

# QLD Focus

Elder Abuse Prevention Unit Newsletter

Edition 14

March 2008

## Peer Support Network Teleconference

What would you do?

You're on your last visit after a day of driving to your more outlying clients. You have left this one to last as you can't stand the son but your client is a dear lady who is getting pretty frail now. Maybe she is losing it a bit as her conversation was pretty vague last time you visited. Who can blame her, always stuck inside with that lazy son who is mostly half drunk. Hope he did a better job of changing her dressing this time, probably leaves it to his mum to do, along with the cooking and washing. A quick check to see if the dogs are locked up this time and then up the stairs. You cringe at the son's usual yelling, but it is a bit different this time; did he just say "I should put a bullet in you", and is that other noise the mother sobbing? The front door is open as usual, you think you should.....?

The next PSN Teleconference will be on the 16th May 2008 and addressing "Worker Safety" when encountering an elder abuse situation whilst visiting a client. The guest speaker will be Janis Downing, from the Working Against Abuse Service at Roma.

Jan Downing is Coordinator of the Working Against Abuse Service which is the regional domestic and family violence service for Far South West Queensland. The service is based in Roma and covers an area west of Chinchilla and down and across through St George, Charleville and Cunnamulla to the South Australian and NSW borders. Jan has been in Roma for 7 months, having previously spent almost 8 years in the remote western regions of NSW as Sexual Assault and Domestic Violence Coordinator, Child and Adolescent Mental Health Coordinator, and Physical Abuse and Neglect of Children (PANOC) counsellor with NSW Health. Jan says that working in the *outback* can be challenging, rewarding and at times even hilarious, but the most important quality which keeps workers motivated, invigorated and happy is the support of their team, well coordinated responses by all agencies concerned, and access to professional supervision.

Registration forms for joining the PSN Teleconference are on the back of the Newsletter (page 11) along with a Worker Safety Survey (page 12). Please take the time to complete the survey as this will help us to ensure that the topics covered in the teleconference are useful to you and your service. We also welcome questions you have that you would like answered.

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"The prosperity of a country is in accordance with its treatment of the aged."

- **Hasidic Saying**



**ELDER ABUSE  
HELPLINE**

**1300 651 192**

## \$1.91M boost for free seniors' legal services pilot: Communities Minister

Minister for Communities, Disability Services, ATSIP, Multicultural Affairs, Seniors and Youth  
The Honourable Lindy Nelson-Carr

Friday, February 22, 2008

Communities Minister Lindy Nelson-Carr has announced \$1.91 million to extend a pilot program offering free legal and support services to seniors who have suffered financial exploitation and elder abuse.

Ms Nelson-Carr made the announcement while visiting the Townsville Seniors Legal and Support Service today which is one of five services taking part in the pilot.

"The pilot is in its early stages and the extra funding will extend it for a second year, giving each service provider and the Department of Communities the best opportunity to fine-tune operations and make improvements," she said.

"In the first 18 weeks of the pilot, the five services around the State saw 280 clients and delivered community education to 4,768 seniors – that's an impressive start."

The State Government provided an initial \$1.9 million for the 12-month pilot in June 2007, with Townsville, Cairns, Hervey Bay, Toowoomba and Brisbane taking part.

"The services they offer are free and aim to reach seniors who are concerned about or victims of elder abuse, mistreatment and financial exploitation," Ms Nelson-Carr said.

"Research suggests there's a number of barriers preventing older people from accessing the support they need, including a lack of knowledge of who to go to as well as feelings of shame or embarrassment," she said.

"The Seniors Legal and Support Services pilot is breaking down the barriers by providing a place of support where older people can work through issues in a safe and caring environment.

"I'm delighted that Queensland's lead is being followed by Western Australia and Victoria which have launched similar programs based on the Smart State model."

Services offered through the pilot include free access to legal information and advice, short-term counselling, individual advocacy, court support and community education.

"Raising awareness of what constitutes abuse and exploitation and where victims and people at risk can go to get help will go a long way towards stopping this terrible social problem of elder abuse."

