eapu
Elder Abuse Prevention Unit Queensland

Annual Report 2005

Promoting the right of all older people to live free from abuse

Annual Report 2004/2005

Elder Abuse
Prevention Unit

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Part 1. Manager's Report

Each year I usually say how busy it has been for the Elder Abuse Prevention Unit (EAPU), and also each year I comment on the increase in demand, the innovations made in meeting this demand, and the yearly achievements that the unit has made in responding to elder abuse. I make a prediction that next year I will be commenting more on how demand has finally outstripped the resources of even an innovative service such as this one. I would like to point out to the reader that the following report, listing the many achievements of the EAPU, is put together in-house by the four part-time workers, four full-time workers and two volunteers who juggle this around their usual work commitments. This is an achievement in itself. However, along with this annual report, staff have also been putting together a separate report on the Aboriginal, Torres Strait and South Sea Islander resource project as well as a major financial abuse report, "Financial Abuse of Older People: A Queensland Perspective". All three reports will be available and distributed around the same time as this annual report. As the manager of Lifeline Brisbane's Older Persons Program, I wish to thank the EAPU staff for their professionalism and commitment, their efforts this year go well beyond what our funding agreement require.

The regional staff have been actively developing their regional responses, although I also note with concern that workers have spent around 246 hours, or 33 working days, in car travel to deliver education sessions across the state. This is a lot of time on the road and it doesn't include the other regional activities they regularly attend, such as EAPU promotions at senior's expos, forums etc or attending EAPU Community Response or other regional network meetings. This year also saw Tracey Besley, the EAPU North Queensland worker, leaving to have her first child. The unit was lucky enough to find a replacement in deArn Dixon, a Gambling Help Education Officer with Lifeline Community Care in Cairns and now also working for the EAPU on developing resources for the Aboriginal, Torres Strait and South Sea Islander communities as part of the EAPU Indigenous Project.

The Indigenous Project has been gaining momentum and scope since the consultations started in 2004, thanks mainly to the incredible assistance received from Grant Sarra who has donated his skills and time to facilitate this process. The communities have also been generous with their time and willingness to participate in this project and have given valuable direction and insight into how the response should be shaped. One area raised, which is as obvious as it was initially concerning for the EAPU, is that abuse happens within a framework of disempowerment, and therefore any response must include addressing systemic issues within their communities. The initial concern was how could the EAPU address these systemic issues when governments, with their vast array of resources, strategies, programs, services etc fail so regularly. The answers of course come from the communities themselves, and the EAPU can play a role in putting these into a solid form. Without pre-empting the project report due out later this year, the strategies that it will contain will be achievable and involve empowering and connecting the individuals and communities with the resources, programs and services that are currently available or assisting with the development of these where none exist. The EAPU is committed to following this through.

Another commitment the EAPU made this year was to promote awareness about the financial abuse of our older citizens. Other than the production of the financial abuse report mentioned earlier, a special feature article called "Spotlight on Financial Abuse" can be found in this annual report. This article highlights the need for a better response to this issue with the cost to Queensland seniors and the rest of the community amounting to many millions of dollars each year. It highlights the need for a free community based legal service that specialises in issues that effect older people, particularly those seniors experiencing financial abuse.

I am more convinced than ever that the community based response model that the EAPU adopts provides the best framework to assist specific communities across Queensland respond to elder abuse. The activities and successful forums of the *Prevention of Elder Abuse in C.A.L.D. Communities* (PEACC) taskforce is a testament to this process. Also the reports on the West Moreton Taskforce, the Gold Coast Taskforce and the Fraser Coast Taskforce show that they have all been very active and innovative in their responses to elder abuse.

Once again I would like to thank the department of Communities for the ongoing encouragement and support for the innovative ideas and activities that the EAPU undertakes. Thank you also to Lifeline Brisbane for the leadership and practical support given over the past year.

Chris Procopis
Manager – Elder Abuse Prevention Unit

Part 2. Regional and Other Reports

South – East Queensland Report (Maya Zetlin)

This region stretches from Bundaberg in the North to the NSW border in the South and includes the Darling Downs and the West Moreton region. It includes the highest proportion of the older population in Queensland and the highest concentration of older people from Culturally and Linguistically Diverse (CALD) backgrounds.

The South-East region has again provided the EAPU with many training and awareness raising opportunities, Forums, Senior's Expos and other events.

The break up of the sessions was as follows:
- 45 training and information sessions for paid service providers, volunteers and students.
- 12 awareness raising and information sessions for older people's community groups.
- A two-day display and information stall at Southbank Expo during Seniors' Week.
- Presentation and a display & information stall for community members and service providers at a DV forum on the Gold Coast.
- Display and information stall for carers during Carers' Week.
- Coordinating and presenting at a full day multicultural forum.
- Presenting at a major statewide nurses' forum.

The South-East region's EAPU worker represented the unit at various consultations and other events that included:
- Graduation ceremony of the Somali Women's Project at the Multicultural Development Association on 8th September 2004.
- The AGM of the Immigrant Women's Support Service on 14th September 2004.
- Older People Speak Out's workshop on grandparents' issues on 11th October 2004.
- Older people Speak Out's workshop on 'Crime against Older People on 6th June 2005.
- DIMIA consultation on needs of CALD people in the West Moreton region on 7th June 2005.

During this period the EAPU has been extending its community awareness and promotional activities by working more closely with the Senior's Enquiry Line (SEL). Both services are funded by the Department of Communities and located next door to each other and form part of Lifeline Brisbane's Older Person's Program. The two services have been representing each other's service at Expos as well as promoting each other's information and programs at presentation sessions. The two services compliment each other by extending the scope of intervention options, direct transferring of callers to the other service when they are in need of the specialized support or information unique to each area and by sharing human and other resources.

As part of the multicultural focus in service delivery EAPU is represented on various multicultural networks, sometimes in person and other times by receipt of minutes and through E-mail communication for information sharing and for the promotion of special workshops, forums or cultural events. The networks include the Multicultural Health Network, the Multicultural Aged Care Network,

Caboolture & Redcliffe Multicultural Aged Network and the Ipswich/Inala Multicultural Network. EAPU also keeps close working relationships and collaborates on projects with a wide range of ethno-specific services and organisations.

Coordinated Community Responses (Maya Zetlin)

Four Co-coordinated Community Responses operated in the South East region during the current reporting period, including:

- The West Moreton Taskforce for the Prevention of Elder Abuse
- The Gold Coast Taskforce for the Prevention of Elder Abuse
- Fraser Coast Taskforce for the Prevention of Elder Abuse (Hervey Bay)
- Prevention of Elder Abuse In CALD Communities (PEACC) Taskforce.

EAPU has a close working association with the Gold Coast, the West Moreton and the Multicultural Taskforces and to a lesser extent with the Fraser Coast Taskforce due to the geographical distance.

All four groups have demonstrated an ongoing commitment to the advancement of their goals and worked independently and very creatively in developing and implementing appropriate resources and strategies.

The West Moreton Taskforce for the Prevention of Elder Abuse (Maya Zetlin)

In October, the West Moreton Taskforce for the Prevention of Elder Abuse officially launched the report titled '*Elder Abuse in the West Moreton District',* which was produced on its behalf by Sue Scull from the UQ Boilerhouse Community Service and Research Centre. The report was funded by the Department of Communities, through the Ipswich Community Aid Social Participation Small Grants Program, and with an in-kind support from the Ipswich City Council.

The report was the culmination of a research project that looked at the current service responses to elder abuse and the relevant issues for services that provide these responses in the West Moreton region. The survey results highlighted a number of key areas for the Taskforce to focus on in the future and underpinned the various report recommendations. The full report is available on the EAPU website www.eapu.com.au , under resources.

"Wise Choices" made by the West Moreton Taskforce

As part of its commitment to community education, the Taskforce held a very successful 'Hypothetical Scenario' event in March, which included short presentations by service providers and a variety of displays. The event was titled: *"Wise Choices for Positive Ageing".*

The West Moreton Taskforce held a strategic planning meeting in May and formulated an action plan as a blueprint for short and long term focus under the headings of: education, protocols/pathways, regional areas and funding. Each focus area was divided into tasks, which were then assigned to specific Taskforce members.

The Gold Coast Elder Abuse Prevention Taskforce (Maya Zetlin)

The Gold Coast taskforce, which was established in 2001, secured funding early in 2004 from Jupiter's Casino Community Benefit Fund and Lifeline Gold Coast. The funding enabled the Taskforce to employ Rebecca Coleiro as a part time worker for six months. The objectives of the project included increasing the awareness of elder abuse prevention on the Gold Coast, and developing resources for the local community and service providers through appropriate consultations, up to production stage.

At the completion of the current reporting period all the above objectives were met and two resources are at the production stage. The resources include a large size fridge magnet with emergency phone numbers, for older community members, and an elder abuse referral pathways poster for service providers. In June 2005, EAPU contributed $2,000 for the production cost of the poster. The poster will be distributed on the Gold Coast among any services, organisations or business that are frequented by older people. It will also be available to services outside the Gold Coast area as a template for developing their own local referral pathways.

The Gold Coast Taskforce revisited its strategic plan in May, addressed tasks that need completing and formulated some new ones for the next reporting period. The taskforce restated its Vision as: *'That older people on the Gold Coast will live free from abuse'*, and its Mission statement as: '*To raise awareness in the community and among service providers about issues around and strategies for preventing elder abuse in the Gold Coast area'*.

Fraser Coast Taskforce for the Prevention of Elder Abuse (Maya Zetlin)

The Fraser Coast Taskforce is a group of about 50 community workers, who all share a desire to assist and support seniors and improve their quality of life. Members of the group meet bi-monthly in Hervey Bay under the coordination of Lyn Coveney who works under the Senior's in Focus program run by the Hervey Bay City Council.

In August, the Taskforce held the 'Helping Hands for Seniors' workshop, which was coordinated by Neil Brebner who is the Hervey Bay Hospital's social worker. The workshop was well attended by a wide range of services and generated strong interest and a commitment to further develop and coordinate elder abuse responses.

In October two training sessions for service providers were delivered at Hervey Bay by the EAPU trainer on behalf of the Taskforce. It was followed by a training session and a community education session in Bundaberg. A sub-committee has recently been meeting to develop a "Pathways" document which will be available for health professionals. This document will outline the pathways which can be undertaken when a suspected elder abuse case is reported. It will supplement the CD-Rom which was produced three years ago and which will be updated soon.

The committee is planning a "Financial Abuse" seminar for the Fraser Coast's older community members in November and to participate in the 'Seniors on the Move' conference for service providers that will follow the seminar. EAPU plans to deliver a few training sessions in the region around the same time.

Prevention of Elder Abuse in CALD Communities (PEACC) Taskforce (Maya Zetlin)

PEACC Taskforce members continued their enthusiastic involvement and generated lots of positive energy into formulating initiatives and contributing to the running of projects.

On 20th August 2004 EAPU hosted the 'Loss of Meaning' forum on behalf of the taskforce. The full day forum addressed issues that may affect older CALD members due to the immigration experience, could contribute to loss of meaning when they attempt to make sense of their lives and could add to the risk factors of elder abuse. These issues were addressed by keynote speakers from the multicultural mental health and counselling sectors, the legal sector and EAPU. The forum also included exploration of case studies and small group discussions to identify unmet needs of clients, gaps in available services and funding opportunities. The forum was very well attended, had very positive feedback and generated interest among some of the participants to join the taskforce.

The meaning was not lost on participants at the PEACC "Loss of Meaning" Forum

Following the forum, the taskforce held a shorter workshop titled 'Duty of care – the many shades of grey'. The workshop was delivered by the Seniors Advocacy Information & Legal Service (SAILS) program from Caxton Community Legal Centre. The workshop built on the legal information delivered at the forum and enhanced the capacity of the participants to formulate their duty of care for their clients. Another informative presentation was delivered at the May meeting by the Guardianship and Administration Tribunal (GAAT), which included information about its services, clarified issues regarding applications and the process of appointing guardians and administrators, and answered many complex queries.

All the bi-monthly information sessions were open free of charge to workers outside the taskforce

In February the Taskforce held a strategic planing meeting. At that meeting, the purpose of the Taskforce was formulated as:*' To work together to promote the right of older people from CALD communities to live free from abuse'.* Four major goals were chosen as a focus for the taskforce and they were broken into smaller practical and measurable tasks. The goals are: 1). To increase awareness and understanding of elder abuse within CALD communities. 2). To increase capacity of all service providers to respond. 3). To develop and implement a data collection system. 4). To secure funding for a worker to progress our purpose into the future.

In addressing the fourth goal, the Taskforce applied for a round of Health and Ageing funding, in collaboration with St Luke's Nursing Service. One aim of the submission was to secure a part time worker to coordinate the taskforce but unfortunately it was not successful. We wish the successful organisations all the best in their important work and hope for continued collaboration with them through the taskforce.

In addressing the second goal the Taskforce is planning a Train the Trainer Forum for July 2005 that will target service providers. The data collection goal is being addressed by EAPU and the awareness raising goal will be addressed in the August meeting.

Multidisciplinary Peer Support Network for Elder Abuse (PSN) (Les Jackson)

Member Profile
Membership is still growing although more effort will be needed in extending the service to the remote areas of the northern region. A breakdown of membership as at 30th June 2005 is shown in the following tables.

