

# elder abuse prevention unit



annual report

2003/2004

# **Annual Report 2003/2004**

## **Elder Abuse Prevention Unit**

PO Box 108  
FORTITUDE VALLEY  
QLD 4006

**Helpline: 1300 651 192**

**Note:** The EAPU encourages full use of this document including its reproduction, however any reference to this document in whole or in part, must acknowledge the authorship of the EAPU. This document, in whole or part, may not be used or reproduced for financial gain.

Copyright © 2004 Elder Abuse Prevention Unit

<b>PART 1. MANAGER'S REPORT .....</b>	<b>1</b>
<b>PART 2. REGIONAL PERSPECTIVES AND OTHER REPORTS .....</b>	<b>3</b>
SOUTHEAST QUEENSLAND REPORT .....	3
WEST MORETON TASKFORCE FOR THE PREVENTION OF ELDER ABUSE .....	3
FRASER COAST TASKFORCE FOR THE PREVENTION OF ELDER ABUSE .....	4
MULTICULTURAL TASKFORCE FOR THE PREVENTION OF ELDER ABUSE .....	4
GOLD COAST PREVENTION OF ELDER ABUSE TASKFORCE .....	4
MULTIDISCIPLINARY PEER SUPPORT NETWORK FOR ELDER ABUSE (PSN) .....	5
PEAT FORCE .....	6
ELDER ABUSE PREVENTION INFORMATION LINE (A.C.T.) .....	6
SOUTH WEST REGION.....	6
CENTRAL QUEENSLAND UPDATE 2004 (VERNA HALSEY, PROJECT OFFICER).....	8
NORTH QUEENSLAND UPDATE 2004 (TRACEY BESLEY) .....	9
<b>PART 3. PROFESSIONAL DEVELOPMENT.....</b>	<b>10</b>
<b>PART 4. HELPLINE DATA COLLECTION .....</b>	<b>11</b>
HELPLINE CALL RATES.....	12
ABUSE TYPE.....	15
LOCATION.....	16
GENDER ANALYSIS .....	17
<i>Gender of Abused and Alleged Abuser.....</i>	<i>17</i>
<i>Gender of Abused by Gender of Abuser (all data) .....</i>	<i>17</i>
<i>Types of Abuse &amp; Gender (2003/04 data).....</i>	<i>18</i>
<i>Age of Abused and Gender (2003/04 data) .....</i>	<i>18</i>
AGE (GENERAL) .....	19
RISK FACTOR ANALYSIS OF ABUSED (2003/04) .....	19
CULTURAL BACKGROUND OF ABUSED.....	21
ALLEGED ABUSER ANALYSIS .....	22
NOTIFIER ANALYSIS .....	24
HELPLINE REPORTS & THE IDENTIFICATION OF SOCIAL ISOLATION .....	26
<i>Abuse Type (Social Isolation).....</i>	<i>26</i>
<i>Gender (Social Isolation).....</i>	<i>27</i>
<i>Cultural Background of the Abused (Social Isolation).....</i>	<i>27</i>
<i>Age (Social Isolation) .....</i>	<i>28</i>
<i>General Risk Factors of the Abused (Social Isolation).....</i>	<i>28</i>
<i>Alleged Abuser Relationship to the Abused (Social Isolation) .....</i>	<i>29</i>
<i>Alleged Abuser Age (Social Isolation).....</i>	<i>30</i>
<i>Notifier Analysis (Social Isolation).....</i>	<i>30</i>
HELPLINE FEEDBACK .....	31
<b>PART 5. COMMUNITY EDUCATION .....</b>	<b>32</b>
OVERVIEW.....	32
TRAINING AND AWARENESS SESSIONS.....	33
EVALUATIONS .....	34

---

## **Part 1. Manager's Report**

This year has been very busy. Considerably more travel has taken place around the state and we have been able to access more rural and remote areas than ever before. This has been possible due to the funding of the Peer Support Network and savings on regional auspicing fees. Travel has provided the opportunity to develop new relationships and networks and to pursue new initiatives for the unit. One such initiative is the development of a response to elder abuse in Indigenous and Torres Strait Islander communities. This year we gained approval to place a worker on Thursday Island for 12 months to establish the project. To date much progress has been made and discussions are underway for holding consultations around Queensland.

In November we celebrate 5 years of auspice with Lifeline Brisbane. At the time of relocating the program, Helpline was averaging 8 calls per month. The average number of calls each month is now around 43. While the increase in reports of abuse to Helpline is significant, by no means do we believe that this is an accurate reflection of the abuse of older people in Queensland. As staff continue to travel across the state and meet with service providers and members of the community, a picture of something far more widespread emerges. As the ageing population increases so too will dependency on families, community and governments to respond more creatively to a range of issues that affect older people.

While the need for different responses is acknowledged, I tire of the politicisation of older people as a 'problem'. The problem label has a feel about not being worthy - about wearing out their welcome. Society has experienced rapid changes over the years. The value of older people has also diminished. Apart from a privileged few, older people are no longer seen as the custodians of our history and the holders of wisdom. They are no longer acknowledged for their contribution to our society. Where once there was an undisputed right to respect and consideration, there now seems to be widespread thoughts that older people have become a burden on society and a drain on government funding. I am a great believer that we reap what we sow. If we have the chance to look ahead and plan, what do we want our own experience to be like?

In our day-to-day Helpline calls and other areas of service delivery we hear about a range of different issues faced by older Queenslanders. There are the stories from Grandparents who are exploited by their offspring via threats to deny access to the Grandchildren. Through coercion many Grandparents in full-time caring roles are not able to claim government assistance because their offspring are already doing so. They suffer in silence with the children they have rescued often from intolerable situations. We hear about the asset rich but cash poor who, through various means of deception, lose their assets and home to family members who want their inheritance while the older person is still living. Other issues include informal care arrangements where older people live with the threat of being institutionalised for non-compliance. Another most vulnerable group are those who have communication difficulties due to strokes, dementia, diminishing eyesight or hearing etc. These people are most vulnerable due to their inability to articulate what is happening to them, thus allowing perpetrators to continue the abuse unchallenged.

Of course EAPU Helpline calls in no way reflect the huge number of families who successfully take on or share the role of caring for older members of the family. Those who value and respect the contribution that parents, aunts and uncles or friends have made to their own lives. We are privileged to meet many of these people in our day-to-day activities. People who are out there paving the way for a better future for older people, and those who quietly go about their roles with loyalty and respect. We need more of these people in our midst.

I would like to thank Lifeline Brisbane for their continued support of the program and for the inclusion of staff in organisational activities that promote a healthy team environment. I would also like to thank the Department of Communities (Seniors Interests Unit) for the continuation of funding of the service and for the valuable support given throughout the year. I would like to thank EAPU Reference Groups around the state for working with us through challenging times and for continuing to provide creative ideas. Last but not least I thank the EAPU staff for their passion and commitment to supporting the rights of older people. It has been a pleasure to work with you all.



Chris Procopis  
Manager – Elder Abuse Prevention Unit

## **Part 2. Regional Perspectives and Other Reports**

### ***South-East Queensland Report***

The EAPU South-East region extends from north of Bundaberg to the NSW border and from Brisbane to west of Ipswich including all of the West Moreton region.

Brisbane office is the base for the South-East region's programs and projects, the EAPU Helpline and the South-West region's worker. Brisbane workers are also responsible for coordinating the Peer Support Network and the Multicultural Taskforce and for supporting local coordinated responses at the Gold Coast, West-Moreton and Hervey-Bay. They also provide administrative support for EAPU regional workers.

The South-East corner of Qld constitutes the highest concentration of the state's population in general, as well as that of the older population - from both the mainstream and culturally and linguistically diverse (CALD) communities.

Most of the requested training and education sessions were delivered closer to Brisbane but have extended to the Gold Coast, Sunshine Coast, Fraser Coast, Beaudesert, Ipswich, Esk, Laidley and Rosewood. An effort will be made to provide educational activities in the areas west of Bundaberg and Gympie during 2005.

During this reported period, in comparison to previous years, there was an increase in requests for delivering training to bi-lingual aged care students and workers. There was also an increase in requests for information sessions to older people groups from CALD communities, which were delivered with the aid of informal interpreters.

Another increase in requests for training was from hospital based staff, social work and ACAT units, for general training and for assisting in development of elder abuse procedures and protocols. Although no formal campaign has been made to target hospitals, it is likely that the EAPU's engagement in these areas will continue to increase as the unit keeps gaining more exposure.

### ***West Moreton Taskforce for the Prevention of Elder Abuse***

The Taskforce has continued to function exceptionally well this year and with the aid of a grant, received from the Department of Communities and the Disability Services' Social Participation Project, have conducted very successful educational and research projects. The educational project targeted service providers in the West-Moreton Region and comprised of training sessions, forums and a Train-the-Trainer session. The Research project 'Elder Abuse in the West Moreton District', conducted by UQ Boilerhouse Community Service & Research Centre, was completed in May 2004 and will be launched later this year. The full report is available on the EAPU website [www.eapu.com.au](http://www.eapu.com.au), in the *research/reports* area of *resources*. A Hypothetical-Scenario information event, targeting older community members, is scheduled to take place in March 2005.

### ***Fraser Coast taskforce for the Prevention of Elder Abuse***

Since its resurrection in March this year under the coordination of Seniors in Focus worker Lyn Covney, the taskforce has continued to meet and initiate special projects.

EAPU will participate in an innovative workshop for service providers “Helping Hands for Seniors”, which the Taskforce will hold at the Hervey Bay Hospital in August. The summary of the workshop’s discussions and identified issues will be used to guide future taskforce projects.

EAPU have participated in an aged care expo for the region’s older community members and will deliver training sessions for Fraser Coast service providers, on behalf of the taskforce later in the year.

### ***Multicultural Taskforce for the Prevention of Elder Abuse***

The Taskforce has continued to meet monthly, alternating between training sessions and meetings.

The taskforce is planning a major forum titled “Loss of Meaning, Elder Abuse and the Immigration Experience” for service providers. The objective of the forum is to enhance understanding of additional issues that may affect older people from culturally and linguistically diverse (CALD) backgrounds, due to immigration experiences, and how they may contribute to elder abuse. Presentations will focus on elder abuse in a cross-cultural context, mental health issues in a cross-cultural perspective, culturally appropriate counselling and workers’ duty of care. There will be the opportunity for small group workshops and networking between the participants.

The taskforce members have identified elder abuse data collection of CALD clients as a priority issue and EAPU has been working with the members on establishing appropriate protocols and procedures for unidentifiable data collection.

### ***Gold Coast Prevention of Elder Abuse Taskforce***

This year saw the Taskforce utilise the talents of Judy Wallace, a student on placement, to put together a project and funding bid to develop and market a local resource for the prevention of elder abuse in the Gold Coast area. The project was successful in attracting funding from the Jupiter’s Casino Community Benefit Fund and Rebecca Coleiro, a highly experienced project worker was subsequently employed. Rebecca’s first day coincided with a very successful Senior Safety Forum, which the Taskforce organised at Nerang on 26<sup>th</sup> May 2004 during Domestic & Family Violence Prevention Month. The objectives of the project will be to develop resources for seniors, the general community and service providers to enhance the Gold Coast community’s ability to identify and respond appropriately to situations of abuse. Rebecca will also develop an accompanying training package and promotional strategy for the resources including strategies for ongoing evaluation and enhancement of the resources. This project will run for 6 months and will greatly enhance the elder abuse response for the Gold Coast community. This taskforce continues to demonstrate an exceptional ability to work together and utilise the talents of each member to achieve outcomes.

### ***Multidisciplinary Peer Support Network for Elder Abuse (PSN)***

During this reporting period there have been a number of achievements in developing this network among remote and isolated workers across Queensland. It can now be reported that the recruitment roll out of the network is almost complete with major centres from Mt Isa to Charters Towers being visited in September 2003 and centres in the central west scheduled for information presentations during July 2004. Current membership stands at 42 remote workers and 66 support members. The completion of the roll out will finalise the initial stage of the network recruitment, which will then shift focus to put more emphasis on communication and support activities during 2004-05. It should be noted that membership areas will not be neglected but are expected to increase through cross-promotional activities of the EAPU and other services.

One highlight among the achievements this year was the launch in January of the PSN Internet Forum as a mechanism to access and discuss topics of interest identified by the members. There were 49 registered members of the forum at the time of writing this report. Although it was recognised that the use of the forum will be slow in the early stages it will be promoted to become the hub of the communication for the network. An example of this was with the first teleconference held for network members in January 2004, with a guest speaker from the Office of the Adult Guardian responding to questions listed on the Internet Forum from members as far a field as Mt Isa, St George, Charleville, Charters Towers, Warwick, Thursday Is and Dalby. The forum can be found by following the links from the EAPU homepage (<http://www.eapu.com.au>) and represents one mechanism of making the network relevant and useful to remote workers.

The development and subsequent launch of the *Multidisciplinary Peer Support Network Handbook for Elder Abuse* in Barcaldine during May 2004 was another significant achievement for this project. The need for a practical handbook was identified by members during the May 2003 launch of the network and the creation of this handbook within twelve months of that date was only achieved through the efforts of Jodie Lockwood during her student placement with the EAPU. A hard copy of the handbook is supplied to all remote network members free of charge and covers general elder abuse issues, worker rights & safety, assessment & interventions and includes a large resource index. The manual is available electronically (PDF) to network members in the PSN member's only area at [www.eapu.com.au](http://www.eapu.com.au).

