

ELDER ABUSE PREVENTION UNIT
ANNUAL REPORT 2007 — 2008



Annual Report 2007/2008

Elder Abuse Prevention Unit

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

www.eapu.com.au

or by contacting the EAPU on

1300 651 192

Funded by



Queensland Government
Department of Communities

Auspiced by



Lifeline

Community Care Queensland
Brisbane

A MESSAGE FROM THE MANAGER	4
PART 1. PROGRAM UPDATES	5
STAFF DEVELOPMENT.....	5
STAFF TURNOVER	5
PART 2. FUNDED PROJECTS.....	6
SECTION 2.1 HELPLINE REPORT	6
THE HELPLINE RESPONSE.....	6
HELPLINE CALL RATES	7
ABUSE TYPE	8
LOCATION	10
GENDER ANALYSIS	11
RISK FACTOR ANALYSIS OF THE ABUSED	13
CULTURAL BACKGROUND OF THE ABUSED	14
ALLEGED ABUSER ANALYSIS	14
REPORTS INVOLVING “NO RELATIONSHIP OF TRUST”	15
NOTIFIER ANALYSIS	16
REFERRAL OPTIONS	16
HELPLINE FEEDBACK.....	17
ENQUIRY CALLS	17
SECTION 2.2 COMMUNITY EDUCATION.....	18
TRAINING AND AWARENESS SESSIONS	18
PROMOTIONAL ACTIVITIES.....	18
EVALUATIONS.....	19
EAPU WEBSITE (WWW.EAPU.COM.AU)	20
SECTION 2.3 MULTIDISCIPLINARY PEER SUPPORT NETWORK FOR ELDER ABUSE (PSN)	21
PART 3 REGIONAL AND OTHER REPORTS.....	22
SOUTH EAST REGION (MAYA ZETLIN)	22
CENTRAL AND SOUTH WEST REGIONS (ANDREA DE VRIES)	23
NORTH AND FAR NORTH QUEENSLAND REGIONS (MAYA ZETLIN).....	24
THE WEST MORETON TASKFORCE FOR THE PREVENTION OF ELDER ABUSE (TANYA VAN DER MEER)	25
THE GOLD COAST ELDER ABUSE PREVENTION TASKFORCE (MARIANNE GEVERS).....	26
FRASER COAST TASKFORCE FOR THE PREVENTION OF ELDER ABUSE (MAYA ZETLIN)	27
PREVENTION OF ELDER ABUSE IN CALD COMMUNITIES (PEACC) TASKFORCE (MAYA ZETLIN)	28
APPENDIX 1. REFERRALS MADE THROUGH THE HELPLINE BETWEEN 1 JANUARY AND 30 JUNE 2008.	30
APPENDIX 2: SUGGESTIONS TO IMPROVING THE HELPLINE SERVICE FROM CALLER FEEDBACK.....	31
APPENDIX 3. SAMPLE COMMENTS ON TRAINING SESSIONS FROM EVALUATIONS.	32
APPENDIX 4. TOWNS WITH MEMBERSHIP IN THE MULTIDISCIPLINARY PEER SUPPORT NETWORK FOR ELDER ABUSE (PSN).....	33

A Message from the Manager

Last year I wrote about EAPU's 'celebration' of ten years service. It is a service that shouldn't be required but one that is now needed more than ever. Sadly, as identified from the data presented within this report, elder abuse is on the increase. As our population of older people in Queensland increases so too will the issue of elder abuse.

It is good that the EAPU has achieved so much in the past and the high standard of professionalism shown by EAPU staff continues to be reflected in the quality and quantity of the achievements listed in this annual report. However the size and complexity of elder abuse as a social problem means that no single agency will ever be able to combat abuse on its own; it is very much a whole of community issue and everyone has a part to play.

We now have a number of Seniors Legal and Support Services (SLASS) across QLD that are doing some amazing work to combat the issues with teams of legal and social work practitioners. SLASS provides a much needed legal service for older people and their families who may be in situations that they are unable to manage themselves. Legal support can be an essential part of assisting clients to regain what is lost and to support people through the maze of complexities. This specialist service has been a major addition to the range of services for older people funded by the Queensland Government Department of Communities.

We work closely with other community support and government services including the Queensland Police and the Office of the Adult Guardian. EAPU has representatives from these services on their reference group to guide and assist with knowledge, practice and planning.

The EAPU works diligently to raise awareness of the issues of elder abuse and to train and educate service providers to recognise and respond appropriately. As the population of older people increases so will the number vulnerable older people requiring assistance. We have a lot of planning to do and, collectively as service providers who respond, we expect a significant increase in our work loads.

I have a hope that in 10 years time a future Manager will be able to report, not just the achievements of another year, but that elder abuse is significantly reduced. There needs to be a focus on the long term eradication of elder abuse in our society. It is therefore time to get to work and do some serious planning for the future.

Thanks to all who have supported our work this year: Lifeline Community Care, The Office for Seniors, EAPU Reference Group and (all) our Colleagues and friends from other services.



Chris Procopis
Manager – Older Persons Programs
Lifeline Brisbane

Part 1. Program Updates

Staff Development

The future for the EAPU is professionalism in everything the unit does. The trick is striking a balance between upgrading skills and the resources available to the EAPU. Finding time is the biggest hurdle for staff attending courses and while money is a factor, it doesn't compare to having the Helpline staffed and funded commitments met. Supervision is the current process used to identify and plan individual professional development paths for EAPU workers, although it is intended to link this area into overall EAPU planning processes to ensure that the skills are available when needed to implement any future plans.

This reporting year EAPU staff participated in a range of development activities including:

- Certificate IV in workplace training
- Cultural Awareness training and various conferences relating to Aboriginal and Torres Strait Islander issues
- Website maintenance and training in relation to databases
- Capacity assessment, Guardianship, legal and financial seminars and forums
- Helpline training, Case note taking and EAPU Educational skill sharing
- Formal and semi formal meetings and presentations from a range of services that EAPU have contact with including Qld Aged and Disability Advocacy and various Seniors Legal and Support Service Centres.

EAPU staff were also provided skills in dealing with vicarious stress that builds up in the workplace, a valuable session that will likely become a regular event for all EAPU staff who, whether they realise it or not, take on some of the trauma in dealing with elder abuse situations on a daily basis. Overall professional development will remain a high priority for EAPU as this is what will underpin our growth in providing a better elder abuse response across Queensland.

Staff Turnover

This year the Unit saw the return of Les Jackson in a new role as Coordinator of the Older Persons Programs as well as the addition of two new staff members, Rose Marwick and Elwyn Moir as Information Support Officers. The Unit sadly bid farewell to Claudia Ferrante and Trish McArthur, whose contributions and enthusiasm has been greatly missed.

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 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

This year the EAPU commissioned an external review of the Helpline database to evaluate if the data being collected is robust and supported by current academic research. The evaluation report stated that overall the database is effective in collecting information about the abused person, the abuser, types of relationship, the abuse types, living conditions, and risk factors in relation to the abused and abuser. The evaluation report also made recommendations, based on current trends in research, which would improve the value of the data collected. The EAPU intends to include these recommendations in a new version of the database to be built in 2008/09.

For further information on the information provided in this Annual Report please contact the Elder Abuse Prevention Unit on 1300 651 192 (from anywhere in Queensland or 07 3250 1836 for mobiles or interstate calls) or email eapu@lccq.org.au.

Helpline Call Rates

There were 717 new elder abuse cases referred to the EAPU Helpline this financial year (1/7/07 to 30/6/08), which represents a 17% increase on last year. This figure does not include follow-up calls to and from a notifier, and phone advocacy to other services where that may have been required.

There were eight months during this reporting period where there were record highs of new cases compared to the same months in previous years (refer to Figure 1). These increases can probably be attributed to two significant factors that occurred in 2007. In July 2007 the new pilot Seniors Legal and Support Services were launched and the changes to the Commonwealth Aged Care Act were implemented. Both of these events focused media attention on elder abuse as a significant social issue and likely generated the increase in calls to the Helpline from people seeking information and support.

