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Elder Abuse Prevention Unit

Elder Abuse Prevention Unit **Year**
in Review
2014

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Queensland
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Section 1 Elder Abuse Helpline

UnitingCare Community has operated the Elder Abuse Helpline (the Helpline) since November 1999 through the Queensland Government Department of Communities funded Elder Abuse Prevention Unit (EAPU). The Helpline offers support, information and referrals for anyone who experiences, witnesses or suspects abuse of an older person by someone they know and trust. The Helpline is also a means of collecting non-identifiable data which EAPU reports on to provide a better understanding of the issues surrounding elder abuse. In the following pages are a range of descriptive statistics and analysis of data collected using EAPU's Elderline database in the 2013-14 financial year.

In the 2013-
2014 financial
year the Elder
Abuse Helpline
recorded:

1183
abuse
notifications

1288
victims

1351
perpetrators

1481
abuse cases

Elderline database

The 2013-14 financial year marked the beginning of data collection in line with a number of changes to available options for Elderline database fields and with definitions outlined in the Data Dictionary. More complex changes to Elderline requiring developer involvement had been flagged in the earlier review and during 2013-14 these identified changes were noted for future implementation. Desirable modifications included: removing recording limitations on some options such as enabling noting of carer stress and care provision activities of the victim as well as the perpetrator; moving some options to more appropriate table such as recording dependency as a relationship characteristic rather than a victim characteristic; and adding some fields, for example medication abuse and specific methods of financial abuse (e.g. title transfer, exposure to liability, refusal to repay loans, EPoA misuse). The database developer was contacted in early 2014 to code a new version of the Elderline database for implementation on 1 July 2014. Overall, data completion appears to have improved somewhat in the 2013-14 financial year despite a significant increase in call volume.

This annual report repeats the distinction between elder abuse and non-trust abuse implemented in 2012-13. The aim of this is to provide a clearer picture of the abuse, exploitation and neglect of older people in Queensland and greater detail about the sub-types of such abuse. To this end, a more detailed description of non-trust abuse is provided in the 2013-14 report.

Details of community education activities and projects, and website activity are also included in the later sections – sections five and six – of the report. Helpline data relating to elder abuse, non-trust abuse, notifiers and referral are contained in sections one to four. These Helpline data sections provide extensive and detailed statistics which should be understood in terms of the context and limitations of the data collection.

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Limitations of EAPU Data

There are a number of limitations on the data collected by EAPU. Firstly, case the data is collected through the voluntary disclosure of the notifiers and is vulnerable to the incompleteness, inaccuracy, and subjective assessment of the notifier. Some variables the notifier may simply not know, for example the income source of the alleged abuser. It is also probable that some notifiers will have incorrect information, such as a neighbour mistaking a victim's extended residence in a home as ownership when it may in fact be a rental arrangement. Notifier context will also impact on the data, for example for what is considered lively debate by one person may be considered verbal abuse by another. These limitations are particularly an issue when examining data on the alleged abusers as the Helpline rarely has direct contact with them, and notifiers themselves may limit contact with alleged abusers, or be in conflict with them.

With regard to the representativeness of EAPU data, it must be kept in mind that abuse cases self-select themselves into our dataset - notifiers choose to call us, we do not individually seek them out. As a result, all statistics need to be viewed with the knowledge that the sample is likely to be significantly skewed. There are certain case types where EAPU is unlikely to receive a notification, for example where the victim is in a federally funded care facility cases of physical or sexual abuse must be reported to the police. Even outside a facility, extreme cases of sexual abuse or overt physical abuse is likely to go straight to the police once discovered rather than EAPU, and many cases where the victim does not have capacity may go straight to the Office of the Adult Guardian.

Some of the statistics contained in the report need further cautions due to sample size, issues with operationalisation of variables, and data collection problems. Throughout the report any such caveats will be noted. The current database is being reviewed to ameliorate some of these issues while retaining comparability of data to previous years as much as possible. Finally, it should be noted here that EAPU does not have the resources to run analysis resulting in measures of statistical significance.

Despite these limitations, EAPU Helpline data collection remains the only known ongoing data collection in Queensland specifically around elder abuse. Further, comprehensive coverage of the range of abuse relationships and risk factors associated with elder abuse, and the state-wide scope of the service has drawn the attention of international researchers.

Key statistics and terms

In the 2013 – 2014 financial year the elder abuse Helpline recorded:

	2014	2013
Abuse Notifications	1183	990

Victims*	1288	1070
Elder Abuse Victims	1092	897
Non-trust Victims	201	167

Perpetrators*	1351	1110
Elder Abuse Perpetrators	1150	957
Non-trust Perpetrators	201	153

Abuse Relationships/Cases	1481	1204
Elder Abuse Relationships/Cases	1266	1027
Non-trust Abuse Relationships/Cases	215	177

* Some victims and perpetrators may be recorded as experiencing or perpetrating both elder abuse and non-trust abuse

Abuse Notification

This refers to the initial contact made with EAPU by a person regarding an abuse situation. Where follow-up calls are made regarding the abuse situation call duration is either included in the initial record of contact, or recorded as a separate enquiry call record, rather than creating a new abuse record. Notifications may be regarding several victims or perpetrators which are included in the one notification record; as such the abuse notification is always lower than the number of victims, perpetrators, or abuse cases. For example, one older person may be experiencing abuse from an adult child, as well as spousal abuse, and bullying from a neighbour; so in this single notification there would be one victim, three abusers, and three abuse relationships/cases.

Victim

A notification may relate to more than one abused person. In situations where there are multiple victims it is usually both members of a spouse/partner relationship experiencing abuse, but it could also be co-habiting sisters or other non-intimate relationships. Prior to the current Elderline database which was implemented in 2010, situations involving multiple alleged victims were recorded in reference to a single 'primary abused', and minimal information was collected for secondary victims; statistics were derived from data relating to this 'primary abused' only. As a result the 'primary abused' statistic reported in 2010 and earlier can only be compared as a proportion with the 'victim' statistic.

Perpetrators

Notifications may involve multiple perpetrators, often a spouse/partner pair - one of whom is the alleged victim's child - but there are also sibling teams, informal carer spouse/partners, and adult child and grand-child teams. Again, prior to the current database, situations involving multiple perpetrators were recorded in reference to a single 'primary abuser', and minimal information was collected for secondary perpetrators. The 'primary abuser' statistic reported in 2010 and earlier can only be compared as a proportion with the current 'perpetrator' statistic.

Abuse Cases / Relationships

The abuse case or abuse relationship statistic is new with the 2010 Elderline database. Each abuse relationship within an abuse situation is recorded, so one abuse notification may involve multiple abuse cases. For example, a notification involving a son and his wife abusing his elderly parents would be counted as four "abuse cases", one for each relationship between victim and abuser: mother and son, father and son, mother and daughter-in-law, father and daughter-in-law. As a result the number of abuse relationships are not equal to the number of abuse victims or perpetrators and the relationship type statistic can only be compared with pre-2010 data as a proportion.

Primary Abuse Types

"Primary abuse type" is an old EAPU term referring to the most urgent or dominant form of abuse as identified by the Helpline worker - the abuse type that led to the notification. Other types of abuse present in the case were listed as secondary abuse types. However, the distinction between primary and secondary abuse types is imposed upon the data, and not necessarily always present in the abuse situation. Further, reliance on a primary abuse type masks the incidence of what may be less urgent forms of abuse. An example of this is social abuse: socially isolating an older person is rarely recorded as a primary abuse type when the older person is in physical danger from abuse, or when there is an immediate problem of their home being sold from under them. Wherever possible and appropriate in this report, data from both primary and secondary abuse types are used.

Abuse type data is recorded against relationships rather than victim or perpetrator records. Consequently, there are more primary abuse types than numbers of victims or perpetrators and primary abuse type data can only be compared as proportions with data from 2010 and earlier.

Abuse notifications

Notifications of abuse include calls to the Helpline, responding to messages left on the voicemail system, face-to-face responses that may arise after training or awareness sessions, electronic enquiries such as Supportlink referrals, email and via the website contact form.

The number of notifications to the Helpline substantially increased for the 2013-14 financial year (see figure 1).

- There was a 19.49% increase in the number of notifications received in the 2013-14 financial year on the previous financial year.
- An average of 99 notifications per month were received by the EAPU Helpline for the 2013-14 financial year, which is an increase of approximately 17 notifications per month from last year.

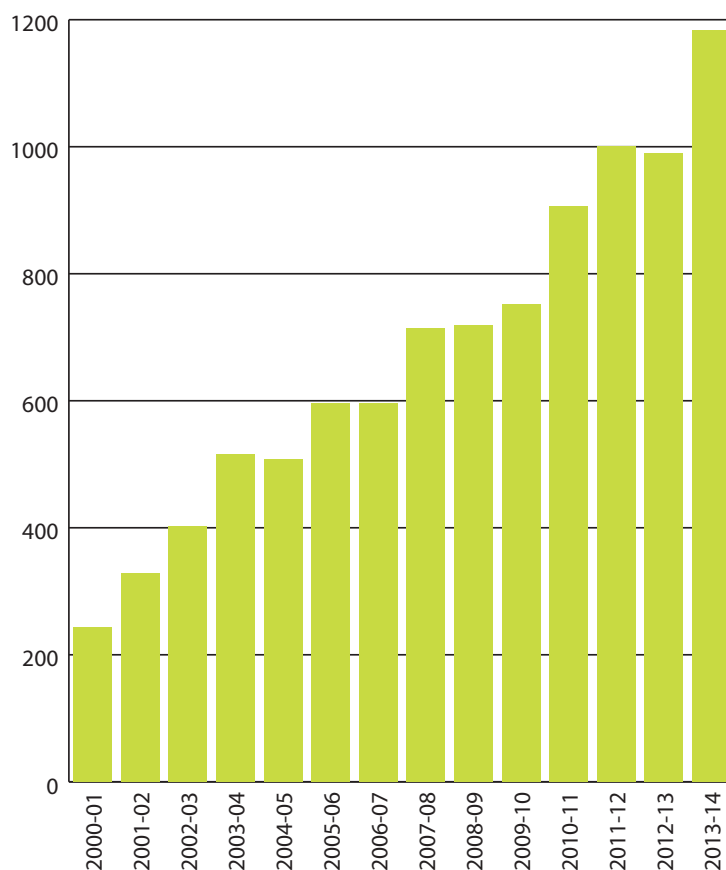


Figure 1. Total notifications received annually since 2001.

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Location

The following map shows the distribution by region of the number and proportion of the 1288 victims (elder abuse and non-trust) for the 2013-14 financial year. Brisbane and West Moreton statistical divisions are combined into one region which approximates the region of South East Queensland. This year the regions have been updated to align with Australian Bureau of Statistics statistical division boundaries of 1 July 2011. This is a change from previous EAPU data reports which relied on statistical division coded at the time of database development, caution should be taken when comparing the statistics in Figure 2 with previous years data.

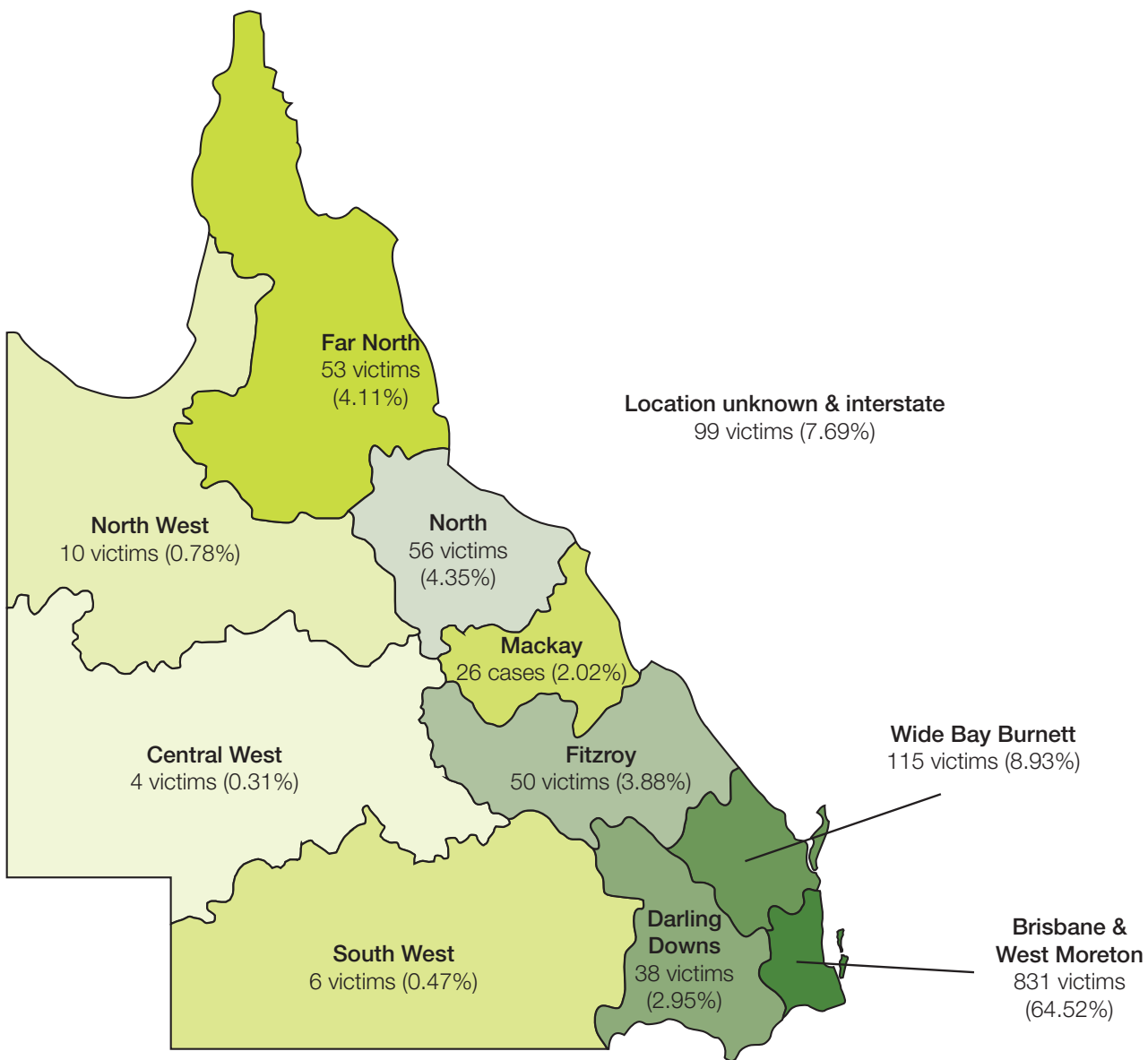


Figure 2. Regional breakdown of elder abuse victims. Indicates number and proportion of victims from each region for the 2013-14 financial year.

Nationality

Very low rates of disclosure by notifiers mean that nationality and country of origin statistics are unusable. Conclusions should not be drawn from any findings and the statistics are included only to demonstrate their limitations:

- 18.89% of alleged victims' country of origin was disclosed.
- Only 10.40% of alleged victims were disclosed as being from a country other than Australia
- 10.81% of alleged perpetrators' country of origin was disclosed.
- Only 4.44% of alleged perpetrators were disclosed as being from a country other than Australia.
- 2.37% of alleged victims were disclosed as being Aboriginal or Torres Strait Islander
- 2.00% of alleged perpetrators were disclosed as being Aboriginal or Torres Strait Islander

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Section 2 Elder abuse

The Helpline was notified of 1266 elder abuse relationships involving 1150 perpetrators and 1092 victims during the 2013-14 financial year. The following section, unless otherwise stated, pertains to elder abuse relationships, victims and perpetrators only.