As part of the 2004 review of the PSN a survey of remote members was conducted in May/June 2004 to gather feedback and determine what would make the network and the Internet forum more accessible and useful for these workers. This survey and an extensive investigation of "What Works And What Doesn't Work?" in relation to these type of support networks was conducted by Suzy Clark, a recent graduate in Sociology, who has volunteered her time to assist with this project. The results of this survey and review along with strategies for future network development will be made available online at [www.eapu.com.au](http://www.eapu.com.au).



### ***PEAT Force***

The last meeting of PEAT Force was held in September 2003. A QLD Forum proposed at the meeting for 2004 did not go ahead due to the ACT Government's plans for a National Forum in Canberra during 2005. The involvement of the Elder Abuse Prevention Unit as temporary 'caretakers' in the organising of meetings, taking minutes and following through on actions has been 'on hold' this year due to the increasing workload of the EAPU. PEAT Force has been a valuable vehicle to develop a strategic plan for the intervention and prevention of elder abuse in Queensland. To date most objectives of this strategic plan have been achieved. The role of PEAT Force will be reviewed in 2005.

### ***Elder Abuse Prevention Information line (A.C.T.)***

This year the EAPU assisted the Australian Capital Territory with the setting up of their Elder Abuse Prevention Information Line, which afforded the ultimate compliment of basing its service delivery on the EAPU model. Representatives of the EAPU attended the launch of the service on the 18<sup>th</sup> June 2004 by the A.C.T Government's Chief Minister Jon Stanhope. The EAPU assisted by supplying all its training manuals and resources, including its databases, for use by the new service. After minor modification these resources are now being used in the A.C.T.'s response to the prevention of elder abuse. Training (Train the Trainer) was also provided to the workers of the new service on how to deliver the training material as well as providing guidance on elder abuse calls and database training. The EAPU wishes the new service every success in their response to elder abuse and looks forward to a close working relationship with the A.C.T.'s Elder Abuse Prevention Information Line.

### ***South West Region***

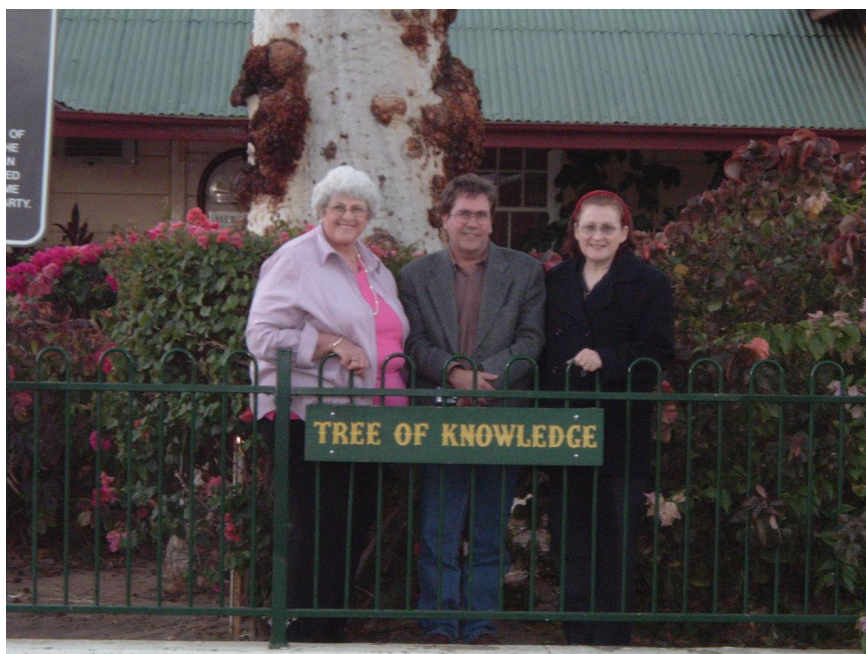
The EAPU South-West region covers an area that extends from the South Australian border to Gatton, Taroom is the most northerly town and the New South Wales border is the southern extent of this region, which is currently serviced by the Brisbane EAPU office. The South-West region has seen a relatively proactive period of network building with links established to the Multipurpose Healing Services that were established in this region in late 2003. After providing elder abuse training for these workers at the "Working Against Abuse Service" in Roma, subsequent education sessions were provided to the St George and Cunnamulla communities in collaboration with the Healing centres.

The EAPU has also linked into the Domestic and Family Violence Regional Strategic plan for the Far South West, along with a number of service providers in the Charleville, Cunnamulla, Roma and St George areas. Further links have been established with the Southern Queensland Institute of TAFE and provided several training sessions for the students including an outreach session at Inglewood. For training sessions in this region the host agency is requested to promote the training to other agencies wherever practical to promote community networking and increase the effective use of EAPU resources.

Future initiatives for the South-West will involve the development of an elder abuse *regional education strategy* that is resource efficient and is responsive to the needs of these rural communities. It is anticipated that the project planning will be completed before Christmas 2004 and incorporate a training

schedule for 2005 with timing and content guided by a collaboration of key stakeholders across this region. The strategy will be compatible with Peer Support Project initiatives and attempts to provide a model for use by other EAPU regions. Evaluation of the strategy is likely to be ongoing with 6 monthly reviews.

**Spotlight Barcaldine:** The home of the Australian Workers' Heritage Centre, Australian Labour Party and Tree of Knowledge was also host to the "**Seeds of Knowledge: Town & Country Forum**", a Senior's Safety/Remote Worker event put together by hard working rural people and supported by city based services with a major commitment by the EAPU. Held over two days after the Labour Day long weekend and at the very start of Domestic and Family Violence Prevention Month, it successfully brought together specialist speakers from across the state as well as an international guest, Dr Mike Rosmann, who addressed a number of relevant issues faced by rural communities. The first day focussed on information to seniors from Barcaldine and surrounding districts, while the second day was devoted to professional development for regional workers. Information was delivered on social isolation, elder abuse, domestic violence, depression, powers of attorney, use of medicines and fire safety. The forum was also used by the EAPU to launch the *Handbook for Responding to Elder Abuse* (a Peer Support Network initiative). Presentations and displays from a number of agencies were packed into the two-day forum. Major individual contributors to the success of the forum were Janice Flowers (Rural Family Support Program) and Verna Halsey (EAPU Central Qld). Also the Barcaldine Shire Council, Dept of Community Services and Lifeline Central Qld provided enormous assistance, while local businesses supported the event with the donation of over 60 prizes as well as a major trip donated by Queensland Rail).



***Central Queensland Update 2004 (Verna Halsey, Project officer)***

This year has been busy with maintaining and developing new links with the Community, Local and State Government. These links have assisted in the promotion of the Elder Abuse Prevention Unit throughout Central Queensland and surrounding areas. Information, Awareness Raising and Education sessions have been conducted with individuals, families, community groups and government organisations. The implementation of new feedback mechanisms and evaluations has provided valuable data to refine service delivery and further develop resources. Promotion of the EAPU Helpline in my travels has been evident in the number of referrals to the Helpline.

During the past 12 months I have travelled to Longreach, Barcaldine, Blackall, Jericho, Emerald, Duaringa, Mt Morgan, Gladstone, Gracemere, Yeppoon and Rockhampton. Significant events for the year included the CQU Multicultural Fair (August 2003), EAPU Seniors Breakfast (August 2003), Nebo Healthy Living Expo (September 2003), Confident Living Expo (March 2004) and the Seeds of Knowledge Town & Country Forum (May 2004). I also travelled to Brisbane twice to take part in planning and team development days. Planning days are an important part of the strategic direction for the unit and provide the opportunity to share information and resources with other staff. I have also engaged in regular supervision and other professional development activities.

I have been advised that Lifeline Central Queensland Division (LLCQ) have decided that older persons programs are no longer part of their future strategic direction. I would like to thank LLCQ for their generosity in supporting the programs over the past 5 years and wish them well in their new endeavours. I will be relocating the programs to Trustee House in East Street Rockhampton from the beginning of July this year. The programs will still operate under the banner of Lifeline Community Care and Lifeline Brisbane will take over the auspice for the Safe & Confident Living Program.

Last but not least I would like to thank the EAPU – S&CL Reference Group who have continued to support me through the challenges and achievements of the year. I look forward to working with you all in the future.

### ***North Queensland Update 2004 (Tracey Besley)***

The relocation of the North Queensland Project Officer Position to Thursday Island enabled the trial of a Flexible Service Delivery Model and provided a unique opportunity for the EAPU to link with services in the Torres Strait region. Auspicing costs were eliminated through the availability of a home-based position and travel expenses reduced by conducting regional training and awareness-raising sessions in blocks. Consequently, there was increased scope to travel and more intensive coverage of the North Queensland area. Some of the locations visited include Ingham, Innisfail, Townsville, Ayr, Bowen, Cairns, the Northern Peninsula Area and Thursday Island.

Establishing links with services in the Torres Strait region was an important objective for 2004. In particular, community consultation and guidance was sought in relation to the development of a culturally appropriate response to elder abuse in Torres Strait communities. Workers from Indigenous Services on the mainland were also consulted as to the formation of an appropriate response to elder abuse situations in Aboriginal communities. The production of video scenarios on elder abuse for both Aboriginal and Torres Strait communities, the development of tailored training for Indigenous service providers and the adaptation of other Elder Abuse Prevention resources were just some of the initiatives discussed. It is hoped that with ongoing consultation, the EAPU will be able to offer a more culturally informed response to elder abuse in Indigenous communities in the near future.

Overall, 2004 was a busy, challenging yet satisfying year in North Queensland. In addition to the many meetings / teleconferences / forums attended and the countless kilometres covered delivering training and awareness-raising sessions, a Certificate IV in Workplace Training and Assessment was completed and other professional development activities squeezed into the part time hours for this position.

A big 'thank you' is extended to the Cairns EAPU Reference Group for their flexibility and ongoing support throughout the year. Members' enthusiasm and willingness to participate is much appreciated. Many thanks also to those members who represented the EAPU Reference Group at various events and who distributed EAPU promotional material in the Cairns region. The EAPU is most grateful for your time and commitment.

May more ground be covered in North Queensland and an even greater contribution to Elder Abuse Prevention achieved in 2005.

### **Part 3. Professional Development**

During this reporting period EAPU staff have enhanced their professional knowledge and skills by undertaking studies in relevant courses, participating in workshops and forums, attending network meetings/celebrations/launches and exchanging information on service delivery with visiting representatives from other organisations.

Courses undertaken by staff included Certificate 4 in Workplace Assessment and Training.

EAPU staff attended the following training/staff development workshops and events:

- EAPU Planning days (cross training information sharing – regional and Brisbane)
- Team Development sessions (Learning Styles, Training Styles – Myers Briggs based, external facilitator Penny Gordon)
- Managers Planning Days - Lifeline Brisbane
- Workplace Change workshop – Lifeline Brisbane
- Helpline Forum (all Helpline type telephone services) – Lifeline Brisbane
- ‘No Time to Lose’ – Symposium of the Alzheimer’s Association Qld
- ‘Domestic Violence Dilemma’ – working through hypothetical scenarios
- Carers Queensland information day
- CITRIX training (new computer system for Lifeline Community Care)
- ‘Volunteers and the Law’ – Brian Herd solicitor on behalf of Blue Care
- Working with Interpreters – Multicultural Affairs Queensland
- Challenges of Capacity and Consent workshop
- ‘Multiple Personality Disorders’ workshop
- Teleconference on Capacity issues–the Office of the Adult Guardian on behalf of the Peer Support Network
- ‘Assisted & Substitute Decision Making’ workshop – Public Trustee Ipswich
- Forum –‘Focus on Social Justice for Older People and People With Disabilities’
- ‘Which Way Now?’ – Forum on Indigenous Family Violence
- ‘Carers Gathering’ workshop – Thursday Island
- Capacity forum – Qld Law Society
- Staff Development Network Planning Days

Guests invited to staff meetings for information sharing included:

- Beverley Funnel – the Office of the Public Advocate
- Alzheimer’s Association - education officer

Individual workers attended the following events:

- Home Project Launch – Gold Coast Police initiative
- Launch of report on issues for multicultural workers – Kinnections
- The Migration Experience – Multicultural Centre for Mental Health and Wellbeing
- Know your Rights – Sandbag Community Centre
- Community Health Plan Launch - Rockhampton

## Part 4. Helpline Data Collection

Why does the EAPU collect so much data and what is it being used for?

The EAPU considers that data collection and more importantly its analysis, should be a core activity of any agency that is undertaking a response to any social issue, particularly where a person's safety is at risk. The following list provides some of the reasons behind EAPU's data obsession and provides an insight into one of the major shaping forces of EAPU's activities.

Answer:

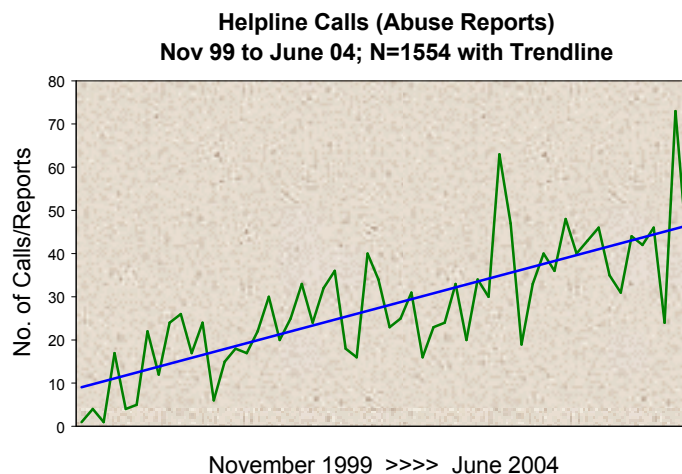
- *Provides an Empirical Basis for Informing Strategies*; rather than relying on scarce research, lobby groups or well-meaning individuals, careful analysis can take the guesswork out of planning.
- *Provides Detailed Understanding* of the issue; 'what is actually going on'
- *Educational Activities* can be better targeted and EAPU workers can use relevant examples and statistics.
- *Resource Development & Targeting*; does a brochure produce more results than a newspaper article, should we be targeting older people, their family or service providers, what type of training material is most useful etc.
- *Policy Input* can be made on a much sounder basis.
- *Funding Bids* can be more powerful if backed by statistics
- *Enhances Credibility And Status* of the EAPU, which in turn attracts the media and allows for factual, useful information to be disseminated.
- *Research* can be directed into contemporary areas of most use and relevance.
- *Greater Safety* for older people is the ultimate goal of all the data collection activities.

