse Prevention Unit has in our community, especially what services and support the unit provides to Indigenous Australians. Recent consultations have provided some direction for the future development of educational resources for indigenous peoples. I have met with various agencies in the Cairns region, and have actively promoted the Elder Abuse Prevention Unit's program in remote communities and Northern Territory. Through these meetings I feel I have built a sound understanding of elder abuse. Those working within the Elder Abuse Prevention Unit are true to heart, kind souls who are willing to share their knowledge and experiences. Thank you to all... A truly sad situation for some, in saying that I look forward to developing the materials and resources requested.

Consultations continue throughout Queensland and the Torres Strait Region, however the feedback and outcomes of the initial report has provided enough insight to make a start on various community education resources. The resources being developed will assist us to bring about an awareness of elder abuse in our Indigenous communities. More importantly not only to provide all elders with an opportunity to learn more about their rights and ways to live abuse free, but also to encourage respect and cultural responsibility for our elders. Once... a mighty strength for my people...

**Young people need something stable to hand on to –  
A culture connection, a sense of their own past,  
A hope for their own future. Most of all,  
They need what grandparents can give them...**

**Jay Kesler**

Community education will be available to children of all ages, community members and those caring for or working with our elders. At this stage...**children's education** will be based around story telling from the past (how it was for our people), and promoting Care Share & Respect; meaning, Care for our elders' social and emotional wellbeing...Share their knowledge, life experiences and time, and you share yours.... And finally Respect for all.

**Community education** will be provided in a variety of forms from posters, information pamphlets, self-help booklets through to awareness raising sessions and community activities. Again, promoting Care Share and Respect with the addition of Elders' Rights and Carer/Family Responsibilities, meaning the human rights, legal rights and the elder's role within the family/community as well as the importance of being a responsible carer for an elder.

**Carer and Service provider education** will focus more on identifying abuse and how to deal with it. Predominately where to find information, support and direction, for both the elder and the carer/worker.

I have had contact with a number of services recently across the Cape York region including services in Yarrabah, Edmonton, Cairns/Innisfail, as well as at a Domestic and Family Violence forum in Mackay. I will continue to keep you posted on the progress in these areas.

De Arn Dixon  
Project Officer (North Queensland)  
Elder Abuse Prevention Unit

## Central Queensland Update

Over the period 19<sup>th</sup> to 25<sup>th</sup> June, I conducted numerous training and community education sessions throughout western Queensland. 8 different communities were visited with sessions being attended by professionals and consumers from a vast array of fields.

I also recruited new members for the Multidisciplinary Peer Support Network. Nola Powell of the CQ Safe and Confident Living Social Group traveled with me as a companion. Her support during this trip is much appreciated. We both had an amazing experience presenting and meeting the locals.

This region is extremely large, and we traveled to many communities including Barcaldine, Tambo, Blackall, Isisford, Longreach, Winton, Muttaborra, Aramac and Alpha. The professionals and consumers in these towns were glad to see us and were very hospitable. We also visited the shearers strike towards Muttaborra and collected 3 of the "Muttaborra gibbers" which are an interesting rock. The ground is covered with them for as far as the eye can see which is quite a sight to behold.

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## Gold Coast Elder Abuse Prevention Project

The Gold Coast Taskforce was established in July 2001 in response to requests from service providers in the Gold Coast region. Jupiters Casino Community Benefit Fund provided funding for a pilot project in 2004 and enabled the employment of a part time project officer for 24 weeks. The two major objectives of the project were to increase awareness of elder abuse through presentations to community groups and service providers, and to develop information resources for both target groups.

The project has now come to its completion with two wonderful resources developed and ready to be produced.

- One of the resources is a poster that includes information, referrals and a pathways flowchart to assist service providers in responding to situations of elder abuse.
- The second resource is a vision-friendly fridge magnet that provides three essential phone numbers for reporting or for exploring intervention options for situations of elder abuse.

The Gold Coast Taskforce and the Project Officer Rebecca Coleiro should be congratulated on their initiative, creativity and determination. We will keep our readers informed when the products are available for dissemination.

## What's New

### **Multidisciplinary Peer Support Network:**

Verna Halsey (EAPU Project Officer/Safe and Confident Living Co-ordinator, Central Queensland) was out and about in the central west throughout June. Verna recruited a number of new members as well as providing training to remote service providers. In addition, Verna also promoted the network on ABC radio Longreach. The PSN is pleased to welcome 15 new members from diverse fields and locations including Muttaborra, Aramac, Winton, Alpha, Tambo, Barcaldine and Longreach. I caught up with members in and around Roma, Miles, St George and Goondiwindi. Please contact (07) 3250 1955 for information on the PSN.

Les Jackson  
Senior Project Officer  
Elder Abuse Prevention Unit

### **Responding to Elder Abuse within Indigenous Communities:**

During NAIDOC Week (July 05) a further two consultations were conducted. The first was held on Thursday Island at the TRAWQ Community Hall and the second at Mt Isa Terrace Gardens Function Centre. Grant Sarra again offered his time free of charge to facilitate. Grant has so far contributed in kind over \$10,000 worth of services to this valuable Elder Abuse Prevention project. Without his generous assistance these consultations would not be possible. The Department of Communities has also contributed \$7000 towards these costs including a further 3 consultations to be held in August 05 at Townsville, Rockhampton and Ipswich/West Moreton.

