

Contacting the Elder Abuse Prevention Unit

1300 651 192

Opening Hours

Monday to Friday, 9am – 5pm
(after hours message bank)

Interpreters

Telephone Interpreter Service is available for non-English speaking callers

Interstate callers

Phone 07 3867 2525
(*normal charges will apply so please ask us to call you back)

Email: eapu@ucommunity.org.au

Website: www.eapu.com.au

Tell us what you think!

UnitingCare Queensland values all compliments, complaints and feedback.

Compliments inform us of what we are doing well and will be shared with our staff and relevant service teams.

You have a right to **have your complaints investigated fairly**, in a timely way, and to be informed of the outcome of your complaint.

Your general feedback – positive or negative – is welcome as it helps to improve the quality of service we provide.

To provide a compliment, make a complaint or offer feedback you can:



Speak in person to a relevant staff member



Call us on: 1800 008 993 (toll free*) during business hours 8:30am - 4:30pm to speak with a relevant staff member.



Write to:
Incidents and Complaints Advisor
GPO Box 967, Brisbane Qld 4001



Email:
Feedback@ucommunity.org.au



Visit our website:
www.ucommunity.org.au/feedback

*Free call when dialled from a landline

Elder Abuse Prevention Unit



Promoting the right of all older people to live free from abuse

1300 651 192



What Is Elder Abuse?

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.

(World Health Organisation 2002)

Who can be affected?

Abuse can be experienced by men and women from all cultures and races and by both rich and poor. An abused older person may live on their own or in a household. They could be taking care of themselves, caring for someone or being cared for by someone. The person doing the abusing is often someone the older person knows and should be able to trust; such as a daughter or son, grandchild, spouse, other family member, carer or friend.

(The Public Trustee, Let's talk about elder abuse)

Types of abuse

Financial Abuse – the illegal or improper use of an older person's money or property.

Psychological Abuse – causing mental anguish, fear of violence, feelings of shame, humiliation and powerlessness.

Physical Abuse – inflicting pain or injury. It includes hitting, slapping, restraining or over/under medicating.

Social Abuse – preventing a person from having social contact with family and friends or accessing social activities.

Neglect – the intentional or unintentional failure by a carer to provide necessities of life to a person who depends on them.

Sexual Abuse – sexual assault, rape, or any activity that makes an older person uncomfortable about their body or gender.

Protecting yourself

- If in immediate danger – call the police on Triple Zero (000)
- Have a safety plan
- Call the Elder Abuse Prevention Helpline for support, information and referrals to agencies who may be of practical assistance
- Do not make major life decisions and changes at a time of crisis
- Make informed decisions, and rather than using your son's or daughter's advisors, seek independent legal and financial advice and use accredited interpreters if needed
- Plan for the future to retain control over your life, and remain socially connected

Who we are

The Elder Abuse Prevention Unit (EAPU) was established in 1997 following the release of "A Report of the Project on Abuse of Older People" (1994) commissioned by the then Department of Family Services and Aboriginal and Islander Affairs. The unit is funded by the Queensland Government to provide a state-wide service to respond to the abuse of older people in Queensland and operates under UnitingCare Qld, Child and Family Services.

What we do

The Elder Abuse Prevention Helpline is a first port-of-call for support, referrals and information about elder abuse. We provide free assistance to anyone who experiences, witnesses or suspects the abuse of an older person by someone they know and trust.

All calls to our Helpline are confidential and you are welcome to remain anonymous; we don't record calls or keep notes. The Helpline is older person focussed, respectful, non-judgemental and offers you the time to talk things over at your own pace.

Elder abuse is a complex issue and our role is to work with you on what the best options may be for you and your family. Sometimes, contact with a number of other agencies may be needed.

What else do we do?

In addition to operating the Helpline, we provide community education for services and undertake awareness raising across the community.

What we don't do

- We are not a crisis line
- We are not a reporting agency
- We do not undertake case work
- We don't investigate cases of elder abuse

However, we may be able to refer you to agencies who do all of those things.