The following section provides a large assortment of statistics that, other than fulfilling reporting requirements, showcase the wide range of data available and the potential it has for further analysis and research. Collection methods are continually upgraded to ensure that data is of the highest possible quality. Due to the anonymous nature of the calls and that the contact may be from family or friends, the data will out of necessity be subjective in nature. The EAPU welcomes researchers or agencies that have an interest in this area to contact the EAPU.

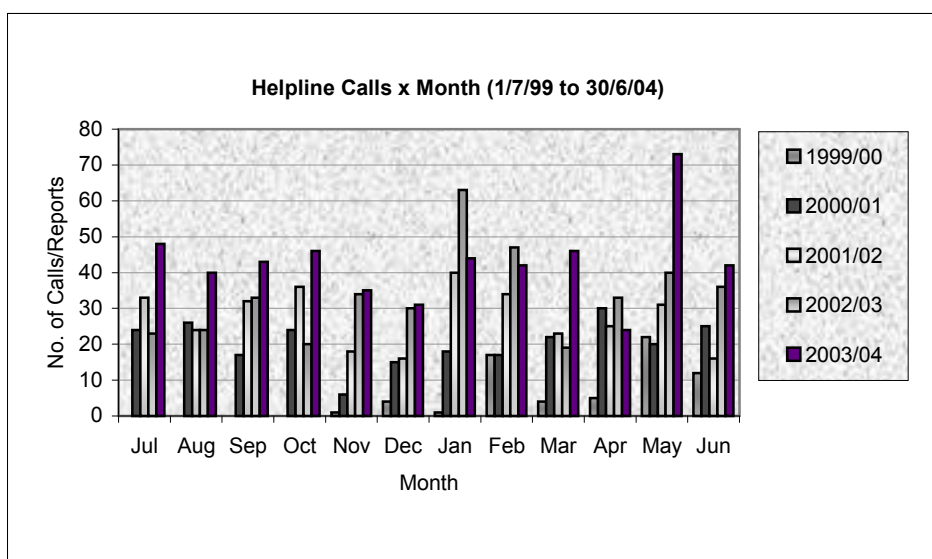
**For further information on data analysis please contact Nick Harris, Project Officer Elder Abuse Prevention Unit on (07) 3250 1954 or e-mail: [Nick.Harris@lccq.org.au](mailto:Nick.Harris@lccq.org.au)**

### Helpline Call Rates

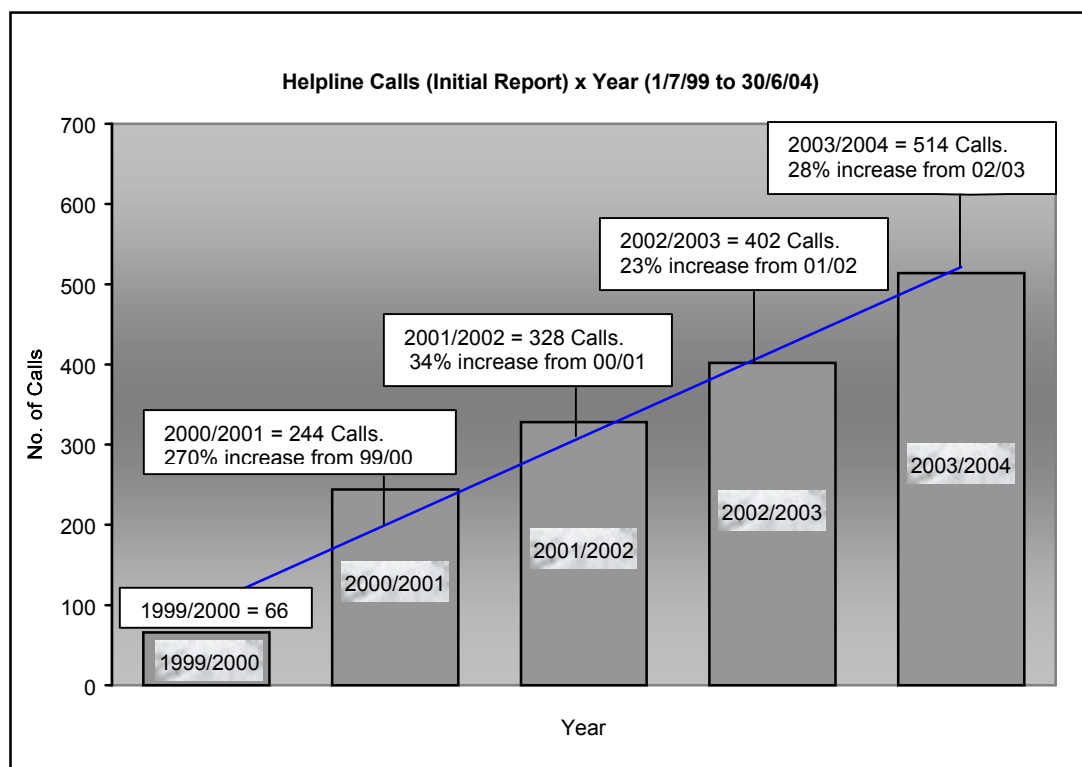
A significant feature of the Helpline during the reporting period of 1/7/03 to 30/6/04 was the continued steady rise of elder abuse notifications being received each year. A total of 514 separate incidences of elder abuse were noted on the Helpline database during this reporting year, which represent a 28% (N=112) increase in overall elder abuse reports compared to the same period last year. There is a strong indication that this trend will continue as the issue of elder abuse becomes better known and as the Helpline gains increased exposure.



In addition to the exposure received through EAPU training and awareness raising, promotional activities including radio, television and print media further contribute to increases in notifications. The chart below displays a 5-year comparison of abuse reports by month and clearly shows significantly increased Helpline activity throughout January 2002/2003 and May 2003/2004. The month of May 2003/2004 witnessed the largest number of abuse notifications for any month in EAPU reporting history with 73 new elder abuse notifications being recorded. Further analysis of the effect that awareness raising activity, including print and electronic media, has on Helpline call rates will be undertaken during the 2004/05 reporting period.



Increases in the number of calls to the Helpline is subject to ongoing analysis due to resources implications, both in worker time and costs of calls (the 1300 number attracts a timed based charge for the EAPU). The chart below further displays the significant increases in calls to the EAPU Helpline since 1999.



A number of calls may be received or made during the course of a single elder abuse notification depending on the complexity of the situation. The time taken on the initial contact will also vary on whether the notifier is the older abused person in a distressed state, a family member or a service provider. For the period 1/7/2003 to 30/6/2004, 998 phone records related to a total of 514 separate elder abuse reports. The following table provides the number and time duration for Elder Abuse (EA) calls generated through the Helpline.

#### EAPU Helpline: Time Spent on Elder Abuse Calls

<b>EAPU Helpline 1/7/03 to 30/6/04</b>	<b>All Incoming EA Calls</b>	<b>All Outgoing EA Calls</b>	<b>All EA Calls</b>	<b>All EA Cases</b>
<b>No. of Calls</b>	679	319	998	514
<b>Minutes</b>	15338.3	3257.52	18595.82	18595.82
<b>Hours</b>	255.64	54.29	309.93	309.93
<b>Average Length (Mins)</b>	22.59	10.21	18.63 (per call)	36.18 (per case)



Time is also consumed through debriefing of Helpline staff after difficult calls, recording of data and writing up case notes (only where advocacy has been provided on the client's behalf and permission granted). It is estimated that on average approximately 20 minutes (10 minutes for 2 people) are being used for debriefing while data recording, case notes etc are estimated to take a further 10 minutes per call. The following table provides an estimate of time taken in relation to elder abuse notifications.

EAPU Helpline: Total Time Spent on Elder Abuse Cases

<b>EAPU Helpline 1/7/03 to 30/6/04</b>	<b>Time on Calls</b>	<b>Debriefing</b>	<b>Recording &amp; Case notes</b>	<b>Total Times</b>
<b>Average Length (Mins)</b>	36.18	20	10	66.18
<b>No. of Cases</b>	514	514	514	514
<b>Minutes</b>	18595.82	10280	5140	34015.82
<b>Hours</b>	309.93	171.33	85.67	566.93

On estimate, each elder abuse case for the period 1/7/2003 to 30/6/2004 required just over an hour of staff time. For the reporting year, a total of 567 hours were estimated to be focussed specifically on abuse notifications (cases) received through the Helpline.

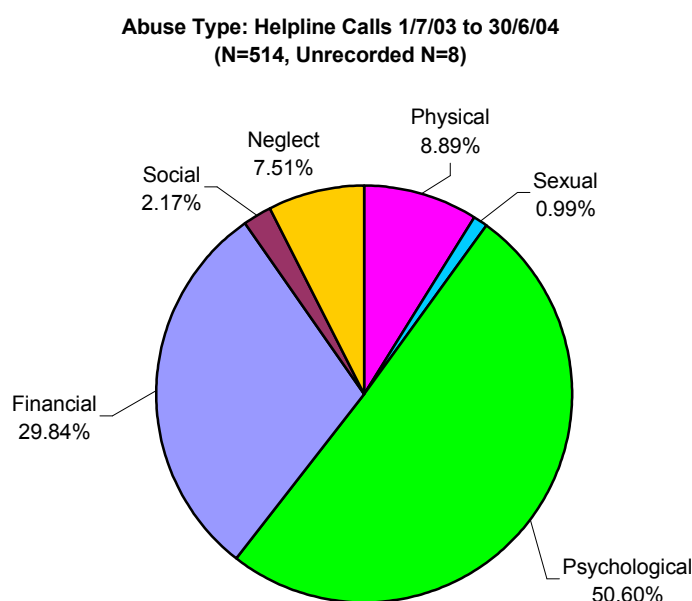
The 1300 number is also the promoted contact point to access EAPU services and therefore a large proportion of calls were requesting general elder abuse information, staff training, community awareness raising sessions and other EAPU services. Increased demands will continue to be placed on the Helpline and subsequently on the EAPU resources needed to maintain a reliable and efficient information and referral service for elder abuse.



HELPLINE: 1300 651 192

## 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 1/7/2003 to 30/6/2004 psychological abuse represented 50.59% (256) of the 506 incidences in which an abuse type was recorded. Financial abuse was the next highest category with 151 reports (29.84%). The following chart displays abuse types (%) for the 2004-reporting year.



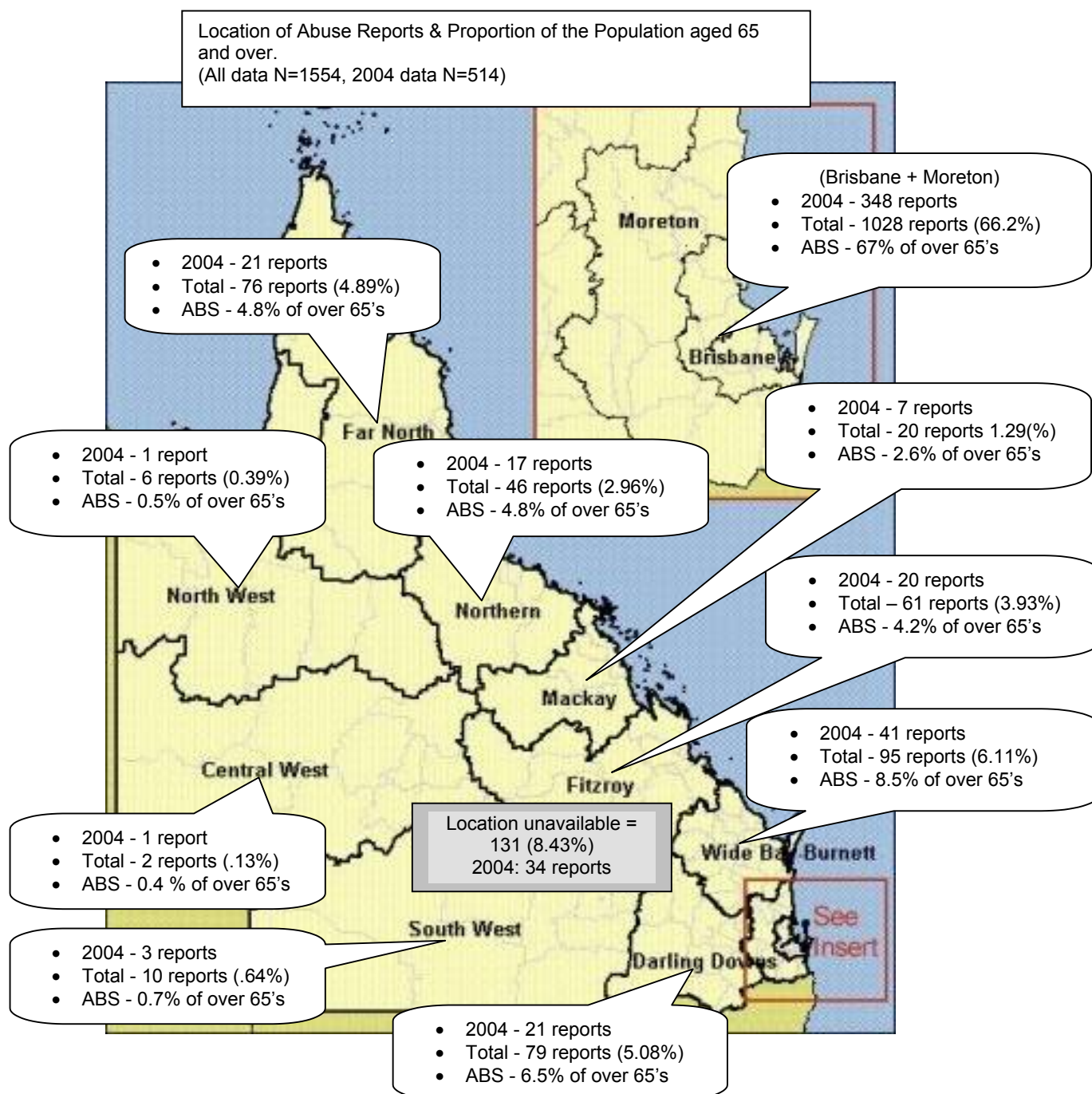
\*The Australian Network for the Prevention of Elder Abuse (ANPEA) defines elder abuse as: **“any act occurring within a relationship where there is an implication of trust, which results in harm to an older person. Abuse can include physical, sexual, financial, psychological, social and or neglect”** (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.

