

16



Elder Abuse Prevention Unit

Elder Abuse Prevention Unit

Year in Review 2016

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Section 1

Elder Abuse Helpline

In the
2015/16
financial year
the Elder
Abuse Helpline
recorded:

1529
abuse
notifications

1699
victims

1844
perpetrators

2068
abuse cases

UnitingCare Community has operated the Elder Abuse Helpline (the Helpline) since November 1999, through the Queensland Government Department of Communities Child Safety and Disability Services funded Elder Abuse Prevention Unit (EAPU). The Helpline offers support, information and referrals for anyone who experiences, witnesses or suspects abuse of an older person by someone they know and trust. The Helpline is also a means of collecting non-identifiable data which the EAPU reports on to provide a better understanding of the issues surrounding elder abuse. In the following pages are a range of descriptive statistics and analysis of data collected using the EAPU's Elderline database in 2015/16 financial year.

The definition used to guide the EAPU and many other services locally and internationally is the definition adopted by the World Health Organisation (2002)*:

"Elder Abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person"

For the annual data report however, the EAPU defines "a relationship where there is an expectation of trust" further. In line with the findings of the EAPU Research Subgroup**, 'elder abuse' relationships are those where the perpetrator is family, an informal carer, or a close friend. Workers and professionals where expectations are managed by some form of consumer contract, neighbours, house mates and strangers are classified as 'non-trust abuse' relationships. Detailed analysis of elder abuse and non-trust abuse cases is done separately and can be found in sections two and three of this report respectively.

*World Health Organisation, (2002). The Toronto declaration on the global prevention of elder abuse. Retrieved from http://www.who.int/entity/ageing/projects/elder_abuse/alc_toronto_declaration_en.pdf

**http://www.eapu.com.au/uploads/research_resources/EAPUReferenceGroupResearchSubgroupFinalSummary_Web.pdf

Limitations of EAPU data

There are a number of limitations on the data collected by EAPU. In the first case the data is collected through the voluntary disclosure of the notifiers and vulnerable to the incompleteness, inaccuracy, and subjective assessment of the notifier. Some variables the notifier may simply not know, for example the income source of the perpetrator. It is also probable that some notifiers will have incorrect information, such as a neighbour mistaking a victim's extended residence in a home as ownership when it may in fact be a rental arrangement. Notifier context will also impact on the data, for example for what is considered lively debate by one person may be considered verbal abuse by another. These limitations are particularly an issue when examining data on the perpetrators as the Helpline rarely has direct contact with them, and notifiers themselves may limit contact with perpetrators, or be in conflict with them.

With regard to the representativeness of EAPU data, it must be kept in mind that abuse cases self-select themselves into our data set - notifiers choose to call us, we do not individually seek them out. As a result, all statistics need to be viewed with the knowledge that the sample is likely to be significantly skewed. There are certain case types where EAPU is unlikely to receive a notification, for example where the victim is in a federally funded care facility cases of physical or sexual abuse must be reported to the police. Even outside a facility, extreme cases of sexual abuse or overt physical abuse is likely to go straight to the police once discovered rather than EAPU, and many cases where the victim does not have capacity may go straight to the Office of the Adult Guardian.

Some of the statistics contained in the report need further cautions due to sample size, issues with operationalisation of variables, and data collection problems. Throughout the report any such caveats will be noted. The current database is being reviewed to amend some of these issues while retaining comparability of data to previous years as much as possible. Finally, it should be noted here that EAPU does not have the resources to run analysis resulting in measures of statistical significance.

Despite these limitations, EAPU Helpline data collection remains the only known ongoing data collection in Queensland specifically around elder abuse. Further, comprehensive coverage of the range of abuse relationships and risk factors associated with elder abuse, and the state-wide scope of the service has drawn the attention of international researchers.

Key statistics and terms

In the 2015/16 financial year the elder abuse Helpline recorded:

	2015/16	2014/15
Abuse Notifications	1529	1282

Victims*	1699	1395
Elder Abuse Victims	1487	1184
Non-trust Abuse Victims	237	211

Perpetrators~	1844	1442
Elder Abuse Perpetrators	1620	1231
Non-trust Abuse Perpetrators	232	211

Abuse Relationships/Cases	2068	1581
Elder Abuse Relationships/Cases	1808	1356
Non-trust Abuse Relationships/ Cases	260	225

* Some victims and perpetrators may be recorded as experiencing or perpetrating both elder abuse and non-trust abuse

~ Nine 'perpetrator' records for self-neglect cases were removed from the data-set

Abuse Notification

This refers to the initial contact made with EAPU by a person regarding an abuse situation. Where follow-up calls are made regarding the abuse situation call duration is either included in the initial record of contact, or recorded as a separate enquiry call record, rather than creating a new abuse record. Notifications may be regarding several victims or perpetrators which are included in the one notification record; as such the abuse notification is always lower than the number of victims, perpetrators, or abuse cases.

Victim

A notification may relate to more than one victim. In situations where there are multiple victims it is usually both members of a spouse/partner relationship experiencing abuse, but it could also be cohabiting sisters or other non-intimate relationships. Prior to the current Elderline database which was implemented in 2010, situations involving multiple victims were recorded in reference to a single 'primary abused', and minimal information was collected for secondary victims; statistics were derived from data relating to this 'primary abused' only. As a result the 'primary abused' statistic reported

in 2010 and earlier can only be compared as a proportion with the ‘victim’ statistic.

Perpetrators

Notifications may involve multiple perpetrators. This is often a spouse/partner pair - one of whom is the alleged victim’s child - but are also sibling teams, informal carer spouse/partners, and increasingly numerous but competing members of the family for example adult children from different marriages or an adult child and a grandchild from a different adult child. Again, prior to the current database, situations involving multiple perpetrators were recorded in reference to a single ‘primary abuser’, and minimal information was collected for secondary perpetrators. The ‘primary abuser’ statistic reported in 2010 and earlier can only be compared as a proportion with the current ‘perpetrator’.

Relationships

The *abuse case* or *abuse relationship* statistic was introduced with the 2010 Elderline database. Each abuse relationship within an abuse situation is recorded, so one abuse notification may involve multiple abuse cases. For example, a notification involving a son and his wife abusing his elderly parents would be counted as four “abuse cases”, one for each relationship between victim and abuser: mother and son, father and son, mother and daughter-in-law, father and daughter-in-law. As a result the number of abuse relationships are not equal to the number of abuse victims or abusers and the relationship type statistic can only be compared with pre-2010 data as a proportion.

Primary Abuse Types

Primary abuse type is an EAPU term referring to the most urgent or dominant form of abuse as identified by the Helpline worker - the abuse type that led to the notification. Other types of abuse present in the case were listed as secondary abuse types. However, the distinction between primary and secondary abuse types is imposed upon the data and not necessarily present in the abuse situation. Further, reliance on a primary abuse type masks the incidence of what may be less urgent forms of abuse. An example of this is social abuse: socially isolating an older person is rarely recorded as a primary abuse type when the older person is in physical danger from abuse, or when there is an immediate problem of their home being sold from under them. Wherever possible and appropriate in this report, data from both primary and secondary abuse types are used.

Abuse type data is recorded against relationships rather than victim or perpetrator records. Consequently, there are more primary abuse types than numbers of victims or perpetrators and primary abuse type data can only be compared as proportions with data from 2010 and earlier.

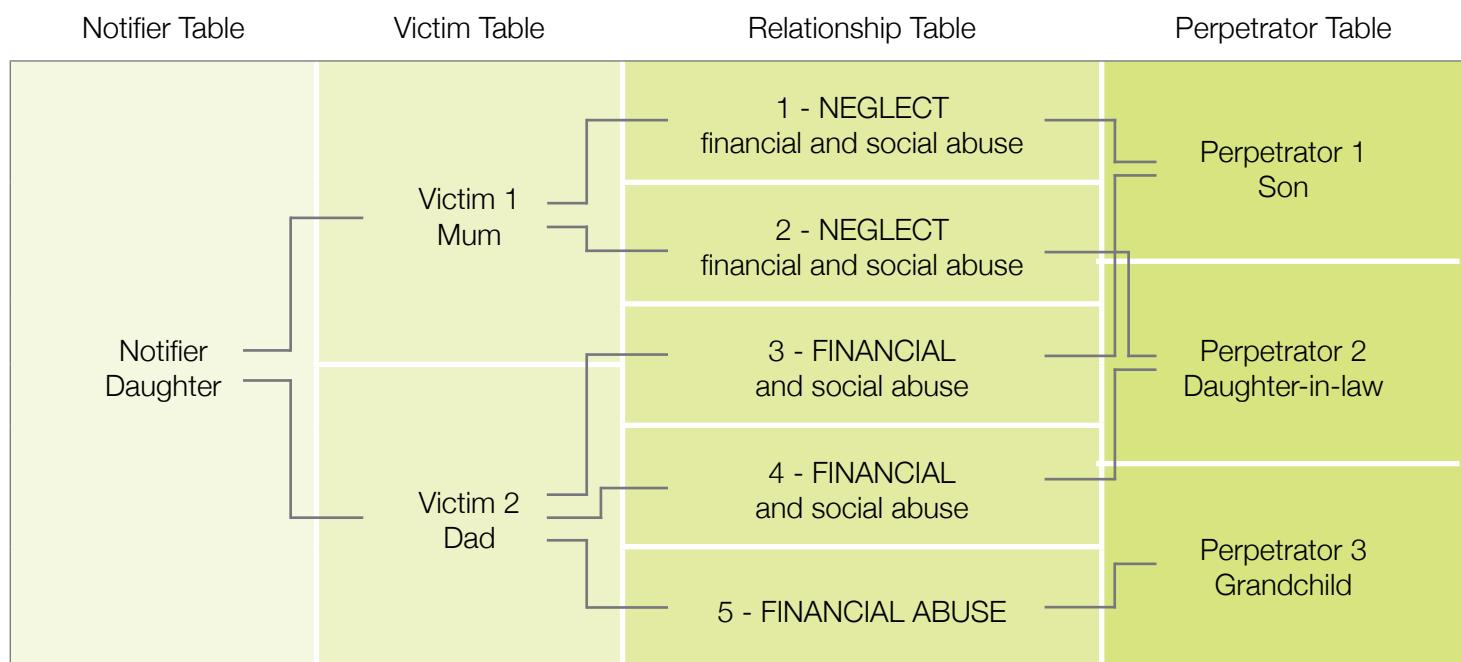
Elderline record map

The Elderline database is complex and stores its data in five main tables; it may be more easily understood when mapped out visually.

Take a scenario where a daughter calls with concerns about the abuse of her elderly parents. Mum and dad were living in their own home, but recently dad has needed to go into a residential aged care facility. The caller's brother and his wife have moved in with mum, promising to care for her and have started wielding the Enduring Power of Attorney (EPoA).

They have used the EPoA to transfer their parents' shares into their own names and have blocked all but select family members from visiting dad in the facility. Mum is dependent and needs support with all activities of daily living but the brother and his wife have cut all community care services and leave her in bed for days on end. Additionally, the son of the caller's other brother has begun visiting dad in the nursing home and has obtained dad's bank card and PIN under the guise of buying him essentials.

The caller's nephew has been spending big on the card and has also tricked grand-dad into signing his car over to him under the pretense of renewing the car's insurance. This scenario would result in two victims, three abusers and five abuse relationships:



Abuse notifications

Notifications of abuse include calls to the Helpline, responding to messages left on the voicemail system, face-to-face responses that may arise after training or awareness sessions, electronic enquiries such as police referrals, email and those via the website contact form.

The number of notifications to the Helpline has sharply increased for the reporting period (see figure 1).

- There was a 19.27% increase in the number of notifications received in the 2015/16 financial year on the previous financial year.
- An average of 127 notifications per month were received by the EAPU Helpline for the 2015/16 financial year, which is an increase of approximately 21 notifications per month from last year.

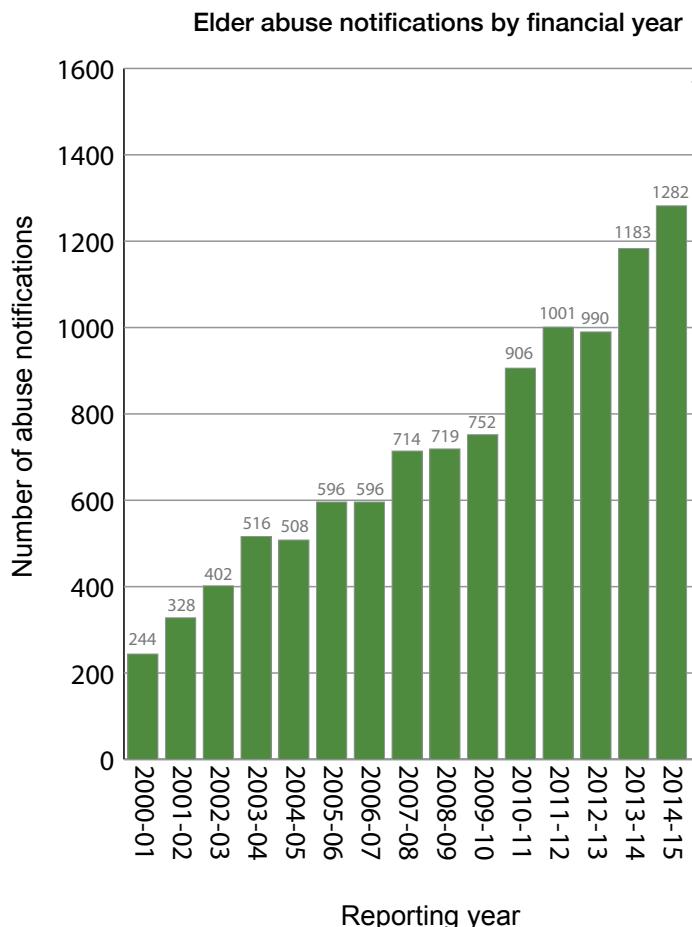


Figure 1. Total notifications received by the Helpline annually since 2001.

Victim location

The following map shows the distribution by Australian Bureau of Statistics region of the number and proportion of the 1,699 victims (elder abuse and non-trust abuse) for the 2015/16 financial year. The greatest number of victims normally reside in Brisbane which is not surprising as it is Queensland's largest population centre. The Gold Coast area is the normal residence of the second largest number of victims, followed by Wide Bay Burnett and the Sunshine Coast.

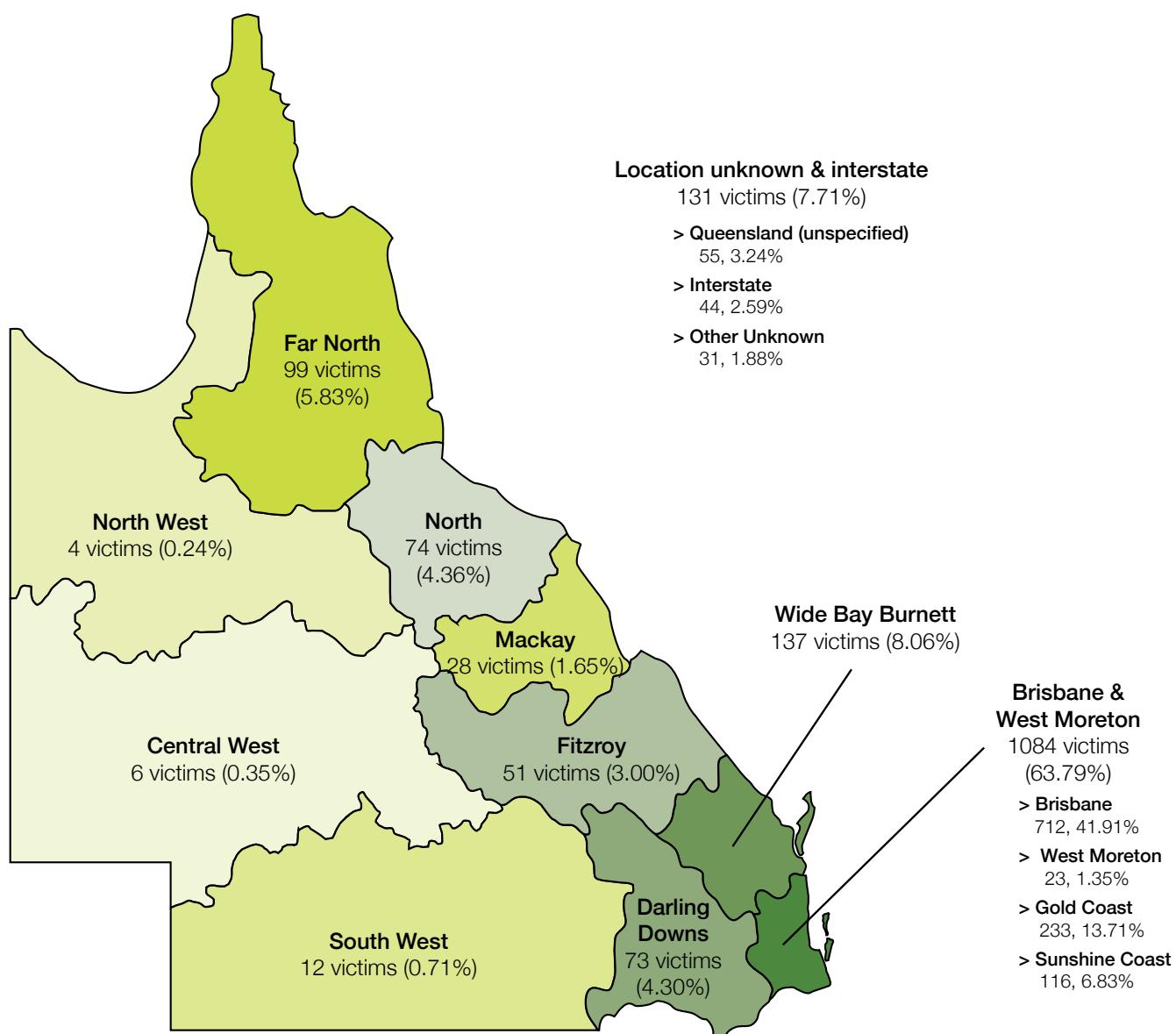


Figure 2. Regional breakdown of elder abuse victims. Indicates number and proportion of victims from each region for the 2015/16 financial year.

