



ELDER ABUSE PREVENTION GUIDE

DH Region: Loddon Mallee

PCP: Central Victorian Primary Care Partnership

Local Government Areas: Central Goldfields, Macedon Ranges, Mount Alexander



RELEVANT POLICIES and RESOURCES

This tool should be used in conjunction with the following documents :

- With Respect to Age—2009: Victorian Government practice guidelines for health services and community agencies for the prevention of elder abuse. http://www.health.vic.gov.au/agedcare/downloads/with_respect_to_age.pdf
- Elder Abuse Prevention online Toolkit www.seniorsrights.org.au/toolkit Education: www.seniorsrights.org.au/our-services/education
- Your organisation's internal policies, e.g.: Emergency Policy, Clinical Practice Guidelines, Diversity Policy, Supervisor / line management responsibilities
- Your program /funding policies regards reporting, etc e.g. Home and Community Care (HACC), Residential Care, Mental Health, Disability, etc
- Loddon Mallee resources e.g. Legal service <http://lccl.org.au/>; Psychosocial Entry Points Chart (Accommodation & Respite); www.connectingcare.com

DEFINITION OF ELDER ABUSE		KEY PRINCIPALS	
Any act occurring within a relationship where there is an implication of trust, which results in harm to an older person.		Competence	All adults are considered competent to make informed decisions unless demonstrated otherwise.
ABUSE TYPE		Self-determination	With appropriate information and support, individuals should be encouraged to make their own decisions.
<ul style="list-style-type: none"> • Financial • Physical • Psychological/emotional 	<ul style="list-style-type: none"> • Sexual • Social • Neglect 	Appropriate protection	Where a person is not competent to make their own decisions, it may be necessary to appoint a guardian or administrator. If a person is represented, their wishes should be taken into account as far as possible.
INDIVIDUAL RISK FACTORS	PROTECTIVE FACTORS	Best interests	The interests of an older person's safety and wellbeing are paramount. Even when they are unable to make all decisions themselves, their views should be taken into account.
<ul style="list-style-type: none"> • Carer Stress • Family conflict • Isolation • Dependency • Medical or psychological conditions or cognitive disability • Addictive behaviour • Diversity, including cultural and language barriers 	<ul style="list-style-type: none"> • Family and social connections & supports • Community services • A connected service system: 'team approach' • A substitute decision maker (if relevant) • Support for the carer • Access to information • A Safety or Emergency plan 	Importance of relationships	All responses to allegations of abuse should be respectful of the existing relationships that are considered important to an older person.
ORGANISATIONAL OR COMMUNITY FACTORS	<ul style="list-style-type: none"> • Environmental Design • Culture • Transport 	Collaborative responses	Effective prevention and response requires a collaborative approach which recognises the complexity of the issue and the skills and experience of appropriate services.
		Community Responsibility	The most effective response is achieved when agencies work collaboratively and in partnership with the community.

DUTY OF CARE

A duty of care encompasses a duty not to be careless or negligent, and arises from a relationship between parties that are regarded as sufficiently close as to infer that an obligation to care exists in some form.

Duty of care involves a legal obligation to **avoid causing harm to self or another person**. This only arises where it is reasonably **foreseeable** in a particular situation that the other person would be harmed **by an action or an omission**, without the exercise of reasonable care.

Legal information and resource

- Seniors Rights Victoria: www.seniorsrights.org.au
- Fact sheets for powers of attorney and other matters can be found at www.publicadvocate.vic.gov.au
- Victorian Civil Administrative Tribunal: www.vcat.vic.gov.au
- Victoria Legal Aid: www.legalaid.vic.gov.au

KEY QUESTIONS & PROMPTS

To help build rapport and support conversational interviewing, use questions that elicit more than "yes" or "no". During the conversation look for visual and non-verbal cues to respond to. These can prompt you to ask questions about their current living arrangements, safety, social supports, etc. For further information on key questions & prompts see pages 20-22, ["With Respect to Age", 2009](#)

Open questions that could assist you with gaining more information, include:

- *What services are the person currently receiving?*
- *What other supports/help would they like?*
- *What might be worrying them?*

DHHS Service Coordination Tool Templates screening questions support Initial Needs Identification in gathering family violence, abuse and emergency plan information: www2.health.vic.gov.au/primary-and-community-health/primary-care/integrated-care/service-coordination/service-coordination-tool-templates

- A single prompt (INI) screening question on the [Single Page Screener for Health and Social Needs](#)
- Specific family violence, abuse and personal emergency plan questions on the [Accommodation and safety arrangements](#) profile
- Emergency plans are also referred to on the [Care Relationship, Family and Social Network](#) profile.

