

# **Strategic Review of the Elder Abuse Prevention Program**

## **Final Report**

Version: 2.0

Prepared by **Communio**

for

**Department of Disability, Housing and Community Services  
ACT Government**



15 January 2009

## Table of Contents

Document details .....	3
The Review .....	4
Methodology .....	5
Overview of Elder Abuse.....	7
The Elder Abuse Prevention Program .....	9
Elder Abuse in the ACT.....	10
Review findings and recommendations .....	12
Conclusion .....	19
Recommendations - Summary .....	21
Attachment 1: Progress Against Program Recommendations .....	23
Attachment 2 – Summary of Calls to Elder Abuse Referral and Information Line .....	29
Attachment 3 – Summary of Education and Promotional Activities of SupportLink .....	31
Attachment 4: Summary of Existing ACT ‘Aged Care’ Information Services .....	34
Attachment 5: Role Clarification .....	36

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## Document details

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**Purpose of this document** This document provides a draft report following the Strategic Review of the Elder Abuse Prevention Program conducted by Communio in December 2008.

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**Audience** This document is intended for:

- Chief Executive, Department of Disability, Housing and Community Services, ACT Government

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**Preparation** This document has been prepared by:

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**Terms and Definitions** The following terms are used in this document:

Term	Definition
DHCS	Department of Disability, Housing and Community Services
MACA	Ministerial Advisory Committee on Ageing
EPOA	Enduring Power of Attorney
ADACAS	ACT Disability and Aged Care Advisory Service
COTA	Council on the Ageing (ACT)
ACT DGP	ACT Division of General Practice
Hotline	Elder Abuse Prevention Information and Referral Line
CACP	Community Aged Care Package

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## The Review

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### Background

As a result of an inquiry into elder abuse in the ACT by the Standing Committee for Health and Community Care (4<sup>th</sup> Assembly) in 2001, the ACT Government developed a policy and program to respond to elder abuse or suspected elder abuse.

A study was undertaken in 2004, prior to the commencement of the program to establish baseline measurements against which the impact and effectiveness of the program could be measured and monitored. The study:

- Identified the level of awareness of elder abuse across ACT Government agencies, within relevant community organisations and within the community generally
- Recommended the development of protocols and other tools by ACT Government agencies to assist staff to recognise and respond appropriately to suspected cases of elder abuse
- Recommended an education program to increase knowledge across government and within the community of agencies and organisations who can assist in suspected cases of elder abuse
- Recommended the implementation of an elder abuse information and referral hotline.

The program was then implemented across ACT Government agencies, non-government agencies and the community generally.

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### Objectives

The specific purpose of this review is to:

- review the implementation of the ACT Government's Elder Abuse Prevention Project in line with ACT Government policy directions to include and establish the extent to which the agreed recommendations from the 2004 response from Government have been implemented
  - analyse the reported findings, identify new issues and trends and provide recommendations for future directions of the Elder Abuse Prevention Program.
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### Scope

This review is not comparing the current level of community awareness with the data produced in the 2004 study. It is concerned with reviewing the extent to which the Governments response to the recommendations made in Report No. 11 '*Elder Abuse in the ACT*' has been implemented and identifying potential future strategies.

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## Methodology

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- Desktop Review** Along with a scan of the literature relating to Elder Abuse, the following documents were reviewed by Communio:
- The ACT Government's response to Report No, 11 '*Elder Abuse in the ACT*' – 2004
  - ACT Elder Abuse Policy Framework – February 2006
  - ACT Ministerial Advisory Council on Ageing Strategic Plan 2006–2008
  - ACT Ministerial Advisory Council on Ageing Report on Strategic Plan 2006–2008
  - ACT Health, *Meeting the Challenge of Elder Mistreatment*, A Resource Guide for Home and Community Care service providers in the ACT, 2004
  - Draft Final *Report on a Study on Elder Abuse* for the Office for Ageing, January, 2004
  - Memorandum of Understanding between Office for Ageing, Multicultural and Community Affairs Group and Women's Information and Referral Service, 2004
  - Elder Abuse Awareness Campaign, Communications Strategy and Plan
  - SupportLink Australia Ltd (funding agreements)
  - Reports from SupportLink (May 2006 to June 2008)
  - Elder Abuse Prevention Network Meeting – Meeting Minutes
  - Annual Reports from ACT Government Agencies.

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## Methodology, Continued

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### Stakeholder consultation

The following key stakeholders were consulted during the review:

- Pam Jenkins and Nonie Barz – ACT Office for Ageing
  - Tony Campbell and Donna Evans – SupportLink Australia Ltd
  - Howard Wren, ACT Ambulance
  - Brian McLeod - Public Advocate of the ACT
  - Cate Mahanay and Alisdair Roy – ACT Human Rights Commission
  - Diane Sanderson – Office of the Aged Care and Quality and Compliance Section
  - Toni Leiper - Public Trustee for the ACT
  - Athalene Rosborough and Regina Barry, ACAT, Aged and Rehabilitation Service, ACT Health
  - Andrea Simmons, Manager, ACT Disability and Aged Care Advocacy Service (ADACAS)
  - Gayle Sweaney – Ministerial Advisory Committee on Ageing (MACA)
  - Fiona Baillie – Senior Social Worker, Aged and Rehabilitation Service, ACT Health
  - Dagmar Kelly – Aged and Community Care Policy Division, ACT Health
  - Helen Kirkwood – Older Persons Mental Health Community Team, ACT Health
  - Di Davey – Community Nursing, Continuing Care Program, ACT Health
  - Dr Clare Willington, GP Advisor, ACT Health
  - Veronica Wensing, Executive Officer, Canberra Rape Crisis Centre
  - Paul Flint – Council on the Ageing (COTA)
  - John Foster – ACT Policing
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## Overview of Elder Abuse

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### What is it?

Elder Abuse is manifested in many different forms, with physical abuse, psychological abuse, financial abuse, sexual abuse and neglect being the most widely recognised forms. The abuser is often the abused person's carer or another family member or members, but can also be a paid care worker, landlord or any other person in a position to do so.<sup>1</sup>

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### The Scope of the Problem

Various sources report that elder abuse is a serious problem across Australia, but as with child abuse and domestic violence, abuse of older people is thought to be seriously under-reported. Studies in Australia, USA, UK and Canada have shown that between 2% and 5% of older people living in their own homes are the victims of abuse. Approximately 90% of cases involve a family member as the perpetrator<sup>2</sup>.