For more information, visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au) or contact the pilot services directly on:

- **Brisbane: (07) 3257 1337 (Brisbane Seniors Legal and Support Service)**
- **Cairns: (07) 4031 7179 (Cairns Legal and Support Service)**
- **Hervey Bay: (07) 4124 6863 (Hervey Bay Seniors Legal and Support Service)**
- **Toowoomba: (07) 4616 9700 (Toowoomba Seniors Legal and Support Service)**
- **Townsville: (07) 4721 5511 (Townsville Seniors Legal and Support Service)**

Media contact: Minister Nelson-Carr's office 3235 4280



### From the Editor:

**Domnica Alexa ([domnica.alex@lccq.org.au](mailto:domnica.alex@lccq.org.au))**

Welcome back to another edition of Queensland Focus. This edition is aimed at giving you all a run-down of where the unit is at and where we've come from over the past 10 years. The Annual Report provided a brief snapshot of what has happened since the EAPU came under the governance of Lifeline Brisbane. The team has been a vital part in raising the profile of Elder Abuse as a topic that has major implication on both seniors and the community at large. My role has been to collate statistics from calls that come through our helpline and research developments in policy, procedures, legislation on elder abuse on a statewide, national and international level. Over the past 10 years there has been an increase in the level of interest in this area, however there is still a need to develop additional resources and educate people to protect themselves and know what is available to them if they are suspicious of a situation or become victims of abuse.

With that allow me to present the hard-working, caring team that make up the Elder Abuse Prevention Unit.

## EAPU Staff: Where are they at?



*Chris Procopis—Managing the Older Person's Programs*

The Older Person's Programs for Lifeline Brisbane have grown over the years since I have been the Manager. This area now includes three state-wide programs; these include the Senior's Enquiry Line, Elder Abuse Prevention Unit and the Time for Grandparent's Programs. The Safe and Confident Living Program for the Rockhampton region is also included under Lifeline Brisbane's Older Person's Programs area. Along with overall management of these programs I have maintained responsibility for a separately funded project to develop elder abuse prevention resources for the Aboriginal, Torres Strait and South Sea Islander communities.

Management of these programs is ably assisted by Julie Argeros, Coordinator of the SEL & Time for Grandparents programs and Les Jackson, Coordinator of the EAPU and the Rockhampton Safe & Confident Living programs. This year I will also be taking blocks of leave to undertake a Psychology degree and so will rely on Julie and Les to relieve in my position at various stages. These older person's programs are very compatible and we are making better use of the resources by greater coordination of resources.

*Les Jackson—Coordinating the Elder Abuse Prevention Unit*



Since recommencing work with the EAPU I have been restructuring the way the unit operates to allow for a more coordinated and resource efficient approach in achieving outcomes. This basically means that workers are now involved in many different areas of the unit's operations with various levels of responsibility.

Trips to regional areas now have several people supporting the EAPU worker by undertaking promotional activities, creating media releases, tracking down key people from various towns, recruiting Peer Support Network members and so on. Regional travel is also being coordinated with Senior's Enquiry Line, another service provided under Lifeline Brisbane's Older Person's Programs, to share resources in undertaking these trips.

The Helpline requires at least two people in attendance at all times, therefore it is a juggling match of resources to undertake training/awareness presentations, particularly those requiring regional travel. Other activities such as meetings, reports and special projects as well as any major EAPU event needs to be planned and resourced well beforehand. Regular supervision and team meetings allow for clearer assessment and monitoring of the work pressure each team member is under. The EAPU team are a committed group, working within a best practice framework that embraces change to provide a better service while fully utilising scant resources.

*Andrea de Vries—No stone unturned in Rockhampton*



Rose Marwick and Andrea de Vries

Andrea de Vries is our part-time worker in the Rockhampton Office. Andrea delivers training and awareness packages on Elder Abuse to service providers and community groups along the coast from Bowen south to Bundaberg and out to the border. In April she will be travelling to Mt Isa and surrounding towns and in May Longreach and further west. Good thing she likes driving and loves the outback. If you're wanting information on when she is passing through your area phone Andrea so she can block out dates in her diary for you. Contact number is 4922 3876 or 0417 793257.

## EAPU Staff: Where are they at? (cont.)



*Maya Zetlin—Me and Somerset Maugham on Thursday Island*

As a Senior Project Officer my duties still include responding to the Helpline, delivering training and awareness raising sessions in the South-East Region, coordinating the Multicultural Taskforce and supporting the three Coordinated Community Responses in the region. However, now I also have the responsibility for addressing elder abuse in FNQ and that includes frequent travel to that region, which I regard as a wonderful perk of my position. My most recent trip took me to Thursday Island in the Torres Straits.

