

ELDER ABUSE PREVENTION UNIT
ANNUAL REPORT 2008 — 2009



Elder Abuse Prevention Unit

Annual Report 2008/2009

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1300 651 192

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The Helpline Response

The Elder Abuse Prevention Unit (EAPU) is a statewide service funded by the Department of Communities and operates under Lifeline Community Care Queensland (Brisbane Division). The Unit has been operating since November 1998.

Primarily the EAPU facilitates a Helpline for people who experience, suspect or witness elder abuse. Callers can discuss the elder abuse situation and received information about which services are most appropriate for the older person and notifier to meet their individual needs. The Helpline operates between 9am and 5pm Monday to Friday and allows callers the option of remaining anonymous if they chose.

The Helpline also serves as a means of collecting statistics on incidents of elder abuse in Queensland. These statistics play a vital role in answering questions such as:

- Are the incidents of elder abuse increasing?
- What abuse types are most prevalent?
- What types of services are needed most?
- What risk factors predispose an older person to being abused?
- How do callers find out about our service?

Learning about the Elder Abuse (EA) enables us to report on what gaps exist in current service delivery and services in greater demand due to increases in levels of reported abuse. It also allows us to identify the characteristics that make people vulnerable to abuse. Answering these kinds of questions helps with lobbying for funding for services that empower older people to live rich and fulfilling lives free from abuse.

Other services offered by the EAPU include free training sessions for workers and information sessions for community groups. Training sessions for residential aged care staff is also available at a small fee-for-service.

If you have any questions about the data we collect or the types of reports we can produce please feel free to contact me on eapu@lccq.org.au or on our Helpline 1300 651 192.

Helpline Call Rates

719 new cases were received by the Helpline this financial year (1 July 2008 – 30 June 2009), representing a 1% increase in calls on the previous financial year (refer to Figure 1). This figure does not include any follow-up or advocacy calls made on behalf of each case or general enquiry calls.

World Elder Abuse Awareness Day occurs on the 15th June each year. The aim for this year (15 June 2009) was to raise awareness of the issues faced by older people and specifically the signs to look out for and measures to put in place to prevent falling prey to financial abuse. The EAPU produced a report called “The Cost of Elder Abuse in Queensland: Who pays and how much?” This publication attracted a great deal of media attention which also aided in raising awareness in the community and increased the number of callers to the Helpline seeking support and information for that month (refer to Figure 1).

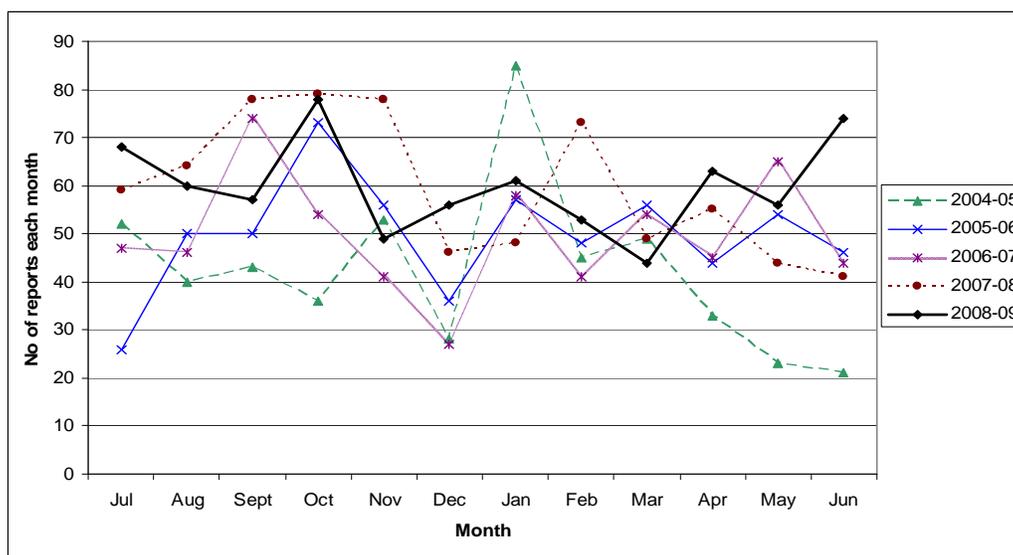


Figure 1. Monthly Helpline call rate comparison by year.

The proportion of follow up and advocacy calls has dropped by 5% this financial year (refer to Table 1). That is, the number of calls EAPU staff made to ensure that the situation was referred to the appropriate organisation decreased. This has been achieved by improving service referrals and provision to older people. This may be because of the presence of the Seniors Legal and Support Services in five regions around Queensland.

EAPU Helpline 1/7/2008 – 30/6/2009	Incoming calls	Outgoing calls	All calls
Number of calls	824	283	1107
Minutes	15396	1748	17144
Hours	256.60	29.13	285.73
Average Length (mins)	18.68	6.18	15.49

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

Abuse Type

This year showed a change in the trends of abuse types reported to the EAPU Helpline. There was an increase in the proportion of neglect, psychological and sexual abuse cases reported and a decrease in the number of social and physical abuse cases reported. Psychological and Financial abuse are still the most prevalent forms of abuse reported to the EAPU Helpline (refer to Figure 2) following similar trends as previous years.

The EAPU has identified a trend in reports of abuse types in which more than one form of abuse is disclosed during the conversation, see Table 2. It is interesting to note that Psychological and Financial are the most reported primary and secondary forms of abuse (214 cases and 131 cases respectively).

