

# ELDER ABUSE PREVENTION UNIT



**CELEBRATING**

**10 YEARS**

**OF PROMOTING THE  
RIGHTS  
OF OLDER PEOPLE  
IN QUEENSLAND**

## ANNUAL REPORT 2006 - 2007

Funded by  
  
**Queensland  
Government**  
Department of  
Communities

Auspiced by  
  
**Lifeline**  
Brisbane

# **Annual Report 2006/2007**

## **Elder Abuse Prevention Unit**

Further copies this and other EAPU reports  
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Elder Abuse Prevention Unit website:

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or by contacting the EAPU on

***1300 651 192***

<b>A MESSAGE FROM THE MANAGER .....</b>	<b>4</b>
<b>PART 1. PROGRAM UPDATES .....</b>	<b>6</b>
STAFF DEVELOPMENT.....	6
STAFF TURNOVER .....	6
<b>PART 2. FUNDED PROJECTS .....</b>	<b>7</b>
<b>SECTION 2.1 HELPLINE REPORT .....</b>	<b>7</b>
THE HELPLINE RESPONSE.....	7
HELPLINE CALL RATES .....	8
ABUSE TYPE .....	9
LOCATION .....	10
GENDER ANALYSIS .....	11
RISK FACTOR ANALYSIS OF THE ABUSED .....	12
CULTURAL BACKGROUND OF THE ABUSED .....	13
ALLEGED ABUSER ANALYSIS .....	13
NOTIFIER ANALYSIS .....	14
REFERRAL OPTIONS .....	15
HELPLINE EVALUATION .....	17
ENQUIRY CALLS .....	17
<b>SECTION 2.2 COMMUNITY EDUCATION.....</b>	<b>18</b>
TRAINING AND AWARENESS SESSIONS .....	18
EVALUATIONS.....	19
PROMOTIONAL ACTIVITIES.....	20
EAPU WEBSITE .....	20
<b>SECTION 2.3 MULTIDISCIPLINARY PEER SUPPORT NETWORK FOR ELDER ABUSE (PSN) .....</b>	<b>22</b>
<b>PART 3 REGIONAL AND OTHER REPORTS.....</b>	<b>24</b>
SOUTH EAST REGION (MAYA ZETLIN) .....	24
SOUTH WEST REGION (LES JACKSON UNTIL FEBRUARY 2007) .....	25
SOUTH WEST REGION (CLAUDIA FERRANTE FROM FEBRUARY 2007) .....	26
CENTRAL REGION (ANDREA DE VRIES) .....	26
NORTHERN REGION (CLAUDIA FERRANTE & LES JACKSON) .....	27
FAR NORTH QUEENSLAND REGION (MAYA ZETLIN) .....	27
THE WEST MORETON TASKFORCE FOR THE PREVENTION OF ELDER ABUSE (ANNA LENNON)....	28
THE GOLD COAST ELDER ABUSE PREVENTION TASKFORCE (MARIANNE GEVERS).....	29
FRASER COAST TASKFORCE FOR THE PREVENTION OF ELDER ABUSE (MAYA ZETLIN) .....	30
PREVENTION OF ELDER ABUSE IN CALD COMMUNITIES (PEACC) TASKFORCE (MAYA ZETLIN)	30
<b>FEATURE ARTICLE: 10 YEAR JOURNEY OF THE EAPU .....</b>	<b>32</b>
<b>APPENDIX A: SUGGESTIONS TO IMPROVING SERVICE THROUGH THE HELPLINE .....</b>	<b>35</b>

## **A Message from the Manager**

This year we celebrate the 10<sup>th</sup> year of operation for the Elder Abuse Prevention Unit. The word 'celebrate' somehow does not fit with the concept of elder abuse. It is shameful that we need to have a service like EAPU in the first place. In terms of human rights we believe that the Queensland Government Department of Communities is with us in supporting the rights of older people to live free from abuse. Perhaps that is the part that needs to be celebrated. That the issue is no longer swept 'under the carpet' and that we are supported with funding along with permission to talk the issue up with older people, service providers and anyone else who will listen. Sometimes this means that we speak informally outside of work about what we do and this encourages others not connected with our service delivery to make that connection about who we are and what we do. Most people know someone or have heard about someone who has had an experience of elder abuse. Perhaps they didn't know at the time what to call it but still felt strongly that what was happening wasn't right.

As workers we continue to hear stories about elder abuse on our travels around Queensland. Despite our 10 years of operation, the issues continue to emerge. Incidents of elder abuse in local, rural and regional areas are raised at our meetings and forums along with questions about how to manage these complex situations. Just when our helpline workers think they have heard it all, along comes another disturbing and distressing situation that will require more staff debriefing and support. Despite having regular exposure to callers reporting elder abuse, one is not always prepared emotionally for the crisis that may unravel on the phone. These workers are exceptional people who take their roles seriously and will always go that extra mile. Sometimes this means staying back in the evening after closing because a caller needs that extra time and support to deal with their situation. EAPU helpline is only a 9am to 5pm service.

The loyalty to perpetrators often leaves us bewildered however it is understandable given that most perpetrators (54%) are the adult children of those being abused. The reluctance to take out protection orders is often a challenge to our way of thinking. While divorcing a partner for domestic violence, abusive and tormenting behaviours happens frequently and is acceptable, older people are not in the same position to do this. How does one report an adult child for abuse when it means the rest of the family may side with them and isolate the older person? Alternatively this action may result in a family split and sever relationships between siblings and extended family. Perhaps the older person may never see their grandchildren again. The threats of being put into aged care are a regular occurrence and when one is dependent on another for care, the options can be limited. Sometimes older people are forced to sign documents resulting in them having to relinquish their homes and other things dear to them. When physical violence and threats are present how does an older person run for safety? In older age, how does one start a new life when all financial resources are lost? What would we do in the same situation?

The issues continue to be complex and while we are here to address situations of abuse through our helpline, we also remind ourselves that we are striving to create a different future for others through training and awareness raising. Knowledge is power and we must never underestimate the importance of educating people about their options and choices for a better and safer future.

We say thankyou to the staff at the Department of Communities for supporting us during the year and for the attendance at our reference group and other forums. We also thank Lifeline Brisbane for the ongoing supervision of program staff and the financial management of EAPU. The EAPU staff value the relationships within Lifeline Brisbane and the opportunity for staff to participate in professional development and other activities that enhance relationships in the wider organisation.



Chris Procopis  
Manager – Older Persons Programs  
Lifeline Brisbane

## **Part 1. Program Updates**

### ***Staff Development***

Staff development and fostering of individual skills continued to be encouraged in 06/07. Each staff member was given an opportunity to build on already established skills from the previous year such as Certificate IV in training and assessment upgrade and in particular courses to increase computer competency, web design and improve access to data analysis for research and reporting purposes. Each member of staff was able to attend at least one activity per month and some topics of interest included relationship counselling, aboriginal cultural awareness, dealing with social isolation, acute stress disorder, post-traumatic stress disorder and multicultural issues (which included working with interpreters and responding appropriately to domestic violence). A highlight of staff development in 2006 was a session on team building and communications skills training from reputed facilitator, Jenny Puet. Along with opportunities to further enhance staff development through networking when attending educational activities, which directly affects a more professional response to helpline calls, various workers also continued with their endeavours to complete further education and graduate diploma courses. The year also provided an opportunity for all members of staff to increase their knowledge of elder abuse as a systemic issue in Australia through ANPEA (Australian Network for the Prevention of Elder Abuse) reconvening and thus uniting all elder abuse programs nationally to network, liaise and comment as a collective group. This was most beneficial for increasing network links nationally as all staff members were often called upon to comment and impart specific elder abuse knowledge to other states in Australia wanting to establish similar models of service delivery.

### ***Staff Turnover***

#### **Southwest/Brisbane**

After the resignation of Les Jackson at the end of last year, a new senior project officer, Claudia Ferrante, was appointed in November 06 and began in early January 07. Claudia migrated from NSW and had previously worked in the Elder Abuse sector in WA. Les was able to stay on for a period of a few weeks to assist in the transition of the position and this ensured a smooth handover.

#### **Central Queensland**

After the resignation of Verna Halsey in June 06, Andrea deVries was able to fill the void and took up residence in Rockhampton's Public Trustee's Office in January 2007. Andrea continued to support the two half time positions for the Safe and Confident Living Program and the Elder Abuse Prevention Unit. Andrea has been as enthusiastic and hard working as her predecessor and has slipped into the role with ease. Through Andrea's efforts in her new role, Verna's tireless building of networks in Central Queensland has been maintained, and many successful events originally fostered by Verna, such as the seniors breakfast in Rockhampton and the Safe and Confident Living Expo, were executed brilliantly this year. In particular, Andrea had much success with the promotion of WEAAD (World Elder Abuse Awareness Day) in Central Queensland. As it was only the second international WEAAD day in the world, Mackay's response was overwhelming, with Andrea given an opportunity to speak to over 75 people on the day in relation to elder abuse awareness and training. Well done to Mackay who certainly gave promotion to WEAAD a big bolster!

## **Part 2. Funded Projects**

### **Section 2.1 Helpline Report**

#### ***The Helpline Response***

The EAPU Helpline is a state-wide service provided for people who wish to discuss cases of elder abuse or gain more information about the topic. The Helpline is a confidential service where callers may remain anonymous. The role of the Helpline is to provide information and referral options to callers to meet their specific and individual needs. All calls made to the EAPU during business hours (9am – 5pm, Monday to Friday) are answered by an operator. Calls made when all operators are engaged or outside of business hours are answered by a voicemail system and callers are encouraged to leave a message for staff to return their call. All messages are responded to the same day or next working day if left out of hours. Calls where a return phone number has not been left cannot be traced.

All operators are trained telephone counsellors and referrals are offered after thorough exploration in order to identify the presenting and underlying issues that affect the abused person. EAPU's approach is holistic, exploring the unmet needs and relationships of "significant others" while retaining a focus on the needs and safety of the abused person.

The aim is to empower the older person to make his/her own decision and follow up the referral options generated. However, if an older person is too disempowered or otherwise unable to follow through on referrals, with their permission the EAPU may liaise or advocate for the abused person to access the required services.

