

QLD Focus

Elder Abuse Prevention Unit Newsletter

Edition 7

December 2005

The Importance of Older Women

A lot of EAPU awareness raising focuses on older women because they are more likely to be the victims of elder abuse. However, the research tells us that around 90%-95% of older people will not be abused. So when we are speaking to an older person's group about abuse you can often see the shutters coming down as most the audience feel that it doesn't apply to them. Over the years it became obvious to us that we should change the way we deliver our information, from "If this should happen to you.....", to the same information repackaged as "If you know someone in trouble.....". It may not sound very earth shattering but this is very empowering stuff for the audience, "Yes you can help and this is what you can do without putting yourself at risk or making it worse for the victim". The information is still the same as for anyone being abused, but it gives permission for the others, and we find these are mainly older women, to assist by contacting the relevant services for action or advice. Still not earth shattering? Then let's look at the wider picture, at all forms of Family Violence and the important role that older women can and do play, but often without adequate information and resources.

They are the current and potential Notifiers of Family Violence:

- Elder abuse - Other than notifying because they are the victim, they are often aware of abusive situations involving their friends, parents, brother's/sister's and others in the community.
- Domestic Violence – They may need assistance with a violent husband but may also see this happening to their own daughter or be aware that their son is a perpetrator; similarly they may know that their sister, or brother, or friend, or other extended family member is in a violent relationship.
- Child Abuse – The Grandmother is often aware when her grandchildren are at risk or experiencing abuse. A close aunt or other relation may also be in this situation. (Continued page 2)

Have Your Say—Review of Queensland's Guardianship Laws

The Law Reform Commission is undertaking a review of Queensland's guardianship legislation (see article Page 3). These laws affect many people including, carers, workers, decision makers, family and of course the adults who have a decision making impairment such as an intellectual disability, mental illness, acquired brain injury or dementia.

The Law reform commission is inviting people who would like to have input into this review to contact them to register their interest. The first stage of the review will consider the "General Principles" by which decisions are made and also the confidentiality provisions contained in the legislation. Full contact details for the Law Reform Commission appear at the end of their article on page 4.

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**ELDER ABUSE
HELPLINE**

1300 651 192

The Importance of Older Women (continued)

An older woman is therefore usually enmeshed in a large range of relationships, perfectly placed to identify all forms of Family Violence occurring within her family and those of her friends, yet they appear to be overlooked in many awareness campaigns.

They can (& often do) provide Support for:

- Victims - The daughter may seek support from their mother, whether this is by accommodation (moving home), money, emotional support, advice on child rearing etc. Yet does the older woman get any support or information to help her assist the victim? Are they aware of the dynamics of domestic violence or their own safety? Why does their daughter go back, or are they advising their daughter to go back? What services can they call on?
- Perpetrators - The violent son may end up back with their mother, particularly after a protection order. We see a number of these in elder abuse calls. After the son returns home the mother is left to deal with her son's drug/alcohol addiction, mental illness or his violent behaviour generally. Those who ring the EAPU are often more concerned with getting help for the son and are not thinking about their own safety.
- Grandchildren – The older woman may become the carer, which is a hot topic at present (see the article "Time for Grandparents Program" in this edition). Grandparents are only recently starting to get recognition as a key support for many families with children, yet support for these carers, particularly in child protection situations is under-resourced.

Generally older women are overlooked with education and resources in many areas, but particularly I find this to be the case in relation to supporting victims (and perpetrators) of family violence. I would suggest this area is largely unrecognised and under researched. Providing information and resources to the older person will no doubt provide greater safety and better outcomes for the victim and the older person trying to support them.

Older women are disempowered through ageism and gender, and some are experiencing the additional powerlessness resulting from their own experience with family violence. However, many of these women will also have large networks of family and friends and know a fair share of the local community, particularly those in rural settings. They would also have accumulated a range of skills and knowledge through life experience and many will be the "go-to" or "safe" person when someone gets in trouble. They may provide a range of support for the victims and can be the Healers in Aboriginal or Torres Strait Islander communities. Therefore, in areas of Family Violence, older women should never be overlooked as either the possible victim, the notifier, or the support person for the victim or the perpetrator of family violence. I believe that most educational campaigns fail to recognise the importance of this group of women and the roles they are currently undertaking. Recognising their worth and putting appropriate resources into their hands could be very empowering for this group and also develop greater respect within the community. It may even make our jobs easier but more importantly could make the community safer from this type of violence.