Gender

There were over twice as many female victims as male victims reported to the Helpline for the 2013-14 financial year and there is less than 0.5% difference between males and females as perpetrators. These figures differ somewhat from the 2012-13 figures. This year the difference between male and female victims is less pronounced by around 3.5% and the gender split of perpetrators is close to half where last financial year there were slightly more male perpetrators than females.

	2013 / 2014 Financial Year			
	Elder Abuse Victim		Elder Abuse Perpetrator	
Gender	Records	Percent	Records	Percent
Female	740	67.77%	568	49.39%
Male	352	32.23%	573	49.83%
Unknown	0	0%	8	0.78%
Totals	1092	100.00%	1150	100.00%

	2012 / 2013 Financial Year			
	Elder Abuse Victim		Elder Abuse Perpetrator	
Gender	Records	Percent	Records	Percent
Female	639	71.24%	446	46.60%
Male	257	28.65%	507	52.98%
Unknown	1	0.11%	4	0.42%
Totals	897	100.00%	957	100.00%

Table 1. Gender of victims and perpetrators in elder abuse cases for the periods 1/7/13 – 30/6/14 and 1/7/12 – 30/6/13.

Elder abuse

Age

During the 2013-14 financial year there were 1092 elder abuse victims reported to the Helpline. Age was not disclosed for 9.25% (n=101) of elder abuse victims (see figure 3).

- Most victims were in 80-84 age group (21.34%, n=233)
- Females were reported more often than males as victims of abuse in all age groups

During the 2013-14 financial year there were 1150 elder abuse perpetrators reported to the Helpline. Age was not reported for 35.04% (n=400) elder abuse perpetrators (see figure 4).

- Most perpetrators were in the 50-54 age group (10.61%, n=122)
- There were substantially more female perpetrators than male perpetrators in the 50-54 age group which differs from the 2012-13 data where the numbers were close to even

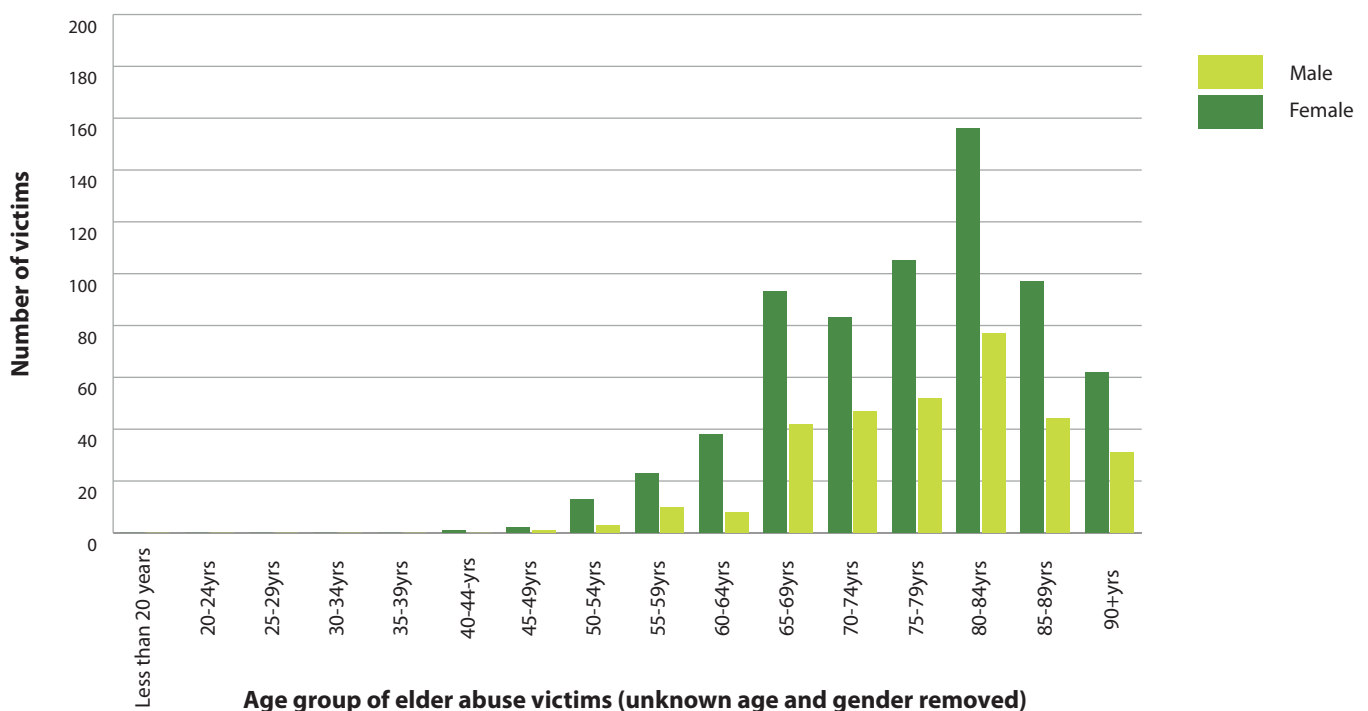


Figure 3. Number of victims in each age group by gender for the period 1/7/13 – 30/6/14. Unknown gender or age not included.

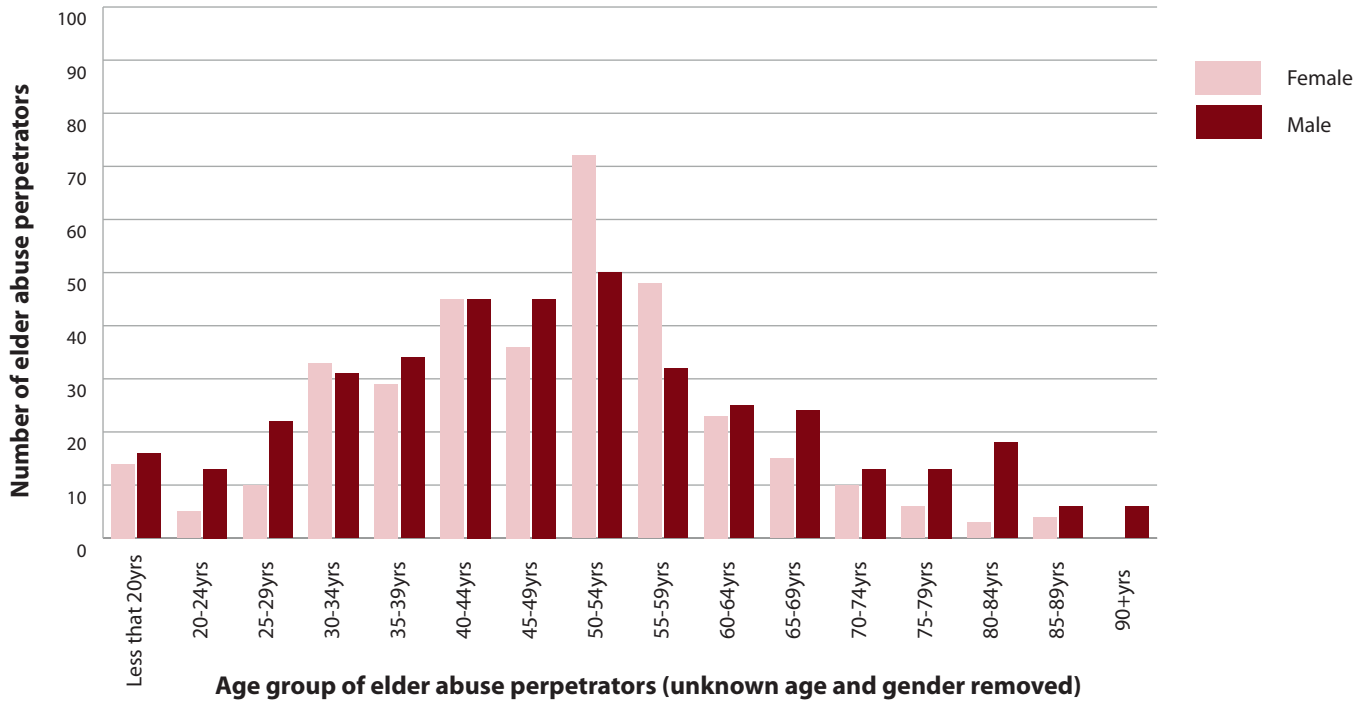


Figure 4. Number of perpetrators in each age group by gender for the period 1/7/13 – 30/6/14. Unknown gender or age not included.

Last year EAPU found that over the preceding five years there had been a noticeable increase in the number of young perpetrators. As a proportion of perpetrators, those under the age of 30 had increased from just under 5% in the 2008-09 financial year to 7.52% for 2012-13. This increase was paralleled by an increase in perpetrators who are a grandchild of the victim. Grandchildren as perpetrators had doubled from 2.78% in 2008-09 to 6.42% for 2012-13. For the 2013-14 financial year however, that trend has not continued, with the data showing a drop of around 1% for both statistics (see figure 5), though these figures are still higher than the years preceding 2012-13. Please note that data from trust and non-trust has been used to ensure comparability with previous earlier data.

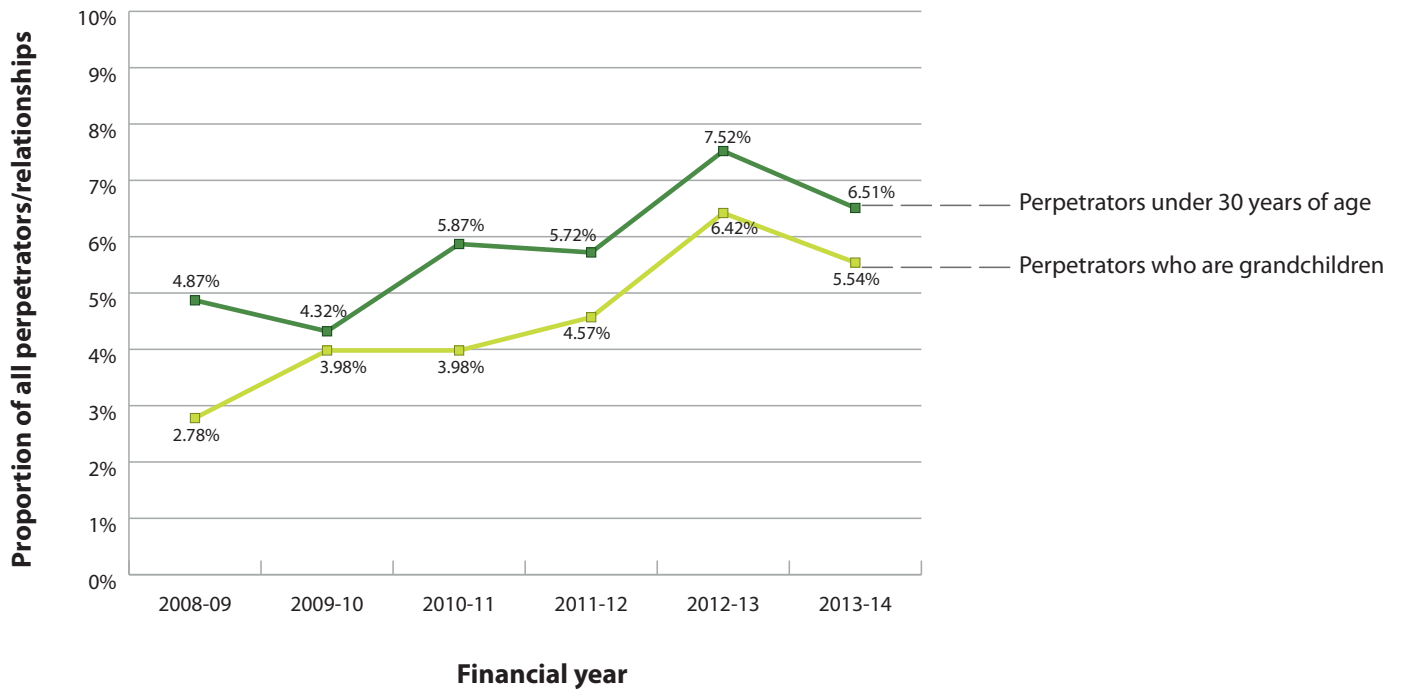


Figure 5. Proportion of all abuse perpetrators each financial year: who are under 30 years of age; who are a grandchild to the victim.

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Elder abuse Relationship

The primary relationship between victims and perpetrators is that of parent and child, accounting for 73.62% of abuse relationships (see figure 6). This is slightly higher than last year where 70.21% of abuse relationships were that of parent-adult child. Non-biological familial relationships such as son or daughter-in-law (excluding spousal relationships) were recorded and accounted for 11.14% of abuse relationships. This is up from 8.67% last year.

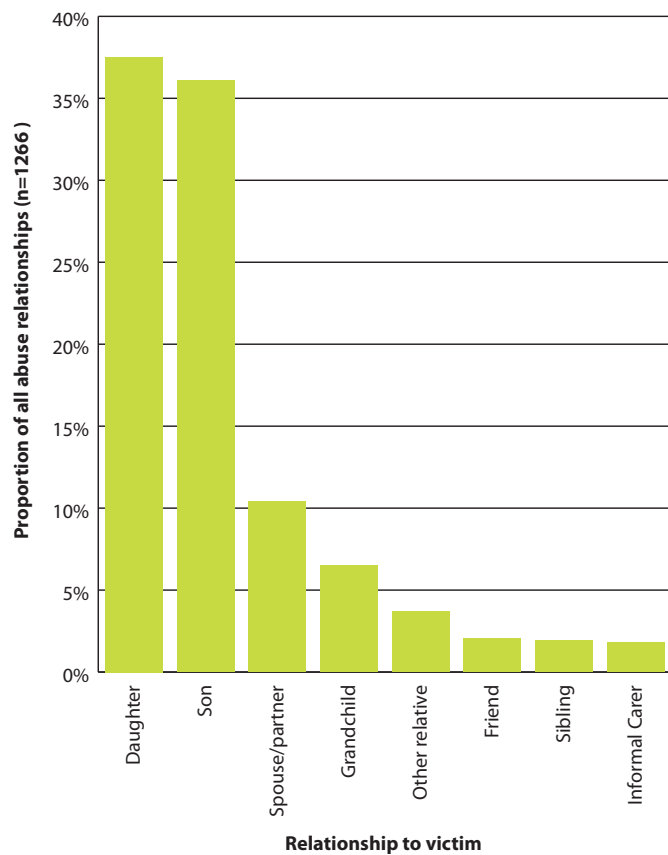


Figure 6. Proportion of each perpetrator – victim relationship type for all elder abuse cases for the period 1/7/13 – 30/6/14.

Elder abuse

Abuse Type

Consistent with 2012-13 data, psychological abuse and financial abuse were the most reported forms of both primary and secondary abuse types to the Helpline (see figures 7). However, there were some changes in the data. Financial abuse was the most common primary abuse type recorded for 2013-14, up from 36.81% in 2012-13 to 43.21% in 2013-14. These increases appear to have come from psychological abuse which is down by 6.64% on 2012-13, and social abuse which is down by 2.18%. Physical abuse has risen from 7.69% in 2012-13 to 10.51% in 2013-14. It is important to note that abuse cases usually involve more than one kind of abuse and that the designation of a particular form of abuse as the primary abuse type is quite subjective, depending on what the caller presents as the primary issue. The combined data provides a more accurate picture of the incidence of different abuse types among Helpline notifications.