Ethnicity

Helpline operators only record ethnicity information where it is disclosed as a natural part of the call. As a consequence EAPU data is likely to contain records for Culturally and Linguistically Diverse (CALD) and Aboriginal and Torres Strait Islander (ATSI) victims and perpetrators that are not identified as such. Caution should be taken when considering EAPU ethnicity data and conclusions should not be drawn from them.

- 9.40% (n=162) of victims were disclosed as being from a country other than Australia.
- 8.53% (n=147) of victims were recorded as being from a culturally and linguistically diverse background.
- 9.83% (n=182) of perpetrators were disclosed as being from a country other than Australia.
- 5.99% (n=111) of perpetrators were recorded as being from a culturally and linguistically diverse background.
- 3.60% (n=62) of victims were disclosed as being Aboriginal or Torres Strait Islander.
- 3.78% (n=70) of perpetrators were disclosed as being Aboriginal or Torres Strait Islander.

Section 2

Elder abuse

The Helpline was notified of 1808 elder abuse relationships involving 1620 perpetrators and 1487 victims during the 2015/16 financial year. The following section, unless otherwise stated, pertains to elder abuse relationships, victims and perpetrators only.

Gender

There were twice as many female victims as male victims reported to the Helpline for the 2015/16 financial year. This result is the same as last year and in line with earlier reporting periods. For perpetrators, the gender ratio returned to a 50/50 split between male and female, reversing the slight increase in male perpetrators in 2014/15.

Additionally, there has been a substantial decrease in the number of *unknown* gender for both victims and perpetrators. For victims, there were no *unknown* genders, and for perpetrators the number of *unknown* was reduced by two-thirds from the 2014/15 reporting period.

	2015 / 2016 Financial Year			
	Victim		Perpetrator	
Gender	Records	Percent	Records	Percent
Female	1020	68.59%	808	49.88%
Male	467	31.41%	803	49.57%
Unknown	0	0%	9	0.56%
Totals	1487	100.00%	1620	100.00%

	2014 / 2015 Financial Year			
	Victim		Perpetrator	
Gender	Records	Percent	Records	Percent
Female	801	67.65%	559	45.41%
Male	371	31.25%	643	52.23%
Unknown	12	1.10%	29	2.36%
Totals	1184	100.00%	1231	100.00%

Table 1. Gender of victims and perpetrators in elder abuse cases for the periods 1/7/15 – 30/6/16 and 1/7/14 – 30/6/15.

Elder abuse

Age

During the 2015/16 financial year there were 1487 elder abuse victims reported to the Helpline. Age was not disclosed for 15.94% (n=237) of elder abuse victims (see figure 3).

- Most victims were in the 80-84 years age group (18.49%, n=275).
- Females were reported more often than males as victims of abuse in all age groups.

During the 2015/16 financial year there were 1620 elder abuse perpetrators reported to the Helpline. Age was not reported for 43.89% (n=711) elder abuse perpetrators (see figure 4).

- Most perpetrators were of the 50-54 years age group (8.95%, n=145).
- The gender ratio of the 50-54 years age group was even again in 2015/16 as per the 2014/15 reporting period. However, this statistic has shown some volatility in earlier reporting periods. For example in 2011/12 there were many more males in this age group than females, but in 2013/14 the reverse was true.

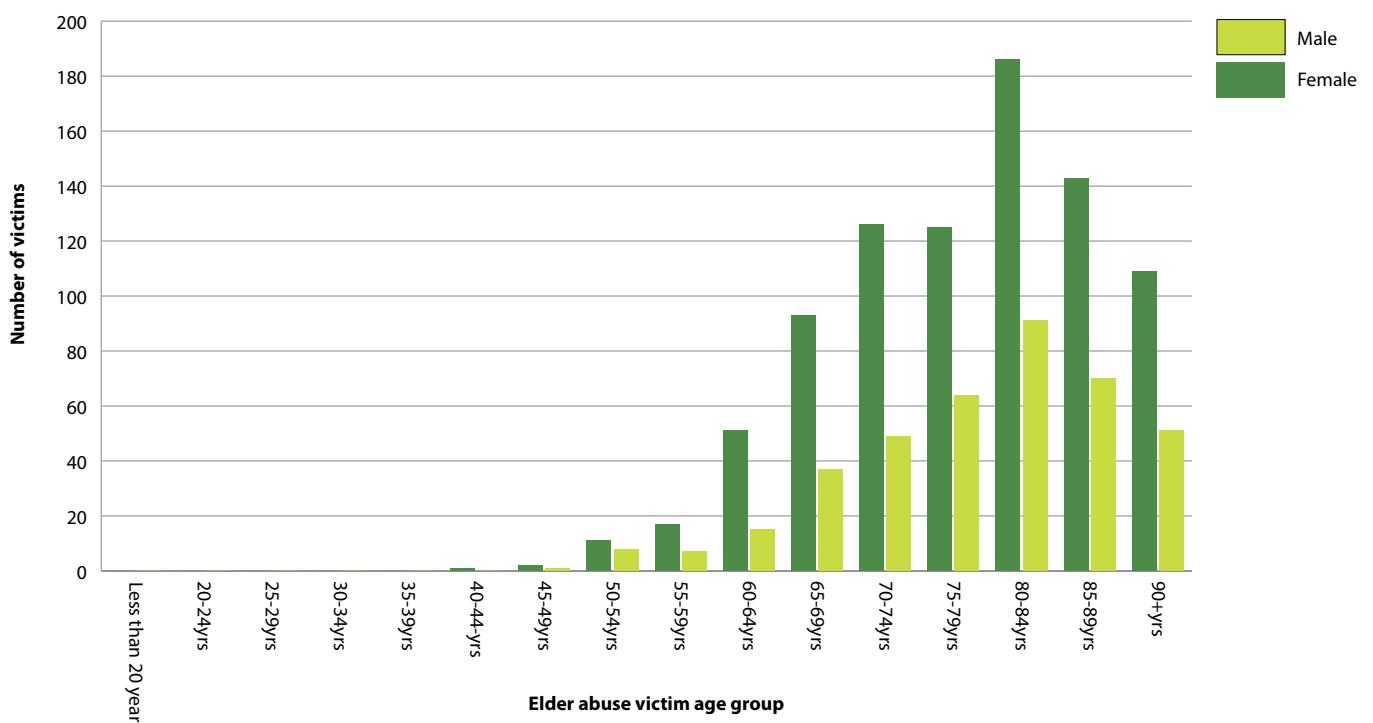


Figure 3. Number of victims in each age group by gender for the period 1/7/15 – 30/6/16. Unknown gender or age not included; n=1487.

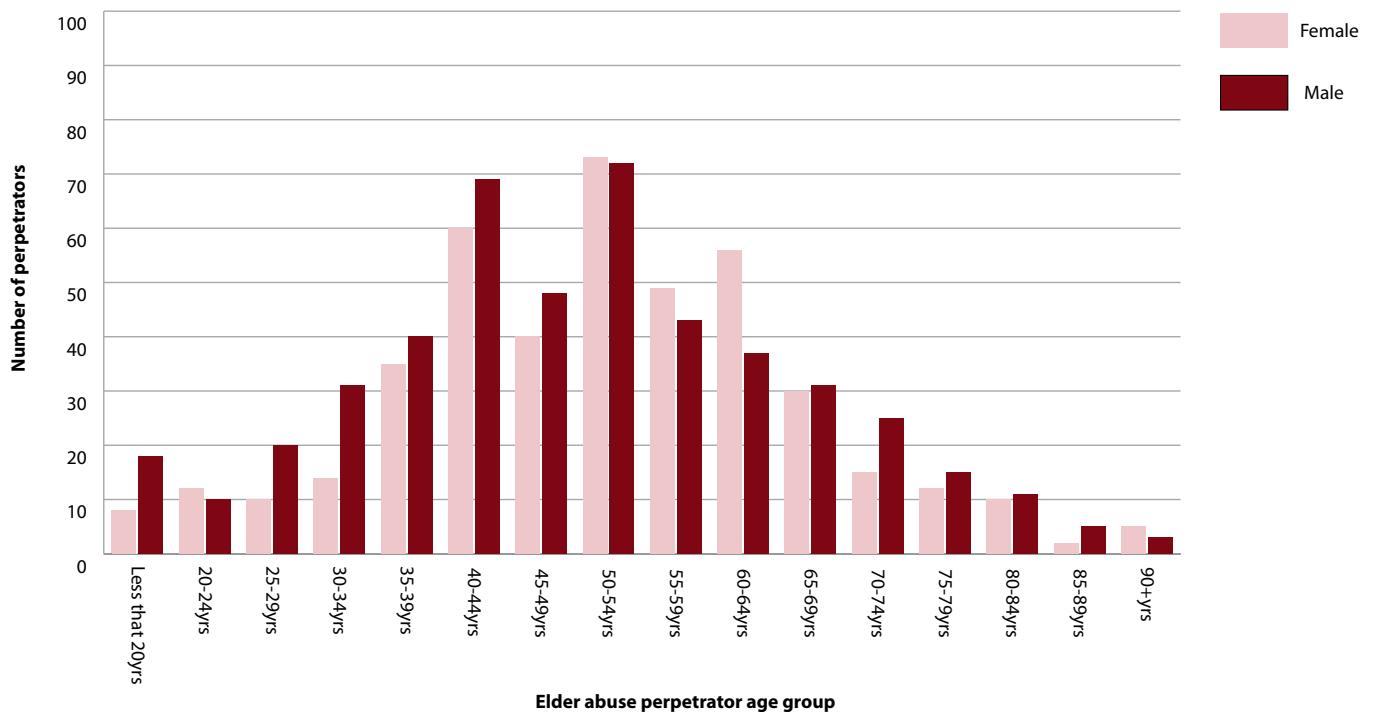


Figure 4. Number of perpetrators in each age group by gender for the period 1/7/15 – 30/6/16. Unknown gender or age not included; n=909.

Elder abuse

Relationship

The most common relationship between victims and perpetrators is that of parent and child, accounting for 72.90% of victim-perpetrator relationships (see figure 5). This is in line with findings from previous reporting periods.

Non-biological familial relationships such as son or daughter-in-law (excluding spousal relationships) accounted for 11.84% (n=214) which is close to the 10.91% (n=148) recorded in 2014/15. The figure was comprised of mainly in-laws, who accounted for 8.57% (n=155) of abuse relationships. Step relations accounted for 2.71% (n=49), and adoptive adult children made up 0.55% (n=10). The distinct gender difference amongst adoptive adult children found in 2014/15 was not as pronounced in 2015/16; seven of ten perpetrators were male this year compared with eleven of twelve last year.

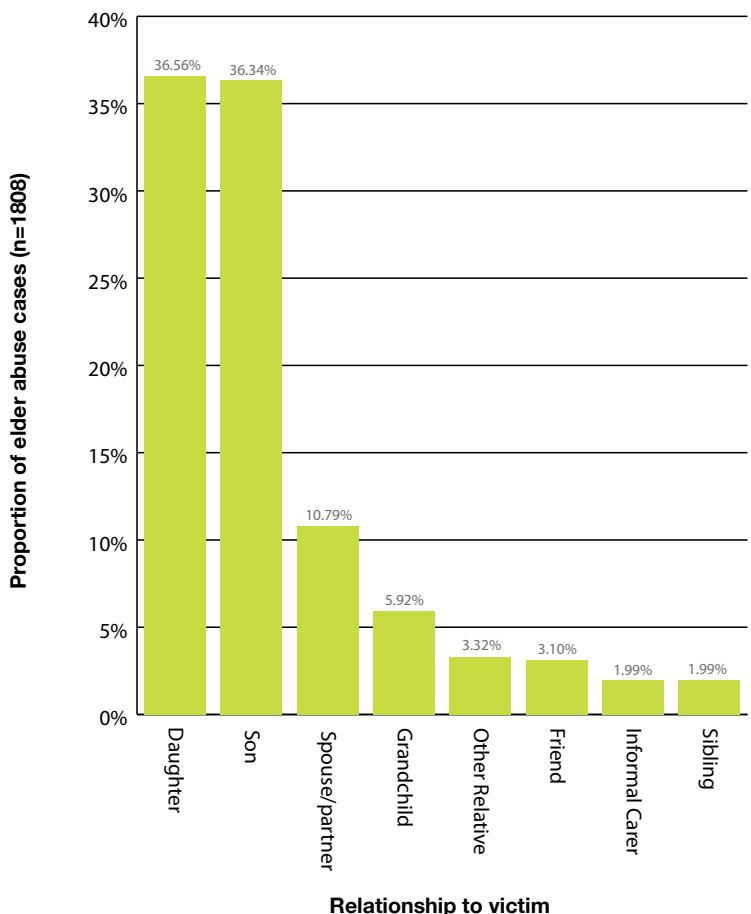


Figure 5. Proportion of elder abuse cases reporting relationship of perpetrator to victim for the period 1/7/15 – 30/6/16.

Elder abuse

Abuse type

Primary abuse type data for the 2015/16 financial year is very similar to that of 2014/15. Financial abuse was the most reported primary abuse type, followed closely by psychological abuse. Neglect and physical abuse account for a similar proportion of primary abuse and social and sexual abuse are not often recorded as a primary abuse type (see figure 6).

However, there has been a reduction in the proportion of primary abuse types recorded as physical abuse and a doubling of the proportion of social abuse. In 2014/15 social abuse was only recorded as a primary abuse type in 2.69% of cases and physical abuse was recorded for 10.51%. This year social abuse was recorded as the primary abuse type for 5.20% (n=94) of cases, physical abuse for 7.96% (n=144). It is impossible to know why social abuse has increased, but it may be a result of more notifiers who are on the periphery of abuse situations calling the Helpline - they may not be privy to other abuse types occurring, and it is also possible that notifiers are 'trusting their instincts' and calling in as soon as they notice something 'off' rather than waiting until they have 'hard evidence' to call.

It is important to note that abuse cases usually involve more than one kind of abuse and that the designation of a particular form of abuse as the primary abuse type is quite subjective, depending on what the caller presents as the primary issue. The combined data provides a more accurate picture of the incidence of different abuse types among Helpline notifications.

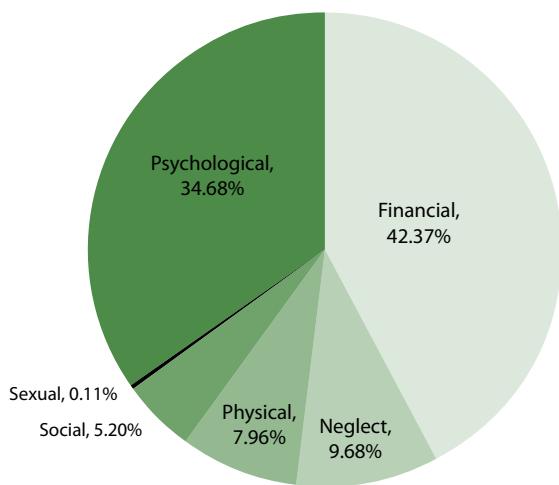


Figure 6. Proportion of primary abuse types for elder abuse cases reported to the Helpline in the period 1/7/15 - 30/6/16; n=1808.

The combined abuse types (see figure 7 overpage) for 2015/16 are very similar to 2014/15 with no notable changes to the proportion of abuse cases recording the six abuse types other than an increase in social abuse.