Getting to Thursday Island (TI) involves air-bus-ferry coordination, some logistics, muscle power, good communication skills and a pinch of good luck to ensure that your luggage-laptop-projector-brochures arrive there at the same time as you. Accomplishing that task was doubly rewarding for me when at the end of the day I sat on the sprawling veranda of the Grand Hotel soaking in the incredible views of the Torres Strait's turquoise coloured waters, green islands, fishing boats, birds and the tip of Australia's mainland at the distance.

The Grand Hotel, which was built in place of the original building that burned down in 1993, is famous for once briefly accommodating the novelist Somerset Maugham. It was quite a romantic notion to imagine that Mr Maugham would have sat just like me on the hotel's veranda enjoying similar views but, no doubt, after a much more gruelling and exhausting trip in the early years of the twentieth century.

I went to TI at the FNQ HACC Area Manager's invitation to deliver a training session for the HACC workers on the island. It presented me with a great opportunity to meet wonderful, dedicated and genuine people in various roles and services, and to start developing trusting working relationships with



many of them. There was a general recognition among them that even when people live in what looks like paradise, they can still experience similar issues to those experienced by people across the world, and that includes elder abuse. However, an island community with its own cultural and traditional customs and values, being so remote from a range of mainland services, requires a coordinated community response to elder abuse that needs to be both sensitive and practical.

I also had the pleasure of talking to a group of older people who meet socially on a regular basis, and I was so inspired by their resilience, attitudes to life and ageing and their great sense of humour and love of life. I am looking forward to maintaining my contact with TI, to providing any requested assistance in developing the local response and, last but not least, to my next visit to paradise.

*Rose Marwick & Elwyn Moir— Keeping the Wheels Rolling Smoothly*

Elwyn and Rose keep the EAPU running by taking care of all the administration tasks and assisting with various projects. They take calls on the EAPU helpline and are both Lifeline telephone counsellors.



Elwyn Moir

Some of you will have spoken to Rose already in her awareness raising capacity, and she is working to make contact with everyone on the peer support network database. Elwyn is assisting Maya by making contact with cultural and community groups who may be interested in the upcoming multicultural forum in late October.

They are always happy to take your calls and answer any questions you may have on issues surrounding elder abuse, and we will gladly mail out brochures and information to you.

Elwyn is currently doing honours in philosophy at university and Rose has a nursing background.

# Training and Awareness Raising Sessions

## Provided by the EAPU

By Domnica Alexa  
(EAPU—Project Officer)

Information sessions for community groups about what constitutes elder abuse, how to identify elder abuse and where to go for support provides a great foundation for educating older people about such critical and important issues. Information sessions are relaxed and less structured than training sessions to best cater for the varying levels of knowledge and understanding of the topic of elder abuse. The sessions provide an opportunity for older people to ask questions and explore these issues and others in a safe environment and are encouraged to call the Helpline to access further assistance and confidential support.

The Elder Abuse Prevention Unit also provides training to service providers working with older people living in the community and students. Training sessions are more formal and structured. Sessions are tailored to meet the needs of the staff and their level of knowledge of the issue as well as their roles and interests. The EAPU uses case studies to help staff learning and understanding of what may constitute and abuse situation and what signs to be aware of. Staff are encouraged to bring their own case studies to training sessions and raise issues that are relevant to their roles.

Between November 1999 and December 2007 the EAPU has provided 788 training sessions (an equivalent of 1163 hours) to 12 607 service providers, across Queensland. Training sessions are evaluated at the end of each session using a before and after approach to gauge the individual's understanding of the topic and if their learning has increased. This feedback was used to help identify issues that people found relevant and useful and areas that needed further exploration.