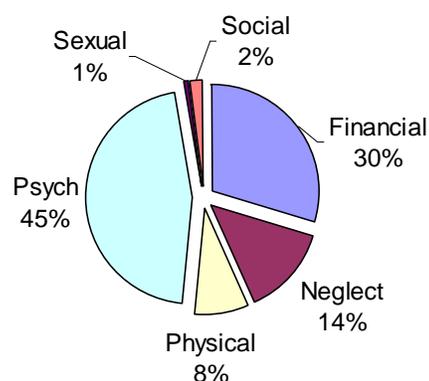


Figure 2. Primary Abuse Type for calls to the EAPU Helpline.

Abuse of Enduring Powers of Attorney (EPOA) is a concern for older people who may be at risk of losing large sums of money through misuse of attorney powers. It is important to have a clear understanding of the power one has given to their attorney and what limitations have been put in place. The Helpline data shows that \$9,247,490 worth of money or property had been misappropriated from the 45 older people. That is an average of \$205 450 per person. When applied to EAPU Helpline calls, EPOA reports estimates that approximately \$43,771,453 had been misused or stolen from older people in Queensland this year; however this figure could be higher. Furthermore 80 people reported that the alleged abuser also held the Enduring Power of Attorney.

Primary Abuse Type	Secondary Abuse Type						Total
	Financial	Neglect	Physical	Psych	Sexual	Social	
Financial		18	5	127	0	18	168
Neglect	21		2	41	0	2	66
Physical	16	6		37	0	6	65
Psych	91	54	31		0	54	230
Sexual	0	0	0	2		0	2
Social	3	2	0	7	0		12
<i>Grand Total</i>	<i>131</i>	<i>80</i>	<i>38</i>	<i>214</i>	<i>0</i>	<i>80</i>	<i>543</i>

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

Sexual abuse and physical abuse are of such a heinous nature that when they occur they take precedence over other forms of abuse and should be immediately reported to the police when they occur. Physical abuse reports as secondary abuse types were low and only designated as secondary abuse types because at the time of the call the physical abuse was no longer occurring or a risk.

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

An 80 year old man, Mr K, called the Helpline with concerns that his daughter (Ms P, 56 years) was not allowing him access his bank statements and financial records. Mr K informed the operator that whenever he tried to discuss his financial situation with his daughter she would become angry and refuse to talk to him for several days at a time and on one occasion smashed a vase that belonged to his wife. The incident with the vase had made Mr K afraid of his daughter and her temper.

Mr K has recently asked a friend to take him to the bank to find out what his balance was and to withdraw some money for a trip with the local Senior Citizens Group. The bank teller informed Mr K that he didn't have enough in his account to make the withdrawal. Mr K also informed the operator that he had given enduring power of attorney (EPOA) to Ms P. He was unsure of whether he had put in any limitations on the document.

Mr K also informed the operator that Ms P has two young children which he is fond of and sees on a regular basis. He fear she may stop him from seeing his grandchildren if he doesn't do as she "asks". Ms P has on one occasion refused to let Mr K visit the children.

On further discussion with Mr K the operator discovered that he was concerned that Ms P had put his house on the market using the EPOA.

The operator prioritised the issues in the following order:

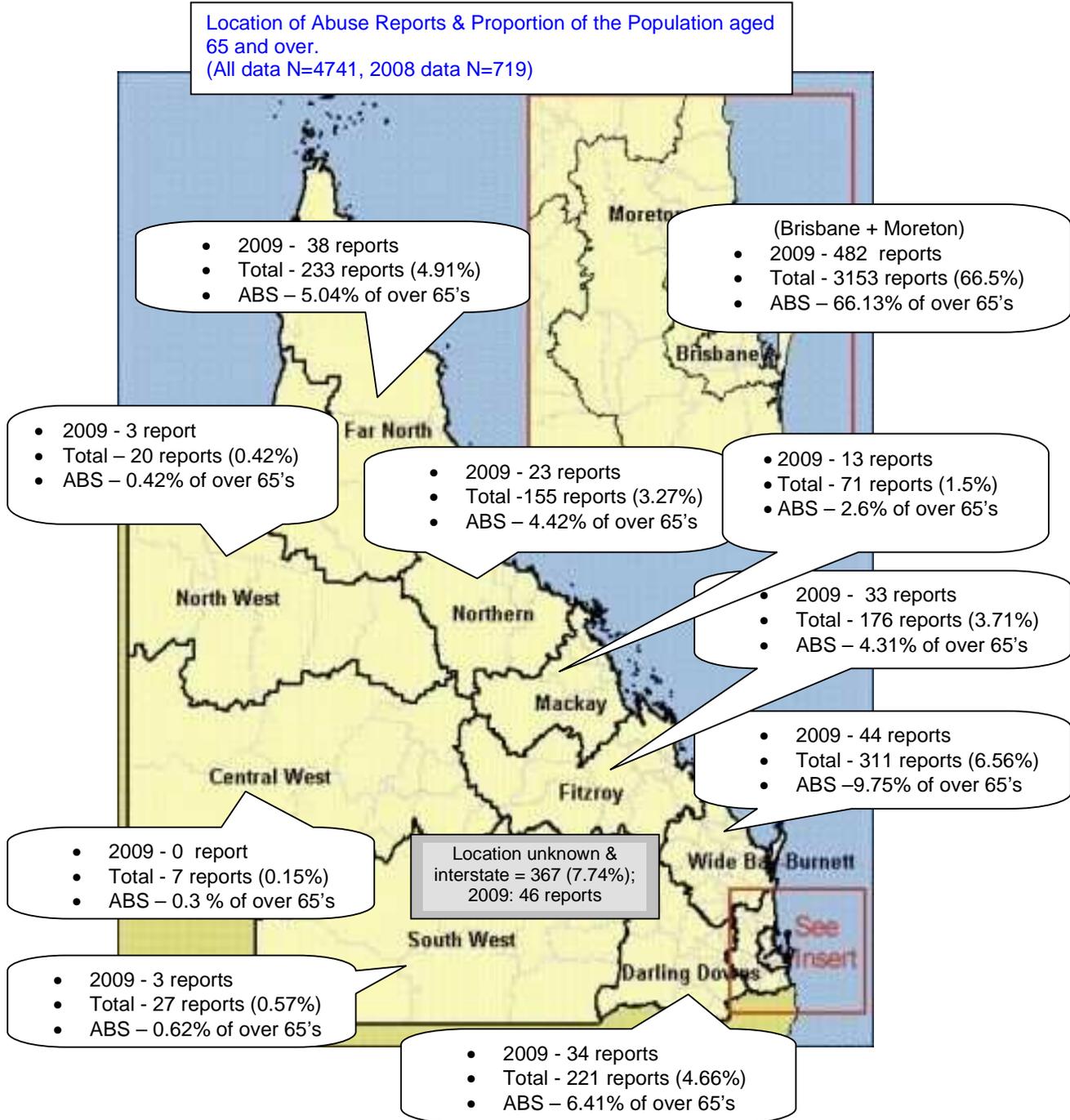
1. Financial abuse was determined to be the primary abuse type due to the urgent nature of the house sale and misappropriated money
2. Psychological abuse was identified as the secondary abuse type because of the threats made to refuse access to the grandchildren.