Geographical Location	Remote Members	Regional Support Members
South West	30	*
Northern	4	16
Central	26	20
South East	2	14
	62	50

* (all members of the south west reference group now considered remote)

Areas of expertise (remote worker)

Sector	Total	Management (Coordinator etc)	Worker
Health	29	12	17
Community	28	7	21
FV	5	1	4
	62	20	42

Cultural diversity of membership is not possible with the existing records although a review of the agency that the worker belongs to indicates that in remote areas there were 3 Indigenous workers and 2 members from a Culturally And Linguistically Diverse service while support members include 3 indigenous service workers and 2 from C.A.L.D. agencies.

Recruitment will continue as part of EAPU's regional activities however, the focus of the PSN for the immediate future will be to provide support to members via regular contact and sharing of information. The EAPU will need to be more proactive in this process as determined by the review of the network in late 2004.

PSN Review (Les Jackson)

This was carried out via a survey of members and with some backup research on other remote area support networks. Unfortunately there is little research to be found on support networks; however it would appear that peer support networks and online internet forums are increasing being used worldwide to support workers in rural settings. The common features are that they heavily rely on communication technologies such as the internet to provide workers with easily accessible information. However, the telephone is still the key technology used in most networks.

The research firstly focussed on other agencies that also provide peer support networks to disseminate information. Direct contact with different organisations confirmed that all such networks do encounter initial concerns over lack of momentum and a general hesitation with practice.

Different avenues to encourage participation were suggested. These included:

- Momentum to be directly generated by an ongoing contribution by the EAPU

- Newsletters used to raise awareness of issues and develop interest in other opportunities to access information

- The use of regular updates as a reminder of the different information available

- Link forum site with other information sites to improve access by a larger pool

- Personalising some of the contributors may enhance regular usage of the network.

In order to assist in the further development of the network, a survey was conducted by the unit to understand some of the issues that are of concern to the rural and remote members of the PSN.

Most members surveyed could be determined to be passive recipients of information and indicated they would contact the EAPU for information when needed. Research shows that other similar networks experience similar problems and suggestions of increasing participation are included in the attached report.

The survey measured the level of "relevance", "interest" and "importance" the PSN was to the individual members. The results show that all these were in the "high" and "medium" levels for each category (combined = 94.2% of members). This would indicate that members believe the PSN is valuable, relevant and useful. Communication notes from the survey indicates areas for improvement and several have been implemented (e.g. newsletters).

Recently the EAPU has been evaluating the peer support network and the online forum which were set up to provide a vital link, for individuals and service providers, to information on elder abuse issues.

The survey was undertaken during July and early August 2004 using the then current member contact list for the 40 registered members. Members were contacted to arrange a half hour block of time to undertake the survey (average time for each survey was 20 minutes). This process revealed that a number of members (8) had in fact left their organisations were unable to be contacted to determine whether they wished to remain in the network. This has implications on keeping the member register up to date and the importance of regular contact with all members so that any planned career changes will not affect their desire to remain a member of the PSN. Of the remaining 32 members, 17 were able to participate in the survey during this period. Those unable to participate included 5 on leave, 3 failed to return calls, 5 were unavailable or suitable time could not be arranged, 3 did not wish to participate in the survey and were not 2 not recorded.

The survey revealed that 100% of the workers surveyed identified workload as a major time constraint to accessing further information. General enthusiasm for the network was high as indicated by measures of the level of "Interest", "Relevance" & "Importance" the individual member rated the PSN. Each category scored the same:

- High level of interest/relevance/importance = 53%

- Medium level of interest/relevance/importance = 41.2%

- Low level of interest/relevance/importance = 5.8%

While some of the workers declared a preference in contacting the EAPU direct to discuss individual incidents of elder abuse, this suggests a misunderstanding as to the purpose of the network, which is as an interactive tool for workers to not only access information but also network with other service provider to compare different practice methods.

Many of the studies mention the notion of a technical divide whereby it is suggested that the regular use of IT is not part of the routine practice of the majority of rural based workers and that this may lead to vast inequities in knowledge of current issues and developments. Issues of computer competency were also highlighted by some of the different organisations that were consulted by the unit.

The survey showed that 64.7% declared a high level of technological knowledge, 11.7% had a medium level and 23.52% a low level of computer awareness. This lower category needs to be targeted in order for the online forum to thrive. It appears that user guides that have been offered are not appropriate. It has been confirmed by the research that some agencies have initiated personal computer training for individual workers in order to increase IT competency levels.

It appears that internationally, peer support networks continue to be a widely used tool for disseminating information and networking, in particular where service providers are widespread such as in Queensland. Communication areas surveyed provided the following suggestions:

Communication Format Notes
Online preferred
Enthusiastic about info being sent online email
Prefers online format for info
Email newsletter
Thinks PSN is excellent idea
Emails to draw attention to articles that have been posted. Email newsletter
Online info is read
Email
Hard copy of newsletter, online not appropriate, unfamiliar with computers > disinterest.
Emailed newsletter, emailed news items.
Hard copy of newsletter would be appreciated
Joined up without much of an understanding
Happy to interact with EAPU
Keen member not had a need to access info

While the survey revealed that issues of elder abuse are not paramount in the daily activities of the members this highlights the need for increased awareness raising in rural and remote areas, and does nor reflect the stereotypical notion that violence does not occur in rural communities. All agencies consulted by the unit experienced similar concerns with the initial set up of their networks, particularly in the passive receiving information role rather than an active contribution and some useful suggestions for increasing usage were offered. Most commonly it was suggested that key workers in the EAPU could drive the momentum of the network, however this is currently not practical due to other work demands. All the workers consulted in the survey displayed high levels of support for the Peer Support Network and it appears that with some more development it will continue to be a useful tool in the prevention of elder abuse.

South West Region (Les Jackson)

One of the biggest challenges of servicing a large region is being at the right place at the right time to link with any local activities that may be occurring. This is easy for one town, but very difficult when you are trying to fit in a number of different events in widely separate locations, while trying to keep travel costs down.

The current method is to keep connected with the key people in each location to identify local events, meetings, other training, etc., and then try to get to as many of these as possible. Unfortunately these things never fit neatly into usually a one week travel itinerary that takes in a number of towns. Another method trialled this year was to create my own timing via a project called the South West Elder Abuse Project (SWEAP). This attempted to generate enough interest in elder abuse that workers and community members will attend open forums, one for training and one directed at seniors and the community. Rather than linking with local activities, the objective was to schedule these EAPU education/training forums to not conflict with anything occurring locally and to rely on people attending because of the interest generated in promoting elder abuse as a community issue.

Utilizing the expertise of key contacts in Roma, Charleville and St George, information networks were mapped and promotional flyers were distributed with the support of these contacts and via phone contact with many other key people from each town. Supporting this was the purchase of advertisements in the regional newspapers with the hope that they would also run a supplied article on elder abuse. Unfortunately only two of the four papers ran the supplied article.

After the training - Far West Multipurpose Healing Service Cunnamulla

A Training session and an Awareness Raising forum were subsequently held in Roma, Charleville, Cunnamulla, St George and Goondiwindi during the week from the 21st to the 25th February 2005. Attendance was relatively poor except for Cunnamulla where the Far West Multipurpose Healing Service also catered for the event, an idea to be used for future planning. Another SWEAP will be planned for 2005/06 and radio promotions will be trialled this time. Promotions will also make use of the contacts made from the first SWEAP as well as the growing list of key people supporting elder abuse initiative in this region. It is hoped that as elder abuse becomes more topical as an issue, and the word spreads about the value of the EAPU training, that these forums will become more popular.

I would particularly like to thank Robbyn Mirabito and the other people at the Working Against Abuse Service Roma and the people at the Far West Multipurpose Healing Services for their support. During the reporting period I have had the pleasure of meeting many interesting people in different places across the south west and hope I will continue to do so by visiting more of the smaller centres next year.

Central Queensland Update 2004 (Verna Halsey)

It is hard to believe that another 12 months have gone and shortly it will be the first birthday of being auspiced direct by Lifeline Brisbane. This change involved moving to a more accessible location in the Public Trustee Building, East Street Rockhampton. From this office I support the Central Queensland region, not only to respond to elder abuse, but also as a Safety Links Advisor for the Safe and Confident Living Program. This is a very compatible arrangement which means I can cross promote the programs and maximise resources. This year the time has been taken up across the region by:

- Holding and participating in major community events.
- Providing training and awareness sessions to individuals, families, community organisations and various government agencies.
- Developing formal and informal links with Communities, Local and State Governments.
- Providing information to all the people accessing my office in Rockhampton (such as seniors, students, families and professionals).

All of this work maximised the exposure of the Elder Abuse Prevention Unit (EAPU) throughout the Central Queensland region. The implementation of feedback mechanisms, including the standard training evaluation forms, has provided data to refine service provision and thus expand resources to achieve goals. Promotion of the EAPU Helpline continues with the registering of an increased response to this line.

The process of promoting the EAPU by providing training and awareness sessions has been extensive by travelling to many areas in my region such as; Winton, Longreach, Muttaburra, Aramac, Barcaldine, Tambo, Blackall, Isisford, Alpha, Emerald, Sapphire, Springsure, Wowan, Mt. Morgan, Gladstone, Mackay, Gracemere, Yeppoon and Rockhampton. Significant events for the year where the EAPU was promoted include the Disability Week Expo Rockhampton (July 2004), CQU Multicultural Fair (August 2004), EAPU Seniors Breakfast Rockhampton (August 2004), Australia Day Expo Emerald (January 2005), Confident Living Expo in Rockhampton and Sapphire (March 2005), enabled me to promote and get the information out into many areas of my region.

It can get cold out around Isisford in winter.

Another commitment this program makes to the community is to provide Social Work or Social Welfare students from the Central Queensland University the opportunity to do their placement with us. This also rewards the program by the energy the student brings with them.

The Older Persons Programs CQ, Lifeline Brisbane and the Reference Committee have provided the EAPU CQ 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 identifying common issues, which arise in relation to the abuse of older people in Central Queensland through out the financial year of 2004 - 2005.

North Queensland Update 2004 (De Arn Dixon)

Since my commencement in April 2005 I have been very busy building my own understanding of 'what is elder abuse' and what role the Elder Abuse Prevention Unit has in our community, especially what services and supports the unit provides to indigenous Australians. Recent consultations have provided some direction for the future development of educational resources for indigenous peoples. I have met with various agencies in the Cairns region, and have actively promoted the elder abuse prevention units program in remote communities and Northern Territory. Through these meetings I feel I have build a sound understanding of elder abuse. Those working within the elder abuse unit are true to heart, kind souls who are willing to share their knowledge and experiences. Thank you to all… A truly sad situation for some, in saying that I look forward to developing the materials and resources requested.

Consultations continue throughout Queensland and the Torres Strait Region; however the feedback and outcomes of the initial report has provided enough insight to make a start on various community education resources. The resources being developed will assist us to bring about an awareness of elder abuse in our indigenous communities. More importantly not only to provide all elders with an opportunity to learn more about their rights and ways to live abuse free, but also to encourage respect and cultural responsibility for our elders. Once a mighty strength for my people…

> Young people need something stable to hand on to –
> A culture connection, a sense of their own past,
> A hope for their own future. Most of all,
> They need what grandparents can give them…
> Jay Kesler

Community education will be available to children of all ages, community members and those caring for or working with our elders. At this stage…children's education will be based around story telling from the past (how it was for our people) promoting Care Share & Respect (meaning, Care for our elders' social and emotional wellbeing…Share their knowledge, life experiences and time, and you share yours…. And finally Respect for all.)

Community education will be provided in a variety of forms from posters, information pamphlets, and self-help booklets through to awareness raising sessions and community activities. Again, promoting Care Share and Respect with the addition of Elders' Rights and Carer/family Responsibilities, meaning the human rights, legal rights and the elder's role within the family/community as well as the importance of being a responsible carer for an elder.

Carer and Service provider education will focus more on identifying abuse and how to deal with it. Predominately - where to find information, support and direction, for both the elder and the carer/worker.

I have had contact with a number of services recently across the Cape York region including services in Yarrabah, Edmonton, Cairns/Innisfail as well as at a Domestic and Family Violence forum in Mackay. I will continue to keep you posted on the progress in these areas.

Indigenous Project (Chris Procopis & Nick Harris)

The development of a response to the abuse of older people from Aboriginal, South Sea Islander & Torres Strait Islander backgrounds commenced in 2004. Through ongoing consultation with Aboriginal, South Sea Islander and Torres Strait Islander communities and service providers, EAPU aims to resource and assist the establishment of a culturally appropriate response to the abuse of older Indigenous people.

Initial consultation in the North Queensland and Torres Strait regions identified several initiatives to respond to elder abuse including the production of video scenarios on elder abuse for both Aboriginal and Torres Strait Islander communities, tailored training for Indigenous service providers and the adaptation of existing Elder Abuse Prevention resources.

Consultations held in Brisbane, Cairns and Mackay, focused on two primary objectives:

1. To identify ongoing strategies to raise awareness of the abuse of older people from Aboriginal and Torres Strait Islander backgrounds; and

2. To determine the general content of a video and resource kit that may be used to raise community awareness of elder abuse and that may be used to develop individual community responses to elder abuse.

EAPU is a strong advocate of the self determination and decision making role of Aboriginal, South Sea Islander and Torres Strait Islander people in directing and informing projects that involve their communities.