The EAPU collects non-identifying data from Helpline calls. This data is analysed to provide accurate information for a variety of purposes, including:

- Policy development and future research
- Anecdotal information and statistics for educational activities
- Developing resources in response to the needs of the abused person
- Current statistics for funding bids
- Dissemination of current and useful information to services and media
- Resources to raise awareness of elder abuse and prevention for older people

For further information on the information provided in this Annual Report please contact the Elder Abuse Prevention Unit on 1300 651 192 or email [eapu@lccq.org.au](mailto:eapu@lccq.org.au).

## Helpline Call Rates

This financial year (1 July 2006 – 30 June 2007) the Elder Abuse Prevention Helpline received 596 unique calls. Unique calls are those which are new “cases” received by the Helpline. Media coverage on elder abuse, in particular Channel 9’s Elder Abuse segment on the “Sunday” program, in September and October 2006, had a significant impact on the number of calls received by the Helpline during those months (see Figure 1).

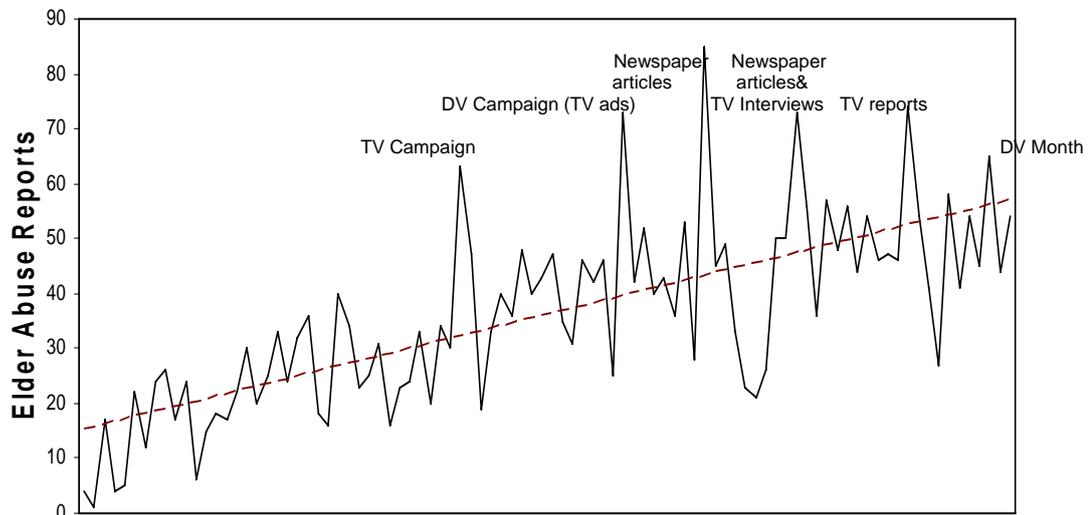


Figure 1. Longitudinal display of number of calls received each month on the Helpline.

Vulnerability and disempowerment makes it difficult for older people to follow up on referral options provided to them. One aspect of the Helpline includes advocating on behalf of the abused person in such situations. There has been a 23% increase in the number of follow-up calls generated through unique calls to the EAPU Helpline between 1<sup>st</sup> July 2006 and 30 June 2007 (refer to Table 1).

EAPU Helpline 1/7/2006 – 30/6/2007	Incoming calls	Outgoing calls	All calls
Number of calls	737	292	1029
Minutes	17757	2938	20695
Hours	295.95	48.97	344.92
Average Length (mins)	24.13	10.06	20.13

Table 1. Number and duration of calls received by the Helpline.

## Abuse Type

The types of abuse reported to the Helpline are captured on two levels: primary abuse type and secondary abuse types. The primary abuse type is the main presenting problem while the secondary abuse types are additional forms of abuse present in the situation, which may also be impacting on the older person's situation. This year financial and psychological abuse were recorded as being the most commonly occurring form of abuse experienced by callers to the Helpline (refer to Figure 2 and Table 7).

Secondary abuse may include more than one form of abuse. For instance, an older person may present with financial abuse as their primary abuse type as well as experiencing psychological and social abuse.

38% of callers to the Helpline during this period reported more than one type of abuse. Psychological and financial abuse were also the highest forms of secondary abuse reported when either one was reported as the primary abuse type (refer to Table 2), followed by social abuse.

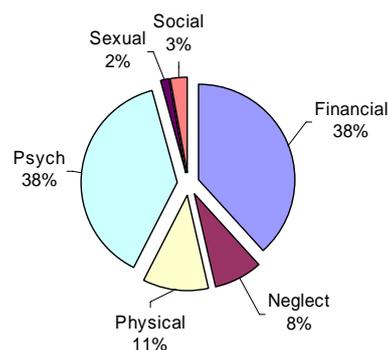


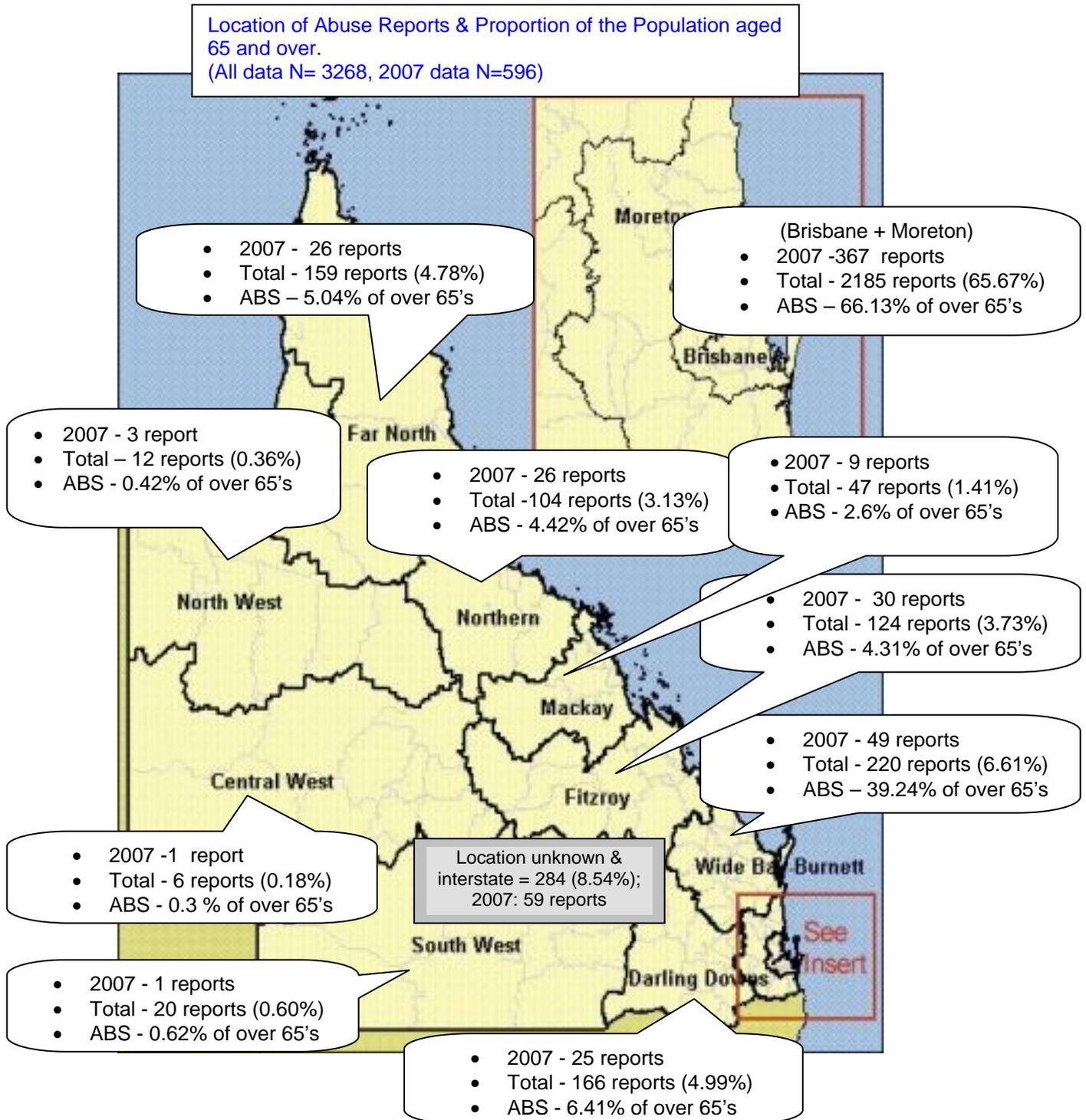
Figure 2. Primary abuse type experienced by callers to the Helpline

Primary Abuse Type	Secondary Abuse Types					
	Financial	Social	Neglect	Psych	Sexual	Physical
Financial		56	28	176	1	27
Social	7		4	9		1
Neglect	20	12		24	1	7
Psych	78	41	18			38
Sexual	2	2		8		1
Physical	31	18	14	52	2	
<b>Grand Total</b>	<b>138</b>	<b>129</b>	<b>64</b>	<b>269</b>	<b>4</b>	<b>74</b>

Table 2. Secondary abuse types reported to the helpline during 2006-2007.

## Location

The map of Queensland below is divided into statistical divisions (SD) for comparison of data with figures from the Australian Bureau of Statistics (2006 census data). The figures indicate the number of unique elder abuse calls to the Helpline during the 2006-2007 reporting year in each SD, the total number of calls for each SD since data was collected and percentages of elder abuse calls for each SD.



## Gender Analysis

Gender analysis of calls to the EAPU Helpline in the 2006-2007 reporting period was consistent with previous years, during which two-thirds as many women were recorded as victims of elder abuse than men (refer to Table 3). There were similar numbers of male (52.68%) and female (40.1%) primary alleged abusers reported to the helpline.

Abused	2006/2007		All Data (01/11/99 to 30/06/07)	
	Records	Percent	Records	Percent
Female	450	75.50%	2412	73.81%
Male	144	24.16%	843	25.80%
Unknown	2	0.34%	13	0.40%
<b>Totals</b>	<b>596</b>	<b>100.00%</b>	<b>3268</b>	<b>100.00%</b>

Alleged Abuser	2006/2007		All Data (01/11/99 to 30/06/07)	
	Records	Percent	Records	Percent
Female	239	40.10%	1356	41.49%
Male	314	52.68%	1732	53.00%
Unknown	43	7.21%	180	5.51%
<b>Totals</b>	<b>596</b>	<b>100%</b>	<b>3268</b>	<b>100%</b>

Table 3. Gender of abused and abuser.