The operator offered the number for Seniors Legal and Support Service so that Mr K could discuss his legal options and decide if he would like Ms P to continue as he attorney or if he would like to revoke the EPOA. Mr K could also discuss what options were available to him to ensure that he was still able to continue to have visitation rights to the children.

Counselling was offered to Mr K to discuss strategies to cope with the bullying tactics his daughter was displaying.

The EAPU Helpline operator also encouraged Mr K to call back for more support if he felt he needed it.

Location



The map of Queensland shows the number of reports from each region and the total number of reports made to the Helpline for each region. Percentages for each region are compared against ABS percentages. The number of calls received in the 2008-2009 fiscal year was 719 (as denoted by the N).

Gender Analysis

Gender analysis trends have remained the same this financial year with more women being reported as victims of abuse, although there is a slight increase in the proportion of older men being abused (refer to Table 3).

Abused	2008/2009		All Data (01/11/99 to 30/06/09)	
	Records	Percent	Records	Percent
Female	494	68.71%	3426	72.83%
Male	217	30.18%	1249	26.55%
Unknown	8	1.11%	29	0.62%
Totals	719	100.00%	4704	100.00%

Alleged Abuser	2008/2009		All Data (01/11/99 to 30/06/09)	
	Records	Percent	Records	Percent
Female	307	42.70%	1931	41.05%
Male	298	41.45%	2406	51.15%
Unknown	114	15.86%	367	7.80%
Totals	719	100.00%	4704	100.00%

Table 3. Gender of abused and abuser.

Analysis of gender shows that there is a similar proportion of males and females alleged to be abusers (refer to Table 3). The 2008-2009 fiscal year was the first full year since the inclusion of non-trust relationship data collection systems in the database which increased the number of people in the "Unknown" gender and age categories (refer to Table 3). By including non-trust relationship data we are able to get a better understanding of the situations that may be effecting older people and leave them vulnerable. This data is outside of our funding agreement, however it is still important to understand the experiences faced by older people from a holistic point of view.

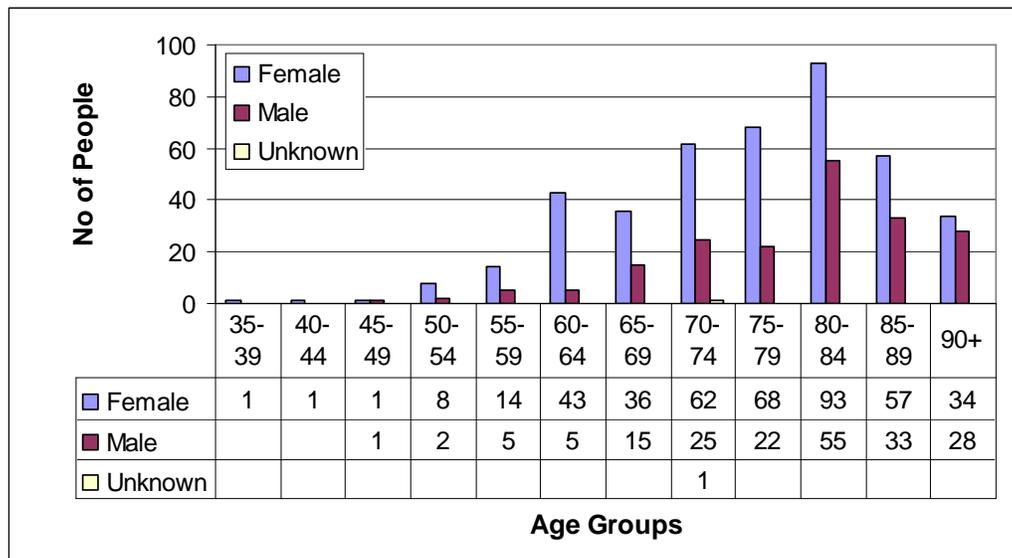


Figure 4. Age and gender of the abused persons.