This perspective is consistent with the Human Rights based approach to addressing the mistreatment of older people and the Coordinated Community Responses' (CCR) best model of practice identified by the Prevention of Elder Abuse Task Force (PEAT Force). The CCR encourages specific regional or culturally based groups to form a response to elder abuse appropriate to their communities' individual needs and resources. The EAPU's consultation process supports the empowerment of Indigenous communities and individuals to direct the development of the response.

Ideas flowed at the consultations

The EAPU acknowledges the limitations of short-term funding responses and the importance of recurrent funding for research and the development of sustainable programs. Having received $7000 from the Department of Communities to assist with the consultations, the unit will continue to seek out additional funding opportunities to further develop the initiative. Information provided through consultation and primarily qualitative research will form the basis of submissions for additional funding. Through the consultation process, community members expressed the need for a long-term response and EAPU supports this perspective.

Indigenous community members and service providers have provided detailed strategic options. These spread across a number of sectors including community, individual, cultural values, education, health, service, promotional and government. Specific community-based and interagency mechanisms were also discussed. Additional consultations have been confirmed for July 2005.

With theoretical understandings of elder abuse in Aboriginal, South Sea Islander and Torres Strait Islander communities being limited, future research could determine the incidence of elder abuse within these communities and identify the range of contributing social and/or risk factors. Through ongoing consultation, the issue of "systemic abuse" has been raised. In addition to further consultation, the unit is pursuing research opportunities to investigate the range of systemic factors that contribute to the abuse older Indigenous people.

The second round of consultations will begin in July 05 and will take place on Thursday Island, Mt Isa, Townsville, Rockhampton and Ipswich. Additional questions arising from the first round will be presented in the second round of consultations. An interim report on the first consultations can be obtained by ringing the EAPU on (07) 3250 1955

The EAPU would like to thank Grant Sarra for his continued involvement in the project. Grant has given his time freely as a facilitator for the consultations and has already contributed several thousand dollars in-kind to the work of the unit. The EAPU would also like to thank the Elders, Community members and service providers who travelled from far and wide to attend the consultations. Their contributions were invaluable.

A final report on the project will be available from January 2006 and will be used to support a funding proposal for additional resources for communities.
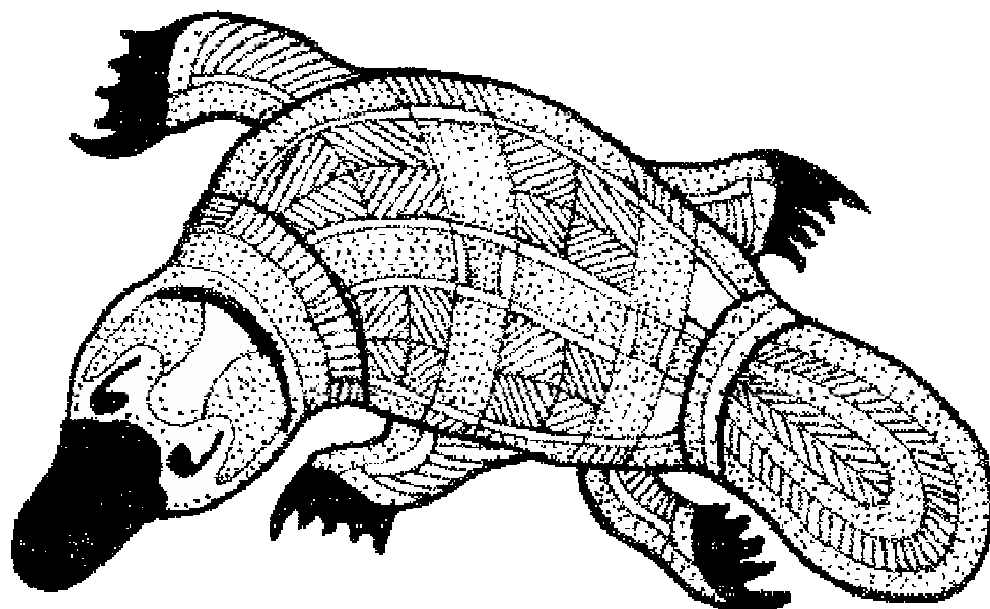
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Part 3. Professional Development

As in previous years, EAPU staff has undertaken a wide range of professional development opportunities, which included specific training and exchange of information through courses, workshops, forums, networks and other special events.

Undertaking professional development by staff members was guided by such considerations as relevance of the topic to work, availability of the staff members or clashes with other work commitments, practicality of geographical distance and balancing fiscal cost against skills enhancement.

Professional development included the following:

- No Time to Lose – Alzheimer's Symposium – Parliament House
- Elders and the Law Workshop – Berlasco Court
- Diploma of Front Line Management – Southbank TAFE
- Lifeline Telephone Counselling Course – Lifeline Brisbane
- Neuro - Psychology Presentation – Lifeline Brisbane
- Incapacity Forum – Law Society
- Protective Behaviours Workshop – Police Rockhampton
- Handling Difficult Behaviours and Situations – Coorparoo Training Centre
- Personal Safety Presentation - Police Rockhampton
- Multicultural HACC Information – Diversicare
- 'Seniors: Me and My Money' – Centrelink Rockhampton
- Multicultural Mental Health Workshop – Transcultural Mental Health, Princess Alexandra Hospital
- 'Brave New World' Ageing Futures Hypothetical – University of Queensland
- STEP Workshop – Multicultural Development Association
- Dementia Care Pathways System Launch – Prince Charles Hospital
- Indigenous Forum – Office for Women
- Advanced Health Directives, Review and Consultations – Lindy Willmott & Ben White, QUT
- Multicultural Summit 2005 – Multicultural Affairs Queensland
- Legal Workshop – SAILS and APSL
- Guardianship & Administration Tribunal presentation– PEACC Taskforce

Part 4. Helpline Data Collection

The EAPU operates a state-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person. Callers may choose to remain anonymous and can call HELPLINE on 1300 651 192 between 9am and 5pm Monday to Friday for the cost of a local call from anywhere in Queensland. Each year the EAPU reports on the Helpline calls received and undertakes analyses of data collected. This is used by the EAPU to provide a detailed understanding of the issue and used for a variety of purposes, including:

- Empirical Basis for Informing Strategies,

- Policies and future research.

- Educational Activities are contemporary with relevant examples and statistics.

- Resource Development is responsive to the issues and needs of the abused person.

- Funding Bids are effective and include relevant statistics.

- Media attention and the dissemination of factual, useful information.

- Greater Safety for older people.

The following section provides a collection of statistics, showcasing some of the data available and the potential it has for further analyses and research. Throughout the 2004/2005 reporting year, collection methods have been updated to enable additional analyses within this year's annual report.

Also included is a focus report, "Spotlight on Financial Abuse", which forms part of the EAPU strategy to highlight this issue in 2005.

The EAPU Helpline is a confidential service. Due to the anonymous nature of calls and that the contact may be from family or friends, the information used within this report is non-identifiable. The EAPU welcomes interest from researchers and/or agencies. Please contact EAPU on 1300 351 192 for additional information.

Helpline Call Rates

A total of 523 reports of elder abuse were recorded on the Helpline database during the 2004/2005 reporting year. This represents an increase of 1.8% from the previous year. There are many factors which can influence the number of notifications received through the helpline. For example, training provision, awareness raising presentations, distribution of promotional material etc are identified as factors that affect base line call rates. Media coverage, including radio, television and print media have a more dramatic effect on the number and type of calls to the Helpline.

The following chart of Helpline calls since 1999 clearly shows the impact media can have on call rates. The peak in January 2005 of 85 calls, followed the publication of a financial abuse article within a major newspaper. The May 2004 spike can be attributed to a flow on from a national domestic violence TV ad campaign, while a peak in January 2003 resulted from a TV

Helpline Calls (Abuse Reports)
Nov 99 to June 05; N=2077 with Trendline

01/11/1999 to 30/06/05
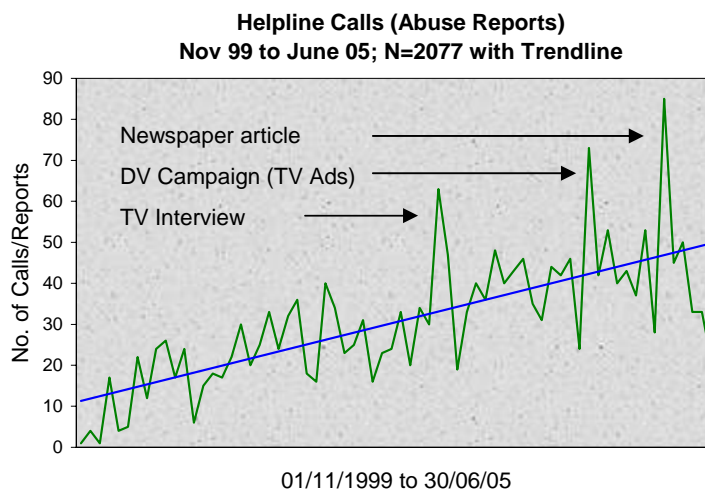
interview. The Newspaper article shows that the topic of financial abuse generated a lot of interest among older people. The EAPU will continue to analyse the impact of various awareness raising activities on the Helpline call rates to better utilize its limited resources, particularly in relation to the EAPU Helpline workers.

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 1/7/2004 to 30/6/2005, 819 phone records related to a total 567 elder abuse notifications (Note: 44 of these notifications were initially received within the 2003/04 reporting year). The following table provides the number and duration of Elder Abuse (EA) related calls for the 2004/2005 reporting year.

EAPU Helpline: Call Duration

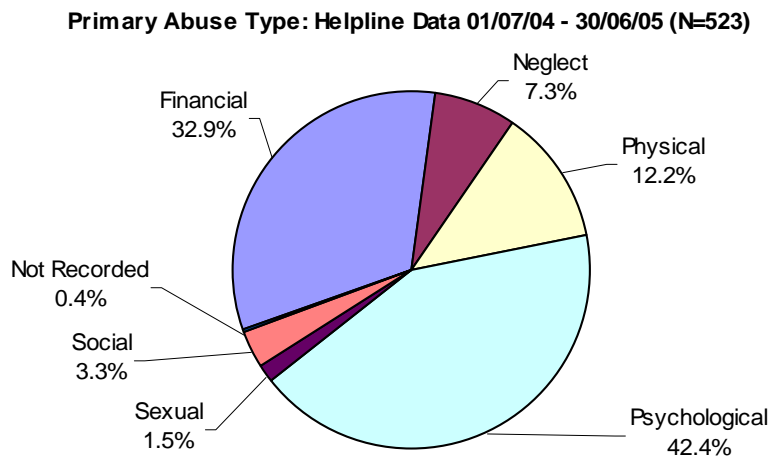| EAPU Helpline 1/7/04 to 30/6/05	All Incoming EA Calls	All Outgoing EA Calls	All EA Calls
No. of Calls	654.00	165.00	819.00
Minutes	15015.32	1661.90	16677.22
Hours	250.26	27.70	277.95
Average Length (Mins)	22.96	10.07	20.36

(Note: Staff debriefing + Data-Entry = approximately .5 hour per notification)

The 1300 number is also the promoted contact point to access EAPU services and therefore a large proportion of calls involve requests for general elder abuse information, staff training, community awareness raising sessions and other EAPU services. Details of these enquiries are not available for the 2004/2005 reporting year.

Time is also consumed through debriefing of Helpline staff after difficult calls, recording of data and note taking (only where advocacy has been provided on the client's behalf and permission granted). 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. The EAPU is currently reviewing collection systems for future reporting purposes.

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. The *Primary* abuse-type identifies the single most critical type of abuse reported during the notification. For the period 1/7/2004 to 30/6/2005 psychological abuse represented 42.6% (222) of all records. Financial abuse was the next highest category with 172 reports (33%). The following chart displays abuse types (%) for the 2004/2005-reporting year. In comparison to previous year's data, financial abuse has increased. For the same period last year (1/7/03 to 30/6/04), financial abuse represented 29.8% of all abuse types recorded. The percentage of reports involving physical and sexual abuse (as recorded through the Helpline) have also increased.

Primary Abuse Type: Helpline Data 01/07/04 - 30/06/05 (N=523)

- Neglect 7.3%
- Physical 12.2%
- Financial 32.9%
- Not Recorded 0.4%
- Social 3.3%
- Sexual 1.5%
- Psychological 42.4%

*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).

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 (based on ABS data). This section reports on all 2077 abuse records held on the EAPU database. The 523 records received for the 2004/05 reporting year are also specified.