Participants at both consultations further discussed the issue of abuse at a systemic level. This issue had been raised previously and was presented to the two groups for discussion. It was decided (unanimously) that abuse at a systemic level is a major underpinning factor, and is essential to developing a culturally appropriate concept of elder abuse within Indigenous communities. The realities within the different communities were raised and progress was made on the design of resources. We will keep you posted on the outcomes of further consultations.

Note: A detailed update will be provided to all participants, Indigenous service providers, community members, representatives and interested parties.

Chris Procopis  
Manager  
Older Persons Program

### **Seniors Week 2005: Saturday 20 August to 28 August 2005:**

Seniors Week is a great opportunity for all Queenslanders to participate in various community activities that celebrate the diversity of older people and promotes healthy ageing. There will be many exciting activities happening throughout Queensland. Seniors Week celebrates the diversity of older people in Queensland and promotes positive ageing to the broader Queensland community. Be part of the action from 20 to 28 August 2005.

To find out more about the events happening in your area, access the Seniors Week Events calendar at <http://www.communities.qld.gov.au/seniors/events/seniorsweek>, or ring the Seniors Enquiry Line on 1300 135 500.

## Key areas for JPs to watch

### QJA magazine article

27 May 2005

by

Mark Phillips, Office of the Adult Guardian

Maya Zetlin and Les Jackson, Elder Abuse Prevention Unit

Elder abuse is commonly recognised as physical harm to an older person, but it is more than that and comes in various forms. Abuse can be inflicted financially, psychologically, socially, sexually and through intentional or unintentional neglect. Two key areas that Justices need to be aware of are 'undue influence' and 'enduring documents'.

### Undue Influence

A significant concern in the area of elder abuse is the issue of an adult being subjected to coercive undue influence to make decisions that would favour a family member or other party. Examples of undue influence being exerted can be subtle or extreme depending upon the circumstances. Extreme examples include the demanding of a parent to sign a transfer of the parent's property to a son or daughter under the threat of either not visiting the parent or placing them in a nursing home.

When witnessing enduring powers of attorney and advanced health directives, Justices are to be mindful that "the ability to make decisions freely and voluntarily" is part of the criteria defining decision making capacity to complete these documents.

The witness to these documents is not just witnessing the signature of the adult but certifies that at the time of the document being signed, the person appeared to have decision making capacity.

When pressure or coercion is applied to a person whose state of mind deprives them of the ability to resist, then the decision ceases to be theirs, and is really the decision of the person applying that power or exercising control.

If Justices are confronted with a situation where they are not satisfied that the person has capacity, they should decline to witness the document and suggest to the parties involved that professional advice be obtained as to the person's capacity.

Justices with concerns about a circumstance can contact the listed agencies to discuss their particular concerns.

Some potential indicators of undue influence for Justices may include but are not limited to:

- The adult totally relying on another party at the discussion to provide information or the reasons for a course of action;
- The adult relying on written material in another's handwriting to give details of the matter to the witness;
- The adult not displaying a sufficient level of understanding of the written statement they are relying upon to advise of the matter;
- Inadvertent disclosures by the adult during the course of conversation with the witness;
- The person stating they want to transfer their only significant asset that they rely upon for income to a family member or other party; and
- The adult being isolated from previous social contacts and displaying total reliance on one party.

### Enduring documents

Each Enduring Power of Attorney must be witnessed by a Justice of the Peace, a commissioner for declarations, a lawyer or a notary public.

One of the most important tasks a witness has in this area is assessing the principal's capacity to undertake this legal procedure. Capacity is such a 'grey' area that the Office of the Adult Guardian provides guidelines for witnesses of these documents to determining capacity.

Misuse of attorney documents is reasonably common in financial abuse situations.

Recent Queensland research identifies that attorney's often engage in 'risky' behaviour with the principal's money and assets, either inadvertently because they are not aware of their responsibilities or they are treating the person's finances as if it were their own.

If Justices suspect a person is abusing or exploiting someone who is about to become the principal, or is currently the principal, to an Enduring Power of Attorney, advice is available from the Office of the Adult Guardian.

## Radio National: The Abuse of the Elderly

Aired on Radio National "Law report" *Tuesday 19 July 2005* .

It is estimated that 80,000 elderly Australians suffer from some form of abuse each year. The Elder Abuse Prevention Association says the real figure could be 4 times higher. So how do we combat abuse and neglect of the elderly in Australia?

Includes interviews with Caxton Legal (QLD), Elder Abuse Prevention Unit (QLD) and Elder Abuse Prevention Association (VIC) around contentious issues such as elder abuse and mandatory reporting.

\*Listen online at

<http://www.abc.net.au/rn/talks/8.30/lawrpt/default.htm>

The EAPU hopes you have enjoyed the 5th edition of "Queensland Focus". Please contact the unit if you would like additional information on any of the material within this publication. Updates can be found on the EAPU website at [www.eapu.com.au](http://www.eapu.com.au). Service providers, health care workers and students are invited to join the Peer Support Network. For more information about The Peer Support Network please contact EAPU Brisbane on (07) 3250 1955. This newsletter is free to distribute. If you wish to become an online recipient of "Queensland Focus" please email the EAPU to join the mailing list.

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