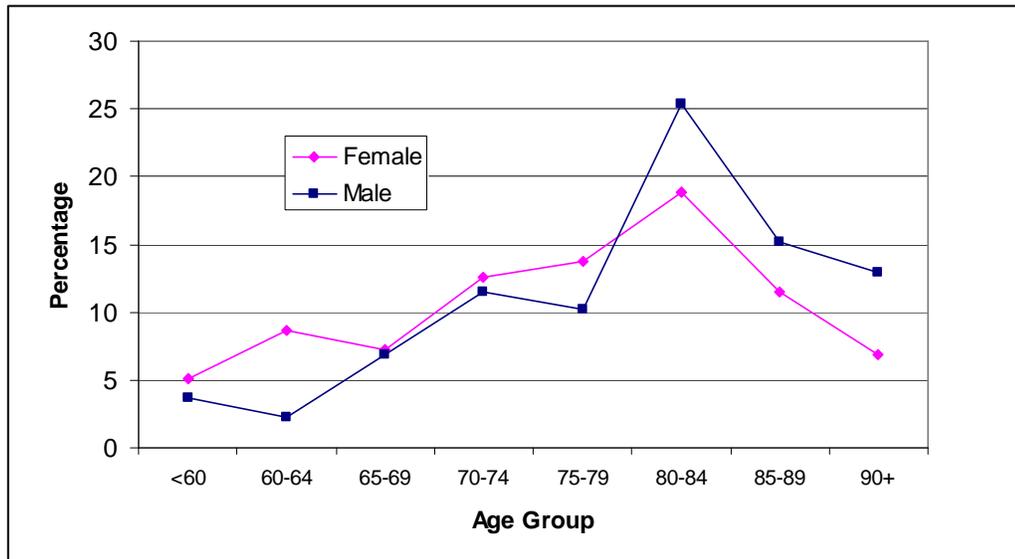


Figure 5. Abuse experienced as a proportion within genders

Figures 4 and 5 show the number of older people abused compared across gender and age. There was a greater proportion of older women abused than men in all age groups until they reach the 80-84 age group. The reason for this phenomenon is yet to be understood and perhaps would be of interest to researchers. It is important to keep in mind that these figures are from data collected through our Helpline and may not necessarily generalise across the population of older Australians.

As mentioned on page 10 there is a large proportion (16%) of alleged abusers for whom we didn't collect age or gender due to the changes made to the database to include Non-Trust Relationships. The highest proportion of abusers was between 50-54 years which fits with the hypothesis that most abuse is perpetrated by adult sons or daughters (refer to Figure 6).

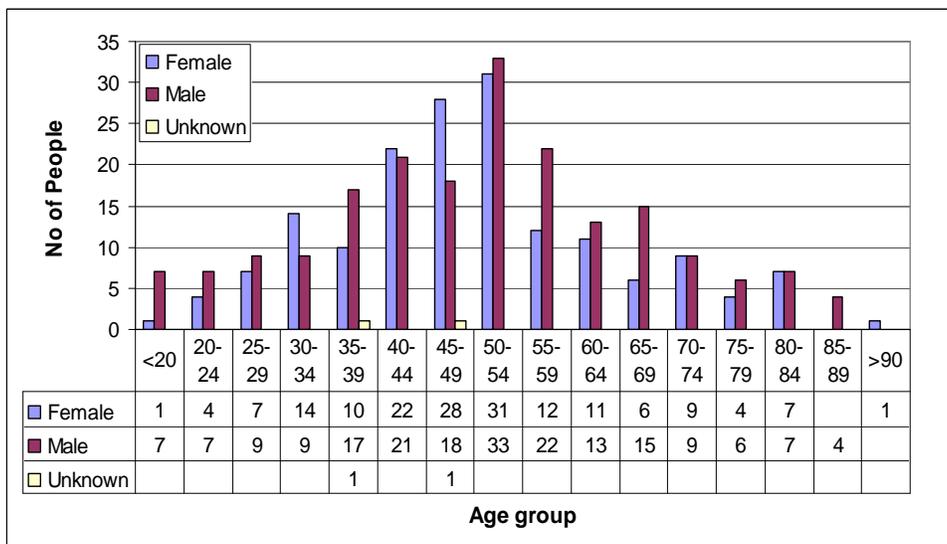


Figure 6. Age and gender of the alleged abuser

Risk Factor Analysis of the Abused

A review of elder abuse literature by Sanderson and Mazerolle in 2008 identified a number of risk factors which leave older people more susceptible to becoming victims of elder abuse. These risk factors include poor health (specifically chronic illness which impairs mobility), social isolation and requiring care to name a few.

The incidents of health risk factors among the older people who were reported to the EAPU Helpline as experiencing elder abuse varied between categories. Physical health risk factors were reported more than all the other risk factors (refer to Table 5). 66 % of people were reported as either having an illness, disability or frailty at the time the abuse was perpetrated.