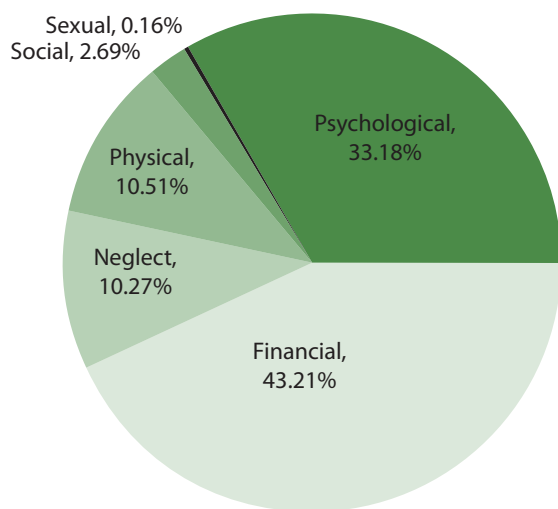


Figure 7. Proportion of primary abuse types for elder abuse cases (n=1266) reported to the Helpline in the period 1/7/13 – 30/6/14

Examining the combined abuse types (figure 8) shows that while social, sexual and psychological abuse types have remained stable; neglect has decreased as a proportion of all abuse types recorded and physical and financial abuse has increased substantially.

The number of abuse types per abuse situation has risen slightly, from 1.64 types of abuse per abuse relationship in 2012-2013 to 1.71 in 2013-2014. This could be a result of a greater emphasis on data accuracy during the reporting period. The marked increase in financial abuse of the 2013-14 year could be explained by a number of factors including increased awareness of financial abuse in the community and an actual proportional increase in financial elder abuse occurring.

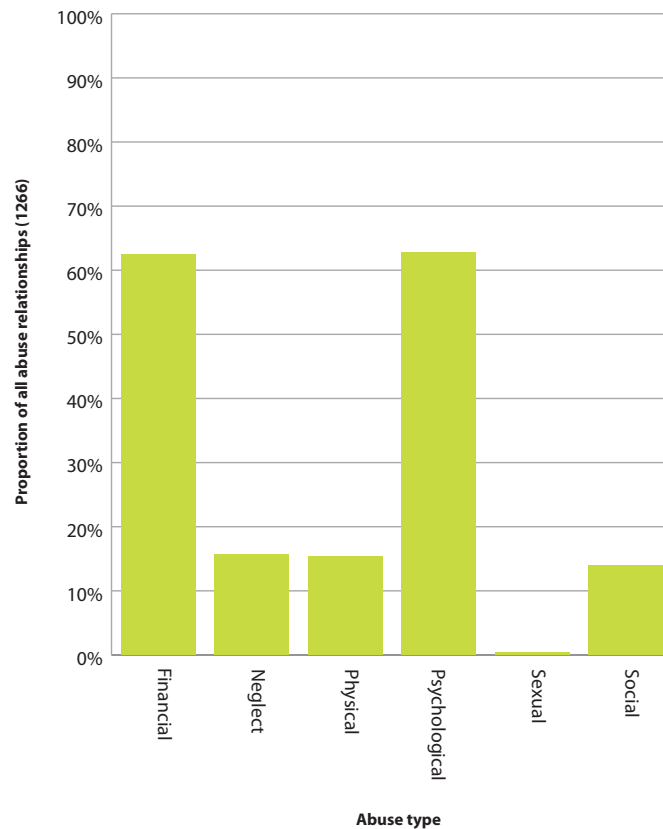


Figure 8. Primary and secondary abuse type records combined; proportion of elder abuse relationships where abuse type is present for the period 1/7/13 – 30/6/14

Elder abuse

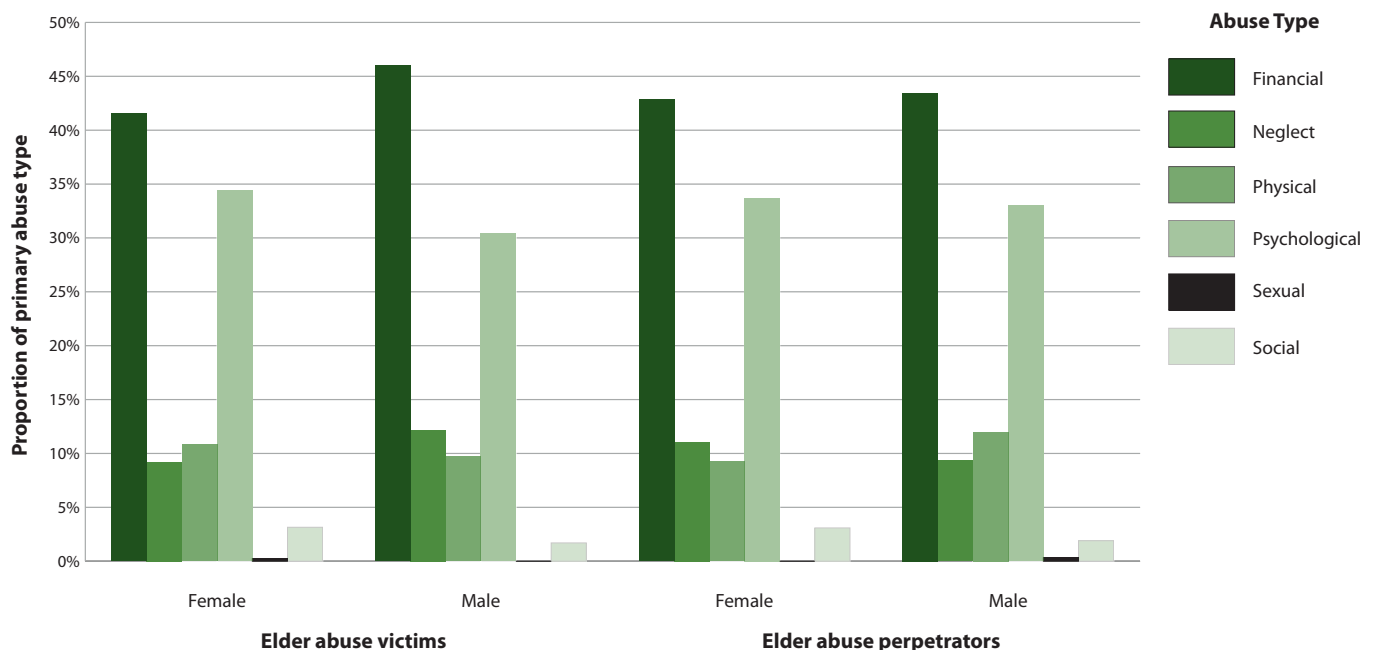
Abuse Type

Abuse type and gender

The pattern of proportions of each abuse type by gender of victim or perpetrator looks similar overall, though some differences exist. Last financial year the most substantial of these differences was that males were more often perpetrators of physical abuse than women; physical abuse accounted for 4.58% of primary abuse type for female perpetrators and 10.13% for males. However in the 2013-2014 financial year this gap was narrowed, physical abuse accounted for 12.01% of primary abuse type for male perpetrators, but also 9.28% of female perpetrators. Additionally, last year there was a gender difference in financial abuse, males were more likely to experience and perpetrate financial abuse than females. This year the gender difference for perpetrators has disappeared, with financial abuse reported as the primary abuse type for perpetrators in around 43% of cases for both genders. The gender gap for victims also narrowed, with 46% of male victims and 42% of female victims experiencing financial abuse as a primary abuse type, last year the figures were 40.05% for males and 34.34% for females. Further gender differences found were that:

- Women were reported to experience and perpetrate social abuse more often than men
- Men were reported to experience slightly less psychological abuse than women, but men and women were equally likely to perpetrate psychological abuse
- Males were the only reported perpetrators of sexual abuse, and women the only reported victims
- Men were more likely to experience neglect, but less likely to perpetrate neglect.

Figure 9. Primary abuse type only; proportion of all primary abuse types for perpetrators and victims of each gender 1/7/12 – 30/6/13



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Elder abuse Abuse Type

Abuse type and age

Abuse type varied by age. Social abuse and neglect increased as a proportion of primary abuse types with age, while psychological abuse demonstrated a clear decline with age. Physical abuse also appeared to decline with age, and the increase in financial abuse with age found last year was less acute in this year's data. Sexual abuse numbers are too low to comment on. These patterns can be interpreted with reference to dependence; physical and cognitive declines with advancing age may result in individuals being less able to assert their wishes and more dependent on others to provide basic care and access to social networks, which in turn creating an environment in which neglect and social abuse can occur. The decline in physical abuse with age may be a result of the increased riskiness of physically abusing an older person, the chance of serious injury is higher, and the older person is likely to be in more frequent contact with potential witnesses such as health workers and community support workers, or reside in a residential facility.

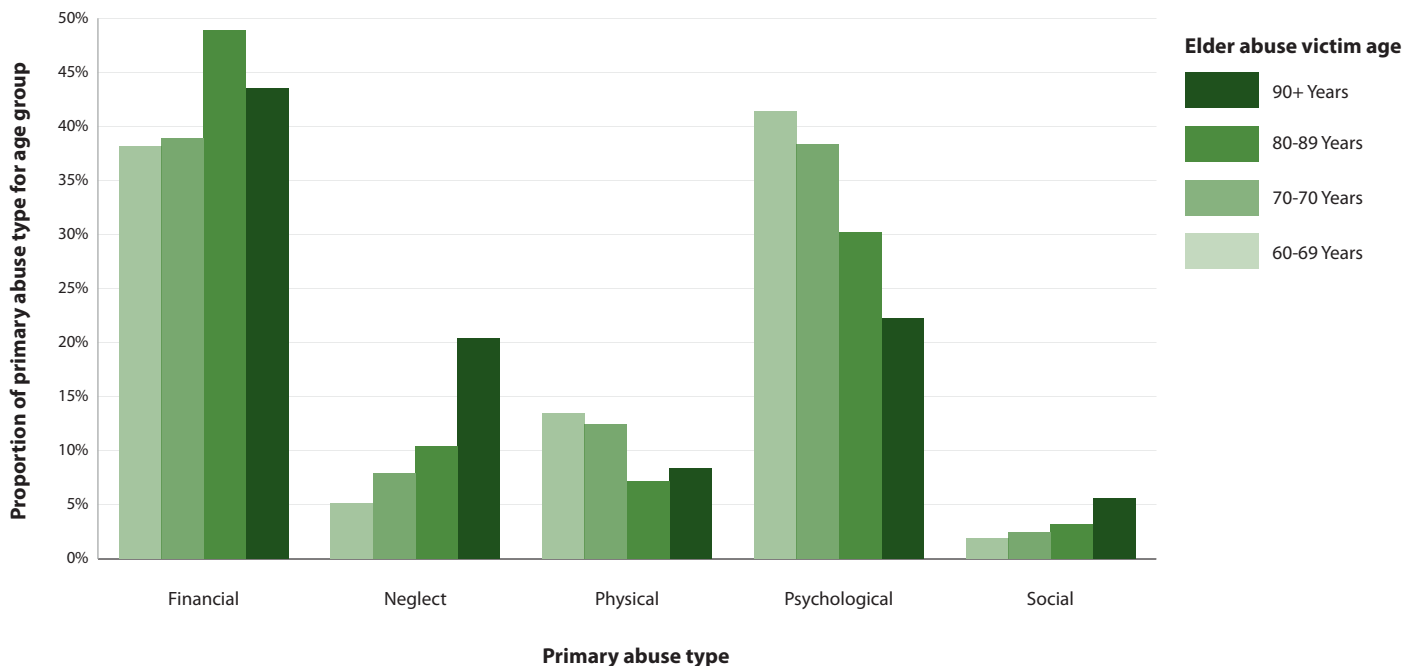


Figure 10. Proportion primary abuse types for age groups 1/7/13 – 30/6/14

Elder abuse

Abuse Type

Abuse type and dementia or suspected dementia

The pattern of primary abuse types for victims with dementia or suspected dementia compared to those with no mental health risk factors was largely the same to that in 2012-13. For the 2013-14 financial year 21.15% (n=231) of elder abuse victims were reported as having either dementia, or suspected to have dementia. For abuse relationships, in 20.93% (n=265) of cases the victim were reported as having dementia or were suspected of having dementia. The primary abuse type for abuse relationships where the victim had or was suspected to have dementia was more likely to be neglect or social abuse than for abuse relationships where the victim was not reported to have a psychological risk factor (including dementia, mental illness and intellectual disability). Abuse relationships where the victim was not recorded as having any form of psychological risk factor were more likely to record psychological abuse as the primary abuse type than relationships where the victim had or was suspected to have dementia (see figure 11). It is important to note however that many cases of abuse of people with dementia may go directly to the Office of the Adult Guardian and will not reach the Helpline.

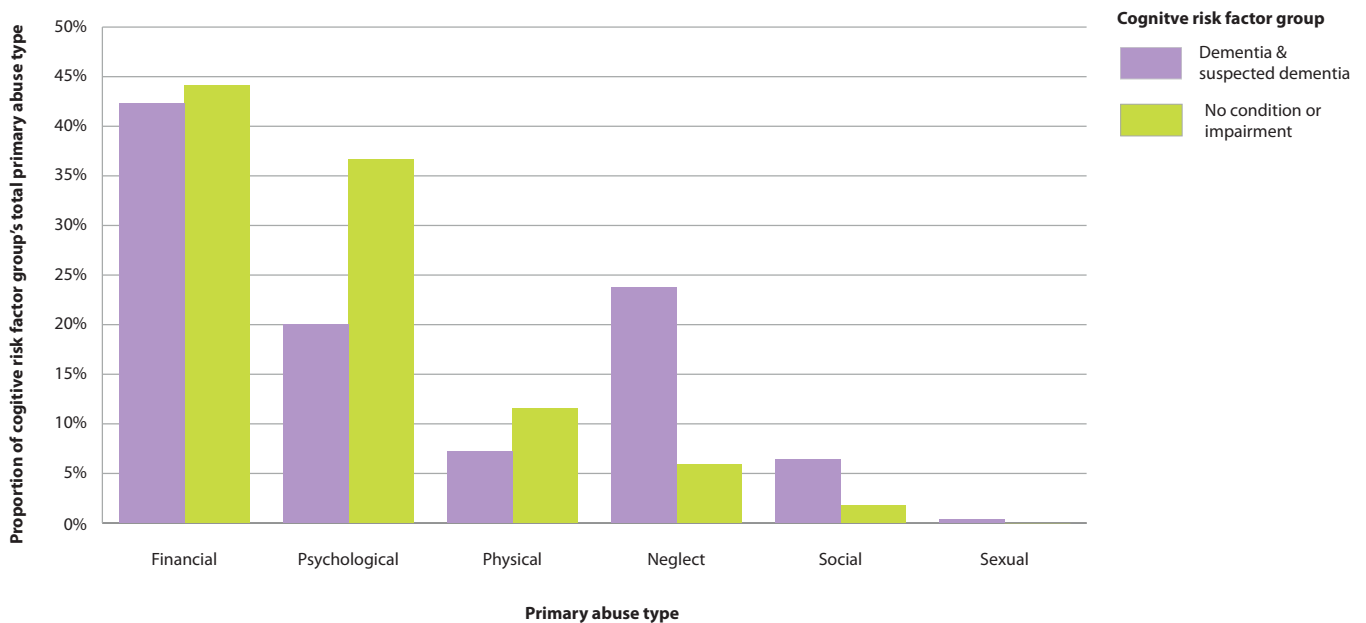


Figure 11. Proportion of primary abuse types by victim psychological risk factor group: dementia or suspected dementia (n= 265) and no recorded risk factor (n=898) 1/7/13 – 30/6/14

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Elder abuse Abuse type and relationship

Financial Abuse

Data from last financial year indicated that sons accounted for 40% of all financial abuse recorded by the Helpline (primary and secondary abuse combined), while daughters accounted for 32%. This 2013-14 year that difference has disappeared with sons accounting for 39% of all financial abuse recorded and daughters for 37%. See figure 12.