Figure 3 compares the prevalence rates of abuse in each age group for male and female older people as reported to the Helpline. 30% of female victims reported to the EAPU Helpline in the 2006-2007 financial year were over the age of 85yrs, similarly with male victims reported to the Helpline during the same period of time. Also 25% of males and 28% of females reported to the Helpline due to elder abuse were between the ages of 80-84yrs (refer to Figure 3).

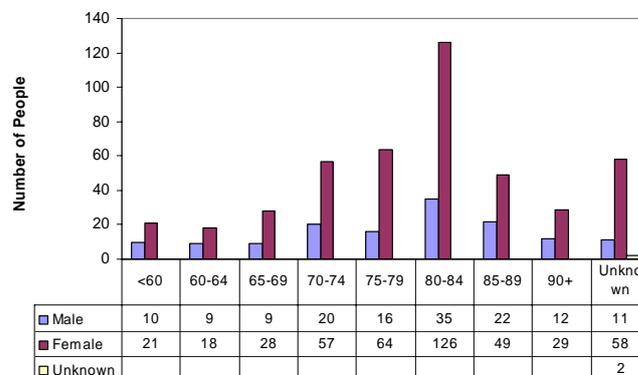


Figure 3. Age and gender of the abused persons.

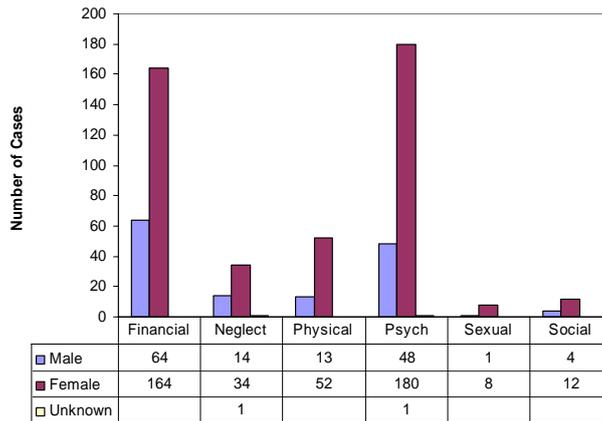


Figure 4. Types of abuse and gender of abuser

44% of abuse reported by males to the Helpline involved financial abuse as the primary form of abuse, while 33% reported psychological as the primary abuse type (refer to Figure 4). Reports involving female victims showed similar proportions of psychological abuse (39%) and financial abuse (36%) being reported to the Helpline.

### Risk Factor Analysis of the Abused

Risk factors reported to the Helpline tend to be the subjective views of the notifier, and it is often difficult to identify thoroughly the risk factors of an older person experiencing elder abuse. 64% of all abuse victims reported to the EAPU Helpline during this reporting period, were also described as having some form of health risk (ie, frailty, illness or a disability) and 51% one or more types of psychological risk (ie dementia, severe distress, mental illness or intellectual impairment).

34% and 37% of abuse victims reported having environmental risks (unable to access services, lack of services, lack of support networks, isolation) and financial risks (dependence on others, dependence by others, gambling, debt burden, insufficient income), respectively (refer to Figure 5 for a breakdown of these risk factors).

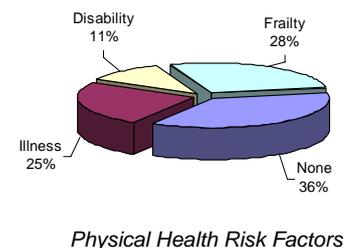
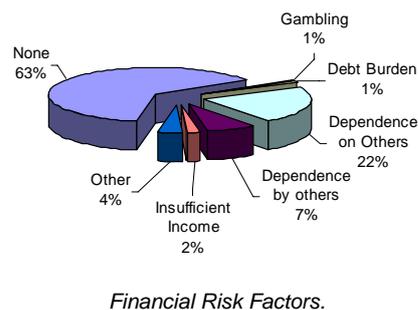
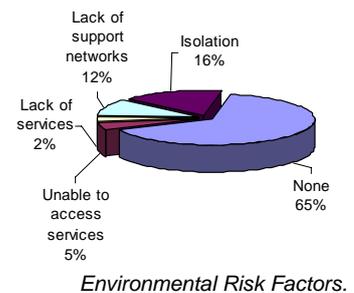
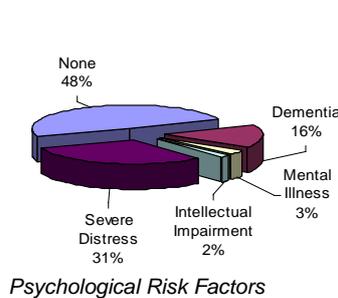


Figure 5. Percentage breakdown of risk factors of the abused person (N=596).

Family conflict was, however, a very prominent issue that was identified by the Helpline. 44% of victims were identified as having ongoing conflict with the alleged abuser and 18% as having experienced a recent relationship breakdown.

Female victims reported more psychological risk factors (53%) compared to men (48%), whereas male victims were more likely to report health, financial and environmental issues compared to women (refer to Table 4).

Category	Male %	Fem %
Psychological	48%	53%
Health	71%	61%
Financial	61%	56%
Environmental	38%	33%

Table 4. Gender comparison of risk factors of the abused.

### Cultural Background of the Abused

There has been an increase from 5% to 11% in the proportion of abuse victims from non-English speaking backgrounds since the previous recording period. Similarly the proportion of abuse victims, reported to the Helpline, from Aboriginal, Torres Strait and South Sea Islander backgrounds has increased from 2% to 5% (refer to Table 5).

Ethnicity	2006-2007	All Data
N.E.S.B	66	230
Aboriginal	20	53
Torres Strait Islander	10	14
Total:	96	297

Table 5. Cultural background of the abused older person.

### Alleged Abuser Analysis

This year the trend of alleged perpetrator relationships with the abused was similar to that of previous years with adult sons (31%) and daughters (23%) being depicted as the main perpetrators to the Helpline (refer to Figure 6 and Table 6). Partners were the third most reported group of alleged abusers to the Helpline (11%). "Family" comprised of 74% (N=443) of alleged perpetrators of abuse calls reported to the Helpline.

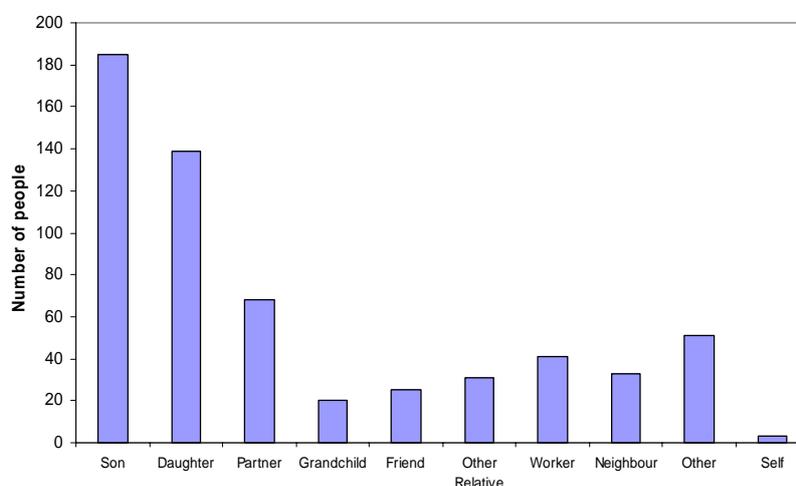


Figure 6. Relationship of the alleged abuser to the abused

Relationship	Financial	Neglect	Physical	Psych	Sexual	Social	Grand Total
Son	95	7	21	58		4	185
Daughter	56	15	13	48		7	139
Partner	15	7	15	27	3	1	68
Grandchild	7	2	4	7			20
Friend	17	1	1	5	1		25
Other Relative	12	2	1	14	2		31
Worker	5	5	3	23	2	3	41
Neighbour	4		3	26			33
Other	17	7	4	21	1	1	51
Self		3					3
<b>Grand Total</b>	<b>228</b>	<b>49</b>	<b>65</b>	<b>229</b>	<b>9</b>	<b>16</b>	<b>596</b>

Table 6. Relationship of the alleged abuser to the abused person for each primary abuse type.

Table 6 provides a cross tabulation of recorded abuse type and the relationship of the alleged abuser. Sons were alleged to be perpetrators for most types of abuse except social and sexual abuse and neglect.

36% of alleged perpetrators were reported as living with the abused person. Of the number of alleged perpetrators living with the abused person, 79% were there in the role of either a full-time or part-time carer and 50% of carers were receiving a carer's pension at the time of the notification. Notifiers identified that approximately 47% of carers were experiencing carer stress and were not receiving support or respite.

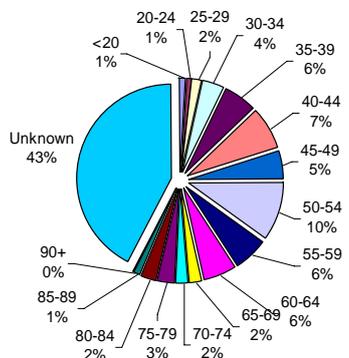
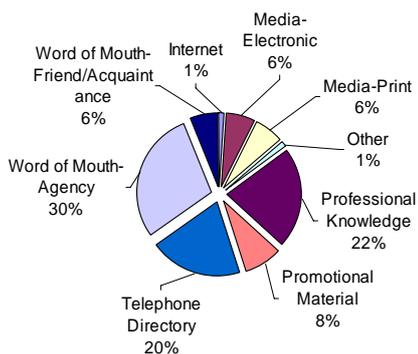


Figure 7. Alleged abuser age ranges.