(Provided by Les Jackson, EAPU)

Review of Guardianship Laws: **Queensland Law Reform Commission**

The Review

The Law Reform Commission is reviewing Queensland's guardianship laws. These laws are designed to assist adults who are unable to make some or all of their own decisions. They might apply to adults whose ability to make decisions is affected for a range of reasons, including intellectual disability, mental illness, acquired brain injury or dementia.

The Commission has been asked to undertake the review in two stages. The first stage involves considering the guardianship law's 'General Principles' and confidentiality provisions. The Attorney-General has requested an interim report by 30 June 2006 on these two issues. Once stage one is completed, the Commission will then commence its second stage, which involves reviewing the rest of the legislation.

The General Principles are a set of principles that must be applied by those making decisions on behalf of an adult with impaired capacity. These principles require a decision-maker to consider a range of factors including:

- an adult's human rights and individual value;
- the importance of the adult's participation in community life and their own decision-making; and
- the importance of maintaining the adult's existing supportive relationships.

The Commission's review will examine whether the General Principles contain an appropriate balance of factors that assist adults who are unable to make some or all of their own decisions.

In relation to confidentiality, the Commission's review will consider the importance of maintaining the privacy of adults with impaired capacity, whilst still promoting transparency in decision-making under guardianship laws.

The Chairperson of the Commission, Justice Atkinson said: 'The Law Reform Commission has had a long association with Queensland's guardianship laws. Its recommendations in the mid 1990s led to the enactment of Queensland's guardianship legislation and the Commission welcomes the opportunity to review and improve these laws.'

The Consultation Process

The Law Reform Commission conducts extensive research and undertakes wide consultation before reporting to the Attorney-General as to how the law could be improved. The consultation undertaken by the Commission for stage one of its review includes the following:

Continued >

Review of Guardianship Laws: Queensland Law Reform Commission (Cont.)

Reference Group

The Commission has established an informal Reference Group to assist with the review. The role of the Reference Group is to widen the expertise of the Commission and to provide advice on the review.

Issues Paper

The Commission intends to publish an Issues Paper in March 2006 inviting comments on the law relating to the legislation's General Principles and the confidentiality provisions.

Public forums

After the publication of the Issues Paper, the Commission proposes to hold a number of public forums to promote widespread community participation in its review. Details of the dates, venues and times of public forums will be advertised widely and will be available on the Commission's website.

Focus groups

The Commission will also hold focus groups to hear the views of different groups of people from particular interests or backgrounds.

Informal consultation

The Commission will be speaking with persons with expertise and interest in the area throughout the review process.

The Commission invites people to contact it to register an interest in participating in the consultation process. You can also find more information about the Commission's consultation process by visiting its website:

[http://www.qlrc.qld.gov.au/guardianship/](http://www qlrc.qld.gov.au/guardianship/)

Queensland Law Reform Commission

Post: PO Box 13312, George Street Post Shop, Brisbane, QLD, 4003
Phone: (07) 3247 4544
Fax: (07) 3247 9045
Email: qlrcguardianship@justice.qld.gov.au
Web: <http://www.qlrc.qld.gov.au/guardianship/>

(Provided by Marianne Gevers, - Consultation Reference Group Member)

Redcliffe Project on Ageing & Asset Management

The University of Queensland Assets & Ageing Research Program is currently undertaking a demonstration research project in Redcliffe aimed at promoting good practice in the management of older people's assets and the prevention of financial abuse.

The research team is working with key groups and service providers, including older people and carers, banks and solicitors, police, government bodies and the Redcliffe City Council to develop a range of interventions. Planned outcomes of the community based project include community education strategies for older people and their carers, staff development modules for relevant services, and measures aimed at enhancing inter-agency collaboration. Interventions are to be formally evaluated for future application in other communities. The project, being developed in conjunction with Carers Queensland, is funded by the Department of Communities and the J.O. & J.R. Wicking Trust. The project will be officially launched in February 2006. For further information, contact the University of Queensland Assets & Ageing Program at ageing@social.uq.edu.au or telephone Project Manager Jennie Peut on 3889 4356.

