

Older Persons
Elder Abuse Prevention Unit

Annual Statistical Report 2009 - 2010

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Lifeline's Elder Abuse Helpline

Lifeline's Elder Abuse Helpline (the Helpline) has been operated by Lifeline Community Care Queensland since November 1999. The Helpline offers support, information and referrals for anyone who is experiencing elder abuse, witnesses or suspects someone is a victim of elder abuse. The Helpline is also a means of collecting non-identifiable data to help with identification of demographics and risk factors that potentially predispose a person to elder abuse. Since the commencement of the service there have been several database upgrades and improvements. The latest upgrade took effect on 1 February 2010 and included the ability to better identify the multiple relationships and abuse types found in most elder abuse situations.

For example an older man may be experiencing abuse from both his daughter and son-in-law. The daughter may be manipulating the older man into changing his Enduring Power of Attorney and threatening to withhold access to the grandchildren if he doesn't comply (financial and psychological abuse) while the son-in-law may only be making threats to place him in a nursing home (psychological abuse). The Helpline worker would record this as 2 abuse cases by 2 abusers for the one victim. During the 2009 – 2010 financial year there were 774 calls to Lifeline's Elder Abuse Helpline which involved 801 victims and 807 abusers. There were 829 abuse situations reported to Lifeline's Elder Abuse Helpline.

Helpline Call Rates

The Helpline received above average call rates each month during the 2009 – 2010 financial year (refer to Figure 1). World Elder Abuse Awareness Day is on 15th June each year and aims to encourage people to discuss elder abuse. This year Lifeline's Elder Abuse Prevention Unit undertook a major awareness campaign aimed at increasing the profile of elder abuse in Queensland. The campaign was part of a study looking at assessing the effectiveness of the awareness campaign and the impact of various mediums on help-seeking behaviours by family and friends of the victim.

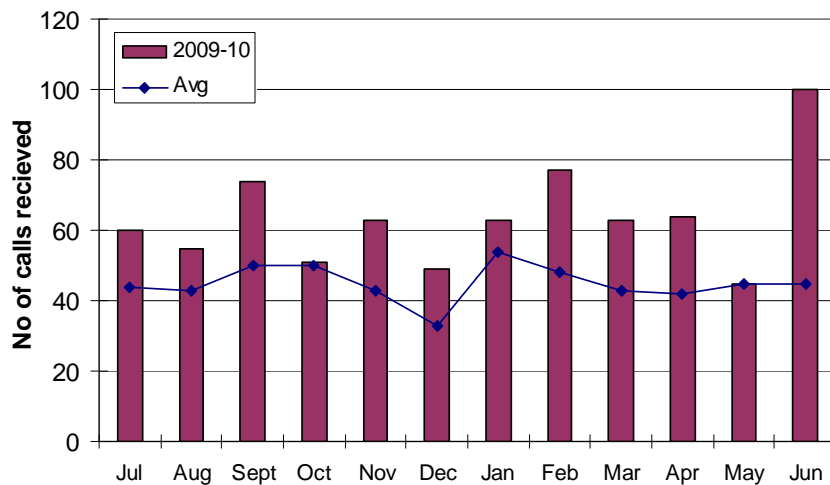


Figure X. Monthly Helpline call rates between 1 July 2009 and 30 June 2010.

Figure 1. Monthly Helpline call rates between 1 July 2009 and 30 June 2010.