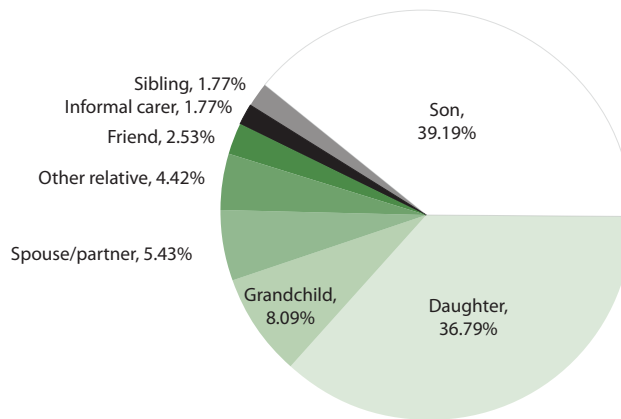


Figure 12. Primary and secondary abuse types; proportion of financial abuse accounted for by different perpetrator relationship types 1/7/13 – 30/6/14

Physical

Like financial abuse, there has been an increase in the proportion of daughters who perpetrated physical abuse. Last year, daughters accounted for 20% of physical abuse, this year the figure is 27%. There has been a drop in the proportion of physical abuse accounted for by grandchildren, from 15% in 2012-13 to 10% in 2013-14. Spouse/partner's accounted for the same proportion of physical abuse as last year. See figure 13.

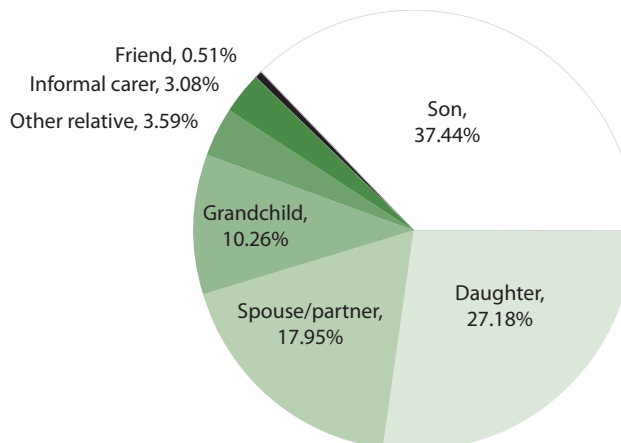


Figure 13. Primary and secondary abuse types; proportion of physical abuse accounted for by different perpetrator relationship types 1/7/13 – 30/6/14

Who perpetrates what?

Another way of looking at the data is examining the breakdown of abuse types for different victim-perpetrator relationships. This allows a view of the abuse patterns that isn't impacted by the overwhelming number of adult children perpetrators in the dataset. Although the patterns of abuse are identical for sons and daughters, there is a stark difference between adult children and spouse/partners. Spouse/partners perpetrate proportionally much less financial abuse, and are the only perpetrator group where financial abuse was not the largest or equal largest abuse type. For spouse/partners neglect and physical abuse took up a greater proportion of all abuse types compared with adult children. Informal carer abuse patterns showed a higher proportion of neglect than any other perpetrator group though this was not greatly different to that of spouse/partners. Grandchildren, other family, and friend perpetrator group patterns were dominated by financial abuse. See figures 14a and 14b.

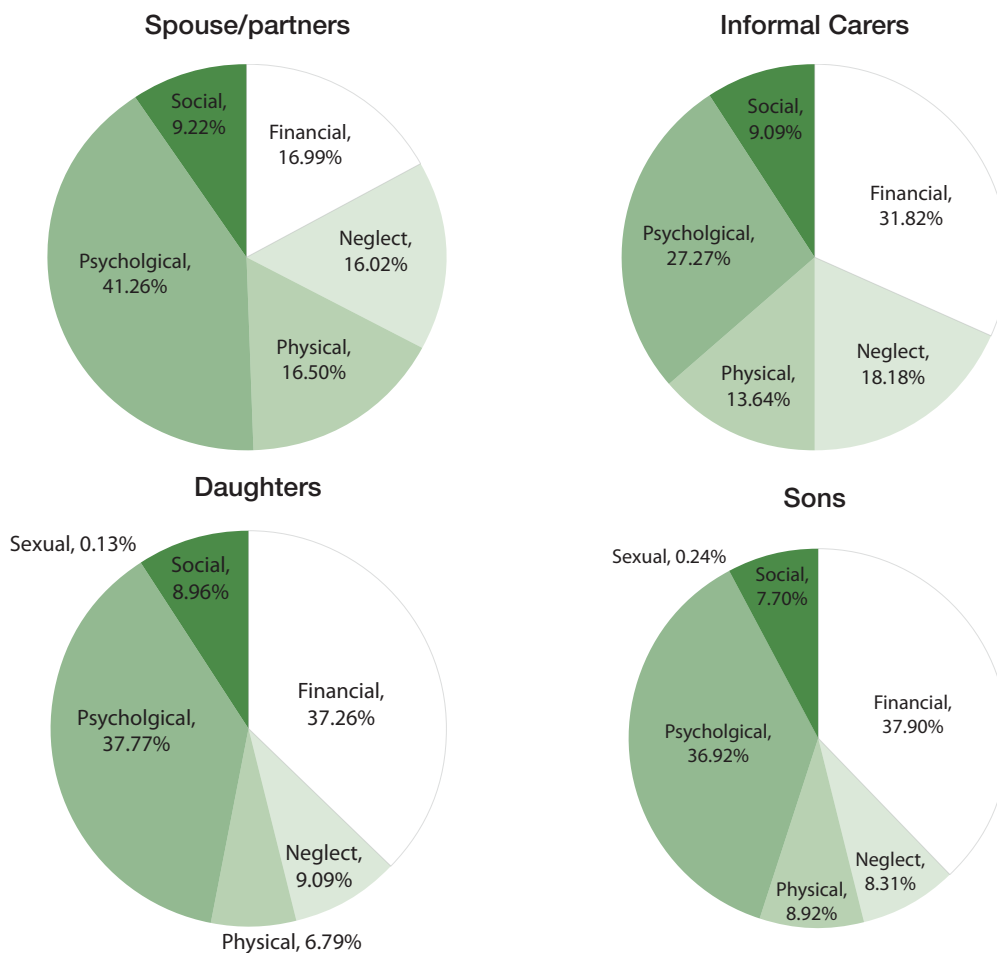


Figure 14a. Primary abuse type distributions for different perpetrator relationship types for the period 1/7/13 – 30/6/14, continued over page

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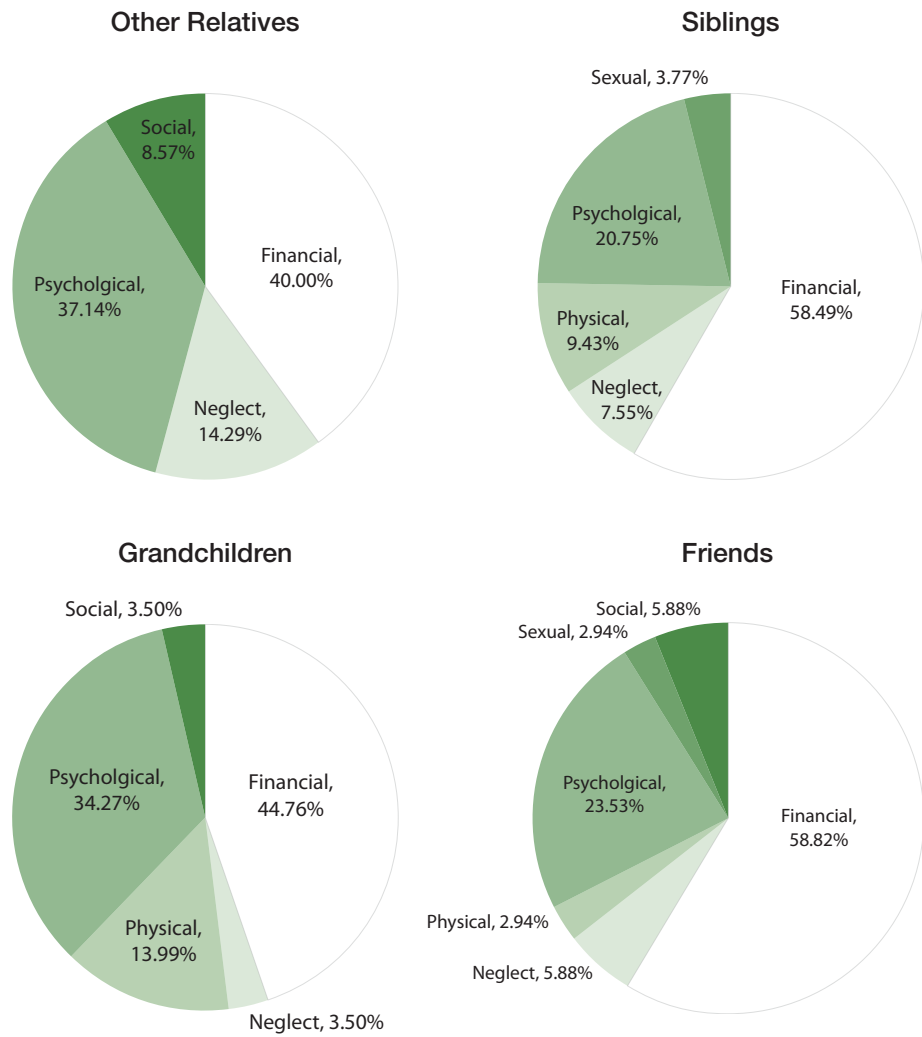


Figure 14b. cont. Primary abuse type distributions for different perpetrator relationship types for the period 1/7/13 – 30/6/14.

Elder abuse

Financial abuse and Enduring Power of Attorney

Dollar figures associated with financial abuse should be interpreted with caution as in many cases notifiers do not know the extent of financial abuse, or the abuse involves the misappropriation of assets such as houses and cars without an easily identifiable value. This has been improved somewhat with the inclusion of the Real Estate Institute of Queensland's average house prices for a victim's area where it is reported that a home has been lost. Overall however, dollar amounts are rarely available to record. The data below pertains to elder abuse losses only. Additional values for misappropriated funds were recorded of non-trust abuse as well and these figures can be found in section 3 *Non-trust abuse*.

\$56,796,207.00 was misappropriated in 139 elder abuse cases during the 2013-2014 financial year.

Abuse of the powers provided by an Enduring Power of Attorney (EPA) is one way to misappropriate funds and assets. Less than half, 42% of the recorded funds were misappropriated by a holder of an EPA. It is important to note that EAPU's database does not record whether or not the EPA was used to misappropriate funds, only that the abuser held the EPA:

\$23,988,500.00 of the missing funds recorded by EAPU were by misappropriated by 36 attorneys

Overall, only 10.67% (n=135) of all abuse cases were recorded as holding an EPA for the victim. The graph below illustrates the limitations of EAPU data when describing financial and EPA abuse. The actual loss incurred by victims in Queensland is likely to be much higher than the figures reported on the Helpline.

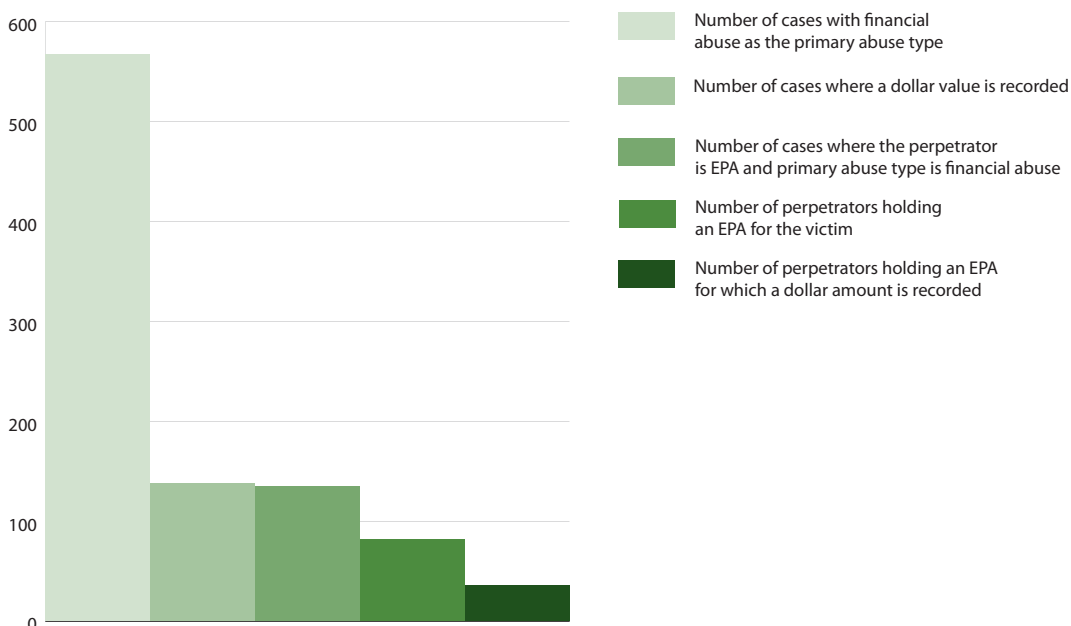


Figure 15. Limitations of EAPU financial abuse data for the period 1/7/13 – 30/6/14.

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Elder abuse Health and psychological risk factors

EAPU records health risk factors under three primary categories: substance abuse, psychological health, and physical health. These broad categories are included on the basis that they had been identified as risk factors in research literature. There has been a significant expansion of the available options after review, enabling more specific breakdown of the broader categories. The options have been selected on the basis of Helpline operator feedback, for example Helpline operators had noticed that there were a number of abuse calls in which an adult child with autism was the perpetrator. Although options align to some degree with established standards such as Diagnostic and Statistical Manual (DSM) definitions, this is not strictly adhered to where the content of calls provides groupings that differ to DSM groupings. For example bipolar disorder is grouped with schizophrenia as it is common for a caller to state that someone has been diagnosed with bipolar or schizophrenia but they're not sure which. As of 1 July 2014, changes to database field options, as opposed to category selection options, will allow us to expand on the risk factor section among others with the hope of enabling the meaningful use of data mining techniques such as cluster analysis to discover groupings of circumstances, risk factors and abuse scenarios. For the 2013-14 year however, the reporting of risk factors remains as per previous years, albeit with slightly more detail.

