elder abuse prevention unit

annual report 2003

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Elder Abuse Prevention Unit

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TABLE OF CONTENTS

Part 1. Manager's Report

Another successful year has passed in which EAPU has continued to face the tyranny of distance in reaching more service providers and older people across Queensland. Each year we have continued to adapt roles and methods of delivery to keep abreast with the trends and demands placed on the service. EAPU staff have again approached this year with commitment and passion. This has been demonstrated through a range of achievements that are highlighted in the pages of this 2003 annual report.

Operational capabilities raise ongoing challenges. This year included significant changes to our staffing through backfilling two positions to create a more flexible service delivery model. We welcomed Nick Harris as the new Part Time Research Officer and Trina Chan as the Part Time Administration Assistant. The South West position now operates from the Brisbane Office with responsibility assigned to the Senior Project Office (Les Jackson). This process has proven to be a very effective method in reaching our target groups as well as maximising the use of resources. EAPU funding was increased by $30,000 during the last financial year to develop the Multidisciplinary Peer Support Network. This created the first opportunity for experimenting with the concept of backfilling thus enabling the Senior Project Officer to travel to more rural and remote areas of Queensland. During these trips, workers were engaged in discussions to help identify the issues faced by isolated service providers. These discussions led to strategies being developed around support and ongoing communication systems for workers. A project completed by Griffith University Student Jodie Lockwood, has culminated in the production of a valuable resource manual for the Multidisciplinary Peer Support Network members. Additionally the EAPU Website has been upgraded to provide more interactive and useful tools for communication and training needs.

Helpline continues to be an essential part of the EAPU service delivery model. With the increasing number of calls this year we have endeavoured to develop more effective ways of evaluating this service and gaining feedback from those who access the Helpline. To date the feedback has been minimal and while service providers are more likely to participate, the nature and complexities of the lives of older people (and the need to remain anonymous for most), are contributing factors to the slow response.

Professional Development and Training have been essential ingredients for supporting staff and maintaining an effective work environment. The isolation of regional workers is a factor that is taken into account when developing support mechanisms suitable to different environments. EAPU staff have engaged in regular supervision both face to face and by telephone, taken part in performance appraisals, held fortnightly staff meetings and twice yearly attended planning days. As Manager I have also undertaken to visit each regional worker twice yearly.

Staff have accessed a range of opportunities for training this year including the completion of Certificate IV in Training and Development. Many services offered information sessions about the new amendments to the Domestic Violence Legislation and how it would impact on individual client groups.

Various other workshops have been attended including those offered through the Skills Development Network, which is funded by the Department of Families. This training has been offered state-wide and has been accessed by all regional workers during the year. Continued involvements in external networks, forums and meetings allows EAPU staff the opportunity to engage in multidisciplinary situations that benefit the skills and knowledge of the team.

Planning Days were held in November 2002 and again in May 2003. These gatherings provided an essential opportunity for team building as well as a forum to discuss the issues that face both regional and Brisbane project officers. Workers are able to share the similarities and differences in their roles and to look at overall strategies for effective service delivery as well as identify issues around worker self care. Sharing training material, innovative ideas and case studies allows workers access to a wide range of training strategies, information and resources. The achievements of the EAPU Strategic Plan were also reviewed and gaps in service delivery identified.

The EAPU currently employs 1 Manager (3 days P/W), 1 Senior Project Officer (F/T), 1 Project Officer (F/T), 3 Project Officers (P/T), 1 Project Support Officer (F/T), I Administration Officer (P/T). Despite a small staff to cover the whole of Queensland, this small team of workers have produced excellent outcomes for the year. A total of 151 training/awareness sessions conducted around Queensland exceeds the target by 29. Small planes and hire vehicles have taken workers into unfamiliar places. Several thousand kilometres of travel into rural and remote locations – unchartered territory for EAPU.

As another reporting period closes I would like to thank the Team – Les Jackson, Trish McArthur, Maya Zetlin, Nick Harris, Tracey Besley, Verna Halsey and Trina Chan. Without them the achievements of the year would not have been possible. Thanks also goes to past workers Ellen Woods, Penny Douglas and Esperanza Martinez. All have made a significant contribution to the work of the unit and we wish them well in their new endeavours. I would also like to thank the Department of Families (Seniors Interests Unit) and Lifeline Brisbane for their continued support and resourcing of the EAPU.

Chris Procopis
Manager – Elder Abuse Prevention Unit

Part 2. Regional Perspectives and Other Reports

Peer Support Network

This report looks at the 12-month period from December 2002 until the end of November 2003. The Multidisciplinary Peer Support Network arose from a Queensland Government initiative first outlined in the 2002 "Queensland Families: Future Directions" document which identified the need to "…develop support networks that respond to elder abuse across the State."

The Elder Abuse Prevention Unit put forward a project proposal to develop a network to support remote or isolated workers from a broad range of disciplines who may respond to the abuse of older people. The target members also included those unpaid workers and community groups who are key resources in remote areas. A $30,000 increase to EAPU's base funding was subsequently announced on 27th November 2002 by the Hon. Judy Spence, Minister for Families, to undertake this initiative. The network was launched by the Minister for Families, on the 8th May 2003 via a videoconference linking seven regional centers as well as Brisbane.
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Project Objective : The stated objective for this project is: To increase the effectiveness of regional communities to respond to elder abuse by establishing a statewide Elder Abuse Information and Peer Support Network that provides ongoing support to key individuals and groups.

Strategies & Progress: The major strategies for this project surround the key areas of Membership, Communication Support and EAPU Capacity Building. Due to finite resources, priority was given to membership activities in the setting up phase during the first year of operations. However, Capacity Building, Communication and Support areas were also to be developed during this period as resources allowed. The promotion received from the Seniors Interests Unit, Department of Families, is recognised as being instrumental in progressing all areas of the network particularly in with regard to recruitment.

EAPU Capacity Building: An analysis of the anticipated demands associated with the network and existing EAPU resources determined that a restructure of the Brisbane office of the EAPU was required. The EAPU appointed a part-time administration worker in December 2002 to provide the flexibility to redistribute tasks among positions within the Brisbane office. The objective was to free up the networking skills of the Senior Project Officer (project manager) and the organisational skills of the Senior Administration Officer. Although this structure was successful in the initial membership stages of the project, the lack of progression with the support and communication areas highlighted the limits of EAPU's capacity.

To respond to one identified need of network members; the EAPU hosted a Social Science student on placement who was successful in producing a Handbook for Isolated Workers after wide consultation with members (refer "Support" below). The area of communications was assisted by a further restructure of the EAPU resulting from a change of operations in the South West region. A part-time Project Officer was able to be appointed to review and modify all EAPU data and communication systems with network communication strategies a priority. This position provides the capacity to

ensure that E-based communications and other similar support structures are progressed as per the demands of the network.

Membership: People are recognised as the foremost resource for this network. It is vital that a broad pool of knowledge and expertise be readily available for remote workers to draw upon when needed. Therefore recruitment was the focus in setting up this network and was undertaken via a planned "roll-out" in stages across the state.

Recruitment involved face-to-face contact with remote workers wherever possible. The South-West region was visited in the first half of 2003, the North-West in the second half of the year, while promotion in the Central-West is scheduled for the first half of 2004. However, a small area of central Queensland was also to be visited in 2003.

Presentations about the network were usually delivered after a general EAPU training session and included the following towns (and number of attendees):

South West   St George (8), Cunnamulla (23), Charleville (2), Mitchell (4), Roma (12).

North West   Charters Towers (17), Hughenden (15), Mt Isa (7), Cloncurry (7)

Central Qld   Mt Morgan (6), Emerald (16), Springsure (8) - *to be completed 2004*

Overall this was in excess of 4,600km of car travel plus air travel to starting points in the northern and central regions. Presentations were promoted well beforehand with flyers and phone contact to key agencies in the centres to be visited. Although RSVP's were sought beforehand, attendance at some centres was disappointing while above expectations in others. However, overall attendance at presentations should be considered as reasonable given that, for a number of agencies, this was the first contact with the EAPU and that attendance at any training can be problematic for small agencies in remote centres.

Initial planning identified the desirability of having at least two categories of membership. The primary group being restricted to remote and isolated workers who may respond to elder abuse, the secondary group of "support members" is open to all service providers, including interstate and overseas members, who will provide the large pool of knowledge and expertise to support the remote members. This membership separation was seen as necessary to ensure that:
- Remote workers are clearly identified as the focus of the network
- Issues identified by remote workers are not over-ridden by issues affecting non-remote workers
- Limited resources will primarily benefit remote network members
- Remote members have the stronger voice on direction of the network

As at the end of October 2003, total network membership was 103, which include 43 remote members and 60 support members. The remote members

are from a reasonably broad range of disciplines and agencies across Queensland, including a small number of unpaid workers from indigenous and non-indigenous communities.

Overall, current membership draws mainly from the health and domestic violence related sectors. Increased memberships from the financial (i.e. banking, financial counselling, debt management etc) and legal sectors are seen as desirable and will be actively sought in future membership drives.

Communication: Planning has focussed on utilising telephone and Internet services to facilitate ongoing communication. Unfortunately some members do not have Internet access and therefore arrangements will be made for other communication methods to be tested, including group or shared access points as well as hard copies of information being distributed. Video conferencing in remote regions has been investigated but is not seen as practical at this stage of the network development for a number of reasons including availability, cost and effort to organise. However, it will still be considered for major events concerning the network in the future.

The key achievement in communication this year has been the development of an Internet forum which, along with the EAPU website, will form the hub for resource and information sharing. The forum is primarily to generate discussion around topics of interest identified by the isolated members although it is hoped that it will also provide a mechanism for support members as well as the general public to share information and discuss issues affecting all those concerned with elder abuse.

Teleconferencing is another mechanism in the communication strategy. Due to costs these will only be available to remote members and will be assessed for suitability in delivering training and information to potentially large numbers of users at any one time. As a general discussion or meeting mechanism it may be more practical to have teleconferences topic driven so that members can self-select, therefore making numbers more manageable. The first (training) teleconference addressing guardianship issues was planned for November/December 2003 and was attracting considerable interest from members. However this had to be postponed until early 2004 due to EAPU's over extended capacity to organised the event. The Internet forum is intended to be used in conjunction with these teleconferences to facilitate discussion on the topic before, during and after the teleconference.