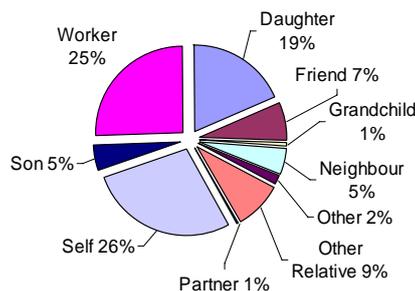
In a large proportion of abuse calls to the Helpline the age of the alleged perpetrator was not disclosed (43%). During calls in which the age of the alleged abuser was disclosed, most alleged abusers were between 40 and 64 years (34%, N=196). These figures are consistent with the expected ages for adult children caring for elderly parents (refer to Figure 7).

## Notifier Analysis

The majority of callers to the Helpline in relation to issues of elder abuse were made by the older person themselves (refer to Figure 9). The notifiers found out about the Helpline from referrals through organisations (30%) or the telephone directory (20%). 25% of notifiers were service providers who knew about the EAPU through professional development (22%) (refer to Figure 8 on the following page).



**Figure 8. Referral Sources for notifiers to the Helpline.**

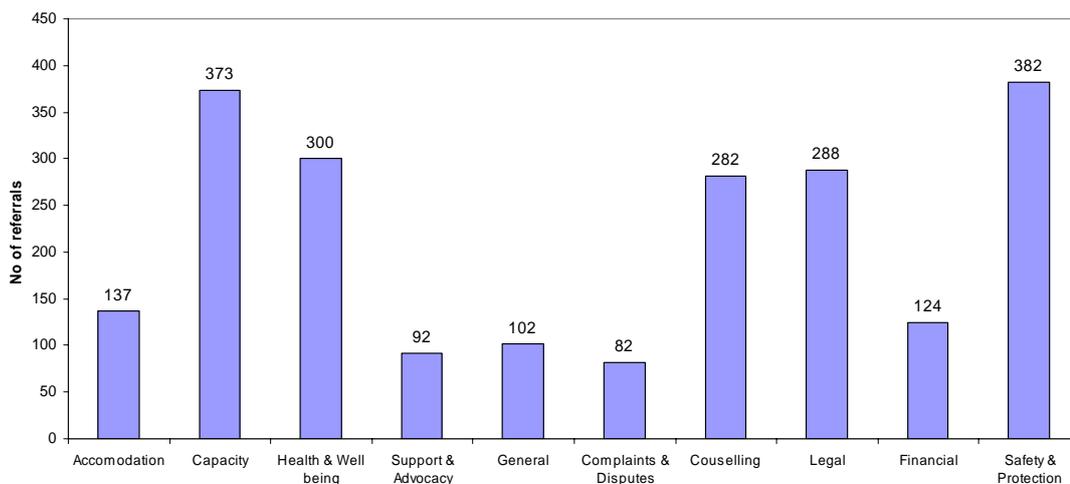


**Figure 9. Notifiers to the Helpline.**

### Referral Options

There were a total of 2162 referrals made through the Helpline (refer to Figure 10). The largest numbers of referrals were made in relation to capacity issues of the older person (17%, N=373), as well as seeking safety and protection (18%, N=382), for the abused person. Requests for legal services and counselling each made up 13% of referrals made through the Helpline.

Thorough analysis of legal referrals showed that 40% (N=114) of referrals to legal services were to Senior's Advocacy and Information Legal Service (SAILS). SAILS also received 21 referrals for safety and protection. 41% of referrals to Safety or Protective services were made to either Police or a service within the Queensland Police Service (such as Volunteers in Policing, Domestic Liaison Officer or Police Liaison Officer).



**Figure 10. Referrals made through the Helpline.**

Referrals for health and well-being make up 14% (N=300) of referrals through the Helpline during 2006-2007. Home help type referrals and services to assist older people to stay in their own homes made up approximately 36% (N=107) of health and well being referrals. Hospital and medical related referrals made up 35% (N=106) of health and well-being referrals, and psychological or psychiatric referrals made up 8% (N=23). 13% (N= 282) of referrals were options for counselling services for older people seeking empowerment and support in situations of abuse (refer to Figure 10).

### **Helpline Database: Referral Options**

Accommodation: Options specific to an accommodation related issue.

Examples include; Emergency Accommodation, Carer's Respite, Public Housing, Tenant Advocacy, etc.

Counselling: Specific counselling options.

Examples include; Crisis Counselling, Hospital (Social Worker), Relationships Counselling, Community Health, etc.

Complaints & Disputes: Specific complaint/dispute options.

Examples include; Aged Care Complaints, Dispute Resolution, Health & Rights Commission, Queensland Aged and Disability Advocacy, Ombudsman, etc.

Financial: Specific Financial options.

Examples include; Bank, Centrelink, Public Trustee etc.

Capacity Issues: Options provided in cases involving capacity issues.

Examples include; ACAT, GP, Guardianship and Administration Tribunal, Office of the Adult Guardian, Public Trustee etc.

Health & Well-being: Specific options provided relevant to client(s) health & well-being.

Examples include; Community Health, HACC Services, GP, Nursing services, Mental Health services, Senior's Groups etc.

Legal (Non Domestic Violence): Specific legal options provided. These options are provided in situations where the client(s) requires legal advice and/or support. This category does not involve D&FV situations.

Examples include; Community Legal Service, Private Solicitor, Qld Legal Aid, etc.

General: This category includes an array of general referral options.

Examples include; Local Councils, Transport, Information Services, etc.

Safety & Protection: This category includes options focussing on the safety and protection of the client(s); this includes referrals appropriate to situations involving domestic and family violence.

Examples include; Department of Child Safety, Court Support, Domestic Violence Services, Seniors' Advocacy, Information & Legal Service (SAILS), Police etc.

Support and General Advocacy: This category includes options for situations where the client(s) may require support and some form of advocacy.

Examples include; Alzheimers Association, Carer's Queensland, Queensland Aged and Disability Advocacy (QADA), etc.

## **Helpline Evaluation**

A new process of evaluating Helpline service delivery was developed in May 2006. This involved the evaluation form being posted or faxed to the caller, or the caller being asked to provide feedback at the end of the call. Calls evaluated three areas: 1. was the caller treated with respect; 2. did the caller feel supported and understood; and 3. were the referral options useful.

A five point scale was used to determine the level of caller satisfaction in these three areas by rating their agreement or disagreement with a statement pertaining to each area. A score of 5 indicated strong agreement (high satisfaction), while 1 indicated strong disagreement (low satisfaction).

168 calls were evaluated during this period; 19 via mail or fax and 149 via phone. The mean score for Respect was 4.76, Support and Understood = 4.72 and Usefulness of Information = 4.5. There was no difference between scores for evaluations collected via phone or post/fax. Service providers, community members/friends or the older person themselves all rated their experience with the Helpline very highly.

The caller was also asked to provide suggested improvements to the Helpline service. These suggestions and comments are found in Appendix A.

## **Enquiry Calls**

There was a 10% increase in the number of enquiry calls to the EAPU Helpline since the 2005-2006 reporting period. Enquiry calls may be calls requesting training, general information on elder abuse or brochures and resources developed by the EAPU (refer to Table 7).

<b>Type of Enquiry Call</b>	<b>Number of calls</b>
Brochures	45
General Info	65
Helpline Cards	3
Missed calls/voicemail	7
Other	6
Student Packs	8
Training	14
<b>Total</b>	<b>148</b>

*Table 7. Types of Enquiry calls*

## Section 2.2 Community Education

### *Training and Awareness Sessions*

The mission of the EAPU is to “promote the rights of older people to live free from abuse”, thus raising awareness of what elder abuse is and how to best protect oneself from abuse is one of the roles of the unit. During the 2006-2007 financial year, the EAPU gave 90 training sessions to service providers, tertiary students and community organisations; 51 awareness raising sessions to older people; and 22 other activities to promote awareness of elder abuse as a major issue in Queensland.

*Table 8. Training and Awareness Raising session breakdown for 2006-2007*

<b>Awareness Raising by Region</b>	<b>Number of sessions</b>	<b>Numbers attending</b>	<b>Length of Sessions (hrs)</b>	<b>Preparation Time (hrs)</b>	<b>Travel Time (hrs)</b>
South East Qld	36	824	64.08	47.5	66.95
South West Qld	5	85	4.25	4.5	17
Central Qld	4	130	3.5	8	14.5
Nth Qld	6	76	5.95	5	8.5
<i>Total Awareness Raising</i>	51	1115	77.78	65	106.95
<b>Training by Region</b>	<b>Number of sessions</b>	<b>Numbers attending</b>	<b>Length of Sessions (hrs)</b>	<b>Preparation Time (hrs)</b>	<b>Travel Time (hrs)</b>
South East Qld	66	1460	43.5	139.7	94.5
South West Qld	6	62	10.5	20	10.25
Central Qld	9	141	16.75	39.5	17.5
Nth Qld	14	475	13	34	23
<i>Total Training</i>	95	2138	83.75	233.2	145.25
<b>Total Education Sessions:</b>	<b>146</b>	<b>3253</b>	<b>161.53</b>	<b>298.2</b>	<b>252.2</b>

The EAPU is a statewide service providing training and awareness sessions. Requests for the state are met by either the Brisbane or Rockhampton offices. This creates issues for the EAPU, with people requesting training in rural and remote areas such as travel, staff availability and planning to ensure the Helpline is staffed (refer to Table 9). Training for North, Far North and South West Queensland is organised to maximise the time and a number of sessions are held in various organisations during these trips.

<b>Delay Reason</b>	<b>No of awareness sessions</b>	<b>No of training sessions</b>
Client's request	10	19
Excessive Workload	3	13
Planned Travel	2	12
Regional Travel Required	1	5
Within 4 Weeks	35	46
<b>Grand Total</b>	<b>51</b>	<b>95</b>

*Table 9. Unmet needs for training and awareness requests.*

Table 9 is a summary of issues which arose when training or awareness sessions were not able to be offered within a four week timeframe of the date requested, such as “Planned Travel” or “Regional Travel Required”. Clients also request training and awareness sessions well in advance or can negotiate an alternative date within a four week timeframe of the date requested. However, wherever possible the dates and travel calendars are coordinated to meet the needs of the group requesting information, as demonstrated by the number of sessions requesting speakers for their groups more than a month in advance or within 4 weeks of their preferred date. These issues have been identified, and collection of data to investigate the extent was commenced in July 2006 (refer to Table 9 for a breakdown of unmet needs).