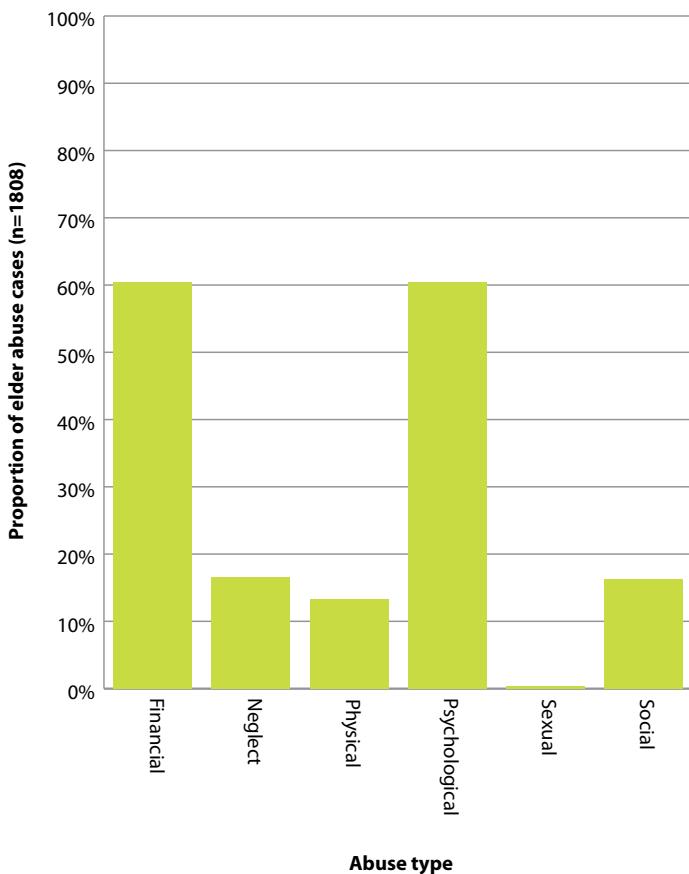


Figure 7. Primary and secondary abuse type records combined; proportion of elder abuse relationships where abuse type is present for the period 1/7/15 – 30/6/15; n=3029.

Abuse type and gender

The proportion of each kind of abuse accounting for primary abuse type for victim and perpetrator gender groups looked similar overall. However there are some slight differences between genders, and in some cases these have varied from 2015/16 data.

- Female and male victims were equally likely to experience social abuse (5.03% females, 5.57% males), but female perpetrators were more often perpetrators in cases of social abuse than males were (6.61% females, 3.87% males). This is consistent with last year's data.
- Abuse relationships with male victims were less likely to record psychological abuse as a primary abuse type than records with female victims (36.90% females, 29.91% males). This is consistent with last years data, but the difference is more pronounced in 2015/16.

- Records with female perpetrators were very slightly *less* likely to record a primary abuse type of psychological abuse than those with male perpetrators (33.59% females, 35.73% males). Last year the opposite was observed with psychological abuse as a primary abuse type slightly *more* likely to be recorded with female perpetrators than for males (males, 32.79%, females, 35.17%).
- The differences between genders for both experiencing and perpetrating neglect were very small, 1% or less in 2015/16. This is broadly consistent with 2014/15 data.
- Consistent with 2014/15 data, in 2015/16, abuse relationships with male perpetrators more likely than those with female perpetrators to record a primary abuse type of physical abuse (6.05% females, 9.96% males). However, abuse relationships with female victims were equally likely to be recorded with a primary abuse type of physical abuse as those with male victims (7.70% females, 8.52% males)
- Consistent with 2014/15 data, in 2015/16 abuse relationships with male victims were more likely to record financial abuse as a primary abuse (45.74% male, 40.79% females). However, unlike 2014/15 where perpetrator gender had no impact, for 2015/16 female perpetrators very slightly more likely be recorded with a primary abuse type of financial abuse (43.59% female, 41.04% males).

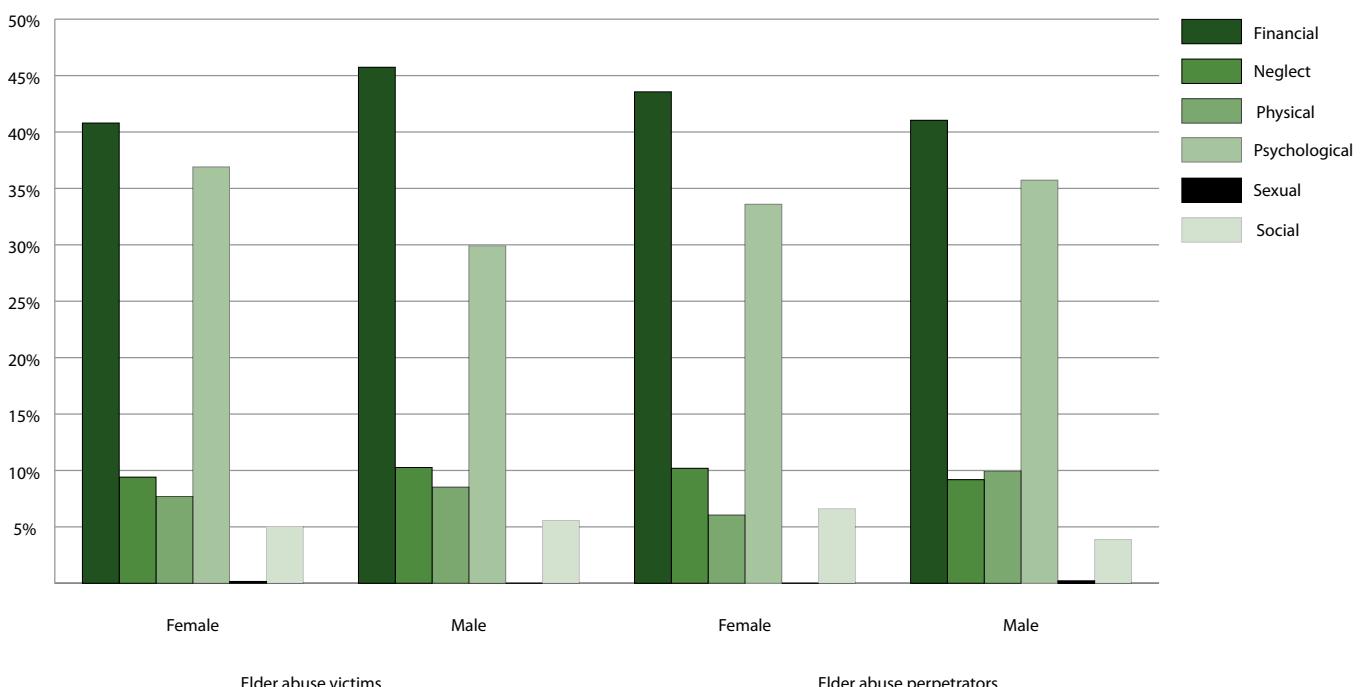
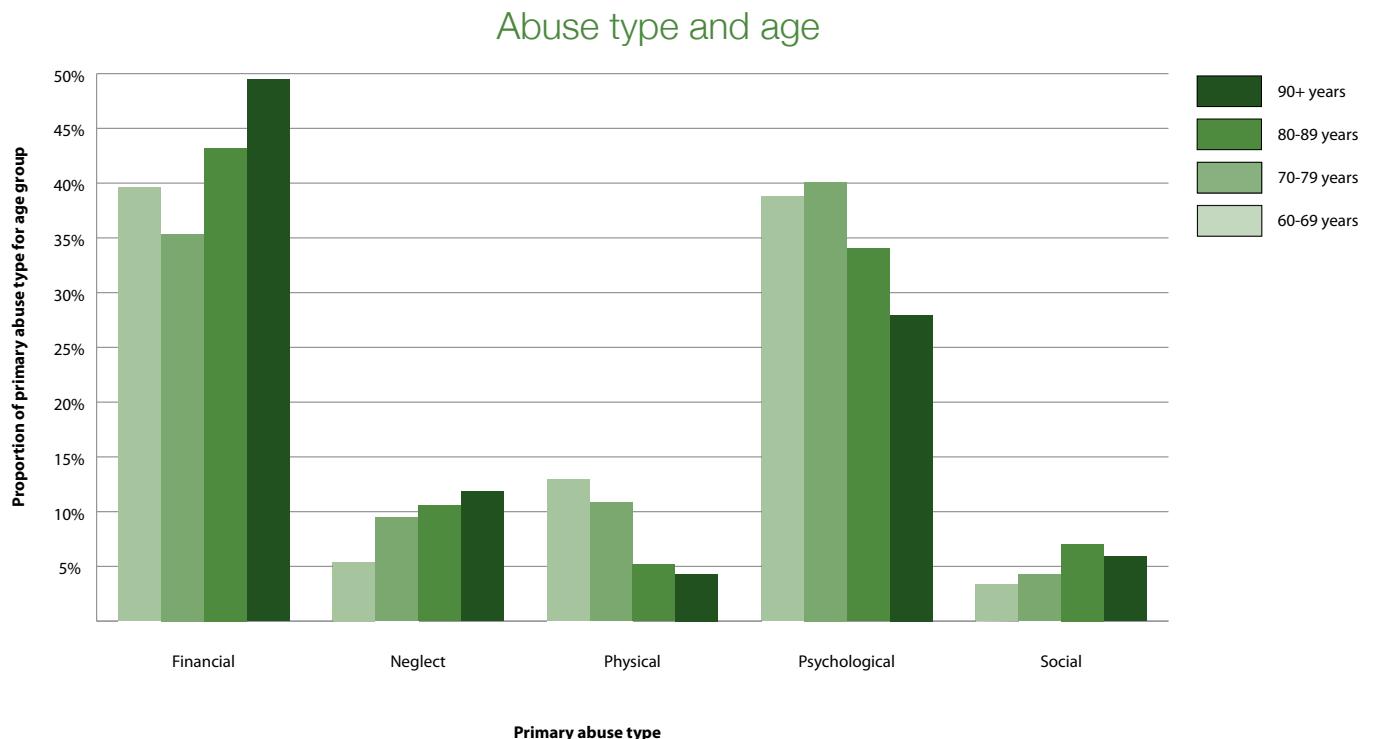


Figure 8. Primary abuse type only; proportion of all primary abuse types for perpetrators and victims of each gender 1/7/15 – 30/6/16.



Primary abuse type

Figure 9. Proportion primary abuse types for elder abuse victim age groups for the period 1/7/15 – 30/6/16.

The form of primary abuse type recorded for an abuse relationship varied with victim age. The pattern of this is generally consistent with 2013/14 data more so than 2014/15. In 2014/15 was a spike on psychological abuse records for the 70-79 year age bracket which corresponded to a reduction in the proportion of other abuse types recorded as the primary abuse type for that group. Overall, the patterns found in earlier years have reemerged with greater clarity in 2015/16, especially in relation to an increase of financial abuse with age, which was not evident in 2014/15 data. Social abuse and neglect increase as a proportion of primary abuse types with age, while psychological abuse declines. Physical abuse also appears to decline with age. Sexual abuse numbers are too low to comment on.

As noted in previous reports, these patterns can be interpreted with reference to dependence; physical and cognitive declines with advancing age may result in individuals being less able to assert their wishes and more dependent on others to provide basic care and access to social networks, which creates an environment in which neglect and social abuse can occur. The decline in physical abuse with age may be a result of the increased riskiness of physically abusing an older person, the chance of serious injury is higher, and the older person is likely to be in more frequent contact with potential witnesses such as health workers and community support workers, or reside in a residential facility.

Abuse type and dementia or suspected dementia

The pattern of primary abuse types for victims with dementia or suspected dementia compared to those with no mental health risk factors was largely the same to that in 2014/15. For the 2015/16 financial year 21.72% (n=323) of elder abuse victims were reported as either having dementia, or were suspected to have dementia. The primary abuse type for abuse relationships where the victim had or was suspected to have dementia was more likely to be neglect or social abuse than for abuse relationships where the victim was not reported to have a psychological risk factor. Abuse relationships where the victim was not recorded as having any form of psychological risk factor were more likely to record psychological abuse as the primary abuse type than relationships where the victim had or was suspected to have dementia (see figure 10).

In contrast to 2013/14 and 2014/15 however, in 2015/16 cases where victims are in the dementia group were slightly more likely to record a primary abuse type of financial abuse than those with unimpaired victims. In considering these statistics it is important to note that many cases of abuse of people with dementia may go directly to the Office of the Public Guardian and will not reach the Helpline.

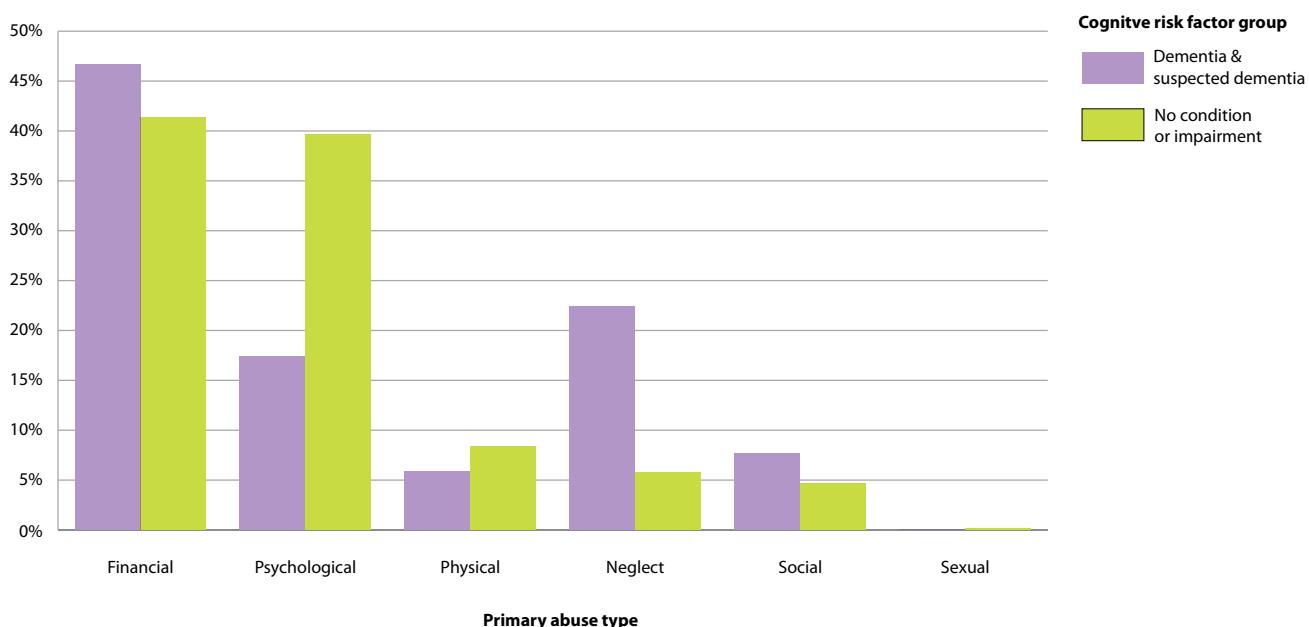


Figure 10. Proportion primary abuse types by victim psychological risk factor group: dementia or suspected dementia (n=392) and no recorded risk factor (n=1212) 1/7/15 – 30/6/16.

Elder abuse

Abuse type and relationship

Who perpetrates what?

In examining the proportion of primary and secondary abuse accounted for by different perpetrator relationship types for 2015/16, observations from 2014/15 were upheld. Financial abuse is most commonly perpetrated by sons and daughters, although this year sons and daughters were equally perpetrators of financial abuse, where last year financial abuse more likely to be perpetrated by sons (43.88% sons, 33.77% daughters, for 2014/15). For physical abuse the proportion accounted for by the three largest groups were almost the same: sons accounted for 40.66% of all physical abuse in 2015/16, and in 2014/15 this was 39.38%; daughters accounted for 26.97% of all physical abuse in 2015/16, and in 2014/15 this was 24.34%; spouse/partners accounted for 20.75% of all physical abuse in 2015/16, and in 2014/15 this was 21.76%; grandchildren accounted for 5.39% of all physical abuse in 2015/16, and in 2014/15 this was 5.70%. For 2015/16, neglect has also been examined and daughters account for the largest proportion of neglect, closely followed by sons, and then spouse/partners. See figure 11.

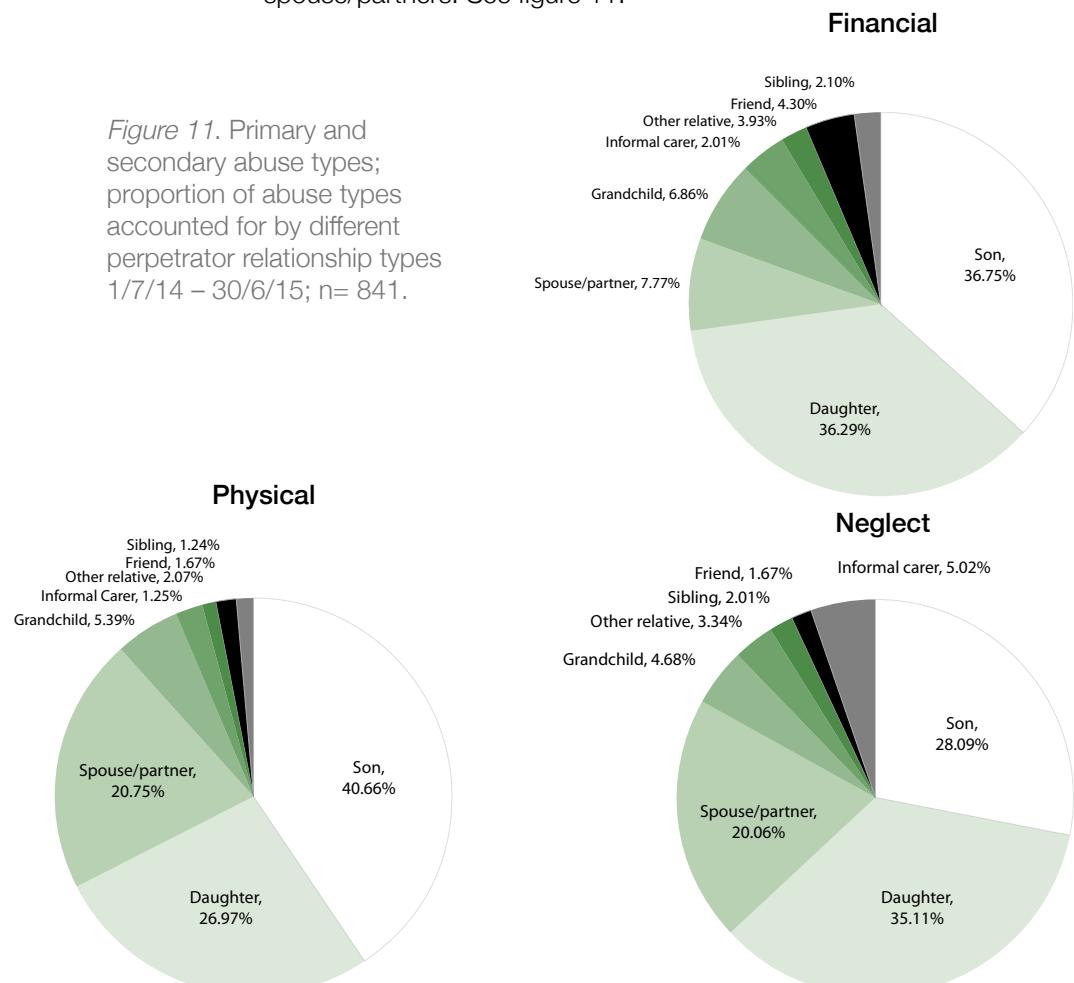


Figure 11. Primary and secondary abuse types; proportion of abuse types accounted for by different perpetrator relationship types 1/7/14 – 30/6/15; n= 841.