## Location

Helpline calls can often be located within statistical divisions (SD) so that an analysis of population can be readily undertaken against Australian Bureau of Statistics data. The following section reports on the number of calls received in the 2003/04 reporting year, the total number of calls for that SD and the proportion of Queensland's senior population (over 65's) who live in that SD. Similar proportions of total elder abuse calls and seniors can be found in each SD although this does not provide an indication of prevalence. Of concern is that, even though regional EAPU workers are often approached at education sessions by remote service providers and seniors for advice on specific situations of elder abuse, call rates for these regions remain very low.



## Gender Analysis

### Gender of Abused and Alleged Abuser

Women were recorded as the abused person in 73.15% of the Helpline notifications during the 2003/04 reporting period while half the records noted a male abuser. Gender proportions remain reasonably constant when compared with all data, although there was a slight increase in the proportion of female abusers at 44.2% (up by 2.8). The following tables report on the gender of the abused and alleged abuser with a comparison between 2004 and all data.

Abused	2003/04		All Data	
	Records	Percent	Records	Percent
Male	137	26.65%	399	25.7%
Female	376	73.15%	1150	74%
Unreported	1	0.2%	5	0.3%
<i>Totals</i>	514	100%	1554	100%

Alleged Abuser	2003/04		All Data	
	Records	Percent	Records	Percent
Male	260	50.6%	829	53.3%
Female	227	44.2%	643	41.4%
Unreported	27	5.2%	82	5.3%
<i>Totals</i>	514	100%	1554	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. Females are more likely to be reported as being abused by a male (56%) while older males are more likely to report abuse by a female than a male as shown in the following table.

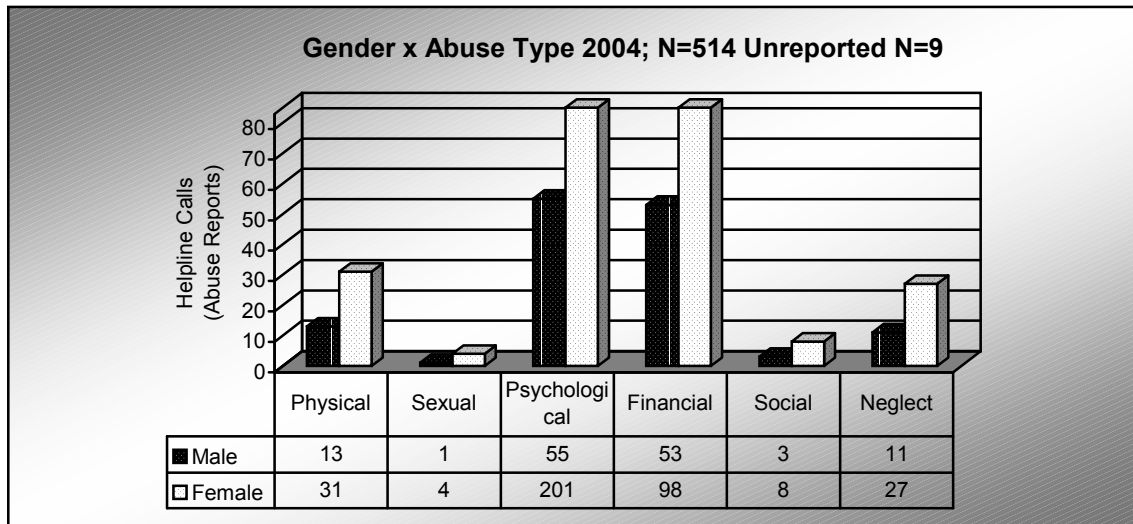
<i>Alleged Abuser</i>				
<i>Abused</i>	Female	Male	No Record	Grand Total (Abused)
Female	450 (39%)	646 (56%)	54 (5%)	1150(100%)
Male	192 (48%)	183 (46%)	24 (6%)	399(100%)
No Record	2		3	5
Grand Total (Alleged Abuser)	644	829	81	1554

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 69.9% and 77.9% respectively.

<i>Alleged Abuser</i>				
<i>Abused</i>	Female	Male	No Record	Grand Total (Abused)
Female	450 (69.9%)	646 (77.9%)	54	1150
Male	192 (29.8%)	183 (22.1%)	24	399
No Record	2(0.3%)		3	5
Grand Total (Alleged Abuser)	644 (100%)	829(100%)	81	1554

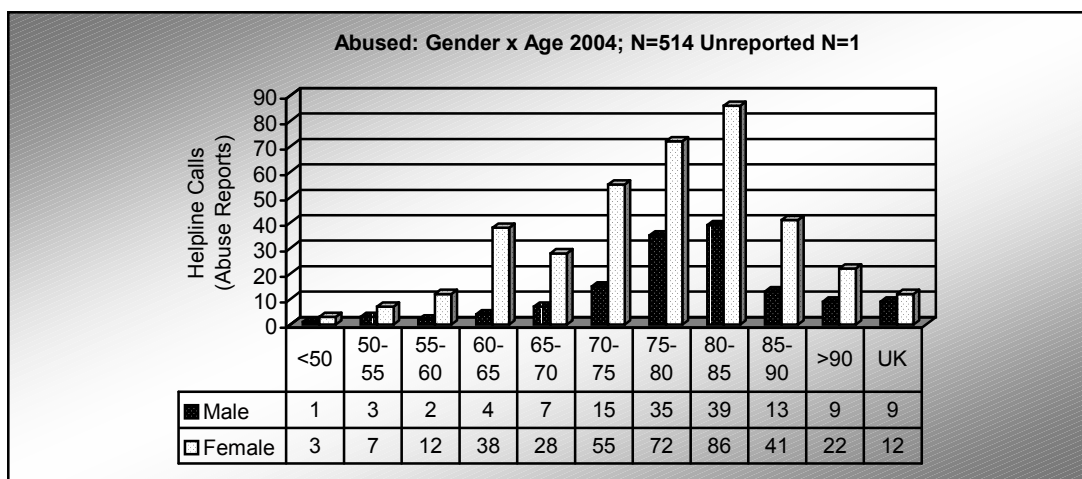
### Types of Abuse & Gender (2003/04 data)

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 78.52% of all psychological abuse records. Females also represented 64.90% of financial abuse reports, 70.45% of physical abuse reports and 71.05% of reports involving neglect. Males represented 21.48% (55 reports) of psychological abuse records and 35.10% (53 reports) of financial abuse records.



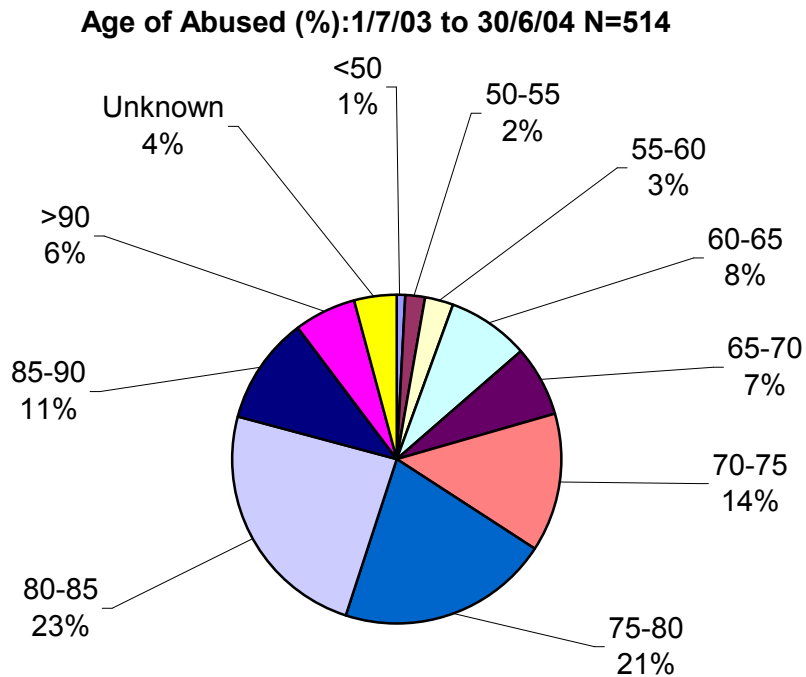
### Age of Abused and Gender (2003/04 data)

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=39 reports, Females=86 reports) age grouping. Compared to females, the increase between the 75-80 (35 reports) and 80-85 (39 reports) age group for males is minimal.



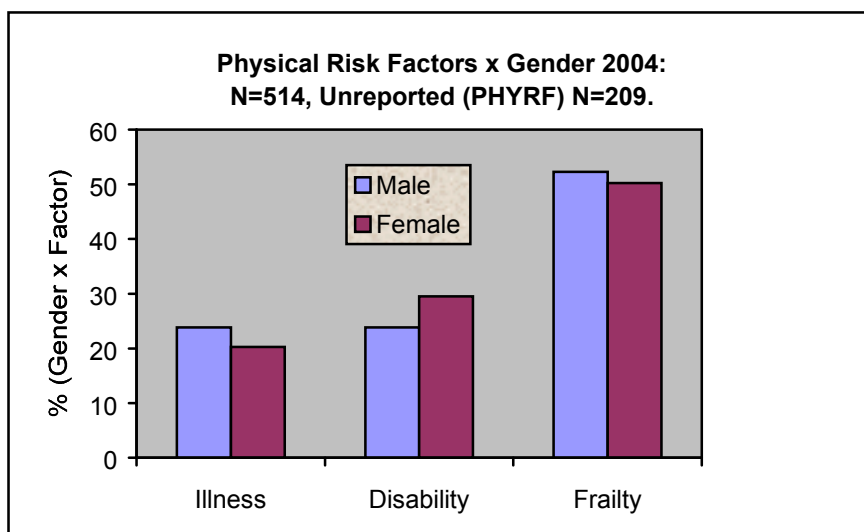
**Age (general)**

Analysis of age details for 2003/04 yield a number of features. Of the 514 records, 125 reports (23%) refer to an abused person who is aged between 80-85. Other age peaks include the 75-80 years bracket with 107 records (21%) and the 70-75 years bracket with 70 records (14%). The chart below displays percentages for all of the age groups of the abused as reported to the Helpline.