EAPU staff travel to rural and remote communities and the service is free of charge. Below is a list of rural visits available:

- Mount Isa Region: 28 April 2008 to 2 May 2008:
  - \* Cloncurry Tues 29 April
  - \* Julia Creek Wed 30 April
  - \* Richmond Thu 1 May
  - \* Mt Isa Fri 2 May
- Longreach region: 19 - 23 May 2008
- Townsville: 14 -18 July 2008

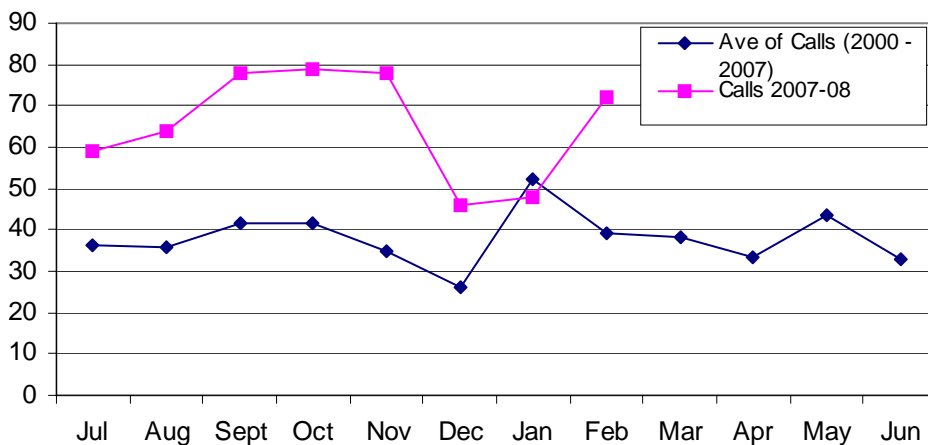
Please check the website for date changes or updates on [www.eapu.com.au](http://www.eapu.com.au), as this is regularly updated as trips are planned and dates may vary depending on staff availability.

The EAPU provides training and awareness sessions across Queensland free of charge. For sessions in Central and South West Queensland please contact Andrea de Vries on 0417 793 257 or 4922 3876. Bookings for training or awareness raising sessions in all other regions can be made by contacting the Helpline on 1300 651 192 or by emailing us at [eapu@lccq.org.au](mailto:eapu@lccq.org.au).

# The Role of the EAPU Helpline

By Domnica Alexa  
(EAPU—Project Officer)

The Helpline is an integral part of the work that the EAPU does. The Helpline provides people (seniors, service providers, students, family, friends and the community at large) an avenue of expressing their concerns and receiving options and referrals to services that are available to cater for their individual need.



*Comparison of the average number of elder abuse reports received each month between 2000 and 2007, and the number of reports received in 2007-2008.*

The Helpline is also a means by which the unit collects and collates data on the prevalence of elder abuse in Queensland. This data is used to raise the profile of Elder Abuse as a topic that has a huge impact on the family and community. Data collected is non-identifiable and no notes are kept on calls from the Helpline.

Since November 1999 the number of individual reports of elder abuse have been steadily rising. However during the last six months there has been a dramatic increase in the number of calls to the Helpline. The average number of reports of elder abuse between 2000 and 2007 has ranged between 26 and 52, while between July 2007 and February 2008 the number of reports have ranged between 46 and 79. The average number of reports per month has risen to 65, an increase from the previous years of 45 per month.

Staff on the Helpline all have counselling experience and use these skills to support the caller in exploring their situation. Some of these calls are very traumatic and require a great deal of sensitivity and time for people to feel safe and understood. The caller may remain anonymous and all information is confidential. Staff provide individualised phone support for callers who often don't know where to turn for support and feel isolated in their highly stressful situation. Some examples of the support callers can expect is in situations where they have been "given the phone around." Our staff may be able to call services and if the caller gives consent provide their number to the appropriate service who will make contact with the caller **only in situations where it is safe to do so**. The Helpline can also work as a link where it is not safe for a service to call the abused person. In these situations the caller is asked to call back when it is safe and then they are given a person to contact who will have been advised of the abused persons situation and will be expecting their call. Information is only passed on where staff have been given permission by the caller and only for the purpose of linking the caller with a service (and generally a specific person in that service).

## Research Roundup

by Rose Marwick (EAPU)

### Why Try Validation®?

This is an article about responding to older people with dementia. The author gives several examples of 'dementia behaviours,' (which most of us would be familiar with), that she encountered during her work with the elderly in Houston, Texas. She then recounts a conference she attended where one of the speakers was Naomi Feil, a psychologist and social worker, who developed a method of communicating with older people suffering from dementia called Validation®.