There is no mandatory reporting or standardised reporting process in Australia, including the ACT. Data capture on elder abuse is complicated because of the varying degrees to which services record data on elder abuse, the multiple services clients can access and the difficulty in defining and coding elder abuse. Consequently it is very difficult to reliably determine the extent of the problem within any community. This obviously then makes it difficult to make a case for any further change. There is however, considerable anecdotal evidence from service providers that there are many vulnerable elderly people in the ACT who experience, or are at risk of experiencing varying forms and degrees of elder abuse.

As well as an increase in the number of older people, there is an increase in financial strain and increasing burdens for carers – known risk factors in elder abuse. It is reasonable to deduce that the incidence of elder abuse is also likely to be on the increase.

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### Risk Factors for Abuse

Known risk factors for elder abuse include carer resentment of the carer role, lack of care giving skills and changes to roles and living arrangements. Carer stress is known to contribute towards elder abuse occurring. Perpetrators are frequently trusted people and the level of victimisation is known to increase with dependency levels. Socially isolated victims may be unable to alert others to their plight, with no-one to advocate for them. Risk factors for elder abuse remain relatively consistent despite cultural differences<sup>3</sup>.

Dependency, dominance, power, undue influence and lack of self-respect contribute to the hidden nature of elder abuse. Females are more likely to experience elder abuse than males. Financial abuse is the most commonly identified form of abuse, followed by emotional abuse, neglect and isolation<sup>4</sup>.

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<sup>1</sup> Artcraft Research, February 2004, Final Report on a Study on Elder Abuse for the ACT Office for Ageing  
<sup>2,3,4</sup> Day, K. August 2006, Elder Abuse in the community setting; an exploration of case management strategies (Thesis) University of Melbourne

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## Overview of Elder Abuse, Continued

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**Causes of under reporting** Many factors may influence an individual's choice on whether to identify, report or seek help in instances of abuse. Feelings of shame, embarrassment, helplessness, fear of reprisals, family loyalty and fear of breaking up a family unit or of an unknown future may prevent older people from reporting abuse.

For service providers who encounter cases of abuse or suspected abuse, reporting is hindered by the definitional variability in what constitutes elder abuse, varying agency level requirements for reporting and the lack of any mandated requirement.<sup>5</sup>

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**ACT Data** In 2004, a benchmark study was conducted by Artcraft Research for the ACT Office for Ageing. A sample of 600 people representative of the Canberra population was surveyed. The findings included<sup>6</sup>:

- Only 2% identified elder abuse as issue for older people
  - 86% could define most forms of elder abuse unaided
  - 48% thought that 1 in 10 older people were affected by at least one form of elder abuse
  - The term 'elder abuse' could be better expressed as people tend to think only of extreme cases of abuse
  - The issue of reporting 'elder abuse' resulted in much discussion and little consensus on how the decision would be made to report it
  - Most people were unclear about possible sources of information about elder abuse
  - There was strong and widespread community support for all three proposed government initiatives to address elder abuse a) hotline telephone number b) an education program for professionals c) community education program.
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<sup>5</sup> Day, K. August 2006, Elder Abuse in the community setting; an exploration of case management strategies (Thesis) University of Melbourne

<sup>6</sup> Artcraft Research, February 2004, Final Report on a Study on Elder Abuse for the ACT Office for Ageing

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## The Elder Abuse Prevention Program

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### **Overview of the Elder Abuse Prevention Program**

The ACT Office for Ageing is responsible for ensuring a strategic, coordinated approach to ageing issues in the ACT, including elder abuse. The Office for Ageing coordinated an inter-departmental Task Force on Elder Abuse and was tasked with overseeing the implementation of all 14 recommendations from the Report.

In 2004, the information and helpline was established, along with a range of other elder abuse prevention strategies as agreed in the Government's response.

The Office for Ageing provides secretariat support for the ACT Ministerial Advisory Council on Ageing (MACA). The MACA was first established in July 2002. The key role of MACA is to assist the ACT Government in ensuring that the needs of older Canberrans are met. The Council has a broad focus and provides advice on issues including positive attitudes towards ageing and older people, housing, accommodation, life-long learning, mature-age employment, prevention of elder abuse and provision of services for older people. Provision of oversight of the implementation of the ACT Elder Abuse Prevention Program is one of the objectives contained within the Terms of Reference of MACA. A new MACA has just been convened with Terms of Reference endorsed.

The MACA 2006-08 Strategic Plan contained the objective of 'Progressing the work from the Elder Abuse Prevention Implementation Task Force and forming linkages with relevant bodies to implement the recommendations from the report by the end of 2007.'

In May 2006, SupportLink Australia Ltd was contracted by the Office for Ageing to provide the Elder Abuse Information and Referral Service. This was supported by a promotional campaign throughout 2006 and 2007.

Attachment 1 provides a summary of the status of the fourteen recommendations from the Taskforce Report. Overall progress against the recommendations has been considerable, with all recommendations having had some degree of action recorded against them.

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## Elder Abuse in the ACT

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### ACT Response Systems

There are quite reasonable support structures and legislation which provides different bodies with the authority to deal quite effectively with reported cases of elder abuse within the ACT. These include:

**Police** – have the authority to investigate any allegations of abuse. These are generally at the higher end of the scale such as overt physical abuse, sexual abuse and financial abuse and are covered by the criminal justice system.

**Public Advocate of the ACT** – has the authority to investigate and act in cases of reported mistreatment of older people **with impaired decision making** or who are **too frail** to take their own steps to avoid the abuse. The Public Advocate of the ACT has the capacity to make an application to the Guardianship and Management of Property Tribunal to be appointed as the emergency guardian, and/or for the Public Trustee to be appointed as the emergency financial manager. An emergency guardianship order empowers the Public Advocate to become a substitute decision maker for the older person who is vulnerable as a result of the abuse and to make an assessment of what needs to occur to prevent their exposure to that abuse. The most common form of mistreatment of older people encountered by the PA ACT is financial exploitation.

**Public Trustee for the ACT** – when appointed as the emergency financial manager for an impaired person, is able to take steps to secure a person's finances and property so that any financial exploitation is halted. The Public Trustee for the ACT may also be appointed voluntarily by any member of the community to manage their property and financial affairs, providing a proactive preventative strategy against financial abuse. The PA ACT and the Public Trustee ACT work together on many matters relating to mistreatment of older persons.

**ACT Human Rights Commission** – is an independent agency which promotes and protects the rights of people in the ACT by considering complaints, reviewing and auditing services and systems and promoting service improvement. The Health Services Commissioner considers complaints about the provision of **health services and services for older people and their carers**. It does not consider complaints about individuals unless they are providing a service to an older person. Its focus is on investigation and resolution – the Commissioner will close the case with a final report, which may make recommendations for action to solve the complaint, for a health professions board or other board to consider the report, and/or for service improvements.