Health Risk Factors (Abused person)	Number of People	%
Substance Use	15	2%
Psychological Health	371	52%
Physical Health	476	66%
Other	59	8%
Grand Total	921	n/a

Table 5. Physical Health Risk Factors of abused older people.

Psychological health risk factors indicate that the abused person had a mental illness, intellectual impairment or diagnosed with dementia when the incident occurred. Calls where the older person was suspected to have dementia however no formal diagnosis had been provided were recorded as "Other" (refer to Table 5).

34% of cases reported to the Helpline reported at least on financial risk factor, with 6% reporting a more than one financial risk factor (refer to Table 6).

Primary Financial Risk Factors	Secondary Financial Risk Factors					Grand Total
	Not Reported	Debt burden	Dependence on others	Dependence by others	Insufficient Income	
Not Reported	438					438
Gambling	1	1				2
Debt burden	2			2	1	5
Dependence on others	28			2	3	33
Dependence by others	120	2	1		16	139
Insufficient Income	58	2	2	7		69
Other	32				1	33
Grand Total	679	5	3	11	21	719

Table 6. Financial Risk Factors of abused older people.

61% of cases received by the EAPU Helpline reported that the older person who was being abused received a Seniors Pension. 31% did not report the income source of the older person while 5% were self-funded retirees and 3% received a Veteran's Pension.

Social risk factors assess the level of participation in their community or use of services available in the older person's community. Family conflict was identified in 27% of cases reported to the EAPU Helpline (refer to Table 7). Ongoing family conflict refers to conflict which has been occurring for a long time (such as a history of domestic violence in the family), while recent family conflict refers to conflict which had started due to a particular incident and only recent. As a general guide conflict that has continued for more than 12 months is classed as ongoing.

Social Risk Factors	Family Conflict Risk Factor			Grand Total
	None recorded	Ongoing Conflict	Recent Conflict	
None recorded	232	136	56	424
Unable to Access Services	13	11	4	28
Lack of Services	26	13	4	43
Lack of Support Networks	40	44	10	94
Isolation	44	64	22	130
Grand Total	351	268	96	719

Table 7. Social Risk Factors of abused older people.

17% of cases reported having a social risk factor and no family conflict while 24% of cases reported having both family conflict and a social risk factor.

Cultural Background of the Abused

Region	Reports
Asia	8
United Kingdom	5
Europe	24
Africa	1
South America	5
South Pacific	5
North America	1
Total:	49

Elder abuse is not culture specific and affects people from all ethnic backgrounds. This year 7% of the EAPU Helpline reports were from older people from outside Australian borders, and 5% who identified English as their second language. Table 9 is a representation of cultural background for callers to the EAPU Helpline. Most callers did not disclose their cultural background.

Table 9. - Abused older people by Regions

Alleged Abuser Analysis

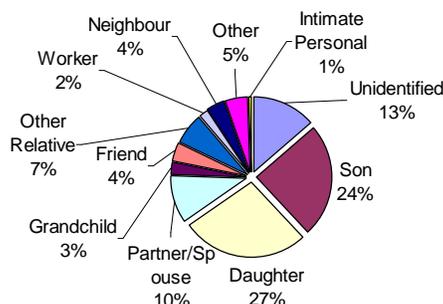


Figure 7. Relationship to the Abused.

Alleged abusers reported to the EAPU Helpline were primarily composed of family members – adult sons or daughters in 51% of cases and family in 71.49% (N=514) of cases (refer to Figure 7 and Table 10).

Relationship	Financial	Neglect	Physical	Psych	Sexual	Social	Grand Total
Unidentified	15	13	10	55	1	3	97
Son	60	18	10	86		2	176
Daughter	60	34	11	83		8	196
Partner/Spouse	10	13	14	37			74
Grandchild	6	5	1	8			20
Friend	18	2	1	6	1		28
Other Relative	19	6	3	19		1	48
Worker	6	2	1	5	1		15
Neighbour	7		2	17	1		27
Other	12	5	3	14			34
Intimate Personal	1	1	1	1			4
Grand Total	214	99	57	331	4	14	719

Table 10. Relationship of the alleged abuser to the abused person for each primary abuse type.

Reports Involving “No relationship of Trust”

The inclusion of No Relationship of Trust data in the collection allowed us to better understand some of the other types of issues older people perceived as elder abuse, even though they don't come under the current definition of elder abuse. 107 of the total reports (i.e. 15%) were in relation to a non-trust situation.

Non-Trust Abuse Situation	Number of reports
Neighbourhood Dispute	29
Self Neglect	12
Accommodation Dispute	12
Accommodation Request	2
Agency Dispute	40
Unknown Abuser (persecution)	13
Worker Abusing many	5
Financial scam etc	7

Table 11. No Relationship of Trust reports.

Table 11 provides a breakdown of the different types of issues raised. There were 120 different issues raised in the 107 reports made to the EAPU Helpline.

When data was compared with the 07-08 financial year the trends showed that Disputes with various agencies was the greatest concern older people identified as abuse or mistreatment. The second most concerning issue was neighbourhood disputes.

Notifier Analysis

Reports to the EAPU Helpline were predominately made by workers, the older person or daughters (refer to Figure 8). Knowing who is making the reports helps the unit to plan and promote the service to ensure that people who seek help are aware of its existence. Also being aware that older people are more willing to call a service and seek assistance when they feel their rights aren't being met is important as it drives policy and marketing strategies.