Location

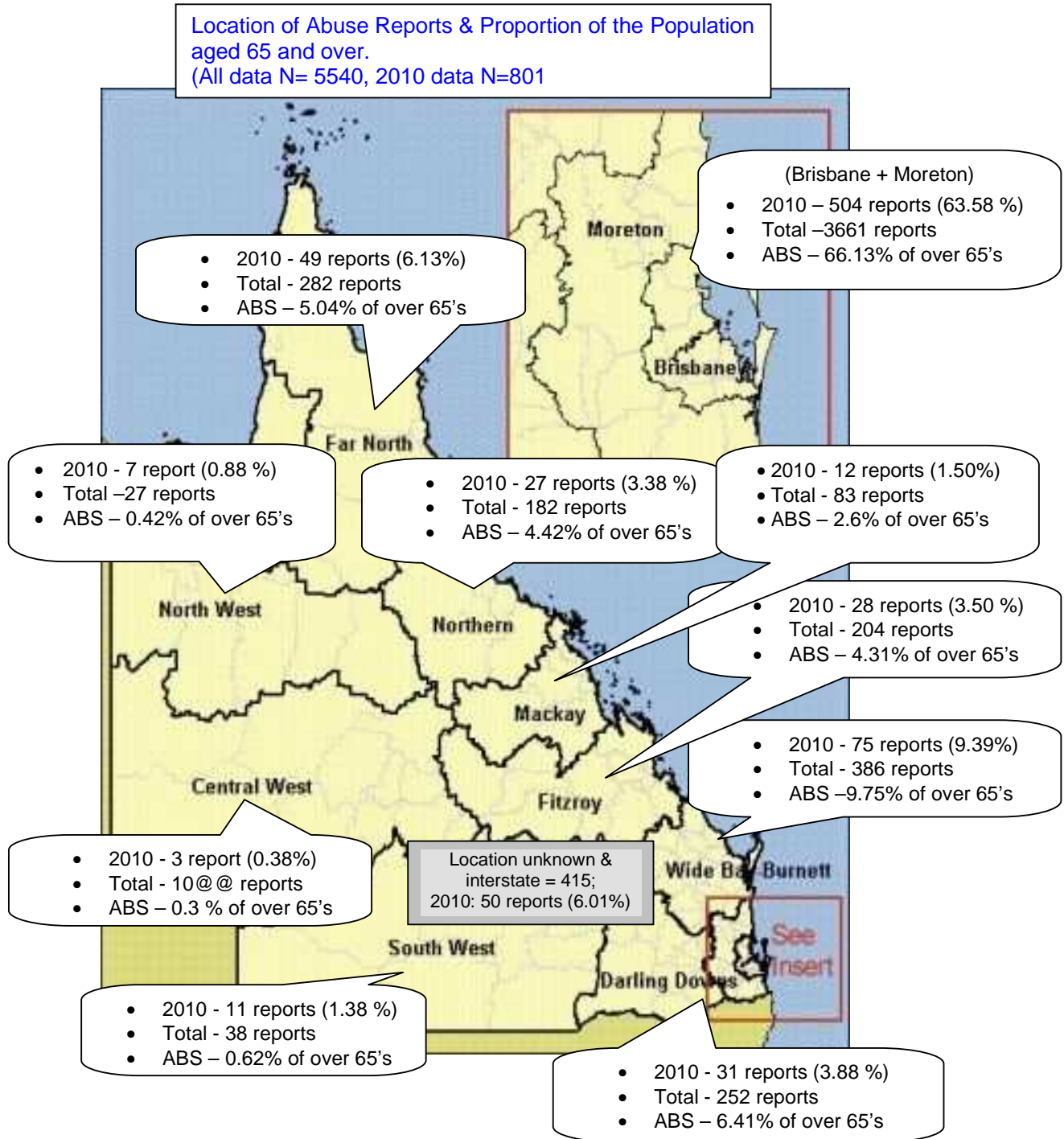


Figure 2. Regional breakdown of abuse cases reported to the Helpline between 1 July 2009 and 30 June 2010.

The map of Queensland shows the number of reports from each region and the total number of reports made to the Helpline for each region. Percentages for each region are compared against ABS percentages. The number of calls received in the 2009-2010 fiscal year was 799 (as denoted by the N).

Abuse Type

Psychological abuse (46%) and financial abuse (30%) were the most reported forms of abuse to the Helpline (refer to Figure 2).

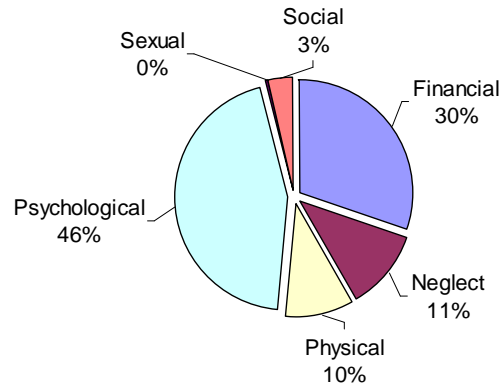


Figure 3. Primary abuse type for 829 elder abuse cases reported to the Helpline between 1 July 2009 and 30 June 2010.

Elder abuse cases often describe more than one form of abuse. These additional forms of abuse are called secondary abuse types. Multiple secondary abuse types can be selected for each abuse case. Table 1 below is a depiction of the relationship between the primary abuse type and the secondary abuse types identified. It is interesting to note that although psychological abuse was the primary abuse for 46% of elder abuse cases it was also identified as a secondary abuse in 22% of elder abuse cases. The low rates of sexual abuse reported as a secondary abuse is considered to be due to the criminal nature of this abuse type.

Primary Abuse Type	Secondary abuse type						Total
	Financial	Neglect	Physical	Psychological	Sexual	Social	
Financial		33	6	110	2	21	172
Neglect	20		3	24	0	15	62
Physical	11	5		47	0	8	71
Psychological	89	33	20		1	36	179
Sexual	0	1	1	2		0	4
Social	7	5	1	15	0		28
Total	127	77	31	198	3	80	516

Table 1. Co-occurrence of secondary abuse types when there is a primary abuse.

Adult children were identified as the main perpetrator group (52%) in elder cases reported to the Helpline (refer to Table 2), across all abuse types. Spousal abuse was the third most common form reported to the Helpline (10%). Non-trust relationships made up 13% of elder abuse cases reported to the Helpline during the 2009 -2010 financial year.