**Aged Care Complaints Investigation Scheme** – has the authority to investigate and manage complaints regarding Commonwealth funded aged care facilities, Community Aged Care Packages (CACP's) and flexible care.

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## Elder Abuse in the ACT, Continued

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### ACT Context Continued

In summary, relevant bodies have the **authority** to **investigate** reported cases of elder abuse for all older persons with impaired decision making, older persons receiving health care services (either State or Commonwealth) or older persons suffering overt physical, sexual or financial abuse.

However the older person who is legally competent to make their own decisions and who is experiencing abuse by non-service providers (eg family/carers) have minimal formal supports available to them particularly if they are unwilling to address, or have a service address the issues. The literature suggests that clearly competent older people may make poor decisions in abusive situations because of undue influence. Undue influence is when people use their roles and power to exploit the trust, dependency and fear of others to manipulate situations and deceptively gain control over the decision making of the second person<sup>7</sup>.

Given the mandatory reporting requirement of abuse in Commonwealth aged care services and the response systems in place for overt abuse and that the literature states that 90% of elder abuse cases reported involve a family member as the perpetrator, it seems reasonable that achieving a reduction in elder abuse will require targeting prevention strategies at older people living in the community who are socially isolated, regardless of their competence status.

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<sup>7</sup> Singer, M. (1996) *Hornswoggled? An interview with Margaret Singer on Undue Influence*, National Center for Prevention of Elder Abuse. Nexus 2 (1) Issue 1, March 1996.

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## Review findings and recommendations

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### Policy Framework

ACT Government departments and agencies are required to establish elder abuse prevention protocols to assist their employees to address situations of elder abuse they may encounter. Agencies are also required to ensure staff have adequate access to educational and training material for responding to elder abuse.

Significantly, the majority of the agencies consulted during this review had not developed agency elder abuse prevention protocols.

This appears to have contributed to:

- an absence of, or a lack of consistent, education of Government employees relating to elder abuse
- inadequate awareness of signs and symptoms of elder abuse and preventative and remedial strategies
- a lack of coordination of efforts to prevent or manage elder abuse
- inconsistent responses when abuse is suspected.

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### Policy Recommendations

In order to address the lack of policy in ACT Government Departments and agencies relating to Elder Abuse, **it is recommended that:**

1. A policy and guideline be developed for ACT Government departments and agencies which clearly sets out the responsibilities of managers and employees in relation to:
  - a. Minimum education requirements for various levels of staff
  - b. Identifying and reporting elder abuse, including who should report and how this reporting will occur
  - c. Responses to alleged cases
2. It is recommended that the document developed by ACT Health for HACC services be used as the template for this guideline (*Meeting the Challenge of Elder Mistreatment – A Resource Guide for Home and Community Care service providers in the ACT, 2004*)
3. The policy must be endorsed by relevant Chief Executives and be implemented with appropriate briefing and dissemination strategies.

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## Review findings and recommendations, Continued

### Governance and Coordination of the Elder Abuse Prevention Program

The ACT Elder Abuse Prevention Program is funded by the Office for Ageing and the ACT Government has delegated the oversight of the Program to the MACA. The Office has contracted the provision of the Elder Abuse Information and Referral Service to SupportLink Australia Limited. In June 2008, The Department of Disability, Housing and Community Services provided one-off funding for the 2008-09 financial year to ADACAS for the provision of advocacy services for people over 65 years experiencing, or at risk of, elder abuse.

Coordination of agency networking and collaboration is a component of the SupportLink contract. Early in 2008, SupportLink established a time limited Network Meeting of key stakeholders to develop the 'Pathways to Assistance' brochure. Prior to this meeting, there was no formal or regular forum for key stakeholders to meet and discuss issues, monitor progress with the Elder Abuse Program recommendations, coordinate and streamline services, improve consistency of response and in general, network with others.

### Review Findings

Stakeholders report positively the benefits of the Network Meeting. Significantly, key agencies were noted to be absent from the Network Meeting including, COTA, Carers ACT and ACT Health.

Issues that were raised during this Review regarding the Elder Abuse Prevention Program included the:

- lack of discussion, consultation and coordination of key stakeholders including SupportLink regarding promotion and media campaigns
- appropriateness of placing the Hotline with SupportLink
- lack of collaboration, coordination and strategic planning across both prevention and response programs
- lack of ongoing focus and accountability of the Network Meeting
- confusion regarding roles in relation to the oversight of the Elder Abuse Prevention Program including the:
  - The Office for Ageing
  - SupportLink
  - MACA
  - Network Meeting

### Governance and Coordination Recommendations

4. In relation to the Elder Abuse Prevention Program and improving governance and coordination, **it is recommended that:**
  - The Office for Ageing clearly articulate and promote its role in relation elder abuse prevention including strategic planning, influencing other departments, monitoring etc
  - The Network Meeting be expanded and strengthened and that mechanisms be established to direct and coordinate its functions, including appropriate secretariat and accountability functions.

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## Review findings and recommendations, Continued

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### Education and Promotional Strategies

There has certainly been effort by a variety of agencies and service providers to raise awareness of elder abuse in the community.

SupportLink have:

- Developed a training package including a DVD
- Delivered many training sessions and information to various community groups and service providers

ACT Office for Ageing have:

- Developed a brochure 'Abuse and Mistreatment of Older People'
- Developed postcards which promote the hotline and website
- Developed Fact Sheets which detail the relevant support services in the ACT
- Sourced a training video 'It could happen to you'
- Adapted 'Dealing with Abuse of Clients and their Carers – A Training Kit from NSW Department of Ageing, Disability and Home Care
- Public Awareness campaigns were conducted in 2006 and 2007 to increase public awareness of the existence of elder abuse. The campaign in 2007 included comprehensive use of television, radio, newspaper and media
- Printed and distributed 5000 colour brochures.

ADACAS, the Public Advocate of the ACT and the Public Trustee all provide regular education to this target group and include information on elder abuse during every training session they deliver.

However, there is no coordinated approach to targeting groups or organisations which are frontline to identifying elder abuse. An example of this is ACT Health staff interviewed during this Review, who confirmed that they have not received any education on elder abuse. During the consultation many comparisons were drawn, particularly by ACT Health staff, with the Child Protection training which is a mandatory, regular training program. Many noted:

- the similarities of the principles of screening, risk identification and response approaches
- the requirement for all staff to receive training regardless of the extent to which they work with children
- the lack of information provided on elder abuse despite the large proportion of their client group over the aged of 65.