Support : The network will attempt to provide support to remote workers via:
Facilitating links and access to desired knowledge and expertise
Raising awareness of issues affecting remote and isolated workers
Facilitating a response to issues identified by remote workers
Developing and maintaining the mechanisms for achieving the above

The video launch of the network in May 2003 was designed to promote awareness of the issues affecting remote workers by allowing members at the seven regional centres to raise these directly with the Minister for Families and other key representatives of Brisbane based agencies and organisations. Although resource intensive and technically problematic, the video launch provided a face-to-face acknowledgement of the issues experienced by

isolated workers to those who can provide the support they desire. Of the issues raised, the areas of transport, confidentiality, resources, training and funding were prominent.

The EAPU has committed to providing, as far as possible, resources and training for remote workers. In this regard the EAPU will encourage and assist remote community groups to hold major training events, such as that held in Roma in March 2003, as part of previously identified needs for remote workers. In future, the network will be used as the mechanism for identifying, coordinating and progressing training activities in remote areas. In this regard, May 2004 will see a much larger two-day event to be held at Barcaldine, which is informed by the network and assisted by the EAPU. This event is to be held on the 4th & 5th May 2004 during Domestic and Family Violence Prevention Week and will include a one-day expo for client groups and a one-day training forum for the service providers attending. This event will link with peer support network promotional activities planned for the Central West Region. In other training strategies, to assist with the limited time and travel budget available to most remote agencies, the EAPU will be encouraging key services to participate in joint training activities in the more remote locations of Queensland (e.g. a Joint Training Tour).

It's a big state.

Also identified at the launch was the need for a resource handbook (practical guide for remote workers responding to elder abuse), which was subsequently developed to a draft stage by Ms Jodie Lockwood, a social science student on placement with the EAPU. The handbook was developed under supervision of the EAPU and in consultation with a number of network members from various disciplines across the state. This first draft is currently being distributed in hard copy to remote members and has so far received favourable feedback. The handbook will be continually updated via input from users and the most current version will be launched at the Barcaldine event in May 2004.

Future Directions: During 2004 there will be a refocus of network resources towards the Support and Communication areas of the network as well as implementing strategies to increase the EAPU capacity to provide greater support for members.

Membership strategy for 2004 will see the final role-out of the network into the Central-West of the state in early May. Ongoing recruitment is anticipated to progress via increasing awareness of network activities arising from the support and communication areas. One example of this is already occurring, to some extent, in that workers are approaching the EAPU seeking network membership to obtain a copy of the network handbook. Also, increased promotion from key support members, such as already shown by the Seniors Interest Unit Department of Families, will continue to attract membership. Communication development in 2004 will involve the further development and integration of the Internet forum, EAPU website, e-mail, teleconferences and non-electronic communications into a coordinated and useful mechanism for network members. By January 2004 the Internet forum will be fully integrated into the EAPU website and will commence operations as the hub of discussions and information sharing and enable members to access an increasing range of EAPU and network (Member's only) resources. Remote members who do not have Internet access will be kept linked via hardcopy updates and telephone contact to allow them to participate in forum and other network activities. Teleconferencing will also be used to link members and provide training. It is anticipated that six teleconferences will be held during 2004 depending on the costs. Feedback from members will be used to determine the direction of these teleconferences and, if appropriate, cost sharing may be sort from agencies who are presenting training.

Support is the crucial area for the ongoing viability of the network and is therefore identified as the primary area to be linked into any EAPU capacity building strategies. Although support will eventually come from other network members, it will be the role of the EAPU to facilitate this and also respond directly to requests particularly during the initial development stages. A number of initiatives will be undertaken to make the network valuable and increase member confidence in using it. Prompt responses and follow up to the wide-ranging needs of isolated members are seen as the key to this area. With existing EAPU capacity fully utilised, a strategy to be implemented in 2004 is to actively recruit tertiary students as volunteers to assist in specific network projects matching their area of interest, time commitment and level of expertise. This arrangement will hopefully be attractive to the student by providing workplace experience and recognition directly related to their area of study. In this regard, student placements will also continue to be accepted as an opportunity to benefit both the network and the student. Other areas associated with support and capacity will involve the ongoing restructure of the EAPU to better meet the needs of all clients.

The Multicultural Taskforce for Elder Abuse Prevention

The Multicultural Taskforce for Elder Abuse Prevention has been meeting since November 2003 and has undertaken a range of activities during the past year. The formal aspect of the project was completed in June 2003 after all objectives had been achieved and the Taskforce became fully operational. The Multicultural Taskforce has demonstrated a commitment to following through on issues that affect older people within Culturally and Linguistically Diverse (CALD) Communities. Meetings are held every second month and alternate months are scheduled for training and professional development activities for members. Two members have been selected to attend PEAT Force meetings to report on issues facing CALD communities.

Members of the Taskforce represent:

- Logan and Ethnic Disability Services
- Access Inc, Logan and Beenleigh Migrant Resource Centre
- The Chinese Fraternity Association
- Multicultural Communities Council Gold Coast
- The Greek Respite Centre
- St Lukes Nursing Service
- University of Queensland
- Department of Immigration and Multicultural Affairs
- Logan City Council
- Kinections Australia
- Cathay Community Association
- Immigrant Women's Support Service
- Queensland Health
- Elder Abuse Prevention Unit

During the past year there has been a number of training sessions conducted both for and on behalf of the Taskforce. Taskforce members have engaged in professional development through the provision of training from the Elder Abuse Prevention Unit (EAPU) Queensland Police Service (QPS) Brisbane Domestic Violence and Advocacy Service (BDVAS), Immigrant Women's Support Service (IWSS), Seniors Advocacy and Information Legal Service (SAILS). Members have been able to take the knowledge and skills acquired through this training to utilise within their own organisations. Other service providers have also been the recipients of training delivered on behalf of the Taskforce. The Taskforce has plans to hold a Forum during Seniors Week in 2004.

PEAT Force

The composition of *The Prevention of Elder Abuse Taskforce (PEAT Force)* changed late in 2002 with the resignation of Chairperson Deborah Setterlund from the University of Queensland. The EAPU continues to take responsibility for chairing the taskforce until otherwise determined.

The PEAT Force Strategic Plan was reviewed in September 2003 and to date has achieved most of the stated objectives. Key result areas for action were:

- Raising Community Awareness
- Implementing Community Response Models
- Professional Education & Training
- Competency – Decision Making Capacity
- Legislative Responses

The history of PEAT Force was raised during the review and it was noted for new members that the Strategic Plan gained endorsement by a broad range of Government and non Government Organisations after a Queensland wide community consultation process. PEAT Force and its strategic plan received further endorsement when accepted as a strategy in the "Safer Families – Safer Communities" document, a whole of Government policy and action plan on Domestic and Family Violence approved by Cabinet. This provides the mandate for government departments to undertake work implementing a range of PEAT Force strategies. Current Membership Includes:

- Queensland Aged & Disability Advocacy (QADA)
- Queensland Health
- Seniors Interest Unit (Dept Families)
- Queensland Law Society
- Office of the Adult Guardian
- Multicultural Taskforce for the Prevention of Elder Abuse (representing a number of Community & Govt agencies)
- Elder Abuse Prevention Unit

To continue to progress a statewide strategy for elder abuse, PEAT Force is planning to hold a Forum in the later half of 2004. The Forum will provide an opportunity to present the achievements of the strategic plan and to identify gaps or new issues to be addressed in the future. The suggested date for this forum is October 2004.

Effect of New Legislation

The proclamation in March 2003 of the expanded Domestic and Family Violence Protection Act (1989) was a welcome addition to the options available to older people experiencing family violence. EAPU's participation in the process leading to the proclamation allowed a solid grasp of the legislation and the issues that could arise when introduced. Although the newly funded services slowly came on line throughout 2003, the EAPU was pleased at the level of cooperation it received from these agencies in assisting with Helpline clients. All Helpline workers have responded positively to the legislation and although an analysis of referrals is not available at this time, a number of callers have indicated that they would take up the option of a protection order were referred appropriately. The added bonus for the EAPU has been in linking with a number of these newly funded services. Forming closer relationships with these agencies is seen as mutually beneficial and should lead to promising outcomes for joint initiatives in preventing family violence in older age groups.

"Roadshow" Forums

The EAPU had been assisting with preparing the way for the new family violence legislation since May 2002 and had collaborated on a total of six mini forums across Queensland focussing on the changes to the legislation, the Guardianship and Administration Act (2000) and Queensland Police Service response. These forums were called "Roadshows" and were in collaboration with the Queensland Police Service, the Violence Prevention Unit or local Domestic Violence Services as well as The Office of the Adult Guardian. Although only 2 were held this year they proved very popular with service providers from the health, aged and domestic violence sectors at which they were targeted. All forums were evaluated and reported back to presenters. These forums are unlikely to continue next year although the EAPU retains the ability and developed resources to hold more if required.

South West Queensland Report

Operations for this region underwent a number of changes throughout 2003. Finding a suitable auspice for the service proved difficult with the move from Warwick Community Health to Church of Christ Care finally occurring in January 2003. A major challenge arising from this process was the inability to engage a Warwick based agency to share vehicle-leasing costs and garaging. The EAPU regional budget did not accommodate full vehicle-leasing costs for this part-time position and although the worker was being reimbursed mileage for her private vehicle, this arrangement was not suitable for the longer distances involved in this region.

A further change occurred in May 2003 when Ellen Woods, the EAPU Project Officer for this region, was successful in obtaining a permanent full time position with Bluecare. Ellen was an excellent worker for the EAPU and had established a number of useful links throughout the region. Although any experienced worker is difficult to replace, previous recruitment for the South-West region had proven difficult with the position remaining vacant for a number of months. Re-establishing a worker was made all the more urgent due to the follow-up activities arising from the South-West role-out of the Multidisciplinary Peer Support Network. The vehicle restrictions were also seen as a limiting factor for future operations in this region. Therefore, the EAPU undertook an urgent review of a regional service based at Warwick.

A number of options were reviewed and after discussion with the Seniors Interests Unit, Department of Families, the EAPU decided that operations for the region will be trailed from Brisbane and reviewed after 12 months. This arrangement was attractive as savings in auspicing fees could be redirected to provide increased regional travel, access to a vehicle as well the added advantage of cost saving from shared resources and increased support for the worker (identified as a concern for this region). The position was therefore expected to provide a greater coverage of the more remote areas due to increased travel budget. However, the recruitment exercise undertaken in June/July failed to produce a suitable applicant. Rather than undertake further selections a decision was made to appoint, in a temporary part-time capacity, a readily available applicant with high-level data analysis, report

writing and information technology skills to allow Les Jackson, Senior Project Officer, to shed a number of responsibilities in these areas and take up South-West regional duties. This was seen as a highly practical and advantageous solution and demonstrates the flexibility of the EAPU to respond to changing situations. The new arrangement commenced in August 2003.