Relationship	Primary Abuse Type						Grand Total
	Financial	Neglect	Physical	Psychological	Sexual	Social	
No Relationship of Trust	18	19	8	62	1	2	110
Son	80	24	25	93	5	7	234
Daughter	59	20	14	96	8	3	200
Partner/spouse	9	15	20	38	0	1	83
Grandchild	14	3	4	12	0	0	33
Other relative	22	5	1	26	0	2	56
Friend	20	2	1	11	0	2	36
Neighbour	5	0	2	15	0	0	22
Other	11	3	1	11	1	0	27
Self	0	1	0	0	0	0	1
Worker	2	1	4	5	0	0	12
Informal Carer	9			2			11
Intimate personal	3				1		4
Grand Total	252	93	80	371	16	17	829

Table 2. Relationship of abused to abuser and abuse types.

To assess the level of financial abuse dollar amounts were recorded where this information was provided during the call. The Helpline received dollar amounts for 47 cases totalling \$66 129 550 during the 2009 – 2010 financial year. Misuse of an Enduring Power of Attorney was reported in 15 of these cases.

Gender Analysis

A gender analysis is helpful in identifying if there is a difference between abused and abuser genders in elder abuse cases reported to the Helpline during the 2009 – 2010 financial year. A trend that has been identified by the EAPU is that twice as many women (67%) were victims of elder abuse whereas both males (46%) and females (42%) are equally as likely to be abusers (refer to Figure 4 and Table 3).

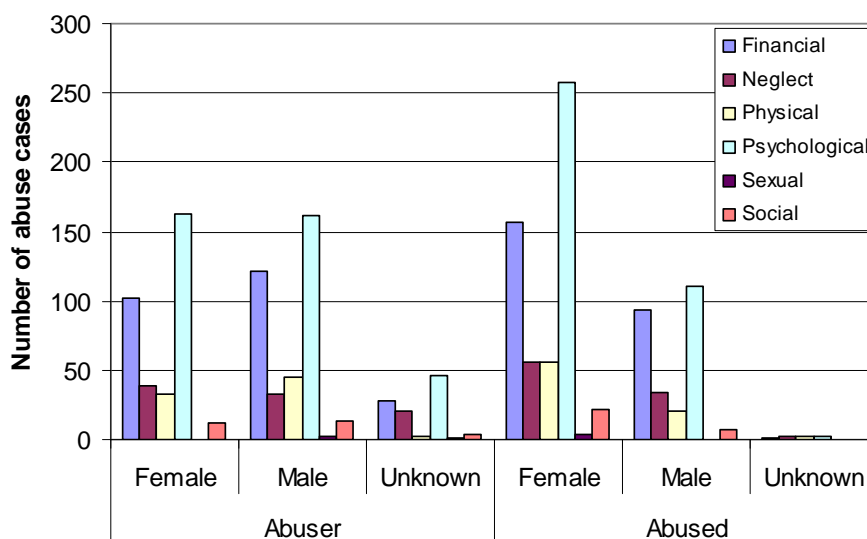


Figure 4. Gender analysis for each abuse type reported to the Helpline between 1 July 2009 and 30 June 2010.

Abused	2009/2010		All Data (01/11/99 to 30/06/10)	
	Records	Percent	Records	Percent
Female	533	66.54%	3959	71.92%
Male	259	32.33%	1508	27.39%
Unknown	9	1.12%	38	0.69%
Totals	801	100.00%	5505	100.00%

Alleged Abuser	2009/2010		All Data (01/11/99 to 30/06/10)	
	Records	Percent	Records	Percent
Female	336	42.16%	2267	41.21%
Male	370	46.42%	2776	50.46%
Unknown	101	12.67%	468	8.51%
Totals	807	101.25%	5511	100.18%

Table 3. Gender of abused and abuser.

There were more males identified as abusers across most abuse types except neglect, where more females were identified as abusers during the 2009 – 2010 financial year.

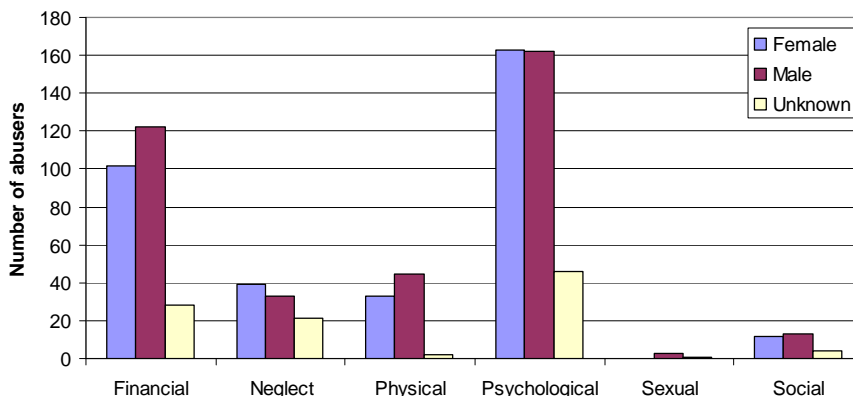


Figure 5. Gender of abusers for each abuse type reported to the Helpline between 1 July 2009 and 30 June 2010.