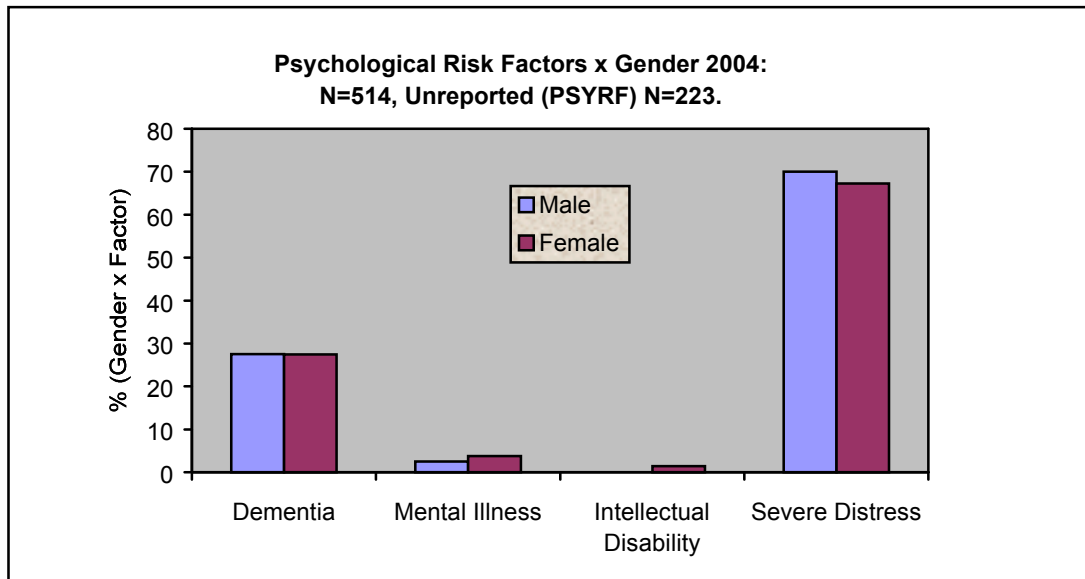


**Risk Factor Analysis of Abused (2003/04)**

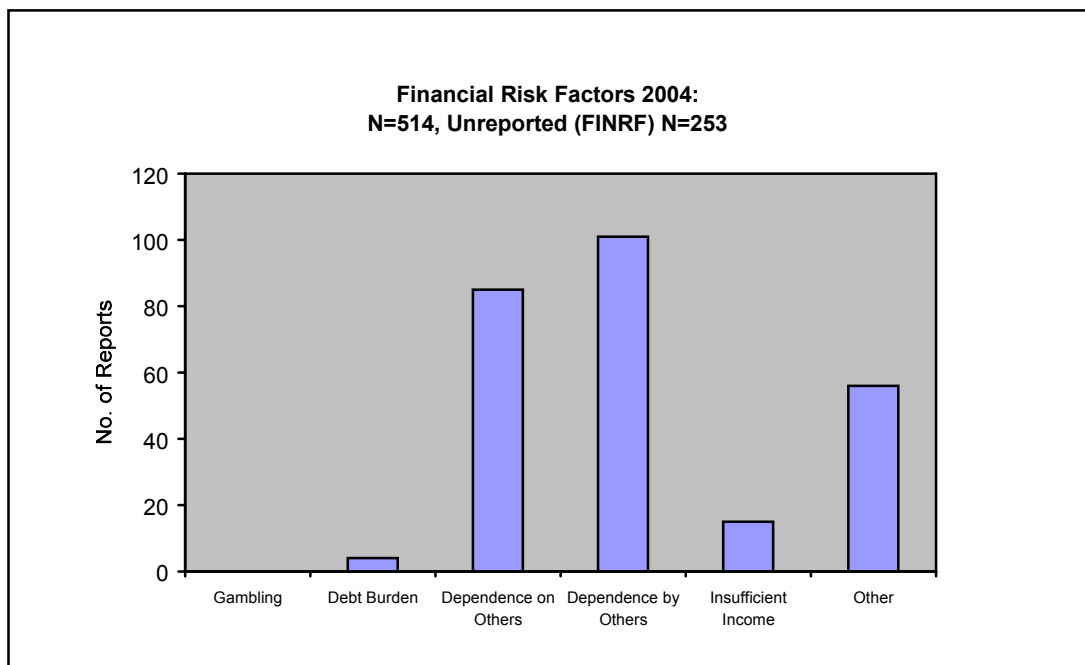
The analysis of physical risk factors by gender comparison, displays elevated reports of illness and frailty amongst males, and physical disability/frailty amongst females (Refer to chart below).



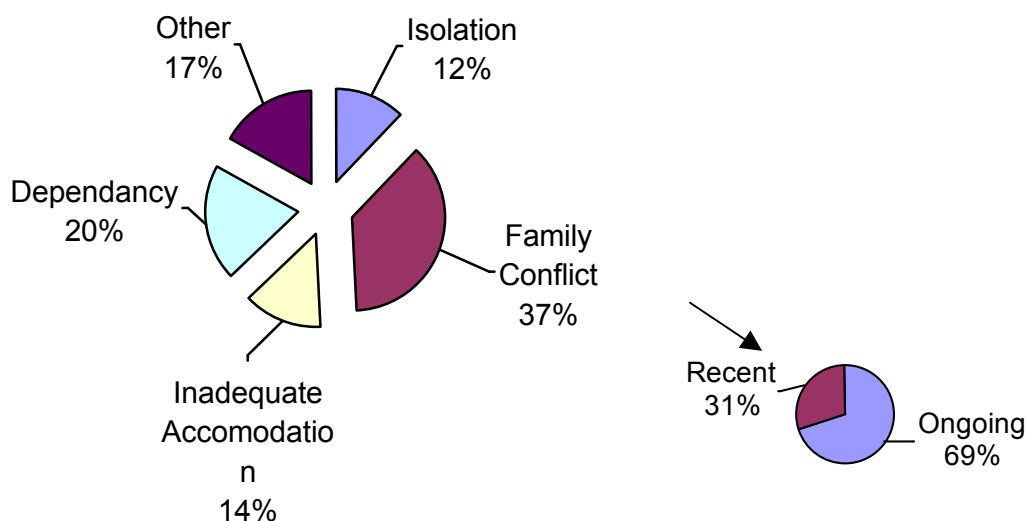
Psychological risk factors by gender suggests the significance of severe distress within reports involving psychological risk factors. Similar levels of dementia were reported for both genders (Refer to chart below).



Analysis of financial risk factors indicates a predominance of dependence by others and dependence on others within abuse reports (Refer to chart below).



Environmental risk factors for the abused indicate family conflict as a notable risk factor, displayed within 37% of all abuse reports for 2003/04, N=514.



### **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 2004 reporting year, 119 reports provided details of ethnic background. Individuals of an English Speaking background represented 74% of these reports (Refer to chart below).

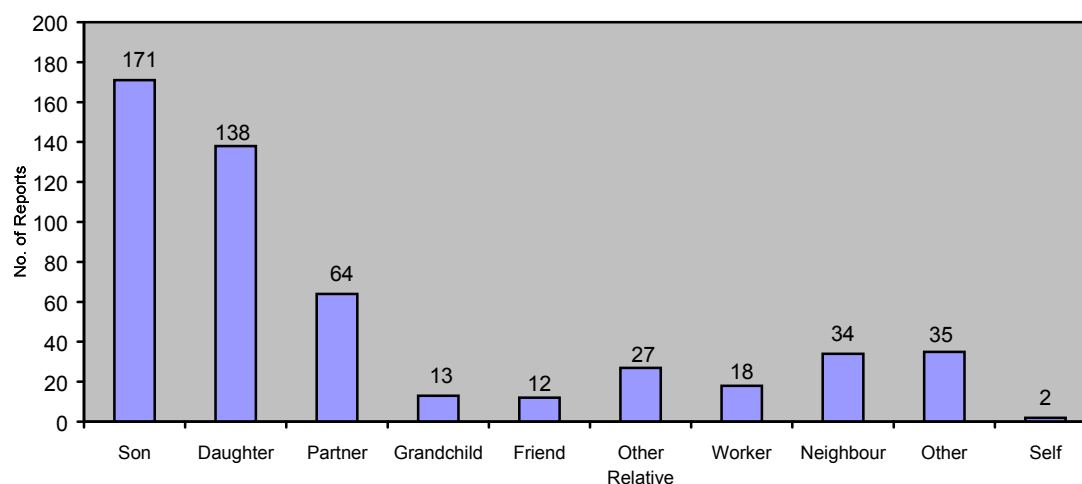
<b>Ethnicity</b>	<b>2004</b>	<b>All Data</b>	<b>All Data (%)</b>
English Speaking	88	643	41.38
N.E.S.B.	27	101	6.50
Aboriginal	4	16	1.03
Torres-Strait Islander	0	3	.19
Unrecorded	395	791	50.90
Totals	514	1554	100



### ***Alleged Abuser Analysis***

Adult sons were the largest category of alleged abusers representing 33.27% (171 reports) of those recorded for the period 1/07/03 to 30/06/04. Daughters represent the next highest category with 138 reports (26.85%), followed by partners with 58 reports (11.28%). In total, sons and daughters represent 60.12% of all alleged abusers. Family relatives (including sons, daughters, partners, grandchildren and other relatives) represent 80.35% (413 reports) of all alleged abusers.

**Relationship of Alleged Abuser to the Abused 2004 (N=514)**



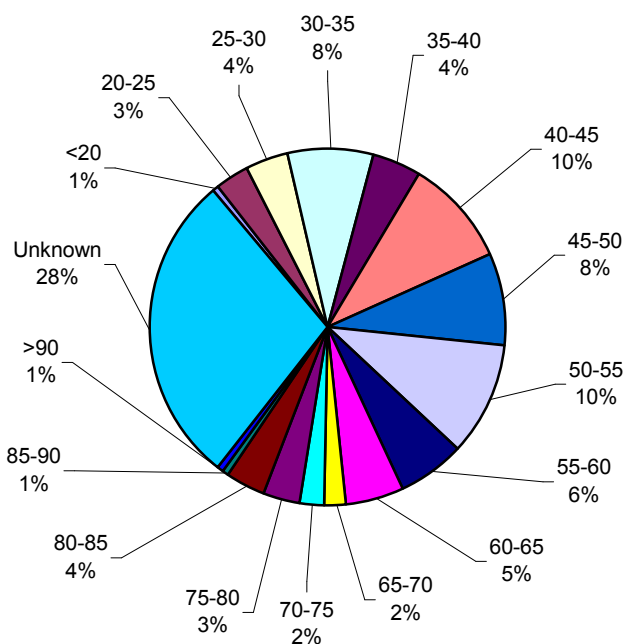
Adult sons were reported as committing close to twice the amount of financial abuse compared to daughters. These sons represent 45% (68 reports) of all abusers alleged to have committed financial abuse. Reports involving psychological abuse identified adult sons and daughters as the largest category of abusers. Daughters represented 32% (82 reports) of this category and sons 27.73% (71 reports). In abuse reports involving neglect, daughters and sons (identified as the abuser) accounted for 31.6% independently (12 reports each). 83% of cases in which workers were reported as the abuser, involved allegations of psychological, financial abuse and neglect. Sons and partners collectively represented 66.66% of abusers alleged to have committed physical abuse. In cases where neighbours were reported as the abuser, 87.5% (28 out of 32 reports) were alleged to have committed psychological abuse. (Refer to the following table).

**Table: Relationship of Alleged Abuser and Type of Abuse 2004 N=514, Unreported N=8**

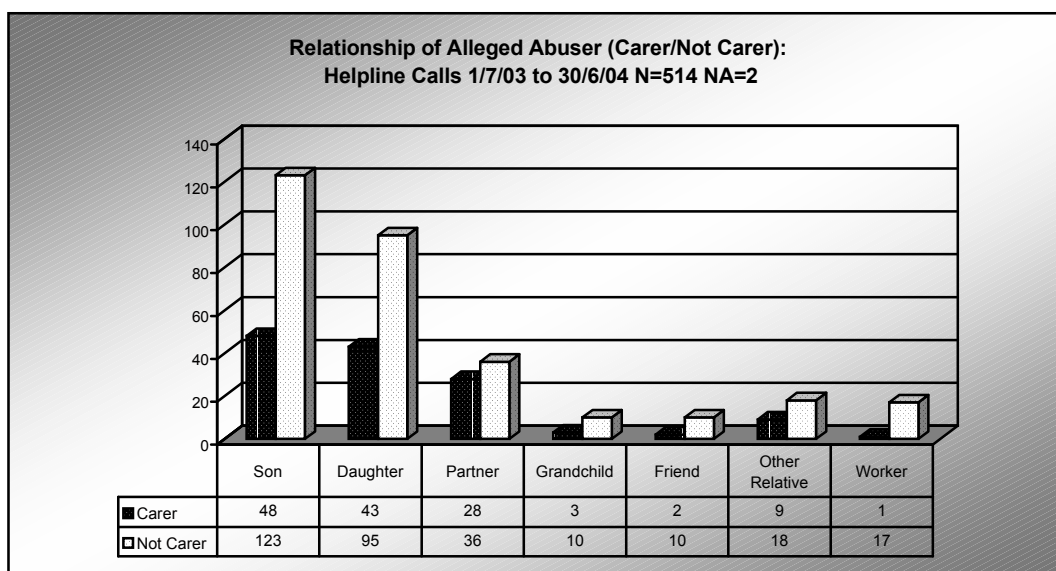
Relationship	Physical	Sexual	Psych	Financial	Social	Neglect	Total
<b>Son</b>	14	1	71	68	5	12	171
<b>Daughter</b>	6	0	82	35	3	12	138
<b>Partner</b>	16	1	32	6	3	4	62
<b>Grandchild</b>	1	1	6	3	0	0	11
<b>Friend</b>	0	0	2	10	0	0	12
<b>Other Rel</b>	4	0	12	9	0	2	27
<b>Worker</b>	3	0	6	5	0	4	18
<b>Neighbour</b>	1	1	28	2	0	0	32
<b>Other</b>	0	1	17	13	0	2	33
<b>Self</b>	0	0	0	0	0	2	2
<b>Total</b>	45	5	256	151	11	38	506

Reports for 2004, 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 26 reports (60-65 years), 32 reports (55-60 years), 53 reports (50-55 years) and 194 reports (less than 50 years). For the period 1/07/03 to 30/06/04, alleged abusers under 55 years of age represented 48.05% of all abuser records, and 66.94% of those with a recorded age.

**Age of Alleged Abuser (%): 1/07/03 to 30/06/04 N=514**

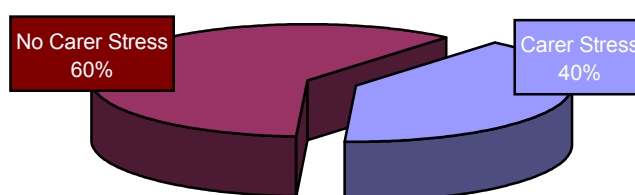


444 (86.38%) of all 514 abuse reports for 2004 involved a relationship of trust with 206 (40%) of these alleged abusers reported as living with their victim. 138 alleged abusers were involved in a care arrangement with the abused.



The previous chart indicates that sons (48 records), as carer/alleged abuser were the most often recorded followed by daughters (43 records) and partners (28 records). This however does not reflect the proportion of care arrangements in the community as research suggests that most care is provided by the partner. Abuse by a partner represents 12.54% of total reports (N=28 of 514). Carer stress features significantly in care relationships. As displayed in the chart below, of the total number of carers who were also recorded as the abuser, 40% were also reported as experiencing carer stress.