Due to these disruptions, including the position being vacant for several months, overall operations for this region were affected with the number of education sessions not reaching planned targets. However, remote centres such as Cunnamulla, Charleville, Mitchell, St George and Roma were provided an education session, for some this was the first visit by the EAPU. EAPU also assisted with a major forum at Roma and has established a good working relationship with the Working Against Abuse Service at Roma and has participated in strategic planning initiatives at Roma and Charleville.

Future planning for this region will involve regular distance travel at set times throughout the year, linking with interagency groups wherever possible. It is intended that a minimum of three distance trips will occur in 2004. The EAPU will also continue to respond promptly to ad hoc requests from centres that will not require overnight travel, eg Warwick, Stanthorpe and Toowoomba. The Reference Group for the South-West will also be reviewed to ensure that representatives from remote areas are included.

South-East Queensland Report

This year Brisbane based EAPU staff reviewed individual roles and responsibilities to accommodate ongoing and new projects. This was required as the these workers are responsible for the Helpline, major projects such as the Multidisciplinary Peer Support Network, Multicultural Taskforce and many more initiatives and commitments around the South-East region. The South-West worker is also located in the Brisbane office. The South-East region, extending from north of Bundaberg to the New South Wales border and west past Ipswich has large numbers of older residents, community groups and

Helpline? Training? Information
Anything goes!

service providers. Therefore the Brisbane based workers need to be acutely aware of each other's commitments and projects and if necessary, assist or occasionally take over these commitments. Achieving a balance of workloads and prioritising external involvements with committees, networks and reference groups was an essential feature for this region.

This year EAPU had the opportunity to engage in consultation with the Nambour Hospital. This was a new experience for the unit. The EAPU were requested to assist in the development of elder abuse protocols in a 'whole of hospital response'. A successful forum was launched which yielded a high level of feedback from those who attended. The next stage is expected to commence in 2004 with continued participation by EAPU. The unit has since received requests from other hospitals for similar advice and assistance.

Other South East Activities:
- EAPU continue to be actively involved by participating, training and providing administrative support to the Multicultural Taskforce for the Prevention of Elder Abuse.
- This year EAPU completed its commitment with the Caboolture and Redcliffe Multicultural Aged Network culminating in the launch of the research project 'Three Score Years And Then?'
- EAPU has continued involvement with the West Morton Taskforce for the Prevention of Elder Abuse. This year, three training sessions and two half day forums were in conjunction with the West Morton taskforce. This was as a result of a successful application by the Taskforce for Social Participation funding. The funding will also be used to survey service providers in West Morton about individual responses to elder abuse. The University of Queensland Community Service & Research Centre at Ipswich will design and coordinate the survey, with the assistance of the Taskforce members.
- Gold Coast – the EAPU continues to offer support to the Gold Coast Elder Abuse Prevention Taskforce although this was more restricted this year due to the number of initiatives that the EAPU was undertaking. However, the Gold Coast Taskforce was able to put together a funding submission to the Jupiter's Casino Community Benefit Fund for "A pilot project aimed at developing and marketing a local resource for the prevention of elder abuse in the Gold Coast area.". This was achieved mainly through the efforts of Judy Wallace, a student on placement with the Department of Families at Beenleigh and with support from other Taskforce members. The final product was assembled and submitted by Lifeline Gold Coast who have agreed to auspice and manage the project worker to develop resources targeting service providers, older persons and their families to better inform and assist them in accessing agencies responding to elder abuse. The taskforce intends to hold a forum and other activities on elder abuse in 2004 as well as assisting with the project should the funding application be successful.
- The Department of Families engaged EAPU in consultation processes for the production of 'Seniors and the Law' Brochures and the content and translation of other multicultural promotional material.

Additional involvements for EAPU this year have included various reference groups and networks including; The Seniors' Advocacy & Information Service (SAILS) based at Caxton Legal Service, The Logan River Valley Integrated Community Response, The Gold Coast Prevention of Elder Abuse Taskforce, Skills Development Network, South West Interagency Network and Ipswich /Inala Multicultural Network.

Notes from Central Queensland

Developing formal and informal links with Community, Local and State Government has maximised my promotion of the Elder Abuse Prevention Unit throughout Central Queensland. Information, Awareness and Education sessions have been provided to individuals, families, community and government organisations. The implementation of feedback mechanisms, including evaluation forms, has provided data to refine service provision and thus expand resources to achieve goals. Promotion of the Elder Abuse Prevention Unit (EAPU) Helpline continues with the registering of an increased response to this line.

This year has included extensive travel to many areas of my region such as Longreach, Barcaldine, Blackall, Springsure, Jericho, Emerald, Duaringa, Dysart, Moranbah, Nebo, Mt. Morgan, Gladstone, Gracemere, Yeppoon and Rockhampton. Significant events for the year were the EAPU Seniors Breakfast, Confident Living Expo, CQU Multicultural Fair, Coping in the 21st Country: Town and Country Forum and Nebo Health Expo which also enabled me to get information out into rural remote communities.

The EAPU – S&CLP Reference Group has continued to support me with respect to the challenges and issues that arise in daily activities. I am sad to be loosing two of my reference group members as they move on to bigger and better career paths.

Lifeline Central Queensland has provided the EAPU Program with a supportive and proactive base from which to work. This supportive and encouraging presence has helped me to maintain a realistic workload as well as identify common issues, which arise in relation to the abuse of older people.

Verna Halsey
Central Queensland Project Officer

A letter from the North Queensland EAPU

Dear Readers

The year 2003 has been an exciting one for me as Project Officer for the North Queensland region. It has been a year of learning and many new experiences. My trip out to the North-West in September stands out as one of the biggest highlights. It was fantastic to meet workers from Charters Towers, Hughenden, Cloncurry and Mount Isa and to hear about the ways in which communities are already effectively responding to situations of Elder Abuse.

I also really enjoyed coming together as a team for the EAPU Planning Days in May. In addition to the hard work undertaken, it was a great opportunity to catch up with the rest of the team and have a few laughs. Other 2003 highlights include the launch of the Peer Support Network in May. In reality I consider each training and awareness raising session conducted in 2003 a highlight. The receptivity of people to information on Elder Abuse is very heartening.

Before signing off, I would like to thank my fellow team members and the Cairns EAPU Reference Group for their support and encouragement throughout the year. It made settling into the position and carrying out the work so much easier. Thank you!!

I'm looking forward to further covering the North Queensland region (and to more adventures) in 2004.

Tracey Besley
North Queensland Project Officer

Part 3. Helpline Data Collection

Notes on Data Collection

Principles - The EAPU never loses sight of or undervalues the reality of its data collection; each separate record, statistic and analysis represents abuse and misery experienced by an older person. It is therefore the greatest responsibility laid on the EAPU to ensure that data is used purposefully and carefully to prevent further abuse from occurring and to ensure that the abused person did not suffer in vain or their experience is forgotten and discarded.

Purpose - Data collection by the EAPU covers many areas of the program's operations and is used not only to satisfy funding requirements but primarily seen as a way to build a solid base of understanding from which to respond most effectively to elder abuse. Systems were designed with the expectation to better inform EAPU's educational activity and statewide prevention strategies using analyses of the elder abuse reports collected via the Helpline. However, this accumulation of multivariate data, over twelve hundred separate reports detailing abuse of older persons, has also been used to support funding submissions from a number of agencies as well as forming the basis of reports on issues of concern for the EAPU and other involved parties. The continual reviewing and improvement of these systems therefore remains a priority for the EAPU.

New Worker - To provide more momentum in this area, the EAPU took the opportunity to appoint Nicholas Harris as a part-time Project Officer who has the required skills to review systems, implement changes, provide analysis and undertake other activities mainly related to the EAPU databases, website and online internet forum. This appointment was made possible as a result of the review and restructure of the EAPU after the resignation of the South-West regional worker. Since commencing in August 2003, Nicholas has managed to progress a number of areas, particularly in relation to the Helpline database and website as well as producing quality reports and analysis.

"Number crunching" – a vital area of EAPU

Database Changes - This database had undergone several modifications since its introduction in 2000 with a completely new version introduced in January 2003. Unfortunately this coincided with the busiest Helpline period ever experienced by the EAPU, complicating the bedding down process. The new database retains the major variables such as abuse type, gender age etc, but has fine-tuned some of the other variables in relation to risk factors and relationships as well as incorporating an historical feature to better capture the number of calls and their duration in relation to individual reports of abuse. Although recording the same (or compatible) variables, the new database records these in a way that makes collating data between database versions a tedious and time consuming process. This will be addressed during 2004 to enhance efficiency of the reporting and analysis process. Also to be addressed is data entry with a tighter validation process so as to ensure future data reliability.

Helpline Evaluation - The process of an ongoing evaluation of an anonymous Helpline poses many challenges but was undertaken late this year. The EAPU is currently trailing a system whereby a caller can provide anonymous feedback by leaving a voicemail message after hours on the Helpline or callers can be posted a feedback sheet with a return prepaid envelope. Both methods ask for feedback in three areas, the first is an attempt to measure their experience with the EAPU worker eg. "Were you listened to in a respectful manner and did you feel understood and supported during the conversation" the second area attempts to measures whether the information was useful while the third area asks for suggestions for improvement. A postcode is also requested. Although only implemented in October, responses via post are progressively increasing. It is anticipated that a report and evaluation of the Helpline will be available for the next annual report.

Gender Analysis - In line with most organisations responding to family violence, the EAPU will continue to undertake a gender analysis of data collected. This annual report includes a detailed gender analysis of Helpline data. The review and design of data collection systems will continue to support this framework.

For further information on data or data collection please contact Nick Harris, Project Officer Elder Abuse Prevention Unit on (07) 3250 1954 or e-mail nharris@lifelinebrisbane.com.au

Helpline Calls/ Reports of Abuse

During the reporting period of 1/11/02 to 31/10/03, a total of 803 phone records were noted on the Helpline database relating to 479 separate incidences of elder abuse. The average length of phone time per elder abuse case was 31.25 minutes. These notifications represent a 58% (N=176) increase in elder abuse reports compared to the same period last year. Previous years figures are 157 records for 2000, 278 for 2001 and 303 records for 2002. There is a strong indication that figures will continue to rise as the Helpline gains increased exposure. (Refer to Chart 1).