(Provided by Dr Cheryl Tilse, School of Social Work and Applied Human Sciences, University of Queensland)

Time for Grandparents Program

Free school holiday, weekend and after school activities are now available in Queensland for children who are being raised by their grandparents.

In recognition of the importance of supporting families where children are being raised by their grandparents, Seniors Enquiry Line in partnership with the Queensland Government and key service providers are trialling the "Time For Grandparents Program". This program funded by the Department of Communities is designed to provide the children of these families with fun and interesting activities and give grandparents the opportunity to have some well earned time out. Alternatively, grandparents may also enjoy attending these activities with their children.

Seniors Enquiry Line will begin taking bookings from interested families beginning Monday 5 December 2005. If you know of any families who would benefit from the Time for Grandparents Program please forward this information to them.

For all bookings and enquiries please contact **Seniors Enquiry Line 1300 135 500 Monday to Friday between 9am and 5pm.**

Seniors Enquiry Line is funded by the Department of Communities and Auspiced by Lifeline Brisbane.

Website: www.seniorsenquiryline.com.au

(Provided by Seniors Enquiry Line)

Community Visitors

WHO ARE THEY?

The Community Visitor is an appointee of the Director General of the Department of Justice. The Community Visitor has a role to safeguard the rights and interests of people living in visitable sites. Community Visitors are not required to have any specific qualifications; generally they are people who are interested and have experience in the rights and issues facing people with impaired capacity. Community Visitors undergo training once they are appointed.

Community Visitors are not, decision makers, consultants, advocates, friends, case managers, direct service providers, volunteers or able to act on advisory boards or committees. The role of Community Visitor must be unbiased and independent.

WHAT ARE VISITABLE SITES?

Community Visitors visit across three sectors, these being disability, supported accommodation and mental health. Visitable sites within these sectors must meet the regulation as outlined in the Guardianship and Administration Act 2000. In summary visitable sites are:

- i) places where a person with an intellectual impairment is supported 24 hours a day by a paid service provider;
- ii) Supported Accommodation facilities that have been registered as Level 3 and seeking Accreditation;
- iii) Authorised mental health facilities where patients receive services as an inpatient

WHY ARE THEY VISITING?

A Community Visitor is someone appointed to visit a site to make sure no one is taking advantage of the residents who live there. If a resident has a complaint, or is concerned with the support, treatment, or the standard of services delivered to them, they can tell the Community Visitor. The Visitor will try to resolve issues with the staff or manager. Community Visitors also have the power to access documents kept at a sites. At the end of a visit Community Visitors will complete a report outlining issues and progress, names of individuals are not included on the report.

WHEN DOES THE COMMUNITY VISITOR VISIT?

Community Visitors visit sites regularly; this ranges from monthly, bimonthly or quarterly visits. Community Visitors generally will not disclose when they are visiting, so they can see what a typical day is like for residents. Community Visitors can enter a site between 8am and 6pm seven days a week.

If a person has concerns about what is happening at a site and feels they can not discuss this with staff at the site, they should call the Community Visitor Program and request a Community Visitor visit.

DOES A RESIDENT HAVE TO TALK TO A COMMUNITY VISITOR?

No, residents are not obliged to talk with the Community Visitor if they don't want to.

DO STAFF HAVE TO TALK TO COMMUNITY VISITORS?

Yes, the Guardianship and Administration Act 2000 outlines that staff at a site are required to speak with the Community Visitor. Staff would be exempt if what they say could incriminate them.

WHERE CAN I GO FOR MORE INFORMATION?

The Community Visitor Program is based in Brisbane and can be contacted via phone, 3406 7711 or 1300 302 711 or alternatively via email community.visitorprogram@justice.qld.gov.au or www.justice.qld.gov.au .

(Provided by the Community Visitors Scheme)

National Dementia Helpline & Dementia and Memory Centres

Queenslanders with memory concerns can now access information, support and counseling through a new free telephone service. The National Dementia Helpline, operated by Alzheimer's Australia (Qld) Inc on behalf of the Australian Government, can be reached on 1800 100 500. Trained counselors are on hand to provide general information or to help people living with dementia to cope with the changes in their lives. Helpline operators can also direct callers to other professional services or, in some areas, arrange free face-to-face appointments with a counselor who understands issues relating to dementia.