This highlights the opportunity for elder abuse prevention education to be 'tagged' on to existing child protection training for appropriate audiences across the ACT. This would not negate the mandated nature of Child Protection training but rather would opportunistically allow very broad coverage of staff information on elder abuse with minor resource implications.

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## Review findings and recommendations, Continued

### Education Recommendations

In order to establish a coordinated approach to targeting groups or organisations which are frontline to identifying elder abuse, minimising its risk and supporting appropriate response mechanisms **it is recommended that:**

5. The ACT Government Policy specify the minimum education requirements for various levels of staff. This could be aligned with the stratification for the existing Child Protection training.<sup>8</sup>
6. An Annual Community Education Plan be developed as part of the strategic planning process which identifies and prioritises target groups and organisations for education. This plan should be developed by members of the Network Meeting (however termed) and monitored, evaluated and reported on annually.
7. As part of its Strategic/Business Plan, the Network Meeting should identify the most appropriate marketing and promotional strategies which may include mass media campaigns, stalls at open days, community fora and other promotional material. This will require appropriate resourcing and leadership from the Office for Ageing.

### Lack of Response Coordination

The literature suggests that often abuse is not limited to only one form, for example, physical abuse is often accompanied by psychological abuse.<sup>9</sup> The issues are often complex and long standing. Resolution is not easy. Input may be required from multiple agencies. For these reasons, it is important that instances of elder abuse are managed in a coordinated manner to ensure that all relevant services are effectively and efficiently utilised and that further stress to the person experiencing abuse is minimised.

Under the current system, there are no response coordination resources available for a person who phones into the Hotline. Individual referrals may be made to individual services, however there is no resource available to coordinate the process and ensure that an appropriate outcome is achieved.

### Response Coordination Recommendations

In order to address the lack of response coordination in the current model, **it is recommended that:**

8. The Policy recommended in Recommendation 1 identify the need and process for response coordination. It is recommended that in every case of suspected or actual elder abuse a coordinator from the most appropriate service be identified and named with the responsibility for response coordination for that client.

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<sup>8</sup> It is understood there is current discussion regarding the requirement for police checks and consideration being given to using the term “Working with vulnerable people” to define requirements within this policy

<sup>9</sup> Artcraft Research, February 2004, Final Report on a Study on Elder Abuse for the ACT Office for Ageing

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## Review findings and recommendations, Continued

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### **Elder Abuse Prevention Information and Referral Hotline**

The aim of the Elder Abuse Prevention, Information and Referral Hotline is to provide information and referral to members of the public, family and friends and service providers in respect of elder abuse. The service also provides community awareness and education about elder abuse.

The Hotline is staffed in normal business hours and provides information and referrals to other services.

Reports submitted to the Office for Ageing as part of SupportLink's contract were reviewed to determine the extent of usage of the Hotline. There are gaps in the data available and a lack of consistency in the data reported. For example 'elder abuse calls' refer to those that were either requesting information or alleging specific abuse cases and 'enquiries' refer to calls made to the line generally about their service including requests for information. It is difficult to determine the exact nature of calls by the data provided.

The overall number of calls has declined. The peaks in calls are attributed to the promotional campaigns; however the data provided makes it difficult to verify that. See Attachment 2 for further details.

In the majority of cases SupportLink makes 'informal' referrals, that is, they provide the caller with the details of available services.

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### **Hotline Findings**

During the Review some of the limitations identified of the hotline service included:

- Only operates during business hours – messages can be left out of hours
  - No case management service and, under the current contract, no ability to do face to face interviews
  - No real 'teeth' – can only refer to other services with no capacity to do their own follow up
  - Not well linked or widely known to other service providers, particularly Council on the Ageing (COTA), health service providers and GPs
  - Some of the services consulted stated they do not call the Hotline to report abuse as they are able to manage the referral process themselves.
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## Review findings and recommendations, Continued

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### Hotline Findings Continued

Other issues relating to the Hotline include:

- In order for callers to phone the Hotline, they must first identify that there is abuse occurring. Many older people experiencing abuse do not recognise what is happening to them. They often see it as a relationship breakdown or family conflict.
  - There is potential for callers to feel stigmatised by ringing an Elder Abuse Prevention Hotline
  - The number of callers are reducing significantly since the inception of the program with only 40 calls during the 2007-08 year
  - The Hotline phone number was not available in the 2008 White Pages.
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### Future Information Services

People are currently seeking information on various aged care issues from a range of providers. These services include the COTA Seniors Information Service, Carers Advisory Service, the Public Advocate Information Service and others (See Attachment 4). In addition to the work these services currently provide they have the potential to play an important role in opportunistic education and screening for elder abuse. For example, Carers ACT responded to over 12,000 phone calls in the 2007-08 year. Similarly, COTA ACT responded to 10,000 telephone calls to the Seniors Information Line. Some of these services currently report using an opportunistic approach in the identification of elder abuse risk and issues through skilled questioning of callers for those not specifically identified as seeking information on Elder Abuse.

It is not clear that one dedicated, named hotline is the most effective way to provide broad coverage across the potential target group. An alternative model to reach far greater numbers than the current Hotline is to build on the existing services. A more effective model may be to ensure all aged care related information services are adequately trained to provide relevant information, referrals, screen for potential issues and instigate appropriate responses in acute situations. The funds currently used to fund the Hotline could be dispersed amongst all information services to provide 'seed' or limited capacity enhancement funding to achieve this. The Office for Ageing could provide the training and resources (including data collection items) to support a coordinated approach.

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## Review findings and recommendations, Continued

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### Recommendations Elder Abuse Prevention Information and Referral Hotline

Given the very low and declining numbers of callers to the Hotline, the effectiveness and appropriateness of the current model must be considered.

9. **It is recommended that** following the cessation of the current contract with SupportLink that consideration and appropriate resourcing be given to:
    - a. Developing appropriate information, screening, referral and response processes for use across all relevant agencies
    - b. The provision of limited annual funding to appropriate information services for use to incorporate elder abuse information
    - c. The exploration and development of a simple, consistent data set for collection by all information agencies which is reported annually to the Office for Ageing and reviewed by MACA
    - d. Establishing common data fields, particularly identifying referral source, nature and extent of abuse or risk of abuse and response categories that are collected and reported by the appropriate agencies responsible for elder abuse management.
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### Terminology

The 2004 Study on Elder Abuse for The Office for Ageing, found that the community clearly did not like the sound of the term 'elder abuse' and tended to think of it as only describing extreme cases or acts of commission. The terminology remains an issue today and similar sentiments were expressed during stakeholder consultation during this review.