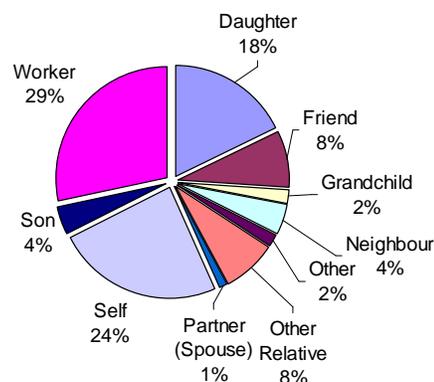


Figure 8. Notifiers to the Helpline

The EAPU collects information about where the caller got the Helpline number. Figure 9 shows that most of the callers found out about the EAPU Helpline from another agency (29%), the telephone book (24%) or it was a worker who knew about the EAPU through their professional training or service (19%).

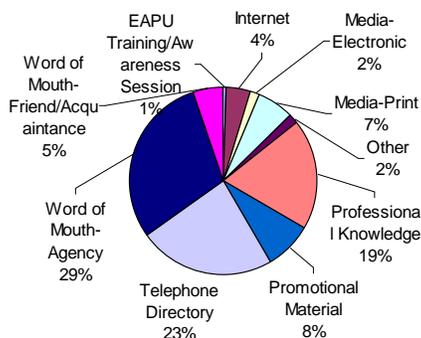


Figure 9. Referral source for notifiers to the Helpline

When the two categories were analysed together it was noted that most of the reports were from workers who knew about the Helpline through training in their profession (17%, N=122).

Older people who called the Helpline usually either found the number in the Telephone book (9%) or were referred from another organisation (8%).

Referral Options

The EAPU Helpline operators offer options for callers to consider towards the end of each call. This year a total of 1896 options were offered to callers. There is no way of knowing if these options were utilized as there is no follow-up unless the caller chooses to provide feedback at a later stage.

A total of 374 referrals were made to legal services (20%), this figure includes the Seniors Legal and Support Service (SLASS) services. SLASS's in five locations in Queensland have all received recurrent funding. 15% of referral options given were to these services.

Capacity related referrals (ie to the Office of the Adult Guardian, Guardianship and Administration Tribunal or Public Trustee) made up 12% (N=224) of a referral options provided, while 13% of calls received safety related referral options (ie Police, Domestic Violence Services, Home Assist Secure) (N=241).

Refer to Appendix 1 for a detailed outline of all referrals made during the 2008-2009 financial year.

Helpline Feedback

Receiving feedback on elder abuse related calls can be challenging as it is difficult to determine when a person who is upset due to the grave nature of the situation discussed is calm and objective to reflect on the service they had received. Callers are provided the option to provide feedback over the phone, via mail, email or fax. All feedback received for helpline calls were collected by phone. 25% of callers decided to provide feedback.

Helpline Feedback 2008/09	
Question	Average Response Rating (5=Strongly Agree, 4=Agree, 3=Not Sure, 2=Disagree, 1=Strongly Disagree)
Was the call answered with respect?	4.87
Did you feel understood and supported?	4.84
Was the information provided useful?	4.59

Table 10. Average of responses to Helpline evaluations.

Most of the feedback about the service provided by the EAPU was from Community members or family (42%).

Enquiry Calls

Enquiry calls to the Helpline are calls which don't have an EA focus, or hang up calls.

These calls tend to be of shorter duration as the caller is after generalist information. This year the trends were similar to previous years with most of the enquiry calls being made by workers (71%) wanting to find out about services offered by the EAPU, training and information sessions or resources.

Enquiry Call Type 1/1/08-30/06/08	No of Calls
EAPU services	101
Elder Abuse (General Info)	57
Training Sessions	35
Awareness Sessions	14
Elder abuse resources	75
Non EA referral	26
Total	308

Table 11. Types of Enquiry calls between 1 July 2008 and 30 June 2009

EAPU Services (33%) are calls requesting information about what the EAPU does and what kind of support is offered to callers. Calls requesting resources were the second most common enquiry (24%), refer to Table 11.

Community Education

Training and Awareness Sessions

The EAPU provides community education in several forms (refer to Table 12). Information sessions (also called Awareness Raising sessions) are provided for community groups. These sessions are informal with a focus on prevention strategies and help seeking behaviours. Training sessions are structured and tailored for service providers who would like to increase their knowledge and understanding of elder abuse and problems that can arise as a result of becoming a victim.

Awareness Raising by Region	Number of sessions	Numbers attending	Preparation Time (hrs)	Travel Time (hrs)	Length of Sessions (hrs)
South East Qld	32	1264	16.25	57.25	45.75
South West Qld	9	282	4.5	33.5	13.25
Central Qld	11	462	43	14.45	13
Nth Qld	1	12	0.5	2.6	1
<i>Total Awareness Raising</i>	53	2020	64.25	107.8	73
Training by Region	Number of sessions	Numbers attending	Preparation Time (hrs)	Travel Time (hrs)	Length of Sessions (hrs)
South East Qld	64	1385	32.25	95	101.7
South West Qld	6	80	4.5	23.5	8.75
Central Qld	23	280	46.75	55.85	31.25
Nth Qld	7	131	3.5	8.95	7.5
<i>Total Training</i>	100	1876	87	183.3	149.2
Total Education Sessions:	153	3896	151.25	291.1	222.2

Table 12. Training and Awareness Raising session breakdown for 2008-2009

EAPU also participates in expos, forums and conferences as well as hosting some of these events. This year the EAPU was involved in 14 events:

Display at Expo	5
Forum/Conference	8
Other	1

Promotional Activities

Promotion of the EAPU and services it provides is a vital part of ensuring that the people who need the service know of its existence and role. This year the EAPU was promoted via newspaper, newsletters and radio interviews.