Location of Abuse Reports & Proportion of the Population aged 65 and over.
(All data N=2077, 2005 data N=523)

(Brisbane + Moreton)
- 2005 - 338 reports
- Total - 1366 reports (65.77%)
- ABS - 67% of over 65's

- 2005 - 31 reports
- Total - 107 reports (5.15%)
- ABS - 4.8% of over 65's

- 2005 - 10 reports
- Total - 30 reports (1.44 %)
- ABS - 2.6% of over 65's

- 2005 - 2 report
- Total - 8 reports (0.39%)
- ABS - 0.5% of over 65's

- 2005 - 16 reports
- Total - 62 reports (2.99%)
- ABS - 4.8% of over 65's

- 2005 - 15 reports
- Total - 76 reports (3.66%)
- ABS - 4.2% of over 65's

- 2005 - 40 reports
- Total - 135 reports (6.5%)
- ABS - 8.5% of over 65's

Location NA = 170
(8.18%)
2005: 39 reports

- 2005 - 2 report
- Total - 4 reports (.19%)
- ABS - 0.4 % of over 65's

- 2005 - 2 reports
- Total - 12 reports (.58%)
- ABS - 0.7% of over 65's

- 2005 - 28 reports
- Total - 107 reports (5.15%)
- ABS - 6.5% of over 65's

Moreton

Brisbane

Far North

North West

Northern

Mackay

Central West

Fitzroy

Wide Bay Burnett

South West

Darling Downs

See Insert

Gender Analysis

Gender of Abused and Alleged Abuser

Women were recorded as the abused person in 73% of Helpline notifications during the 2004/05 reporting period. Approximately 50% of records noted a male abuser. Gender proportions remain reasonably consistent when compared with all data. The following tables report on the gender of the abused and alleged abuser with a comparison between 2004/05 and all data.
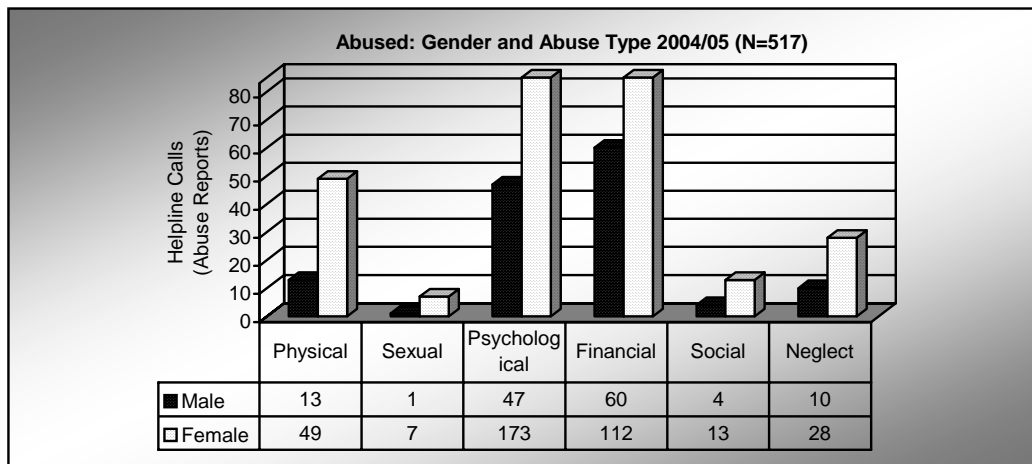
Abused	2004/05		All Data (01/11/99 to 30/06/05)	
	Records	Percent	Records	Percent
Male	135	25.80%	534	25.71%
Female	383	73.23%	1533	73.81%
Unreported	5	0.95%	10	0.48%
Totals	*523*	*100%*	*2077*	*100%*

Alleged Abuser	2004/05		All Data (01/11/99 to 30/06/05)	
	Records	Percent	Records	Percent
Male	273	52.20%	1102	53.07%
Female	223	42.64%	866	41.69%
Unreported	27	5.16%	109	5.24%
Totals	*523*	*100%*	*2077*	*100%*

A further analysis of the 523 reports show that 55.2% of female victims were abused by a male, 40.6% were abused by a female while 4.2% of these records did not list a gender for the abuser. Male victims reported abuse by a female at 47.4%, by a male at 46% and there were 6.6% of records where the abuser's gender was not recorded for the male victim.
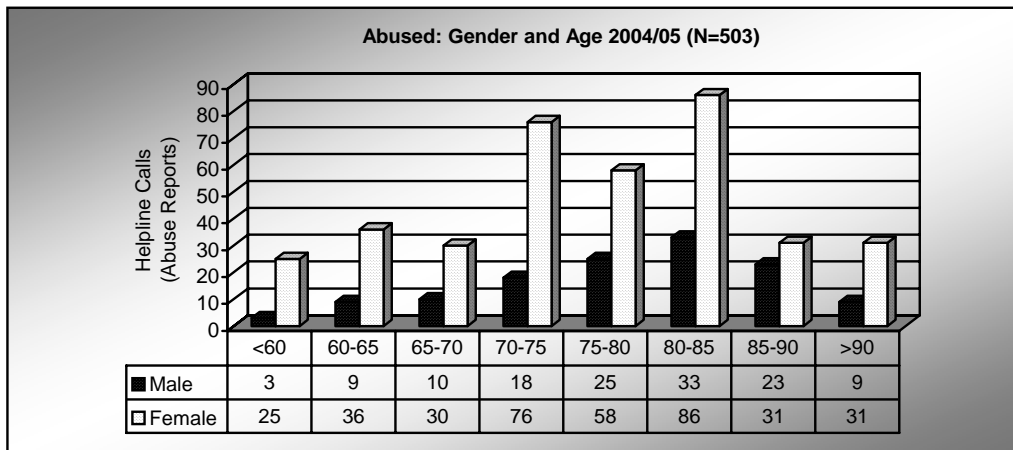
Types of Abuse & Gender:

The chart below provides details of the differences in abuse experienced by each gender with an analysis of the 517 records where both gender and abuse type are known. Psychological and financial abuse were the most frequently reported abuse types for both genders.

Abused: Gender and Abuse Type 2004/05 (N=517)

Helpline Calls (Abuse Reports)

	Physical	Sexual	Psychological	Financial	Social	Neglect
■ Male	13	1	47	60	4	10
□ Female	49	7	173	112	13	28

While female victims represent 73.2 % of all records in 2004/05, they reported in higher proportions for physical abuse (79%) and psychological abuse (78.65%) and lower proportions for financial abuse (65.1%).

Age of Abused and Gender

The following chart provides a gender by age comparison of 503 records for 2004/05 where both gender and age are recorded. Consistent with previous years, records peak at the 80-85 age grouping for both genders.
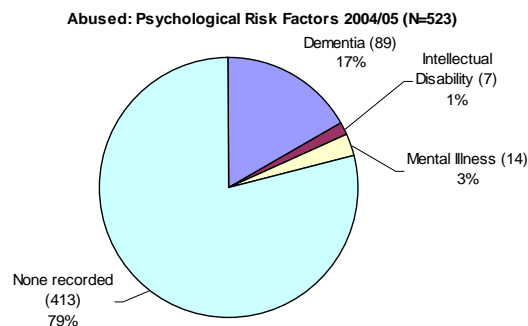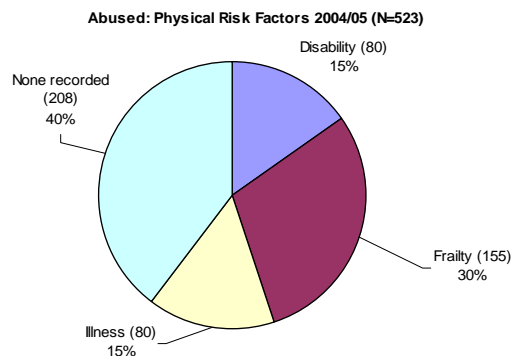
Abused: Gender and Age 2004/05 (N=503)

	<60	60-65	65-70	70-75	75-80	80-85	85-90	>90
■Male	3	9	10	18	25	33	23	9
□Female	25	36	30	76	58	86	31	31

Helpline Calls (Abuse Reports)

The majority of these calls, 58.9% of males and 58.4% of females, are either made from or in relation to victims aged between 70 and 85.
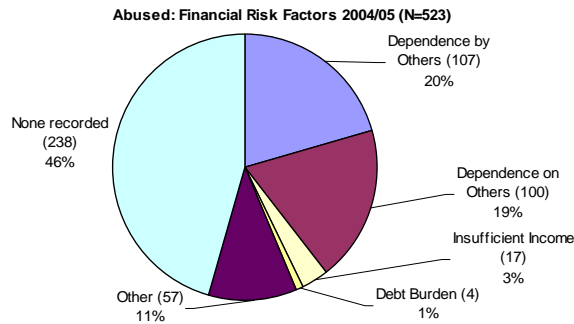
Risk Factor Analysis of Abused

The following charts provide analyses of risk factors as reported through the Helpline for the 2004/2005 reporting year. It is recognised that details relating to risk factors can not always be detected through the Helpline and when arising in the conversation are often of a subjective nature. An analysis of physical risk factors show that 60% of victims were noted as having a health risk of some type. The greatest physical health risk described in these calls was for frailty (30%). In these calls the victim was either described as frail by the notifier or the abused person described themselves in terms that indicated general but unspecified ill health.

Abused: Physical Risk Factors 2004/05 (N=523)

- Disability (80) 15%
- None recorded (208) 40%
- Frailty (155) 30%
- Illness (80) 15%

The majority of calls do not identify an older victim with a psychological health risk. The largest category in this area is for a person with a dementia at 17% of reports received in 2004/05. This is not unexpected as the Office of the Adult Guardian would usually be the first point of contact for an abuse notification involving a person with impaired decision making ability, such as

Abused: Psychological Risk Factors 2004/05 (N=523)

- Dementia (89) 17%
- Intellectual Disability (7) 1%
- Mental Illness (14) 3%
- None recorded (413) 79%

someone with dementia, mental illness etc. It should also be noted that nearly one third (32.3% or) of Helpline calls are either from an older victim who is severely distressed or the notifier describes the victim as in that state. Although "severe distress" of the victim is a psychological risk, it has been decided to report separately on this category in this and future reports.

Financial risk factors show that around equal numbers of victims have either an

Abused: Financial Risk Factors 2004/05 (N=523)

- Dependence by Others (107) 20%
- Dependence on Others (100) 19%
- Insufficient Income (17) 3%
- Debt Burden (4) 1%
- Other (57) 11%
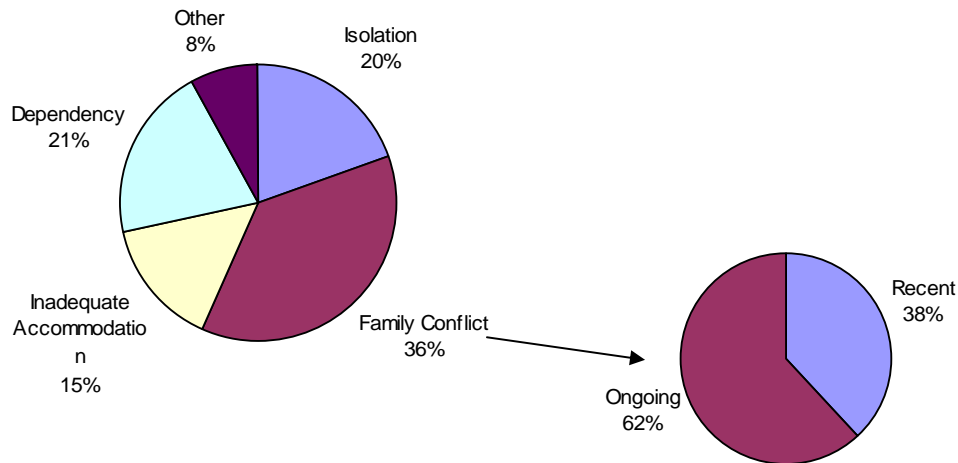- None recorded (238) 46%

older person being dependent on another individual for financial support or the older person is financially supporting someone else. An in-depth analysis of the issues surrounding financial abuse is also provided in this year's annual report. (Refer to *"Spotlight on Financial Abuse: A feature report highlighting the* cost of financial abuse").

Environmental risk factors for the abused are analysed here at a broad level. A total of 814 records relate to various environmental risks noted for the 523 elder abuse victims recorded in the 2004/05 reporting year. The following chart shows that *Family Conflict* (36%) is a primary risk factor in abuse notifications to the Helpline. Further analysis of this area shows that most conflict has been a long term feature of the victim's family relationships.

Abused: Environmental Risk Factors 2004/05 (N=814)

- Other 8%
- Isolation 20%
- Dependency 21%
- Inadequate Accommodation 15%
- Family Conflict 36%
- Recent 38%
- Ongoing 62%

Isolation of the victim is often identified in Helpline calls, with 161 records noted for this reporting period (or 30.8% of victims). In comparison to the previous reporting year of 2003/04, which had 94 records from 514 elder abuse reports (18.2%), there has been a significant increase in number of older victims experiencing isolation.

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, South Sea Islander or Torres Strait Islander people, may not be detected through the Helpline. For the 2005 reporting year, only 40 reports provided details of a victim from either a non English speaking background or identified as an Aboriginal.

Ethnicity	2004/05	All Data
N.E.S.B.	34	135
Aboriginal	6	22
Torres-Strait Islander	0	3
Totals	40	160

Alleged Abuser Analysis

The relationship of the alleged abuser to the victim was recorded in 520 elder abuse notifications for the period 1/07/04 to 30/06/05. Adult sons were the largest category of alleged abusers with 156 reports (29.8%) while daughters were next highest with 144 reports (27.5%) followed by partners with 73 reports (13.96%). In total, sons and daughters represent over 57% of all alleged abusers. Overall, "Family" comprise approximately 80% (416 reports) of all alleged abusers for the 2004/05 reporting period.