Alleged victim

Over half the elder abuse victims were reported to have a physical health risk factor and almost a third had a psychological risk factor. Substance misuse in the victim was rarely reported (see Table 2). The figures for the 2013-14 year are consistent with the previous year's findings.

Table 2. Number and proportion of total elder abuse victims where health risk factor is present for the period 1/7/13 – 30/6/14.

Health Risk Factors	Number of Elder Abuse Victims	% of Elder Abuse Victims
Substance Abuse	21	1.92%
Psychological Health	322	29.49%
Physical Health	586	53.66%

Substance abuse

- Alcohol abuse was reported for 1.74% (n=19) of elder abuse victims
- Drug & alcohol abuse was reported for 0.09% (n=1) of elder abuse victims
- Prescription drug abuse was reported for 0.09% (n=1) of elder abuse victims

Psychological health

For 2013-14, 29.49% of victims were recorded with a psychological health risk factor. This figure is consistent with the previous financial year's results. However the categories under the mental health risk factor have changed. Previously, Helpline operators have selected either *dementia*, *suspected dementia*, *depression*, *mental illness*, or *intellectual disability*. As of 1 July 2013 Helpline operators were able to select between *mental illness*, *intellectual disability*, *depressive disorder*, *anxiety disorder*, *personality disorder*, *autism spectrum disorder*, *dementia*, *suspected dementia*, *acquired brain injury* and *neurological*. Threshold for inclusion was reported diagnosis of a disorder included in the category. Most categories are self-explanatory, but it should be noted that *mental illness* includes bipolar disorder, schizophrenia and any mental illness that includes psychotic features; *neurological* includes any degenerative disorder (e.g. Parkinson's) or attention disorder; and *acquired brain injury* includes any acute brain tissue damage after birth, for example traumatic head injury, damage from meningitis, and strokes. It was noted during the course of 2013-14 that there needed to be a category for perpetrators who had a consistent long term behavioural problems that do not meet the severity of a diagnosed mental illness. In response to this, the category emotional *dysregulation* was added to the database on 1 July 2015 and will appear in next year's report.

- *Dementia* was reported for 13.55% (n=148) of elder abuse victims, and *suspected dementia* for 7.60% (n=83)
- *Acquired brain injury* for 1.37% (n=15) of elder abuse victims
- *Neurological* for 0.55% (n=8) of elder abuse victims
- *Anxiety disorder* for 0.55% (n=6) of elder abuse victims
- *Depressive disorder* for 2.47 % (n=27) of elder abuse victims
- *Mental illness* for 2.47% (n=27) of elder abuse victims
- *Personality disorder* for 0.09% (n=1) of elder abuse victims
- *Intellectual disability* for 0.64% (n=7) of elder abuse victims

A further *other* category enabled workers to identify:

- Age related memory loss 0.45% (n=5)
- Suicide ideation 0.37% (n=4)

Physical health

- Last year *frailty* was the leading risk factor for physical health, reported for 27.42% victims. This year however, *frailty* was reported for only 21.43% (n=234) of victims
- *Illness* was reported for 23.08% (n=252) of victims, up by around 3% from last financial year's 20.18%
- *Disability* was recorded for 9.16% (n=100) of elder abuse victims, which is almost identical to the previous year's 9.36%

Care needs of the victims

For the financial year 2013-14 Helpline operators were able to record the care needs of victims as either: full-time; part-time; needed but intensity not known; or not needed. Of the 1092 elder abuse victims, care needs were not recorded for 48.08% (n=525), 38% (n=415) were confirmed to need some kind of care, and 13.92% (n=152) were confirmed to not require any care at all. Full-time care was required by 18.50% (n=202), part-time care was required by 15.11% (n=165), and for 4.40% (n=48) it was confirmed that the victims needed care but the intensity was unknown.

For the 2013-14 financial year the EAPU database only allowed operators to indicate whether the perpetrator provides care to the victim or whether the victim is in a residential facility, but as 1 July 2014 it will be possible to report on whether community care workers are servicing the victim.

Care activity of victims

Helpline narratives often indicate that victims themselves provide care to others, either their spouses, siblings or the perpetrator themselves. As of the next reporting period it will be possible to report on the care provision of victims where that care is a source of carer stress.

Alleged perpetrator

The proportion of health risk factors was much lower for perpetrators, but it should be noted that the Helpline rarely has contact with the perpetrators themselves and detail is generally more sparse for these records. All proportions for risk factors are slightly higher than the 2012-13 financial year, but when considering this it is important to remember that as a result of the database review there has been a greater focus on comprehensive data entry. The proportion of perpetrators reported as having substance misuse issues was much higher than that of alleged victims (see Table 3).

Table 3. Number and proportion of elder abuse perpetrators where health risk factor is present for the period 1/7/13 – 30/6/14

Health Risk Factors	Number of Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Substance Abuse	194	16.87%
Psychological Health	151	13.13%
Physical Health	77	6.70%

Substance abuse

Reports of substance abuse by perpetrators was recorded for 16.87% of alleged perpetrators compared with 13.27% in last financial year's data.

- Alcohol abuse was reported for 5.48% (n=63) elder abuse perpetrators
- Illicit drug use was reported for 6.00% (n=69) elder abuse perpetrators
- Alcohol and drug combined use was reported for 4.96% (n=57) elder abuse perpetrators
- Prescription drug misuse for 0.36% (n=4) elder abuse perpetrators

Psychological health

Psychological health risk factors were recorded for 13.13% of alleged perpetrators. The option changes for this category noted earlier for elder abuse victims also apply to record for elder abuse perpetrators. The most recorded psychological health risk factor was diagnosed mental illness.

- *Mental illness* was reported for 7.39% (n=85) of elder abuse perpetrators
- *Dementia* for 0.61% (n=7) of elder abuse perpetrators, and *suspected dementia* for 1.04% (n=12)
- *Acquired brain injury* for 0.26% (n=3) of elder abuse perpetrators
- *Autism spectrum disorder* for 1.22% (n=14) of elder abuse perpetrators
- *Neurological* for 0.26% (n=3) of elder abuse perpetrators
- *Anxiety disorder* for 0.43% (n=5) of elder abuse perpetrators
- *Depressive disorder* for 1.22% (n=14) of elder abuse perpetrators
- *Personality disorder* for 0.61% (n=7) of elder abuse perpetrators
- *Intellectual disability* for 0.26% (n=3) of elder abuse perpetrators

A further *other* category captured psychological factors:

- 1.74% (n=20) of elder abuse perpetrators were suspected to have a mental illness (undiagnosed)
- Threats of suicide were noted for 0.40% (n=5) elder abuse perpetrators
- Criminal activity more serious than illicit drug use (e.g. dealing) was recorded for 0.61% (n=7) elder abuse perpetrators

Physical health

Physical risk factors were reported for 6.70% of elder abuse perpetrators, which is close to last year's 5.22%. For 2013-14, *illness* was reported for 3.04% (n=35) of perpetrators, *disability* for 2.87% (n=33), and *frailty* for 0.78% (n=9).

Care needs of the perpetrator

The Elderline database also allows us to identify where perpetrators require some level of care themselves. For the financial year 2013-14, 4.73% (n=55) of perpetrators were confirmed to require care of some kind themselves. This is double last year's statistic of 1.77%, but this may be related to a greater emphasis on data collection during the reporting period.

Of the 1150 elder abuse perpetrators care needs were not recorded for 77.22% (n=888) and 18.00% (n=207) were confirmed to not require any care. Full-time care was required by 1.22% (n=15), part-time care was required by 1.30% (n=15), and for 2.26% (n=26) it was confirmed that the perpetrators needed care but the intensity was unknown.

The Elderline database did not allow us to record who provides care to the perpetrator; it could be a service such as Blue Care, a family member, or it could be that the victim is the carer of the perpetrator. However as of the 2014 financial year it will be possible to report on whether the victims are providing care to the perpetrator and whether external services are being provided to the perpetrator.

Care activities of the perpetrator

See section *carer stress, carer activity and carer support payments*, on page 39.

Elder abuse

Social and environmental risk factors

A number of factors external to the individual have been raised in research literature as increasing the risk of an older person experiencing abuse. Social isolation has been identified in the literature as a contributor to elder abuse; however social isolation and social abuse can be difficult to tease apart. As of 1 July 2013, social isolation was recorded using four constituent options. Dependence for day-to-day living was also recorded under social and environmental risk factors, as was the presence and type of family conflict in the individuals' primary family unit.

Alleged victim

In the Elderline database, social risk factor options are mutually exclusive and the derived statistic may be better conceptualised as the primary social risk factor. For 2013-14 social isolation was noted for 19.05% (n=208) of elder abuse victims. The statistic comprises of lack of services, lack of support networks, inability to access services (e.g. inability to afford services) and individual characteristics. Individual characteristics is used to indicate that a person's behaviour and attitudes isolate them from support networks, for example: unwillingness to accept help despite complaints about not getting assistance; highly judgmental attitudes towards others; persistent talk about inappropriate topics given the context (e.g. sexist jokes); excessive expectations of the assistance or involvement of others; excessive fussiness and mind-changing. Such characteristics may result in services being unable to commence or continue service (e.g. failure to cease inappropriate behaviour towards staff) or result in limited social engagement by family or peers. This option is for enduring characteristics only and should not be chosen if this behaviour is associated with a psychological health issue, e.g. refusing treatment for depression.

Type of Social Risk Factor	Elder Abuse Victims	% of Elder Abuse Victims
Lack of support networks	88	8.06%
Lack of services	42	3.85%
Unable to access services	43	3.94%
Individual characteristics	35	3.21%
Total	208	19.05%

Table 4. Proportion of all alleged victims experiencing a social risk factor for the period 1/7/13 – 30/6/14

Dependency

Recording of dependency for victims and perpetrators was noted to be ambiguous in Elderline during review. Elderline records dependency on the record of the individual rather than the record of the relationship. However, Elderline collects information on the care needs of the individuals as well, as this implies dependency, it was decided that the dependency measure should capture a specific dependence between the victim and perpetrator. As of 1 July 2014, database changes have allowed EAPU to record dependence on the relationship table, for the 2013-14 year however, dependency is reported as per previous years.

- Dependency on the family for day-to-day living was noted for 13.55% (n=148) of elder abuse victims.

Family conflict

The family conflict option was also revised as the general definition was not clear and Helpline staff varied in their criteria for selecting it. Similarly, the two options *ongoing* and *recent* were not well defined and it was not possible to report on whether there was a history of spousal violence in the family or whether a person had experienced child abuse. The family conflict options have changed, and clearer definitions put in place for the 2013-14 financial year. Further, as of 1 July 2014 the available options will be expanded further to cover common family factors heard on the Helpline that do not fall under the three categories available in 2013-14. For the present report, the family conflict options were: *spousal abuse*, *family dysfunction*, and *childhood abuse*.

Overall, family conflict was recorded for 26.65% (n=291) of victims, 1.19% of victims were recorded as explicitly not having a family conflict history, and for 10.79% (n=773) family history of conflict was unknown.

Spousal abuse

There were three categories of spousal abuse: *long-term*, *historical* and *late onset*. Overall 9.43% (n=102) of victims were involved in spousal abuse. For 3.02% (n=33) this was an ongoing situation of spousal abuse in their long term partnership, for 3.21% (n=35) there was a history of spousal abuse in previous relationships, and for 2.11% there was spousal abuse that was either newly present in a long term relationship or they had begun a new relationship since 60 and spousal abuse was present. *Late onset* was not recorded if the abuse was clearly linked to behavioural changes related to dementia.

Family dysfunction

Ongoing dysfunction is a category to describe a pervasive history of conflict within the family. Pervasiveness is a key feature of the category and it should be selected only where the majority of a family unit is in ongoing conflict, not where a small subset of the family is involved in a long term conflict. For example, *ongoing dysfunction* would not be selected where: a relationship breakdown between two siblings that has persisted since adolescence, or where a single family member has conflicts with multiple family members, but the remaining members have generally good relationships with each other. *Ongoing dysfunction* would only be selected if several groups of family members were in conflict over numerous issues. *Ongoing dysfunction* was recorded for 17.31% (n=189) victims.

Childhood abuse

Childhood abuse was included to record where an individual had experienced childhood abuse of some kind. No victims were recorded in this category, but it is also unlikely that such information would be known by notifiers, or willingly disclosed to the Helpline by self-notifiers.

Alleged perpetrator

Environmental and social risk factors may also impact on the perpetrators of elder abuse. The database changes that applied to elder abuse environmental and social risk factors also apply to perpetrators. Only 8.59% (n=69) of alleged abusers were recorded as being socially isolated.

Type of Social Risk Factor	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Lack of support networks	27	2.35%
Lack of services	25	2.17%
Unable to access services	1	0.09%
Individual characteristics	56	4.87%
Total	109	9.48%

Family conflict

Family conflict was identified in 26.87% (n=307) of perpetrator families and 0.59% (n=5) were explicitly recorded to have no family conflict present. For 5.91% (n=68) of perpetrators spousal abuse was a factor in their relationships, 0.43% (n=5) of perpetrators were reported to have experienced child abuse, and *ongoing dysfunction* of the perpetrators primary family unit recorded for 20.52% (n=236).

14

Elder abuse Accommodation

Accommodation type

Over three-quarters of victims lived in a house or unit (77.47%, n=846), 5.59% (n=61) lived in aged care facilities and 1.37% (n=15) lived in a retirement village. There were a high number of unknown accommodation types for perpetrators, but over half lived in a house/unit. See figures 16 and 17.

Figure 16. Type of accommodation elder abuse victims (n=1092) lived in for the period 1/7/13 – 30/6/14.

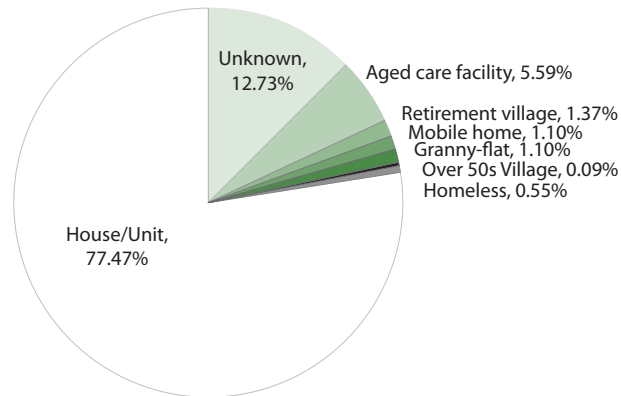
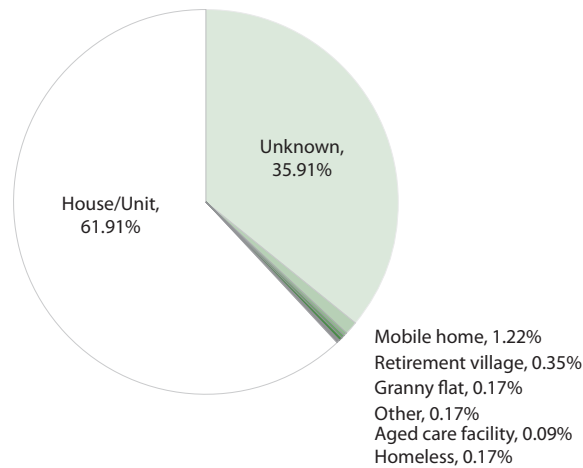


Figure 17. Type of accommodation elder abuse perpetrators (n=1150) lived in for the period 1/7/13 – 30/6/14.