There were more females reported across each abuse type as victims of abuse to the Helpline during the 2009 – 2010 financial year (refer to Figure 6).

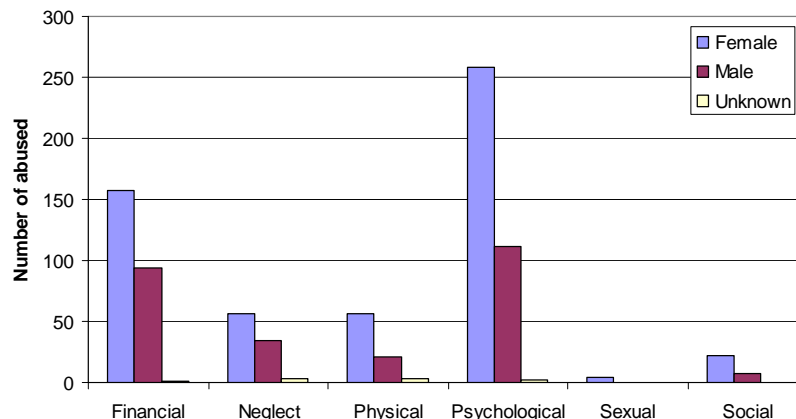


Figure 6. Gender of abused people for each abuse type reported to the Helpline between 1 July 2009 and 30 June 2010.

Abused

There were 801 victims reported to the Helpline during the 2009 – 2010 financial year. There were more females across all age groups identified as victims of elder abuse. Most victims were aged between 80–84yrs for both genders (Females - 13%, Males – 8%). The age of the victim was not disclosed in 17% of cases (refer to Figure 7).

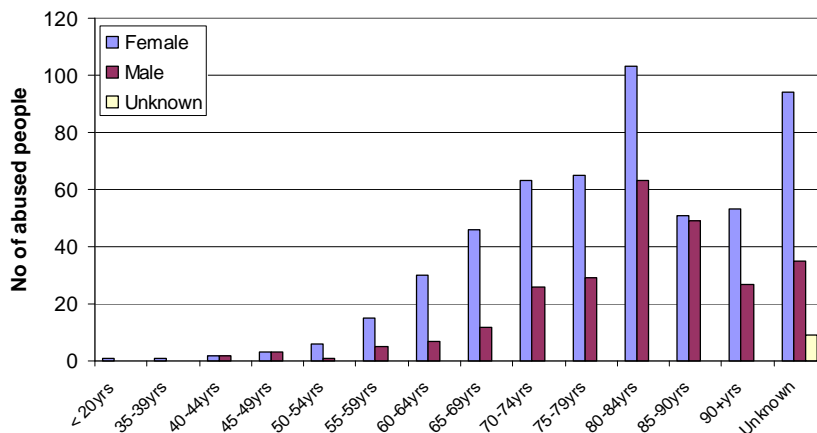


Figure 7 Comparison of age by gender for the abused person as reported to the Helpline between 1 July 2009 and 30 June 2010.

Nationality

Although most calls didn't identify a non-English speaking heritage most of the calls where the notifier identified the abused as being from a CALD background were from Europe (refer to Table 4 below). Ethnicity has been identified in research literature as a risk factor for predisposing an older person to elder abuse.

Region	No of Notifications	% of abused people who identified ethnicity
Oceania	2	4%
Europe	33	67%
Americas	1	2%
Asia	11	22%
Africa	2	4%
Total	49	

Table 4. Ethnic background of abused by region.

Psychological/Health Risk Factors

Psychological risk factors include potential or suspected dementia or an ongoing mental illness. Health risk factors often include frailty, disability or illness such as heart conditions or diabetes.

Health Risk Factors (Abused person)	Number of People	% of Abused
Substance/alcohol addiction	4	0.50%
Psychological Health	384	47.94%
Physical Health	467	58.30%
Other	21	2.62%
Grand Total	876	109.36%

Table 5. Health related risk factors for abused people reported to the Helpline between 1 July 2009 and 30 June 2010.

Alcohol abuse was the only reported addiction for victims (refer to Table 5). The two most commonly reported psychological health risk factors reported for elder abuse victims were dementia (N = 135, 17%) and severe distress (N = 174, 22%) Frailty (28% of victims) was the most commonly reported physical health risk factor identified in elder abuse cases reported to the Helpline. Illnesses were reported for 24% of victims reported to the Helpline during the 2009 – 2010 financial year. 40% of victims were reported as needing some form of care (either part time or full time care).