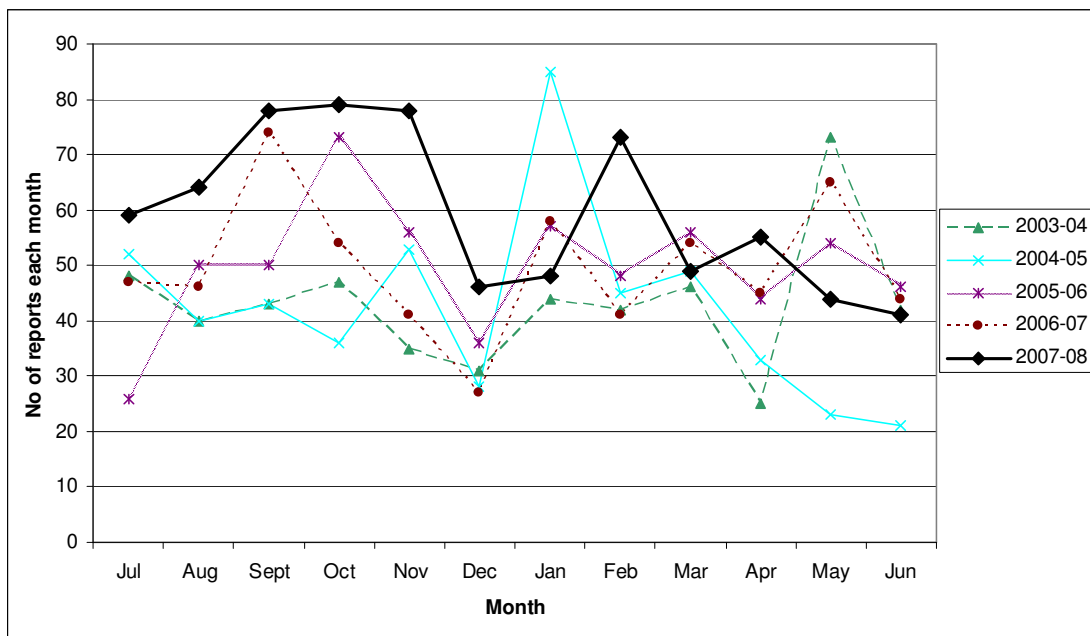


Figure 1. Monthly Helpline call rate comparison by year.

The total number of elder abuse calls received by the Helpline was 834 while the EAPU made 364 calls on behalf of a caller. This year the length of time spent on calls was somewhat shorter than previous years (refer to Table 1).

EAPU Helpline 1/7/2007 – 30/6/2008	Incoming calls	Outgoing calls	All calls
Number of calls	834	364	1198
Minutes	16997	2885	19882
Hours	283.28	48.08	331.37
Average Length (mins)	14.19	2.41	16.6

Table 1. Number of calls made and received related to elder abuse.

Each year there is a progressive increase in the number of calls to the Helpline (refer to Figure 2). There has been a 91% increase in the number of calls to the EAPU Helpline since its inception in 1999.

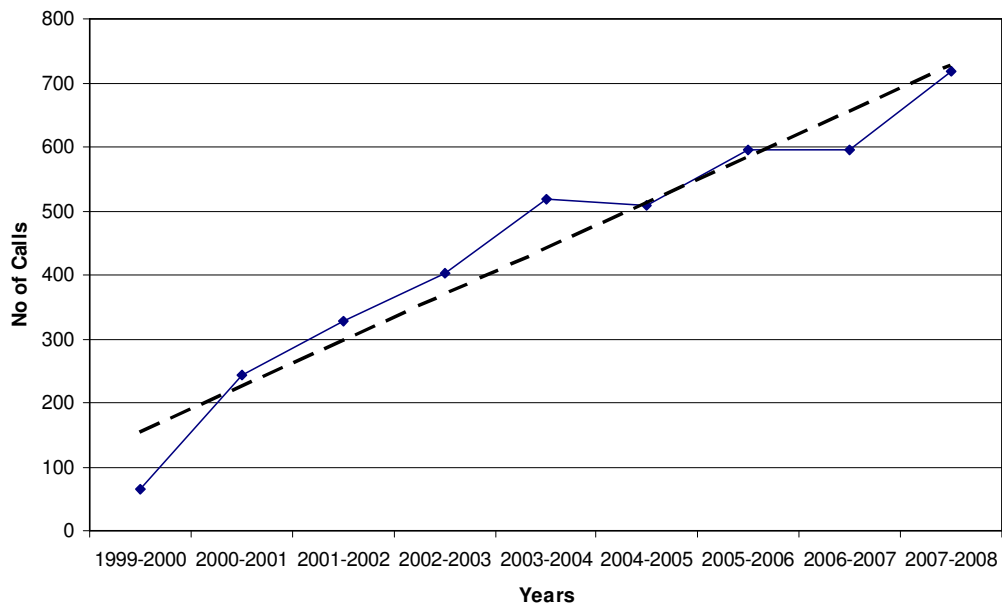


Figure 2. Increase in Helpline calls between 1999 and 2008.

Abuse Type

This year followed a similar trend to previous years; with psychological abuse and financial abuse being the most frequently reported forms of abuse to the EAPU Helpline (refer to Figure 3). However it was noticed that when a gender analysis was performed men were more likely to report financial abuse (78 males) as oppose to psychological abuse (65 males), while women reported more psychological abuse (239 females) as opposed to financial abuse (137 females).

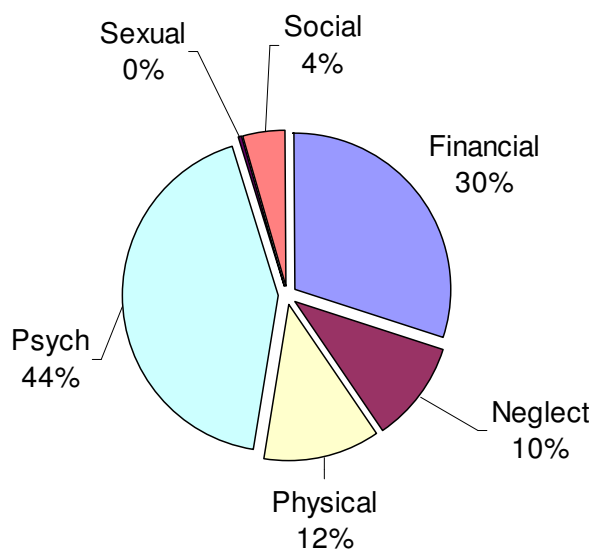


Figure 3. Primary Abuse Type for calls to the EAPU Helpline.

Secondary abuse types are other forms of abuse recorded during a Helpline call which were not considered the first priority by the notifier. There may be multiple secondary abuse types identified in each situation (refer Table 2).

Primary Abuse Type	Secondary Abuse Type					
	Financial	Neglect	Physical	Psych	Sexual	Social
Financial		21	12	154	2	48
Neglect	33		5	29	0	23
Physical	33	13		65	6	23
Psych	111	43	34		1	62
Sexual	0	0	0	2		0
Social	8	7	2	24	0	
<i>Grand Total</i>	<i>185</i>	<i>84</i>	<i>53</i>	<i>274</i>	<i>9</i>	<i>156</i>

Table 2. Co-occurrence of secondary abuse forms when there is a Primary abuse

It should be noted that in each call a safety risk assessment is undertaken and for those calls where physical or sexual abuse is noted as a secondary abuse type it would be due to the older person being in a safe environment at the time of the call. Financial abuse features high in both a primary and secondary abuse type with often quite large amounts of money being exploited. This year \$14million was recorded as being exploited from 58 of the 401 cases involving financial abuse. This is an average of \$242,287 for the 58 cases where a dollar figure was recorded. If this average is applied to all the financial abuse reports received the total estimate for the year is \$97,157,052. A separate EAPU report is to be completed in 2008/09 to highlight the cost elder abuse has for the community.

Case Study – Helpline call (secondary abuse types and options)