Living arrangements

Breakdowns of living arrangements are difficult to categorise discretely; some victims live with a daughter, others with an adult grandchild, others live with both an adult child and a young grandchild. Broadly however, approximately 36% lived either alone or with a spouse/partner only, and 34% lived with at least one adult child (see figure 18). Thirty percent of older victim's living arrangements were unspecified in the data (30.13%, n=329). Almost half of elder abuse perpetrators were reported to live with the older person (49.39%, n=568).

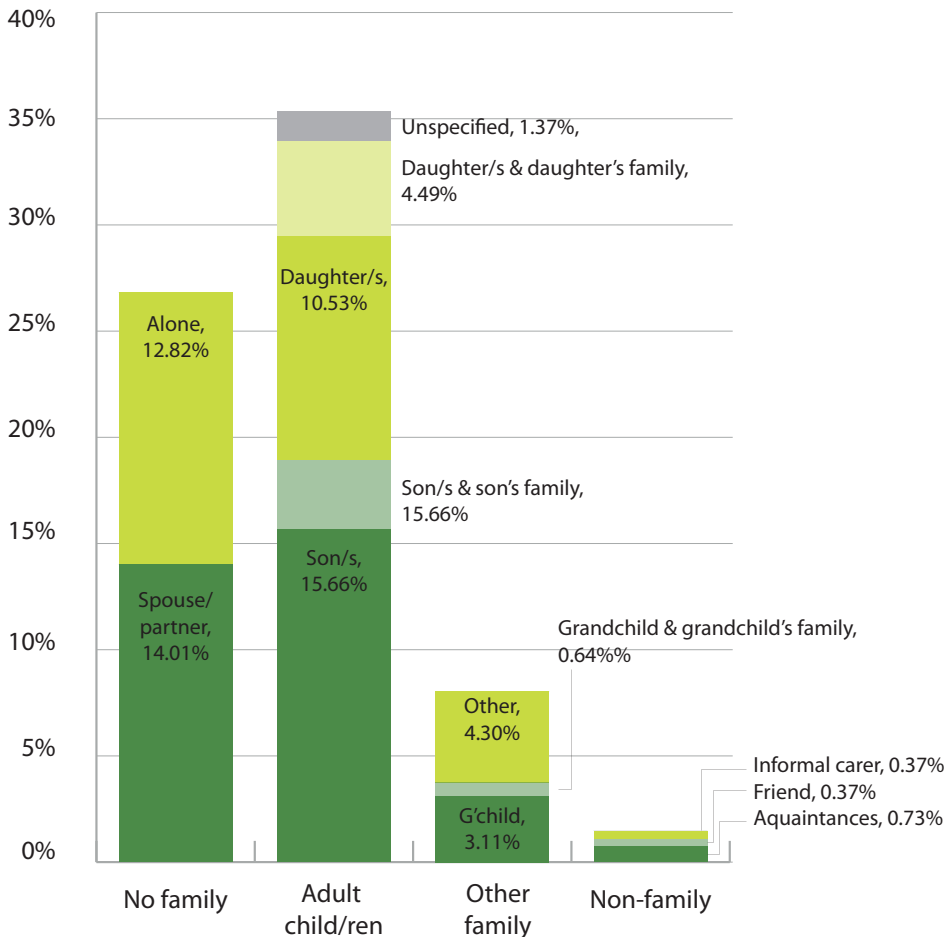


Figure 18. Who elder abuse victims lived with for the period (n=1092) 1/7/13 – 30/6/14.

Inadequate accommodation

Inadequate accommodation is accommodation that is not suitable by virtue of size, features or disrepair for the older person or the perpetrator. Examples include the older person being unable to access facilities due to a lack of hand rails on staircases, or a daughter with four children living in a small studio apartment. Inadequate accommodation was recorded for 3.48% (n=38) of victims and 0.96% (n=11) of perpetrators.

14

Elder abuse Income and home ownership

Alleged victims

Most elder abuse victims owned their own home and a government payment was their primary source of income. See figures 19 and 20.

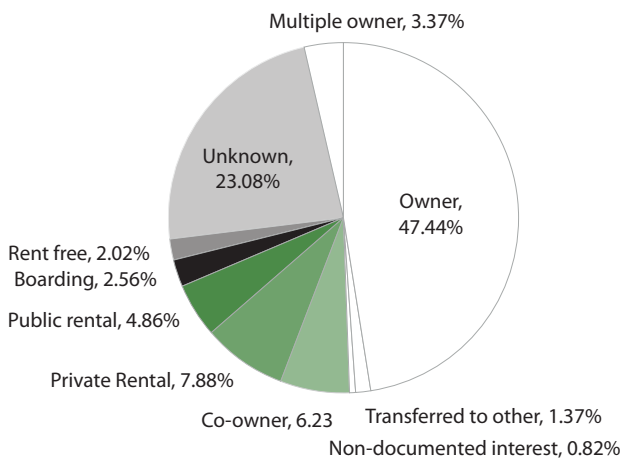


Figure 19. Home ownership status of elder abuse victims for the period (n=1092) 1/7/13 – 30/6/14.

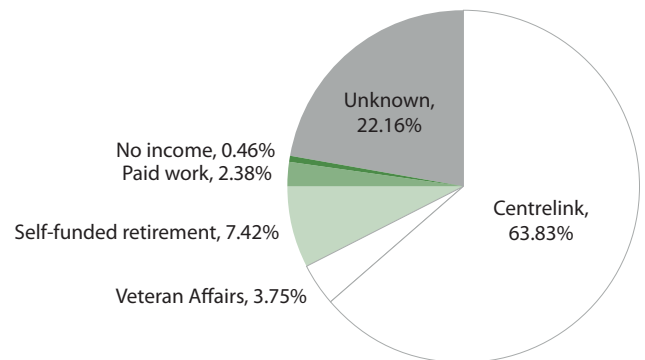


Figure 20. Primary income source for elder abuse victims for the period (n=1092) 1/7/13 – 30/6/14.

Alleged perpetrators

For elder abuse perpetrators a significant number of home-ownership status and income sources were unknown. However, where home-ownership was known most perpetrators were home-owners or living rent free, and where income was known, most were on government payments or in paid work. See figures 21 and 22. For the 2013-14 financial year EAPU began recording if the perpetrator was in receipt of a carers payment of some kind, further analysis of this is available in the section *carer stress, carer activity and carer support payment* on page 38.

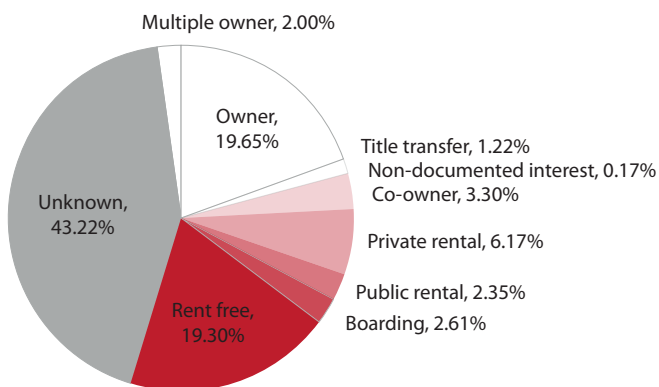


Figure 21. Home ownership status of elder abuse perpetrators for the period (n=1150) 1/7/13 – 30/6/14.

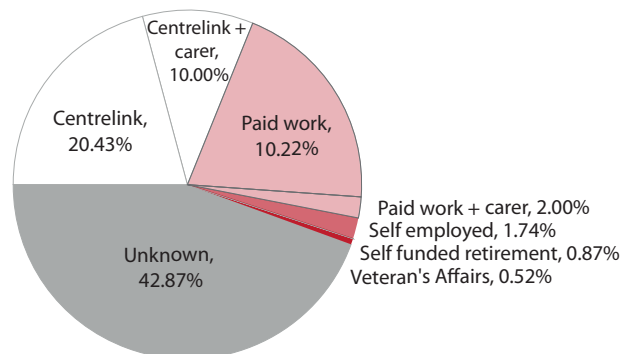


Figure 22. Primary income source for elder abuse perpetrators for the period (n=1150) 1/7/13 – 30/6/14.

Elder abuse

Financial risk factors

Alleged victim

Financial risk factors are financial circumstances that impair an older person's autonomy by limiting their options practically or through a sense of obligation or responsibility to another. Examples include the older person being in debt, or the older person relying on another person for financial support. These risk factors were revised for the 2013-14 financial year, in particular the options *dependence on others* and *dependence by others* were refined and two additional options, *history of requesting/borrowing* and *history of gifting/loaning*, were included. These options are used to indicate gifting or borrowing for non-essential purposes, or because non-essential expenditure has been prioritised over the basics, for example the adult daughter who buys lots of new clothes but can never afford the rent. The dependence options were constrained to only include situations where there was a significant need for financial support. The reason for this inclusion was that although in many cases there was not a concrete need to provide for another person and therefore should not be seen as a constraining risk factor, in many cases there was a long history of provision for the perpetrator. Further, such entrenched dynamics often served a limiting function because the victim perceived that they were unable to alter this pattern.

The Elderline database allows for two financial risk factors to be recorded. In 2013-14, 34.80% (n=38) of victims were recorded with a financial risk factor, and 12.18% (n=133) were recorded with two. The financial dependence of other people on the victim was the most common financial risk factor and recorded as a primary risk factor for 13.00% (n=142). When combined with secondary risk factors, *dependence by others* was recorded for 17.40% (n=190) of victims. *Dependence on others* was the second most reported financial risk factor and recorded for 11.26% (n=123) of victims overall (see table 6).

Type of Financial Risk Factor	% of Elder Abuse Victims as Primary Risk Factor	% of Elder Abuse Victims as Secondary Risk Factor
Dependence by others	13.00%	4.40%
Dependence on others	10.81%	0.46%
History of gifting/loaning	8.97%	6.68%
History of requesting/borrowing	0.27%	
Debt burden	0.27%	0.09%
Unemployment	0.09%	0.00%
Gambling	0.18%	
Insufficient income	0.64%	0.46%
Other	0.55%	0.09%

Table 6. Proportion of elder abuse victims (n=1092) experiencing one or more financial risk factors for the period 1/7/13 – 30/6/14

Alleged perpetrator

Financial risk factors were recorded for 36.26% (n=417) of elder abuse perpetrators and 13.91% (n=160) were recorded with financial two risk factors (see table 7).

Table 7. Proportion of elder abuse perpetrators (n=1150) experiencing one or more financial risk factors for the period 1/7/13 – 30/6/14

Type of Financial Risk Factor	% of Elder Abuse Perpetrators as Primary Risk Factor	% of Elder Abuse Perpetrators as Secondary Risk Factor
Dependence on others	12.78%	2.26%
Dependence by others	6.78%	2.43%
History of gifting/loaning	0.09%	0.09%
History of requesting/borrowing	8.78%	6.43%
Debt burden	1.04%	0.43%
Unemployment	3.04%	1.48%
Gambling	2.43%	0.17%
Insufficient income	0.61%	0.35%
Other	0.70%	0.26%

Elder abuse

Carer stress, carer activity and carer support payment

Data relating to either care activity, care stress and government support payments (either the pension or allowance) is recorded in Elderline.

As found in previous years, the majority of perpetrators are not carers for the victim, and when care is provided, around two thirds of those who do provide care appear to be experiencing carer stress (see figure 23). Although this provides some information about the relationship between care relationships and abuse, it does not demonstrate what appears to Helpline operators, and is described to Helpline operators, as a common motivation for elder abuse - receipt of a government carer's support payment.

In previous years it has not been possible to provide a measure of instances of where there has been a false assertion of care. This is where a perpetrator presents to the government to be a carer but does not actually provide care, or provides inadequate care, e.g. provides food, but does not take the older person for medical appointments. With the inclusion of carer benefits to the income source data, we are able to examine these false assertions specifically in the 2013-14 financial year. Keeping in mind that for 42.87% of perpetrators, income source was unknown; for the present reporting period 9.34% of all abuse cases (119 cases) involved a perpetrator that was in receipt of a carer payment as their primary income source, and:

- 15.96% (n=19) of cases where perpetrators were recorded as receiving government carer's benefit as a primary income source provided no care at all, in most cases (n=16) the victim did require some level of care.
- In a further 7.56% (n=9) of cases the perpetrator provided insufficient care to the older person. Interestingly:
 - In only one of these cases was the 'carer' reported as experiencing carer stress; in this case the carer was providing insufficient care rather than no care.
- When including those who were receiving a carer's allowance in addition to a primary income of paid work or self-funded income stream, there were 139 perpetrators (12.09%) who were receiving a government carer's payment of some kind.

Another way of looking at this data is to compare carer payment records with abuse type:

- In 31.09% (n=37) cases of where the perpetrator's primary income was recorded as a government carer's payment, the primary abuse type was neglect.
- When secondary abuse types were included this figure rose to 47.06% (n=56)
- Finally, cases where carer stress was recorded and neglect was a reported abuse type was only recorded for 10.08% (n=12) of cases where the perpetrator was receiving government assistance for their role.

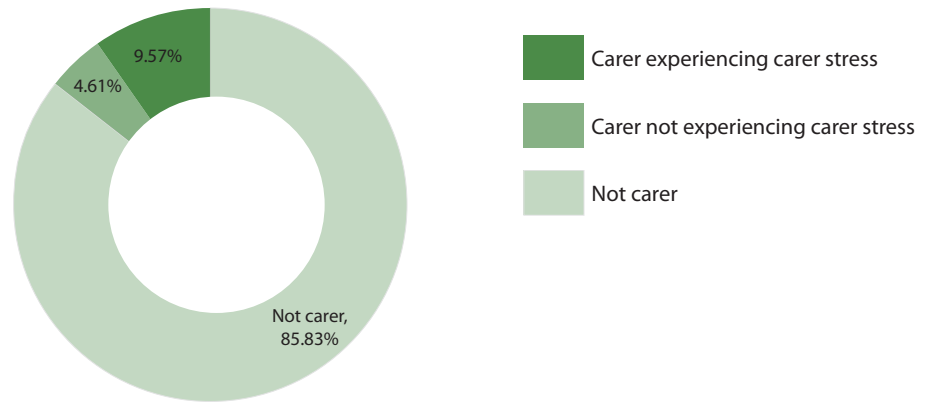


Figure 23. Proportion of perpetrators (n=1150) who are carers, and the experience of carer stress for the period 1/7/13 – 30/6/14.

Section 3

Non-trust abuse

There were 215 abuse relationships involving 201 perpetrators and 201 victims that were classed as non-trust abuse situations in the 2013-14 financial year. This figure included two cases of self-neglect which have been omitted from the perpetrator dataset. Although EAPU data for victims is generally good, perpetrator data is of poor quality owing to the fact that often the notifier has very little detailed information on the perpetrator.

New to the data-set for the 2013-14 financial year is the ability to indicate that there are multiple victims or multiple perpetrators for non-trust abuse cases. These records provide more accurate recording of abuse cases in aged care facilities, retirement villages or other settings where there is more than one victim or perpetrator and detailed information on them is not available. For example, where a retirement village manager is abusive towards all the residents, or where there have been multiple instances of neglect by a range of staff in a nursing home.