Financial Risk Factors

Financial risk factors include dependency by adult children on the older person as well as not enough income to meet their living expenses or debt incurred either for themselves or on behalf of a family member who had asked the older person for a loan. 4% of victims reported as having some form of financial risk factor (refer to Table 6).

Financial Risk Factors		Abused Gender			Grand Total
Primary Financial Risk Factor	Secondary Financial Risk Factor	Female	Male	Unknown	
Debt Burden	Dependence by Others	1			1
	Debt Burden Total	1			1
Dependence on Others	Other	1			1
	Dependence on Others Total	1	0	0	1
Dependence by Others	Insufficient Income	12	5		17
	Other		2		2
Dependence by Others Total		12	7	0	19
Insufficient Income	Debt Burden	1			1
	Dependence by Others	5			5
	Other	1			1
Insufficient Income Total		7	0	0	7
Other	Dependence by Others	1			1
	Other Total	1	0	0	1
Grand Total		22	7	0	29

Table 6. Financial risk factors for abused people reported to the Helpline between 1 July 2009 and 30 June 2010.

Environmental/Social Risk Factors

Environmental risk factors for older people include dependency on other people to help them due to poor mobility, inadequate accommodation (for example living with their adult children, or in a house that is no longer suitable) as well as social supports or risk of isolation. Family conflict can also play a role in the environmental risk factors that an older person may be exposed to, making them vulnerable to abuse (refer to Table 7).

Social Risk Factors	Family Conflict Risk Factors		
	Ongoing	Recent	Grand Total
Isolation	21	8	29
Lack of services	20	3	23
Lack of support networks	44	24	68
Unable to access services	21	13	34
Grand Total	106	48	154

Table 7. Family conflict comparison for social risk factors for abused people reported to the Helpline between 1 July 2009 and 30 June 2010.

Ongoing family conflict can be an ongoing conflict between the perpetrator and the victim. This occurred in 13% of cases reported to the Helpline (refer to Table 7). Dependency on the perpetrator for support was required by 29% of victims reported to the Helpline.

Abuser

Reports to the Helpline identified that older people were allegedly abused by 807 perpetrators. In most (N = 420, 52%) cases the age of the perpetrator was not disclosed to the operator or not known by the caller to the Helpline (refer to Figure 8). In cases where the age was known most perpetrators were aged between 40 – 64yrs (N = 213, 26%).

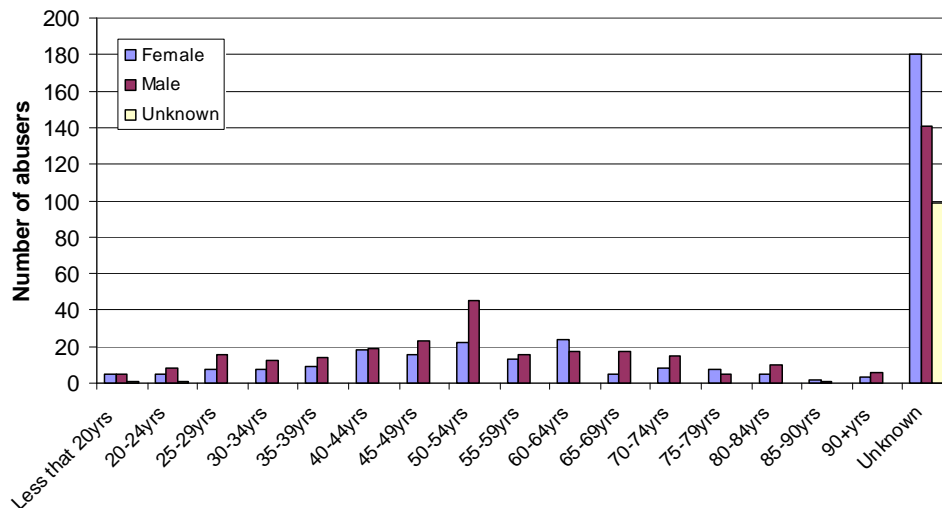


Figure 8. Gender and age comparison of abusers reported to the Helpline between 1 July 2009 and 30 June 2010.

Sons made up 64% of all male perpetrators reported to the Helpline and daughters made up 57% of all female perpetrators reported to the Helpline (refer to Table 8). In total adult children were perpetrators in 52% of cases reported to the Helpline. Family members made up 75% (N = 621) of perpetrators of elder abuse during the 2009 – 2010 financial year (shaded rows in Table 8).

Relationship	Abuser Gender			Grand Total
	Female	Male	Unknown	
No Relationship of Trust	14	18	78	110
Son	0	234	0	234
Daughter	200	0	0	200
Partner/spouse	40	43	0	83
Grandchild	16	15	2	33
Other relative	29	21	6	56
Friend	13	18	5	36
Neighbour	9	11	2	22
Worker	8	1	3	12
Other	10	11	6	27
Self	1	0	0	1
Informal Carer	7	4	0	11
Intimate personal	2	2	0	4
Grand Total	349	378	102	829

Table 8. Gender of the abuser for each abuse relationship reported to the Helpline between 1 July 2009 and 30 June 2010.