The author was struck by Feil's model because it related to older people who were often orientated to time, place and people but who suffered from persistent delusions, often paranoid. Naomi Feil believes that the progress of early onset dementia and late onset dementia are different, with early onset dementia following more recognizable pathways; her work on validation® concerns those with late onset dementia who are usually, but not always, in their eighties and nineties. Nothing is ever black and white of course.

Feil's belief is that the behaviours of older people with dementia are often related to past emotional traumas and conflicts that have been insufficiently dealt with. She has identified a final stage of human development for the very old, involving malorientation, time confusion, repetitive motion and vegetation. She suggests that their carers and relatives try to help them in their pain and confusion by adhering to the following principles:

Acceptance: respect: valuing the individual: understanding that there may be underlying reasons for their behaviour: willingness to help with expressing emotion: communicating with empathy:

Of course most of us already practice these principles in our dealings with the confused elderly, and the theory makes absolute sense.

Paula Mixson, the writer of this article, states her belief that a basic understanding of Validation®, and the use of selected techniques, will enable carers to communicate more effectively with disoriented clients.

Mixson includes a page of recommended readings on Validation®. Articles can be found online at [www.V/FValidation.org](http://www.V/FValidation.org)

This is a fascinating article.

Why Try Validation®? Paul M. Mixson L.M.S.W.-A.P. *Victimisation of the elderly and disabled*. Vol 10 no2: July/August 2007. pages 17-32.

"At my age I do what Mark Twain did. I get my daily paper, look at the obituaries page and if I'm not there I carry on as usual."

- Partick Moore

## Research Roundup (cont.)

by Rose Marwick (EAPU)

### Working with abuse perpetrators

This article takes the form of questions to the author and her responses, and essentially deals with issues that face workers when they are confronted by the perpetrators of abuse towards their clients.

Ramsey-Klawnsnik emphasises the importance of remaining impartial in any dealings with the perpetrators so as not to place either the client, or indeed the worker, in any further danger. She also advises against being drawn into any conversations that give the perpetrator more power and control. A simple example is when the perpetrator might ask the worker's age, or what experience they may have of caring for an elderly relative. The author reminds her readers to keep themselves out of this sort of conversation and to keep the focus on the client and the carer. Where possible involve the client in any decision making. If the client has capacity Ramsey-Klawnsnik suggests that it is important for him/her to be reminded that they have capacity for decision making; if they don't have capacity it may be necessary to seek urgent intervention.

Another important issue raised by the author is the need for ongoing supervision, support and training of workers who give care in the home. She states that it can be enormously stressful dealing with potentially abusive situations and workers need to be protected to avoid burn out, nightmares, intrusive thoughts and exhaustion. Most important is to be able to recognize when it's time to leave a dangerous situation and to call in outside help.

Most home care workers will identify with the issues raised in this article, unfortunately. Holly Ramsey-Klawnsnik reminds readers to be aware and prepared , to avoid ending up embroiled in the middle of an inflammatory situation.

Working with Abuse Perpetrators. Holly Ramsey-Klawnsnik PhD. *Victimisation of the elderly and disabled*. Vol 10, No 2. July/August 2007. P19-25

Website for this publication:

[www.CivicResearchInstitute.com](http://www.CivicResearchInstitute.com)

"The power of accurate observation is frequently called cynicism by those who don't have it."  
*George Bernard Shaw (1856-1950)*