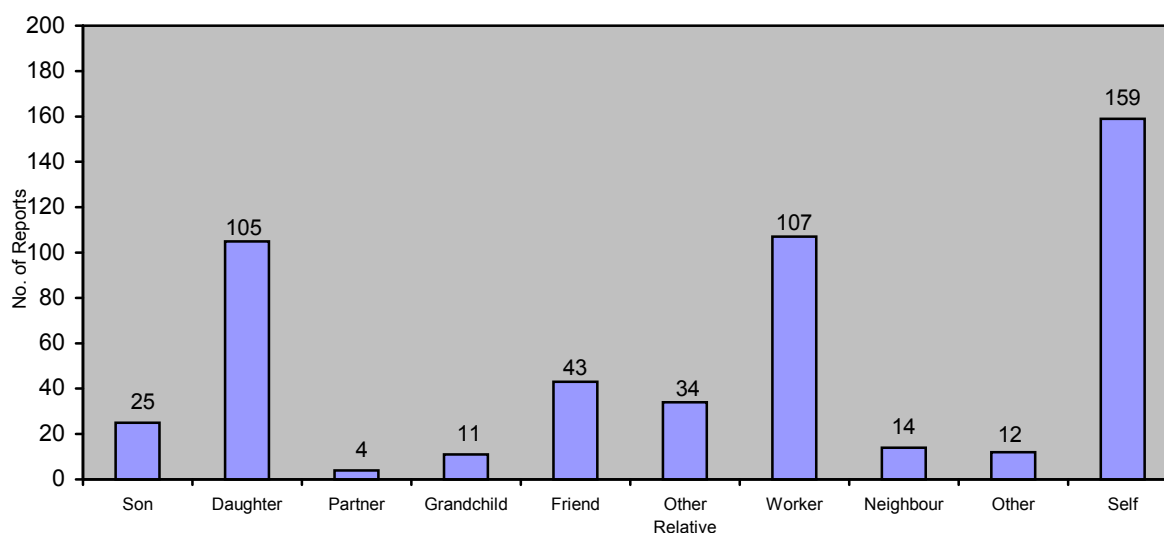
**Alleged Abusers (Carer Stress): 1/7/03 to 30/6/04 N=138**



### **Notifier Analysis**

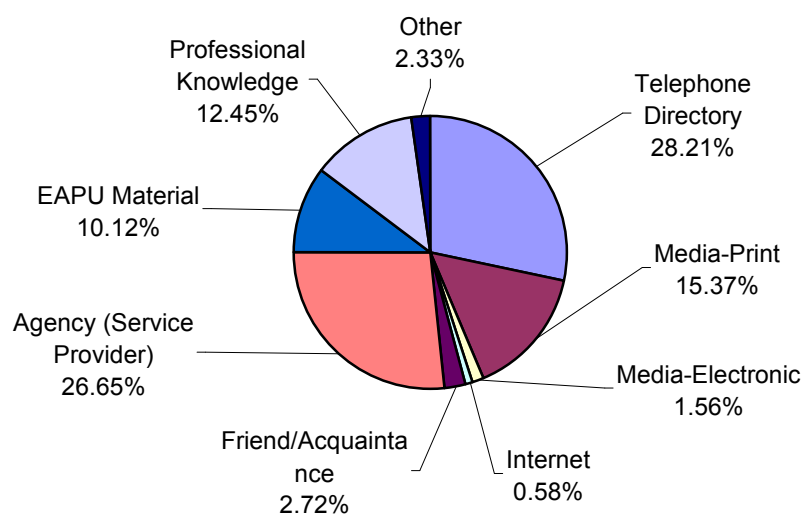
Analysis of Helpline data relating to abuse notifications indicates that the abused individual is most likely to ring the Helpline, representing 30.93% of all notifiers (159 self notifications). The next highest notifier categories were workers/service providers 20.81% (107 reports) and daughters 20.42% (105 reports). Friends and other relatives represented 8.36% (N=43) and 6.61% (N=34) respectively.

**Relationship of Notifier to the Abused 2004 (N=514 NA=2)**



The following chart reveals that the majority of notifiers found information about the Helpline service through the telephone directory 28.21% (145 reports) and agencies/service providers 26.65% (137 reports). Media-print (79 reports=15.37%), professional knowledge (64 reports=12.45%) and EAPU promotional material (52 reports=10.12%) were also significant sources of information for notifiers in 2004.

### Notifier Information Source N=514



The following table displays the relationship of notifiers to the abused and by what means they found the Helpline telephone number. 42 notifications from the abused person correlating to media-print can be attributed to a number of articles published in 2004. Consistent with previous years, the telephone directory remained the primary information source for the majority of notifiers with 145 total reports. The abused individual accounted for 48 of these reports and also represented the largest category of notifiers with EAPU material identified as an information source (N=17 reports). Service providers (workers) received information through word of mouth across agencies (N=26), professional knowledge (N=55) and EAPU material (N=14). This indicates the success of EAPU training and educational programmes. Daughters received information through the telephone directory (N=44), agencies (N=28), media print (N=13) and EAPU Material (N=12). Other relatives primarily through agencies (N=14) and friends as notifiers through the telephone directory (N=16) and service providers (N=13).

**Notifier Table: Relationship to the Abused x Information Source**

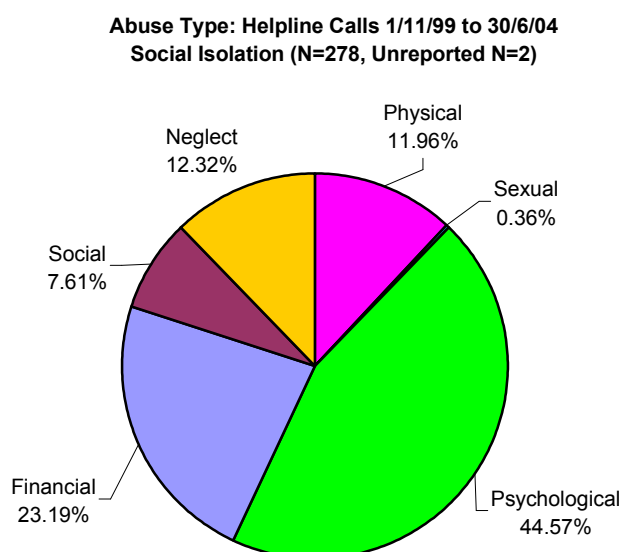
Notifier & Information Source	Telephone Directory	Media Print	Media-Electronic	Internet	Friend/Acquaintance	Agency (Service Provider)	EAPU Material	Professional Knowledge	Other	Total
Son	8	4	0	0	4	8	0	0	1	25
Daughter	44	13	0	2	0	28	12	4	2	105
Partner	1	1	0	0	0	2	0	0	0	4
Grandchild	6	1	0	0	0	2	0	1	1	11
Friend	16	6	1	1	1	13	3	2	0	43
Other Relative	5	7	3	0	0	14	4	1	0	34
Worker	6	3	2	0	1	26	14	55	0	107
Neighbour	8	1	0	0	0	3	0	1	1	14
Other	3	1	0	0	0	5	2	0	1	12
Self	48	42	2	0	8	36	17	0	6	159
<b>Total</b>	<b>145</b>	<b>79</b>	<b>8</b>	<b>3</b>	<b>14</b>	<b>137</b>	<b>52</b>	<b>64</b>	<b>12</b>	<b>514</b>

### **Helpline Reports & the identification of Social Isolation**

For the reporting period 01/11/1999 to 30/06/2004, 1554 separate incidences of elder abuse were reported to the Elder Abuse Prevention Unit Helpline. Approximately 18% (17.89) or 278 records involved abused individuals experiencing elements of social isolation. As recorded through the Helpline, these cases were categorised through a number of underlying variables used to indicate social isolation. The 278 records analysed within this report, involve abused individuals whom experienced an inability to access services, a lack of services, a lack of support networks and isolation in general.

### **Abuse Type (Social Isolation)**

Psychological abuse was the major form of abuse and represented 44.57% (123) of these cases. Financial abuse was the next highest category with 64 reports (22.03%) followed by neglect with 34 reports (12.32%). Rates of neglect within reports involving social isolation appear higher than in general Helpline figures. Neglect is outweighed by physical abuse within overall Helpline records (Total N=1554, Neglect = 7.51%, Physical abuse =8.89%) The following chart displays abuse types (%) for cases involving social isolation as reported to the EAPU Helpline for the period.



### ***Gender (Social Isolation)***

During the period 1/11/99 to 30/6/04, females were recorded as the abused individual in 75.18% (N=209) of Helpline notifications (social isolation) and were recorded as the alleged abuser in 46.04% (N=128) of the 278 reports. Males represented 23.38% (N=65) of the abused and 51.44% (N=143) of alleged abusers. The gender of the abused individual was not reported in 4 cases and of the alleged abuser in 7 cases.

### ***Cultural Background of the Abused (Social Isolation)***

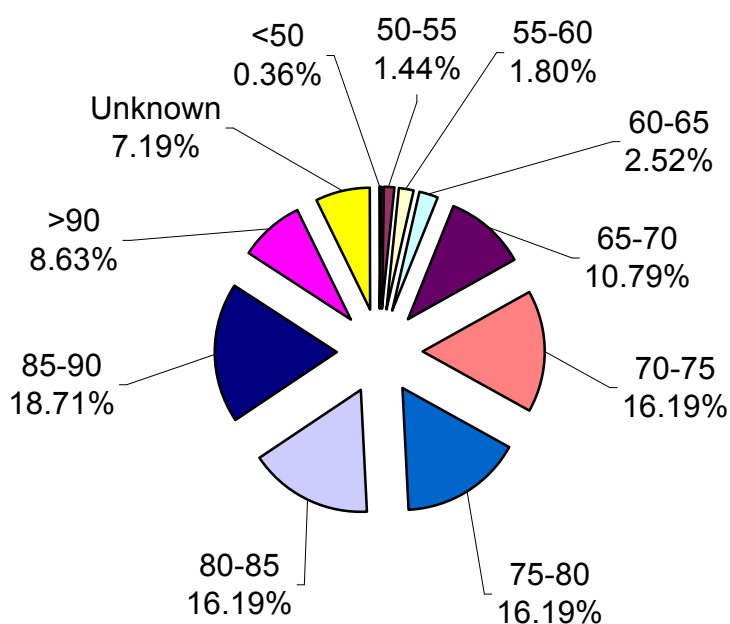
The following table provides details of C.A.L.D records (social isolation) compared to all records held. It is recognised that details relating to ethnicity, particularly for Aboriginal or Torres Strait Islander people, may not be detected through the Helpline. For the period 01/11/99 to 30/06/04, 104 reports (social isolation) provided details of ethnic background.

<b>Ethnicity</b>	<b>Social Isolation</b>	<b>All Data</b>	<b>All Data (%)</b>
English Speaking	77	643	41.38
N.E.S.B.	22	101	6.50
Aboriginal	3	16	1.03
Torres-Strait Islander	2	3	.19
Unrecorded	174	791	50.90
Totals	278	1554	100

### Age (Social Isolation)

Of the 278 (social isolation) records held on the Helpline database, 18.71% refer to an abused person who is aged between 85-90. Other age peaks include the 80-85, 75-80 and 70-75 years bracket, representing 16.19% each. In comparison to general Helpline trends, figures concentrated at these three age intervals display overall increases in the age of the abused individual. The chart below displays percentages for all of the age groups of the abused (social isolation) as reported to the Helpline.

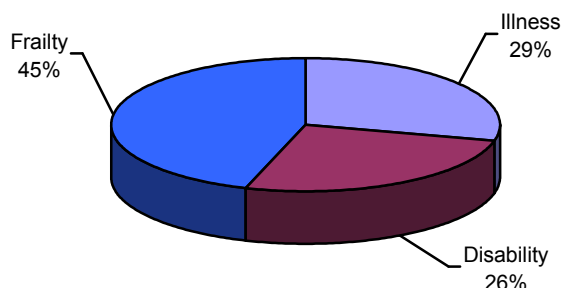
**Age of Abused (%):1/11/99 to 30/6/04  
Social Isolation (N=278)**



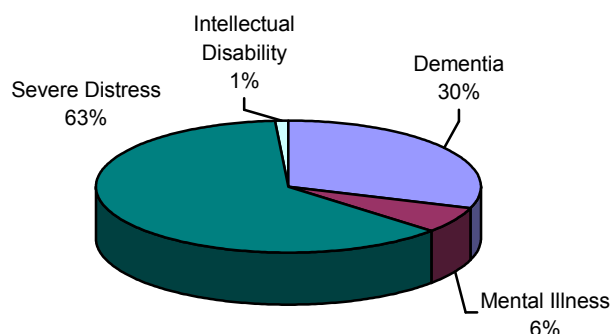
### General Risk Factors of the Abused (Social Isolation)

Frailty and Illness were the most frequently recorded physical health risks for abused individuals experiencing isolation. Reports involving psychological risk factors suggest the significance of severe distress and dementia within situations involving socially isolated abused individuals.