**Relationship of Alleged Abuser to the Abused 2004/05 (N=520)**
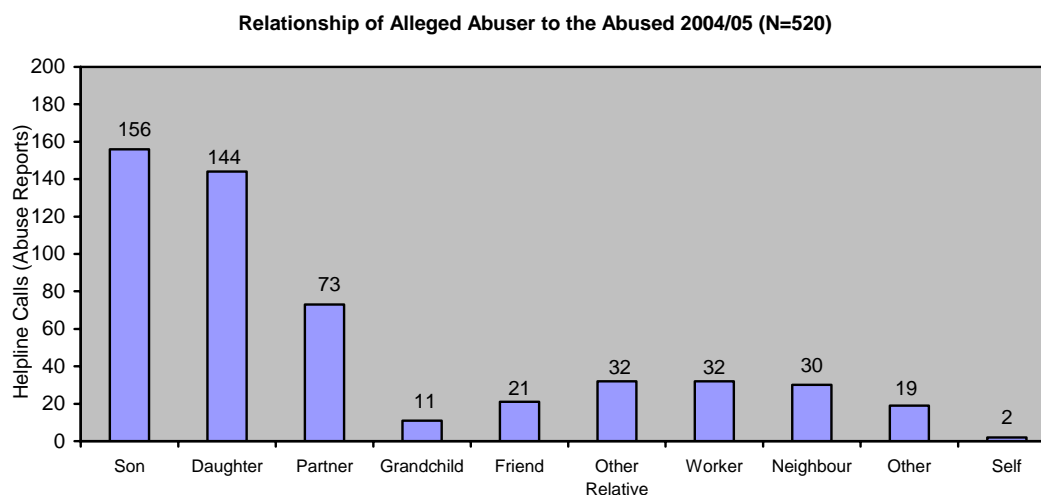
The following table provides a cross tabulation of recorded abuse type and the relationship of the alleged abuser. It shows that for this reporting period physical abuse was equally likely to be perpetrated by a son or partner while similarities exist between adult sons and daughters for all other abuse types.

Table: Relationship of Alleged Abuser and Type of Abuse 2004/05 (N=523)

Relationship	Physical	Sexual	Psych	Financial	Social	Neglect	No Record	Total
Son	19	0	60	63	5	9		156
Daughter	9	0	60	61	6	8		144
Partner	18	3	37	6	2	7		73
Grandchild	2	0	3	4	2	0		11
Friend	1	0	5	14	1	0		21
Other Rel	2	2	13	11	1	3		32
Worker	6	3	13	4	0	6		32
Neighbour	4	0	24	2	0	0		30
Other	3	0	7	6	0	3		19
Self	0	0	0	0	0	2		2
No Record				1			2	3
Total	64	8	222	172	17	38	2	523

Reports for 2004/05, in which an abuser's age was identified, suggest that a large proportion of the abusers were less than 55 years of age. There were 67 reports for the "50-55 years" age range and 178 reports in age ranges below this category, which represented 46.85% of all abuser records.

**Age of Alleged Abuser (%): 2004/05 (N=523)**
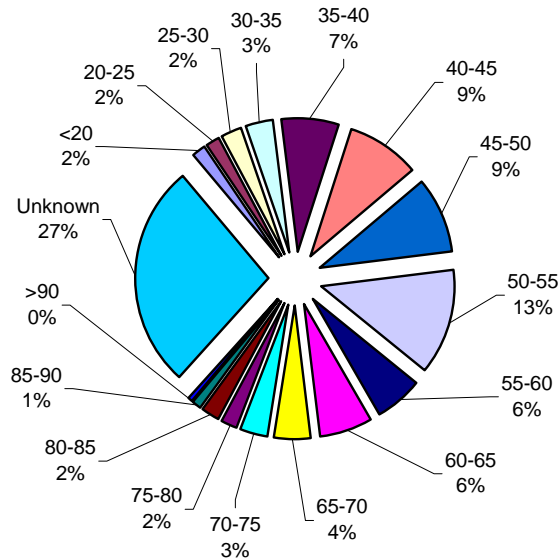
Approximately 40% (205) of the alleged abusers for 2004/05 were reported as living with their victim, while only 28.8% (151) were involved in a care arrangement. Carer stress features significantly in care relationships for this period. As displayed in the chart below, of the total number of carers who were also recorded as the abuser, 32% were also reported as experiencing carer stress. A total of 59% of carers were receiving a carers pension at the time of the notification.

Notifier Analysis

Analysis of Helpline data relating to abuse notifications indicates that the abused older person is the one most likely to ring the Helpline, representing 27.7% of all notifiers (i.e. 145 self notifications). The next highest notifier categories were daughters 21.6% (113 reports) and workers/service providers 19.9% (104 reports). Friends and other relatives represented 8.6% (N=45) and 7.3% (N=38) respectively.

Relationship of Notifier to the Abused 2005 (N=523)
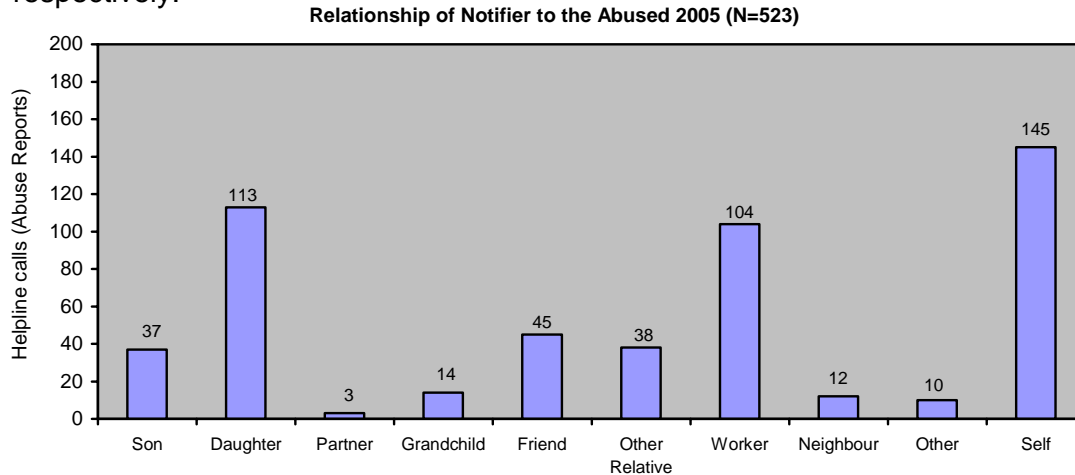
The following chart reveals that the majority 36.25% (178) of notifiers found contact information for the Helpline service from an agency/service provider while the telephone directory was another popular source at 25.87% (127). Newspapers, including journals and newsletters, make up 15.68% (77) of referral sources, while a worker's knowledge of the service from professional development and EAPU promotional material such as brochures etc were also significant sources of information for notifiers.

Notifier Information Source: 2004/05 (N=491)
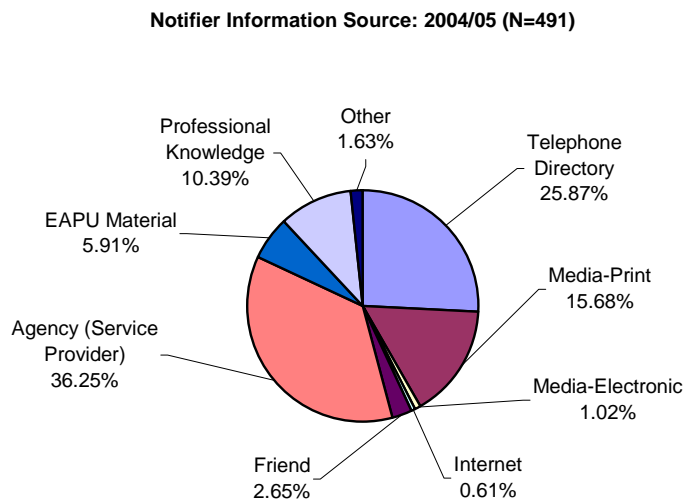
In previous years, the telephone directory has been the primary information source for the majority of notifiers. For the 2004/2005 reporting year, word of mouth across agencies (service providers) represented the largest information source for notifiers. This may be attributed to the increased awareness of service providers, service orientated training and forums. Daughters, service providers and the abused individual represented the three largest notifier categories. These notifiers received contact information about the Helpline

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service through different sources. Daughters were more likely to have been provided with the Helpline number from a service provider (40%), while 22% found the number from the telephone directory (Age page). Most workers (45%) said they knew the number through their professional knowledge/development and 25% through word of mouth within their agency. In 30% of cases with a self notification (abused individual), source information was received through the telephone directory and 39% through service providers. The value of targeting service providers is demonstrated by this analysis, not only for developing their own response but as a referral source for the individual seeking assistance.

Referral Options

In the 2004/05 reporting year the EAPU updated the Helpline database to record additional information including check boxes for the referral options provided. For an individual abuse notification, several referral options may be provided. In the majority of cases, these options involve referral to specific agencies. For reporting purposes, referral options have been captured within 10 reporting categories. The system commenced in September 2004 and these categories will be reviewed. Details of referral option categories are provided below.

Helpline Database: Referral Options

Accommodation: Options specific to an accommodation related issue.
Examples include; emergency accommodation, carer's respite, public housing, tenant advocacy etc.

Counselling: Specific counselling options.
Examples include; crisis counselling, hospital (social worker), relationships counselling, community health, etc.

Complaints & Disputes: Specific complaint/dispute options.
Examples include; Aged Care Complaints, Dispute Resolution, Health & Rights Commission, Queensland Aged and Disability Advocacy, Ombudsman, etc.

Financial: Specific Financial options. Examples include; Bank, Centrelink, Public Trustee etc.

Capacity Issues: Options provided in cases involving capacity issues. Examples include; ACAT, GP, Guardianship and Administration Tribunal, Office of the Adult Guardian, Public Trustee etc.

Health & Well-being: Specific options provided relevant to client(s) health & Well-being. Examples include; Community Health, HACC Services, GP, Nursing services, mental health services, Senior's Groups etc.

Legal (Non Domestic Violence): Specific legal options provided. These options are provided in situations where the client(s) requires legal advice and/or support. This category does not involve D&FV situations. Examples include; Community Legal Service, Private solicitor, Qld Legal Aid, etc.

General: This category includes an array of general referral options. Examples include; local councils, transport, information services etc.

Safety & Protection: This category includes options focussing on the safety and protection of the client(s); this includes referrals appropriate to situations involving domestic and family violence. Examples include; Child safety department, Court Support, Domestic Violence Services, Seniors' Advocacy, Information & Legal Service (SAILS), Police etc.

Support and General Advocacy: This category includes options for situations where the client(s) may require support and some form of advocacy.
Examples include; Alzeimers Association, Carer's Queensland, Queensland Aged and Disability Advocacy (QUADA), etc.

For the period 1/9/04 to 30/6/05, 1269 referral options were provided to 430 callers reporting elder abuse. As to be expected, the largest number of options related to a domestic and family violence or criminal response with 261 callers (or 60.7%) located in the safety and protection options area. Referral options for services that can assist a victim who may not have decision making capacity were made in 160 instances (or 37.2% of calls). Other services frequently referred too include counselling areas (36%), Health and Well-being areas (40.7%) to address health issues and often to engage services for support, reducing isolation, monitoring etc, while one-third of callers were given options in the Legal: Non D&FV (11%) area. This last area would often relate to calls involving financial abuse or where an elder law specialist may be needed.

The following chart provides some indication of the types of referral options made since 01/09/04.

Referral Options Provided: 1/9/04 to 30/6/05 (N=1269)
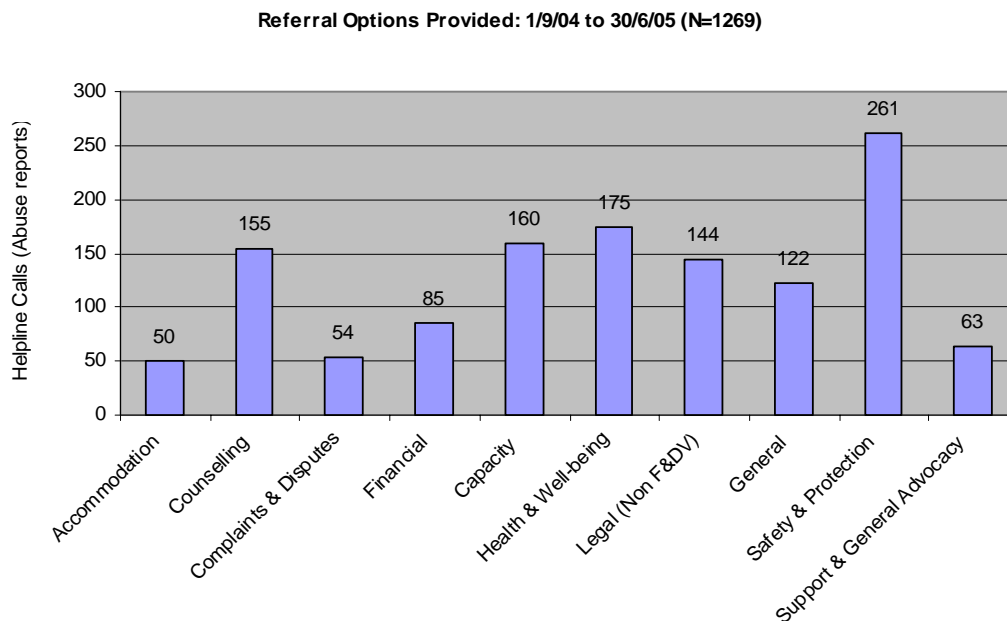
Helpline Feedback

It has been established that feedback is difficult to obtain in the majority of cases and may be an inappropriate request in many circumstances involving abuse. Feedback was not gained for the 2004/2005 reporting year however the unit is investigating alternative methods for evaluating the helpline service In the 2003/2004 reporting year, the EAPU trialled a feedback system in order to assess the effectiveness of the Helpline service. Callers were asked for anonymous feedback in the form of a 5-point scoring sheet and any suggestions or comments they would like to include. Callers were also invited to provide verbal feedback on Helpline's after hours message bank. Approximately 50%, or 193 callers out of a possible 385, were asked for feedback over the period 1/10/03 to 30/6/04. A total of 9% provided feedback with all averages exceeding a score of 4.9 out of a possible 5.