Psychological/Health Risk Factors

Psychological and health risk factors that can predispose a person to perpetrate elder abuse include mental illness, substance abuse or addictions (refer to Table 9).

Alcohol and illicit substance abuse was reported for 6% and 3% of perpetrators respectively. Mental illness (7%) was the most reported psychological health risk factor reported for perpetrators during the 2009 – 2010 financial year.

Health Risk Factors of the Abuser	Number of People	% of abusers
Substance/alcohol addiction	81	10.04%
Psychological Health	85	10.53%
Physical Health	37	4.58%
Grand Total	203	25.15%

Table 9. Health related risk factors for abusers reported to the Helpline between 1 July 2009 and 30 June 2010.

Financial Risk Factors

Financial risk factors include unemployment, insufficient income or dependence on the older person for financial support. 3% of perpetrators were reported as having one or more financial risk factor (N = 31). Male abusers were reported as having more financial risk factors than female abusers (refer to Table 10). Debt and dependence on the older person were the most common perpetrator financial risk factors reported to the Helpline.

Financial Risk Factor/s		Gender			Grand Total
Primary Financial Risk Factor	Secondary Financial Risk Factor	Female	Male	Unknown	
Debt burden	Dependence on others		3		3
	Insufficient income		2		2
	Unemployment		1		1
Debt burden Total		0	6	0	6
Dependence on others	Debt burden		1		1
	Gambling		1		1
	Insufficient income	2	5	1	8
	Unemployment	2			2
Dependence on others Total		4	7	1	12
Gambling	Debt Burden	2			2
	Insufficient Income	1			1
Gambling Total		3	0	0	3
Insufficient income	Dependence on others		3		3
	Unemployment		2		2
Insufficient income Total		0	5	0	5
Unemployment	Dependence on others	1	3		4
	Insufficient income		1		1
Unemployment Total		1	4	0	5
Grand Total		8	22	1	31

Table 10 Financial risk factors of the abuser in elder abuse cases reported to the Helpline between 1 July 2009 and 30 June 2010.

Environmental Risk Factors

A history of family conflict is a risk factor as well as substance abuse and dependency or inadequate accommodation. Family conflict was reported for 38% of perpetrators of elder abuse with 29% of perpetrators involved in ongoing family conflict (refer to Table 11).

Social Risk Factors	Family Conflict			Grand Total
	Not Reported	Ongoing	Recent	
Not Reported	499	209	70	778
Isolation	11	23	2	16
Lack of services	0	2	0	2
Lack of support networks	5	7	1	4
Grand Total	515	241	73	829

Table 11. Family conflict comparison for social risk factors for abusers reported to the Helpline between 1 July 2009 and 30 June 2010.

Notifiers

There were 774 callers who reported 829 cases of elder abuse to Lifeline's Elder Abuse Helpline. The grey shaded rows represent the family and friends who reported abuse to the Helpline. Table 12 shows that the majority of cases were reported by family and friends (66%, 548 people) of the abused person.

Notifier	Primary Abuse Type						Grand Total
	Financial	Neglect	Physical	Psychological	Sexual	Social	
No Relationship of Trust	1					1	2
Daughter	59	22	13	37	0	9	140
Friend	28	5	4	32	0	2	71
Grandchild	6	1	0	5	0	0	12
Intimate personal				1			1
Neighbour	9	7	7	23	0	3	49
Other relative	27	9	3	23	0	4	66
Partner/spouse	0	0	0	3	0	0	3
Self	51	3	12	145	3	5	219
Son	16	6	2	23	0	1	48
Unknown	8	5	0	8	0	1	22
Worker	47	35	39	71	1	3	196
Grand Total	252	93	80	371	4	29	829

Table 12. Abuse types reported by Notifiers between 1 July 2009 and 30 June 2010.

Most callers reporting abuse to the Helpline found the service either through another agency or the telephone directory (refer to Figure 9). There was an increase in the number of people who found out about the Helpline through promotional materials.

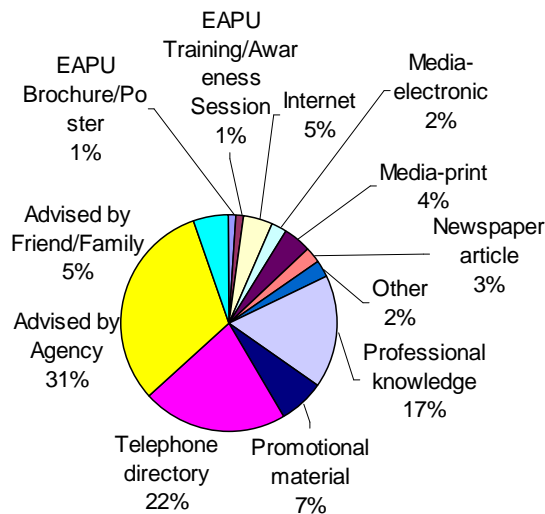


Figure 9. Referral sources for notifiers to the Helpline between 1 July 2009 and 30 June 2010.