Chart 1: Helpline Calls (Abuse Reports)
Nov 99 to Oct 03; N=1217 with Trend Line
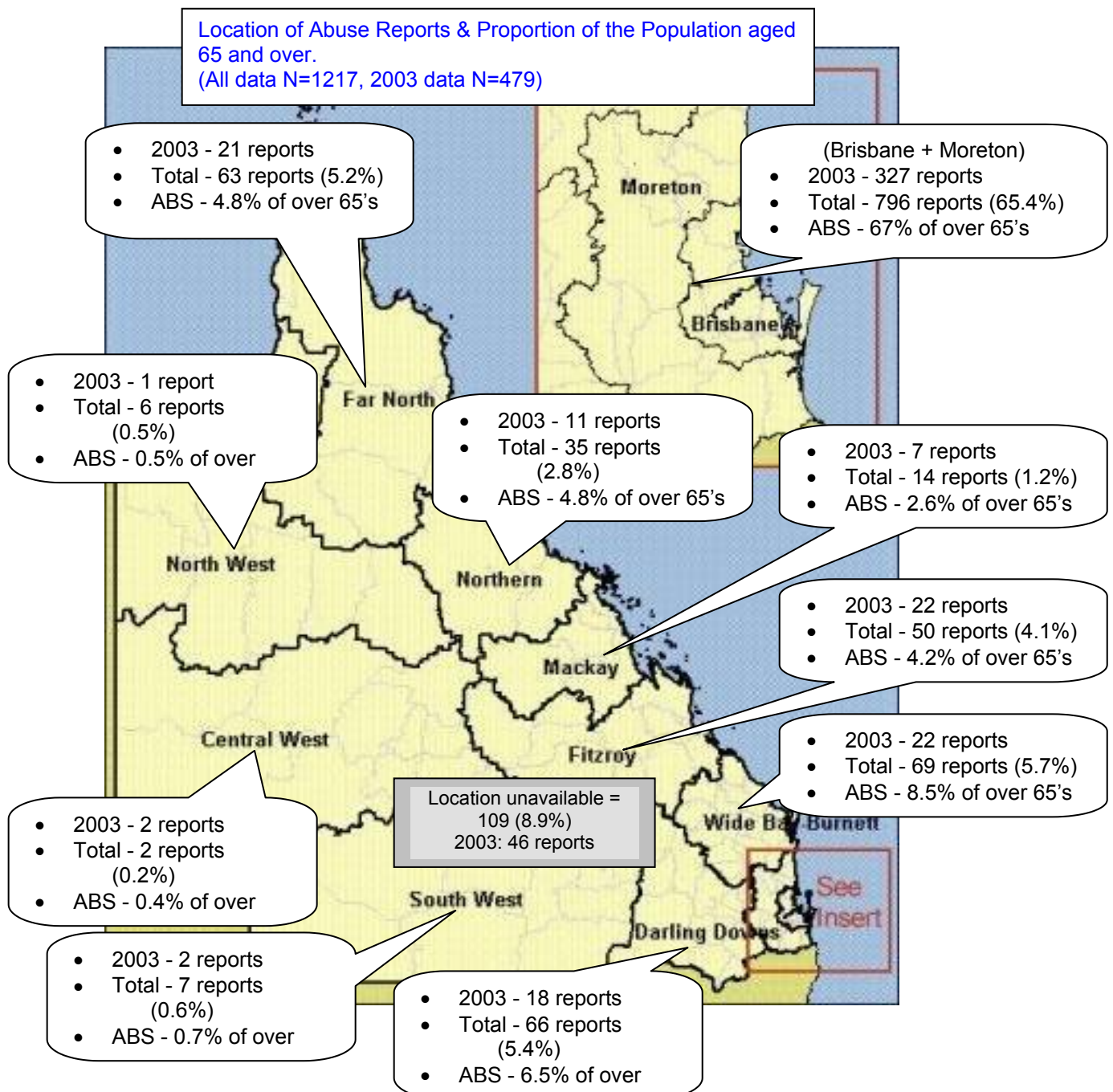

November 1999 >>> October 2003
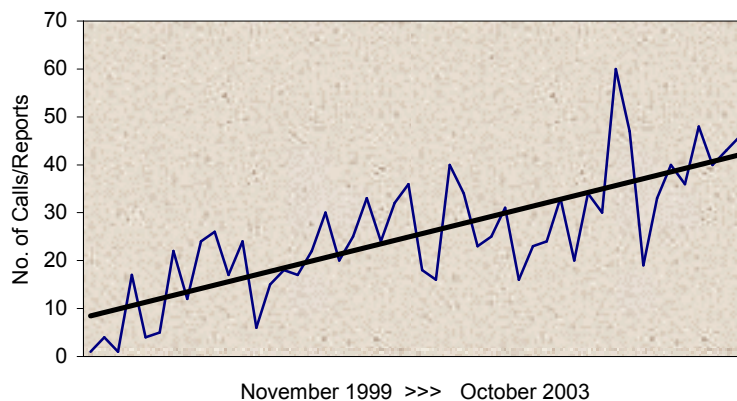
In addition to the exposure received through EAPU training and awareness raising, other promotional activities such as radio and television appearances will further contribute to increases in notifications. Chart 2 displays a 4-year comparison of abuse reports per month and clearly shows the impact of the television, radio and newspaper exposure the EAPU received in January 2003.

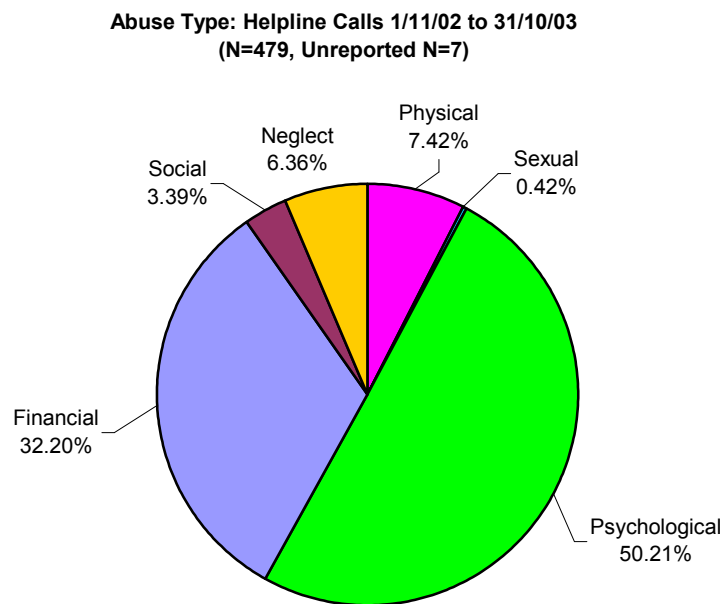**Chart 2: Helpline Calls x Month (Nov 99 to Oct 03)**
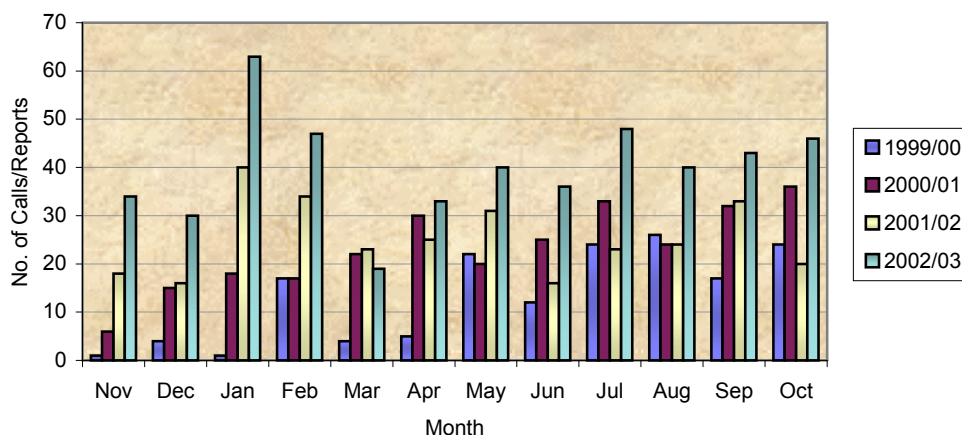
Location

The following map of Queensland identifies the number of abuse reports received via the Helpline for each statistical division as well as the proportion of people aged over 65 years for that division compared to the rest of the state. This section reports on all 1217 abuse records held on the EAPU database as well as separately locating the 479 records received for the 2003 (1/11/02 to 31/10/03) reporting year. As indicated, the majority of records relate to the Brisbane & Moreton Statistical Division. Proportional similarities between these reports and the population aged over 65 years may provide an indication of elder abuse prevalence x division (It is important to note that the Helpline records "incidences" of elder abuse and does not necessarily reflect prevalence rates).

Location of Abuse Reports & Proportion of the Population aged 65 and over.
(All data N=1217, 2003 data N=479)

- 2003 - 21 reports
- Total - 63 reports (5.2%)
- ABS - 4.8% of over 65's

(Brisbane + Moreton)
- 2003 - 327 reports
- Total - 796 reports (65.4%)
- ABS - 67% of over 65's

Moreton

Brisbane

- 2003 - 1 report
- Total - 6 reports (0.5%)
- ABS - 0.5% of over

Far North

- 2003 - 11 reports
- Total - 35 reports (2.8%)
- ABS - 4.8% of over 65's

- 2003 - 7 reports
- Total - 14 reports (1.2%)
- ABS - 2.6% of over 65's

North West

Northern

- 2003 - 22 reports
- Total - 50 reports (4.1%)
- ABS - 4.2% of over 65's

Mackay

Central West

Fitzroy

- 2003 - 22 reports
- Total - 69 reports (5.7%)
- ABS - 8.5% of over 65's

Wide Bay Burnett

Location unavailable = 109 (8.9%)
2003: 46 reports

- 2003 - 2 reports
- Total - 2 reports (0.2%)
- ABS - 0.4% of over

South West

See Insert

Darling Downs

- 2003 - 2 reports
- Total - 7 reports (0.6%)
- ABS - 0.7% of over

- 2003 - 18 reports
- Total - 66 reports (5.4%)
- ABS - 6.5% of over

Abuse Type

The type of abuse recorded is based upon ANPEA* categories and definitions. The current EAPU database allows for recording abuse-types at two levels to capture data pertaining to multiple types of abuse often reported in a Helpline notification. A *Primary* abuse-type level identifies the single most critical type of abuse reported during the notification while all other abuse is recorded as a Secondary abuse-type. Primary abuse type data has been utilised in this section while analysis involving secondary abuse levels will be conducted and reported elsewhere by the EAPU. For the period 1/11/2002 to 31/10/2003 psychological abuse represented 50.21% (237) of the 472 incidences in which an abuse type was recorded. Financial abuse was the next highest category with 152 reports (32.20%). The following chart displays abuse types (%) for the 2003 reporting year.