Special Feature: Spotlight on Financial Abuse
A feature report highlighting the cost of financial abuse

Background

Resulting from decisions made at the EAPU planning days in November 2004, a community awareness initiative focusing on Financial Abuse was to be undertaken during 2005. This initiative commenced with an opportunity to provide mainly financial abuse material for the article "Elder-abuse epidemic" (Daniel Knowles reporter) that ran in the Sunday Mail newspaper on the 26th December 2004. This article generated a greater spike in Helpline calls as well as interest from the public and other media than any previous EAPU media exposure. An interim financial abuse report[1] was therefore undertaken by the EAPU and made generally available in March 2005. A student, Leonie Sanders, from Griffith University also volunteered her services to undertake a broader analysis of financial abuse and this will likely be available as a major report later in 2005.

Amounts Involved

The interim EAPU financial abuse report drew on Helpline data for the period 01/11/02 to 31/01/05 as the EAPU Helpline database was able to collect dollar amounts, if provided, from November 2002 onwards. The report revealed that $5.5 million was recorded from 43 of the 549 calls involving financial abuse. By the 30th June 2005 this had increased to $8.2 million from 59 calls with a total of 664 reports involving some form of financial abuse. The $8.2 million is an alarming amount of money being lost to seniors as it represents only 8.9% of the total number of financial abuse reports that came in through the EAPU Helpline. Similarly, this would represent only a small sample of the actual number of financial abuse cases that occurred in Queensland for the same period. The following table provides various estimations of the total amounts of financial abuse in relation to those 664 Queensland seniors who sought assistance from the EAPU Helpline during the 32 month period 01/11/02 to 30/06/05.

Method of Calculation	Mean/Median/Mode calculated from 59 records	Total amount estimated for the 664 financial abuse records (based on the associated function).
Mean (Average amount)	$139,337.97	$92,520,409.49
Median (the amount closest to the middle of the range - $660,000 highest, $40 lowest)	$77,000.00	$51,128,000.00
Mode (the most frequently occurring amount)	$50,000.00	$33,200,000.00

Points on Data Collection

It should be noted that Helpline callers are not interrogated to provide a dollar amount; all Helpline data is basically a by-product of the telephone counselling process and as a result it is subjectively supplied and recorded. Therefore a woman who says that she was left with a $700 phone bill run up by her daughter

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[1] Financial Abuse: Analysis of Helpline data on gender and risk factors of the abused person and alleged abuser, © Elder Abuse Prevention Unit March 2005

is not asked to give an exact amount, while a caller who talks about the son who made off with the family home is similarly not asked to estimate its value just so a dollar amount can be recorded. Also, what price would, for example, an older woman give to the old piano that was tied up with so many memories of her late husband but she was pressured into giving it to her son, so that little Johnny could learn music? Seniors are often coerced into relinquishing assets to other family, often by the use of subtle forms of emotional blackmail, "Don't you want your grandson to learn the piano? You don't need it anyway Mum, you can't even play a note".

Hidden Costs

The dollar amount is therefore just one aspect of the cost of financial and other forms of abuse, overlaying this are the "hidden" costs. The emotional and sometimes physical trauma suffered by the victim will obviously have cost implications to those health, welfare and legal services that respond directly. The actual cost that elder abuse has for these services is hard to calculate, although a NSW study attempted to quantify this in a 1996 study[2] which derived a figure of $311 per person per week, or over $300 million per year for that state. Obviously this would now be considerably higher after allowing for inflation and the greater numbers of seniors in today's population. Although the NSW study indicated that most costs were associated with crisis care, the World Health Organisation[3] notes that physical injury may be more severe for older people, while there are higher rates of depression and morbidity found in seniors who experience abuse. Therefore costs to the health system are likely to be inflated by older people accessing services for a range of physical and mental conditions that are the result of abuse, but possibly attributed to the ageing process.

One further area worth considering is that an older person usually has little opportunity to create more wealth once it is gone. A number of financial abuse calls involve informal (verbal) family agreements where cash or assets are either loaned to a son or daughter, or given to them with the expectation of something in return e.g. future care. Unfortunately, calls where the son or daughter reneges on the agreement are common, often claiming the money/asset was given as a gift with no strings attached. The older person who could have been funding their own retirement may find themselves thrown onto the welfare system with no ability to recover the money other than through an expensive civil action. In some calls the older person may not only find themselves without cash or assets but the "gifts" have adversely affected their pension entitlements. Lifestyle, health and aged care choices could similarly be affected with reliance on the overstretched public systems often the only alternative.
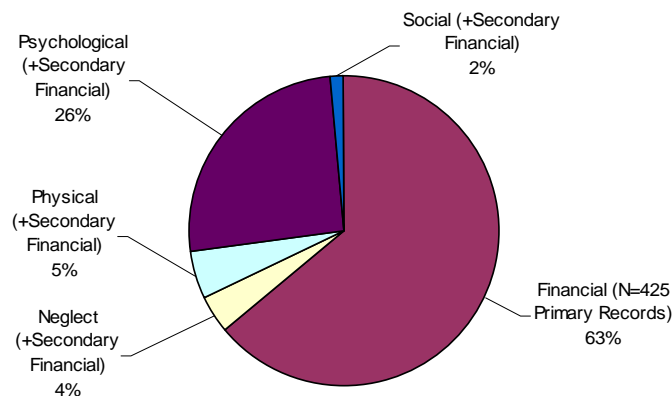
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[2] McCallum, J. and Suet-Lam-Mui (1996) 'Costing Abuse of Older People: Towards Cost Effective Responses' *Confronting Abuse: the Way Forward, Conference Papers and Proceedings*, the NSW Advisory Committee on Abuse of Older People in their Homes, Wesley Centre, 2-3 May 1996, Sydney. As referenced in "The Strategic Plan for the Prevention of Elder Abuse in Queensland", Prevention of Elder Abuse Taskforce (2001)

[3] Krug EG et al., eds. World report on violence and health. Geneva, World Health Organization, 2002: (Ch 5 Abuse of the Elderly).

Prevalence of Financial Abuse

The EAPU finds that financial abuse is the primary abuse type in over 30% of the calls it receives to the Helpline. It is also identified in other abuse situations and noted as a secondary abuse type in these cases. From all the calls received by the Helpline from 1/11/02 to 30/06/05 financial abuse was noted in 664 of the 1341 separate notifications (49.5%). The following chart is a break-up of the 664 financial abuse records into the primary abuse types.

Primary & Secondary Financial Abuse Records: Helpline data 01/11/02 - 30/06/05
(N=664)

Social (+Secondary Financial)
2%

Psychological (+Secondary Financial)
26%

Physical (+Secondary Financial)
5%

Neglect (+Secondary Financial)
4%

Financial (N=425 Primary Records)
63%

Age and Gender

Most financial abuse victims are older females at 69.4%, which is a slightly smaller proportion than for females across all abuse categories at 73%. A possible explanation for this could be that males may be more likely to report financial abuse, thereby increasing their prevalence within this particular category, although the difference i.e. 30.6% for financial abuse compared to 27% for all types is small.

When combined with age, the highest number of reports for both genders peak in the 80 to 85 year age group (118 females and 58 males) as shown by the following chart.

Gender and Age of Financial Abuse Victims (Helpline Calls 01/11/02-
30/06/05 where both age and gender are known, N=642)
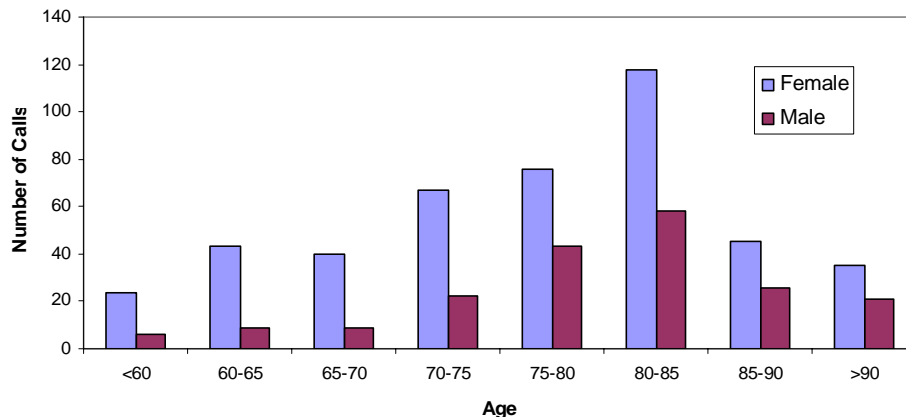
The above chart also shows a noticeable reduction in the gap between genders for the number of reports received as age increases. This is of interest as it is

opposite to the proportions of males to females which broaden with age in the general population.

Wealth Factors

The Helpline database attempts to capture wealth factors with the ability to record such things as home ownership and how people derive their income. An analysis of the financial abuse records show that 54.4% owned the accommodation they were living in, around 13.8% were in either private or public rental accommodation, 11% were in a boarding arrangement, 10.2% were in other arrangements (i.e. aged care or homeless) while no arrangements were recorded for 10.5%. These figures conflict with census data[4] which show that home ownership for the over 65 age group is around 86%, with most of these seniors having outright ownership.

Income Source of Abused: Financial Abuse Records (N=664)

Pension 77%

Self Funded Retirement 6%

Unknown 17%
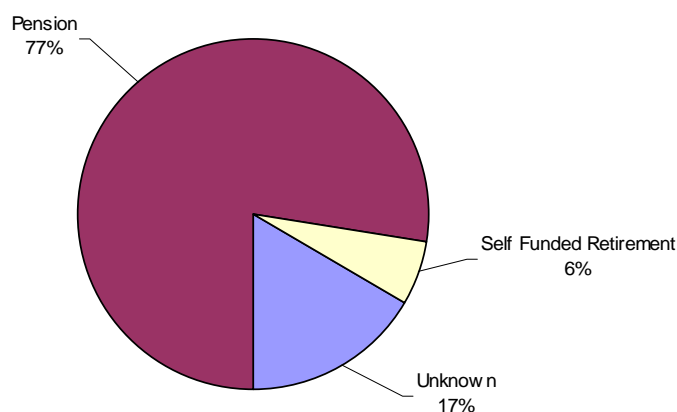
Income source is also recorded if this was provided during the call. The following chart shows that most of the callers in the financial abuse category were living on a pension (N=515) while there were only a small number who were funding their own retirement (N=38). No callers were recorded as being in paid employment. These figures of fixed income and low rates of home ownership provide a picture of older people who are at the lower end of the wealth scale and with little opportunity to create more. A distinct possibility here is that at the time of the Helpline call, a number of these older people could have already lost their major assets i.e. their own home, a popular target for financial abuse. Therefore the term "asset rich but cash poor" would not apply to just under a half of these victims as they would appear to be both asset poor and cash poor.

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[4] Office of Economic and Statistical Research: Housing in Queensland: Census 2001 Bulletin #13 Qld Government Publication.
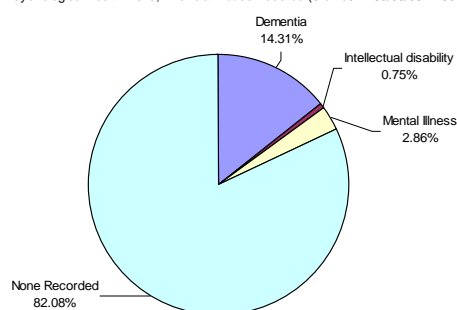
Relationships

Sons are the major category of financial abusers, while sons and daughters combined make up 70.2% of these notifications. Sons also feature in a much higher proportion in financial abuse records (40.96%) than for all abuse types (31.84%). The following table provides a percentage breakdown of the relationship of the abusers in financial and all abuse type records. Also included in the table is a breakdown of the amounts of money recorded as being exploited from a senior by each relationship category.

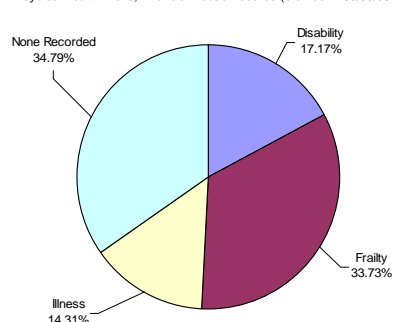| Relationship of Abuser: Helpline Data 01/11/02 to 30/06/05			
Relationship	**Financial Abuse Records (N=664) (%)**	**Dollar amount per category (N=59)**	**All Abuse Types (N=1341) (%)**
Son	40.96	$3,530,300	31.84
Daughter	29.22	$2,739,800	27.29
Partner	7.68	$360,000	12.98
Other Relative	5.87	$500,040	5.37
Other	5.42	$30,000	5.37
Friend	4.67	$977,800	2.98
Grandchild	2.41	$0	2.54
Worker	2.11	$83,000	4.47
Neighbour	1.51	$0	6.41
Not recorded	0.15	$0	0.45
Self Neglect	0	$0	0.3
Totals	100%	$8,220,940.00	100%

Dependency (Health & Financial)

The majority (63.4%) of the Helpline records on financial abuse show that the victims are not receiving care, with 22.6% receiving this in a part time care arrangement and 14% in a full time arrangement. The following charts show the physical and psychological health risks identified in these records.