However, looking at the proportion of abuse type accounted for by different perpetrator groups is skewed by the size of the perpetrator group itself. Another way of looking at the data is examining the breakdown of abuse types for different victim-perpetrator relationships. This allows a view of the abuse patterns that is not impacted by the overwhelming number of adult children perpetrators in the data set. Again in 2015/16 the patterns of abuse is were very similar for sons and daughters, and there is a clear difference between the abuse patterns of adult children and spouse/partners. Spouse/partners perpetrate proportionally much less financial abuse, but around double the physical abuse and neglect. See figure 12.

Spouse/partner

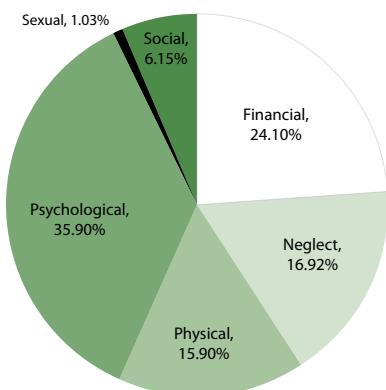
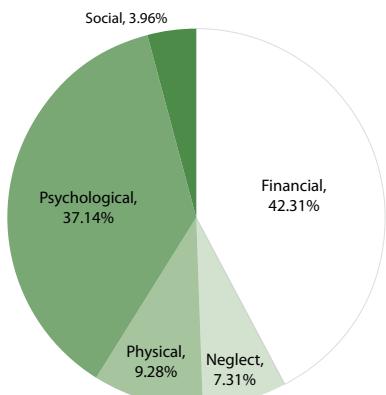
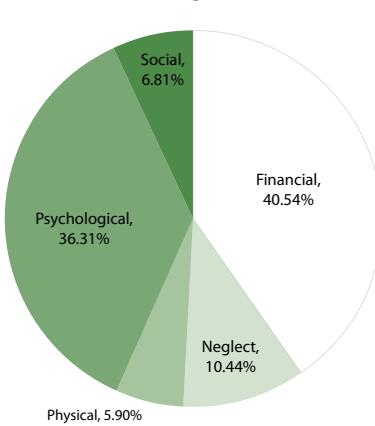


Figure 12.
Primary abuse
type distributions
for different
perpetrator
relationship types
for the period
1/7/15 – 30/6/16

Sons



Daughters



Elder abuse

Financial abuse and Enduring Power of Attorney

Dollar figures associated with financial abuse should be interpreted with caution as in many cases notifiers do not know the extent of financial abuse, or the abuse involves the misappropriation of assets such as houses and cars without an easily identifiable value. Helpline operators do estimate the value of the home by looking up the average home values for an area reported by the Real Estate Institute of Queensland. Overall however, dollar amounts are rarely available to record. The data below pertains to elder abuse losses only, additional values for misappropriated funds were recorded of non-trust abuse as well and these figures can be found in section 3 "Non-trust abuse".

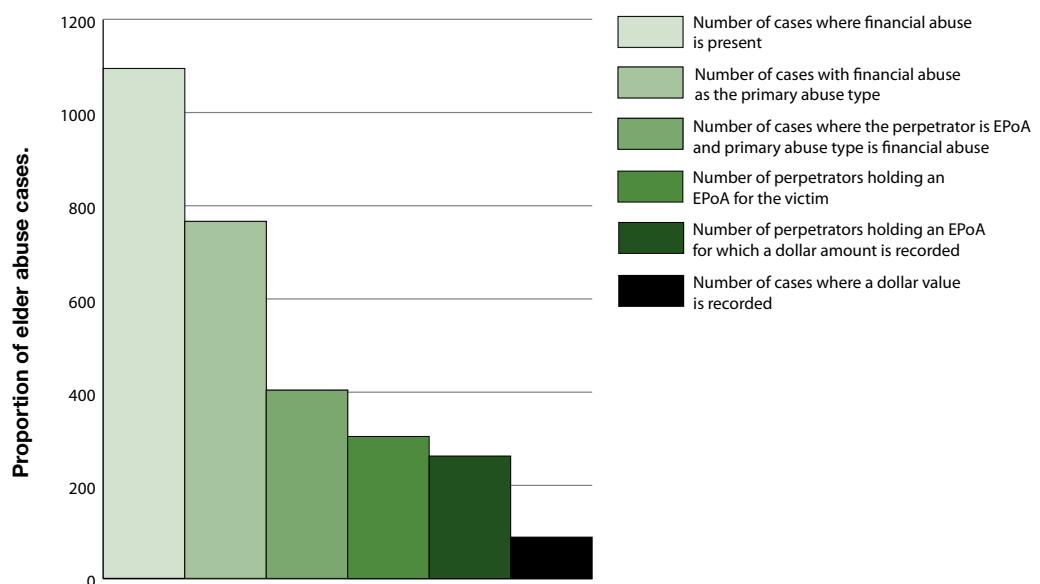
\$309,809,690.00 was reported to be misappropriated in 263 elder abuse cases during the 2015/16 financial year.

Abuse of the powers provided by an Enduring Power of Attorney (EPoA) is one way to misappropriate funds and assets. As for the 2014/15 reporting year, around one third of cases (33.84%; n=89) of the cases with recorded amounts were misappropriated by a holder of an EPoA in 2015/16. It is important to note that EAPU's database does not specify whether or not the EPoA was used to misappropriate funds, only that the abuser held the EPoA:

\$281,507,490.00 of the missing funds reported to the Helpline were misappropriated by 89 attorneys.

Overall, 22.36% (n=404) of elder abuse cases were recorded as holding an EPoA for the victim. This is slightly less than the 25.08% of cases for 2014/15, but has not fallen to the 2013/14 rate of 10.67%. Figure 13 illustrates the limitations of EAPU data when describing financial and EPoA abuse. The actual loss incurred by victims in Queensland is likely to be much higher than the figures reported on the Helpline.

Figure 13.
Limitations of
EAPU financial
abuse data for
the period 1/7/15
– 30/6/16. Total
number of abuse
cases is 1808.



Elder abuse

Mechanisms of financial abuse

As a result upgrades to the Elderline database, the EAPU is now able to report on specific details of financial abuse. These specific mechanism of financial abuse include abuse and misuse of the Enduring Power of Attorney document (EPoA abuse), pressure to modify the EPoA document, pressure to modify a will, charging the older person excessive rent, failing to contribute to household expenses when living at home, borrowing money and refusing to repay it, simple theft, and extortion. Table two shows a breakdown of the specific forms or tactics of financial abuse and how what proportion of financial abuse cases they occurred in. Note that these option are not mutually exclusive in Elderline and Helpline operators may select as many as apply to each abuse case.

Financial abuse tactic	Number of cases	% financial abuse cases (n=1094)
Non-contribution	199	18.19%
EPoA abuse	136	12.43%
Pension theft	135	12.34%
Theft	116	10.60%
Misuse of cards	92	8.41%
Extortion	89	8.14%
Refusal to repay loans	62	5.67%
'Family Expenses'	56	5.12%
Refusal to return assets	54	4.94%
Will modification	44	4.02%
Transfer of title	43	3.93%
Investment in abusers property	34	3.11%
Exposure to liability	33	3.02%
EPoA modification	21	1.92%
Excessive rent	18	1.65%
Undervalued sale	11	1.01%
Nominee abuse	6	0.55%
Transfer of business	4	0.37%
Reverse mortgage	4	0.37%
Service contracts	1	0.09%

Table 2. Number and proportion of financial elder abuse cases where tactic is recorded for the period 1/7/15 – 30/6/16; n=1094.

Elder abuse

Health and psychological risk factors

EAPU records health risk factors under three primary categories: substance abuse, psychological health, and physical health. These broad categories are included on the basis that they have been identified as risk factors in research literature. Although options align to some degree with established standards such as Diagnostic and Statistical Manual (DSM) definitions, most of the available options for health risk factors are determined by call content. For example, physical health risk factors are quite general, as many notifiers may not know the specific diagnosis for an illness.

Elder Abuse Victims

A general measure of capacity recording commenced in 2014/15 enabling Helpline operators to report for each victim whether capacity was intact, impaired, or whether capacity was unknown. General measures of capacity are reported separately to other psychological risk factors. This year over a fifth of victims were reported to have a capacity impairment of some kind and this in line with last year's data. Physical health risk factors have increased from 51.44% in 2014/16 to 60.32% this year. A third of victims were reported to have a psychological risk factor, an increase from 2014/15. Both these increases are likely related to better data integrity over the reporting period. Substance misuse was rarely reported for victims (see Table 2).

Health Risk Factors	Number of Elder Abuse Victims	% of Elder Abuse Victims
Substance Abuse	28	1.88%
Psychological Health	499	33.56%
Capacity Impairment	336	22.60%
Physical Health	897	60.32%

Table 3. Number and proportion of total elder abuse victims where health risk factor is present for the period 1/7/15 – 30/6/16; n=1487.

Substance abuse

- Alcohol abuse was reported for 1.68% (n=25) of elder abuse victims.
- Drug and alcohol abuse and prescription drug abuse was not reported for any elder abuse victims.
- Prescription drug abuse was reported for 0.20% (n=3) of elder abuse victims.
- No substance abuse was recorded for 44.38% (n=660).
- Substance abuse was recorded as *unknown* for 53.40% (n=794) victims.

Psychological health and capacity impairment

The most commonly reported option on the psychological risk factor field was *No risk factors*, 44.18% (n= 657) of elder abuse victims had intact capacity and no other psychological conditions. As for 2014/15, in 2015/16 *dementia* and *suspected dementia* were the most commonly reported risk factors followed by *memory impairment*, *mental illness*, and *acquired brain injury*. Table 3 provides full details of the psychological risk factors reported as either a primary or secondary psychological health risk factor for victims in the 2015/16 reporting period.

Capacity was reported to be unknown for a tenth of victims (9.35%, n=139) of victims. Most victims were reported to have intact capacity (68.06%, n=1012), and 22.60% (n=321) were reported to have a capacity impairment of some kind.

Psychological Risk Factor	Number of Elder Abuse Victims	% of Elder Abuse Victims
No risk factors**	657	44.18%
Dementia	241	16.21%
> Suspected dementia	85	5.72%
Memory impairment	48	3.23%
Mental illness	35	2.35%
Acquired brain injury	32	2.15%
Depressive disorder	28	1.88%
Neurological	14	0.94%
Intellectual disability	13	0.87%
Personality disorder	13	0.87%
Anxiety disorder	12	0.81%
Lack of life skills***	6	0.40%
Autism spectrum disorder	3	0.20%
Hoarding	2	0.13%
Unknown	338	22.73%

Table 4. Number and proportion of total elder abuse victims where psychological health risk factor is present for the period 1/7/15 – 30/6/16; n=1487.

**No risk factors* is only recorded in cases where capacity is intact.

***Mental illness* includes bi-polar disorder, schizophrenia and where a notifier reports simple ‘mental illness’ and provides no further detail.

****Lack of life skills* indicates a pervasive and permanent lack of skills for full life functioning, this may include those victims who are illiterate, or those who have been dependent on a now-deceased spouse for tasks such as managing finances and it is unlikely that the person will be able to learn these skills.

A further ‘Other’ category enabled workers to identify:

- Suicide ideation 0.94% (n=14)

Physical health

- Last year frailty was reported for 19.09% of victims, this year it was reported for 21.59% (n=321).
- Illness was reported for 23.94% (n=356) of victims, last year it was reported for 20.27%.
- Disability was recorded for 14.79% (n=220) of elder abuse victims, up somewhat from last year's 12.08%.

Care needs of the victims

Of the 1,487 elder abuse victims care needs were not recorded for 13.85% (n=206). Last reporting period this statistic was 37.92%, the reduction in the proportion of victims whose care need are unknown can be attributed to better data collection and data entry practices for the reporting period. In 2015/16, 63.82% (n=949) of victims were confirmed to need some kind of care, and 22.33% (n=332) were confirmed to not require any care at all. Full-time care was required by 25.96% (n=386), part-time care was required by 12.44% (n=185), and for 25.42% (n=378) it was confirmed that the victims needed care but the intensity was unknown.

Most of those requiring care were community dwelling victims, 55.48% (n=825) of victims required care of some kind and were not living in an aged care facility. Only 12.98% (n=193) of victims overall, were reported to be receiving community care services.

Carer stress and elder abuse victims

Although carer stress is often associated with perpetrators in elder abuse situations, it is important to acknowledge that victims themselves may also be experiencing carer stress. Overall 9.28% (n=138) of victims were reported to be experiencing carer stress, Table 4 provides a breakdown of who these victims were caring for.

Carer stress measure	Number of Elder Abuse Victims	% of Elder Abuse Victims
Caring for another victim*	15	1.01%
Caring for another adult**	61	4.10%
Caring for a perpetrator	32	2.15%
Caring for a high needs child***	4	0.27%
Caring for grandchildren	26	1.75%
No carer stress	1018	68.46%
Unknown	331	15.33%

Table 5. Number and proportion of total elder abuse victims where carer stress is present for the period 1/7/15 – 30/6/16; n=1487.

*Caring for another victim refers to another adult experiencing abuse in within the same abuse notification, often a spouse/partner

**Caring for another adult refers to another adult who is not experiencing abuse, may be a spouse/partner, sibling, parent.

***Caring for a high-needs child victim refers to a non-perpetrator adult child of the victim who requires care owing to a developmental disorder, disability or significant illness.

Elder Abuse Perpetrators

Health risk factors for elder abuse perpetrators were broadly unchanged from the previous reporting period with only very slight variations present. Psychological health risk factors decreased from 16.57% in 2014/15 to 15.66% (n=257) this year, and substance misuse decreased from 18.28% last year to 17.96% (n=291) in 2015/16.

Health Risk Factors	Number of Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Substance Abuse	291	17.96%
Psychological Health	257	15.86%
Capacity Impairment	31	1.91%
Physical Health	106	6.48%

Table 6. Number and proportion of elder abuse perpetrators where health risk factor is present for the period 1/7/15 – 30/6/16; n=1620

Substance abuse

- Alcohol abuse (only) was reported for 5.68% (n=92) elder abuse perpetrators.
- Illicit drug use was reported for 7.41% (n= 120) elder abuse perpetrators.
- Alcohol and drug combined use was reported for 4.44% (n= 72) elder abuse perpetrators.
- Prescription drug misuse for 0.31% (n=5) elder abuse perpetrators.
- Other addiction issues were reported for 0.12% (n=2).

Psychological health

Psychological health risk factors were recorded for 15.86% (n=257) of perpetrators. Rates of specific factors have stayed generally the same, but there has been a significant increase in the number of those reported with *No risk factors*. In 2014/15 the proportion of *No risk factors* was 8.69%, for the 2015/16 year increased to 40.49% (n=646). This is related to greater attention to data collection and recording during the reporting period. Table 7 shows a breakdown of the specific psychological risk factors recorded for elder abuse perpetrators. As for 2014/15, *mental illness* was the most commonly recorded psychological risk factor and aws reported for 7.35% of perpetrators in 2015/16 and 7.31% in 2014/15.

Table 7. Number and proportion of total elder abuse perpetrators where psychological health risk factor is present for the period 1/7/15 – 30/6/16; n=1620.