Safety Plans are now on www.seniorsrights.org.au: Information - Personalised Safety Plan

Professional Development: It can be challenging to frame personal questions in sensitive situations. Senior Rights Victorians has online information aimed at strengthening the capacity of those working with older people to respond appropriately to incidents of suspected elder abuse: www.seniorsrights.org.au

This document is based on the Women's Health Loddon Mallee Regional Pathways and the Bendigo EAP Pathway

Edited by the CVHA Elder Abuse Prevention Network: www.centralvicpcp.com.au



Maldon Hospital
Committed to care since 1859



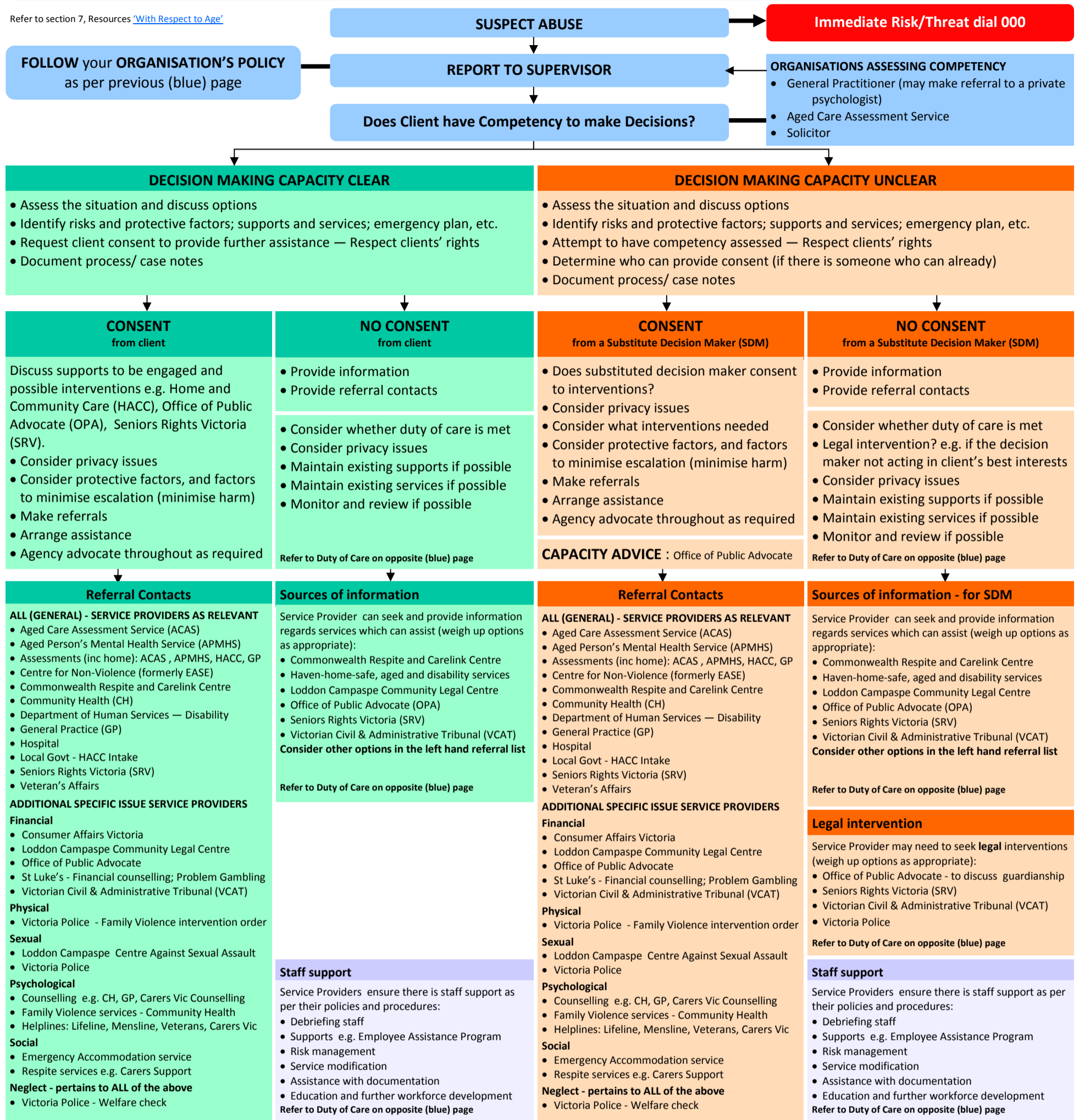
Maryborough District
Health Service

Last updated: Sept 2015

Elder Abuse Prevention Pathway - Loddon Mallee Region, Central Victorian Primary Care Partnership

Local Government Areas: Central Goldfields, Macedon Ranges, Mount Alexander

Refer to section 7, Resources ['With Respect to Age'](#)



www.connectingcare.com **FOLLOW UP** according to your organisation's policy: check referral is accepted, develop a care plan, set review date www.nhsd.com.au