People tend not to see mistreatment and 'mild' abuse of older people as 'abuse', rather simply as 'mistreatment'. Some people do not see 'neglect' as 'abuse' because they see it as omission, not commission. Aboriginal and Torres Strait Islander people may be offended by the use of the term 'elder' in this context as elder is used as a term of great respect by their people.

Suggestions for improvement included 'elder abuse, mistreatment and neglect' or 'abuse, mistreatment or neglect of older people'. Other options may include 'reducing risk to older people' or 'older person safety program'.

#### **It is recommended that:**

10. the Elder Abuse Prevention Program be re-named to more accurately reflect the broader nature of 'elder abuse'.
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### Preventative Strategies

It is clear from the literature that carer stress increases the risk of potential elder abuse in some situations and that the use of and burden for carers is increasing. Whilst investigating the availability of carer support options in the ACT was outside the scope of this project, it should be noted that future preventative strategies should focus on supporting carers and ensuring information, support and respite are readily available and accessible to them.

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## Conclusion

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### Elder Abuse in the ACT

The ACT is commended for being one of the first jurisdictions to introduce a government wide approach to the prevention and management of elder abuse. A comprehensive policy was developed and a range of recommendations. This Review has revealed that there has been variable support for the implementation and monitoring of the Program since its implementation. This has been in part due to the Departmental restructures and changes in personnel responsible for the program contributing to a lack of continuity.

The hotline was well intentioned and has been relatively successful given its structural impediments which include:

- The stigma associated with the name
- Its limited hours of operation
- Its ability to only provide information and referral
- Its lack of infiltration in the community and across the relevant stakeholder bodies.

The establishment of the Network Meeting has been very successful in bringing together relevant organisations and personnel and the work on the Pathways document. It however needs a stronger governance structure and focus to continue to evolve and be effective.

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### Overall Findings

It has been identified through this Review that:

- Data collection on elder abuse in the ACT is poor and fragmented and that a clear picture of the prevalence is difficult to obtain
  - Based on figures available, it would appear that numbers of actual abuse is relatively small
  - The number of elderly people at risk of abuse because of increasing frailty and vulnerability (financial stress, carer stress, housing stress) is thought to be increasing
  - People experiencing suspected or actual abuse who have reduced capacity are relatively well covered by agencies awareness and ability to respond
  - The Hotline has not demonstrated significant cost effectiveness
  - There is a lack of coordination of prevention and advice services
  - There is a lack of monitoring and coordination of cross agency efforts
  - There is insufficient training provided to frontline staff.
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## Conclusion, Continued

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### **The Way Forward**

The ACT, through the dedication, professionalism and appropriate collaboration of the offices of The Office for Ageing, the Public Advocate, Public Trustee, ADACAS, ACT Health and a strong community support structure including SupportLink, COTA, Carers ACT and others is well placed to provide an integrated and effective approach to the education, screening, risk minimisation and response to elder abuse. This will require leadership from The Office for Ageing in order to ensure the appropriate level of resourcing, integration of risk minimisation strategies and collaboration of response mechanisms. The recommendations noted in this report will aid the ACT in providing the best possible protection to those elder people in our community who find themselves in vulnerable situations.

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## Recommendations - Summary

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### Recommendations

It is recommended that:

1. A policy and guideline be developed for ACT Government departments and agencies which clearly sets out the responsibilities of managers and employees in relation to:
  - a. Minimum education requirements for various levels of staff
  - b. Identifying and reporting elder abuse, including who should report and how this reporting will occur
  - c. Responses to alleged cases.
2. The document developed by ACT Health for HACC services be used as the template for this guideline (*Meeting the Challenge of Elder Mistreatment – A Resource Guide for Home and Community Care service providers in the ACT*, 2004).
3. The policy must be endorsed by relevant Chief Executives and be implemented with appropriate briefing and dissemination strategies.
4. In relation to the Elder Abuse Prevention Program and improving governance and coordination, **it is recommended that:**
  - The Office for Ageing clearly articulate and promote its role in relation elder abuse prevention including strategic planning, influencing other departments, monitoring etc
  - The Network Meeting be expanded and strengthened and that mechanisms be established to direct and coordinate its functions, including appropriate secretariat and accountability functions.
5. The ACT Government Policy specify the minimum education requirements for various levels of staff. This could be aligned with the stratification for the existing Child Protection training.
6. An Annual Community Education Plan be developed as part of the Strategic Planning process which identifies and prioritises target groups and organisations for education. This plan should be developed by members of the Network Meeting (however termed) and monitored, evaluated and reported on annually.
7. As part of the Strategic/Business Plan, the Network Meeting should identify the most appropriate marketing and promotional strategies which may include mass media campaigns, stalls at open days, community fora and other promotional material. This will require appropriate resourcing and leadership from the Office for Ageing.

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## Recommendations - Summary, Continued

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### Recommendations Continued

8. The Policy recommended in Recommendation 1 identify the need and process for response coordination. It is recommended that in every case of suspected or actual elder abuse a coordinator from the most appropriate service be identified and named with the responsibility for response coordination for that client.
  9. Following the cessation of the current contract with SupportLink that consideration and appropriate resourcing be given to:
    - a. Developing appropriate information, screening, referral and response processes for use across all relevant agencies
    - b. The provision of limited annual funding to appropriate information services for use to incorporate elder abuse information
    - c. The exploration and development of a simple, consistent data set for collection by all information agencies which is reported annually to the Office for Ageing and reviewed by MACA
    - d. Establishing common data fields, particularly identifying referral source, nature and extent of abuse or risk of abuse and response categories that are collected and reported by the appropriate agencies responsible for elder abuse management.
  10. The Elder Abuse Prevention Program be re-named to more accurately reflect the broader nature of 'elder abuse'
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## Attachment 1: Progress Against Program Recommendations

### Implementation of Recommendations from Report No 11

The following is a summary of the implementation of the recommendations from the Health and Community Care Inquiry on Elder Abuse:

Recommendation	Outcomes
The Government examine all the material produced by the NSW Advisory Committee on the Abuse of Older People to assist in developing policy and service delivery responses.	Material gathered and used to inform the ACT Elder Abuse Policy Framework.
That the Government take a whole of government approach in developing policy and service delivery responses in the area of elder abuse.	During 2006–07 a whole-of-government Policy Framework was developed to provide a focus for program development and delivery and a shared view of ageing issues. The Framework is a collection of existing legislation, policies and programs across the ACT Government that are relevant to older people.
That the Government develop inter-agency protocols for detecting and addressing instances of elder abuse	<p>The ACT Elder Abuse Policy Framework 2006, provides a guide to enable ACT Government agencies to develop protocols to assist staff when responding to situations of elder abuse or suspected elder abuse within their work environment.</p> <p>Under this Framework, ACT Government agencies are required to establish elder abuse prevention protocols to assist their employees to address situations of elder abuse they may encounter. Agencies are also required to ensure staff have adequate access to educational and training material for responding to elder abuse.</p> <p>A sample protocol is contained within the ACT Dealing with Abuse of Clients and their Carers – A Training Kit. Significantly, the majority of the agencies consulted during this review had not developed agency elder abuse prevention protocols despite the fact that all ACT Government Chief Executives agreed to the policy and its subsequent implementation.</p>

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## Attachment 1: Progress Against Program Recommendations, Continued

Recommendation	Outcomes
<p>That the Government establish a single contact telephone number for members of the public, family and friends and other service delivery agencies and individuals to report instances of elder abuse as well as provide an information and education resource for older people and their loved ones concerning elder abuse prevention and redress/intervention</p>	<p>The Elder Abuse Information and Referral Service was commenced in June 2004. See data available in Attachment 2. Significant effort has been expended in service provider and community education programs including media campaigns, development of fact sheets, brochures, DVD's and training packages. See Appendix 3 for more detail on education and promotional campaigns</p>

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## Attachment 1: Progress Against Program Recommendations, Continued

Recommendation	Outcomes
<p>That the Government investigate and initiate programs to reduce the incidence of social isolation</p>	<p>The ACT Government sought to address social isolation among Housing ACT tenants through the Community Linkages Program. Housing ACT is also addressing social isolation among its tenants through the employment of Housing Manager Specialists. Approximately \$2 m has been provided for the Community Linkages Program (CLP) over four years. The Program provides for the employment of service ‘brokers’ to link public housing tenants to a range of community support services. These include employment programs and opportunities, living skills, such as budgeting, parenting and computing skills, clinical services, such as mental health and drug and alcohol rehabilitation, and other support and advocacy services.</p> <p>The ACT HACC program currently funds three programs to address social isolation. These programs are the:</p> <ul style="list-style-type: none"> <li>• BRIDGES Program which provides individual and small group support to improve access and participation in centre and community based activities according to need</li> <li>• TRIPS Program which is a transport service for HACC clients who are isolated to enable attendance at social, educational and other events out of hours</li> <li>• TELEPHONE SUPPORT SERVICE which targets socially isolated older clients</li> </ul> <p>MACA facilitated a Social Isolation Seminar in October 2004 and included social isolation as a key issue in their 2006-2008 Strategic Plan. Strategies implemented included a Social Integration Seminar held in July 2008 and attended by 55 representatives of local community organisations and government agencies. This activity complemented a consultancy project commissioned by the ACT Government to determine the relative degree of social isolation among older people and explore key issues and develop best practice models and innovative strategies for promoting social inclusion.</p> <p>The seminar, jointly planned with National Seniors Australia, in partnership with ACT Office for Ageing and opened by the Chief Minister, identified options for promoting social inclusion and reducing the impacts of social isolation experienced by seniors in the ACT. It also served as a platform to canvass views about social isolation in the ACT community, including barriers to participation and the steps which can be taken at all levels to address the issue of isolation.</p> <p>The Council also sought to highlight social inclusion through including a criterion related to this need in funding applications for ACT Government Grant programs. This criterion has been incorporated into grants such as the Community Support and Infrastructure Grants Program, Women’s Grants and the Seniors Grants Program.</p>

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## Attachment 1: Progress Against Program Recommendations, Continued

Recommendation	Outcomes
That the ACT Government require mandatory police checks in all purchase agreements related to services for older people	<p>The ACT Government requires as part of its employment practices in respect of persons who will or will be likely to have contact with children and/or vulnerable adults, checking of personal references by the organisation and clearance from the Australian Federal Police. This includes employees, volunteers and contractors.</p> <p>Additionally, new requirements for national criminal history record checks (police checks) for relevant staff in aged care came into effect from 1 March 2007. The requirements apply to all relevant staff members and volunteers (as defined in the legislation and the detailed Guidelines) of aged care services subsidised under the <i>Aged Care Act 1997</i> (the Act).</p>
The Government make representations to the ACT Law Society to ensure that legal practitioners in the ACT are taking reasonable steps to guarantee that people signing over an enduring power of attorney are, in fact competent to understand the implications of this and that, where necessary, the opinion of a medical specialist be required to make a determination as to the competence	Both the Public Trustee and the Public Advocate have made representations to the ACT Law Society in this regard but have been unsuccessful to date. A revision of the Power of Attorney form in the ACT has occurred after extensive public consultation. The form is contained within an information booklet. Regular education is provided by both offices to service providers and the general public.
The government investigate provisions for registration of all Powers of Attorney	<p>Feedback from stakeholders indicate that this matter was rejected following community consultation due to privacy concerns, costs and difficulty with maintaining accurate registers.</p> <p>However, an Enduring Power Of Attorney (EPOA) may be registered with the Registrar-General and maintained under the <i>Registration of Deeds Act 1957</i></p>

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## Attachment 1: Progress Against Program Recommendations, Continued

Recommendation	Outcomes
Develop safeguards to assess the capabilities of the person handing over the Power of Attorney	As above
Institute a requirement that the person handing over the Power of Attorney be given comprehensive information on the legal issues involved including information on how to report abuse.	To raise community awareness, the Public Advocate of the ACT provided information on the 'Power to Choose' the guide for completing an Enduring Power of Attorney, in the Canberra Times annual tabloid lift out, Canberra's Caring Community. This article generated community interest which was reflected in the increased number of enquiries directed to the PA ACT advice line.
The Government consult with the NSW Departmental officials to examine a means of utilising ' <i>Dealing with Abuse of Clients and their Carers, A Training Kit</i> ' in the ACT	<i>ACT Dealing with Abuse of Clients and their Carers – A Training Kit</i> has been adapted from NSW Department of Ageing, Disability and Home Care and is available on the ACT Office for Ageing Website

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## Attachment 1: Progress Against Program Recommendations, Continued

Recommendation	Outcomes
That the Government fund a campaign to educate professionals working in the field of elder abuse or likely to come in contact with victims of elder abuse to recognise and deal with elder abuse in an appropriate fashion	<i>ACT Dealing with Abuse of Clients and their Carers – A Training Kit</i> has been developed and is available on the ACT Office for Ageing Website. This is complemented by the ACT Elder Abuse Policy Framework which directs ACT Government Departments to provide training and educational material to relevant staff. Feedback with stakeholders has indicated that this education has not been accessed widely, particularly throughout ACT Health. Additionally, SupportLink has provided education to a wide range of professionals, service providers and community organisations utilising their DVD and training package.
Fund a broad based community education campaign on elder abuse in an attempt to raise general public awareness about elder abuse issues.	Public awareness campaigns were conducted in 2006 and 2007 to increase public awareness of the existence of elder abuse. The campaign in 2007 included comprehensive use of television, radio, newspaper, media.
ACT Government establish education and training standards for workers in aged care institutions.	The Department of Health and Ageing, which has jurisdiction over residential aged care services, has not mandated any minimum education requirement for workers in aged care facilities.
Government consult with the ACT Division of General Practice to help raise the issue of elder abuse with GP's and to promote effective strategies for addressing the issue.	The ACT Division of General Practice has a Board member as a representative on the MACA as well as an Aged Care Program and Project Officer within the Division.