Non-Trust Relationships

Non-trust relationships include situations such as neighbourhood disputes or dispute with a service, retirement village or nursing home. Most non-trust relationship calls were in relation to a dispute with a service that the older person was receiving. Neighbourhood disputes were also common (refer to Table 13).

Abuse Situation	Number of reports
Neighbourhood Dispute	22
Self Neglect	5
Accommodation Dispute	8
Accommodation Request	1
Agency Dispute	49
Unknown Abuser (persecution)	5
Worker Abusing many	9
Financial scam etc	6

Table 13 Number of non-trust elder abuse cases reported to the Helpline between 1 July 2009 and 30 June 2010.

Enquiry calls

In addition to elder abuse cases the Helpline is also a first point of call for anyone who would like to organise training or a community education session for their staff or community group, order elder abuse resources or enquire about Lifeline Elder Abuse Prevention Unit (refer to Table 14).

Enquiry Type	Number of Calls
Awareness session	9
Brochure/Resource Request	67
EAPU Service	50
General Elder Abuse Information	47
Non Elder abuse situation	53
Training Session	35
Grand Total	261

Table 14. Enquiries received by the Helpline between 1 July 2009 and 30 June 2010.

Training and Awareness Sessions

Training Sessions

Training sessions are education or professional development type sessions that are aimed at service providers working with older people or tertiary students who will be entering the industry. These sessions are more structured and formal with information tailored to address elder abuse once it is identified. Topics include intervention principles and strategies as well as signs and symptoms to help with detection.

This year the EAPU provided 133 sessions to 2370 people.

Brisbane & West Moreton	78
Central Qld	19
North Qld	1
Far North Qld	10
South West Qld	25
Total	133

Table 15 Training sessions delivered in each region.

Awareness Sessions

Awareness sessions (also called Community Education sessions) are sessions offered to community groups or older persons groups with the aim of providing a general overview of elder abuse and increasing the level of understanding of the issue as well as promoting preventative strategies.

The EAPU provided 47 awareness sessions to 924 older people across Queensland.

Brisbane & West Moreton	22
Central Qld	15
North Qld	1
Far North Qld	5
South West Qld	4
Total	47

Table 16. Breakdown of awareness sessions delivered by region.

Special Events

Special events include expos where EAPU holds a stall or is invited as a guest speaker. These sessions cannot be practically evaluated by the EAPU. Other activities that come under this category are networking meetings and forums.

The EAPU participated in 8 events, three of which were presentations and stalls at expos.

The EAPU hosted a forum for service providers - "Follow the Yellow Brick Road" - which provided attendees the opportunity to gain an understanding of the information and application of the newly developed Referral Pathway and apply this in their work place.



Maya Zetlin presenting Elder Abuse overview session.

Rural & Remote Peer Support Network

The Rural and Remote Peer Support Network provides three free professional development teleconferences each year for service providers in rural and remote regions of Queensland. Dr Catherine Yelland was the guest speaker for the teleconference on Cognitive Impairment and Decision Making and Penny Gordon was the guest speaker for the teleconference on Vicarious Trauma. The teleconferences are all evaluated and attendees are invited to fax, email or mail back evaluations with any feedback or suggestions for future teleconferences. The sessions evaluate the usefulness of the information received, how relevant this was to their work and if the delivery method was appropriate. They are rated between 1 (not good at all) and 5 (excellent).

Feedback topic	Average Participant Rating PSN Training Teleconferences	
	Cognitive Impairment and Decision Making	Vicarious Trauma
Useful information	4.24	4.73
Relevant information	4.36	4.63
Good method of delivery of information	4.46	4.56

Table 17 Feedback received from attendees to the PSN Teleconferences between 1 July 2009 and 30 June 2010.

Website

The EAPU website received 6404 visits during the 2009 – 2010 financial year, averaging more than 500 hits a month. Most visits to Lifeline’s Elder Abuse Prevention Unit website occurred in September and October 2009 and June 2010 (refer to Figure 10).