## ***Evaluations***

### **a) Training**

On all six measures of knowledge of elder abuse and elder abuse issues participants indicated that their knowledge increased:

Knowledge about Elder Abuse:	0.72+
Recognise signs:	1.02+
Know what to do:	1.19+
Know where to refer:	1.25+
Know their rights & responsibilities:	0.93+
Understanding of Cross cultural issues:	1.04+

Scores were calculated from 946 evaluations returned from 1996 participants of EAPU training sessions in 2006/07.

Participants indicated that they felt that the information presented was useful and relevant. Both areas achieved a mean score of 4.55 from a possible highest score of 5, which was based on 849 evaluations using a five point scale (5 – strongly agree to 1 – strongly disagree).

This indicator is deemed to mean that requests are completed on or within 2 weeks of the “requested date” (not the date they made the request). Most training is organised weeks and often months beforehand and can often be renegotiated if conflicts arise. That is, 65% of requests for training were completed on the date requested.

### **b) Awareness Raising**

Evaluations of EAPU awareness sessions were commenced in early 2006 and 295 completed forms were available for analysis for the 2006/07 year. Using a three point scale (3 – yes, 2 – unsure and 1 – no) participants rated their increase in knowledge about elder abuse. 91% indicated that their knowledge did increase. 83% said that they found the information useful and 90% said that they now know who to contact for assistance with elder abuse situations.

## Promotional Activities

The EAPU was involved in various promotional activities throughout the year, which included:

- 5 seniors' expos were attended where information was disseminated via a display only (At 6 other expos the EAPU provided a display and also provided an elder abuse presentation; these 11 events are not included in the face to face sessions above).
- 2 television segments with the Sunday Program on Channel 9 which were aired in late September and early October 2006. These reports were paramount in raising awareness of elder abuse in Queensland.
- 2 radio interviews or feature stories. These generated significant interest in elder abuse and are an effective awareness raising activity, and
- 9 newspaper interviews resulting in feature stories in the Sunday Mail, Courier Mail, The Chinchilla Chronicle and Mackay Daily Mercury.

Presentations and events were also undertaken by the Senior's Enquiry Line where the EAPU is promoted and information and resource material on elder abuse is always distributed.

## EAPU Website

The EAPU website has had a 12% increase in the total number of unique visitors during 2006-2007, as shown by the Trendline in Figure 11. The unique number of visitors is the number of new people accessing the website each day. That is, a person may view the website several times in a day but they are only counted once. However the number of visits counts the number of times people visit the website – this includes them even if they visit the website multiple times in the one day. The number of "Hits" is the number of downloads a person makes. Of special interest is the number of unique visitors, as this is an indicator of people accessing the EAPU website and also the "number of visits" which indicates the number of people visiting the website on multiple occasions in the one day from the same location; refer to Table 10 overleaf. Hits have also increased this year by 8% since the last reporting period.

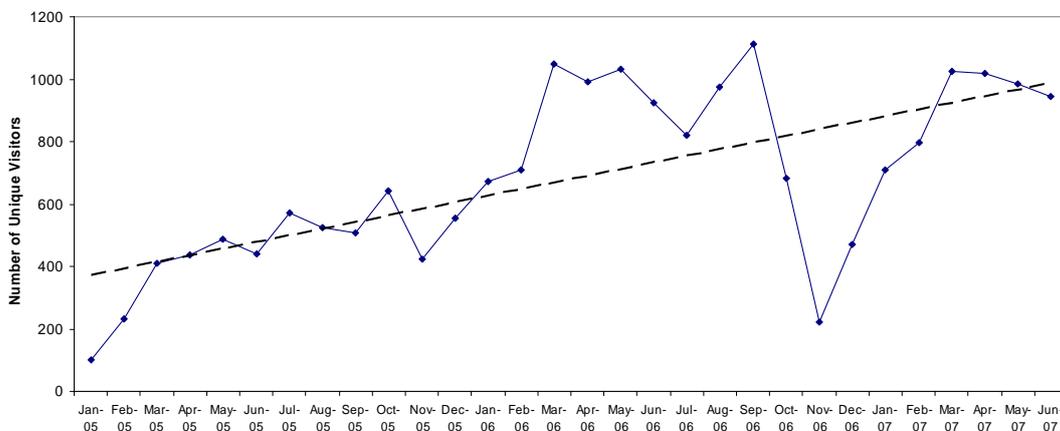


Figure 11. Number of unique visitors to the EAPU Website between 1 July 2006 and 30 June 2007

Month	Unique Visitors	Number of visits	Pages	Hits
Jul-06	819	1115	3988	9483
Aug-06	975	1318	4787	11074
Sep-06	1112	1575	6779	16362
Oct-06	681	934	3114	8108
Nov-06	222	280	1091	2975
Dec-06	469	712	2144	7177
Jan-07	710	1067	3205	8819
Feb-07	796	1094	3826	11223
Mar-07	1024	1390	5408	16736
Apr-07	1020	1458	5029	14528
May-07	986	1356	4869	14216
Jun-07	945	1304	4882	13979
<b>Total:</b>	<b>9759</b>	<b>13603</b>	<b>49122</b>	<b>134680</b>

Table 10. Breakdown of visits to the EAPU Website.

## Section 2.3 Multidisciplinary Peer Support Network for Elder Abuse (PSN)

This year the PSN has almost doubled in membership since the previous reporting year, and as such there are currently 136 active members. Of these members, 53 are community based health workers, 39 are centre based health workers (aged care/hospitals), 17 are family violence workers and the remaining 23 are community workers from various agencies. All members receive the quarterly EAPU newsletter by mail and email, invitations to the Teleconferences and Fact sheets developed from the Teleconferences.

Town	Town	Town	Town
AITKENVALE	CHINCHILLA	MACKAY	TAMBO
ALPHA	COOKTOWN	MILES	THALLON
ARAMAC	CUNNAMULLA	MITCHELL	THEODORE
AYR	DALBY	MONTO	THURINGOWA
BARCALDINE	EIDSVOLD	MOUNT ISA	TORRES STRAIT
BILOELA	GAYNDAH	MOURA	TOWNSVILLE
BLACKALL	GLENELLA	MUNDUBBERA	THURSDAY ISLAND
BLUEWATER	GOOVIGEN	NORTH MACKAY	TOOWOOMBA
BOWEN	HERVEY BAY	Oakey	TOOWOOMBA EAST
CAIRNS	HYDE PARK	ROMA	WARWICK
CASTLETOWN	JERICO	SAPPHIRE	WANTIRNA SOUTH
CHARLEVILLE	LONGREACH	ST GEORGE	CHARTERS TOWERS

*Table 11. Towns represented by PSN membership.*

Last year the goal was for the EAPU to undertake 2 training teleconferences with topics determined by the members. The topics included “Duty of Care” and the “Role of the Office of the Adult Guardian (OAG)”. Follow-up communication occurred with members to confirm attendance to the teleconferences and host sites were contacted in preparation for each teleconference.

Members were invited to submit questions to guest speakers prior to the teleconference to ensure that they received information that was relevant to their specific needs. Each teleconference was evaluated and members were invited to provide feedback comments about the teleconference and suggestions for future teleconferences. Feedback from the Teleconferences was rated on a 5 point scale with 1 being the lowest score and 5 the highest:

Feedback topic	Average Participant Rating	
	Duty of Care	Impaired Capacity – The Adult Guardian
Useful information	4.74	4.80
Relevant information	4.70	4.80
Good method of delivery of information	4.59	4.56

*Table 12. Member average ratings from PSN Teleconferences.*

Also, as a result of each teleconference a fact sheet was provided by the guest speakers, and was able to be circulated to participating members and those who were not able to attend the teleconference.

Members prefer contact to be initiated by the EAPU at which time information is collected and disseminated. Depending on each individual member's desired mode of contact, the EAPU utilises post, email and/or phone mechanisms. All members willingly accept calls from the EAPU and indicate that they would like further contact.

<b>Contact Type</b>	<b>No of Contacts made</b>
Email	895
Phone	165
Post	642
<b>Grand Total</b>	<b>1702</b>

*Table 13. Contact method used by EAPU staff to disseminate information to PSN Members*

1157 contacts were made with members in relation to information they requested or teleconferences. 545 contacts made were in relation to dissemination of the EAPU Queensland Focus Newsletters.

## **Part 3 Regional and Other reports**

### ***South East Region (Maya Zetlin)***

As I write my report for this issue that marks the tenth Anniversary of EAPU, I cannot help reflecting on how much my role has changed and evolved since I joined the EAPU team in 2000. Some of the changes can be attributed to the success of our strategies in raising awareness of elder abuse in the community and educating service providers in addressing it, resulting in more calls to our Helpline and more requests for sessions. Other changes occurred outside our immediate sphere of influence e.g. changes to legislation or the increase of financial abuse due to social changes, but impacted on the content of our sessions and the shift in strategies and framework paradigm.

My role as Project Officer for this region covers a wide variety of responsibilities. It includes the delivery of training sessions for paid and voluntary service providers and students, conducting awareness raising sessions in the community, presenting at major Forums, organising EAPU forums, responding to the EAPU Helpline and media enquiries, assisting services in developing elder abuse protocols, supporting their regional coordinated community responses to elder abuse (see separate reports) as well as coordinating the Multicultural Taskforce (see separate report). Due to our inability to continue maintaining a worker in Far North Qld, I have also undertaken EAPU work at that region (see separate report). As the South East Region stretches up to Bundaberg, I drive to the Fraser Coast twice a year for a period of one week at a time to deliver training and awareness sessions.

It takes a lot of juggling and prioritising to cover all these responsibilities and to carry them through with the appropriate attention and respect that they all deserve, while also contributing to other shared responsibilities of the EAPU staff.

This current reporting period followed in the footsteps of the previous ones in not being short of requests for training sessions. Over the past few years, many service providers have undertaken the response to elder abuse of their clients as their duty of care. Therefore, we constantly receive requests for training sessions and manage to respond by negotiating dates to fit in with our availability. We have some regular 'customers' who call us in advance so we are able to plan ahead to fit in with their set training dates. Occasionally, requests have to be postponed to a later date and sometimes demand just cannot be met. Seldom, when a request for a session is part of the organisation's set staff training day or a Forum, and therefore cannot be changed, we try to accommodate by enlisting the assistance of Claudia and Domnica as presenters if my schedule cannot accommodate with the date.