Newsletter	3
Newspaper	14
Radio	5

Evaluations

a) Training

Training sessions are structured and tailored towards service providers and tertiary students. EAPU trainers provided training to 1876 people at 98 sessions across Queensland. Each of these sessions was evaluated with 1064 evaluations returned.

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	3.83	About Elder Abuse	4.73
How to Recognise	3.50	How to Recognise	4.64
What to do	3.17	What to do	4.58
Who to refer to	3.18	Who to refer to	4.62
My Rights/Responsibilities	3.39	My Rights/Responsibilities	4.60
About cross cultural issues	3.10	About cross cultural issues	4.34

Table 13. Average knowledge before and after attending training.

In the evaluations attendees were asked to rate their knowledge on the various topics before and after the training. Table 13 shows the averages of the responses given to the level of knowledge about the identified elder abuse topics before and after the training.

b) Awareness Raising

Andrea, Maya and Rose spoke at 53 community information sessions to 2020 people (refer to Table 12). 653 evaluations were returned from people who attended an information session. Most of the attendees at the information sessions were women (77%). The average age for those who returned their evaluation forms was 67 years.

There are two objectives trainers aim to achieve when speaking to community members:

1. To increase understanding about elder abuse and knowledge of the topic, and
2. To help people know where to go for help and support.

85% of people who returned their evaluations said that after attending the information session they now know more about elder abuse and how to identify it and 88% said that they now know where to go for help.

EAPU Website

This year has been the first full year with a new website format which allows for in-house updates to all the information on the website. This has meant that information can be updated regularly and kept up-to-date.

Some new features on the website include an Events page/calendar which can give people an idea of when training or information sessions are held in various regions around Queensland, as well as any Forums, Conferences or Teleconferences hosted by the EAPU or other services.

This year we had 4844 visits to the EAPU Website (refer to Table 14). This figure is of unique visits to the EAPU Website.

The analysis of visits to the EAPU Website was done using Google Analytics. This was the first year to use this program; therefore comparisons with previous years are not possible.

www.eapu.com.au				
Month	Visits	Google referrals	Pages/Visit	Avg Time (min)
Jul	402	155	4.36	3.33
Aug	430	171	4.57	3.09
Sept	454	171	4.53	3.29
Oct	458	184	5.36	4.07
Nov	348	121	4.07	2.46
Dec	327	121	4.34	3.16
Jan	342	128	4.59	3.14
Feb	371	152	4.48	3.06
Mar	439	192	4.59	3.21
Apr	375	164	4.11	3.34
May	453	196	3.94	3.04
Jun	445	198	5.13	4.14
Total:	4844	1953	(avg) 4.51	(avg) 3.28

Table 14. Breakdown of visits to the EAPU Website.

Multidisciplinary Peer Support Network for Elder Abuse (PSN)

The EAPU Peer Support Network is made up of service providers who work in rural and remote regions of Queensland. The EAPU had a consultation and identified that workers were often isolated and unable to access training and professional development resources available to their urban counterparts. In an effort to bridge this gap the EAPU (with funding from the Department of Communities) has developed a network for workers who would like support and access to resources. There currently 242 members in more than 75 towns (refer to Table 15).

Alpha	Boulia	Dimbulah	Mackay	Richmond
Andergrove	Bowen	Dirranbandi	Manly	Roma
Aramac	Bucasia	Eidsvold	Mansfield Dc	Sapphire
Atherton	Buddina	Emerald	Miles	St George
Augathella	Bungalow	Gayndah	Mitchell	Tambo
Aurukun	Cairns	Gladstone	Monto	Tara
Ayr	Camp Mountain	Glenella	Mount Isa	Texas
Baralaba	Charleville	Goondiwindi	Moura	Theodore
Barcaldine	Charters Towers	Goovigen	Mt Isa	Thuringowa
Bedourie	Chinchilla	Hervey Bay	Mundubbera	Thursday Island
Biloela	Cloncurry	Hughenden	Murwillumbah	Toowoomba
Blackall	Cooktown	Jericho	Oakey	Torres Strait
Blackwater	Cunnamulla	Julia Creek	Proserpine	Townsville
Bluewater	Dajarra	Killarney	Quilpie	Wantirna South
Bollon	Dalby	Longreach	Redlynch	Winton

Table 15. Towns represented by PSN membership.

The EAPU hosted three teleconferences for PSN members this year (refer to Table 16).

Teleconference host sites received a package including the program outline, teleconference login details and evaluation forms for participants. Participants were asked to rate on a scale from 1 (poor) to 5 (excellent) their opinion on:

- how useful the information provided was
- if the information was relevant to them
- if the method of delivery of the information was appropriate.

Refer to Table 16 for more details on the average scores from the evaluations returned.

Feedback topic	Average Participant Rating		
	Centrelink	Duty of Care II	Financial Abuse
Useful information	4.13	4.46	4.71
Relevant information	4.06	4.38	4.59
Good method of delivery of information	4.44	4.41	4.31

Table 16. Member average ratings from PSN Teleconferences.