Psychological Health Risks; Financial Abuse Records (01/11/02 - 30/06/05 N=664)

Dementia 14.31%
Intellectual disability 0.75%
Mental Illness 2.86%
None Recorded 82.08%

Psysical Health Risks; Financial Abuse Records (01/11/02 - 30/06/05 N=664)

None Recorded 34.79%
Disability 17.17%
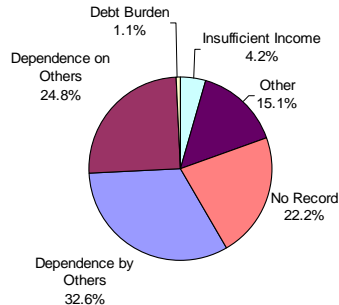Frailty 33.73%
Illness 14.31%

Note that the total cases relating to a person who may not have decision making capacity due to a psychological risk is small, with 82% identified as not suffering from a dementia, intellectual disability or mental illness. The most likely explanations for this is that those seeking assistance on behalf of a person with a decision making incapacity will go direct to the Office of the Adult Guardian or the Guardianship and Administration Tribunal. Alternatively the abuse will remain hidden by the abuser and go undetected by any agency. A much larger percentage (65.2%) suffer from a physical health risk, with 33.7% of these being described under the more general category of "Frailty". This last category is obviously more subjective, but covers situations where a medical condition is

not specified in the call but the older person is usually described as being frail, unsteady, very weak etc.

Financial risk factors for older people experiencing abuse include data on financial dependency; either the older person is to some extent financially dependent on another person(s) or another person(s) is financially dependent on the abused person. The data show that in a third of financial abuse situations the older person is financially assisting someone else, while a quarter of the records have the older person now relying on others for financial assistance. Both these types of dependencies are seen to place the person at risk of abuse, particularly situations where the adult child is financially dependent on their older mother or father for support.

Financial Risk Factors for the Abused: Helpline Financial Abuse Data (01/11/02 -030/06/05 N=664)

- Debt Burden 1.1%
- Insufficient Income 4.2%
- Dependence on Others 24.8%
- Other 15.1%
- No Record 22.2%
- Dependence by Others 32.6%

Options

These are very limited, often the money or assets are coerced from the older person and therefore a protection order is of little value. Similarly, police will often be reluctant to prosecute these as a criminal matter as the only evidence is likely to be the mother's/father's word against the son or daughter's. Most situations are therefore referred to the civil courts, but for an older person on a fixed income this is not an option at all, and usually the most they can expect is some free legal advice as legal aid is rarely given in these situations. The most appropriate option is a free generalist legal advocacy service that understands those areas of law affecting older people and their safety. Unfortunately not one of these services exist either in Queensland or possibly Australia, the last service of this nature was a legal outreach service available only to seniors[5] and run from the Caxton Legal Centre in New Farm. This service made use of a social worker, as well as a lawyer to address the broad range of safety and financial issues faced by older people.

Summary

The cost of financial abuse is considerable with many millions of dollars being exploited from seniors annually; however the associated cost to their health and lifestyle choices is also great. Financial abuse also impacts on the health and welfare systems and therefore on the whole community who fund the additional burden that this type of abuse causes. Most victims reported to the Helpline are women in their early eighties; receive a pension and many do not own their homes, possibly as a result of the abuse. They are likely to be frail or to have health problems but most are quite capable of making their own decisions. Their adult sons are usually the ones to breach their trust and financially exploit them, while the amounts of money are large with the family home often the target. The legal assistance that is provided to these victims is practically non existent unless they still have the means to afford their own solicitor.

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[5] The Legal Outreach for Older People (LOFOP) program was unsuccessful in obtaining further funding from the Dept of the Attorney General in 2002.

Part 5. Community Education

Overview

EAPU delivers its education on elder abuse prevention in various ways, and evaluating these methods is crucial to the continual improvement of education strategies and the EAPU program in general. However, if we limit ourselves only to those strategies that can be directly and formally evaluated, we will miss out on great opportunities to reach much wider target groups. Furthermore, the EAPU is now at a stage of having reached maximum capacity in responding to the current level of demand from around Queensland, which in turn impacts on the unit's ability to review or develop new resources for the educational activities it undertakes.

The various educational strategies include training sessions, awareness raising sessions, speaking at forums, having stalls at Expos, coordinating seminars for or with other presenters, writing articles, providing interviews for television, radio and newspapers, disseminating EAPU information material, responding to requests over the phone for verbal or written information, providing student–packs and more.

The Training Sessions are usually delivered to workers, volunteers and students in relevant vocational studies and, generally, to anyone who has to exercise Duty of Care in their relationship with the abused person. The duration of the session is usually between 1.5 and 2.5 hours.

Awareness Raising Sessions are delivered to any interested community group, in general, and to older people's groups in particular. Duration of these sessions is usually around one hour. Formal evaluation of these sessions is often inappropriate or difficult. This target group does not have a legal duty of care to other members of the community; however, many draw on their ethical and moral values in supporting and informing others who may be at risk.

Face to face contact with individuals often happens after the sessions, when EAPU presenters are approached to discuss personal situations by some of the attendees. It also happens at information stalls during Expos, in breaks during forums, and again, it is inappropriate or impossible to formally evaluate the benefits to the individuals.

Information given by any of the abovementioned means may not be immediately used by the person and could depend on the availability of the services that were given as options. However, many conversations are verbally acknowledged with appreciation for the manner of the response and for the instilled hope for positive outcome.

A significant increase in Helpline calls often occurs directly after any form of media exposure of the issue of elder abuse in the community. Research studies established that older people receive most of their information through the media and we hope to be able to utilise all media areas, including television, much more in the future with creative approaches to minimise cost.

More and more of our sessions require tailoring the presentations to specific target groups, professional level of knowledge, requested subjects, cultural backgrounds, geographic locations and more. Awareness raising sessions could vary from directly addressing elder abuse issues in depth to presentations where it was requested not to mention "elder abuse" at all,

where information is provided in a more covert (non-threatening) way. The forums that we coordinate also require the selection of a theme, based on the expressed need of workers, and securing the participation of other presenters who are considered experts in their field of work.

The EAPU has been approached by a growing number of organisations and regions who embark on developing their own protocols and referral pathways for elder abuse. The EAPU supports and assists them on the requested level and would like to commend them for their initiatives.

Through data collected from the EAPU Helpline, and supporting data from other organisations and research based reports, Financial Abuse has been identified as a growing concern that needed development of specific responses. Therefore, this year we focused our community education and training sessions on addressing financial abuse and the topic was picked up by all four taskforce groups in their own projects.

Another emerging strategy for extending the scope of our training, has been the delivery of Train the Trainer seminars to enable other trainers to deliver elder abuse prevention training in their own organisations. We would like to develop this strategy further in order to accelerate the process of training and cement the ability of workers to respond to elder abuse throughout Queensland on an ongoing basis.

In order to deliver this strategy we will have to develop an appropriate training resource, which will be handed to trainees at the completion of their training, to ensure that the content is retained. Although the EAPU has a Training Manual, it needs to be modified, updated and accommodated to various levels of prior knowledge, length of presentations, specific subjects and CALD & Indigenous communities, while being flexible enough to suit personal delivery styles. Although a review of training material has been on the EAPU planning agenda for 2 years now, the lack of time and resources to make any progress in this area is disappointing. Without additional resources the EAPU will be unable to review or develop further education resources in the foreseeable future.

The EAPU would like to acknowledge the NSW Department of Ageing, Disability and Home Care for the permission given to us to use their 'Behind Closed Doors' training video, which has been a tremendous resource for our training purposes. The EAPU has been given the permission to reproduce this video for non-commercial purposes and will include it with a training guide in our Train the Trainer package. We also envision that those who complete our training will be continually supported and updated by our unit with any new information, resources and statistics relating to the subject.

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.

Training by Region	*Number of sessions*	*Numbers attending*	*Preparation time (hrs)*	*Travel time (hrs)*	*Length of sessions (hrs)*
South East Qld	45	945	33.00	81.70	73.0
South west Qld	11	101	5.00	31.00	18.5
Central Qld	31	318	27.75	93.05	58.0
Far Nth Qld	5	31	1.60	7.70	7.5
Total Training	*92*	*1395*	*67.35*	*213.45*	*157.0*
Awareness Raising by Region	*Number of sessions*	*Numbers attending*	*Preparation time (hrs)*	*Travel time (hrs)*	*Length of sessions (hrs)*
South East Qld	12	211	6.50	17.25	10.50
South West Qld	7	112	3.50	9.50	7.25
Central Qld	10	72	4.50	4.60	8.00
Far Nth Qld	4	147	.58	1.40	2.50
Total Awareness	*33*	*542*	*15.08*	*32.75*	*28.25*
Total Education Sessions	**125**	**1937**	**82.43**	**246.2**	**185.25**

Overall, training sessions were well above the combined state target of 66 with 92 sessions completed across Queensland. Awareness sessions did not meet the state target of 56 sessions, however the unit was active in over 25 additional events including expos, forums and consultations. Staff spent over 30 days (approximately 7 weeks) in travel time to deliver training and education sessions.

Evaluations

The EAPU uses a form based evaluation for training sessions. Over 3000 individual evaluations are contained within a database that measures quantitative and qualitative aspects of both content and delivery of training sessions. A total of 853 evaluations were returned for this reporting year from across the state. The following chart displays the overall increase in content knowledge as rated by 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
(853 Evaluatios 01/07/04 - 30/06/05)
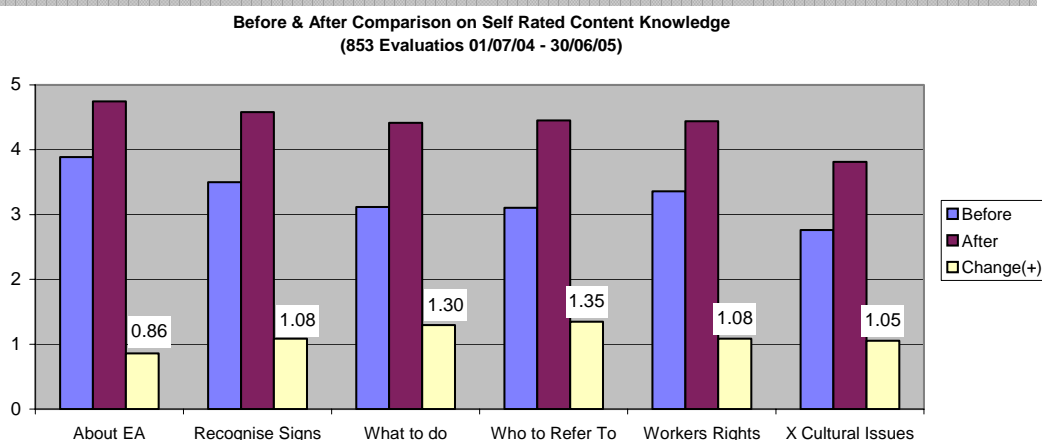
The participants are also asked to evaluate the usefulness of the material presented and rate their level of interest in this topic. Consistent with previous years, the participants indicated that the training satisfied their needs with a high level of interest (mean of 4.69) and that the information was very useful for their work with a mean score of 4.26.

Evaluations associated with EAPU training, continually reflect high levels of quality. Participants were asked to rate four variables on the way the EAPU trainer 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 organised, clearly presented training, encourage participation and use visual support equipment effectively.

Presentation Scores
(853 Evaluations 01/07/04 - 30/06/05)
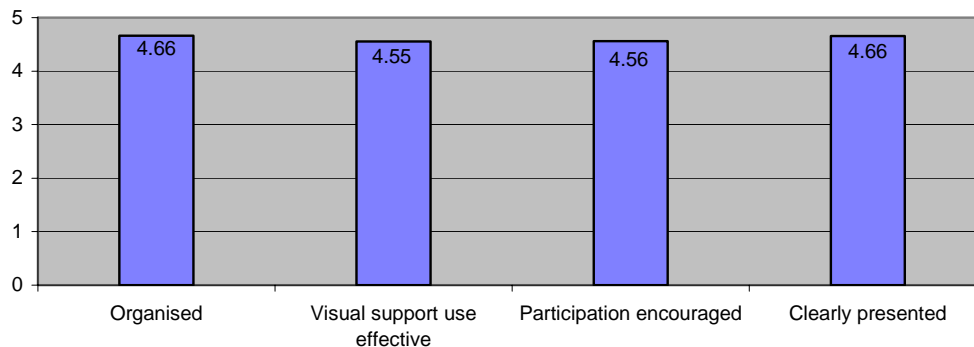
Evaluation forms also record how the participants identify their role. EAPU campaigns targeting current and future workers in aged services show that, nursing professions, and students, including TAFE and University based, have been major recipients of training. This year the data also indicates diversity in participants. Students, nursing staff and home visitation workers represent just some of the diverse participants in 2004/05.