Most requests came from organisations that provide HACCC and CACPS packages, volunteer services, respite day centres and allied health services. However, we also had an increase in requests for training from various departments in hospitals, ACATs, mental health services, services for CALD clients, domestic violence services and transition care programs. Other sessions that warrant special mention were for the Guardianship & Administration Tribunal staff and for the Telephone Counsellors courses at Lifeline and Salvocare. During this period a several organisations requested our assistance in developing elder abuse protocols, which we regard as a very essential resource and commend all organisations that undertake this ongoing commitment.

We also had requests from educational institutions, including TAFE colleges, universities, and other accredited training organisations, to provide sessions to their students who are studying in relevant subjects. This is very encouraging as we

consider it paramount to include the issue of elder abuse within the professional framework of all students who intend to work with older clients and their families.

All my presentations, although similar in their content, are specially tailored to address the participants, their roles and their organisation's service delivery. In addition to that, I have developed specifically tailored presentations for major Forums and Workshops, which included Ausmed Conference, Aged Care Queensland State Conference, the launch of the Gold Coast Elder Abuse Prevention Taskforce's Referral-Pathways, The Centre for Credit & Consumer Law Seminar at Griffith University, and the Department of Communities Office for Seniors' CSO's workshop. Other less formal presentations I have delivered to the Redcliffe Multicultural Association, Qld Disability Network, Age Care Qld Multicultural Network and the Redcliffe Financial Management Pilot Project on the Hypothetical Scenario team.

We also had an increase in requests for community education awareness raising sessions. It seems that over the years, and with the exposure of elder abuse as a major social issue, the stigma around it has decreased and older people are showing their interest to be informed. I often frame the topic of my talk around rights, strategies to retain control over one's life and breaking myths about ageing. Many of the requests came from The National Seniors, Probus and the Older Women Network groups. I have also addressed groups who attend Day Respite Centres, Neighbourhood Watch meetings, Mothers Union and other senior citizens' groups. Through West Moreton Women's Health I managed to contact all women's groups that operate in the West Moreton Region. I had a great response to my offer to provide them with information sessions and was rewarded with wonderful country-style hospitality.

My work is very stimulating and diverse, therefore requires ongoing personal development, participation in Networks, being up to date with current research and trends as well as being aware of changes to legislation & any new developments in broader related issues, both in Australia and world wide. I was privileged to attend and participate in ANPEA's AGM as the EAPU representative and attended the Australian Association of Gerontology National Conference in Sydney. I have also represented EAPU at the Victorian Government's Consultation for establishing a Victorian Elder Abuse Program. As I've demonstrated above, there is hardly ever a dull moment in my work. Therefore, I appreciate the wonderful relationships, support and consideration we have in our team, and with our manager, which assist in overcoming some turbulent periods. I am proud to be part of the EAPU team and wish it to continue its important work in promoting the right of older Queenslanders to live free from abuse. So here's to the next ten years!

### ***South West Region (Les Jackson until February 2007)***

When you run a small organisation such as the Elder Abuse Prevention Unit, staff turnover has a major impact. In the last half of the of 2007 the unit was without a key worker in the Central region and replacing Verna was problematic as two separate selection processes had to be undertaken. As the Senior Project Officer I tried to cover the South West and Central Region commitments for half a year, which is not a good situation for anyone, particularly the workers in the more remote areas. During this time the unit was involved in a number of other initiatives that also placed demands on my time.

Training and awareness raising in the South West were necessarily restricted to Brisbane organisations, and I missed seeing the people in my usual run out to Roma, Charleville, Cunnamulla and St George. I managed to do a couple of training sessions at Toowoomba and one at Miles and also linked up with the Goondiwindi

Health Services where I had two great sessions organised by Maureen Andrews. Both the awareness raising session and training sessions were excellent and I will miss the opportunity to meet these people again.

I would like to finish this report by thanking all those people I have met over the years across Queensland who have been so friendly and helpful and made the job so enjoyable. I have many fond memories of my time with the Elder Abuse Prevention Unit and wish it well with its mandate of protecting older people from abuse.

### ***South West Region (Claudia Ferrante from February 2007)***

As Part of May's Domestic Violence Awareness Month, the EAPU was asked by the Chinchilla Crisis and Family Enrichment Group to provide a guest speaker for a community awareness raising morning tea and subsequent afternoon professional development training session on the 29<sup>th</sup> of May at the Illoura Village Home for the Aged in Chinchilla. This was an exciting opportunity to work in conjunction with other domestic violence services in the area. The collaboration between services has become a significantly noticeable trend over the past year with many older adults opting to come to events where there are several guest speakers in attendance to provide information on a range of issues almost always with a common theme running through them. This particular forum focused on domestic violence services in the area and culminated in a community awareness piece in the local Chinchilla newspaper.

### ***Central Region (Andrea de Vries)***

The opportunity to attend 16 Network meetings, deliver 7 training and 3 awareness sessions in my first 6 months in this position has been personally rewarding. The highlight of this period was World Elder Abuse Awareness Day (WEAA Day). The Senior Safety Working Party which operates under the Mackay/Whitsunday Safe Communities banner ran two forums in Mackay to raise the awareness of Elder Abuse. In the morning I provided training for service providers followed by an awareness and information session for seniors in the afternoon.

For the Safe & Confident Living Program an EXPO was held in March. 21 service providers manned stalls and some even took to the microphone and explained their services to the attendees. There was plenty of information provided for seniors to take away with them. The Safe & Confident Living Social Group has enjoyed many outings with many more planned. I am looking forward to this next year raising the awareness of Elder Abuse and Safe & Confident Living.

I would also like to mention that the Brisbane office looked after the Central region commitments during the gap between when Verna, my predecessor, left and I started. Les Jackson did a flying visit (by car) in October last year after a trip to the South West and the Gold Coast. Les delivered an awareness raising session at a forum in Bundaberg, then provided training to the Blue Care workers from around the Rockhampton region. It was then out to deliver training to the workers at Emerald followed by those at Sapphire the next day then straight back to Rockhampton to drop the car off ready for the newcomer (me) to dust it off, clean out the lolly wrappers and start driving.

Les particularly told me not to forget the workers out West as he, but mainly Verna, travelled the Barcaldine/Longreach areas a fair bit. Since I lived quite a bit of my life in those parts I can't wait to start setting up trips and hopefully catch up with old friends.

### ***Northern Region (Claudia Ferrante & Les Jackson)***

The success of the month of May's devotion to domestic violence awareness raising in Queensland continued to reverberate across the state this year, and Townsville was very enthusiastic in using the month to promote relevant services in the area. Townsville workers identified the need to direct efforts toward a more thorough campaign on elder abuse and as such decided to capitalise on the previous success of DV month by using 2007 to focus on elder abuse. Prior to attending Townsville, several calls to our unit had alerted a need for further education and training in the area, and as such a mini marketing campaign began, to assess which service providers in the Townsville area would be interested in a visit from a representative of the program. This proved to be an effective way of structuring the trip as I was able to decipher the best possible forum to communicate information.

As a result, I took a trip up to Townsville to deliver information and awareness raising to a broad range of services. Awareness raising was scheduled with the local senior citizens and Alzheimer's Australia's Townsville branch for the purposes of educating carers. The North Ward Health Campus put on a forum on elder abuse and I was able to provide education to workers in many varied fields of health and community care. The trip extended down to Bowen and proved more than successful with a large education training session for many Bowen carers, whilst at the same time the town was full of excitement for the forthcoming Australian Movie epic 'Australia' with Nicole Kidman. The trip to Bowen also proved invaluable within the context of dealing with elder abuse in rural and remote settings. The training helped to uncover strategies that rural workers can execute to help encourage older people in the area to feel more comfortable confronting their issues in a smaller community. It looks like in the future we will have the opportunity to further use this knowledge from the workers in the area to help support other rural workers when dealing with elder abuse.

### ***Far North Queensland Region (Maya Zetlin)***

Working at the EAPU sometimes comes with its own perks, and one of them is, no doubt, having to travel to Far North Queensland to undertake the elder abuse response there in such a breath taking scenic environment.

The greatest resource we have in the region, in the absence of a designated local EAPU worker, is the FNQ EAPU Reference Group, which has provided us with information, support, contacts and promotion. Having previously travelled to the region, to collaborate with the EAPU worker at the time on joint presentations, it afforded me with the opportunity to meet many of the reference group members, which made it easier to approach them again. We also have wonderful support from the FNQ Office for Seniors CSO, who has been providing us with the venue for meetings, including afternoon tea, and for that I am truly thankful.

In this reporting period I have met with the Reference Group twice, which included a training session for the members at one of the meetings, provided information and assistance with the World Elder Abuse Awareness Day (WEAAD) activity, and delivered two lots of training sessions – one in October 2006 and the other one in February 2007. The October visit included delivering training sessions in Cairns, Redlynch and Ravenshoe as well as participating as a speaker at the Mareeba Multicultural Community Forum.

The November visit included a trip to Mossman to deliver a training session as well as an awareness raising one, then up to the Tableland for sessions at Atherton & Mareeba and back to Redlynch and Cairns before flying back to Brisbane. All that was executed while braving cyclone warnings and being somehow one step ahead of flooded roads. I also assisted one of the reference group's members, who attended my presentations twice, to develop her own training for her organisation's volunteers.

I had a great opportunity to address the Age Care Network meeting and to deliver training to the Cairns Hospital Discharge Unit. I have also been in contact with the newly funded Cairns Senior Legal & Support Service and have arranged to meet with them during my next visit. Future visits are also being discussed with the HACC Area Manager for FNQ, with the aim to include a trip to Cooktown, Hopevale and Wujal-Wujal.

I would like to express my heartfelt appreciation to the Reference Group members, to the Office for Seniors and to their Community Support Officer for all their support and assistance with our work and for their resolve to keep the issue of elder abuse prevention on their agenda.