LOCAL SERVICES (local offices in CVHA catchment)	REFERRAL POINTS NUMBERS	STATEWIDE SERVICES
<p>Accommodation:</p> <p>Castlemaine & District Accommodation Resource Group 5472 4299</p> <p>Cobaw Community Health 5421 1666</p> <p>Maryborough District Health Service, Community Services 5461 0400</p> <p>Aged Care Assessment:</p> <p>Bendigo Health, Aged Care Assessment Service (ACAS) 1300 733 581</p> <p>Bendigo Health, Aged Persons Mental Health Service (APMHS) 5471 1000</p> <p>Carers Support</p> <p>Bendigo Health, Carers Support Services 5471 1017</p> <p>Community Health:</p> <p>Castlemaine District Community Health, Castlemaine 5479 1000</p> <p>Cobaw Community Health, Kyneton 5421 1666</p> <p>Macedon Ranges Health, Gisborne 5428 0300</p> <p>Maryborough District Health Services, Maryborough 5461 0400</p> <p>Hospitals:</p> <p>Castlemaine Health 5471 1555</p> <p>Kyneton District Health 5422 9900</p> <p>Maldon Hospital 5475 2000</p> <p>Maryborough District Health Services 5461 0333</p> <p>Local Govt - Home & Community Care (HACC) Intake</p> <p>Central Goldfields Shire Council 5461 0610</p> <p>Macedon Ranges Shire Council 5422 0244</p> <p>Mount Alexander Shire Council 5471 1766</p> <p>Psycho-social support</p> <p>ACSO 1300 022 760</p> <p>St Luke's, Bendigo - Financial Counselling, Problem Gambling 5440 1100</p> <p>St Luke's, Kyneton 5421 2000</p> <p>St Luke's, Maryborough 5460 4144</p>	<p>EMERGENCY POLICE, FIRE, AMBULANCE : 000</p> <p>Refer to your agency's Emergency Policy</p> <p>REGIONAL SERVICES (Loddon Mallee)</p> <p>Accommodation:</p> <p>Centre for Non-Violence (formerly EASE) 1800 884 038</p> <p>HAVEN - Home-Safe, Aged and Disability Services 5444 9000</p> <p>Aged Care & Disability:</p> <p>Alzheimer's Australia, Bendigo Office 5444 5670</p> <p>Bendigo Health, Aged Care Assessment Service Intake 5454 7588</p> <p>Bendigo Health, Aged Persons Mental Health Intake 1300 363 788</p> <p>Department of Human Services, Disability Support 1800 783 783</p> <p>Regional Information and Advocacy Council 1800 221 944</p> <p>Veterans Affairs Network, Bendigo 1800 555 254</p> <p>Crisis respite</p> <p>Commonwealth Respite and Carelink, Loddon Mallee 1800 068 978</p> <p>Indigenous and CALD</p> <p>Bendigo and Districts Aboriginal Co-operative 5442 4947</p> <p>Loddon Campaspe Multi-Cultural Service 5441 6644</p> <p>Legal etc</p> <p>Dispute Settlement Centre, Bendigo 4433 3100</p> <p>Loddon Campaspe Community Legal Centre 5444 4364</p> <p>Seniors Rights Victoria, Bendigo Office 5444 4364</p> <p>State Trustees Ltd, Bendigo 5454 7719</p> <p>Violence</p> <p>Centre for Non-Violence (formerly EASE) 1800 884 038</p> <p>Loddon Campaspe Centre Against Sexual Assault 5441 0430</p> <p>Regional Indigenous Family Violence Support 5434 5555</p>	<p>Aged Care Information Gateway - 'My Aged Care' 1800 200 422</p> <p>Alcohol Related Brain Injury Assessment Service 03 8388 1222</p> <p>Carers Victoria 1800 242 636</p> <p>Centrelink 132 850</p> <p>Community Brain Disorders Assessment Treatment Service 03 9490 7366</p> <p>Commonwealth Respite and Carelink Centre 1800 200 422</p> <p>Council of the Ageing (COTA) 03 9654 4443</p> <p>Dementia Behaviour Management Advisory Service (24hr) 1800 699 799</p> <p>Elder Rights Advocacy (re subsidised aged care services) 1800 700 600</p> <p>Elizabeth Hoffman House Aboriginal Women Service (24hr) 1800 015 188</p> <p>Ethnic Communities Council of Victoria 03 934 94122</p> <p>Gamblers Help (24hrs) 1800 858 858</p> <p>Immigrant Women's Domestic Violence Service 1800 755 988</p> <p>Lifeline (24hrs) 13 11 14</p> <p>Mensline (24hr) 1300 78 99 78</p> <p>National Dementia Helpline and Referral Services (24hr) 1800 100 500</p> <p>National Dementia Support Alzheimer's Australia 1800 015 188</p> <p>National Sexual Assault, Domestic FV Counselling Service 1800 RESPECT</p> <p>Nurse on Call (24hr) 1300 60 60 24</p> <p>Office of the Public Advocate 1300 309 337</p> <p>Seniors Rights Victoria 1300 368 821</p> <p>Sexual Assault Crisis line Victoria - CASA (after hrs) 1800 806 292</p> <p>State Trustees Ltd 1300 138 672</p> <p>Women's Domestic Violence Crisis Service of Vic (24hrs) 1800 015 188</p> <p>Veterans and Veterans Families Counselling Service (24hr) 1800 011 046</p> <p>Victorian Civil and Administrative Tribunal 1800 133 055</p> <p>Victims of Crime Helpline 1800 819 817</p> <p>Victorian Aboriginal Legal Service 03 9419 3888</p> <p>Victoria Legal Aid 1800 677 402</p>