Abuse Type: Helpline Calls 1/11/02 to 31/10/03
(N=479, Unreported N=7)

Physical 7.42%
Neglect 6.36%
Social 3.39%
Sexual 0.42%
Financial 32.20%
Psychological 50.21%

*The Australian Network for the Prevention of Elder Abuse (ANPEA) defines elder abuse as: *"any act occurring within a relationship where there is an implication of trust, which results in harm to an older person. Abuse can include physical, sexual, financial, psychological, social and or neglect" (ANPEA, 1999).* This is the accepted definition used in Queensland.
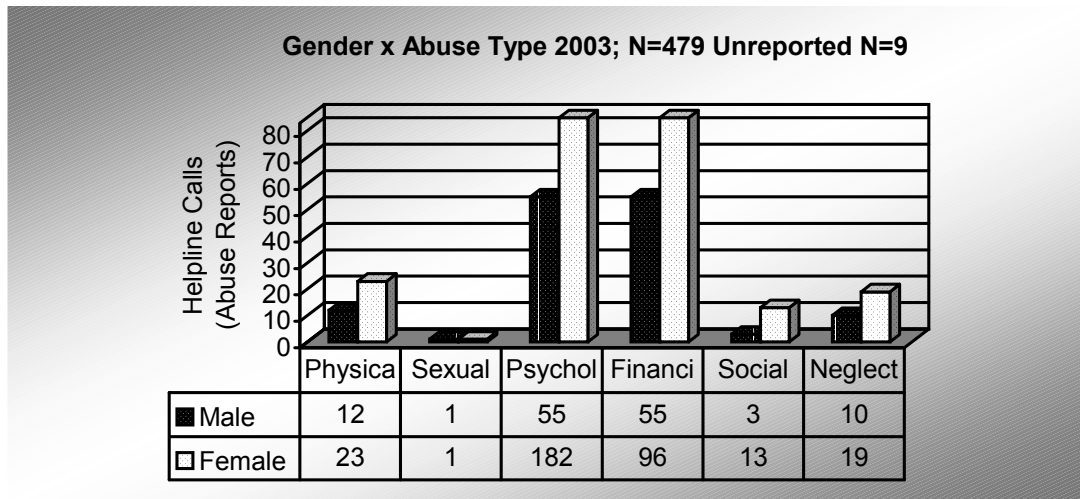
A person with whom an older person has a relationship implying trust may include a daughter or son, spouse, minister of religion, doctor or neighbour.

NOTE – Elder Abuse does not include criminal acts by a stranger or self-neglect.

Gender Analysis

Types of Abuse & Gender

The chart below provides details of abuse-type and gender of the abused. Psychological and Financial abuse were the predominant abuse types reported for both genders. Over three times as many females than males experienced psychological abuse, representing 76.79% of all psychological abuse records. Females also represented 63.57% of financial abuse reports, 65.8% of Physical abuse reports and 81.25% of reports involving neglect. Males represented 23.21% (55 reports) of psychological abuse records and 36.43% (55 reports) of financial abuse records.

Gender x Abuse Type 2003; N=479 Unreported N=9

	Physica	Sexual	Psychol	Financi	Social	Neglect
■ Male	12	1	55	55	3	10
□ Female	23	1	182	96	13	19

Gender of Abused and Alleged Abuser

During the 2003 reporting year, women were recorded as the abused person in 71% of the Helpline notifications and were recorded as the alleged abuser in 42% of the reports. Compared with all data, this year there was only a slight change (up to a 3%) in the gender of the abused and alleged abusers with an increase in the proportion of male victims of abuse and similar decrease in the proportion of male abusers. The following tables report on the gender of the abused and alleged abuser with a comparison between 2003 and all data.

Abused	2003		All Data	
	Records	Percent	Records	Percent
Male	137	28.6%	311	25.6%
Female	340	71%	902	74.1%
Unreported	2	4%	4	0.3%
Totals	479	100%	1217	100%

Alleged Abuser	2003		All Data	
	Records	Percent	Records	Percent
Male	245	51.1%	654	53.7%
Female	201	42.0%	495	40.7%
Unreported	33	6.9%	68	5.6%
Totals	479	100%	1217	100%

Gender of Abused by Gender of Abuser (all data)

The following section provides information on the gender of the abused older person by the gender of those abusing them. Older females are more likely to be reported as being abused by a male (57%) while older males are more likely to report abuse by a female than a male as shown in the following table.
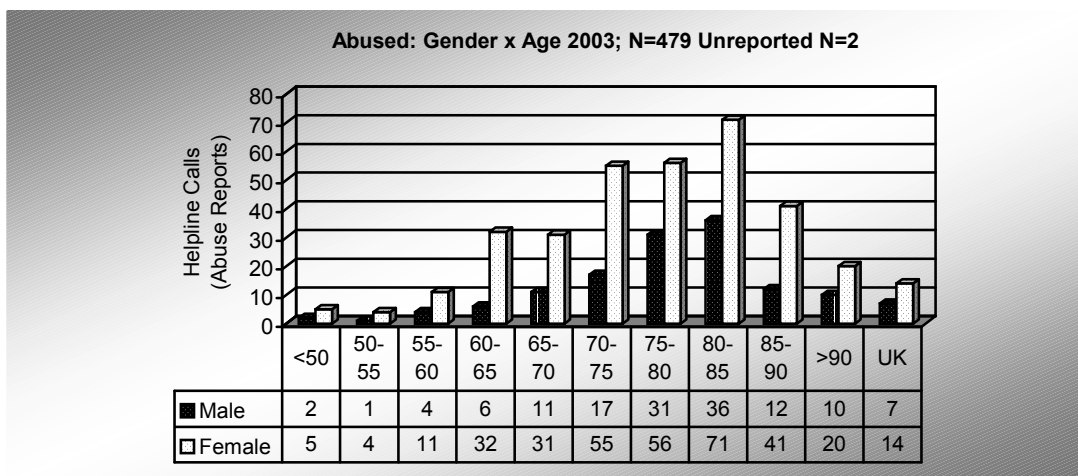
| **Abused** | ***Alleged Abuser*** | | | |
	Female	Male	No Record	Grand Total (Abused)
Female	343 (38%)	513 (57%)	46 (5%)	902 (100%)
Male	151 (49%)	141 (45%)	19 (6%)	311 (100%)
No Record	1		3	4
Grand Total (Alleged Abuser)	495	654	68	1217

Another analysis of this same data focusing on the alleged abuser is that both Female and Male abusers are recorded as much more likely to abuse an older female at 69.3% and 78.4% respectively.

| **Abused** | ***Alleged Abuser*** | | | |
	Female	Male	No Record	Grand Total (Abused)
Female	343 (69.3%)	513 (78.4%)	46	902
Male	151 (30.5%)	141 (21.6%)	19	311
No Record	1 (0.2%)		3	4
Grand Total (Alleged Abuser)	495 (100%)	654 (100%)	68	1217

Gender and Age (2003 data)

The following chart provides a gender by age comparison of Helpline calls (abuse reports). A sharper decline in abuse reports for men as they age compared to women is evident. Both genders peak at the 80-85 (Males=36 reports, Females=71 reports) age grouping. Compared to females, the increase between the 75-80 (31 reports) and 80-85 (36 reports) age group for males is minimal.

Abused: Gender x Age 2003; N=479 Unreported N=2

|	<50	50-55	55-60	60-65	65-70	70-75	75-80	80-85	85-90	>90	UK
■Male	2	1	4	6	11	17	31	36	12	10	7
□Female	5	4	11	32	31	55	56	71	41	20	14

Age Analysis

Analysis of age details for 2003 yield a number of features. Of the 479 records held on the Helpline database, 107 reports (23%) refer to an abused person who is aged between 80-85. Other age peaks include the 75-80 years bracket with 87 records (18%) and the 70-75 years bracket with 72 records (15%). The chart below displays percentages for all of the age groups of the abused as reported to the Helpline.

Age of Abused (%):1/11/02 to 31/10/03 N=479
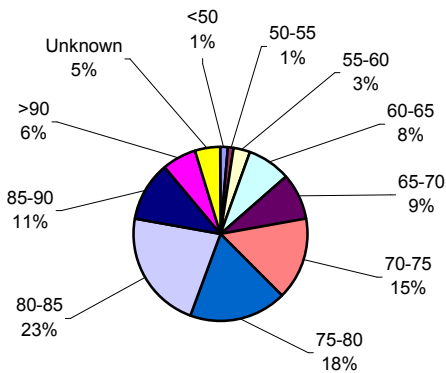
The following chart displays the trend in age of the abused as reported to the Helpline for 2000 to 2003. Records are displayed for each year separately to enable a trend comparison between reporting years. An interesting feature is the trend similarity between alternate years 2000/2002 and 2001/2003 up to the 70-75 age point (Note the striking trend similarities between 2000 and 2002 for this period). 2001, 2002 and 2003 display trend similarities in the decline from the 80-85 point onward. The peak age of those being abused has increased from 70-75 years (2000) to 75-80 years (2001) to 80-85 years (2002 and 2003).