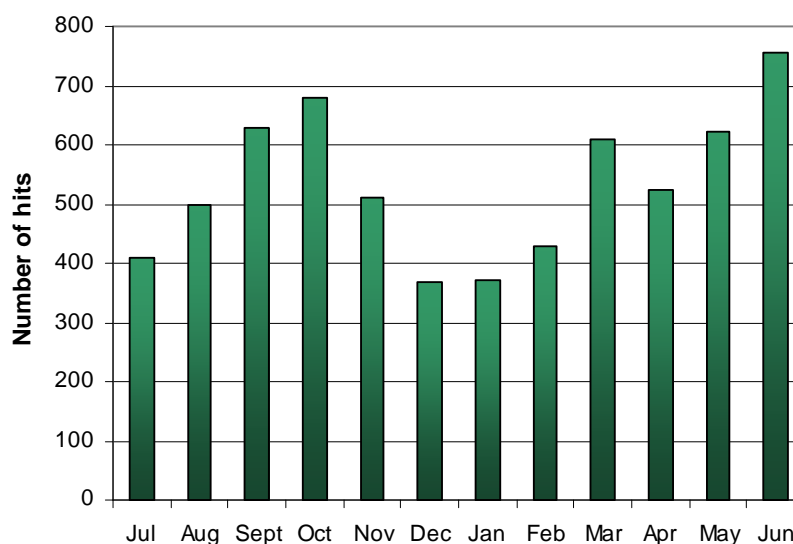


Figure 10. Visits each month to the EAPU website between 1 July 2009 and 30 June 2010.

Most of the visits to the website were from within Australia (87%; refer to Table 19). Most of the visits were Google searches (50%). However 4.5% were links from other websites.

Continent	Visits	Pages/Visit	Avg. Time on Site (H:MM:SS)	% New Visits	Bounce Rate
Oceania	5,560	5.61	0:04:39	68.36%	36.31%
Americas	492	2.3	0:01:38	81.10%	66.46%
Europe	227	2.29	0:01:31	80.18%	71.37%
Asia	106	2.34	0:02:23	75.47%	62.26%
Africa	12	1.17	0:00:09	83.33%	91.67%
(not set)	7	3.57	0:03:15	100.00%	42.86%
Site Avg		5.18	0:04:16	69.86%	40.41%

Table 18 Visits to the EAPU Website for each continent between 1 July 2009 and 30 June 2010.

The most common keywords searched to locate the website were “elder abuse prevention unit” (15%) and “elder abuse” (11%).

Appendix 1. Referrals Made for Elder Abuse Cases to the Helpline between 1 July 2009 and 30 June 2010

Indigenous		Interstate	
Aboriginal & Torres Strait Islander Community Legal Service	3	NSW - Guardianship	1
NAJIDAH Association Inc.	1	NSW - TARS	17
Accommodation		SA - Aged Rights Advocacy Service	2
Accommodation and Support Services	2	VIC - Seniors Rights Victoria	7
Department of Housing	27	Legal	
Other Emergency Accommodation	12	Citizens Advice Bureau and Highway Legal Service - Gold Coast Inc	4
Residential Tenancies Authority (RTA) - QLD	3	Community Legal Centre	34
Advocacy		Carers Queensland Legal Advocacy	2
Other Advocacy	5	Legal Aid QLD - Brisbane	16
Queensland Aged and Disability Advocacy Inc (QADA) - Statewide	54	QADA Legal Advocacy	18
Capacity		Queensland Law Society/Private Solicitor	28
Alzheimer's Australia (QLD)	4	Seniors Legal and Support Service - Cairns	26
Alzheimers Association QLD	5	Seniors Legal and Support Service - Ipswich	9
Office of The Adult Guardian	88	Seniors Legal and Support Service - Brisbane	244
Public Trustee	40	Seniors Legal and Support Service - Hervey Bay	39
QCAT	60	Seniors Legal and Support Service - Townsville	15
Complaints		Seniors Legal and Support Service -Toowoomba	30
Aged Care Complaints Investigation Scheme	29	Women's Legal Service Inc - QLD	1
Crime and Misconduct Commission	2	Mental Health	
Health Rights Commission	5	ARAFMI Qld Inc - State Office	9
Nursing Home	2	Mental Health Service	15
Office of Fair Trading - Brisbane	9	Other	
Ombudsman - QLD	4	Other	56
Counselling		Vital Call	7
Lifeline - Face-to-Face (General Counselling)	38	Dept of Veterans Affairs - Brisbane	9
Lifeline - National Telephone Counselling Line (Crisis Line)	13	Translating and Interpreting Service (TIS)	1
Lifeline Financial Counselling	18	Dispute Resolution Centre	24
General Counselling Service	32	Safety	
Relationships Australia	2	Crime Prevention Unit - Queensland Police	39
Domestic Violence		Home Assist Secure	7
DVLO	20	Volunteers In Policing	8
DV Connect Women's Crisis Line	8	Queensland Police	150
DV Mensline	1	Support	
General DV Service	41	Elder Abuse Prevention Unit	94
Financial		HACC	21
Bank	8	Carers Queensland	33
Centrelink - Statewide	18	OPSO	5
Public Trustee EPA Hotline	9	Seniors Enquiry Line	7
Public Trustee	40	Social Support Group	2
Health			
ACAT	87	Community Care Providers (ie, CPAPs, EACH, EACHD)	10
Hospital	12	Community Health Centres	30
Hospital Social Worker	55	Community Health Social Worker	4
GP	191	CRCC	42