**Mental illness includes bi-polar disorder, schizophrenia and where a notifier reports simple 'mental illness' and provides no further detail.*

***Lack of life skills indicates a pervasive and permanent lack of skills for full functioning, this may include those victims who are illiterate, or those who have been dependent on a now-deceased spouse for tasks such as managing finances and it is unlikely that the person will be able to learn these skills. It is only reported for perpetrators over the age of 60.*

Psychological Risk Factors	Number of Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
No risk factors	656	40.49%
Mental illness*	120	7.41%
Emotional dysregulation	42	2.59%
Depressive disorder	18	1.11%
Dementia	7	0.43%
> Suspected dementia	14	0.86%
Hoarding	14	0.86%
Anxiety disorder	11	0.68%
Personality disorder	11	0.68%
Autism spectrum disorder	10	0.62%
Lack of life skills**	7	0.43%
Neurological	6	0.37%
Attention disorder	4	0.25%
Intellectual disability	4	0.25%
Memory impairment	1	0.06%
Unknown	707	43.64%

A further 'other' category captured:

- Threats of suicide were noted for 0.62% (n=10) elder abuse perpetrators.

Physical health

Physical risk factors were reported for 6.48% (n=105) of elder abuse perpetrators and 67.72% (n=1097) were reported to have no physical health risk factors at all. For 2015/16 illness was reported for 2.90% (n=47) of perpetrators, disability for 3.09% (n=50), and frailty 0.49% (n=8). Like the overall rate, specific physical health risk factors were largely the same as the previous reporting year.

Care needs of the perpetrator

Elderlines allows Helpline operators to indicate where perpetrators require some level of care themselves. For the financial year 2015/16, 7.72% (n=125) of elder abuse perpetrators required care of some kind. This is unchanged from 2014/15, where 7.72% of perpetrators were recorded as requiring care.

Of the 1620 elder abuse perpetrators care needs were not recorded for 23.46% (n=380) and 68.83% (n=1115) were confirmed to not require any care. Full-time care was required by 0.93% (n=15), part-time care was required by 0.56% (n=9), and for 6.23% (n=101) it was confirmed that the perpetrators needed care but the intensity was unknown.

Community care services were reported to be in place for 0.80% (n=13) of perpetrators.

Care activities of the perpetrator

See section 'Carer stress, carer activity and carer support payments', on page 43.

Elder abuse

Social and environmental risk factors

A number of factors external to the individual have been raised in research literature as increasing the risk that an older person will experience abuse. Social isolation has been identified in the literature as a contributor to elder abuse, as has dependency. In 2014/15 dependency was shifted from the victim record to the abuse relationship record, allowing EAPU to report not only if a victim is dependent on the perpetrator, but additionally if the perpetrator is dependent on the victim. Criminality is also recorded, enabling us to report on how many victims and perpetrators have had the significant attention of law enforcement. The family environment measure allows us to measure an array of factors that Helpline operators commonly hear as impacting family dynamics.

Elder Abuse Victims

In the Elderline database, social risk factor options are mutually exclusive and the derived statistic may be better conceptualised as the 'primary' social risk factor. For 2015/16 social isolation was noted for 25.22% (n=375) of elder abuse victims, up slightly from 21.96% in 2014/15. The statistic comprises of *lack of services*, *lack of support networks*, *inability to access services* (e.g. Inability to afford services) and *individual characteristics*. *Individual characteristics* is used to indicate that a person's behaviour and attitudes isolate them from support networks. For example: unwillingness to accept help despite complaint about not getting assistance; highly judgmental attitudes towards others; persistent talk about inappropriate topics given the context (e.g. sexist jokes); excessive expectations of the assistance or involvement of others; excessive fussiness and mind-changing. Such characteristics may result in services being unable to commence or continue service (e.g. failure to cease inappropriate behaviour towards staff) or result in limited social engagement by family or peers. This option is for enduring characteristics only and should not be chosen if this behaviour is associated with a psychological health issue, e.g. refusing treatment for depression.

Social Isolation	Elder Abuse Victims	% of Elder Abuse Victims
Lack of support networks	226	15.20%
Lack of services	70	4.71%
Unable to access services	45	3.03%
Individual characteristics	34	2.29%
Not socially isolated	755	50.77%
Unknown	353	24.01%

Table 8. Proportion of all elder abuse victims experiencing a social risk factor for the period 1/7/15 – 30/6/16; n=1487.

Dependency

Dependency on a perpetrator reduces a victim's power to make positive change in their life. However, dependence of perpetrator on victims is also disempowering. Most perpetrators are adult children of victims and when they appear incapable of supporting themselves and their families their ageing parents are put in a difficult position of making decisions that will at least in the short-term, harm their adult child.

For the 2015/16 reporting year, victims were dependent on the perpetrators in 26.71% (n=483) of abuse relationships, and a further 5.09% (n=92) were dependent on the perpetrators for housing. Elder abuse perpetrators were reported to be dependent on their victims in 4.33% (n=259) of abuse relationships, in a further 0.72% (n=13) of cases the perpetrator's continued parole was dependent on accommodation with the victim. For 35.29% (n=638) of abuse relationships, there were no dependency factors at all, and for the remaining abuse relationships dependency was unknown.

Family factors

Family factors are generally reported for the primary family unit of the victim and perpetrator. This means that a 'subsequent marriage' on a victim record refers to the victim's marriage history and not the perpetrator's. Family factors were reported for 9.41% (n=140) of victims and 21.79% (n=324) of victims were reported to have had no family factors at all. Table 8 provides a breakdown of family factors recorded for victims.

Family Factor	Elder Abuse Victims	% of Elder Abuse Victims
Subsequent marriage	89	5.99%
Raising grandchildren	18	1.21%
International marriage*	16	1.08%
Denied access to grandchildren	12	0.81%
Other	5	0.34%
Family factors not present	324	21.79%
Unknown	1013	68.12%

Table 9. Proportion of all elder abuse victims where a family factor is present for the period 1/7/15 – 30/6/16; n=1487.

*International marriage refers to marriages where one member of the couple is only in Australia as a result of an agreement to marry an Australian spouse. This option should not be selected if the Australian spouse lived and was in a defacto relationship with the international spouse for an extended period prior to coming to Australia and marrying.

Trauma history

The Elderline database gives Helpline operators the ability to record whether a victim or perpetrator has a history of trauma. For the 2015/16 reporting period, 11.37% (n=169) of victims were reported to have experienced trauma of some kind, this is an increase from 8.18% in 2014/15 and is likely related to better data collection and recording during 2015/16. DV victimisation remained the most common form of historical trauma for victims.

Trauma	Elder Abuse Victims	% of Elder Abuse Victims
DV victimisation	75	5.04%
Unspecified trauma	27	1.82%
Multiple losses (bereavement)	24	1.61%
Suicide loss	12	0.81%
Service related trauma	8	0.54%
Experienced child abuse/neglect	8	0.54%
Experienced childhood sexual assault	5	0.34%
Sexual assault	4	0.27%
Fear of death experience	4	0.27%
Unexpected bereavement	1	0.07%
Parental substance abuse or mental illness	1	0.07%
No trauma history apparent	204	13.72%
Unknown	1114	74.92%

Table 10. Proportion of all elder abuse victims where trauma is reported for the period 1/7/15 – 30/6/16; n=1487.

Disaster affected

The Elderline database allows the EAPU to capture whether victims and perpetrators have been affected by disaster including drought, fire, flood, storm or a man made disaster. For the 2015/16 reporting year, 2.15% (n=32) of victims were reported to be affected by disasters. This has increased from 0.93% last year. The increase is most likely explained by greater attention to data collection and data entry for the reporting period.

Elder Abuse Perpetrators

Environmental and social risk factors may also impact on the perpetrators of elder abuse. Only 6.06% (n=164) of perpetrators were recorded as being socially isolated.

Social Isolation	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Lack of support networks	57	3.52%
Lack of services	24	1.48%
Individual characteristics*	22	1.36%
Unable to access services	4	0.25%
Not socially isolated	896	55.31%
Unknown	617	38.09%

Table 11. Proportion of all elder abuse perpetrators experiencing a social risk factor for the period 1/7/15 – 30/6/16; n=1620.

* Individual characteristics are only reported for perpetrators over 60 years of age.

Family factors

Family factors are generally reported for the primary family unit of the victim and perpetrator. Family factors were reported for 7.10% (n=115) of elder abuse perpetrators and 19.20% (n=311) were reported to have had no family factors present. Table 8 provides a breakdown of family factors recorded for perpetrators.

Family Factor	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Subsequent marriage	58	3.58%
Children removed/child services involved	29	1.79%
International marriage*	14	0.86%
Raised by grandparents	12	0.74%
Denied access to grandchildren	1	0.06%
Raising grandchildren	1	0.06%
Family factors not present	311	19.20%
Unknown	1194	73.70%

Table 12. Proportion of all elder abuse perpetrators where a family factor is present for the period 1/7/15 – 30/6/16; n=1620.

Trauma history

For the 2015/16 reporting period, 8.02% (n=130) of perpetrators were reported to have experienced trauma of some kind, 11.91% (n=193) were reported not to have a history of trauma, and the remainder were unknown. This is a slight increase in both instances and is likely related to better data collection and recording during 2015/16.

Trauma	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Unspecified trauma	41	2.53%
Child abuse and/or neglect	25	1.54%
DV victimisation	23	1.42%
Parental mental illness/substance abuse	11	0.68%
Multiple losses	8	0.49%
Child sexual abuse	7	0.43%
Service related trauma	5	0.31%
Suicide loss	4	0.25%
Sexual assault	3	0.19%
Fear of death experience	2	0.12%
Unexpected Bereavement	1	0.06%
None apparent	193	11.91%
Unknown	1297	80.06%

Table 13. Proportion of all elder abuse perpetrators where trauma is reported for the period 1/7/15 – 30/6/16; n=1620.

Disaster affected

For the 2015/16 reporting year, 1.60% (n=26) of perpetrators were reported to be affected by disasters. This has increased from 0.49% last reporting period. The increase is most likely explained by greater attention to data collection and data entry for the reporting period.

Criminality

Perpetrator criminality records increased substantially, from 9.91% in 2014/15 to 14.88% (n=241) for the 2015/16 reporting year. Most records for criminality were options that do not necessarily imply convictions of elder abuse perpetrators were reported with notable criminality. Table 13 provides a breakdown for the kinds of interaction with the law that was reported for elder abuse perpetrators.

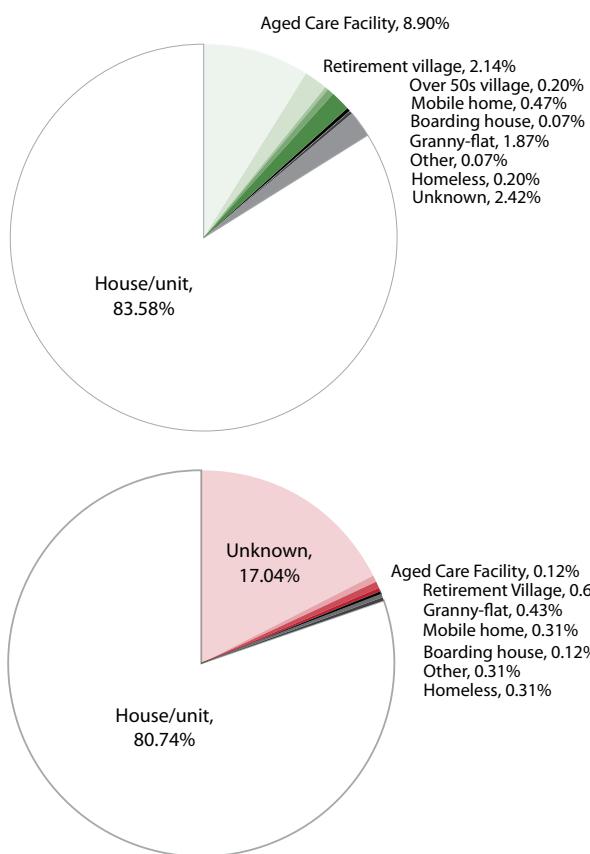
Type of interaction with police or courts	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Known to the police	104	6.42%
Subject of DVO	50	3.09%
Violence convictions	22	1.36%
Unspecified conviction	22	1.36%
Drug dealing	15	0.93%
Minor convictions	12	0.74%
Child neglect or violence	6	0.37%
Fraud convictions	6	0.37%
Drug related conviction	2	0.12%
Sexual assault convictions	1	0.06%
Child sexual assault	1	0.06%
No crime history	315	19.44%
Unknown	1064	65.68%

Table 14. Proportion of all elder abuse perpetrators where criminality is reported for the period 1/7/15 – 30/6/16; n=1620.

Elder abuse Accommodation

Accommodation type

The accommodation measure has benefited to a greater attention to data collection and entry in 2015/16, and *unknown* records for victims have been reduced from 20.72% in 2014/15 to 2.42% in 2015/16. Perpetrator accommodation *unknown* records have been reduced from 35.99% in 2014/15 to 17.04% in 2015/16. The majority of elder abuse victims and perpetrators lived in a house or unit, see figures 14 and 15.



Inadequate accommodation

Inadequate accommodation is accommodation that is not suitable by virtue of size, features or disrepair for the older person or the perpetrator. Examples include the older person being unable to access facilities due to a lack of hand rails on staircases, or a daughter with four children living in a small studio apartment. Inadequate accommodation was recorded for 1.41% (n=21) of victims and 0.04% (n=6) of perpetrators.

Living arrangements

Breakdowns of living arrangements are difficult to categorise discretely; some victims live with a daughter, others with an adult grandchild, others live with both an adult child and a grandchild. Broadly however, 28.92% (n=430) lived either alone or with a spouse/partner only, and 42.30% (n=629) lived with at least one adult child (see figure 17). This figure has also doubled from last year where 22.62% of victims lived with at least one adult child. However, older victims living arrangements that were unspecified and those in residential aged care facilities halved in 2015/16 and accounted for only 20.65% (n=307) compared with the 2014/15 figure of 42.24%.

Just over half, 52.22% (n=846) of elder abuse perpetrators were reported to live with the older person, this is up from 42.24% in 2014/15.

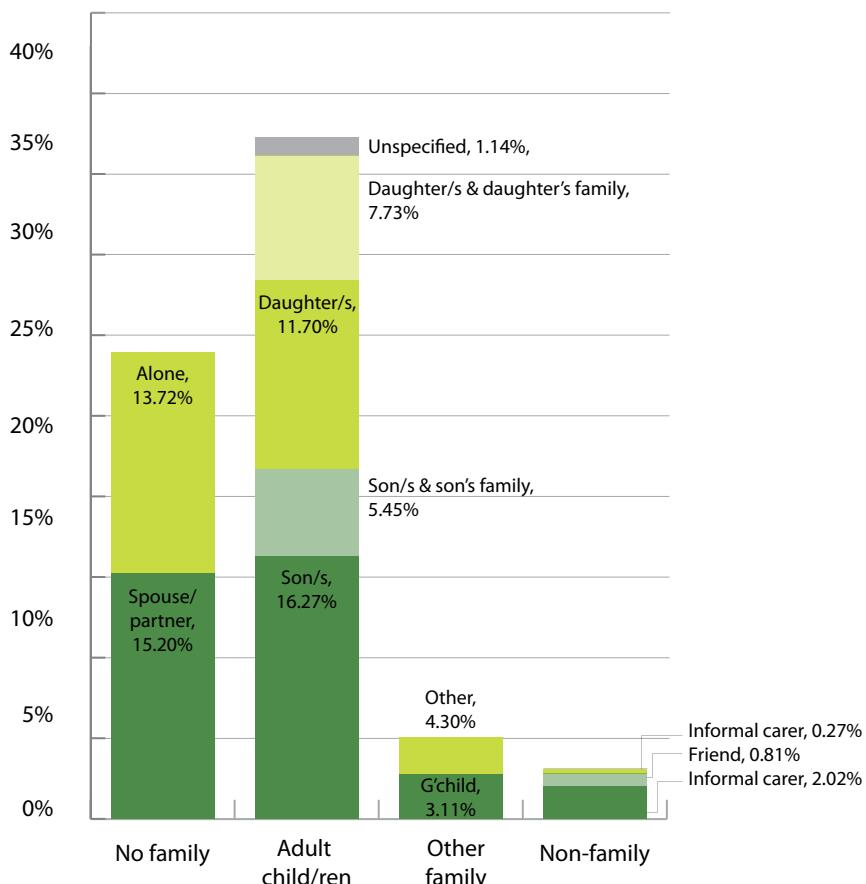


Figure 16. Who elder abuse victims lived with for the period. Unknown and aged care facility residents removed. 1/7/15 – 30/6/16; n=1184.

Elder abuse Income and home ownership

Victims

Most elder abuse victims owned their own home and a government payment was their primary source of income. See figures 17 and 18.

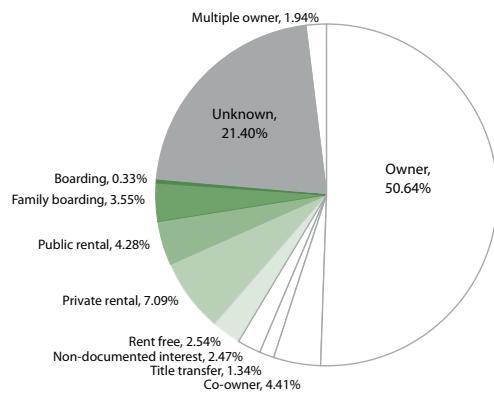


Figure 17. Home ownership status of elder abuse victims for the period 1/7/16 – 30/6/16; n=1487.