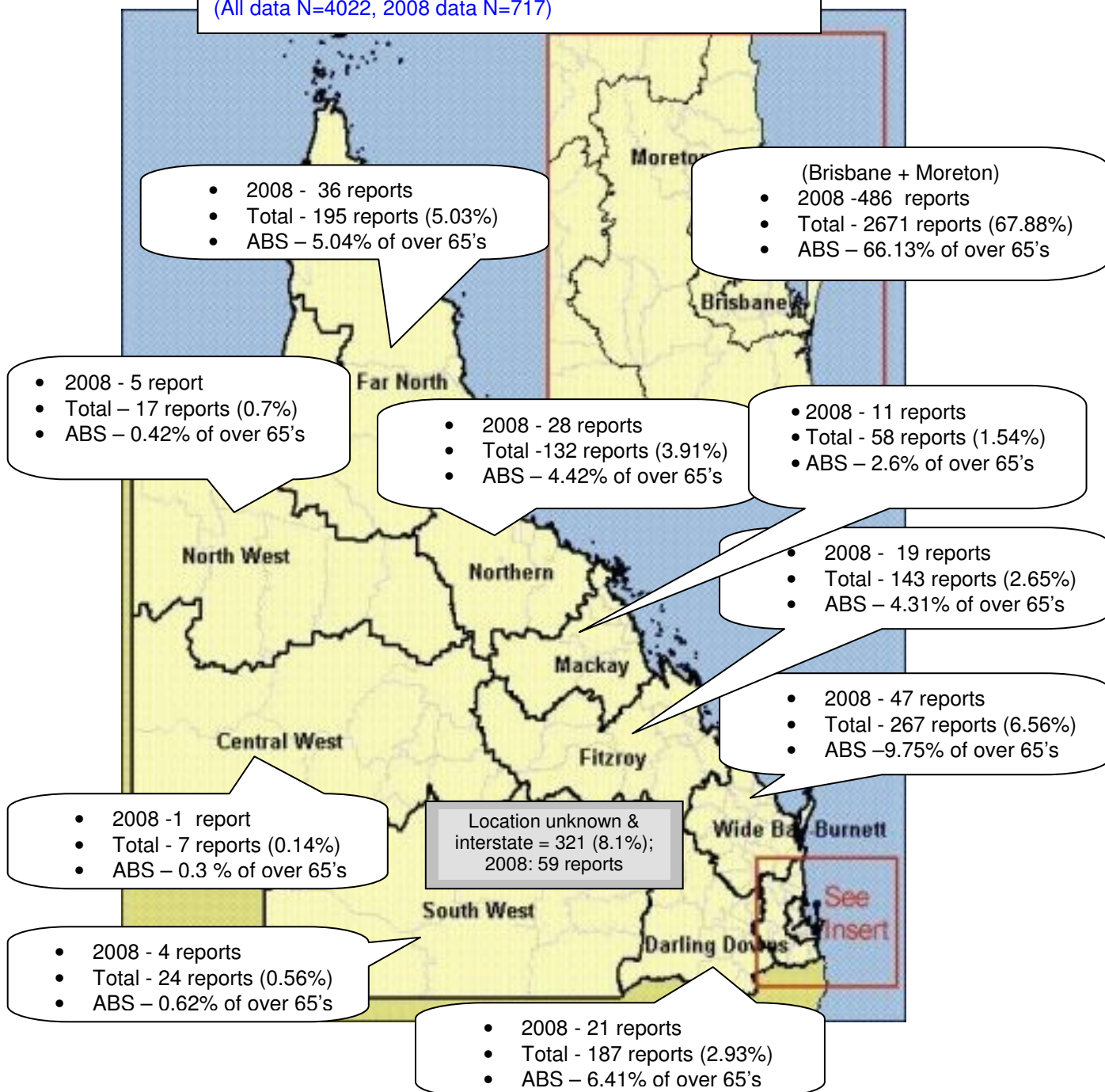
Caller is the daughter of a 79yo woman who was living with her son and daughter-in-law (both unemployed – 40s). Her mother was pushed over by a daughter-in-law and witnessed by the caller who was visiting last week. Mother was lighting the gas stove for a cup of tea, daughter-in-law called her an idiot and pushed her out of the way and the mother fell over a chair (no bruising apparent). The caller managed to remove her mother at that time. Caller has previously witnessed the son’s verbal abuse of the mother (he wasn’t home at the time of removing mother); he has history of alcohol abuse and DV. Caller recently discovered her brother sold the mother’s house (previously valued at \$600K+) and bought a new 4 wheel drive, also sister-in-law wouldn’t hand over bank accounts. Mother confused over what papers she has signed recently (EPOA?). The caller believes her mother has dementia (depression/long term abuse?). The mother also has diabetes and mobility problems (indications of neglect re medications and poor wound dressings on legs). Discussed risk of son retaliating against caller – although he has made no contact since removal of mother. Caller very concerned over mothers financial situation and proceeds from the sale of house.

Options discussed:

- Determine capacity and health check ASAP via mother’s GP and/or arrange specialist.
- Discussed Guardianship & Admin Tribunal and Adult Guardian options to have a decision maker appointed and or investigate financial abuse if no capacity is determined.
- If capacity – assist mother to contact SLASS for legal options re financial matters, DVO and other service contacts as needed.
- Discussed DVO for caller (to include mother) in case her brother threatens (police DVLO and local DV service contact).
- Counselling contacts provided as caller was distressed (carries some guilt re agreeing to the initial care arrangement with brother) and
- Carer/dementia support services discussed – mav call back re ootions here.

Location

Location of Abuse Reports & Proportion of the Population aged 65 and over.
(All data N=4022, 2008 data N=717)



Gender Analysis

There are almost 3 times as many females that are identified as victims of elder abuse as males. The proportion of male to female alleged perpetrators has been similar to that of previous years, with men being identified as abusers in just over half the reports (refer to Table 3).

Abused	2007/2008		All Data (01/11/99 to 30/06/08)	
	Records	Percent	Records	Percent
Female	520	72.52%	2932	73.58%
Male	189	26.36%	1032	25.90%
Unknown	8	1.12%	21	0.53%
Totals	717	100.00%	3985	100.00%

Alleged Abuser	2007/2008		All Data (01/11/99 to 30/06/08)	
	Records	Percent	Records	Percent
Female	268	37.38%	1624	40.75%
Male	376	52.44%	2108	52.90%
Unknown	73	10.18%	253	6.35%
Totals	717	100.00%	3985	100.00%

Table 3. Gender of abused and abuser.

Men and women over 70 were more likely to be victimised than their younger counterparts and the main age category for both genders of people being abused were between 80 and 84 yrs. refer to Figure 4.

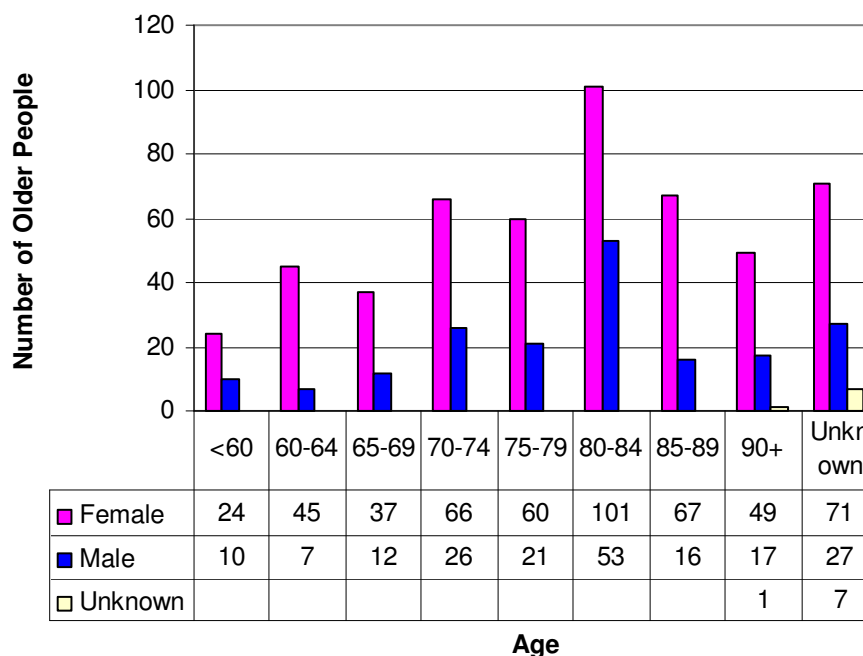


Figure 4. Age and gender of the abused persons.

Further analysis of age and gender reveals that as a proportion of the abuse experienced within the genders, males tend to be much more likely to experience abuse in their early eighties (29%). The 80-84 age category is also the highest age group for women experiencing abuse, however it is not as prominent a peak (18%) when compared with males (refer figure 5).

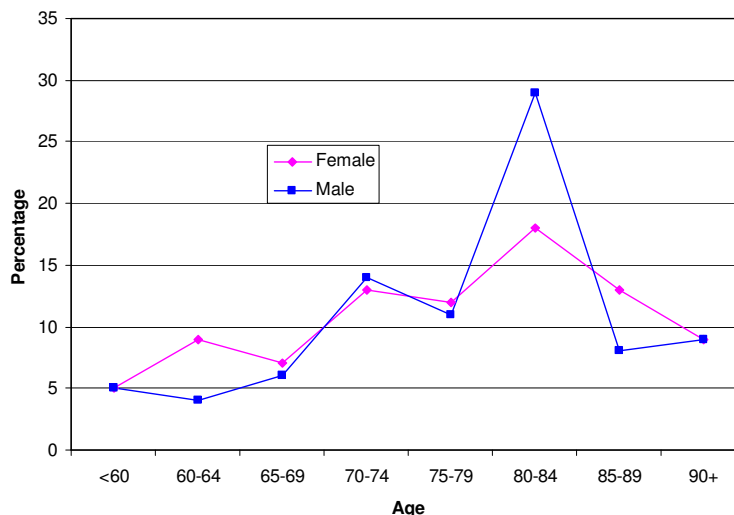


Figure 5. Abuse experienced as a proportion within genders

In 2007/08 there were 377 reports where both the age and gender of alleged abusers were recorded, with 232 records for males and 145 records for females. The 50-54 age grouping was the highest category for both male and female alleged abusers.

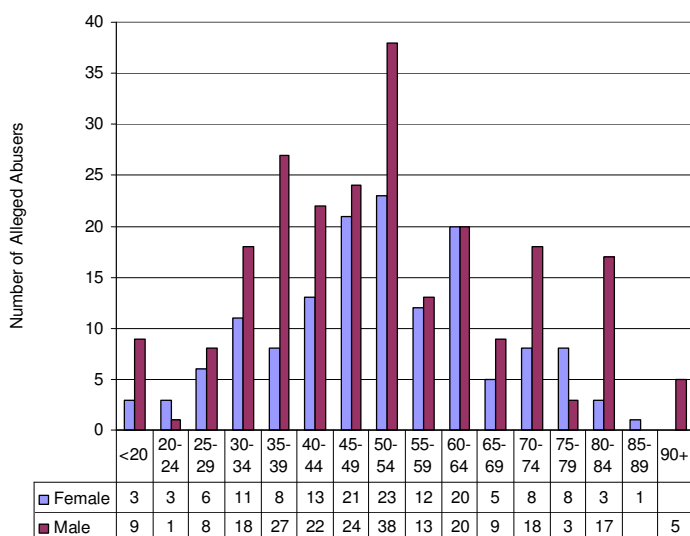


Figure 6. Age and gender of the alleged abuser

female alleged abusers. Males aged between 35 and 54 make up nearly half (47.8%) of all male abusers recorded from the Helpline this year (refer to Figure 6). The ages are consistent with the previous premise that the majority of alleged abusers are adult children of the older person.