14

Non-trust abuse Relationship types

A third of non-trust abuse relationships recorded by the Helpline were those of neighbours, and almost a quarter were between the older person and a worker or management at an aged care facility or community service provider. The next largest group was the other category which includes what has been described as *mate crime* in disability sector research. *Mate crime* as it is relevant to EAPU is where relative strangers insinuate themselves into the lives of a vulnerable person for the purpose of personal gain. See the article *Mate crime: ridicule, hostility and targeted attacks against disabled people* (Thomas, 2011) for a full discussion of the phenomena. It is important to keep in mind that neighbours are well-placed to perpetrate mate crime. The *other* category also includes those in a professional relationship - other than care provision - with the older person, for example accountants and solicitors (see figure 25). Strangers accounted for 11% of relationships and this category included scams as well as general crime. Retirement village management or staff accounted for 6% of non-trust relationships and acquaintances such as co-residents, housemates and boarders accounted for 3%.

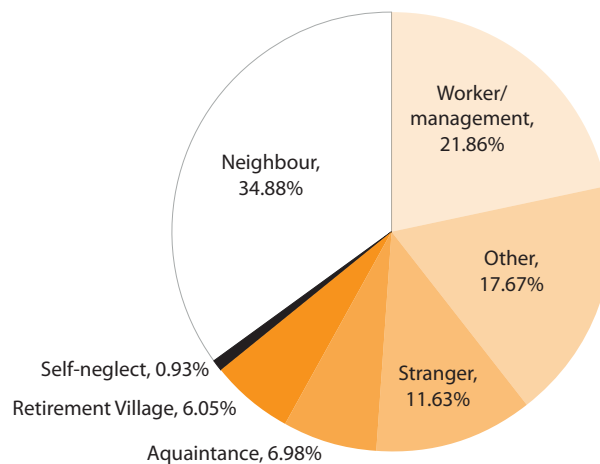


Figure 24. Proportion of relationship types within which non-trust abuse was recorded for the period (n=215) 1/07/12 - 30/06/13.

Thomas, J. (2011). Mate crime: ridicule, hostility and targeted attacks against disabled people. *Disability & Society*, 26(1), 107-111. DOI: 10.1080/09687599.2011.532590, Vol 26, iss 1 2011, pp 107-111]

Non-trust abuse

Abuse types

For non-trust abuse, only the primary abuse type is recorded and in the majority of cases this was recorded as psychological. Notably, financial abuse in non-trust relationships is very low when compared with financial abuse in elder abuse relationships (see figure 25).

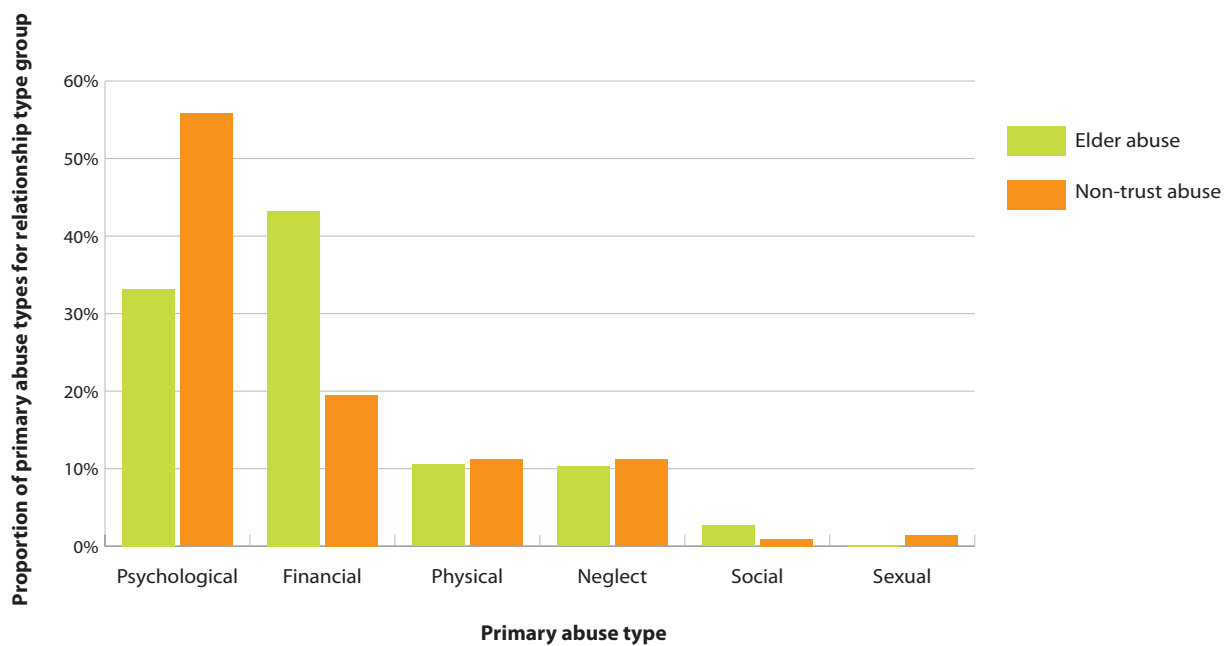


Figure 25. Comparison of primary abuse types for elder abuse (n=1266) and non-trust abuse (n=215) for the period 1/07/13 - 30/06/14.

14

Non-trust abuse Non-trust abuse scenarios

Within each group of relationship types there are different scenarios that commonly present on the Helpline that can be identified in the data. This is particularly apparent when examining abuse type together with relationship type. Table 8 outlines the common non-trust abuse scenarios. Other scenarios such as general crime victimisation (stranger), scam victimisation (stranger) and abusive tenants/house-mates (eg board type-arrangements with non-family; acquaintances), are recorded on the Helpline but not in significant numbers.

Relationship	Description
Neighbours	
Bullying	Abusive behaviour begins for no apparent reason or after a minor dispute. Escalates to deliberate and viscous bullying of the older person. Cases can become complicated by the perpetrators encouragement of their offspring to participate e.g. hitting balls at the victims house or throwing rocks on the roof. There is a subset of this category that occurs in community housing where the bullying is compounded by a persistent inability or failure of the housing management to resolve the issue. In this subset, substance misuse and mental illness are usually present.
Mate crime	Neighbours who follow the mate crime pattern of exploitation. See the <i>other relationships</i> category for further description
Nursing homes	
Systemic failures	The most common scenario in nursing homes is systematic failures of care by a nursing home where an older person is severely neglected, or mishandled or punished physically. Although there are cases where individual staff may be malicious or particularly abusive in a nursing home, in this scenario abuse and neglect is symptomatic of broader failures including practice oversight and under-staffing.
Staff misconduct	Cases of individual worker misconduct are less commonly reported to the Helpline. It is important to note that although sexual abuse is rarely recorded by the Helpline, it is often found under this category.
Resident-to-resident	In this scenario a victim is assaulted, bullied or harassed by another resident in the facility. Sexual abuse may be recorded here, and dementia is commonly a factor in these scenarios.
Community care settings	
Staff misconduct	The most common scenario reported in relation to community care provision is the misconduct of staff for financial gain. Community care staff misconduct may follow a 'mate crime' pattern.
Systemic failures	Issues of systemic failures are rarely reported to the Helpline in relation to community care services.

Retirement Villages/Senior Living Rentals or Manufactured Home Parks	
Poor management	The issues reported to the Helpline regarding seniors' accommodation have changed over time. Predatory contracts (e.g. excessive fees) have been common in the past. However, at present most calls to the Helpline in these settings stem from changes to services provided by the residential setting, usually this is coupled with changes in personnel. For example, a rental retirement village installs a new manager and changes catering providers. The standard of meals is considerably lower in quality and/or quantity. When residents make a complaint the new manager becomes persistently abusive.
'Other' relationships	
Mate crime	Mate crime is the most common scenario in the <i>other</i> category. Mate crime involves the apparently purposeful befriending of a vulnerable person for personal financial gain. Once the relationship is established, the perpetrator often becomes psychologically abusive as well.
Professional misconduct	In the community setting, professional misconduct is usually reported as occurring for financial gain. For example, a solicitor or accountant with a long-standing relationship with the victim financially exploits them after an episode of vulnerability.

Table 8. Outline of common non-trust abuse types

These scenarios can be identified in a detailed examination of the proportion of a particular abuse type each relationship type accounts for, contrasted against the proportionate size of the relationship group. For example, despite accounting for 34.88% of non-trust abuse cases, neighbours accounted for 55% of the psychological abuse for the 2013-14 financial year. Workers accounted for 21.86% of non-trust abuse cases, yet perpetrated almost 80% of neglect and over half of the physical abuse. Other relationships accounted for 22% of relationships, but 40% of financial abuse (see table 9).

Abuse situation	% of non-trust relationships	Financial		Neglect		Physical		Psychological		Sexual		Social		Total
Aquaintances	2.79%					2	8.33%	4	3.33%					6
Strangers	11.63%	14	33.33%			1	4.17%	9	7.50%			1	50.00%	25
Neighbours	34.88%	6	14.29%			3	12.50%	66	55.00%					75
Retirement Village	6.05%	2	4.76%					11	9.17%					13
Worker / Agency	21.86%	3	7.14%	19	79.17%	13	54.17%	8	6.67%	3	100.00%	1	50.00%	47
Other	21.86%	17	40.48%	3	12.50%	5	20.83%	22	18.33%					47
Sel Neglect	0.93%			2	8.33%									2
Total	100%	42	100%	24	100%	24	100%	120	100%	3	100%	2	100%	215

Table 9. Number of records and proportion of abuse type accounted for by relationship type for non-trust abuse for the period 1/07/13 - 30/06/14.

Non-trust financial abuse

The Helpline records specific dollar amounts of financial abuse where the information is available. Owing to the unavailability of this information in most cases, dollar amounts should always be considered significantly underreported. For the 2013-14 financial year the total of these amounts for non-trust abuse was \$1,316,000. Of this, \$70,000 was lost in a financial crime (e.g. scam), \$300,000 was lost to a neighbour who had gained EPoA, the remainder was lost to individuals in the *other relationships* category, (see table 10).

Abuse Relationship	Total Misappropriated
Other	\$946,000.00
Neighbours	\$300,000.00
Stranger	\$70,000.00
Total	\$1,316,000.00

Table 10. Amounts misappropriated by relationship type for non-trust abuse for the period 1/07/2013 - 30/06/14; sums were recorded for nine victims.

Non-trust abuse

Age and gender

Alleged victims

The age and gender patterns of non-trust abuse victims were similar to those of elder abuse but less concise owing to the lower number of records. Like elder abuse victims the largest victim age group was female 80-84 year olds (see figure 25). The overall gender difference of 65% female and 35% male (see figure 26) is reasonably close to the 70:30 female to male split that is consistently seen in EAPU elder abuse victim data. Figure 25 shows the age and gender distribution of non-trust abuse victims where age and gender were known; there were 18 victims where age was not known and 11 cases where *multiple* was recorded for age or gender.

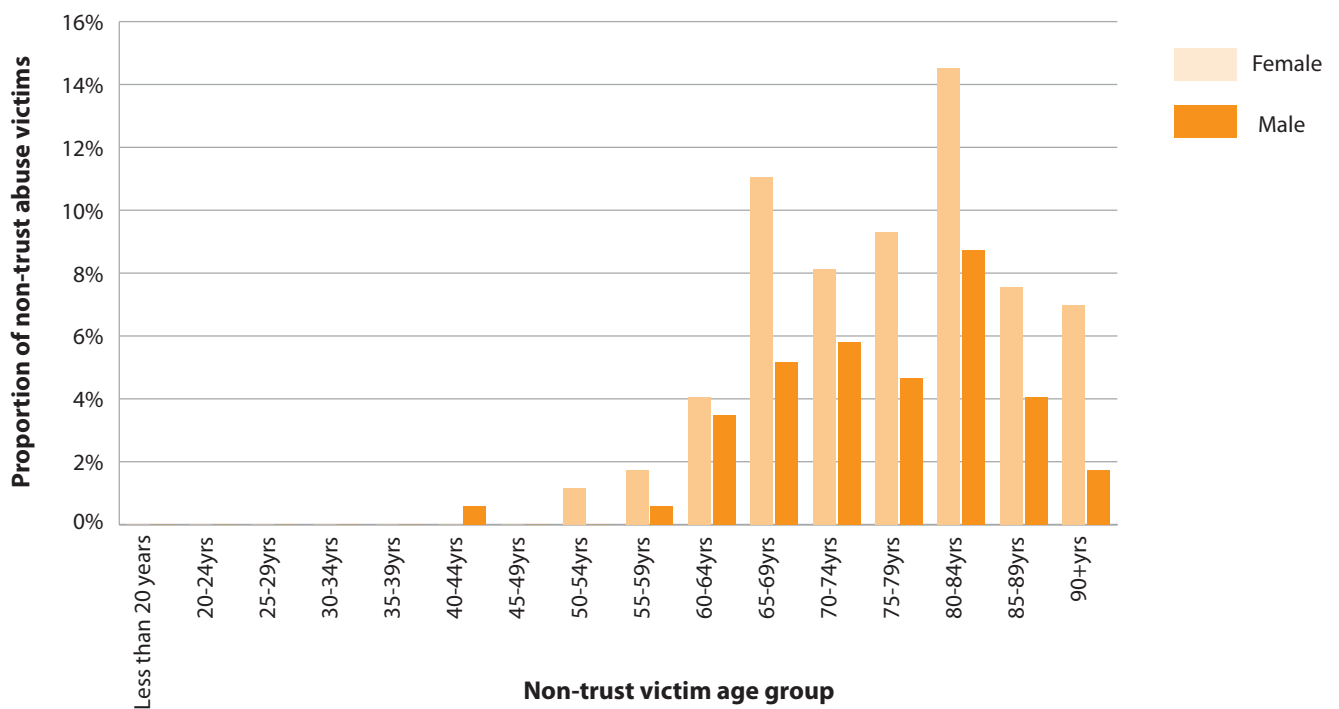


Figure 26. Proportion of non-trust abuse victims by age and gender, for cases where age and gender is known (n=172) for the period 1/7/13-30/6/14

Alleged perpetrators

There were a large number of records where age was not reported for non-trust perpetrators; 66% of perpetrator records were recorded as either *unknown* or *multiple*. For gender of non-trust perpetrators, 27% were unknown or recorded as *multiple*. Where gender was known, there were less female than male perpetrators. This is different to the gender split for elder abuse perpetrators which is 50:50 as shown in figure 26 (below).