Age Groups (Abused): x Year
Total N=1217, Unreported Age N=101
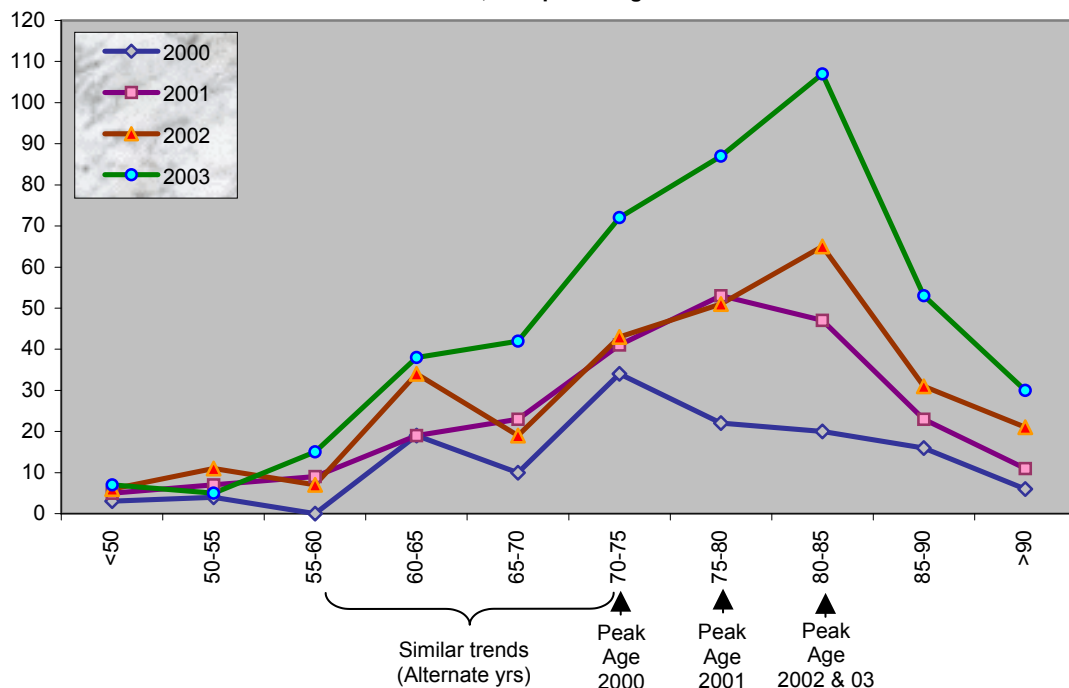
A number of additional trends are also evident. For example, the smaller number of abuse notifications at the 65-70 age point is a pattern that is maintained each year. A number of comprehensive analyses have been conducted in relation to these age trends. Preliminary results suggest a relationship to abuse notifiers and the methods by which they came to be aware of the Helpline. The relationship of EAPU methods of exposure and promotion, training and educational practices relative to abuse notification through the Helpline is currently undergoing analysis.

Perspective: The aim of a detailed analysis of these relationships is to put EAPU strategies onto an empirical footing where decisions are supported by statistical analysis and the success of these decisions are measurable.
Is it better to direct resources at brochures for older people or to target service providers instead? Would it be a better use of money on a TV promotion and will this reach isolated older people? Would a campaign targeting in-service magazines be a better option for these isolated clients? This age analysis shows initial promise for informing EAPU strategies.

Risk Factor Analysis of Abused

Physical risk factors x gender comparison, this analysis displays elevated reports of illness for males and increased reports of frailty amongst females (Refer to chart below).

Physical Risk Factors x Gender 2003:
**N=479, Unreported (PHYRF) N=207.**
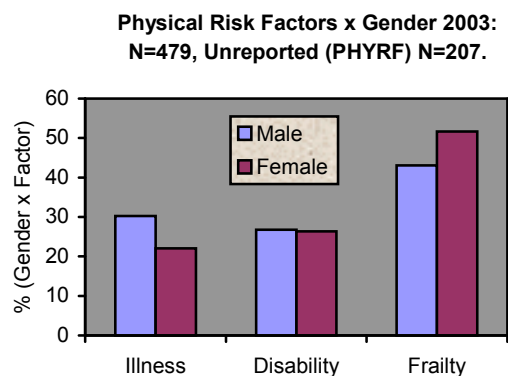
Psychological risk factor by gender suggests the significance of severe distress within reports involving psychological risk factors (Refer to chart below).

Psychological Risk Factors x Gender 2003:
N=479, Unreported (PSYRF) N=207.
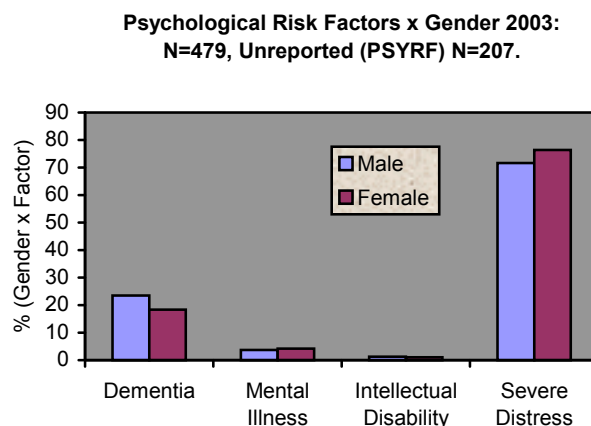
Analysis of financial risk factors indicates a predominance of dependence by others and dependence on others within abuse reports (Refer to chart below).

Financial Risk Factors 2003:
N=479, Unreported (FINRF) N=202.
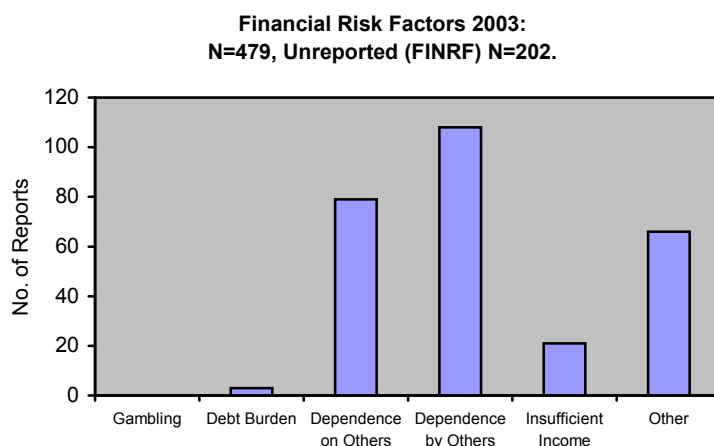
Environmental risk factors for the abused, indicate family conflict as a notable risk factor, displayed within 36% of all abuse reports for 2003, N=479.


Note: Environmental Risk Factors are not independent categories. Recent/Ongoing Family Conflict Unrecorded N=222.
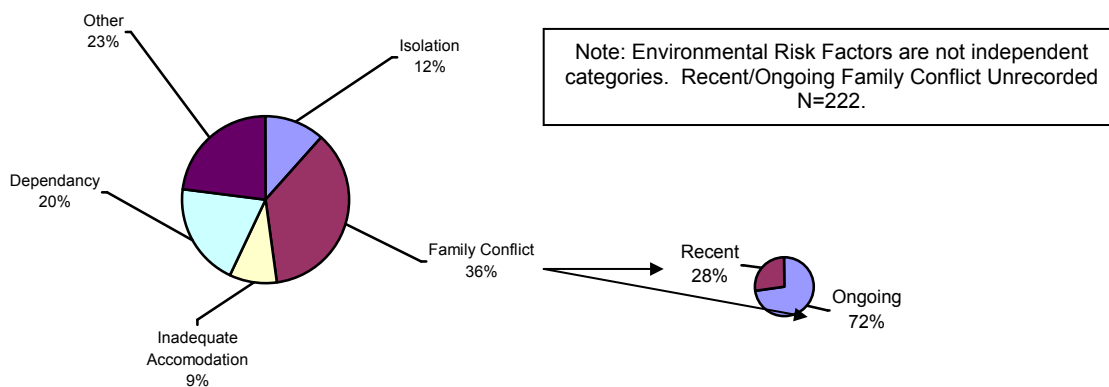
Cultural Background of Abused

The following table provides details of C.A.L.D records for this year compared to all records held. It is recognised that details relating to ethnicity, particularly for Aboriginal or Torres Strait Islander people may not be detected through the Helpline.   For the 2003 reporting year, 104 reports provided details of ethnic background. Individuals of an English Speaking background represented 75% of these reports (Refer to chart below).

Ethnicity	2003	All Data	All Data (%)
English Speaking	78	588	48.31
N.E.S.B.	20	81	6.66
Aboriginal	4	13	1.07
Torres-Strait Islander	2	3	.25
Unrecorded	375	532	43.71
Totals	479	1217	100

Alleged Abuser Analysis

Adult sons were the largest category of alleged abusers representing 32.78% (157 reports) of those recorded for the period 1/11/02 to 31/10/03. Daughters represent the next highest category with 131 reports (27.35%), followed by partners with 58 reports (12.11%). In total, sons and daughters represent 60.13% of all alleged abusers. Family relatives (including sons, daughters, partners, grandchildren and other relatives) represent 79.54% (381 reports) of all alleged abusers.

Relationship of Alleged Abuser to the Abused 2003 (N=479)
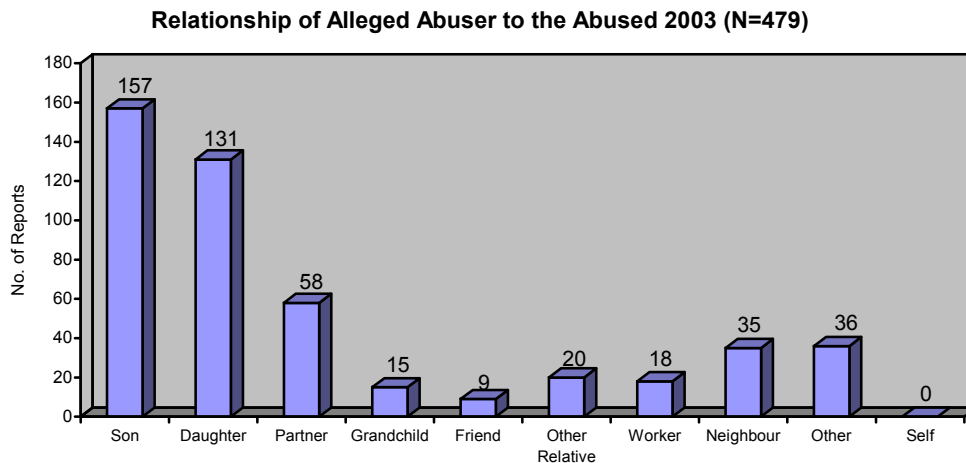
Adult sons were reported as committing over twice the amount of financial abuse compared to daughters. These sons represent 46.71% (71 reports) of all abusers alleged to have committed financial abuse. Reports involving psychological abuse identified adult sons and daughters as the largest category of abusers. Sons represented 25.73% (61 reports) of this category and daughters 32.91% (78 reports). In abuse reports involving neglect, daughters (identified as the abuser) accounted for 33.33% (10 reports), sons 23.33% (7 reports) and workers 20% (6 reports). 76% of cases in which workers were reported as the abuser, involved allegations of financial abuse and neglect. Sons and partners collectively represented 68.57% of abusers alleged to have committed physical abuse.