This year the EAPU adjusted the database to better capture information where there was no

relationship of trust involved in the mistreatment of an older person or persons. In these situations the gender and or age of the abuser may not be identified in the call, for example in neighbourhood disputes where there may be multiple abusers. The updated database took effect as of 1 January 2008.

Risk Factor Analysis of the Abused

Risk factors can be attributed to both the abused person as well as the alleged abuser. Records relating to the health risks of the abused person show that both psychological and physical health risk factors featured nearly equally in the elder abuse reports this year at around 30%. Overall, health risks continue to feature highly in abuse situations with over 75% of elder abuse reports identifying a health vulnerability (refer to Table 4).

Health Risk Factors (Abused person)	Number of People	%
Substance Use	70	9.8
Psychological Health	220	30.7
Physical Health	214	29.8
Other	40	5.6
None recorded	173	24.1
Grand Total	717	100.0

Table 4. Health Risk Factors.

The psychological risk factors are further broken down into categories of dementia, mental illness, intellectual disability or severe distress. Severe distress is a term recorded for a caller who is in such mental pain they are debilitated to a point where their functioning is likely impaired. Although the Helpline does not offer counselling, the EAPU Helpline operators are required to have up to date telephone counselling skills and receive ongoing training in this and other related areas to ensure the immediate needs and safety of the caller are responded to. Severe distress was recorded for 86 callers, while dementia was identified by callers in 79 reports, mental illness in 51 reports and intellectual disability in 4 reports.

Financial Risk Factors	Number of people	%
Gambling	1	0.1
Debt Burden	7	1.0
Dependence on Others	83	11.6
Dependence by Others	148	20.6
Insufficient Income	45	6.3
Other	33	4.6
None recorded	400	55.8
Grand Total	717	100.0

Table 5. Financial Risk Factors.

At least one form of financial vulnerability was recorded for the abused person in 44.2% of all calls to the Helpline (317 people). The most prevalent form of financial vulnerability was dependency, both by others on the older person and also financial dependency of the older person on others. Table 5 displays the number and proportion in which these vulnerabilities were recorded.

Social Risk Factors	Family Conflict Risk Factor			
	None recorded	Ongoing Conflict	Recent Conflict	Grand Total
None recorded	180	137	49	366
Isolation	38	96	18	152
Lack of Services	17	10	3	30
Lack of Support Networks	54	74	19	147
Unable to Access Services	7	10	5	22
Grand Total	296	327	94	717

Table 6. Social Risk Factors

In 235 calls (33%) the abused was noted as having both a *family conflict* risk factor and a *social* risk factor (refer to Table 6). There were 116 callers (16%) who identified having some form of social risk factor and no

family conflict, and 186 people (26%) identified having family conflict (both recent and ongoing) and no social risk factors.

Cultural Background of the Abused

The EAPU collects some cultural information on the abused person. This year there were 11 reports that identified the abused as an older person from an Aboriginal community and 1 report of an older Torres Strait Islander being abused. There were 47 reports (6.6%) where a country of origin was identified and these have been grouped into regions in table 7. Reports involving an older person from a Non-English speaking community made up 5.5% of Helpline calls this year (39 reports).

Region	Reports
Asia	11
United Kingdom	4
Europe	26
Africa	1
South America	1
South Pacific	4
Total:	47

Table 7. - Abused older people by Regions

There are three initiatives that are likely to impact on EAPU cultural data in future years. First is that the external review of the Helpline database recommends that the ethnicity of the alleged abuser should be collected along with that already collected for the abused person. This recommendation will be implemented in a new version of the database to commence operations from 1st July 2009. The second initiative involves greater awareness raising in Aboriginal and Torres Strait Islander communities using EAPU developed resources which should be available in 2008/09. The third initiative is the intention of the Prevention of Elder Abuse in CALD Communities (PEACC) Taskforce to focus on awareness raising in CALD communities. It is expected that these initiatives will be reflected in an increase in the number and quality of the data available to be reported in the future.

Alleged Abuser Analysis

The alleged abuser analysis again showed similar trends to previous years with adult children identified as the most likely to abuse their aging parents (52.7%). Overall 74.6% of alleged abusers were family members of the older person (refer to Figure 6 and Table 9).

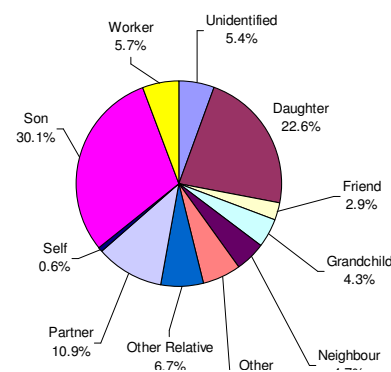


Figure 7. Relationship to the Abused.

Sons were identified across most primary abuse types as the main alleged abusers, with the exceptions of social and sexual abuse. Daughters were more likely to be reported as isolating (Social Abuse) the older person and Workers were more likely to be reported as sexually abusing the older person (refer to Table 8).

Relationship	Financial	Neglect	Physical	Psych	Sexual	Social	Grand Total
Unidentified	8	3	1	27	0	0	39
Daughter	53	14	15	66	0	14	162
Friend	12	1	2	6	0	0	21
Grandchild	9	0	10	12	0	0	31
Neighbour	6	0	1	26	0	1	34
Other	10	4	4	23	0	2	43
Other Relative	20	4	3	19	0	2	48
Partner	10	12	19	35	0	2	78
Self	0	4	0	0	0	0	4
Son	78	24	23	82	0	9	216
Worker	10	10	7	11	2	1	41
Grand Total	216	76	85	307	2	31	717

Table 8. Relationship of the alleged abuser to the abused person for each primary abuse type.

Reports Involving “No relationship of Trust”

The Helpline is often a point of contact for older people experiencing various forms of mistreatment from people who are unknown to them. These situations are outside the EAPU funding arrangements as they do not meet the definition of elder abuse which requires that the abuse occurs within a

Abuse Situation	Number of reports
Neighbourhood Dispute	11
Self Neglect	1
Accommodation Dispute	8
Accommodation Request	1
Agency Dispute	22
Unknown Abuser (persecution)	4
Worker Abusing many	4
Financial scam etc	7

Table 9. No Relationship of Trust reports.

these are listed in table 9 which records six months worth of data from 01/01/08 to 30/06/08.

Disputes with agencies, usually about the quality or quantity of services provided, were the type of call most frequently received while neighbourhood disputes are also reasonably common. Accommodation issues involving disputes with the management of retirement villages is well represented in the data and is expected to feature in future reports.

Notifier Analysis

Notifiers to the Helpline are the people that make the initial contact in relation to a particular case of abuse. Older people seeking help for themselves are the highest category of notifiers at 25.4% (182 reports) while workers seeking help for their clients were the second highest at 24% (170 reports).

Daughters, sons and other family of the abused older person represent 35.3% of those who make notifications to the Helpline (refer to Figure 8).

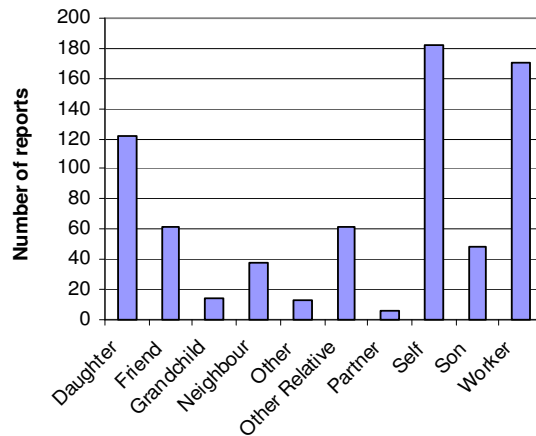


Figure 8. Notifiers to the Helpline

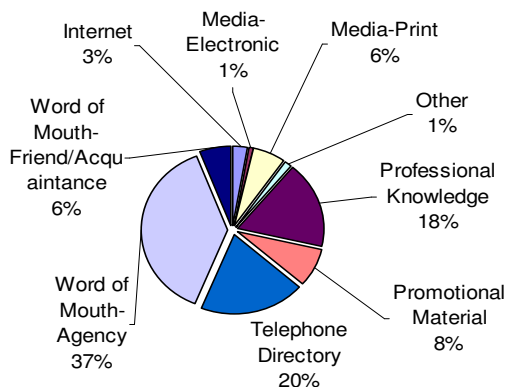


Figure 9. Referral source for notifiers to the Helpline

The EAPU has progressively built a reputation of providing support and accurate information to both services providers and older people. This year there has been an increase in the number of people who found out about the Helpline from service providers (37%) as opposed to 30% last year. There has also been an increase in the number of people who used the internet (3%) to find the Helpline (refer to Figure 9).