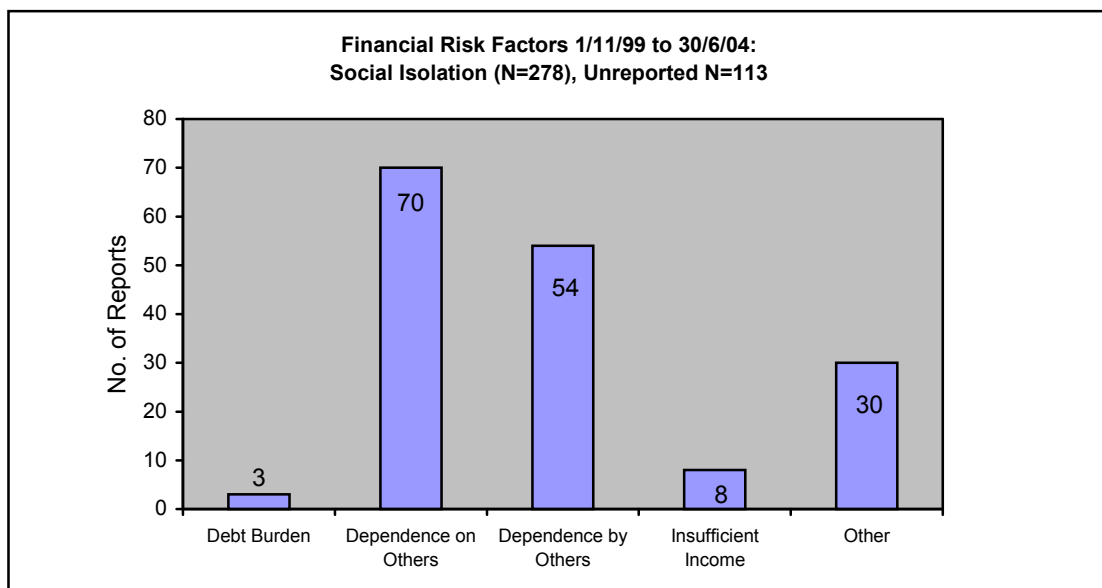
**Physical Health Risks 1/11/99 to 30/6/04:  
Social Isolation (N=278) Unreported N=67**



**Psychological Health Risks 1/11/99 to 30/6/04:  
Social Isolation (N=278) Unreported N=103**

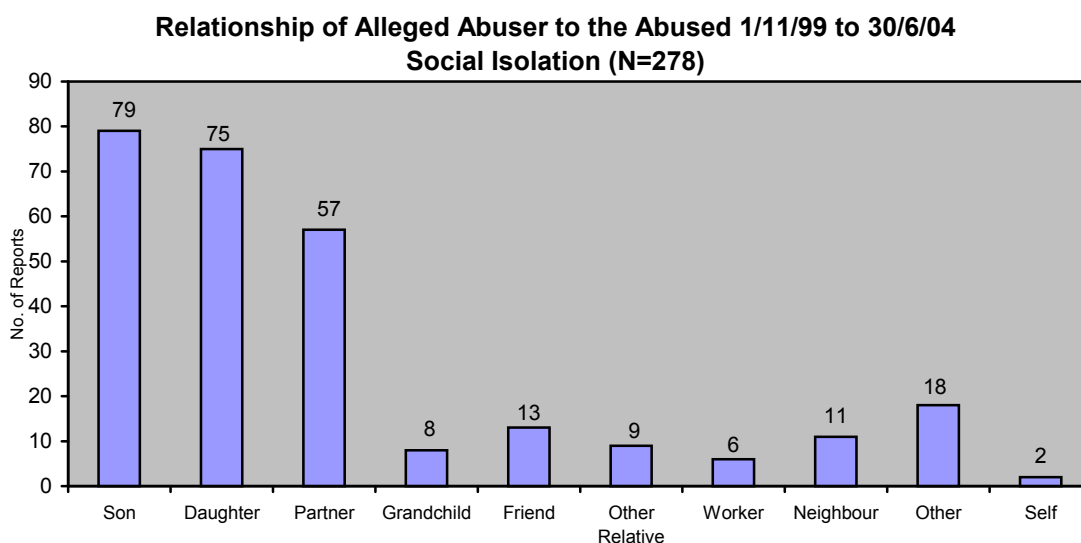


Analysis of financial risk factors indicates a predominance of dependence on others. General Helpline trends include elevated rates of dependence by others. Results involving social isolation, show a deviation from this trend with dependence on others significantly outweighing dependence by others. (Refer to charts below).



***Alleged Abuser Relationship to the Abused (Social Isolation)***

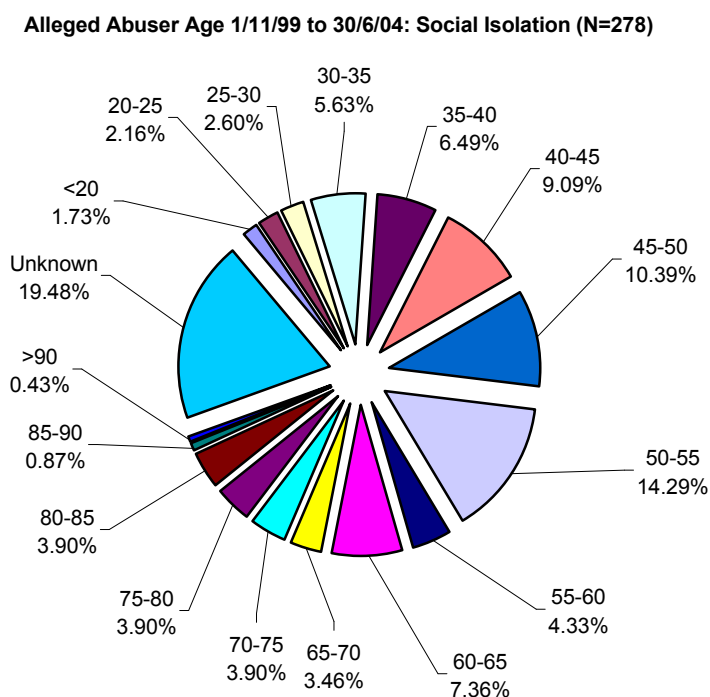
Adult sons were the largest category of alleged abusers representing 28.47% (79 reports) of those recorded for the period 1/11/99 to 30/06/04. Daughters represent the next highest category with 75 reports (26.99%), followed by partners with 57 reports (20.5%). (Refer to chart below). Approximately 60% (N=165) of these alleged abusers were reported as living with their victim. In total, 142 (51.08%) records display socially isolated, abused individuals involved in a care arrangement with their alleged abuser. Additionally, over 85% of alleged abusers reported as fulfilling a caring role were also reported as living with the abused.





### ***Alleged Abuser Age (Social Isolation)***

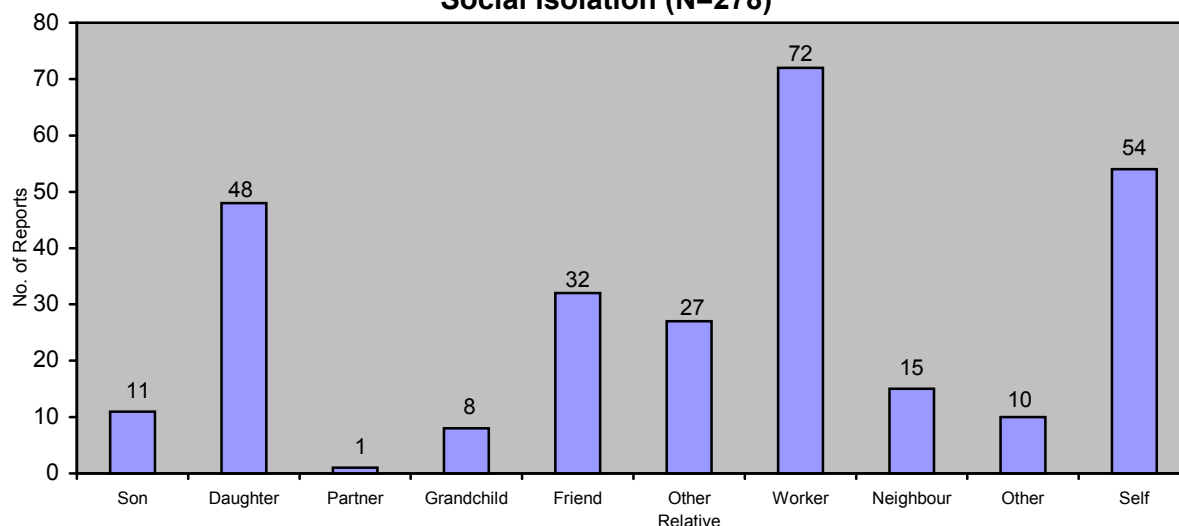
Reports in which an abuser's age (social isolation) was identified indicate that the majority of alleged abusers were less than 60 years of age. The chart below includes 121 reports with a recorded age less than 60 years. For the period 1/11/99 to 30/06/04, alleged abusers under 65 years of age represented 43.53% of all records for the alleged abuser, and 65.05% of alleged abusers with a recorded age. (Refer to chart on following page).



### ***Notifier Analysis (Social Isolation)***

Analysis of abuse notifications involving social isolation indicates that service providers (workers) are most likely to ring the Helpline, representing 25.9% of all 278 notifications. The abused individual (social isolation) represented 19.42% (54 reports) and daughters 17.27% (48 reports). Friends and other relatives accounted for 11.51% (N=32) and 9.71% (N=27) respectively.

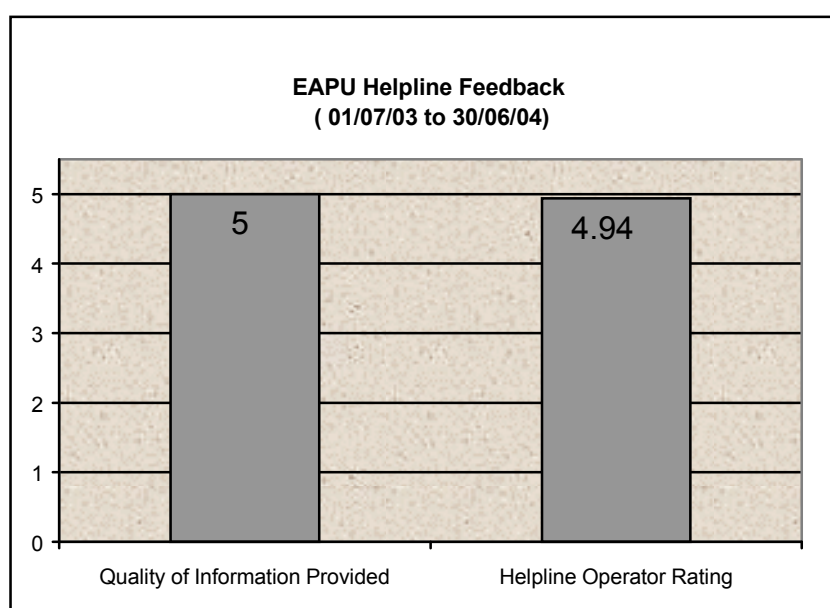
**Relationship of Notifier to the Abused 1/11/99 to 30/6/04  
Social Isolation (N=278)**



### **Helpline Feedback**

In 2003 the EAPU initiated a feedback system in order to assess the effectiveness of the Helpline service. Callers are asked for anonymous feedback in the form of a 5-point scoring sheet and any suggestions or comments they would like to include. Callers are also invited to provide verbal feedback on Helpline's after hours message bank. It is understood that feedback is difficult to obtain in the majority of cases and may be an inappropriate request in many circumstances involving abuse. Feedback that has been received by the EAPU reflects the high quality of information and professional service provided by EAPU Helpline Operators.

Note: All scores are calculated as a mean for each category,  
5 = highest possible score & 1 = lowest.



Some examples of feedback comments provided anonymously by clients further indicate the success of the Helpline in assisting and supporting in situations of abuse.

#### **Helpline Feedback: Anonymous Comments and Suggestions**

I found the help and consideration the best of agencies I have contacted.  
I got a lot of help I got every bit of help that I needed.  
Perhaps wider advertising so that more are aware the service exists-its wonderful  
Keep up the good work, and my thoughts go out to people who strive to improve one's quality of life.  
Could you please be aware that some elderly people need more time.  
You should investigate the abusers, and that will stop any further abuse.  
I hope all your telephone staff are as good as the one who helped me. Thankyou!  
The service provided was informative and to the point, a very useful resource.

## **Part 5. Community Education**

### **Overview**

The EAPU conducts face-to-face awareness raising sessions to senior's groups state-wide, usually of 30 to 45 minutes, while training sessions to service providers are of 1½ to 2 hours duration. For this reporting year over three thousand people attended either of these types of education sessions conducted by the EAPU. Other awareness activities conducted this year included articles for newsletters, media interviews, and attendance at forums and providing displays at 'senior's expos'.

- EAPU staff have taken part in major expos and other events for older community members, which included:
- A stall at a full day expo - Mt Tamborine
- A Hypothetical Scenario Presentation and expo -Caloundra
- Positive Ageing expo and Forum – Hervey Bay
- A Hypothetical Scenario at Warwick
- Seniors Week expo stall – Southbank Brisbane
- Multicultural Fair expo – Rockhampton
- Speaker at Qld Council of Carers Conference – Rockhampton
- Organised a Seniors' Breakfast – Rockhampton
- Speaker at a Cultural Revival Show – Rockhampton
- Health expo stall – Mt Nebo
- Seeds of Knowledge Town & Country Forum – Barcaldine
- Meet, Greet & Network (Information sharing activity) – EAPU Brisbane

EAPU Project Officers have raised awareness of elder abuse via membership with the following groups:

- Women Against Violence Support Service - network meetings
- Seniors' Advocacy and Information Legal Service - reference group meetings
- Education Advisory Committee (Qld Centre for Domestic & Family Violence Research)

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.