### ***The West Moreton Taskforce for the Prevention of Elder Abuse (Anna Lennon)***

In 2006 the West Moreton Taskforce for the Prevention of Elder Abuse received funding through the Department of Communities "Building Links" funding initiative for an Elder Abuse Prevention Project. Funding was provided on the basis that the project would support the development of greater interagency collaboration and community awareness around the issue of elder abuse. A number of activities and resources have been developed and implemented throughout the year with the intent of enhancing service providers' responses to older people who are experiencing abuse, or are at risk of abuse.

Towards the end of 2006, a survey was sent out to over 150 service providers through-out the Shires of Esk, Laidley, Boonah and Ipswich. This survey was developed to update research previously undertaken by the West Moreton Taskforce for the Prevention of Elder Abuse. The results of the survey indicated that 61% of service providers encountered cases of elder abuse in the last twelve months. This figure suggested that the issue of elder abuse remains a significant concern in the Ipswich/West Moreton region.

In response to survey results The West Moreton Elder Abuse Prevention Service Directory was developed to assist both older people and service providers in the West Moreton region to access appropriate services when responding to suspected cases of elder abuse. The service directory includes an introduction to the issue of elder abuse, an elder abuse prevention referral pathway, a quick find directory and an A-Z directory that lists the contact details and services of over 40 organisations operating within the West Moreton region.

The Elder Abuse Prevention Referral Pathway was developed to be used in conjunction with the Elder Abuse Prevention Service Directory. The referral pathway has been designed to guide service providers through a circular response process whilst allowing for each step to be documented along the way. There are five steps to the Referral Pathway. These steps include discussing the situation, assessing risk and existing supports, requesting clients consent, gathering information and resources and following up. A step by step guide on working through the referral pathway is provided in the service directory. Both the referral pathway and service

directory will be made available on the Ipswich Community Aid website as well as in a hard copy format.

Elder Abuse Prevention training sessions were conducted between the months of May 2007 and September 2007. Throughout the West Moreton region 18 training sessions were held with representatives from 20 different organisations attending. In total over 140 service providers/workers were informed about how to recognise and respond to situations of elder abuse.

Ipswich Community Aid and the West Moreton Taskforce for the Prevention of Elder Abuse celebrated World Elder Abuse Awareness Day for the first time on the 15<sup>th</sup> of June 2007. An event was held at the Ipswich Library to recognise the day. Over 60 people attended the event and participated in the organised activities. Activities included the official proclamation of World Elder Abuse Awareness Day, a guest speaker presentation by lawyer Brian Herd, the official launch of the West Moreton Elder Abuse Prevention Service Directory and Referral Pathway, a free lunch for seniors and the free screening of the movie Mrs Caldicott's Cabbage War. Feedback from those who attended the event was extremely positive.

In December 2006, Ipswich Community Aid and the West Moreton taskforce for the Prevention of Elder Abuse submitted a funding application to the Department of Communities for yet another year of funding from the Building Links Funding Initiative. In April 2007, we received news that the funding application was successful. With the provision of this funding the Elder Abuse Prevention project will be able to continue until October 2008. The focus of this second year of the project will be community awareness raising.

### ***The Gold Coast Elder Abuse Prevention Taskforce (Marianne Gevers)***

The Gold Coast Elder Abuse Prevention Taskforce continues to meet monthly in rooms made available by the local office of the Department of Communities, with secretarial support from that office. Most meetings are supported by a visit from a staff member of the EAPU. The local representative on the EAPU Reference Group, Marianne Gevers, also attends quarterly Reference Group meetings in Brisbane.

On 13<sup>th</sup> September 2006, a service providers Forum was held to introduce the locally developed Elder Abuse Prevention Pathways poster to service providers. Presentations on the day included speakers from the Caxton Street Legal Service, the Office of the Adult Guardian, the EAPU and an introduction of the Pathways poster itself. This forum attracted more than 100 service providers. This poster continues to be available through the local office of Lifeline, as well as through the EAPU office in Brisbane, and continues to receive many favourable comments.

Until her contract expired in April 2007 Project Officer, Rebecca Coleiro, continued to hold regular public awareness forums including an event during Seniors' Week and many presentations to forums convened by the local Department of Veterans' Affairs office, which were attended approximately by 200 people.

A prioritised work program was developed by the Taskforce after Rebecca ceased her project work. The most urgent need was deemed to be finding a funding source for another project officer to continue the work. A Grants Officer employed by the Gold Coast City Council was consulted. However to date, no suitable funding source has been identified.

The announcement of the new Seniors Legal and Information Service on World Elder Abuse Awareness Day (15.6.2007) sparked a local initiative to have a

similar service available on the Gold Coast. To further this aim, two meetings have been held with members of the local Ministerial Regional Community Forum to assist them to develop a proposal to put forward for adoption in the coming year. The Forum members who have been approached are very optimistic about the likelihood of this initiative being successful. On World Elder Abuse Awareness Day, 15.6.2007, an information table was provided and staffed at an Expo day hosted by Carelink at the Southport RSL.

Taskforce members will continue to meet to promote the use of the Pathways poster and to develop plans for furthering their vision that older people in the Gold Coast region will live free from abuse.

### ***Fraser Coast Taskforce for the Prevention of Elder Abuse (Maya Zetlin)***

The Fraser Coast Taskforce for the Prevention of Elder Abuse was formed following a Community Forum in 2001, which identified elder abuse as a major concern in the region. The Taskforce was coordinated first by Rhonda Murray and then by Lyn Coveney. Both workers operated under the Hervey Bay City Council funding as Senior Project Officers for coordinating the Seniors in Focus Program, which included the response to elder abuse.

Rhonda brought together a broad spectrum of services to promote awareness of the issue in the community as well as to establish a network for a coordinated response and appropriate referral pathways. The highlight of her term was the production of a CD-ROM that included General Information, Prevention Strategies and a Directory of Services.

Lyn resurrected the group in 2004, after the completion of Rhonda's term, and provided untiring support and many initiatives in organising Training Sessions, Community Forums and Expo's as well as assisting me with coordinating sessions during my visits to the region. Lyn has also undertaken the development of Elder Abuse Prevention Pathways and the update of the Service Directory on the CD-ROM. A new CD is being produced and we will inform all our networks as soon as it is available.

I would like to thank Lyn for all her wonderful work and support over the past few years and to wish her a well deserved rest with her retirement in June 2007 and enjoyment in the pursuit of her personal endeavours. Knowing Lyn, she will not stay idle for long. I would also like to take this opportunity to warmly welcome Julie de Waard as Lyn's successor in her Seniors in Focus Program position and am looking forward to many successful collaborations in the future.

### ***Prevention of Elder Abuse in CALD Communities (PEACC) Taskforce (Maya Zetlin)***

PEACC Taskforce was established in 2003 under the EAPU multicultural initiative, with the aim of contributing a cross-cultural perspective to the Strategic Plan of the Prevention of Elder Abuse Task Force (PEAT Force). Although PEAT Force discontinued its operation, the PEACC Taskforce retained its function by developing its own goals and desired outcomes.

Some of the original members still participate in the group, while most of those who have left did so due to job changes. In some situations departing members were replaced. I act as the group's coordinator and provide it with administrative support, dissemination of information, the lining up of speakers for information sessions and

organising the yearly Forum. Many of the members are actively involved in promoting elder abuse awareness in their own organisations and periodically invite me to deliver training for their workers and information to their clients.

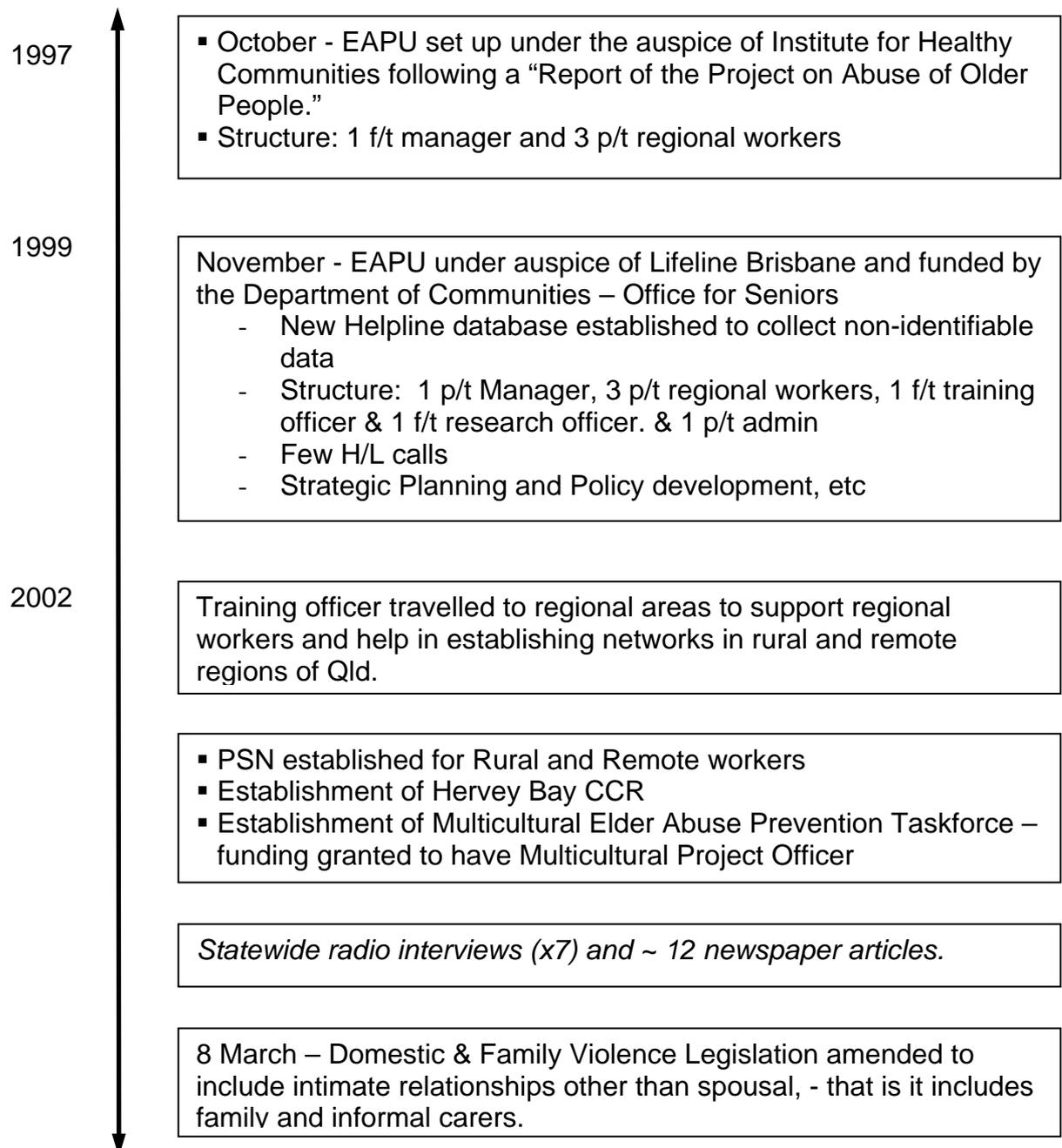
We get together every second month for a meeting, at which we discuss any current & relevant issues, exchange information, plan bi-monthly information sessions and explore case studies. In the months in between we hold information sessions by guest speakers on topics of interest for the Taskforce members. We advertise these sessions broadly, as mini-seminars, for any other interested workers who wish to attend.