Referral Options

The EAPU provided 2280 referrals options for the 2007-08 reporting year. This equates to an average of 3 options for each elder abuse situation. The goal of the Helpline is not to provide the caller with numerous options as this may have a negative affect of confusing the notifier. A Helpline call is a process of exploring the situation and determining the best options available while having regard for the safety of the abused person. It should be noted that some referral options relate to the notifier if, for example, they are not the abused person but may be placing themselves at risk of retaliation by the abuser.

On the 1 January 2008 changes to the database were implemented in relation to recording referral options to better reflect the actual (rather than type) of services used in Helpline calls. There were 908 referrals recorded between 1 January and 30 June 2008 under the upgraded database format (refer to Appendix 1 for details)

Helpline Feedback

The EAPU has an evaluation process whereby callers are invited to provide feedback on how they felt the Helpline call went. Callers are offered to have the evaluation mailed to them, faxed or completed over the phone, the latter being the most common collection method used. Callers were asked to rate 3 statements and also given the opportunity to provide descriptive feedback on how the EAPU can improve its services (refer to Table 10 and Appendix 1). Only a small proportion of calls were evaluated this reporting year at 6% (45 calls), although these overwhelmingly indicate that callers had a very positive experience when contacting the Helpline. The EAPU intends to set targets on the proportion of calls to be evaluated for 2008/09 at 50%. Evaluations of the Helpline and other EAPU services will form key inputs into a planning and review process to be undertaken twice yearly for ongoing service improvement.

Helpline Feedback 2007/08	
Question	Average Response Rating (5=Strongly Agree, 4=Agree, 3=Not Sure, 2=Disagree, 1=Strongly Disagree)
Was the call answered with respect?	4.60
Did you feel understood and supported?	4.89
Was the information provided useful?	4.73

Table 10. Average of responses to Helpline evaluations.

Enquiry Calls

This financial year the EAPU recorded 286 Enquiry calls that averaged at just over 4 minutes each for a total of 1212 minutes (20+hrs). This data is split into two separate sections the first covering 1 July to 31 December 2007 before the upgraded database took effect and the second covering from 1 January through to 30 June 2008 (refer to Tables 11 & 12).

Enquiry Call Type 1/7/07-31/12/07	No of calls
Awareness Raising	3
Blank Voicemail Message	11
Brochures	29
General Information	57
Helpline Cards	6
Other	39
Student Packs	5
Training	13
Total	163

Table 11. Types of Enquiry calls
between 1 July 07 and 31 December 07

Enquiry Call Type 1/1/08-30/06/08	No of Calls
EAPU services	48
Elder Abuse (General Info)	35
Training Sessions	9
Awareness Sessions	4
Elder abuse resources	27
Non EA referral	14
Total	137

Table 12. Types of Enquiry calls
between 1 January and 30 June 2008

47% of enquiry calls were made by workers, seeking resources or requesting training or awareness sessions for their staff, volunteers or clients. Older people made up 18% of enquiry callers.

Section 2.2 Community Education

Training and Awareness Sessions

The EAPU provides free training to service providers and information sessions to community groups across Queensland. These can be viewed by region in Table 15. In addition to these face-to-face sessions the EAPU also participates in Expos, Forums and community networks, such as Coordinated Community Responses. Networking with service providers in local communities is an important facet of EAPU's response as it enables the unit to raise awareness and ensure that elder abuse is not lost in local agendas. EAPU workers also learn about issues relevant to that region and can also advocate for services when the opportunity arises. Information gathered through networking helps EAPU workers tailor their sessions both to professionals and community members, ensuring the most relevant information is included in education presentations. The EAPU attended 58 network type meetings across the state between 1 July 2007 and 30 June 2008.

Awareness Raising by Region	Number of sessions	Numbers attending	Preparation Time (hrs)	Travel Time (hrs)	Length of Sessions (hrs)
South East Qld	22	951	13.25	33.6	25.55
South West Qld	1	30	0.5	4	0.75
Central Qld	13	189	8	19.25	19.5
Nth Qld	9	101	5.5	23.7	8.5
<i>Total Awareness Raising</i>	45	1271	27.25	80.55	54.3
Training by Region	Number of sessions	Numbers attending	Preparation Time (hrs)	Travel Time (hrs)	Length of Sessions (hrs)
South East Qld	67	1326	38.5	104.1	109
South West Qld	1	23	0.5	4.5	1.5
Central Qld	7	66	7	13.75	12.25
Nth Qld	14	152	8	46.7	19
<i>Total Training</i>	89	1567	54	169.05	141.75
Total Education Sessions:	134	2838	81.25	249.6	196.05

Table 15. Training and Awareness Raising session breakdown for 2007-2008

Promotional Activities

Media is an integral part of raising awareness about elder abuse and the promotion of EAPU services. The EAPU participated in 6 Radio interviews in which they addressed issues pertinent to elder abuse and senior safety as well as providing material for articles appearing in 11 newspaper and newsletters.

Forums and Expos enable services to reach a larger proportion of the senior population. This year the EAPU participated in 3 expos and also held a Forum with a mini expo attached to commemorate World Elder Abuse Awareness Day on the 13 June.

Evaluations

a) Training

The EAPU training covers a number of elder abuse and related topics and presentations are heavy on case studies and practical issues. These sessions are structured to meet the needs of the staff attending, based on their role and level of experience. Training sessions are evaluated by these participants to determine whether their learning needs are being met and to inform the EAPU trainer for the continued improvement of future presentations.

The evaluations measure a range of areas in relation to content and the way this information was presented. This year 934 evaluations were provided by participants, a return rate of 59.6%. Table 16 shows the average scores from a number of content learning objectives covered in EAPU training sessions.

Average Ratings of Knowledge (Before Vs After) (5=Strongly Agree, 4=Agree, 3=Not Sure, 2=Disagree, 1=Strongly Disagree)			
Before this session I knew:	Before Rating	After this session I know:	After Rating
About Elder Abuse	3.94	About Elder Abuse	4.69
How to Recognise	3.57	How to Recognise	4.52
What to do	3.3	What to do	4.44
Who to refer to	3.18	Who to refer to	4.49
My Rights/Responsibilities	3.44	My Rights/Responsibilities	4.46
About cross cultural issues	3.17	About cross cultural issues	4.19

Table 16. Average knowledge before and after attending training.

Other aspects of the session that are evaluated are whether the session was useful and relevant to their work role. Overall there was high satisfaction with sessions (average score 4.6) and the information was considered highly useful to their work (average score 4.6). The presentation skills of EAPU trainers were also highly rated with the four measures in relation to this area revealing the following average scores; The session was well organised - 4.6; Visual aids were used effectively – 4.6; participation was encouraged – 4.5; and information was presented in a clear and understandable way – 4.6. Appendix 3 has a random sample of comments made on training sessions.

b) Awareness Raising

Older people and other community members returned 526 evaluations in relation to the EAPU face to face awareness raising presentations, a return rate of 41.4%. People found the sessions useful (93.5%) and 85.4% said their knowledge of elder abuse had increased while 90.5% said they knew where to go when someone is experiencing abuse. The majority of evaluations, 71% were returned by women and 29% were from men who attended the sessions.

EAPU Website (www.eapu.com.au)

Statistics on the visits to the website have been collected from January 2005. Since then there has been a consistent increase in the number of people who visit the website. The EAPU changed web administrators in January 2008 and unfortunately data from the previous administrator is not available for the period 1 July 2007 and 31 December 2007. A comparison of the available data for the period 1 January 08 to 30 June 08 with data from the same period last year shows a significant increase in the number of people who access the EAPU website for information about elder abuse (refer figure 10 and Table 17). The increase can be explained mostly by the fact that under the new administrators EAPU workers can now readily update the website to ensure it is always up to date and relevant.