Alzheimer's Australia (Qld)'s CEO, Jan Samuels, says "The National Dementia Helpline is available to anyone, including members of the public, aged care workers or other health professionals. It is a very effective way for people to begin making enquiries about their memory concerns, or to find out what practical steps they can take to deal with a diagnosis."

The National Dementia Helpline operates from 8am to 5pm on weekdays but outside these hours people may leave a message to have a counselor call them back.

Alzheimer's Australia (Qld)'s mission is to reduce the impact of dementia on the community.

"We do this by offering information, support and advocacy for people living with dementia and their families," explains Ms Samuels. "Alzheimer's Australia (Qld) has a contract to deliver the National Dementia Support Program in Queensland on behalf of the Australian Government. Through this arrangement we also offer community education courses, nationally recognised training for aged care workers, and support groups for people with early stage dementia and their carers".

As part of the program Alzheimer's Australia (Qld) is opening nine new Dementia and Memory Centres around the state. "Our Brisbane centre is in Woolloongabba," Ms Samuels says. "Regional centres are being established in Toowoomba, Cairns, Mackay, Townsville, Rockhampton and Maryborough, as well as on the Gold and Sunshine Coasts. Anyone will be welcome to call in and talk to our staff and volunteers, or to browse through our books, brochures and videos over a cup of tea". Other features include a varied calendar of activities, and access to online resources and forums. "However, the centres cannot offer clinical or medical advice so if people feel they need more help with memory concerns we encourage them to see their doctor."

Ms Samuels continues, "As our population ages, there will be more people who either have some form of dementia or who is caring for someone with the disease. Our telephone operators and drop-in centre staff all have direct experience of dementia so they can offer a sympathetic ear and practical advice. Being concerned about your memory can be a very frightening experience but if people have the facts and know where to go for additional help, they can take action".

"Alzheimer's Australia nationally has more than 20 years' experience in dementia care and Queenslanders can now draw on that expertise through the National Dementia Helpline and our new Dementia and Memory Centres. For the first time in Queensland people also have direct access to Alzheimer's Australia's extensive range of resources and services. We want people to know they are not alone and that support is only a phone call away."

For more information call the National Dementia Helpline on 1800 100 500, phone Alzheimer's Australia (Qld) on (07) 5538 8221 or email info@alzqld.asn.au.

(Provided by Alzheimer's Australia (Qld) Inc)

The Queensland Seniors Council

The Queensland Seniors Council replaces the Ministerial Advisory Council for Older Persons. The purpose of the council is to provide advice on issues relating to seniors and ageing to the Minister for Communities, Disability Services and Seniors.

There are a number of key priority areas for the council including:

- Social participation of older people
- Elder abuse prevention
- Active ageing
- Blueprint for the Bush

The council includes ten regional members, one Aboriginal representative, one Torres Strait Islander representative an independent Chairperson and one representative from the Office for Seniors (Department of Communities).

Members of the council are appointed as representatives of their region or people. Council members come from diverse backgrounds and were selected for their expertise on ageing issues.

Members are appointed for a two year term with the current term due to conclude in 2007.

- Ms Maureen Palmer (Chairperson)
- Mr Kevin Roy Bond (Aboriginal representative)
- Mr Francis Mickey Tapim (Torres Strait Islander representative)
- Mrs Joan Bridget Moore (Far North Queensland representative)
- Mr Garth Brimelow (North Queensland representative)
- Mrs Zillah (Lynn) Smart (Mackay/Whitsunday representative)
- Mrs Mrya Evelin Pincott (Fitzroy/Central West Qld representative)
- Mrs Enid Cullen (Wide Bay-Burnett representative)
- Mr Edward (Ted) Long (Darling Downs/South West Qld representative)
- Ms Veronica (Vera) Laura Somerwil-Nord (Moreton representative)
- Ms Pearl Duncan (Sunshine Coast representative)
- Mr Choe Lam Tan (Greater Brisbane representative)
- Ms Marianne Gevers (Gold Coast representative)
- Ms Peta Jervois (Office for Seniors)

For additional information visit:

http://www.communities.qld.gov.au/seniors/qldseniors_council/index.html

The Queensland Seniors Council contact details:

- Telephone: (07) 3225 8031
- Fax: (07) 3225 8062
- Email: heidi.trobbiani@communities.qld.gov.au
- Mail: Policy Coordination Unit
Queensland Seniors Council
Department of Communities
GPO Box 806
Brisbane QLD 4001