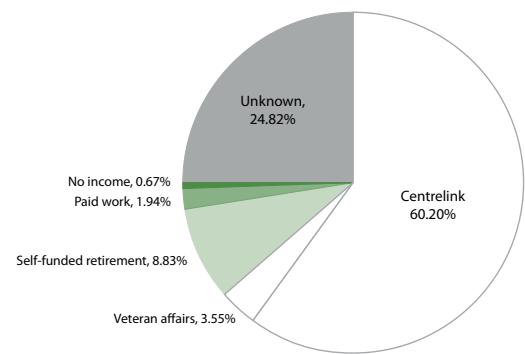


Figure 18. Primary income source for elder abuse victims for the period 1/7/15 – 30/6/16; n=1487.

Perpetrators

Although there was some reduction in the number of *unknown* records in 2015/16 there were still a very large number of number of home-ownership status and income sources were unknown. Where home-ownership was known most perpetrators were home-owners or living rent free, and where income was known most were on government payments, about a third of which were carer payments. See figures 19 and 20. Analysis of the carer support payments is available in the section “Carer stress, carer activity and carer support payment” on page 43.

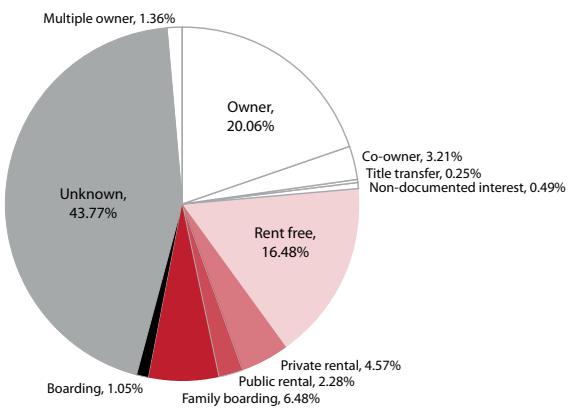


Figure 19. Home ownership status of elder abuse perpetrators for the period 1/7/14 – 30/6/15; n=1231.

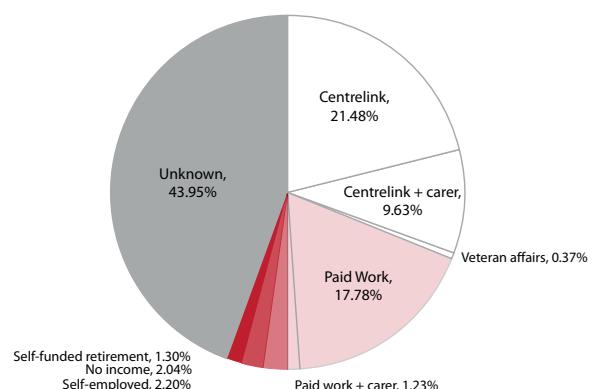


Figure 20. Primary income source for elder abuse perpetrators for the period 1/7/14 – 30/6/15; n=1231.

Elder abuse

Financial risk factors

Elder Abuse Victims

Financial risk factors are financial circumstances that impair an older person's autonomy by limiting their options practically or through a sense of obligation or responsibility to another. There were significant changes to the available options in 2013/14, but since then there have been a small number of additions. Two additions to the financial risk factor field options were made for the 2015/16 year, *delegated financial matters* and *authorised access*.

Delegated financial matters is to be selected when a person with full capacity has voluntarily passed financial management to another person. It is important to note that this option is not selected where a person's Enduring Power of Attorney has become active as a result of capacity loss. *Authorised access* is selected where a person has been given permission and means to access another's accounts, for example the victim has provided the perpetrator with their key card and pin, online banking logon details, or made them a signatory for their accounts.

The Elderline database allows for two financial risk factors to be recorded, 44.38% (n=660) of victims were recorded with at least one risk factor, and 14.26% (n=212) were reported with two. This is up significantly from 2014/15 where 29.05% were recorded with at least one risk factor. Proportions were up for most of the major risk factors, but the new addition *delegated financial matters* had an impact and was selected for 12.31% (n=182) of elder abuse victims. Table 15 provides a full breakdown of financial risk factors, please note that two factors can be selected for any given victim record so the options are not mutually exclusive.

Type of Financial Risk Factor	Elder Abuse Victims	% of Elder Abuse Victims
History of gifting/loaning	241	16.21%
Dependence on others	240	16.14%
Delegated financial matters	183	12.31%
Dependence by other	135	9.08%
Insufficient income	34	2.29%
Other	21	1.41%
Debt burden	9	0.61%
Gambling	3	0.20%
History of requesting/borrowing	4	0.27%
Bankruptcy	1	0.07%
Unemployment	1	0.07%
None apparent	513	34.50%

Table 15. Proportion of elder abuse victims with one or more financial factors for the period 1/7/15 – 30/6/16; n=1487.

Elder Abuse Perpetrators

Financial risk factors have increased by almost half from 2014/15 to 2015/16. Last reporting period financial risk factors were recorded for 30.71% of elder abuse perpetrators and for 8.37% two risk factors were recorded. This year 44.14% (n=715) of perpetrators were recorded with a primary risk factor and 17.96% were recorded with a secondary risk factor as well. Although some of this is likely a result of more attention to data collection and data entry, it is most likely to be related to the addition of *authorised access* to the list of risk factors. Authorised access was recorded as a risk factor for 12.53% (n=203) of perpetrators (see table 15).

Type of Financial Risk Factor	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
History of requesting/borrowing	210	12.96%
Authorised access	203	12.53%
Dependence on others	150	9.26%
Unemployment	126	7.78%
Dependence by other	125	7.72%
Insufficient income	53	3.27%
Debt burden	55	3.40%
Gambling	21	1.30%
Bankruptcy	16	0.99%
Business failure/redundancy	12	0.74%
History of gifting/loaning	12	0.74%
Other	12	0.74%
Compensation claims	4	0.25%
None apparent	422	26.05%

Elder abuse

Carer stress, carer activity and carer support payment

Data relating to either care activity, care stress and government support payments (either the pension or allowance) is recorded in Elderline.

As found in previous years the majority of perpetrators are not carers for the victim. This year about two-thirds of those who do provide care appear to be experiencing *carer stress* (see figure 21). Although this provides some information about the relationship between care relationships and abuse, there is a second issue that can be conflated with that of care burden but that EAPU sees as a separate matter. This issue is the financial incentive for perpetrators to set themselves up as a carer with little or no intention to provide care. This issue is best captured using the income and care provision data.

Bearing in mind that 43.95% of perpetrator income sources were known, in 2015/16 only 10.99% (n=178) of perpetrators were recorded as receiving a government support payment of some kind for their role. However:

- In 29.78% (n=203) of cases where perpetrators were recorded as receiving government carer's benefit, the perpetrators provided no care at all. This statistic has doubled since 2014/15

Another way of looking at this data is to compare carer payment receipt with abuse type:

- 48.77% (n=99) cases where the perpetrator was receiving a government financial support for their caring role were also recorded with an abuse type of neglect.

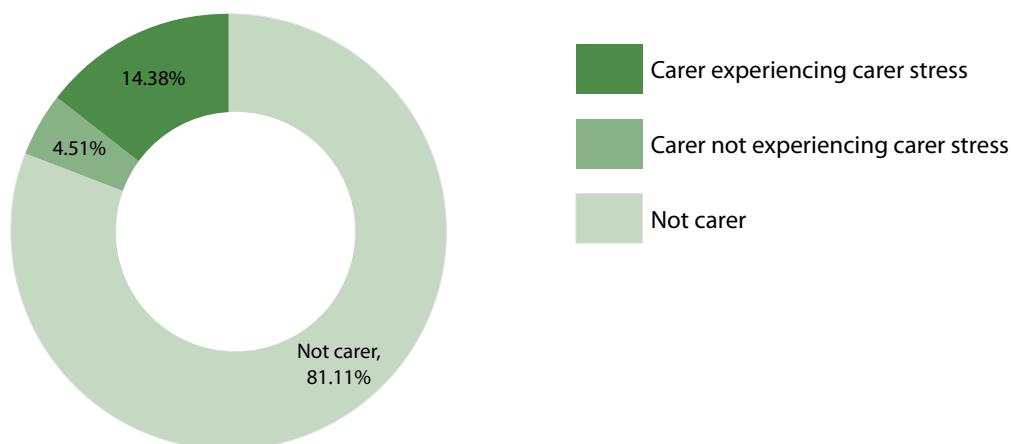


Figure 21. Proportion of perpetrators who are carers for a victim, and the experience of carer stress for the period 1/7/15 – 30/6/16; n=1808.

Section 3

Non-trust abuse

There were 260 abuse relationships involving 232 perpetrators and 237 victims that were classed as *non-trust abuse* situations for the 2015/16 financial year. This figure included nine cases of self-neglect; the records for these were removed from the perpetrator data set.

Although data on victims is generally reasonable, perpetrator data is of poor quality owing to the fact that often the notifier has very little detailed information on the perpetrator. There has been some change in the profile of non-trust abuse that has been reported on the Helpline, for example the number of cases of self neglect has almost doubled again, from two cases in 2013/14 to five in 2014/15, and now nine in 2015/16. However, caution should be taken in interpreting these changes as the number of non-trust records is very low.

Non-trust abuse Relationship types

There have been some changes in the proportion of abuse cases perpetrated by different relationship types. For example in 2014/15 neighbours accounted for almost a third of non-trust abuse cases whereas this year they accounted for a little under a quarter. Similarly, *mate crime* cases accounted for only half the proportion of cases this year compared with last year. This variation is not entirely surprising as there the data set is small, but also because there is overlap amongst the non-trust categories. For example, a neighbour can also be considered an acquaintance, and an acquaintances may become a 'mate'. Broadly however, the perpetrator groups have stayed the same. *Neighbours, workers/management* and *others* make up the larger groups and *self-neglect, acquaintances* and *retirement village* make up only small proportions of cases. See figure 23.

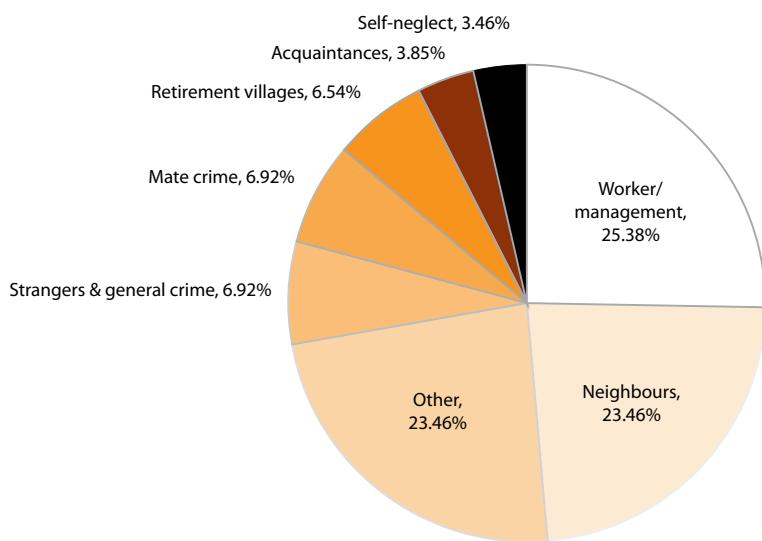


Figure 23. Proportion of relationship types within which non-trust abuse was recorded for the period 1/07/15 – 30/06/16; n=260.

Non-trust abuse Abuse types

The differences between elder abuse and non-trust primary abuse types have varied somewhat from 2014/15. Like last year, elder abuse primary abuse types were slightly more likely to be financial abuse, and slightly less likely to be psychological abuse. Similarly, physical abuse was slightly more likely to be reported as a primary abuse type for non-trust abuse and sexual abuse mostly reported for non-trust cases. This year however, neglect is much more commonly recorded as primary abuse type for non-trust abuse cases, 16.15% (n=42) compared with 7.96% (n=144) for elder abuse cases, and social abuse is more commonly reported for elder abuse cases, 5.20% (n=94) compared with 0.77% (n=2) for non-trust abuse.

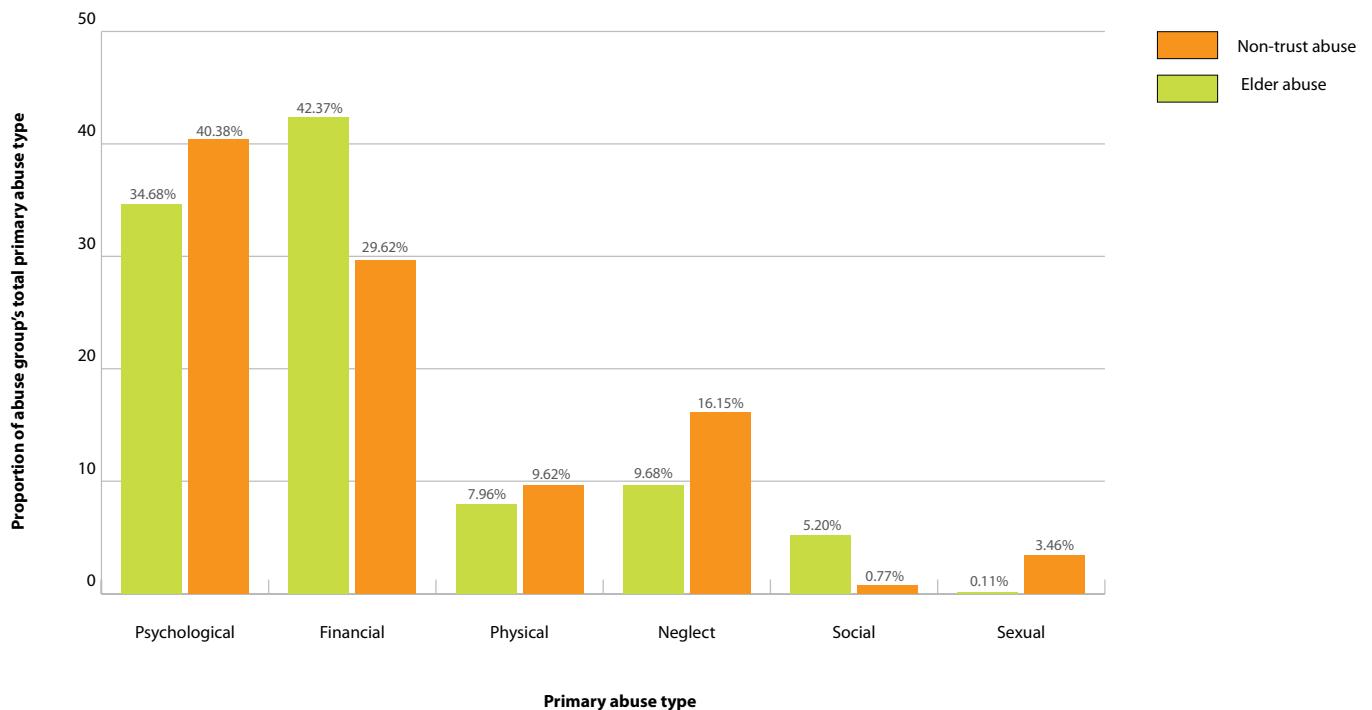


Figure 24 Comparison of primary abuse types for elder abuse (n=1808) and non-trust abuse (n=260) for the period 1/07/15 – 30/06/16.

Non-trust abuse

Non-trust abuse scenarios

Different abuse relationships tend to occur with different abuse types and this can be identified in a detailed examination of abuse and relationship data. In particular, by examining the proportion of a specific abuse type that each relationship type accounts for, contrasted with the proportionate size of the relationship group. Although group sizes have varied, for example workers and management made up perpetrators in 34.67% of non-trust abuse cases in 2014/15 but only 25.38% in 2015/16, observations relating to abuse type and relationship from 2014/15 remain accurate.

For example in 2014/15 workers accounted for 34.67% of perpetrators in non-trust abuse cases, yet perpetrated almost 61.29% of neglect cases and 57.69% of physical abuse cases. In 2015/16 workers accounted for 25.38% (n=66) of perpetrators in non-trust abuse cases, yet perpetrated 59.52% (n=25) of neglect cases and 40.00% (n=10) of physical abuse cases.

Similarly, *neighbours* perpetrate more psychological abuse, and *mate crime, acquaintances*, and *others* perpetrate more financial abuse. See table 17 for a full breakdown of the proportion of abuse type accounted for by each relationship type.

Abuse situation	% of non-trust relationships	Financial		Neglect		Physical		Psychological		Sexual		Social		Total N
Worker/ Management	25.38%	10	12.99%	25	59.52%	10	40.00%	14	13.33%	7	77.78%			66
Neighbours	23.46%	10	12.99%	2	4.76%	8	32.00%	41	39.05%					61
Other	23.46%	27	35.06%	2	4.76%	5	20.00%	27	25.71%					61
Strangers & General Crime	6.92%	10	12.99%			1	4.00%	6	5.71%	1	11.11%			18
Mate Crime	6.92%	11	14.29%	2	4.76%			5	4.76%					18
Retirement Villages	6.54%	3	3.90%	2	4.76%			10	9.52%			2	100.00%	17
Acquaintances	3.85%	6	7.79%			1	4.00%	2	1.90%	1	11.11%			10
Self Neglect	3.46%			9	21.43%									9
Total	100%	77	100%	42	100%	25	100%	105	100%	9	100%	2	100%	260

Table 17. Number of records and proportion of abuse type accounted for by relationship type for non-trust abuse for the period 1/07/15 – 30/06/16.