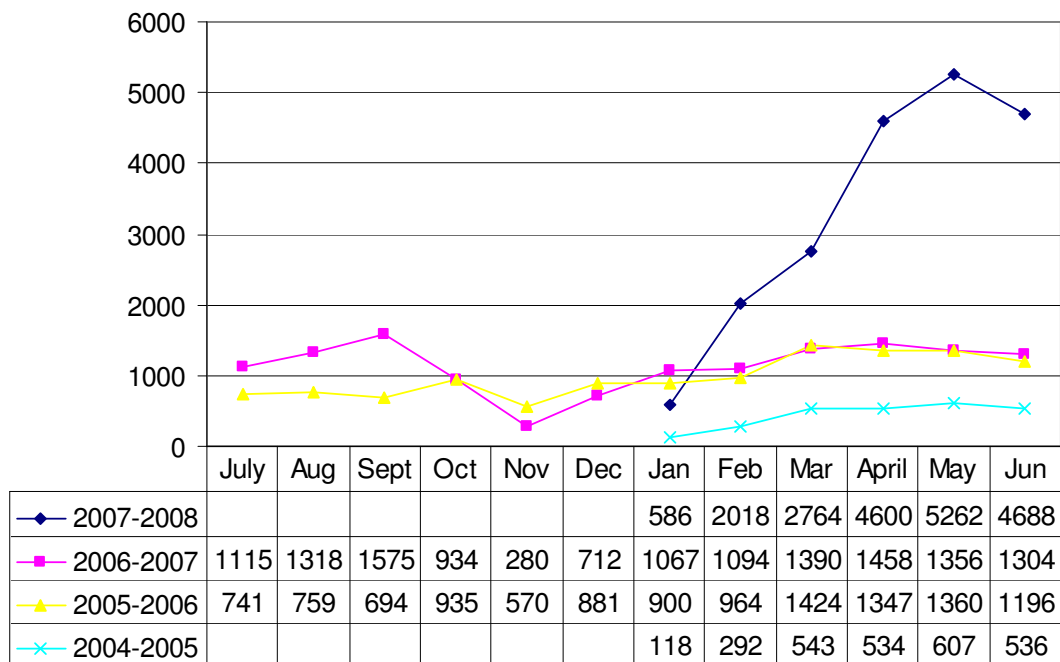


Figure 10. Visits to the EAPU Website.

www.eapu.com.au				
Month	Google referrals	Visits	No of Pages Visited	Hits
Jan-08	57	586	1804	6930
Feb-08	204	2018	4727	14528
Mar-08	242	2764	5912	17296
Apr-08	258	4600	8016	25002
May-08	259	5262	8939	24091
Jun-08	239	4688	8053	20381
Total:	1259	19918	37451	108228

Table 17. Breakdown of visits to the EAPU Website.

The referrals are the number of people who found the EAPU websites from either www.google.com or www.google.com.au.

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

There were 157 Peer Support Network members located in 59 towns across Queensland as at the 30 June 2008. The network was established to assist, resource and support workers in rural and remote locations to respond to elder abuse.

Due to EAPU staff vacancies the activity in this area is down from previous years. However there have been two training teleconferences provided to PSN members this year, one in August 2007 presented by Darren Clark from the Guardianship and Administration Tribunal, and one on 16th May 2008, presented by Janis Downing from the 'Working Against Abuse Service', Roma. Darren gave insight into the workings of the tribunal while Janis talked about worker safety in elder abuse situations derived from her extensive experience in responding to domestic violence in rural communities. Feedback from these Teleconferences is voluntary and often difficult to retrieve but those evaluations that were returned were very positive. Table 18 provides average scores for both teleconferences using a five point scale with 1 being "Not at All Good" to 5 being "Very Good".

Feedback topic	Average Participant Rating PSN Training Teleconferences	
	GAAT	Elder Abuse & DV
Useful information	4.9	4.38
Relevant information	4.1	4
Good method of delivery of information	3.1	4.29

Table 18. Member average ratings from PSN Teleconferences.

PSN members were also sent our newsletter, Queensland Focus each quarter either by e-mail or in hard copy. As far as EAPU resources could be stretched members were also contacted by phone to provide support and determine the issues affecting them as a rural and or remote worker.

Operating the PSN has challenged the processes and resources of the EAPU over the years and new ideas are continually trialled to improve our service in this area. To simplify PSN reporting and to make it easier to access and update members' information, Microsoft Outlook is being trialled to store and retrieve member information.

There has been discussion in the EAPU about how to best manage the Peer Support Network and it was decided that all staff members should have some responsibility for recruiting new members and maintaining contact although Rose will be the main worker involved. Maya will cover far North Queensland, Andrea will cover central Queensland and Rose would be responsible for the South West and Townsville.

There seems to be considerable staff turnover in rural Queensland, which presents a challenge for keeping the database up to date. However we have received applications from 20 new and renewing members which is gratifying. In 2008/09 we are hoping to increase the Peer Support Network membership significantly.

Part 3 Regional and Other reports

South East Region (Maya Zetlin)

It is at a time like this, when we are required to produce yet another Annual Report that I realise that another busy year has passed and I haven't even noticed. At the beginning of each year my diary looks pretty empty but not for too long. Soon enough it fills in with Staff and Reference Group meetings, planning days, the four Taskforces meetings and the various network meetings, and all of that before requests arrive for training & information sessions, Forums, Expos, Conferences and regional travel. On top of that we are all required to attend to the Helpline and need some quiet time to write reports, develop new training and read relevant material to keep abreast with new and current developments and trends.

Reflecting on this period, there is a mix of the familiar and the new. We are still called upon to deliver basic training to the "usual suspects" – HACC, Respite, Allied Health, Tertiary Institutions, volunteering services and similar groups. By now we have delivered training to staff in many Qld hospitals and we are always heartened by repeat requests from various organisations. However, as many organisations we have trained now possess a sound basic knowledge of how to respond to elder abuse, we have been getting requests to deliver new, more advanced training, special interest training and assistance with the development of agency protocols.

It needs to be noted that the more advanced the training is, the less formal it becomes. In recognition of the participants' prior knowledge and work experience, the session format becomes more conversational, containing exploration of case studies, round the table discussions, application of referral pathways and exchange of ideas.

Although requests for awareness raising presentations in the community are less than requests for training, they are becoming more frequent. I think we have contributed to breaking down the stigma and denial that the elder abuse exists and people have started to talk openly about elder abuse situations and appreciate our talks. Many of our requests for information sessions come through the word of mouth from one group to another, which sometimes end up in great discoveries like the existence of numerous Orchid Societies with a very substantial membership base. It is amusing to note that one evening session had to be postponed as it coincided with the State of Origin game and another time I had to convince a group's president that we cannot work on a public holiday even if it falls on their meeting day.

As part of my position I have continued to participate and provide information, training and/or support to the Coordinated Communities Responses (CCR) to elder abuse in West Moreton, the Gold Coast and the Fraser Coast (please see separate reports). It is not possible for me to attend each meeting due to geographical distance and other work commitments. However, although my presence is not always possible or even necessary, I make sure to keep contact and contribute information via the E-mail or over the phone. I find my role especially relevant and beneficial to any of the Taskforces when they are successful in securing funding for a project coordinator who needs induction

into our area of work. In each case I have provided information, training and other support or assistance as it was required. I also ensure to promote the CCR's, their events and any of the resources developed by them as well as include their coordinators in our Forums and other activities. Collaborating with and supporting the CCR's is a proven successful strategy to promote EAPU objectives much broader than the unit is able to achieve on its own. Having this involvement also ensures that elder abuse objectives are delivered with a consistency within a similar framework and philosophical base across Queensland.

Another taskforce that I coordinate is the Multicultural Taskforce, which requires more time and commitment than the other CCR's (please see the separate report). Other services that we are committed to support and collaborate with are all the SLASS's across the State. Whenever appropriate we refer our Helpline callers to the SLASS that operates in their area. We also involve SLASS as presenters in information sessions and Forums organised by us and often discuss cases over the phone to ensure that our referrals are sound.

During this period I have provided sessions at major forums and conferences, including NIMAC and OPAP and participated in various media promotions. I represented EAPU at ANPEA's AGM in Adelaide and was privileged to provide a couple of days of information and training to the newly formed Seniors Rights Victoria. This is the Victorian service that responds to elder abuse with a Helpline, referrals, legal advice, advocacy and community and professional education. It was great to establish that both our services share a similar framework of understanding the issue of elder abuse and also base our programs on human rights and the right of every adult for self determination.

Central and South West Regions (Andrea de Vries)

What a great year! I have thoroughly enjoyed the last 12 months raising the awareness of Elder Abuse and talking with service providers throughout the Central and Western Region. Some great connections have been made. One in particular has been the CWA. They have such a large network of women and it's just amazing that almost every town or community has a local branch. These women have welcomed the opportunity to become more conscious & responsive to Elder Abuse.

My position is part-time and during the course of the year I delivered 11 training sessions as well as 23 awareness sessions within the Central & Western QLD region. I'm finding now that when I ask the question "Have you heard of Elder Abuse and if so can you tell me what it means to you", that more hands and voices can be seen and heard. I hope this is due to awareness having been raised on a subject that often shocks.

Julie Argeros from Seniors Enquiry Line and myself travelled through the north west region from Mt Isa to Hughenden raising awareness about our programs in late April early May. We also attended a Health & Wellbeing field day in Barcaldine mid May which was well received and attended.

Last year I completed a community development & stakeholder training course in Longreach & Capella, which gave much insight into the inclusive process and timing of community engagement. While attending these sessions there were great opportunities to network and develop relationships within the community. As well as going far afield, more locally I visited Woorabinda raising awareness with the craft ladies and talking with the workers at the aged peoples facility.

I am looking forward to continuing this routine with the support of my team in Brisbane next year.