## Media Overview



Elderly abuse on the rise says Seniors Assoc	Courier Mail	1 Oct 07
<a href="http://abc.net.au/news/stories/2007/10/01/2047976.htm?section=australia">http://abc.net.au/news/stories/2007/10/01/2047976.htm?section=australia</a>		
Grant Received	Voices Online	6 Oct 07
<a href="http://www.zwire.com/site/news.cfm?newsid=18887943&amp;BRD=1380&amp;PAG=461&amp;dept_id=157525&amp;rfi=6">http://www.zwire.com/site/news.cfm?newsid=18887943&amp;BRD=1380&amp;PAG=461&amp;dept_id=157525&amp;rfi=6</a>		
Geelong Aged Care Providers Snubbing Abuse Forum	Geelong Advertiser	9 Oct 07
<a href="http://www.geelongadvertiser.com.au/article/2007/10/09/7675_news.html">http://www.geelongadvertiser.com.au/article/2007/10/09/7675_news.html</a>		
Rise of relatives abusing elderly	BBC News	10 Oct 07
<a href="http://news.bbc.co.uk/2/hi/uk_news/northern_ireland/7037346.stm">http://news.bbc.co.uk/2/hi/uk_news/northern_ireland/7037346.stm</a>		
Innovative Elder Abuse Prevention Strategy Helps Seniors live safely with Dignity	CNW Group	19 Oct 07
<a href="http://www.newswire.ca/en/releases/archive/October2007/19/c5908.html">http://www.newswire.ca/en/releases/archive/October2007/19/c5908.html</a>		
Lack of area mental health services cited	Citizen.com	20 Oct 07
<a href="http://www.citizen.com/apps/pbcs.dll/article?AID=/20071020/CITIZEN_01/710200039/-1/CITIZEN">http://www.citizen.com/apps/pbcs.dll/article?AID=/20071020/CITIZEN_01/710200039/-1/CITIZEN</a>		
Elder abuse bills to hit House	Monroe News	12 Feb 08
<a href="http://www.monroenews.com/apps/pbcs.dll/article?AID=/20080212/NEWS01/341867090/-1/NEWS">http://www.monroenews.com/apps/pbcs.dll/article?AID=/20080212/NEWS01/341867090/-1/NEWS</a>		
Action on Elder Abuse chief attacks DH over No Secrets Review	CommunityCare.co.uk	20 Feb 08
<a href="http://www.communitycare.co.uk/Articles/2008/02/20/107323/gary-fitzgerald-lays-into-dh-over-adult-protection-review.html">http://www.communitycare.co.uk/Articles/2008/02/20/107323/gary-fitzgerald-lays-into-dh-over-adult-protection-review.html</a>		
No Secrets Review: the key issues	CommunityCare.co.uk	20 Feb 08
<a href="http://www.communitycare.co.uk/Articles/2008/02/20/107324/no-secrets-key-issues-for-adult-protection-review-launched-today.html">http://www.communitycare.co.uk/Articles/2008/02/20/107324/no-secrets-key-issues-for-adult-protection-review-launched-today.html</a>		
Layers pitch in to protect elderly	The Age	9 Mar 08
<a href="http://www.theage.com.au/news/national/lawyers-pitch-in-to-protect-elderly/2008/03/08/1204780131652.html">http://www.theage.com.au/news/national/lawyers-pitch-in-to-protect-elderly/2008/03/08/1204780131652.html</a>		
New Hotline to report abuse of elderly people	Hemel Gazette	26 Mar 08
<a href="http://www.hemeltoday.co.uk/news/New-hotline-to-report-abuse.3912430.jp">http://www.hemeltoday.co.uk/news/New-hotline-to-report-abuse.3912430.jp</a>		

## Upcoming Events

### Arthritis Awareness Week

6 –12 April 2008  
PH: 1800 011 041  
Email: [info@arthritisaustralia.com.au](mailto:info@arthritisaustralia.com.au)  
Website:  
[http://www.arthritis.org.au/component/option,com\\_front\\_page/Itemid,1/](http://www.arthritis.org.au/component/option,com_front_page/Itemid,1/)

### World Health Day

07 April 2008  
PH: 02 6273 8200  
Website: <http://www.who.int/world-health-day/en/index.html>

### Retirement Communities World Australasia Conference 2008

7 - 10 April  
Venue: Hilton Hotel, Sydney  
PH: 02 9021 8827  
Email: [sasho.sokolovski@terrapinn.com](mailto:sasho.sokolovski@terrapinn.com)  
Website: [http://www.terrapinn.com/2008/rcw\\_au/](http://www.terrapinn.com/2008/rcw_au/)

### ACSA Community Care Conference

14—16 May 2008  
Venue: Sydney Convention Centre, Sydney  
PH: 03 9686 3460  
Website:  
[www.agedcare.org.au/Conferences/Upcoming-acsa-events.html](http://www.agedcare.org.au/Conferences/Upcoming-acsa-events.html)