## Attachment 2 – Summary of Calls to Elder Abuse Referral and Information Line

	May 06 to Oct 06	Nov 06 to Apr 07	July 07 to June 08
Total No of Callers	88	53	40
Reason for call			
• Notify allegation of Abuse	26	32	29
• Conflict Resolution	4	4	
• Domestic Violence	4		
• Information on Abuse	31	12	9
• Seeking Carer Support	3	3	
• Seeking Referral Options	9		
• Training Options	6		
• Other		2	2
Characteristics of Caller			
• Concerned Family	21	17	9
• Concerned Friend	12	2	3
• Concerned Neighbour	1	3	2
• Other	11	19	11
• Self	43	12	13
Alleged Abuser			
• Not applicable	23		
• Family or Friend	33		
• Non-Family carer/health professional	7		
• Other	15		
• Residential Aged Care facility	10		

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## Attachment 2 – Summary of Calls to Elder Abuse Referral and Information Line, Continued

	May 06 to Oct 06	Nov 06 to Apr 07	July 07 to June 08
No of Referrals			
• Public Advocate of ACT	6	12	13
• Domestic Violence Crisis Service	2		
• Carers ACT	4	1	3
• Police	2	4	2
• Conflict Resolution Service	1	3	3
• HACC Programs or similar	3	3	3
• ACT Health and Community Service Complaints Commission	2		
• Other		6	3
• Aged Care Complaints Service		3	3
• ADACAS		2	2
• Human Rights Commission		2	2

### Types of Abuse Alleged

	May 06 to Oct 06	Nov 06 to Apr 07	July 07 to June 08
Financial Abuse	n/a	9	13
Emotional Abuse	n/a	9	6
Verbal Abuse	n/a	3	1
Physical Abuse	n/a	4	1
Neglect/Mistreatment	n/a	4	6
Sexual Abuse	n/a	0	0
Deprivation of Liberty	n/a	3	1
Poor Service Provision	n/a	5	3

## Attachment 3 – Summary of Education and Promotional Activities of SupportLink

Time Period	Activity	Organisation
Nov 06 to Apr 07	ACT Elder Abuse PowerPoint Presentation	<ul style="list-style-type: none"> <li>● Australian Red Cross – Client Assessment Unit</li> <li>● Canberra Institute of Technology</li> <li>● HACC Disability Services</li> <li>● COTA – Belconnen Library</li> <li>● ACT Health – Practice Development Unit</li> <li>● Aged Care Unit – TCH</li> </ul>
Nov 06 to Apr 07	Training Video/DVD	<ul style="list-style-type: none"> <li>● Australian Red Cross</li> <li>● CIT</li> <li>● Uniting Care – Kippax Community Centre</li> <li>● Gungahlin Lakes Senior Day Club</li> <li>● Carers ACT</li> </ul>
Nov 06 to Apr 07	Information DVD	<ul style="list-style-type: none"> <li>● Emergency Services Authority</li> <li>● COTA – Belconnen Library</li> <li>● Seniors Week Expo - COTA</li> <li>● Disability ACT Information Line</li> <li>● ACT Health, Social Work Dept</li> <li>● ACH Health, AOD Rehab Program</li> </ul>
Nov 06 to Apr 07	Department Brochures and Fact Sheets	<ul style="list-style-type: none"> <li>● Australian Red Cross – Client Assessment Unit</li> <li>● Canberra Institute of Technology</li> <li>● Woden Interagency Network Meeting</li> <li>● HACC Disability Services</li> <li>● Uniting Care – Kippax Community Centre</li> <li>● Centacare Red Hill</li> <li>● Early Morning Centre</li> <li>● Gungahlin Regional Community Service</li> <li>● Communities@work HACC Program</li> <li>● Inanna Women’s Service</li> <li>● Northside Community Service</li> <li>● Gungahlin Lakes Senior Day Club</li> <li>● Carers ACT</li> <li>● Retirement and Lifestyle Expo</li> <li>● Women’s Information Referral Centre</li> <li>● COTA – Belconnen Library</li> <li>● Disability ACT Information Line</li> <li>● ACT Health – Practice Development Unit</li> <li>● ACT Health Social Work Department</li> <li>● ACT Health – Drug and Alcohol Rehabilitation Program</li> <li>● Aged Care Unit – TCH</li> </ul>

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## Attachment 3 – Summary of Education and Promotional Activities of SupportLink, Continued

Time Period	Activity	Organisation
July 07 to Jun 08	Minor Contacts /Brochure Distribution	<ul style="list-style-type: none"> <li>● Woden Interagency Network Meeting</li> <li>● Pastoral Care Workers – TCH</li> <li>● Weston Creek Community Network Meeting</li> <li>● ACT Nursing Service</li> <li>● Older Persons Mental Health Community Team</li> <li>● Disability ACT</li> <li>● Housing ACT</li> <li>● Geriatric Medicine TCH</li> <li>● Ward 11A and 12B TCH</li> <li>● Bereavement Network Meeting</li> <li>● Amity Aranda</li> <li>● Carers ACT</li> <li>● Belconnen Library</li> <li>● Belconnen Community Centre</li> <li>● Belconnen Senior Citizens Club</li> <li>● Woden Police Station Open Day</li> <li>● Grief Matters Twilight Seminar</li> <li>● Community Health Intake – ACT Health</li> <li>● Dickson Health Centre</li> <li>● Northside Community Service</li> <li>● Tuggeranong Health Centre</li> <li>● Falls Prevention Unit</li> <li>● Kippax Uniting Care</li> <li>● ACT Library Service</li> <li>● Burrangiri Crisis, Respite and Day Centre for the Aged</li> <li>● North Belconnen Day Care Centre</li> <li>● Ngunnawal Neighbourhood Centre</li> <li>● Gungahlin Regional Community Service</li> <li>● Communities at Work – Weston Creek and Tuggeranong</li> <li>● Mirinjani – Uniting Care</li> <li>● Home Help Services ACT</li> <li>● Woden Community Service</li> <li>● Care on Call</li> <li>● Belconnen Community Service</li> <li>● Centacare</li> <li>● Kincare Community Services ACT</li> <li>● Hughes Community Centre</li> </ul>