My other part-time position is with the Safe & Confident Living program. This program services Rockhampton and the surrounding communities and the main focus of the program is to reduce the fear of crime and link isolated seniors with community groups. In March I held a Seniors EXPO. At this event service providers make themselves available to speak with attendees about their services. This year our guest speaker was the Energy Ombudsman Queensland and lively and colourful cabaret style entertainment was provided by local groups of seniors. The seniors thoroughly enjoyed the experience. During seniors week a breakfast was provided on the Monday at the beginning of a very hectic week for those who take advantage of the many different opportunities that are available.

At the OPAP Conference held in Ipswich this year organizations around Queensland shared their centres achievements involving the seniors within their community. I would like to thank the Department of Communities, Lifeline Brisbane and the rest of my Elder Abuse Unit in Brisbane for their continued support because 08/09 is shaping up to be even busier than this.

North and Far North Queensland Regions (Maya Zetlin)

The special place that the Far North Queensland Region has in my heart is demonstrated by the number of trips I have had to the region in this period. However, regardless of how many times I happen to visit it is never enough to address the demand for EAPU services in such a vast area and with such a diverse population.

The EAPU is extremely fortunate to have the support of James Keightley, Far North Queensland HACC Area Manager, and his staff and to have their untiring commitment to address the issue of elder abuse as one of their top priorities. With the support of James and the EAPU regional reference group I have gained access to a vast range of services and communities as well as assistance with travel to remote areas. It afforded me with wonderful opportunities to address indigenous service providers as well as speak with a few indigenous older peoples groups. I am more and more convinced that barriers between people and cultures come tumbling down when both sides exercise respect, appreciation, sensitivity and genuine care for each individual without stereotyping.

I have already travelled to many of the places more than once, usually at the services' or the communities' request, which is an obvious sign that they value what EAPU has to offer. These places include Ravenshoe, Atherton and Mareeba on the Tableland, Mossman, Cooktown and Hopevale on Cape York and, of course, Cairns and its surroundings including Yarrabah. A most memorable trip was to Thursday Island, where I had the privilege to address service providers as well as meet local older community members.

In line with our commitment to support and collaborate with all the SLASS's across the State, I have met with and delivered training about our service to Alison Hall, the Social Worker, and Tom Cowen, the solicitor, at Cairns SLASS. Since then Alison has left the service and we bid her farewell and welcome Anne Meehan who stepped into her position. SLASS came aboard our reference group, they joined me on a networking visit to Yarrabah and we are scheduled to deliver a joint community information session, hopefully the first of many more to come.

Joining forces, collaborating and networking are the keys to address the full spectrum of clients needs, especially in situations of elder abuse. In the absence of a designated EAPU worker in the region, but with a strongly dedicated reference group and the existence of SLASS, it could be the right time to explore the possibility of establishing an Elder Abuse Prevention Taskforce in Far North Qld. Coordinated Community Responses (CCR's) to elder abuse function successfully in three Qld regions and I wonder if their model could be applied here. Coincidentally, Lyn Coveney who has previously been the coordinator of the Fraser Coast CCR is residing now in Cairns and her expertise and advice could be very valuable and timely.

In conclusion I would like to thank the Department of Communities in Far North Qld for their ongoing support for our work in the region and for providing us with the venue for our reference group meetings.

The West Moreton Taskforce for the Prevention of Elder Abuse (Tanya van der Meer)

A Taskforce was formed in the West Moreton region in 1998 following the identification of elder abuse as an emerging community issue in the West Moreton region. This Taskforce was named The West Moreton Taskforce for the Prevention of Elder Abuse. Over the years the Taskforce has tackled many issues on elder abuse, and was successful in receiving funding from building links, to form the Elder Abuse Prevention Project in 1996. This project has been running for two years and has been successful due to the dedication and support of the Taskforce and the support of Ipswich Community Aid Inc which auspiced the project in its onset. The Taskforce meets on a monthly basis and acts as a reference group for the Elder Abuse Prevention Project. Currently the Taskforce consists of a number of consumer and community service representatives as well as government and non government agencies.

What a year it has been so far. The project has reached a vast majority of the population in the west Moreton region through community talks, newsletters

and fun as well as serious activities. Some of the activities The Taskforce for the Prevention of Elder Abuse hosted were:

WORLD ELDER ABUSE AWARENESS DAY

Showing of Wild Hogs the movie followed by Churchill primary school presenting a handmade bookmark and morning tea. The next day Amberley Girl Guides handed out a Carnation to every resident at St Michaels Nursing Home. Then lastly we hosted an Old school theme Day where we set up an old class room and every student at Rosewood State Primary experienced what a class room was like in the old times. Allot of students saw their parent and/or grandparents through different eyes, and really appreciated what they have now.

SENIOR'S WEEK

Wow what a busy week senior's week had been. The first activity was an Expo at Laidley where the Taskforce for the Prevention of Elder Abuse formed a panel and answered a hypothetical story that was in relation to the Laidley area and of course on the topic of elder abuse.

Next the Taskforce hosted an Art Exhibition named "Perceptions of Aging". The goal of the exhibition is to eliminate age discrimination, by displaying various thoughts on aging and the community's perception. This will be presented in various art forms such as painting, photography, sculpture, and story telling. Each participant accompanied their art piece with a story on why they perceive the image as their "perception of aging". Therefore the art piece no matter what medium, offers the viewer a visual representation and the story offers the thought behind the art piece.

The third and final part of senior's week was a festival. This was a collaborative event held in Ipswich to show case diverse cultures within the Ipswich area and to show our Gratitude and Respect to our older members as well as our younger members. The Gratitude and Respect was demonstrated through performances, workshops, and Cooking classes. The overall aim of the Festival is to break down age discrimination with the hope of breaking down the cycle of abuse some of our aged community members may experience.

The success of all these events was due to a great team of dedicated professionals and community members whose aim was to stop elder abuse in the West Moreton Region.

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, who continue to provide secretarial support for those meetings. Some meetings are supported by a visit from a staff member of the EAPU, but due to staffing pressures in that office, these have been fewer than in past years.

The local representative on the EAPU Reference Group Marianne Gevers, also continues to attend quarterly Reference Group meetings in Brisbane.

Because no funding source to enable the employment of another project officer has been identified, the Taskforce has focused its energies this year in two directions. The first is to provide a forum where members can air concerns that they may have about their own clientele who are experiencing abuse, and canvass options on available ways to help these people. The second focuses on supporting the activities of the members of the local Ministerial Regional Communities Forum in the development of their submissions to establish a local "Hub" where staff of a number of agencies providing advocacy services could be co-located, and could share secretarial support and the cost of utilities such as rent, power, phones, internet access etc.

Two presentations have been made at the quarterly Ministerial Regional Communities Forums. The first one to the Minister for Police, Ms. J. Spence was not well received, but a subsequent one to the Attorney General, K. Shine, MP has been adopted. Additional members of the Forum have also endorsed the project, and the Forum conducted on 16.6.2008 also heard a presentation from D. Toombs from the Toowoomba Advocacy and Support Centre which provides a similar mix of service types in Toowoomba. This office also houses the Darling Downs office of the Seniors Legal and Support Services, which is one of the agencies for which the local Taskforce will continue to lobby for a Gold Coast presence.

Because of the reduced amount of business being conducted by the Gold Coast Taskforce, a decision was taken at their June 2008 meeting, to combine their activities with the bi-monthly meetings of the Aged Care Reference Group which is convened by the local Department of Communities.

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

Last year we farewelled Lyn Coveney and welcomed Julie de Waard as the Coordinator of the Fraser Coast Taskforce. These changes coincided with the establishment of Seniors Legal and Support Service (SLASS) in Hervey Bay as a pilot legal program for older community members.

Julie reports that the Hervey Bay Elder Abuse Prevention Taskforce reformed in 2008 and has been forward planning especially now that SLASS has been set up in Hervey Bay. The Task Force is working closely with this organisation to update the service directory, in the Elder Abuse Prevention Pathways CD ROM, and to support SLASS in their work.

Julie points out that structural changes of the Taskforce have recently occurred with the formulation of working party meetings to carry out set tasks and to report back to the full group. In 2009 they aim to increase contact with local services and the community in order to promote existing services, to raise awareness of elder abuse and to increase capacity to respond to it.

EAPU has continued to act in its supporting role of both the Taskforce and SLASS and in early July provided a training session in Hervey Bay to Julie and the SLASS team, which comprises of Judica Cornelis the Solicitor and Fiona Payne the Case Worker. We maintain ongoing contact with SLASS, who recently visited our unit in Brisbane, and provide them with referrals through our HELPLINE.

The EAPU also continued to deliver training and awareness raising sessions in the region. I have taken part in the Fraser Coast Health Services training day, and delivered a few training sessions to Bluecare staff and others. It was a pleasure to address the Daylight Masonic Lodge members and their spouses and share some information and a delicious lunch with the Multicultural Respite group. A unique request for training came from the Hervey Bay City Council for their customer service workers, who found the information quite valuable.