In cases where neighbours were reported as the abuser, 88% (30 out of 34 reports) were alleged to have committed psychological abuse. (Refer to the following table).

Table: Relationship of Alleged Abuser and Type of Abuse 2003 N=479, Unreported N=7

Relationship	Physical	Sexual	Psych	Financial	Social	Neglect	Total
Son	11	1	61	71	6	7	157
Daughter	7	0	78	29	7	10	131
Partner	13	0	29	11	1	3	57
Grandchild	1	0	7	5	0	0	13
Friend	0	0	3	5	1	0	9
Other Rel	1	0	8	9	0	2	20
Worker	0	1	3	7	0	6	17
Neighbour	2	0	30	2	0	0	34
Other	0	0	18	13	1	2	34
Self	0	0	0	0	0	0	0
Total	35	2	237	152	16	30	472

Reports for 2003, in which an abuser age was identified, suggest that the majority of alleged abusers were less than 55 years of age. The chart below provides an indication of this with 23 reports (60-65 years), 25 reports (55-60 years), 52 reports (50-55 years) and 168 reports (less than 50 years). Collectively, the 50-55 years and <50 years age groups represented 68.32% of all alleged abusers with a recorded age.

Age Trend (Alleged Abuser) 2003, N=479
Unreported Age N=157.
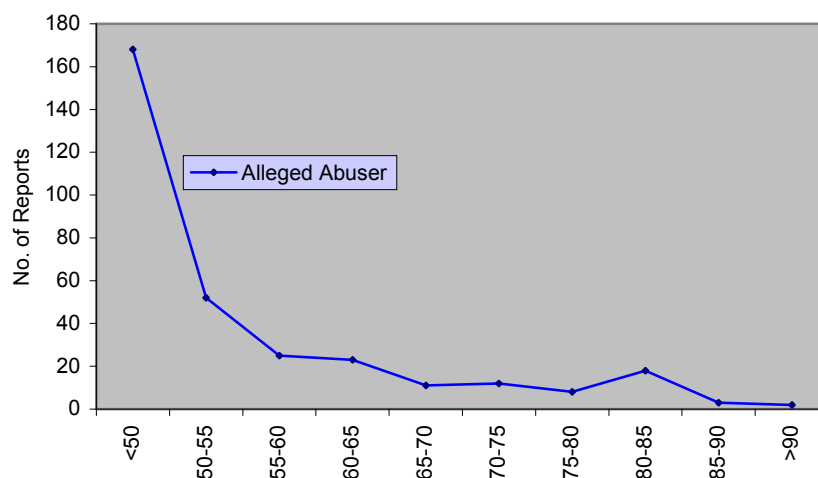
Additionally, 178 of these alleged abusers were reported as living with their victim with 37.67% (55 records) of these abusers presenting financial risk factors. 416 (86.85%) of all abuse reports involved a relationship of trust.

Notifier Analysis

Analysis of Helpline data relating to abuse notifications indicates that the abused individual is most likely to ring the Helpline, representing 34.86% of all notifiers (167 self notifications). The next highest notifier categories are workers/service providers (89 reports) and daughters (86 reports). The table below reveals that the majority of abused individuals and other notifiers found information about the Helpline service through agencies (service providers) 28.60% (137 reports) and the telephone directory 24.63% (118 reports). 30 Notifications from the abused person correlating to media-print may be attributed to television and radio broadcasts conducted in January of 2003. Service providers received information through word of mouth across agencies in conjunction with professional knowledge and EAPU material. This indicates the success of EAPU training and educational programmes.

Notifier Information Source N=479
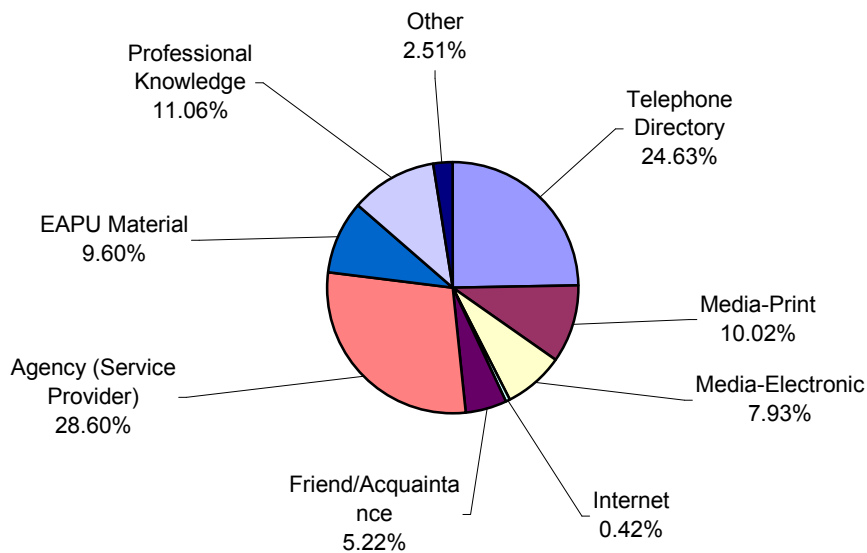
The following page provides a detailed table of notifiers and by what means they found the Helpline telephone number.

Notifier Table: Relationship to the Abused x Information Source

Notifier & Information Source	Telephone Directory	Media Print	Media-Electronic	Internet	Friend/ Acquaintance	Agency (Service Provider)	EAPU Material	Professional Knowledge	Other	Total
Son	4	2	5	0	3	6	0	0	0	21
Daughter	27	7	5	1	4	29	6	6	1	86
Partner	1	1	0	0	0	4	0	0	0	6
Grandchild	6	1	2	0	0	6	0	1	0	16
Friend	11	1	4	1	2	12	2	1	2	36
Other Relative	7	2	4	0	1	6	4	2	1	27
Worker	2	4	2	0	0	23	15	42	1	89
Neighbour	7	0	3	0	0	8	0	1	0	19
Other	9	0	0	0	0	1	2	0	0	12
Self	43	30	13	0	15	42	17	0	7	167
Total	118	48	38	2	25	137	46	53	12	479

Case Study

Part 4. Awareness Raising and Training

Overview

All regions have exceeded the number of education sessions required throughout the year despite a four-month position vacancy. In addition to an EAPU target of 122 training and awareness sessions for the state, a further 29 sessions were conducted, taking the total for the year to 151. The following table provides details.

Training by Region	Number of sessions	Numbers attending	Preparation time (hrs)	Travel time (hrs)	Length of sessions (hrs)
South East Qld	63	1230	51	112	105
South west Qld	8	92	9.5	26	17
Central Qld	19	241	15	65	42
Far Nth Qld	18	218	15.5	34	24
Total Training	108	1781	91	237	188
Awareness Raising by Region					
South East Qld	17	635	9.5	32	20
South West Qld	3	176	2.5	6	3
Central Qld	18	410	9	36	8
Far Nth Qld	5	205	3.5	10	4
Total Awareness Raising	43	1426	24.5	84	35
TOTAL SESSIONS 151					

Note: The EAPU defines Training as presentations to tertiary students or paid and unpaid workers who have a duty of care to their clients while awareness raising sessions are to organisations where members have no duty of care in relation to elder abuse.

Each year EAPU explore strategies to advertise and promote to a wider range of agencies and community groups. The increased demands for educational work confirm that these approaches have been successful. However, many agencies that contact the EAPU for training or awareness sessions have advised that they were referred by other service providers who have accessed EAPU training. This indicates that the EAPU is attaining a credibility and reputation for meeting training needs, which is further supported by the growing number of organisations and tertiary institutions that request regular presentations throughout the year for each intake of workers or students.

During 2003 there has been an increase in requests for training sessions to tertiary education students. The length of these session range between two to three hours and allow for a good mix of presentation methods, exercises and discussions. Additionally students provide a rewarding level of participation and pose interesting challenges to the session..

Future service providers in training

Presenting to staff in nursing homes is usually restricted by time. Difficulties to accommodate training arise because staff may be required to respond to ongoing work needs during the presentation. The setting may consist of a corner in the residents' large recreation area and often with residents present. It can also include the presence of dogs and chirping birds, tiny rooms or oversized ones, background noise, workers coming and going, and sometimes an over involved or dozing off audience. This is sometimes a humbling experience for the presenter, having the opportunity to observe the devotion of staff in their caring and often demanding roles, while doing their best to participate in training.

Challenges often arise when management and other professional, semi professional or volunteering staff are all attending the same session. There is a need to keep assessing the level of information required and to promote a safe environment to enable individuals to express opinions or to ask questions.

Sessions using an interpreter with non-English speaking community members or to bi lingual workers can be challenging experiences. There is the need to consider a longer presentation, a different style of presentation and the loss of control over the session when a third person delivers information on behalf of the EAPU presenter. However, despite the difficulties, connecting with the interpreter and bridging across cultural and language barriers is a very rewarding experience.

Awareness raising presentations to community groups are also on the rise as EAPU's reputation grows. When presenting awareness sessions to older age groups there is often a need for a mix of light and serious information. Using humour is an effective way to engage the audience although sensitivity and respect is required in order to provide information that is meaningful and practical for those who are present. EAPU workers are mindful of how this information may impact on individuals and the stigma that is attached to the topic of elder abuse. Some groups of older people choose to receive as much information as possible and become advocates within their communities.

Overall each presentation has a life of its own and the participants can often direct content and focus. This enables each session to present fresh and interesting experiences for the presenters. EAPU staff are required to remain flexible, accommodating and creative to manage unexpected settings. A flexible approach allows EAPU Project Officers to respond to requests for early morning engagements, evening presentations and on rare occasions, a weekend event. EAPU presenters are either accredited trainers or undergoing accreditation. Trainers provide a creative and flexible approach to the design of presentations for workshops and forums and endeavour to meet the demands of service providers in an efficient and effective manner.

At times demands cannot be met due to factors such as conflicting dates, lack of resources due to distance or cost, and a range of other work commitments. While unmet needs are not common, the EAPU understands that services particularly in rural locations are often limited in their ability to engage in training and therefore every effort is made to fulfil their request.