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## Attachment 3 – Summary of Education and Promotional Activities of SupportLink, Continued

Time Period	Activity	Organisation
July 07 to Jun 08 (Cont'd)	Minor Contacts /Brochure Distribution (Continued)	<ul style="list-style-type: none"> <li>● Southside Community Services</li> <li>● Community Options Inc</li> <li>● Northside Community Services</li> <li>● Anglicare Community Services</li> <li>● Baptist Community Services</li> <li>● Community Based Rehabilitation Service – ACT</li> <li>● St John's Care</li> <li>● Belconnen Health Centre</li> <li>● Phillip Health Centre</li> <li>● Winnunga Nimmityjah Aboriginal Health Service</li> <li>● Dickson Health Centre</li> <li>● ACT Community Health</li> <li>● Australian Red Cross</li> <li>● Community Connections</li> <li>● Dial an Angel Canberra</li> <li>● Belconnen Energetic Seniors Clubb</li> </ul>

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## Attachment 4: Summary of Existing ACT 'Aged Care' Information Services

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### **Carers ACT, Carers Advisory Service**

Carers ACT is the single provider of comprehensive carers' support services in the ACT. They provide information and direct support services to unpaid family carers. They also provide community education, advocacy and are the 'voice' of carers in the ACT. The Carers Advisory Service operates out of Carers ACT, and can provide information on:

- Financial Supports and benefits
- Legal Issues for Carers
- Health and Well Being
- Respite options
- Grief and Loss
- Education and Training
- Specific Carer Programs
- Social Events and Groups

Carers ACT, including the Carers Advisory Service, Commonwealth Carelink Service and Commonwealth Respite Service, responded to over 12,000 phone calls in the 2007-08 year.

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### **COTA (ACT), Seniors Information Service**

In the ACT, COTA is the peak organisation concerned with all issues related to ageing. It is an independent, non-party political and non-religious organisation working to protect and promote the well-being, rights and interests of all older people in the ACT and their carers, irrespective of socio-economic, ethnic, religious or cultural background. COTA offers a range of services and support options for older people in the ACT community.

The COTA Seniors Information Service provides information about accommodation, senior's card scheme, community organisations, Government Services, HACC Services, housing options, social groups, support groups and services for older people and their carers.

In 2007-08, COTA responded to 10,000 telephone calls to the Seniors Information Line

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## Attachment 4: Summary of Existing ACT 'Aged Care' Information Services, Continued

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### Public Advocate of the ACT

The Public Advocate of the ACT provides an advice line service to the community during business hours. In the 2007-08 year, a total of 946 enquiries were recorded in relation to persons or situations that were not previously known to the PA ACT. The most common issues raised with the advice line are:

- Seeking advice on the need for guardianship or management orders
- Discussing possible concerns about the actions of an attorney operating under an EPA
- Guardian or Attorney seeking advice
- Seeking access and support to access community services.

This represents a significant increase from the previous reporting period and represents a continuation of the increase in demand for this information and advice.

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### ADACAS

**ADACAS** is the ACT Disability, Aged and Carer Advocacy Service - an independent advocacy organisation helping people with disabilities, older people and their carers. ADACAS does this by providing advocacy through information, representation and education.

In the 2005-06 year, ADACAS responded to 266 enquiries, 77 relating to aged care issues.

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### Elder Abuse Prevention and Information Referral Line (SupportLink)

Provides information and referral to members of the public, family and friends and service providers in respect of elder abuse.

In the 2007-08 year, EAPIRL received 40 calls relating to elder abuse.

ACT Policing has a commercial relationship with SupportLink referring victims to SupportLink to ensure counselling and support services are offered to victims of crime and those in crisis.

ACT Policing directed 5 802 referrals to SupportLink, which is an increase of 88% since 2006-2007. ACT Policing members utilise the SupportLink service to provide a crime prevention approach to issues identified during their duties.

The primary issues include:

- Victim Support
  - General Support
  - Mental Health – non crisis
  - Road Trauma Support.
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### Domestic Violence Crisis Service

Offers 24 hour direct crisis intervention and crisis telephone support services. In 2006, responded to 8,000 calls on their crisis line.

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## Attachment 5: Role Clarification

**Conceptual  
Model of  
Potential  
Revised  
Program**

Body	Role
<b>ACT Office For Ageing</b>	<ul style="list-style-type: none"> <li>• Lead and oversight program, including:               <ul style="list-style-type: none"> <li>• Setting strategic direction</li> <li>• Coordinate Network Meetings</li> <li>• Develop and implement education plan</li> <li>• Develop and implement media campaigns</li> <li>• Liaise with all other key stakeholders</li> </ul> </li> <li>• Provision of funding</li> <li>• High level influence of Departments and organisations – monitor their compliance with policy</li> <li>• Data collection and analysis</li> <li>• Support MACA</li> </ul>
<b>Ministerial Advisory Committee on Ageing (MACA)</b>	<ul style="list-style-type: none"> <li>• Provision of high level advice to Minister on Elder Abuse Prevention Program</li> <li>• Monitoring of effectiveness of Program</li> <li>• Ensure integration with all other activities to promote risk minimisation</li> <li>• Endorse strategic direction</li> <li>• Receive regular reports from the Network Meeting</li> </ul>
<b>Older Person’s Information and Referral Services</b>	<ul style="list-style-type: none"> <li>• Provision of consistent, general information and advice service for older persons</li> <li>• Identification of potential elder abuse or mistreatment</li> <li>• Referral of identified cases to Response Coordinator</li> <li>• Provision of consistent, targeted education programs as per Education Plan</li> <li>• Collection of consistent data to inform future decision making</li> </ul>
<b>Older Person’s Abuse, Mistreatment or Neglect Response Coordinator (as identified for each client)</b>	<ul style="list-style-type: none"> <li>• Provide active coordination and follow up of referred elder abuse clients</li> <li>• Collect and report data</li> </ul>
<b>Elder Abuse Prevention Network</b>	<ul style="list-style-type: none"> <li>• Act as working and networking group on Elder Abuse issues including, advising, implementing and monitoring education, promotional, data collection</li> </ul>