This coming year I am looking forward to working closer with the Taskforce, visiting the region to deliver training and awareness raising sessions as well as collaborating with the Taskforce and SLASS on larger forums for service providers and the community members.

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

During this reporting period PEACC Taskforce has been operating in its fifth year since formation in 2003. We continued functioning in our set format of meeting monthly – one month for a meeting and the following for an information session. The external information sessions were kindly delivered by the Immigrant Women Support Service (IWSS), SLASS Brisbane, QADA and the Alzheimer's Association, with each service focusing on the way they address cross-cultural issues. I would like to take this opportunity again to thank all the speakers for giving to us of their time and their most valuable expertise.

In addition to the external information, during the group meetings we always share members' information about what is new in their corresponding services and any other relevant information that came to their awareness. This sharing of information continues in between sessions with me acting as the central point of dissemination and communication. We also endeavour to support each other and broaden our knowledge by attending special events run by the various participating services in the Taskforce, e.g. AGM's, launches and training sessions.

Our annual Forum was again extremely successful, both from the content and the participation point of view. The Forum, titled "a multicultural melting pot recipe: a little bit of this and little bit of that", covered a whole range of relevant topics and even had a slot for an "inspirational interlude". These forums are always very well attended by across-the-board service providers, which demonstrates the hunger for this type of information and the need for us to continue holding forums.

Toward the beginning of 2008 we chose to change our meetings' frequency and meet only every second month. The reason for the change was in recognition that all of us spread ourselves thinner every year to meet our mounting job-obligations and having less meetings a year could make it easier for members to attend.

After revisiting our Strategic Plan we realised yet again that reaching service providers, to increase their capacity to respond to elder abuse, is easier achieved than reaching members of the various CALD community groups. There still seems to be a cultural barrier to dealing with the concept of elder abuse as well as the language barrier to source out information. Therefore we chose to structure this year's forum as an information Expo for CALD older community members and not, as in previous years, for service providers.

To achieve the above mentioned goal, a huge effort is needed for EAPU to be accepted by the various CALD communities, gain their trust, have access to interpreters and deliver the information in a sensitive and appropriate manner. It needs a concerted effort to deliver this preliminary work in order for our trainers to acquire audiences for "getting to know you" sessions and eventually have it all culminating in the Expo/Information event. Therefore, the EAPU decided to apply for a one off funding to engage a worker in a community building project to achieve all those objectives, with another objective being the broadening of our Taskforce base and increasing participation in it. All the readers of this report will no doubt find out whether we were successful in our application long before our next year's report.

I would like to conclude this report by thanking all the invaluable Taskforce members for your ongoing participation and involvement and the Greek Welfare and Respite Centre for your generosity in hosting most of our meetings and information sessions.

Appendix 1. Referrals made through the Helpline between 1 January and 30 June 2008.

SLASS Cairns	12	Alzheimer's Assoc	2	ACAT	35	LCCQ (General Counselling)	22
SLASS Townsville	4	QADA	23	GP	78	LCCQ (Financial Counselling)	4
SLASS Hervey Bay	13	Carer's Qld	8	Community Health Service	15	LCCQ (Crisis Counselling)	4
SLASS Toowoomba	16	ARAFMI	2	HACC Service	10	Relationships Aust	16
SLASS Brisbane	115	Police/DVLO	70	Hospital	4	Other Counselling Service	0
Community Legal Service	26	Home Assist Secure	13	Hospital Social Work	23	General Counselling Non specific	9
Qld Legal Aid	8	DV Service	21	Mental Health Service	3	Carelink or Respite Service	6
Qld Law Society - Private solicitor	9	Centrelink	6	SEL	8	Emergency Accommodation Service	8
QADA (Legal Advocacy)	23	Aged Care Complaints Scheme	10	EAPU	43	Dept of Housing	10
Office of the Adult Guardian	59	Health Quality and Complaints Commission	1	OPAP	8	Other	66
Public Trustee of Qld	20	Dispute Resolution Scheme	6	60s & Better	0		
G&A Tribunal	56	Office of Fair Trading	6	Cross Cultural Specific	7		

Appendix 2: Suggestions to Improving the Helpline service from caller feedback

Thank you, I didn't realise there's a lot I can do. You've helped me.
You've been very helpful. Thank you for listening.
Very helpful and really understanding of how I feel coming from another cultural background
Thank you. You made it very clear for me-very helpful
Thanks, the information was helpful.
You helped me to see my problem from another angle. I feel a bit better now. Thank You.
No-you were very helpful
It is good to have some-one to talk to
Caller had EA training years ago and has found the info helpful in making referrals without phoning us. Mentioned in newsletter once a year. Gives out brochures to clients and carers. Part of accreditation is that they make people aware of elder abuse. (Name) will organize another training session this year.
You guys do a great job
Thankyou, you have been very very good. Excellent help.
Thankyou that's fantastic information. You've been very helpful.
Thankyou-'you've given me a little bit of insight as to how I can make things better'.
Thank you. You've been more than helpful. I've got a lot of information out of you.
You were a great help to me
Thank you-you've been very kind
Thankyou for your help
Thank you very much for your help
Thank you. That gives me somewhere to go.
You were really kind and caring. Thank you, Lovely.
Thank you very much for your help.
You were very helpful; after a full day of phoning around and getting nowhere it was wonderful to talk to someone who understands and gives good information.
Thank you-you've been very helpful
Thanks Domnica you were a great help
Thankyou that was exactly what I was after

Appendix 3. Sample comments on Training Sessions from Evaluations.

Excellent informative presentation. Presenter obviously very knowledgeable & passionate about this topic.
Presentation good. Perhaps have change of scenario/film as attend each year & can remember this.
Wonderful session - very interactive. Addressed some of mu concerns. It feels good to have decisions reinforced with correct legal responses.
Willing to explore and explain any questions asked. Well informed in her area.
Very good at dealing with the questions raised during the presentation and presenter was very confident and knowledgeable
found Maya and Rodney were very personable. They were able to present the presentation very well and took time to encourage questions and answering was never too much trouble.
Real life case scenarios and verbal descriptions of these helped/assisted learning more concrete. Good to remind people of the rights of the individual; not to stereotype also (cultural) and also holistic approach of situation. Eg reasons behind abuser.
Well presented by a presenter who seemed to know her subject matter and could speak at a level understood by participant who were a mixed bunch of residential and community staff.
The presentation given by Ms Maya Zetlin was very interesting and I enjoyed listening to the presentation which was very informative and Ms Maya made the session enjoyable and encouraged a lot of participation.
Well presented, interactive and encouraged me to rethink some ideas.
Good but need to adhere to information-not so much time on own history-then having to rush more vital information towards end.
I enjoyed Maya and her presentation and interaction with fellow workers and discussions that followed
wonderful, interesting and encouraging
Andrea presented this information in a good understanding way-especially for someone like myself who hasn't been in the profession long.
Very casual and easy to follow-good opportunities for questions
Maya was very helpful. She showed confidence during her presentation and presented enough information that was relevant to the training. Well done
Many thanks Maya once again for an extremely informative and very well presented session. Thank you for sharing your wealth of knowledge and for inviting group participation in such a respectful manner
I liked the way the talkers experience and situations was constantly referred to throughout the talk - gave it a more practical feel.
Presenter excellent, comfortable, not too serious, humorous, informative
Andrea presented the training in a very interesting and informative session
Les was very clear in his delivery - with a sense of humour
He was informative and humorous. He kept the attention of the whole class for a 2 hour period which is hard to achieve unless you are great at presentations.
Extremely well presented, he interacted very well with the class, made it easier to understand. Obviously been doing this for a long time.
The presentation given was well explained and detailed. All the things that we should know about abuse not only for older people.
Found this really helpful well put together, really encouraging to be involved in. Kept simple for all to understand. Well done.
Fantastic presentation, great use of case examples and information on referral process. Best session I've been to all year

Appendix 4. Towns with Membership in the Multidisciplinary Peer Support Network for Elder Abuse (PSN)

AITKENVALE	CHARLEVILLE	JERICO	ST GEORGE
ALPHA	CHARTERS TOWERS	JULIA CREEK	TAMBO
ANDERGROVE	CHINCHILLA	LONGREACH	THALLON
ARAMAC	CLONCURRY	MACKAY	THEODORE
ATHERTON	COOKTOWN	MILES	THURINGOWA
AYR	CUNNAMULLA	MITCHELL	THURINGOWA CENTRAL
BARCALDINE	DALBY	MONTO	THURSDAY ISLAND
BILOELA	EIDSVOLD	MOUNT ISA	TOOWOOMBA
BLACKALL	EMERALD	MOURA	TOOWOOMBA EAST
BLUEWATER	GAYNDAH	MUNDUBBERA	TORRES STRAIT
BOULIA	GLENELLA	NORTH MACKAY	TOWNSVILLE
BOWEN	GOOVIGEN	OAKLEY	WANTIRNA SOUTH
BUCASIA	HERVEY BAY	RICHMOND	WARWICK
CAIRNS	HUGENDEN	ROMA	WINTON
CASTLETOWN	HYDE PARK	SAPPHIRE	