Seniors Breakfast in Rockhampton

The Queensland wide event of Seniors Week was held in Rockhampton during August 21st to 27th. One of the regular activities is the Seniors Breakfast, an initiative of the Older Persons Programs CQ, Rockhampton. A highlight in this year's event was the opening of the Breakfast on 22 August, by Her Excellency Quentin Bryce A.C., who also shared in the Breakfast and engaged in conversation with some of the guests. Older people from local and surrounding communities were invited to attend the free Breakfast, which included a Multidraw of 63 gifts donated by local people and business houses. The menu consisted of a range of fruit, cereal, bread, spreads, milk and hot foods donated by local business.

These donations from local businesses combined with funding by the Department of Communities enabled the success of the Seniors Breakfast for this year. Business donors include Buttercup Bakery, Woolworth's, Lowes, Brumby's Bakery, The Warehouse, Action, Pauls Ltd., Kele Bros. and Peter Boodle Super Meat.

Preparation for this event is a time consuming project and required the assistance of other relevant organisations and volunteer servers from North Rockhampton State High School, TAFE, Darumbal Youth Services and Jacks House Youth Accommodation. Roger Parker, Manager of the TAFE Hospitality Facility held a training session prior to the event for those who were providing assistance. The young breakfast servers were presented with a White T-Shirt carrying the Queensland Department of Communities logo, which was also worn during the event. Her Excellency Quentin Bryce A.C., presented a Certificate of Participation to the young people who worked on the event. The logo printing was kindly donated by the Rockhampton City Council.

6am saw volunteers and agency workers preparing food and organizing the tableware. The young volunteers set up each table and arranged Breakfast cereals and juice for the event. Tulle envelopes were also placed on each seating area for the guests. The envelopes contained brochures of local interrelated organisations and the Older Person Programs CQ, which included the Elder Abuse Prevention Unit, Safe & Confident Living Program and Seniors Inquiry Line. The gift of envelopes to the Guests served to assist in raising awareness with members of the public about Elder Abuse and Safe & Confident Living for older persons.

The Breakfast MC was Verna Halsey who conducted the standing ceremony, welcomed the Governor, performed the introductions and carried out formalities during the event. Formalities included a thank you in appreciation of the use of the land by the Darumbal People. Two hundred and fifteen people attended the Breakfast. This event provided an opportunity to integrate older members of the communities and another occasion for them to catch up with old friends and meet new ones.

Entertainment was provided by talented local artist Mark Carpenter. He provided vocals accompanied by guitar which was appreciated by everyone. Evaluation forms were distributed to the guests at the end of the Breakfast. Attached to the forms was a ticket for each guest to participate in the Multidraw.

This annual event proved to be yet another success and appreciation was conveyed to all who assisted. The Schotia management team, Gillian and Dennis and the executive ladies from the Rockhampton Senior Citizens Centre Assoc. Inc. are greatly appreciated for the magnificent contribution of their time, effort and skills in the success of this year's Seniors Breakfast. A high regard and appreciation was acknowledged for the outstanding efforts of Roger Parker and his team of young people who served at the tables. They also received positive comments and appreciation from the guests and from their peers at the venue. The young people enjoyed their contribution to the event and some were lucky to win a prize in the Multidraw, which was a good note to end on.

(Provided by Verna Halsey, Older Persons Programs CQ - Project Officer Elder Abuse Prevention Unit & Safety Link Advisor Safe and Confident Living Program)

Safe and Confident Living



Joshleigh South Sea Islander Museum outing held in November



Any one who didn't attend the 16th November tour to Joshleigh sure missed out on a most delightful day. Our co-ordinator (Verna) did a fantastic job, organising buses, cars and drivers. Joan Stevenson of Carer Respite drove us safely to our destination. Light refreshments were served after an address by Verna and we had a beautiful lunch prepared by our wonderful South Sea Islander hosts. We all ate and talked with a good time being had by all. We then visited the museum. It was so interesting to learn of the South Sea Islander Culture. Mrs. Griffiths, one of the people in our group, even found her picture when she was a child – photographed with her parents and friends purchasing vegetables from the road side stalls set up by the South Sea Islander people. We returned to the dining area to ask our hosts many questions. We then completed the evaluation forms and Verna drew the lucky door prize. Guess who won it for this months outing? Yes, how could you guess, the one and only me. The first time I have won the lucky door for this year. The day concluded with a drive around the district looking at the sites and the growing population in that area of the Capricorn Coast. We are now looking for the news of future visits to this paradise.