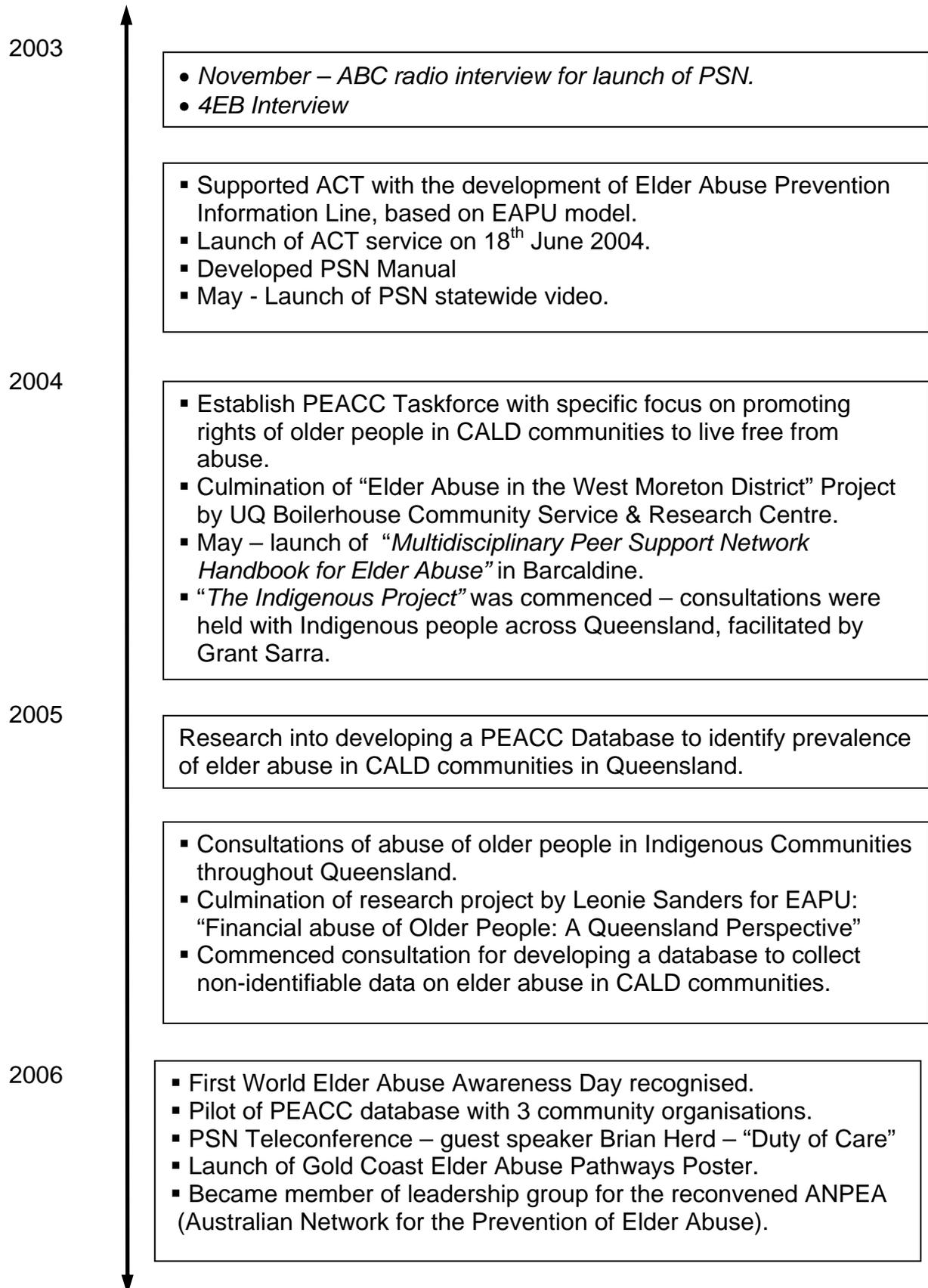
Information sessions held during this period included presentations by PEACC Taskforce members on their organisations' service delivery and presentations by SAILS and the RBH Geriatric Mental Health Unit. The topic of our yearly Forum was on "Addressing Elder Abuse and Impaired Capacity in CALD Communities", with speakers from the Office of the Adult Guardian, the Guardianship and Administration Tribunal, the Public Advocate, the Public Trustee and SAILS. As with all our previous Forums, this one was very well attended as well by workers from a broad range of services, and generated excellent feedback on both the content of presentations and the format of the Forum.

Our meetings are usually held at the Greek Welfare and Respite Centre at West End and I would like to thank our hosts for their wonderful hospitality and on-going support. However, for information sessions that may attract larger attendance and in order to accommodate workers from Brisbane's South-side, we have accepted the offer made by Multilink at Logan Central to hold sessions at their premises. I would like to extend my gratitude to Multilink for this generous offer.

Finally, a PEACC Taskforce meeting for 2006 was amalgamated with the EAPU Reference Group, which provided a good opportunity to exchange information between the two groups and to demonstrate the relevance of both in supporting the work of EAPU and advancing shared goals.

## FEATURE ARTICLE: 10 YEAR JOURNEY OF THE EAPU





2006  
(cont.)

- *Two segments on the Sunday Program*
- *Radio interviews*

2007

- July - Changes to legislation for nursing homes to include mandatory criminal history checks for workers with older people.
- PEACC database to be used in additional services.
- Participated in providing submission of evidence to House of Representatives Standing Committee of Legal & Constitutional Affairs "Inquiry into Older People and the Law".
- Interview for Sky News "About the House" program.
- Consulted with Department of Victorian Communities re: providing comments and feedback on structure of community education and older people's legal service in Melbourne.
- One of several keynote speakers at forum for elder abuse in Ballina NSW as part of second annual WEAAD.

Two PSN Teleconferences – with guest speakers from the GAAT & OAG

*July - Residential Aged Care Legislation was amended to include mandatory reporting of abuse by workers in residential care facilities.*

- *Maya and Andrea participated in radio interviews.*
- *9 Newspaper articles including Chinchilla Chronicle, Mackay Daily Mercury, Courier Mail and Sunday Mail.*

## APPENDIX A: SUGGESTIONS TO IMPROVING SERVICE THROUGH THE HELPLINE

Suggestions
Nothing. My help gets 100% approval. Great thanks.
Reference to Elder Law Specialist was easy and prompt.
Written handouts on adult guardian process.
Very very helpful. Up until then no one would listen to what I was trying to explain. I found Trish extremely helpful.
Was glad to talk to someone who could point me in the right direction to get some answers. If we don't get any further at least I know I've done what I could to help my neighbours. Will call again if needing more help.
Case work and home visits for added support.
I was really grateful for the way I was listened to and helped, such a change to what I am experiencing with most of my family. Except for my daughter who lives in UK.
Raising awareness. Advertisements and brochures in doctor's surgery. If my Uncle knew there was help, he probably would have sought help. (Uncle now deceased).
I thought you people could come out and help me recover the money I loaned my son. I understand now, but I thought you were a one stop shop.
Service is good indeed. Nobody told me that I can talk to the GP before I phoned you. I would like to call you back to let you know what happened. Very good options given to me.
As I was only requesting brochures, some of the questions (3) are not applicable.
A very necessary and useful service - my call and query handled extremely well by the call centre operator resulting in a very satisfactory outcome.
This information should be more available through other agencies for example, I would be very pleased to hear about work shops or one hour information sessions at places like Seniors Clubs / Church groups / library or talk back or Radio 96.5 Family Radio.
Not advertised well enough. Had to ring from an ordinary phone. Would have liked to have reached you from my mobile. Had to call about 5 places before I got through to EAPU. Requested brochures for self and advised ACAT Gold Coast gave out EAPU old telephone number.
I wanted to know how much money the Public Trustee would charge to manage my mother's affairs.
No. Always found it absolutely superb.
Everything was excellent. Could be an avenue to provide home visit to assess the information.
Didn't know who to call.
There should be more people like the EAPU workers and more services like ours.
There's a need for more independent living support services, especially 24 hour services.
I found Domnica Alexa very good in her work and went out of her way to assist. I feel there should be a department to guide people in the right direction. I refer to child support that not my problem go to another dept! But which one.
Your service is very good. You have helped me a lot by just listening to me. I was sitting at home feeling awful and now I feel stronger and that I can do something.
None – but to advise you that we now have a solution for ATSI Legal Service Townsville doing follow up. Will advise you of outcome. With Thanks and keep up you worthwhile and excellent service.
Don't know how helpful info given is yet. Rang earlier today but got the voicemail message - bit upset I didn't get to speak to a person. (She didn't leave a message because she wanted to rest and didn't want to be interrupted) Les and Trish were both excellent.
Able to advise as best you could under my circumstances.
Very happy with the service and information given and the help provided.
You've helped me to talk this through and informed me about things I knew nothing about. I'll call you again if I have a problem.