Non-trust abuse

Non-trust financial abuse

The Helpline records specific dollar amounts of financial abuse where available. Owing to the unavailability of this information in most cases, dollar amounts should always be considered significantly under reported.

The 2015/16 total of these amounts for non-trust abuse was \$2,460,830.00. The largest amount was lost to *acquaintances and mate crime category*. Although eight non-trust perpetrators were recorded as having gained Enduring Power of Attorney for the victim, a dollar value was only recorded for two of these cases and only accounted for \$65,000 of the misappropriated funds.

Abuse Relationship	Total Misappropriated
Acquaintances & Mate Crime	\$1,454,000.00
Worker/Management	\$500,600.00
Other	\$319,000.00
Retirement Villages	\$100,000.00
Neighbours	\$44,000.00
Strangers & General Crime	\$43,230.00
Total	\$2,460,830.00

Table 18. Sum of dollar figures recorded as misappropriated from non-trust victims by type abuse relationship type for the period 1/07/15 – 30/06/16.

Non-trust abuse Age and gender

The age and gender patterns of non-trust abuse victims tend to be to those of elder abuse but less concise owing to the lower number of records. This year non-trust victims tended to be younger, the largest age group was 70-74 years compared with elder abuse victims where the largest victim age group was female 80-84 years old (see figure 25).

For non-trust victims, 59.07% (n=140) were female, 37.13% (n=88) were male, and 3.80% (n=8) were either of unknown gender, or *multiple* to indicate several victims (i.e. worker abusing many clients in a residential care facility). When compared with elder abuse victims, non-trust victims are more likely to be male, but low numbers mean that this should be interpreted with caution.

For non-trust perpetrators, 30.17% (n=70) were female, 39.22% (n=91) were male, and 30.60% (n=71) were of either unknown gender or *multiple* to indicate several perpetrators (i.e. a culture of abusive practices at an aged care facility). Although this indicates that perpetrators are more likely to be male than in elder abuse cases, low numbers and a high number of *unknowns* mean that again this should be cautiously interpreted. Figure 26 compares the gender ratio in elder abuse and non-trust victim and perpetrator groups with unknown gender removed.

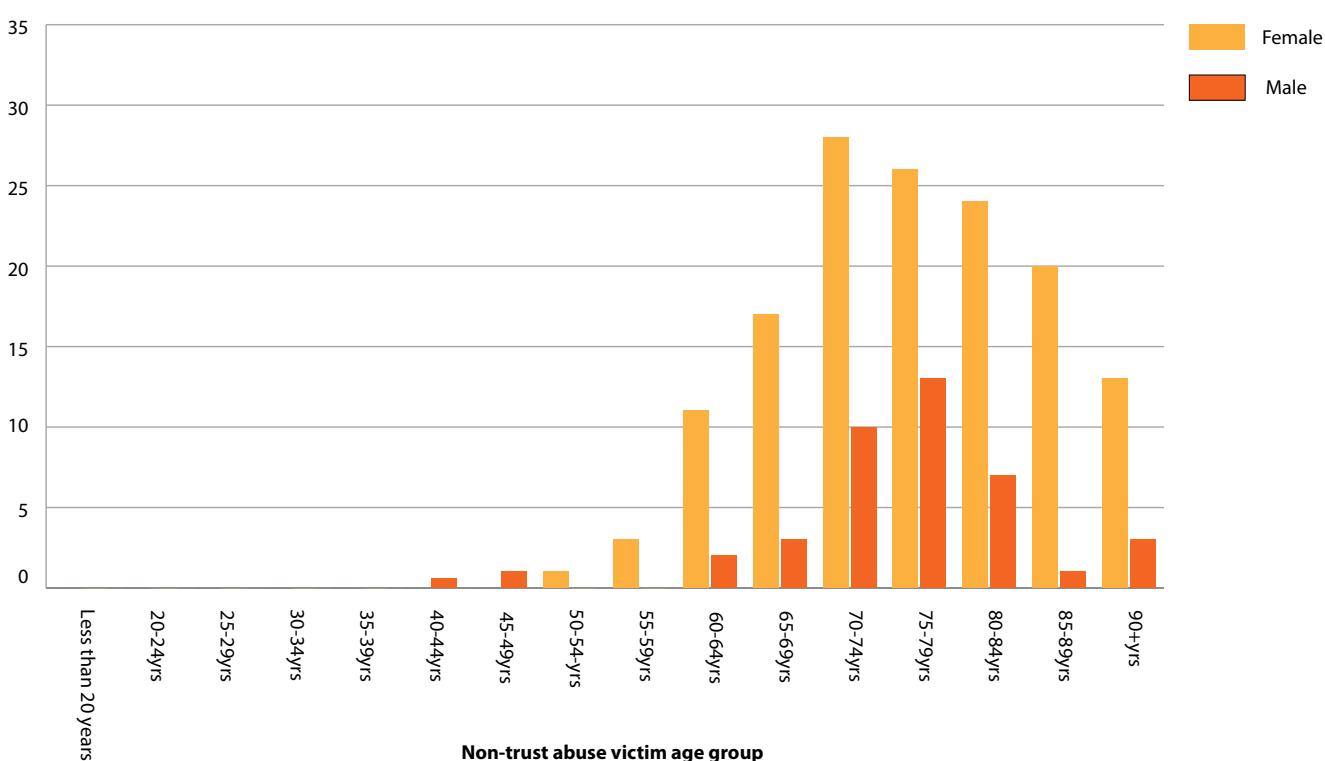


Figure 25. Proportion of non-trust abuse victims by age and gender for the period 1/7/15 – 30/6/16. Unknown and *multiple* victims not graphed; n=183.

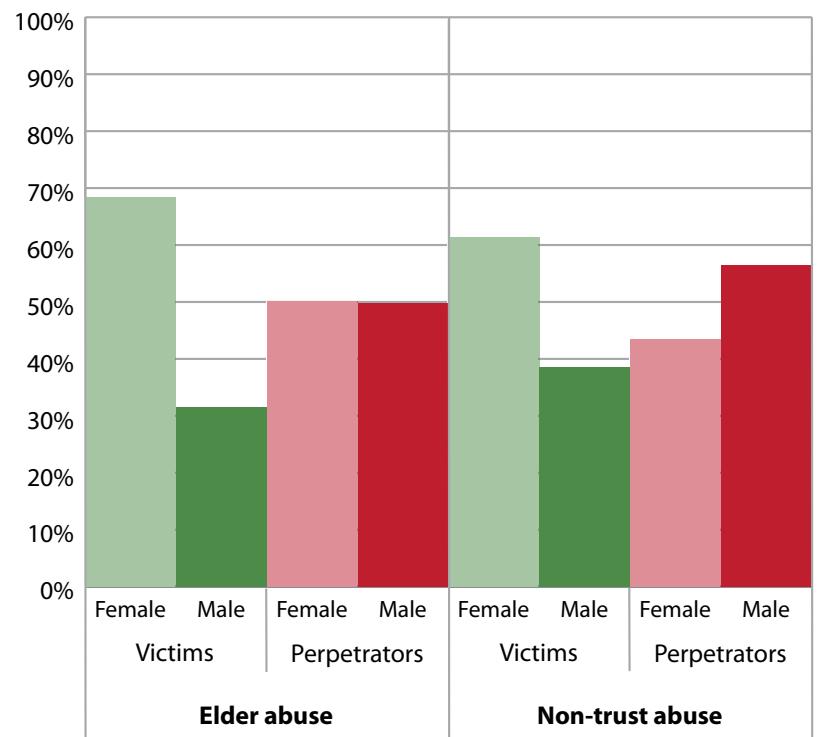


Figure 26. Gender of victims and perpetrators of elder abuse and non-trust abuse cases, where gender is known, for the period 1/7/15 – 30/6/16

Non-trust abuse

Risk factors and demographic characteristics

Non-trust victims

Characteristics of non-trust abuse victims were broadly similar to the 2014/15 reporting period. There were some differences, namely an increase in the proportion of non-trust victims that were home owners, on a government pension and living in a house or unit, that are likely to have been a result of the greater attention to data collection and recording. Other changes, such as the higher number of victims requiring care or the reduction in the proportion of victims with psychological risk factors are likely related to changes in the types of cases, for example less cases where the abuser is a worker or management of an aged care provider means less cases where the victim is more likely to have a capacity impairment, and therefore the number of those with a psychological risk factor is impacted.

This year when compared to elder abuse victims non-trust victims were less likely to have physical health vulnerabilities, to have dementia or be suspected to have dementia, to live in a house or unit, to own their own home, and to require care. However they were almost twice as likely than elder abuse victims to reside in an aged care facility. See table 19 for a full comparison of non-trust abuse victims with non-trust victims from last year and elder abuse victims records for this reporting period.

As in previous years, non-trust notifiers were more likely to be the older person themselves than for elder abuse cases. This is considered by EAPU to be a result of a greater willingness of victims to talk about perpetrators who are not family.

	2015/16 Elder Abuse	2015/16 Non-trust Abuse	2014/15 Non-trust Abuse
Measure	1487 victims	237 victims	211 victims
Physical health risk factors overall	60.32%	48.95%	51.18%
Mental health risk factors overall	33.56%	32.07%	38.39%
> Dementia or suspected dementia	21.72%	17.72%	20.85%
Living in house/unit	83.79%	65.82%	55.45%
Living in aged care facility	8.81%	15.61%	15.64%
Home owner*	58.51%	46.41%	38.38%
Government pension	63.89%	62.03%	51.66%
Requiring care	63.82%	59.49%	42.65%
Social isolation risk factor present	25.22%	25.31%	21.80%
Notifier type	1808 abuse relationships	260 abuse relationships	225 abuse relationships
Self	22.12%	35.77%	39.73%
Younger family: Sons, daughters, grandchildren, and "other relatives" (excludes siblings and spouse/partners)	42.60%	26.92%	24.89%
Workers	15.10%	21.92%	18.22%

Table 19. Proportion of non-trust abuse victim records recording risk factors, compared with elder abuse victims for 2015/16 and non-trust records for the previous reporting period (2014/15); For the period 1/7/15 - 30/6/16.

Non-trust perpetrators

Data quality of risk factors for non-trust perpetrators was too poor to analyse.

Section 4

Notifiers

The person who calls the Helpline for advice about any given abuse situation is called the *notifier* in Elderline. Although there may be multiple victims and perpetrators in an abuse scenario, there is only one notifier. The database creates a single notifier record which means that the accuracy of the relationship to the victim is reduced. A more accurate description of the measure is that it is the relationship between the notifier and the primary victim, where primary is determined by the notifier (who they are most concerned about in a situation). For example, if a caller is concerned about their mother and their aunt who share a house, the notifier relationship would be recorded as daughter instead of niece. This is particularly pertinent in cases where one victim is calling on behalf of two, commonly an older female calling because she and her husband are being abused by one of their adult children. In this case the notifier would be recorded as self rather than spouse/partner and as a result the number of spouse/partner notifier records are artificially low. Because of this, records for spouse/partner notifiers have been included in the *other family* category for this section.

A total of 1,529 notifiers contacted the EAPU regarding 2,068 elder abuse and non-trust abuse relationships during the 2015/16 financial year. The proportions of relationship type of notifier to primary victim were very similar to the preceding year. For example in 2014/15 family members made 44.38% of all notifications, and in 2015/16 they made 44.15% (n=675). For 2014/15 workers made up 14.04% of all notifiers and in 2015/16 they accounted for 16.22% (n=248).

There were some notable changes however, in the elder abuse group self notifiers dropped from 27.21% in 2014/15 to 22.12% (n=296) in 2015/16. For the non-trust group, worker notifiers increased from 18.22% in 2014/15 to 23.42% (n=52) in 2015/16.

Comparing non-trust abuse and elder abuse notifiers yields the same observations as in previous years. Non-trust abuse victims appear to be more willing to discuss abuse themselves, with there being a third again as many self notifiers in the non-trust group than the elder abuse group. Similarly, for both groups, daughters and other relatives were again more likely to call than sons in 2015/16. See figures 28 and 29 for a breakdown of notifiers for non-trust and elder abuse cases for the 2015/16 reporting year.

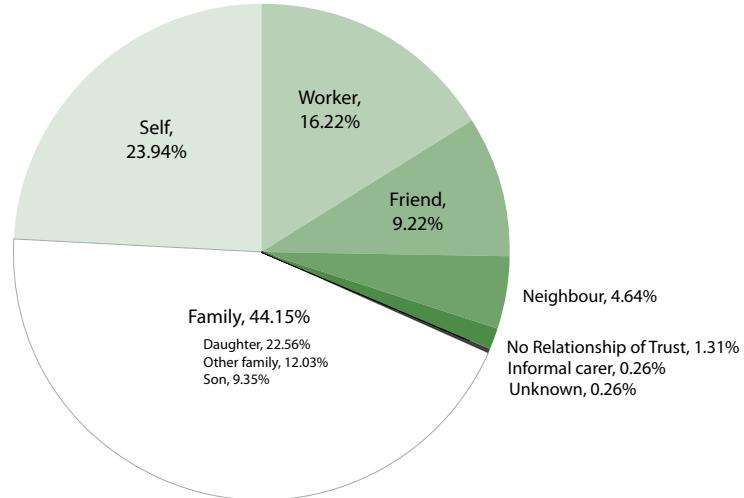


Figure 27. Elder abuse and non-trust abuse notifiers; proportions of notifier relationship to victim types contacting the Helpline for the period 1/7/15 – 30/6/16; n=1529.

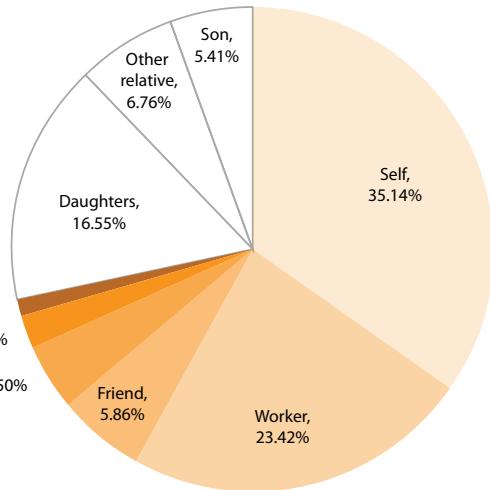


Figure 28: Proportion of relationship to victim types of notifiers for non-trust notifications or the period 1/7/15 – 30/6/16; n= 222.

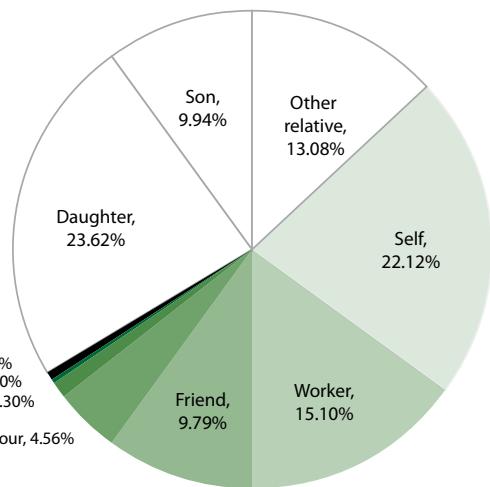


Figure 29: Proportion of relationship to victim types of notifiers for elder abuse notifications for the period 1/7/15 – 30/6/16; n=1338.

Notifiers

Elder abuse notifiers and primary abuse types

Some primary abuse types are more likely to be reported by certain notifier types. As has been found in previous reporting years, abuse cases with a primary abuse type of financial abuse were more likely to be reported by family than any other group in 2015/16. *Workers, family and no relationship of trust* notifiers disproportionately reported cases where there was a primary abuse type of neglect. Physical abuse was reported more commonly amongst workers and those of *no relationship of trust* to the victim. Psychological abuse was more likely to be reported by victims themselves. Social abuse was predominantly reported as a primary abuse type by family members and *informal cares & friends* (see table 19). Note that sexual abuse records have been omitted due to low numbers.

Notifier type & proportionate group size (n=1353)		Financial (n=567)	Neglect (n=140)	Physical (n=127)	Psychological (n=455)	Social (n=52)
Family	46.79%	50.00%	53.71%	37.50%	40.35%	65.96%
Self	22.90%	20.10%	1.14%	23.61%	34.13%	10.64%
Worker	14.16%	13.71%	23.43%	25.00%	11.00%	4.26%
Informal Carers & Friends	10.67%	12.01%	9.71%	6.94%	9.09%	17.02%
No Relationship of Trust	5.20%	3.79%	12.00%	6.94%	5.10%	2.13%
Unknown	0.28%	0.39%	0.00%	0.00%	0.32%	0.00%

Table 20. Elder abuse only; proportion of primary abuse type reported by notifier type for the 1808 primary abuse types for the period and 1/07/2015 – 30/06/16; sexual abuse has been omitted due to low numbers (n=2).