### **Training and Awareness sessions**

The EAPU sets yearly targets for its face-to-face training and awareness activities for each region. South East Queensland's targets include 20 awareness raising sessions and 30 training sessions per year, while the part-time regional workers are set targets of 12 awareness and 12 training sessions per year. The following table details the sessions completed this year including time breakdowns.

<b>Training by Region</b>	<b>Number of sessions</b>	<b>Numbers attending</b>	<b>Preparation time (hrs)</b>	<b>Travel time (hrs)</b>	<b>Length of sessions (hrs)</b>
South East Qld	60	1072	49.5	112	106.8
South west Qld	8	80	3.2	36	15
Central Qld	19	224	10.1	25.7	34
Far Nth Qld	18	229	20.75	33.03	23.75
Total Training	105	1605	83.55	206.73	179.55
<b>Awareness Raising by Region</b>					
South East Qld	22	911	11.5	36.5	19.7
South West Qld	1	12	1	4.5	1.5
Central Qld	18	187	5.55	11.48	16
Far Nth Qld	8	333	9	10.45	5.92
Total Awareness Raising	49	1443	27.05	62.93	43.12
<b>TOTAL SESSIONS</b>	<b>154</b>	<b>3048</b>	<b>110.6</b>	<b>269.66</b>	<b>222.67</b>

Overall, training sessions were well above the combined state target of 66 with 105 sessions completed across Queensland. Awareness sessions fell 7 short of the state target of 56 sessions. The table shows that a large number of sessions were concentrated in the South East and Central areas while periods of staff vacancies in the North and South West regions provided a challenge to meet set targets. It should be noted that staff spent a total of 35 working days (or 7 weeks) in travel time to deliver these education sessions; a large proportion of this would be car travel in rural areas.



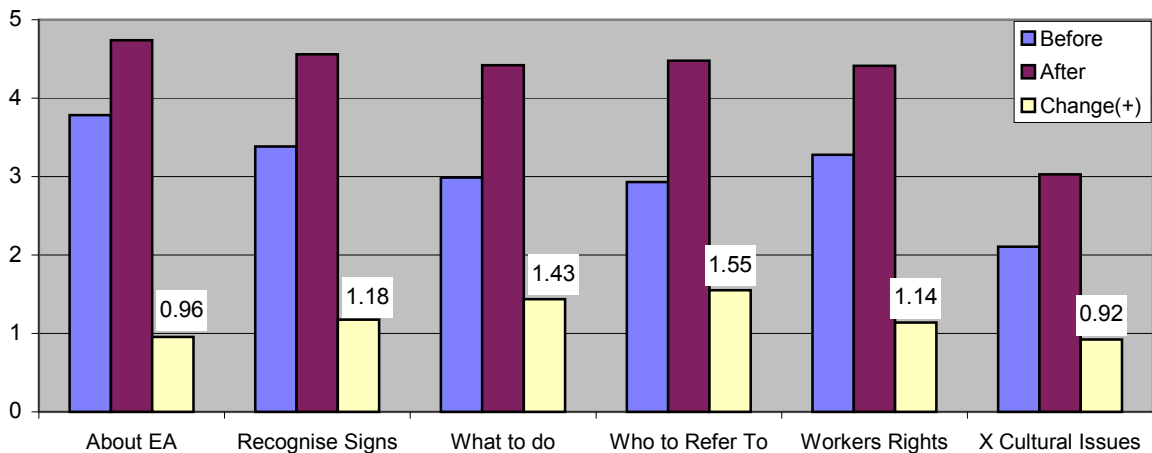
EAPU training in action

**Evaluations**

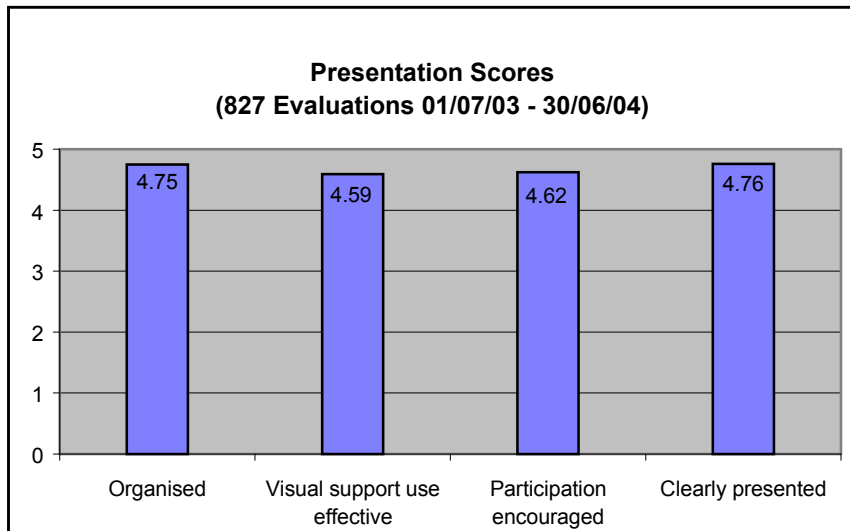
The EAPU uses a standard evaluation form for training sessions that has been in place since 2000. Over 2400 individual evaluations are contained within a database that measures quantitative and qualitative aspects of both content and delivery of training sessions. More rigorous application in seeking feedback has resulted in 827 (52%) evaluation forms being returned for this reporting year from across the state. This year also saw the continued overall increase in content knowledge as rated by the participants. The chart below provides a clear indication of the success of EAPU training.

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

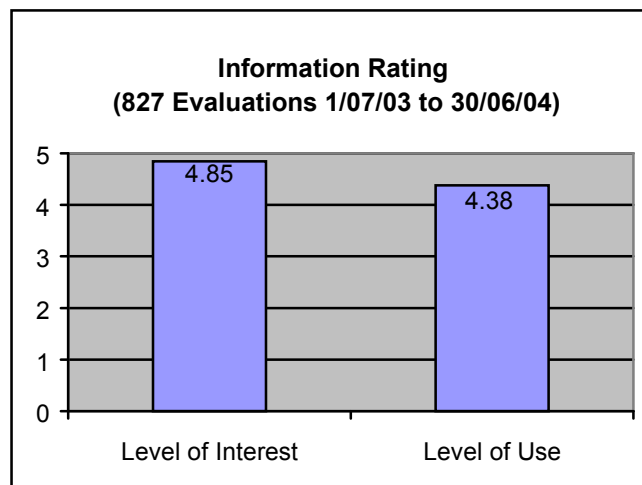
**Before & After Comparison on Self Rated Content Knowledge  
(827 Evaluations 01/07/03 - 30/06/04)**



Scores associated with EAPU training delivery continued to reflect high levels of quality. Participants were asked to rate four variables on the way the EAPU worker conducted the session using a 5-point scale (5= highest score & 1 = lowest). As clearly displayed (refer to chart below), averages for all presentation areas exceeded 4.5 indicating that EAPU workers provide training in an organised, clearly presented way that encourages participation and uses visual support equipment effectively. These figures provide a direct indication of the professional, informative and efficient training delivered by the EAPU.

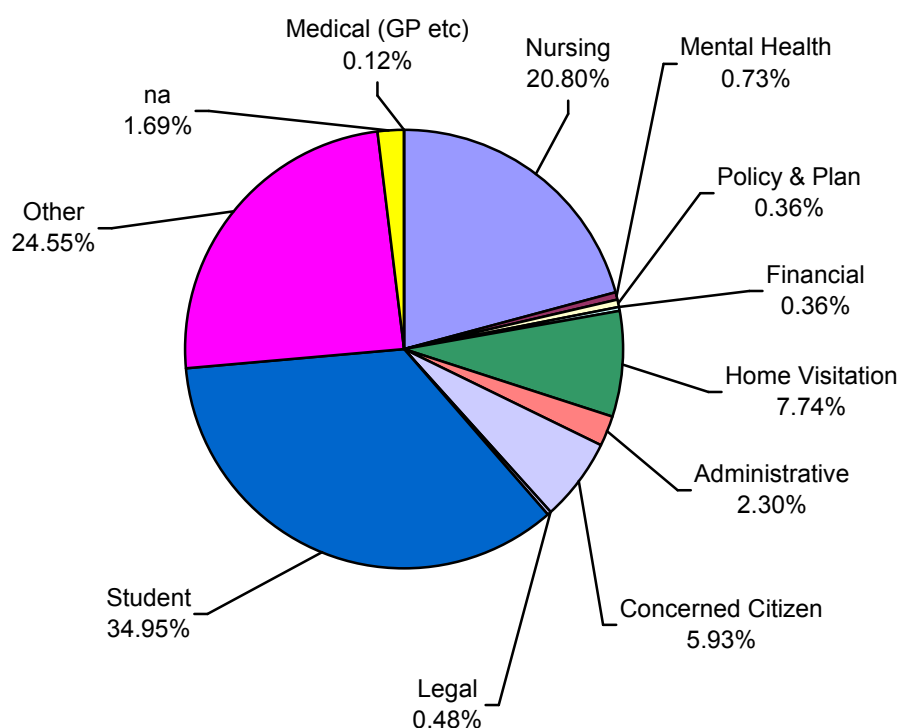


Questions relating to relevance i.e. whether the material was interesting and useful, indicates that the training being delivered has consistently satisfied the needs of participants.



Evaluation forms also record how the participants identify their role. EAPU campaigns targeting future workers in aged services show that students, including TAFE and University based, have been major recipients of training. In comparison to previous years, training data indicates greater diversity in participants. Students, nursing and administrative staff and concerned citizens represent just some of the role diversity of participants who received EAPU training in 2004.

**Attendance Break-up  
(Training data 1/07/2003 to 30/06/2004 N=827)**



Qualitative feedback is probably the most valuable tool for EAPU workers and participants are encouraged to be critical as this provides the most useful information for ensuring training material and presentations are meeting their needs.

The following table provides a selection of comments from participants and again highlights the value these presentations have for staff. Although students (mostly Certificate III Aged Care) have contributed a lot of worthwhile feedback, the following comments were mainly selected from service providers.

JobName	More Info	Too Much Info	CommentsPres
Home Visitation Worker	If time permitted, the video on case scenarios would have been interesting.		Case examples were very good and relevant.
Home Visitation Worker	Aged people abuse, more about help to give to them.	No.	Well presented to us.
Home Visitation Worker		Too long on group activity.	The presenter was very encouraging and approachable.
Home Visitation Worker	I think he has done a wonderful job providing us with very useful information.	Not enough. Would love to get more lectures.	Very well presented.
Home Visitation Worker			The presenter did an excellent presentation and shared a wealth of practical information to us. Thank you.
Home Visitation Worker	Fantastic information. Thank you.		Very useful. Will help me in the future.
Legal	Elderly people from aged care training.		Information was clear.
Legal			Professional and interesting.
Legal	Aged care programmes and elderly abuse.	Elderly abuse and what to do about it.	Was clear and understood.
Mental Health	My rights and responsibilities		
Mental Health			I enjoyed the presentation. Thank you.
Mental Health			Lovely person. Knew how to answer all questions.
Nursing	Interventions.	Beginning information on types of abuse important, but perhaps could have been condensed.	Very clear and easy to understand. Well presented.
Nursing	Actual case studies.		Well presented and informative.
Nursing	Social abuse and sexual abuse.	Social and physical abuse. Psychological abuse.	Well presented. Thanks.
Nursing	What is really done to the abuser and victim. What procedures come in if the victim can't report themselves but reported by others.	It was fine.	Was good overall.
Nursing		Too short for lecture.	Presenter very approachable and friendly.
Nursing	On abuse in this situation (nursing home, hostel).		Good.
Nursing	General issues.	Not really. Subject was well presented.	Well done in all areas.
Nursing	How to contact the different services for different types of support services.		The informal atmosphere was helpful in getting a lot of participation.
Nursing	Actual elder abuse cases in society today. True stories, media, etc.		Presenter did a good job and encouraged participation.



JobName	More Info	Too Much Info	CommentsPres
Policy and Planning	Medical, Financial, Home Visitation Worker, Concerned Citizen & Legal.		
Policy and Planning	Presentation was very comprehensive.		Very informative presenter. Easy to understand.
Policy and Planning	No comment.		Very clear and well resourced. We all liked her presentation.
Social Worker	More specific to counsellors working in area and ways to manage, referrals etc.	Basic information.	Presenter did not appear knowledgeable about local resources and current avenues for follow-up.
Social Worker	Cross cultural issues.		It was a fairly good balance between verbal presentation, video, handouts and power point presentation.
Social Worker	Legal issues. What to do in certain situations. Who to call? When?		Excellent.
Social Work - DV Support			Good ability to move with requests of group.
Volunteer / Pensioner	I think the amount of information was enough for today.		It was presented really well. The presenter did a fantastic job presenting the lesson. It was a really good source of information.
Older person	Other services		It was so interesting. The time passed very quickly.
Manager	Fully covered.	Maybe the end of scenario. It got the class thinking.	Great. Clear.
Volunteer Aged Care Worker	Hierarchy of support areas to appeal for assessment.		Very interesting, informative and helpful.
Indigenous Health Worker	What I have heard was very interesting.	It was well presented.	Great.
Welfare	Support services for carers.		Well done! Learnt some more skills with dealing with elder abuse.
Kitchen Hand	Where to advise to go for help.		Very useful as I have just started working with older people.
Cleaner	No.	No.	Really enjoyed the information provided.
Older person living alone	Rights of old people.		Very interesting and informative.
Voluntary Meals On Wheels	Plenty of information and facts.		Very well explained and advised. A very well informed lady on the subject of Elder Abuse.
Allied Health	"Duty of Care" as it is not a term in the Privacy Act according to the Legal Unit of Queensland Health. So, clarification of this.		