Attendance Break-up
(Training data 1/07/2004 to 30/06/2005 N=853)

Medical (GP etc) 0.23%
na 0.94%
Other 22.98%
Nursing 31.42%
Mental Health 1.99%
Policy & Plan 0.82%
Financial 0.35%
Student 20.87%
Legal 0.12%
Home Visitation 11.02%
Concerned Citizen 4.81%
Administrative 4.45%
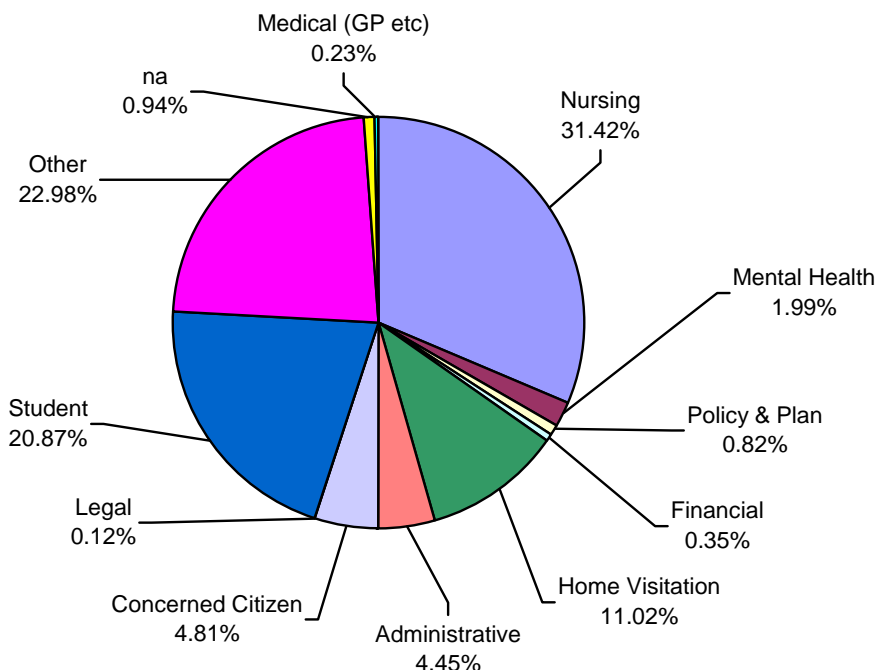
Qualitative feedback is probably the most valuable tool for EAPU workers and participants are encouraged to be critical as this provides the most useful information for ensuring training material and presentations are meeting their needs (Refer to Appendix B: EAPU Training Evaluation 2004/2005 Qualitative feedback).

Promotional Activity

In addition to promotion received through training, education, articles and interviews, over 14,600 pieces of promotional and educational material were recorded as being posted to agencies, individual service providers and the wider community during the reporting period. This material ranges from awareness raising brochures and helpline cards through to detailed educational (Student) packs. Awareness raising brochures including information on the mistreatment of older people, accounted for over 50% of this material. No details are available of the material distributed at forums, expos etc, that the EAPU also attended throughout the year. It should also be noted that material was also distributed in cross promotional activities by Seniors Enquiry Line, including over 50 promotional and educational events attended by that service.

EAPU Website

The EAPU website (www.eapu.com.au) has increasingly been used as a promotional, communication and information resource. The website has been accessed by a variety of students, service providers and community members. A number of resources are currently available through the website. For example, EAPU Annual Reports, fact sheets, newsletters, PSN Handbook (members only login), additional reports and an online discussion forum. Statistics for the 3rd and 4th quarter of the 04/05 financial year include a total of 2107 unique visitors. Note: Statistics prior to January 2005 are currently unavailable.

Statistics of www.eapu.com.au
(Unique visitors: 1/1/05 to 30/6/05)
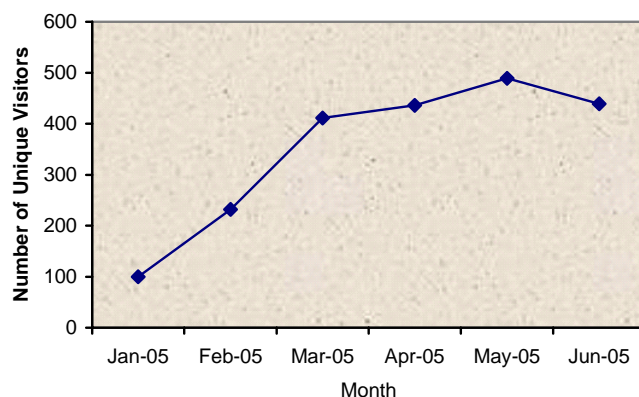
www.eapu.com.au				
Month	**Unique visitors**	**Number of visits**	**Pages**	**Hits**
Jan 2005	100	118	474	1736
Feb 2005	232	292	1366	4637
Mar 2005	411	543	2184	5737
Apr 2005	436	534	2114	6040
May 2005	489	607	2598	7946
Jun 2005	439	536	1872	5594
Totals	2107	2630	10608	31690

Appendix A:
Assessment of Performance (as Reported in the 2004-05 Annual Report) Against Identified Performance Measures in the Service Plan.
Funded Service: Elder Abuse Prevention Unit

NCCS Activity	Performance Indicator/Measure	Evidence Provided in Annual Report
A01.1.06 General service availability information advice and referral	Percentage of total calls unanswered	Information about % of calls unanswered not identified in Annual Report: Total calls unanswered = "0%". All calls are answered within seven rings. The Helpline has a minimum of one staff in attendance at all times during stated operating hours although the majority of time two or more staff are in attendance. The Helpline has four lines and all calls are either answered directly by an operator or via the voicemail system. A caller will be switched through to the voicemail after seven rings; this will occur if either during working hours all operators are busy or the four lines are busy or if the call was made out of hours. All voicemail messages are responded to the same day or the next working day if left out of hours. Details of where a caller hangs-up before the call could be either answered by a Helpline operator or by the voicemail service (i.e. less than seven rings) can not be retrieved without the use of specific line based software. In order for this information to be provided in the future, line based software such as the "IN CONTROL" system (or similar) is required. Given that purchasing and installing this software will incur considerable expense, further investigation will need to undertaken to determine the cost benefit of this action. Note: Details of calls answered by the voicemail system is not currently recorded (other than for elder abuse reports) although the practice of promptly responding to messages left on the system is adhered to. A process of better recording general type enquiries to the Helpline is currently being undertaken via amendments to the database.

| A01.1.06 General service availability information advice and referral | Percentage of clients receiving assistance from calls answered | Not identified in Annual Report

Clients receiving assistance = 100%
Assistance can include general information through to specific referral options. All calls to the Helpline can be considered to be provided with assistance. Even if the caller is already aware of the options, these are discussed and support is provided by the trained operators. Staff are trained telephone counsellors and are sometimes required to look beyond the presenting enquiry to provide a more holistic response. Areas of sensitivity include hearing or speech impairment, early stage dementia, loss & grief, suicide intentions, victims of crime etc.

1. Elder Abuse Calls
In calls involving elder abuse reports, assistance (as a measure) was determined to be whether information/options were provided. For the period 1/7/2004 to 30/6/2005, 819 phone records (as recorded on the EAPU Helpline Database) related to a total of 567 separate elder abuse reports. 654 of the 819 records were identified as incoming calls (refer to the annual report). 100% of the 654 incoming calls received some form of referral option i.e. assistance.
The EAPU Helpline database has been upgraded to allow for more comprehensive recording and reporting of referral options. This information is included within the 04/05 Annual Report.

2. General Enquiries
Details of enquiries through the 1300 number are recorded within a sub-enquiry database.
Note: The total number of incoming calls for the 1300 number and (1900 extensions 1/7/2001 to 17/10/03) is available through phone accounts. Cross referencing of these totals with the helpline and enquiry databases is possible. A process of better recording general type enquiries to the Helpline is currently being undertaken via amendments to the database. |
| | Percentage of clients not receiving assistance from calls answered | 0%, see above. |

A07.1.03 Provision of training and training resources	Conduct sixty-six training sessions for service providers statewide each year	Performance measure met. 92 training sessions conducted
	50% of participants indicate that their knowledge about elder abuse has increased as a result of attending the training sessions	Performance measure met. 853 respondents or 61% of people who participated in training completed feedback forms. Responses indicated that their knowledge about elder abuse had increased by .86 (5 point pre/post scale) as a result of the training sessions.
	50% of participants believe training material is relevant, up-to-date and useful	Performance measure met. The 853 respondents (61% of participants) rated the usefulness of the training at 4.26 out of a score from 1 to 5
	50% of training and education requests are completed on or within two weeks of the request	Note: This indicator is deemed to mean that requests are completed on or within 2 weeks of the "requested date" (not the date they made the request). Most training is organised weeks and often months beforehand and can often be renegotiated if conflicts arise. 1 session was not completed. In total, for the 2004/05 reporting year 4 sessions were not completed within 2 weeks of the requested date.
A07.2.01 Community Education	Conduct fifty-six community education sessions statewide each year	Performance measure not met. 33 awareness raising sessions conducted around the state. Refer to EAPU Annual Report 04/05: Although 33 face to face education sessions were conducted, the unit was active in other awareness activities including expos, consultations and media interviews.
	50% of participants indicate that their knowledge about elder abuse has increased as a result of attending the education sessions	Performance measure met. The EAPU have not separated training sessions and community education in reporting participant satisfaction. One set of measures is provided for both

A07.1.02 Coordination/network development	Membership of the Peer Support Network is diverse in areas of culture, levels of expertise and geographical location	Refer to Annual Report 04/05 pp 7-10…: Multidisciplinary Peer Support Network for Elder Abuse (PSN).
	50% of key target members are actively participating in the network	"As Above"
	50% of members believe that the network is a valuable mechanism for support and information	"As Above"
	70% of members believe that communication mechanisms facilitate ease of accessing and sharing information	"As Above"
	70% of members believe that information and discussion topics meet members needs	"As Above"
	70% of members believe that information and discussion topics are appropriate, contemporary and relevant to elder abuse prevention/interventions	"As Above"

Appendix B:
EAPU Training Evaluation 2004/2005, Qualitative feedback Examples

Role	More Info	Too Much Info	Comments on Presenter
Student	Elder Abuse; physical abuse, financial abuse, psychological abuse, sexual abuse, neglect, social abuse, risk factors, signs of abuse and behavioural.		Very interesting and good presentation.
Mental Health			Very well presented. Warm, compassionate and supportive. Thank you.
Mental Health		Cultural aspect rather than general issues for elder abuse.	
Home Visitation Worker	All about what we can/cannot do. I would like to know telephone numbers and units to call besides our boss.		Good and clear. Easy to ask questions.
Financial	I think there was a good balance of information presented.		Spoke clearly and used very easy to understand terminology.
Administrative			Very enjoyable - well structured and understood.
Other			Very interesting in content and presenter very easy to understand.
Student			The presenter was extremely knowledgeable and fluent.
Nursing			The movie was hard to understand.
Medical (GP etc)	All of the subjects. They were quite interesting.	I don't think there was too much information on the subjects.	
Home Visitation Worker			Very good, encouraged participation within the group.
Financial	Why Elder Abuse can stay hidden, psychological, signs of sexual abuse.		
Nursing	He covered a lot of scenarios.	He didn't overload me with too much.	He was easy to listen to, making jokes etc. Made it easier to take it all in.
Nursing			Opportunity to provide training was appreciated.
Other	Policies and procedures on abuse.		
Other			More workshops should be held for the older people who are being abused to educate them on what abuse is.
Administrative	Intervention, solutions.		Good clear articulation, no stress to participate, flexible and allowed for questions throughout.

Policy and Planning			Very informative and helpful.
Other		A little too much of what has happened when people ring up.	
Nursing	What constitutes physical, emotional, and social abuse in residential aged care facilities.	The scenario.	Good knowledge on subject.
Nursing			If someone was to be able to come to the nursing home that would really be appreciated.
Not supplied			Unfortunately we have several talkers that take over with often seemingly irrelevant gabble.
Policy and Planning	More video time and video's workshops.	No - not enough to learn from.	Wonderful, outreaching and inclusive professionalism.
Nursing			Presentation very good, perhaps less statistics more scenarios.
Other			I felt the presentation was handled sensitively and was very informative, and relevant to my role as a P.C.W in the Aged Care industry.
Policy and Planning			Needs to insert a break in the middle.
Other		Very difficult to absorb every bit of information.	Well presented.
Administrative	The obligations of workers/volunteers under additions to the Act. Clearer understanding of Duty of Care.		Pleasant person presenting a very difficult topic. Most appreciated.
Student	The main points, less peripheral information.	Lots of things.	Presenter thinks very quickly and spits out a lot of information. Trainees can find this overpowering. Slowing down and emphasising main points would be better I think.
Concerned Citizen			I would have liked a longer time period to cover all the subjects.
Other	It is such an involved process - that of Guardianship & Public Trustee, that I would like more time on it and a printed sheet which shows which step goes first.		Good, but not enough time.
Other	There was ample information at this session. Thank you.		Very well explained. Allowed a lot of questions which enabled people to participate.