Notifiers Referral source

For the 2015/16 reporting period there were again a very high number of *unknown* referral sources. Where known, the largest proportions of calls to the Helpline came as a result of EAPU's internet presence or from an agency or worker referral. Although agency referrals have increased to 16.42% from 12.68% in 2014/15, in 2013/14 they were even higher at 21.29%. Note that referral source statistics are for elder abuse and non-trust abuse notifications combined.

Referral Source	Proportion of Notifications 2015/16 (n=1529)	Proportion of Notifications 2014/15 (n=1282)
Unknown	28.12%	21.90%
Agency/Worker	16.42%	12.68%
Internet	16.22%	18.95%
Professional Knowledge	13.80%	13.72%
Supportlink	6.54%	8.63%
Information Service	4.38%	3.69%
Other Promotional Material	3.07%	7.30%
Friend/Acquaintance	3.47%	2.36%
EAPU Promotional Material	2.55%	3.69%
News Media	1.83%	1.40%
Previous Call	1.77%	2.73%
Telephone Directory	0.46%	1.84%
EAPU Training and Awareness	0.39%	0.59%
Other	0.98%	0.52%

Table 21. Elder abuse and non-trust abuse; proportion of notifications on the Helpline enabled by referral type for the periods 1/07/2014 – 30/06/2015 and 1/07/2015 – 30/06/16.

Notifiers

Referrals for notifiers

Helpline workers refer callers to a range of different services depending on the situation of individual victims and needs of individual notifiers. Of the 3,373 referrals for the period 1 July 2015 to 30 June 2016, 11.35% (n=383) of referrals were capacity related (excluding the Public Trustee); 11.00% (n=371) were to health services; and 22.50% (n=759) were to legal services, the bulk of which were Seniors Legal and Support Services. Age care referrals accounted for 8.21% (n=277) of referrals; 5.28% (n=178) were to financial services including the Public Trustee; and interstate referrals made up 1.07% (n=36) of the referrals made by EAPU. For a full list of referrals, see Appendix 1.

These figures refer to the proportion of referrals, but on each call several referrals may be provided to a caller. The proportion of notifications that received a referral for each referral category are more informative than. Of the 1,529 abuse notifications, 49.64% of callers were referred to a legal service, 25.05% to a capacity related service, and 24.26% to a health related service. The proportion of notifiers referred to different service types is shown in table 22.

Referral Category	Number of referrals (n=3373)	Proportion of Notifications (n=1529)
Legal	759	49.64%
Capacity	383	25.05%
Health	371	24.26%
Safety	353	23.09%
Aged Care	277	18.12%
Counselling/Support	187	12.23%
Financial	178	11.64%
Mediation	65	4.25%
DV Services	49	3.20%
Accommodation	48	3.14%
Interstate	36	2.35%
Carer Services	33	2.16%
Mental Health	32	2.09%
Complaints	18	1.18%

Table 22. Elder abuse and non-trust abuse referral categories; number and proportion of notifications for the period 1/07/2015 – 30/06/16.

Section 5 - Other activities

Enquiry calls

The total number of calls to the Helpline during the 2015/16 financial year was 3,168. Of these 48.26% (1,529) were abuse calls, with a further 13.79% (n=437) being follow up calls for abuse cases. The remaining 37.82% (1,198) calls were not related to a recorded abuse situation and are broadly classed as *enquiry calls*.

Enquiry calls include requests for training, community education sessions, elder abuse resources, or information regarding the EAPU's role and activities generally. This category also includes counselling or referral calls where the situation is not related to elder abuse or non-trust abuse but is still distressing to the caller or the older person. For example, neighbourhood disputes, consumer disputes, and family conflict (where a power or bullying dynamic is not present eg. arguments about appropriate gifts for the grandchildren). In Elderline these calls are categorised as a *non-elder abuse situation*. Over a quarter of calls were regarding *non-elder abuse situations* and a fifth were training enquiries (see table 23).

Call subject	Number of calls	Proportion of enquiry calls
Non elder abuse situation	347	28.96%
EAPU Service	163	13.61%
Training Session	258	21.54%
General Elder Abuse Information	129	10.77%
WEAAD Related	120	10.02%
Brochure/Resource Request	79	6.59%
Awareness session	65	5.43%
Other	37	3.09%

Table 23. Enquiry call category for the period 1/07/2015 – 30/06/2016

Other activities

Non-elder abuse situation call duration

Non-elder abuse situation calls are calls that, although not recorded as elder abuse situations, still involve the perception that an older person is being victimised. As a result these calls often require the use of counselling skills and can take some time depending on the level of distress of the caller. Examining the duration of the calls enables a snapshot of the level of distress experienced by older people when faced with these non-abuse, but undesirable, situations. As indicated in table 24, neighbour disputes, family situations that do not constitute abuse, and consumer issues are the call types that take the longest after abuse case notifications.

Call Type	Average Call Length (minutes)
Elder Abuse Calls	31
Non EA - Neighbour Disputes	23
Non EA - Family	22
Non EA - Consumer	19
Non EA - Government	15
Non EA - Accommodation	15
Elder Abuse Follow Up Calls	15
Non EA - Other	10
Non EA - Nursing Home	10
WEAAD Related	10
General EA Information	8
Non EA - Community Provider	8
Brochure/Resource Request	7
Training/Awareness	7
General Calls	5

Table 24. Average call duration of calls to the Helpline workers for the period 1/07/15 – 30/06/16

Other activities

Community education

The services provided by the Elder Abuse Prevention Unit are integrated so that they inform and support each other. The information collated from Helpline calls is used to inform the community education initiatives. The educators also encourage discussion and feedback from those who attend their education sessions not only to improve and inform future sessions but also the issues raised by service providers and older people are used to develop the Helpline response. In this regard the EAPU require the trainers to undertake Helpline duties and there are regular information exchanges within the workgroup to update Helpline operators on service response difficulties and access issues identified through the education sessions.

Community education is the key to prevention and has two equally important aims

1. Training the community aged care workforce to identify and respond safely to elder abuse situations.
2. Raising awareness of elder abuse and safety strategies among seniors and the general community.

These face-to-face sessions are also a valuable method of identifying and linking to networks and to key people, particularly in regional areas. For the 2015/16 reporting period, the EAPU provided education activities via:

- Presentations at community events such as at seniors meetings, participation at senior's expos etc.
- Presentations at workshops, staff and network meetings
- Training presentations and seminars provided

Table 25 details the community education activities for 2015/16.

	Activities	Agencies attending	Participants
Community Events	75	698	8730
Workshops and networks	109	630	913
Training	94	223	1725
Total	278	1551	11368

Table 25. Community awareness activities for the period 1/07/2015 – 30/06/2016

Section 6

Website

The EAPU uses Google Analytics to track activity at www.eapu.com.au and all of the statistics reported in the Website section of the Year in Review are obtained from the Google Analytics. The website received 24,233 visits during the 2015/16 financial year which is a decrease on the previous year's 30,299 visits. The EAPU is unsure why the number of visits has decreased, especially in a context of increased calls to the Helpline.

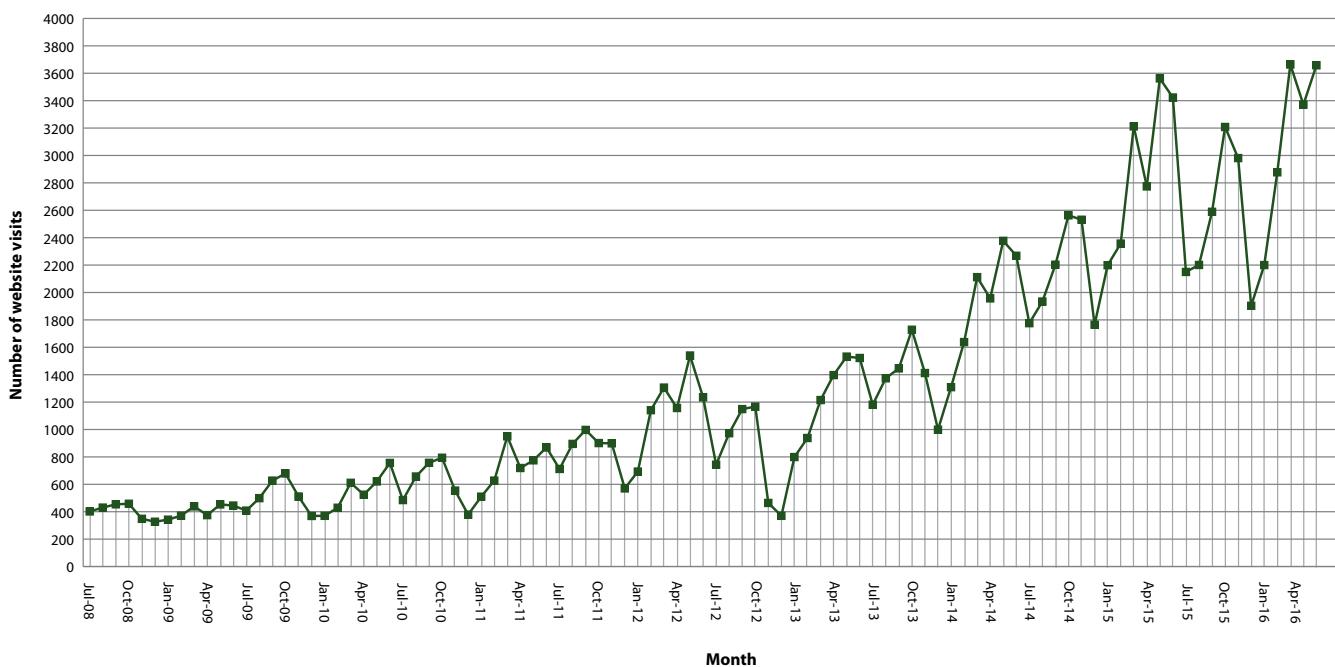


Figure 31. Number of web-site visits per month for the period 01/07/08 – 30/06/16

Website Traffic Sources

Most traffic came from search engines and this is consistent with previous years.

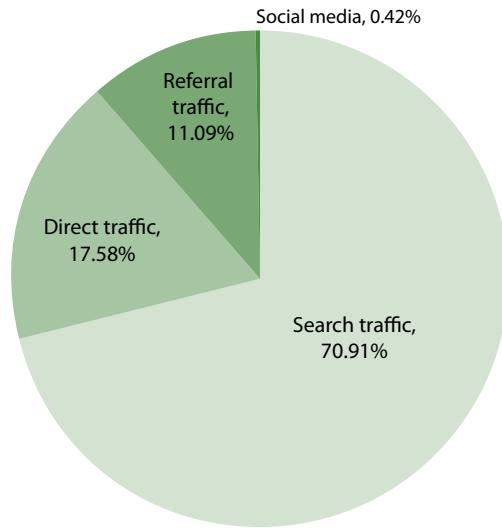


Figure 32. Proportion of traffic originating from sources for the period 01/07/15 – 30/06/16

Location

As in previous years, most visitors to www.eapu.com.au came from Australia. Visitors from Australia also visited the most number of pages and spent the longest amount of time on the site.

Continent	Visits	% of Total Visits	Pages / Visit	Average Duration	% New Visits	Bounce Rate
Oceania	21,760	63.67%	2.28	0:02:36	78.24%	60.85%
Australia	21,597	63.20%	2.28	0:02:37	78.20%	60.80%
Europe	7,012	20.52%	1.32	0:01:18	86.64%	84.07%
Americas	3,538	10.35%	1.37	0:01:11	89.57%	83.07%
Asia	1,163	3.40%	1.69	0:01:39	81.43%	72.31%
Africa	612	1.79%	1.5	0:01:52	89.71%	76.31%
Unknown	90	0.26%	1.36	0:00:51	96.67%	85.56%

Table 26. Number and proportion of total visits from different regions for the period 01/07/15 – 01/07/16

Direct traffic

There were 6,008 (17.58%) visits where users accessed the site by typing www.eapu.com.au into a browser's address field.

Search traffic

Most visitors used a search engine to access the site. There were 24,233 (70.91%) visits arriving from at least 1,451 different search terms. However, In most cases search terms were not provided to Google Analytics by the visitor's browser. The top 10 terms that were able to be recorded are listed in Table 31.

	Search term	Visits	% of Search Visits
1	(not provided)	21,571	89.01%
2	elder abuse	232	0.96%
3	elder abuse prevention unit	93	0.39%
4	social abuse	76	0.31%
5	elder abuse australia	62	0.26%
6	factors that lead to abuse	31	0.13%
7	eu-cookie-law.info	30	0.12%
8	elder abuse hotline	22	0.09%
9	elder abuse qld	22	0.09%
10	elder abuse queensland	22	0.09%
11	definition of elder abuse	20	0.08%

Table 27. Top ten search teams resulting in visits to the EAPU web-site for the period 01/07/15 – 30/06/16

Referral Traffic

There were 3,789 (11.09%) visits via a referer, that is another website linking to ours. The top 10 referrers are listed in Table 32.

	Referer	Visits	% of Referer Visits
1	myagedcare.gov.au	985	26.00%
2	learn.tafesa.edu.au	329	8.68%
3	qld.gov.au	297	7.84%
4	helpguide.org	173	4.57%
5	scorm.e3learning.com.au	143	3.77%
6	traffic2cash.xyz	114	3.01%
7	sa.agedrights.asn.au	110	2.90%
8	com.google.android.googlequicksearchbox	102	2.69%
9	cptaaustralia.com.au	89	2.35%
10	claim3457431.copyrightclaims.org	75	1.89%

Table 28. Top ten referring sites for the period 01/07/15 – 30/06/16

Device Category

Mobile devices such as phones and tablets are becoming the mainstream norm for searching the internet and the proportion of people using these devices to access the EAPU website is a factor in the presentation and layout of our website. There were 7,926 (23.19%) of people who found the EAPU website using a mobile phone and 2,666 (7.80%) using a tablet.

Appendix 1

Accommodation	1.42%	Health	11.00%
Assoc of Residents of Qld Retirement Villages Inc	1	General Practitioner	276
Department of Housing	25	Hospital	32
Homeless Persons Information Queensland	1	Hospital Social Worker	63
Other Emergency Accommodation	10	Legal	22.50%
Residential Tenancies Authority (RTA) Queensland	4	Community Legal Centre	53
Tenant Advice and Advocacy Service Qld	7	Court	11
Aged Care	8.21%	Legal Aid QLD	10
Aged Care Assessment Team	45	PAVIL	9
Aged Care Complaints Commission	26	QADA Legal Advocacy	1
Aged Care Facility (staff/management)	30	Queensland Law Society/Private Solicitor	56
Community Care Providers (ie, CPAPs, EACH, EACHD)	105	Women's Legal Service Inc - QLD	7
Queensland Aged and Disability Advocacy Inc (QADA)	71	Seniors Legal and Support Service (all)	612
Capacity	11.35%	Seniors Legal and Support Service - Brisbane	415
Alzheimer's/Dementia Information	5	Seniors Legal and Support Service - Hervey Bay	50
Assessment of Capacity	25	Seniors Legal and Support Service - Townsville	46
Office of The Adult Guardian	208	Seniors Legal and Support Service - Cairns	43
Ozcare Qld Dementia Support Service	2	Seniors Legal and Support Service - Toowoomba	39
Public Trustee (see Financial)	0	Seniors Legal and Support Service - Ipswich	19
QCAT	143	Mediation	1.93%
Complaints	0.53%	Dispute Resolution Centre	28
Department of Health and Ageing	1	Elder Relationship Services	20
Health Quality and Complaints Commission	5	Family Relationship Centre	17
Office of Fair Trading	3	Mental Health	0.95%
Ombudsman	9	Mental Health Services (overall)	32
Counselling/Support	5.54%	Safety	10.47%
Silvercord	1	Home Assist Secure	10
Lifeline Crisis Line	4	Personal Alarms	8
Social Worker	23	Telstra Unwelcome Calls	1
Social Support Group	28	Queensland Police Service (all)	334
Psychologist	42	QPS - Crime Prevention Unit	4
Relationships Australia	44	QPS - Cultural Police Liaison Officer	1
General Counselling Service	45	QPS - Domestic Violence Liaison Officer	78
Carer Services	0.98%	QPS - General & 000	250
Carers Queensland	22	QPS - Volunteers In Policing	1
Commonwealth Respite and Carelink Centre	11	Other Referrals	17.31%
DV Services	1.45%	Elder Abuse Prevention Unit	418
Domestic Violence Service	12	Indigenous Specific Services (all)	11
DV Connect Mens Line	6	Multicultural Services (all)	3
DV Connect Womens Crisis Line	31	Other	107
Financial	4.30%	Queensland Advocacy Inc	3
Bank	69	Seniors Enquiry Line	32
Department of Human Services (Centrelink)	35	Veterans Specific Services (all)	10
Lifeline Financial Counselling	19		
Public Trustee	55		

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Interstate Services			1.07%
NSW - Elder Abuse Helpline	17	NT - Aged Care and Disability Rights Team	1
NSW - Office of the Public Guardian	3	SA - Aged Rights Advocacy Service	3
NSW - TARS	1	VIC - Seniors Rights Victoria	9
		WA - Advocare	2
Total referrals: 3373			



Further copies of this and other EAPU reports can be obtained from the Elder Abuse Prevention Unit website

www.eapu.com.au

or by contacting EAPU on

1300 651 192 or eapu@uccommunity.org.au



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