Major factors why organisations request training sessions for employees and volunteers:
- Increased awareness of the existence of elder abuse as a social issue and the need to improve skills to respond
- Elder abuse has been identified among the organisation's target group, resulting in workers requesting specific training to clarify their roles and responsibilities
- Certain unwarranted behaviour occurs between workers and clients with challenging behaviours
- To address issues regarding the Duty of Care of the organisation to its clients, both from the legal aspect and the moral/ethical
- Changes to the Domestic and Family Violence legislation, and it's application to cases of elder abuse

The EAPU also engaged in other promotional activities this year including expos for seniors. These expos provide an opportunity to display brochures and respond to queries from individuals and service providers. Locations included the Safe and Confident Living Expo, Rockhampton, Community Care Expo, Mt Tamborine, Southbank Expo (Seniors' Week) and Seniors' Celebration Day at Logan.

Other EAPU activities to raise the awareness of elder abuse include a number of radio interviews as well as an interview on national television. Many local and regional newspapers from across the state approached the EAPU

increasing the exposure of elder abuse as an important social issue. The EAPU also provided information for publications such as Qld Country Women Magazine, Neighbourhood Watch newsletters Several "In-Service" type magazines and had an article published in the Elder Law Review (Centre for Elder Law, University of Western Sydney).
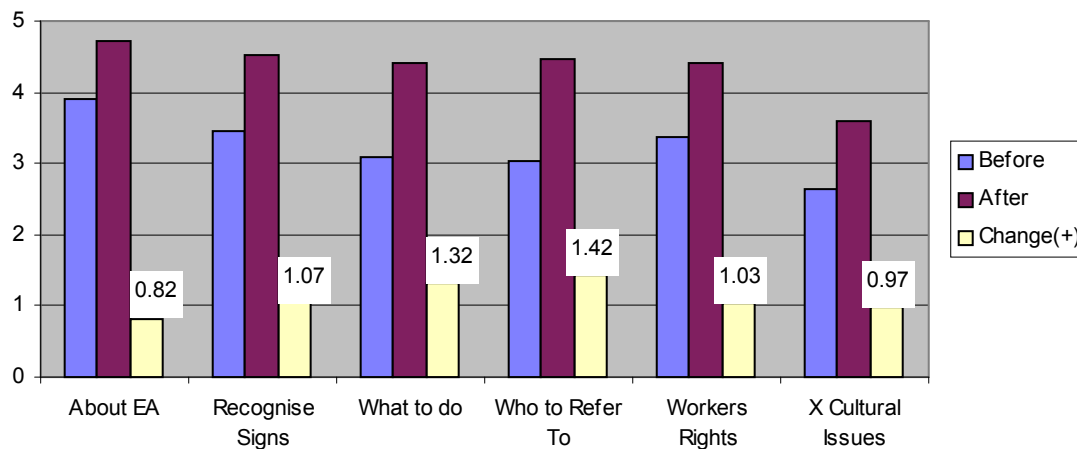
Evaluations

The EAPU uses a standard evaluation form for training sessions that has been in place since 2000. Over 1600 individual evaluations are contained within a database that measures both quantitative and qualitative aspects of both content and delivery of training sessions. More rigorous application in seeking feedback has resulted in 716 evaluation forms being returned for this reporting year from across the state.

This year saw continued overall increases in content knowledge as rated by the participants.
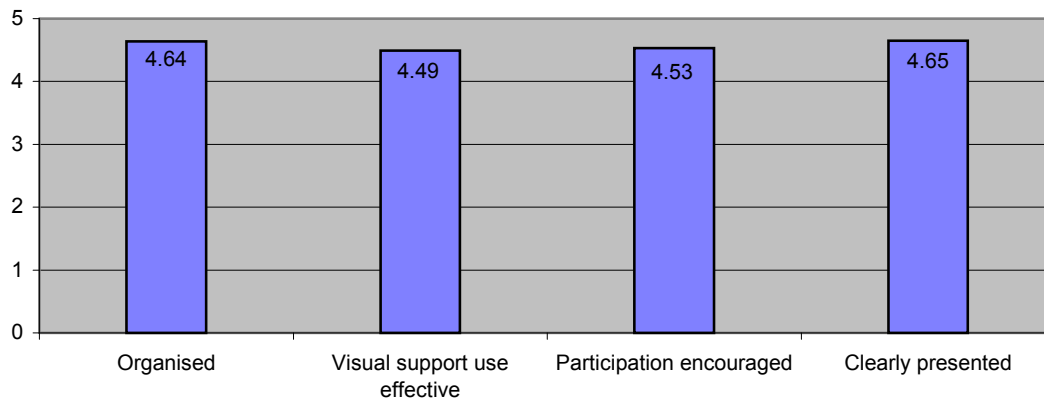

Note: All scores are calculated as a mean for each category,

5 = highest possible score & 1 = lowest.

Scoring: Yes = 5,   Mostly=4,   Partly=3,   Not Really=2,   Not at All=1

Before & After Comparison on Self Rated Content Knowledge
**(716 Evaluatios 01/11/02 - 31/10/03)**

Score associated with the EAPU worker's delivery skills also continue to rate highly.

Presentation Scores
(716 Evaluatios 01/11/02 - 31/10/03)

|			
Organised	Visual support use effective	Participation encouraged	Clearly presented
4.64	4.49	4.53	4.65

Questions relating to relevance i.e. whether the material was interesting as well as its usefulness show that the training being delivered continues to satisfy the needs of the service providers.

Information Rating
(716 Evaluations 1/11/02 to 31/10/03)

Level of Interest	Level of Usefulness
4.71	4.53
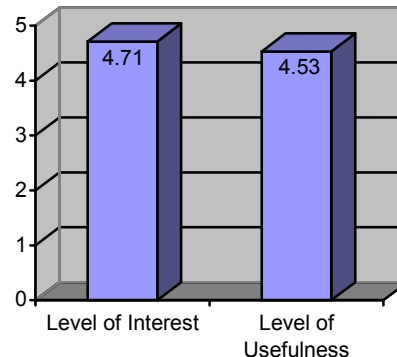
Evaluation forms also record how the participants identify their role. The recent EAPU campaigns targeting future workers in aged services show that students, including TAFE and University based, have been major recipients of training. Recent EAPU initiatives targeting voluntary workers visiting older persons in their home is shown by their 13.13% representation in training activities. (refer to the following chart)

Attendance Break-up
(Training data 1/11/2002 to 31/10/2003 N=716)
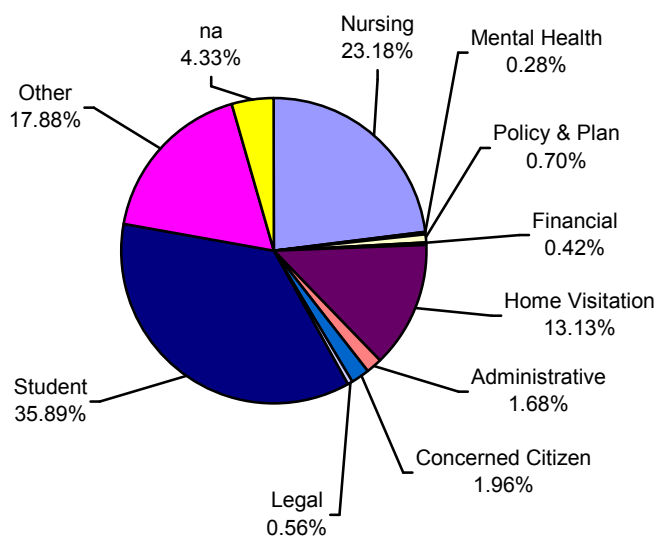
Qualitative feedback is probably the most valuable tool for EAPU workers. Participants are encouraged to be critical as this provides the most useful information for ensuring training material and presentations are meeting needs.

A brief review of the 183 comments made this year identifying areas requiring more attention did not reveal any one area of particular concern. A small sample of the comments made is provided in the following table.

I would have liked more information on: (183 comments on database)
Enduring Power of Attorney
Information was very good but would have liked more time for open discussion.
The rights of elderly patients with mental disorders.
Cross-cultural issues, how to respond.
1. Actual cases of elderly abuse - interesting. 2. Strategies for dealing with some more common forms of elderly abuse. 3. Enjoyed the videos.
Legal side - our legal rights.
What to do in an aged care facility when close family members are taking advantage physically, emotionally & financially of one of my clients.
This subject is in overload now.
Cross cultural issues. How to go about the problem and psychological issues, there was not enough to work on.
What abuse to look at in an Aged Care facility environment.
Rights and responsibilities regarding elder abuse situations. Cross cultural issues.
What to do in a situation beyond my control.

Too much information is often as bad as too little as far as holding an audience's interest. Therefore providing a balance of information during training is an art that constantly requires monitoring. The following table is a sample of participant's comments in this area; although a brief analysis of feedback from individual presentations are overwhelmingly positive, it is the critical comments that provide the greatest insight for the EAPU workers. However, feedback from any one session can often show completely opposing observations from the same audience.

I thought that there was too much information on: (96 comments on database)
Sufficient to induce more participation and arouse curiosity.
Types of abuse (theory).
Not enough time. Further awareness training would be good.
Identifying abuse in one single scenario in which abuse was fairly obvious.
I thought the program was good. Quite in depth.
Too much whiteboard / discussion of blatantly obvious points.
No, there was not too much information. It was all simple, brief and clear to acknowledge and understand..
The lot. Common sense tells us just about all this information.
I enjoyed the course - a very relative topic for a nurse to know.
Should have been a 3 hour session. It was that good.
Repetition
Stories dragged on a little. Wealth of knowledge but boring content.
Very general.
Too technical. Needed more factual.
Certain aspects were boring and repetitive. I am sick of coming to class to watch videos.
No comment.

The following area is what usually strikes fear into most new trainers but is invaluable for identifying areas of presentation that require attention. Overall, comments were very positive while some allowed for presenters to review their style.

Comments on the presenters / presentation: (434 comments on database)
Great, professional, explaining everything and easy to understand her English.
I really enjoyed the video and discussion.
Awesome, well organised and professional. Used materials well - powerpoint, video and handouts. Very clear communication.
Very professional (but additionally the presenter had a very relaxed style).
She was excellent and successfully quietened disruptive students. Very informative, although I already knew because of my 40 years as a nurse and case manager.
Moved around too much, I was getting giddy.
Explained the topic very well and very well presented.
It's a very good presentation, which let me know lots what I didn't know before.
It was a bit rushed.
Very friendly, approachable, organised.
Very informative, easy to understand explanations, clear and concise.
Boring but nice person.
Great presenter. A pleasure to listen to.