### ACQ Retirement Living Conference and Trade Exhibition

22 - 23 May  
Venue: Holiday Inn, Gold Coast  
PH: 07 3725 5588  
Email: [events@acqi.org.au](mailto:events@acqi.org.au)  
Website:  
<http://www.acqi.org.au/Portals/0/RL08%20Sponsorship%20&%20Exhibition%20Information.pdf>

### National Palliative Care Week

25-31 May 2008  
PH: 02 6232 4433, Email; [pcainc@pallcare.org.au](mailto:pcainc@pallcare.org.au),  
Website: [www.pallcare.org.au](http://www.pallcare.org.au)

### Nurses in Management Aged Care Conference and Trade Exhibition 2008

17-18 July 2008  
Venue: Conrad Jupiters, Gold Coast  
PH: 07 3725 5588  
Email: [events@acqi.org.au](mailto:events@acqi.org.au)  
Website:  
<http://www.acqi.org.au/Portals/0/NIMACRego2008%20Brochure.pdf>

### The Fourth Annual Australia's Ageing Population Summit 2008

23 - 24 July 2008  
Rendezvous Hotel, Melbourne  
T: 02 9080 4307  
E: [registration@informa.com.au](mailto:registration@informa.com.au)

### ACQ Community Care Queensland Conference & Trade Exhibition 2008

6-7 November 2008  
Gold Coast,  
Ph: 07 3725 5588  
Email: [events@acqi.org.au](mailto:events@acqi.org.au)

### Additional Date Claimers:

1-31 May	Domestic Violence Prevention Month
10-16 May	Queensland Law Week
15 June	World Elder Abuse Awareness Day
23 - 31 Aug	Senior's Week QLD

EAPU hopes you have enjoyed the 1st edition of "Queensland Focus" for 2008. If you wish to become an online recipient please email the EAPU to join the mailing list.

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). Articles in this newsletter may be used with the permission of the contributing author.



### For more information please contact:

Elder Abuse Prevention Unit  
PO Box 108 Fortitude Valley Q 4006  
Phone: (07) 3250 1955  
HELPLINE: 1300 651 192  
Fax: (07) 3250 1929  
Email: [eapu@lccq.org.au](mailto:eapu@lccq.org.au)

**Multidisciplinary Peer Support Network (Elder Abuse Prevention Unit)**

**Worker Safety Teleconference Registration**

**Friday, 16 May 2008**

**Contact Details:**

Name:

.....

Position:

.....

Organisation (name)

.....

Postal Address:

.....

.....

Town / Suburb ..... Post Code .....

Phone: ..... Fax .....

Email: .....

Availability to be a host site for the Teleconference (host sites will need to have a meeting room and a speaker phone)

I would like to become a member of the Multidisciplinary Peer Support Network  
Peer Support Network members receive our quarterly newsletter mailed out to them as well as updates on upcoming training in their region.

..... / .....

(Signed)

**Return Form to Elder Abuse Prevention Unit,  
PO Box 108 Fortitude Valley Qld 4006**

**Fax: 07 3250 1929 Phone: 07 3250 1955**

**This form is also on our Website if you would like to register online.**

## Worker Safety Survey for working with Elder Abuse Situations

Elder abuse is any act occurring within a relationship where there is an implication of trust, which results in harm to an older person. This includes: Psychological (eg. intimidation, humiliation), Financial (eg misuse of an Enduring Power of Attorney, improper use of money), Social (eg, isolating, or preventing contact with others), Physical (eg, punching, slapping, restraining), Sexual (eg. Sexually harassing, fondling) or Neglect (failure to provide necessities of life).

Town: \_\_\_\_\_

*Have you encountered a Domestic and Family Violence situation in the last 12 months? Yes/No*

*Comment:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Type of situation you have encountered:*

*Financial      Psychological      Physical      Isolation      Neglect      Sexual*

*Brief Description:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Did you feel safe dealing with the situation? Yes/No*

*Comment:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Did you know what to do? Yes/No*

*Comment:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Does your organisation have policies and procedures for working with Domestic and Family Violence situations? Yes/ No*

*Comment:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Did you receive debriefing? Yes/No*

*Comment:* \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Additional Questions you would like answered during the Teleconference:*

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\_\_\_\_\_

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