(Provided by Gwen Simpson, Chair Person, CQ Safe and Confident Living Social group)

Research Roundup

Below are some links to what I thought were interesting research papers I read recently.

In Search of Justice in Domestic and Family Violence, (October 2003), Heather Nancarrow MA, Honours Thesis. The full thesis can be located on the Queensland Centre for Domestic and Family Violence Research website: www.noviolence.com.au .

Ms Nancarrow investigated why the report produced by the *Aboriginal and Torres Strait Islander Women's Taskforce on Violence* and a second report by the *Taskforce on Women and the Criminal Code* contradicted each other on the type of justice model needed to respond to violence against women. Although both reports were completed in 2000 and were presented to the same Government Minister, the Aboriginal and Torres Strait Islander Women's Taskforce recommended a "restorative justice" alternative to the current criminal justice system, while the second taskforce rejected this model. By interviewing the different taskforce members wherever possible and providing a background of feminist thought and critique, I found the thesis very enlightening about the different cultural perspectives to addressing family violence.

Mistreatment of Older People in Aboriginal Communities Project: An investigation into Elder Abuse in Aboriginal Communities. (2005) Office of the Public Advocate – Western Australia. The full report can be found on the Dept of Justice website; www.justice.wa.gov.au . (Go to the Public Advocate area under "Department", the report is in the downloads area at the bottom of the Public Advocate page, a bit hard to find).

Although the project had an incredibly short timeframe of only 3 months, the report recognised the expertise of the 2 Indigenous project workers in being able to complete the task in the time given. Conducting a large number of interviews with community members and workers from across Western Australia, the report identifies some of the individual, community, historical and systemic issues giving rise to the abuse of older people in their communities. Financial abuse was noted as prominent in the interviews and "Loss of respect" headed their list of significant issues. Service issues faced by Aboriginal Community Workers are also covered along with a list of 15 strategies put forward for consideration.

(Provided by Les Jackson, EAPU).

Upcoming Events

Queensland Suicide and Self-Harm Prevention Conference 2006: Sharing learnings from practice and research

30 - 31 March 2006
The Mercure Hotel Brisbane, 85-87 North Quay, Brisbane QLD 4000
Phone: 1800 177 338
Email: spconference@communities.qld.gov.au

Aged & Community Services Australia (ACSA) 1st National Community Care Conference

3 - 5 May 2006
Aged & Community Services Australia (ACSA) 'Riding the Wave of the Future'
Sydney Convention & Exhibition Centre, Darling Harbour, NSW
Phone: 02 9799 0900
Email: events@agedservices.asn.au

Connecting Intergenerational Communities Through Creative Exchange Conference

26 - 29 June 2006
Connecting Intergenerational Communities Through Creative Exchange Conference
Victoria University, Level 12, 300 Flinders St, Melbourne
Victoria University Conference Management Services
460 Ballarat Rd, Sunshine Vic 3020
Phone: +61 3 9919 7249
Email: conferences@vu.edu.au
Website: <http://conferences.vu.edu.au/icip>

Australian Society for Geriatric Medicine 2006 Annual Scientific Meeting

4 -6 September 2006
Christchurch Convention Centre, New Zealand
Phone: (02) 9437 9333
Email: emma@conferenceaction.com.au
Website: www.asgm.org.au

3rd International Conference on Healthy Ageing and Longevity

13 - 15 October 2006
Melbourne Exhibition & Convention Centre, Vic, Australia
Conference Secretariat, PO Box A2261 Sydney South NSW 1235 Australia
Phone: (02) 6685 4422
Email: info@longevity-international.com, registrations@longevity-international.com
Website: www.longevity-international.com

EAPU hopes you have enjoyed the final edition of "Queensland Focus" for 2005. If you wish to become an online recipient please email the EAPU to join the mailing list. EAPU wishes everyone well for the festive season and coming year.

The Elder Abuse Prevention Unit is funded by the Queensland Government Department of Communities and operates under the auspice of Lifeline Brisbane.

Editors Note: Opinions expressed in this edition "Queensland Focus", do not necessarily reflect those of The Elder Abuse Prevention Unit (EAPU).



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