Appendix 1. Referrals made through the Helpline between 1 July 2008 and 30 June 2009.

SLASS Cairns	24	OPAP	8	Office of Fair Trading	12	LCCQ (General Counselling)	53
SLASS Townsville	16	Sixty and Better	4	ACAT	85	LCCQ (Financial Counselling)	15
SLASS Hervey Bay	36	Alzheimer's Association	13	GP	157	LCCQ (Crisis Counselling)	20
SLASS Toowoomba	16	Carer's Qld	28	Community Health Service	40	Relationships Aust	8
SLASS Brisbane	195	ARAFMI	6	HACC Service	28	Other Counselling Service	1
Community Legal Service	28	Qld Police/DVLO's	186	Hospital	15	General Counselling Non specific	29
Qld Legal Aid	16	Home Assist Secure	19	Hospital Social Work	38	Centrelink	26
Qld Law Society - Private solicitor	24	DV Service	36	Mental Health Service	11	Aged Care Complaints Investigation Scheme	37
QADA (Legal Advocacy)	19	OAG	110	Carelink or Respite Service	42	Health Quality and Complaints Commission	2
QADA	29	Public Trustee of Qld	42	Emergency Accommodation Service	14	Dispute Resolution Scheme	34
EAPU	92	G&A Tribunal	72	Dept of Housing	20	Queensland Health	1
SEL	14	Cultural Consideration	15	Other	160		

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

'Thankyou so much for being so kind-I feel that I'm alive again'.
No suggestions-we're doing a remarkable job.
Need better promotion of your services
First call went to answering machine-this could put older people off
I really appreciate your time and your advice
Hold the phone closer to my mouth-crackling on phone
Thank you for telling me about my responsibility for caring about mum's finances
I wish I'd called earlier-you've helped put my mind at ease
24 hour service
Feeling better about things. I feel justified with saying that her behaviour is wrong. Don't get defunded!
Not really-just keep being caring at the end of the line for people like us
You have told me you could not go out and investigate, and I could have called the next person at the beginning
Need resources on granny flats and EPOA's that highlight the pitfalls
Just fantastic. Just great to talk to someone so quickly and be put in the right direction. Thankyou
Keep plodding along the way you are going. Get involved in conferences go to schools to speak of elder abuse. Thank you very much
It is really lovely to have the phone answered by name of person and place. Thank you so much for all your help.
You were polite-you wanted to help me-I am so glad I called you.
Getting these numbers out to people
I have made many calls today but you have helped me 100%. Thank you so much
Have some one go out and look at my mum
Promote case studies of what happens in financial abuse situations
Excellent. Got straight through. Good. Got to talk to a real person straight away
Had to look around a lot to find a phone number that would help-it should be in more places.
I'm so grateful to you I really am. Now I can put my plan into action because I know who to call. More people should know about you.
Advertise EAPU broader eg Dr surgeries. Caller found us through the National Seniors Line
That was very helpful. Thanks for that

Appendix 3. Sample comments on Training Sessions from Evaluations.

This presenter is good for my information. Andrea de Vries she give us enough information about elder abuse prevention
Well presented-needs more public debate
Thought was very good. Info was big help. Was presented well. Les was very good. Fantastic presenter
Very well presented. Useful information that everyone should know not just aged care workers. Well done
It is good. This kind of presentation should be presented more and the presenter is really so good.
That is very good because we learned much about elderly abuse. It is very helpful for our future career. Thank you.
Very good and helpful to most students who have to go out to the real world and world in the community.
The presentation was well presented and well organised. The information was represented in a clear and understandable way.
Maybe a 20 - 30 minute presentation would have been sufficient. Too long, that's all.
Well done-everything was specified, explained, about the carer's rights, residents rights etc up to legal options
The presenter made the session interesting and he spoke clearly and answered questions thoroughly.
The presenter presented the material well however the session was too rushed. I would have liked more time to discuss the various issues.
Excellent presentation-delivery; encouragement of interaction with participants enhanced understanding Thanks
Rose was very polite and kept class interested. Treated people individually and made you feel our questions mattered. She was great.
Would have liked more information service available to elders abuse, it seems there are limited resources in order to provide support, this is due to funding provision which is always a downfall
Maya presented well and I was able to take on board clear instructions on dealing with issues of elder abuse
Some discussions went on for too long which meant other information was missed. Perhaps set a specific time to each topic
Maya was great. She made the lecture interesting and enjoyable. The information presented was really useful. Lecture slides provided were great. A lot of detail
The information was very comprehensive and I feel that I've learnt a lot about elder abuse. Maya was funny and very engaging
The presenter was very professional in her presentation and showed a caring attitude towards questions that were delicate. Her response was detailed and covered most areas of concern
Maya encouraged interaction and was only too pleased to answer any questions. Thank you Maya
I found the presentation to be informative, interesting and engaging. Information was delivered well through various medias, movie, powerpoint and lecture, and class participation, comments and questions were encouraged throughout.
Seeing the videos helped me see different types of abuse, so it was very helpful
She is amazingly wonderful to discuss the issues and present to us very clearly. Very alive and facial expression is always happy which encourage us to listen and absorb what she wants us to understand
Obviously very caring person, warmth empathy. I can see she would intervene in an abusive situation in a manner that would be non threatening to the abuse
Presenter was very nice and friendly and I found her very approachable to ask questions. Presenter was obviously well informed and had the ability to ask all of our questions, she was very pleasant.