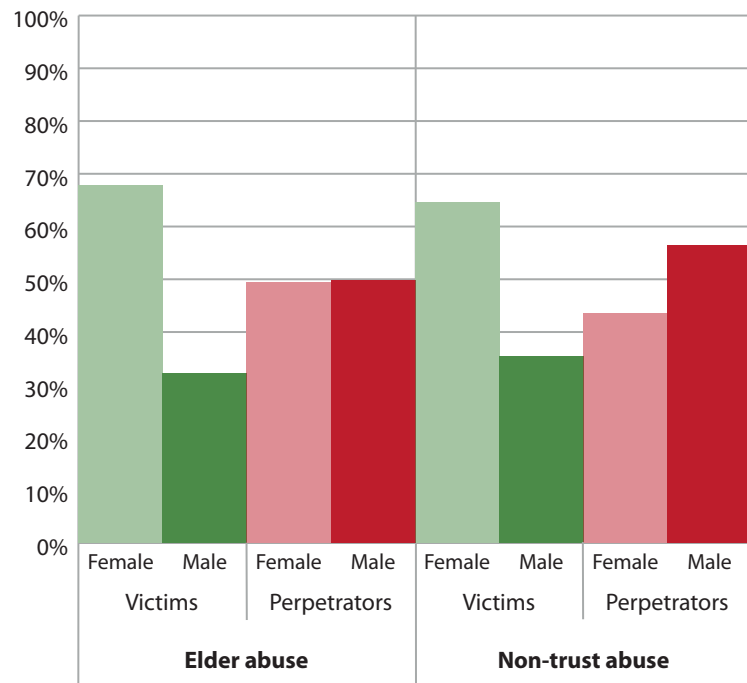


Figure 27. Gender of victims and perpetrators of elder abuse and non-trust abuse for the period 1/7/13 - 30/6/14.

Non-trust abuse

Risk factors and demographic characteristics

Alleged victim

In comparison to elder abuse, non-trust victims were recorded to have fewer risk factors. For physical health risk factors, 42% of non-trust abuse victims were reported with a health risk factor, compared with 54% of elder-abuse victims. For mental health risk factors, 20% of non-trust victims were reported with a mental health risk factor, 13% being *dementia* or *suspected dementia*, contrasting with elder abuse victims, where 29% were recorded with a mental health risk factor, 21% being *dementia* or *suspected dementia*.

Non-trust abuse victims appeared more likely than elder abuse victims to be living in an aged care facility. However, non-trust abuse victims were reported to have lower care needs generally, with only 24% recorded as requiring care in comparison to 38% of elder abuse victims (see table 11).

Comparisons between elder abuse victims and non-trust abuse victims should be interpreted cautiously as there are substantial differences in notifier relationship type between non-trust and elder abuse cases. For non-trust abuse half of the notifiers were the older person themselves whereas for elder abuse the figure was only 28%. Elder abuse was largely reported by younger family members (see table 11).

	Elder Abuse	Non-trust Abuse
Measure	1092 victims	201 victims
Physical health risk factors overall	53.66%	42.29%
Mental health risk factors overall	29.49%	20.40%
> Dementia or suspected dementia	21.15%	13.43%
Living in house/unit	77.47%	56.22%
Living in aged care facility	5.59%	11.94%
Home owner*	52.38%	46.77%
Government pension	67.58%	57.21%
Requiring care	38.00%	24.38%
Social isolation risk factor present	19.05%	19.92%
Notifier type	1266 abuse relationships	215 abuse relationships
Self	27.78%	51.63%
Younger family: Sons, daughters, grandchildren, and "other relatives" (excludes siblings and spouse/partners)	39.73%	17.67%
Workers	15.24%	17.67%

Table 11. Comparison of key victim risk factors for non-trust abuse and elder abuse for the period 1/07/13 - 30/06/14.

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Alleged perpetrator

Data quality of risk factors for non-trust perpetrators was too poor to analyse.

Section 4

Notifiers

The person who calls the Helpline for advice about any given abuse situation is called the *notifier* in Elderline. Although there may be multiple victims and perpetrators in an abuse scenario, there is only one notifier. The database creates a single notifier record which means that the accuracy of the relationship to the victim is reduced. A more accurate description of the measure is that it is the relationship between the notifier and the *primary* victim, where *primary* is determined by the notifier (who they are most concerned about in a situation). For example, if a caller is concerned about their mother and their aunt who share a house, the notifier relationship would be recorded as *daughter* instead of *niece*. This is particularly pertinent in cases where one victim is calling on behalf of two, commonly an older female calling because she and her husband are being abused by one of their adult children. In this case the notifier would be recorded as *self* rather than *spouse/partner* and as a result the number of spouse/partner notifier records are artificially low. Because of this, records for spouse/partner notifiers have been included in the *other family* category for this section.

A total of 1183 notifiers called regarding 1481 elder abuse and non-trust abuse relationships during the 2013-14 financial year. The proportions of relationship type were very similar to the preceding year. See Figure 28 for notifier relationships for the present reporting period. As found in 2012-13 data there is a different pattern of notifier types for elder abuse and non-trust abuse (see figures 29 and 30). However, there were also changes in notifier patterns for these groups between the two reporting periods. There was a reduction on the number of self notifiers for non-trust abuse, in favour of slight increases in family and worker notifications. For elder abuse there was an increase of self-notifications and a reduction in family and worker notifications. As was the case last year, daughters were the most likely group of family to call the Helpline, followed by other relatives, and then sons.

14

Figure 28. Elder abuse and non-trust abuse notifications combined; proportions of notifier relationship to victim types for the period 1/7/13 – 30/6/14

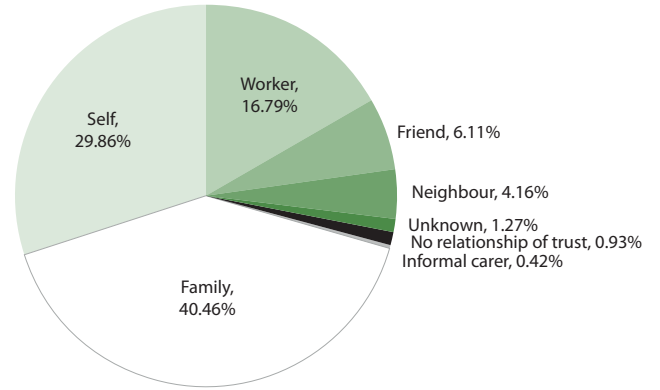


Figure 29: Proportion of relationship to victim types of notifiers for non-trust abuse for the period 1/7/13-30/6/14

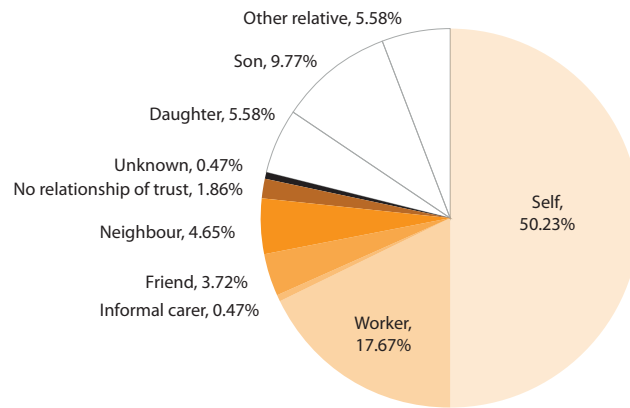
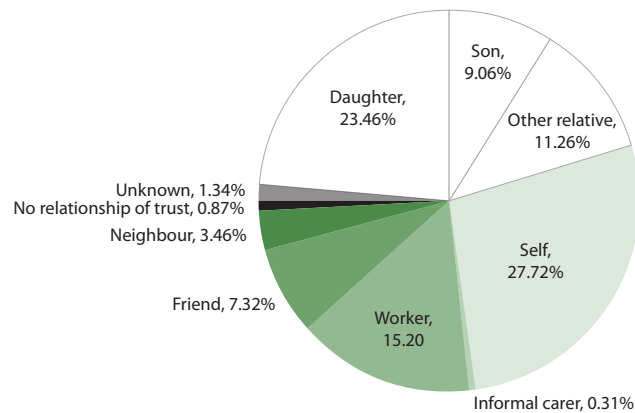


Figure 30: Proportion of relationship to victim types of notifiers for elder abuse for the period 1/7/13-30/6/14



Notifiers

Elder abuse notifiers and primary abuse types

Closely examining abuse type with notifier relationship by comparing notifier group size and primary abuse type proportions reveals that notifiers more commonly report certain types of abuse. This is expected as different notifier types have different types of access to victims; a worker is more likely to notice evidence of physical abuse than a neighbour (*no relationship of trust*) for example. Workers report 30.83% of physical abuse and 32.31% despite comprising only 15.25% of notifiers. Family report a disproportionate amount of all financial and social abuse, 51.01% and 55.88% respectively, when considering their group size (43.60% of notifier types for all abuse relationships). Victims themselves are most likely to report psychological abuse as a primary abuse type, and those in no relationship of trust to the victim disproportionately call about neglect (see table 12). Note sexual abuse has been omitted due to the low number of cases disclosed on the Helpline.

Notifier type & proportionate group size		Financial (n=547)	Neglect (n=130)	Physical (n=133)	Psychological (n=420)	Social (n=54)
Family	43.60%	51.01%	46.92%	29.32%	36.43%	55.88%
Self	27.80%	24.50%	3.08%	28.57%	40.00%	23.53%
Worker	15.24%	10.60%	32.31%	30.83%	11.90%	5.88%
Informal Carers & Friends	7.66%	10.24%	7.69%	4.51%	5.00%	11.76%
No Relationship of Trust	4.34%	3.11%	9.23%	2.26%	5.00%	2.94%
Unknown	1.34%	0.55%	0.77%	4.51%	1.67%	0.00%

Table 12. Elder abuse only; proportion of primary abuse type reported by notifier type for the 1266 primary abuse types for the period 2013-14; sexual abuse has been omitted due to a low number of cases (n=2).

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Notifiers Non-trust abuse notifiers and primary abuse types

See page 49, table 11, section 3 - *Non-trust abuse*.

Notifiers

Referral source

Consistent with the 2013-14 financial year, the largest proportion of calls to the Helpline came as a result of another agency providing the EAPU number (eg. community care provider, the Office of the Adult Guardian, etc). However, the figure was lower than the previous year, 21.53% in comparison to 27.07%. This is possibly owing to a large increase in the *unknown* referral source category, which indicates that how the caller located the number was not disclosed during the call.

Referral Source	Proportion of Notifications 2013/14 (n=990)	Proportion of Notifications 2012/13 (n=1183)
Agency/Worker	27.07%	21.29%
Internet	16.97%	17.47%
Professional Knowledge	13.74%	15.10%
Supportlink	9.09%	7.12%
EAPU Promotional Material	8.48%	7.38%
Other Promotional Material	4.75%	5.51%
Unknown	4.75%	12.72%
News Media	3.84%	1.87%
Telephone Directory	3.94%	3.14%
Friend/Acquaintance	2.32%	3.90%
Other	1.62%	0.51%
EAPU Training and Awareness	0.71%	0.68%
Previous Call	2.73%	3.31%

Table 13. Elder abuse and non-trust abuse; proportion of notifications on the Helpline referred to the Helpline by various sources for the periods 1/07/2012 – 30/06/2013 and 1/07/2013 – 30/06/14.

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Notifiers Referrals for notifiers

Helpline workers refer to a range of different services depending on the situation of individual victims and the needs of individual notifiers. Of the 2,709 referrals for the period 1 Jul 2013 to 30 June 2014, 9.49% of referrals were capacity related (excluding the Public Trustee); 9.49% were to health services, 19.97% were to legal services, the bulk of which were Seniors Legal and Support Services; 6.94% were to aged care providers of some kind; and 5.32% of referrals were to financial bodies including the Public Trustee. Interstate referrals made up 2.03% of the referrals made by EAPU.

It is important to note that on any given call multiple referrals may be given. Although referrals 19.97% of referrals were to Seniors Legal and Support Service, 37.89% of all abuse notifications received a referral to a Seniors Legal and Support Service.

For a full list of referrals, see Appendix 1.

Enquiry calls

The total number of calls to the Helpline during the 2013-14 financial year was 1,971. Of these 60.02% were abuse calls, with a further 8.12% being follow up calls for abuse cases. The remaining 31.82% calls were not related to a recorded abuse situation and were broadly classed as *enquiry calls*.

Enquiry calls include requests for training, community education sessions, elder abuse resources, or information regarding the EAPU's role and activities generally. This category also includes counselling or referral calls where the situation is not related to elder abuse or non-trust abuse but is still distressing to the caller. For example, neighbourhood disputes, consumer disputes, and family conflict (where a power or bullying dynamic is not present eg. arguments about appropriate gifts for the grandchildren). In Elderline these are categorised as a *non elder abuse situation* and made up almost a third of enquiry calls. See table 14 for a breakdown of enquiry calls types for the 2013-14 year.

Call subject	Number of calls	Proportion of enquiry calls
General elder abuse information	97	15.45%
Non elder abuse situation	198	31.53%
EAPU service	122	19.43%
Brochure/resource request	79	12.58%
Training session	82	13.06%
Awareness session	23	3.66%
Other	27	4.30%
Total	628	100%

Table 14. Recorded referrals provided by Helpline workers for the period 1/07/2013 – 30/06/2014

14

Enquiry calls *Non-elder abuse situation call duration*

Non-elder abuse situation calls are calls that, although not recorded as elder abuse situations, still involve the perception of an older person being victimised. As a result these calls often require the use of counselling skills and can take some time depending on the level of distress of the caller. Examining call duration of the calls enables a snapshot of the level of distress experienced by older people when faced with these non-abuse, but undesirable, situations. As indicated in the table, family situations that do not constitute abuse, issues with government provided services, and neighbour disputes are the top three complex calls to the Helpline.

Call Type	Average Call Length (minutes)
Elder Abuse Calls	30
Non EA - Family	29
Non EA - Government	23
Non EA - Neighbour Disputes	17
Elder Abuse Follow Up Calls	15
Non EA - Community Provider	14
Non EA - Consumer	14
Non EA - Other	13
Non EA - Nursing Home	12
Non EA - Accommodation	9
Brochure/Resource Request	7
General Calls	4
Training/Awareness	18

Table 15. Average call duration of calls to the Helpline for the period 1/07/2013 – 30/06/2014.

Section 5

Community education

The services provided by the Elder Abuse Prevention Unit are integrated so that they inform and support each other. The information collated from Helpline calls is used to inform the community education initiatives. The educators also encourage discussion and feedback from those who attend their education sessions not only to improve and inform future sessions but also the issues raised by service providers and older people are used to develop the Helpline response. In this regard the EAPU require the trainers to undertake Helpline duties and there are regular information exchanges within the workgroup to update Helpline operators on service response difficulties and access issues identified through the education sessions.

Community education is the key to prevention and has two equally important aims

1. Training the community aged care workforce to identify and respond safely to elder abuse situations.
2. Raising awareness of elder abuse and safety strategies among seniors and the general community.

These face-to-face sessions are also a valuable method of identifying and linking to networks and key people, particularly in regional areas.

A variety of measures are used to increase awareness other than individual face-to-face sessions including EAPU workers participating in forums, various seniors and community expos/events and raising elder abuse issues at whatever network meetings EAPU attends. Releasing EAPU reports and media statements is also an effective way to attract media interest which result in articles in print media and radio interviews.

14

Community education Participation in the Queensland Government Elder Abuse Campaign “Make the Call”

A focus for EAPU awareness raising activities is linking with the Department of Communities, Child Safety and Disability Services poster campaign on elder abuse which occurs in June each year. The Elder Abuse Prevention Unit collects data from these campaigns including call rates, the promotional material that prompted the call, where the material was located and who made the call. This data is shared with the Department to evaluate the impact of the campaign and inform future campaigns.

Figure 31 details the Helpline call rates and the effect of the campaign is evidenced in call numbers for June 2014, when the campaign was launched. The call rates begin declining after June, highlighting the need for community messages to be targeted and ongoing to ensure awareness is sustained amongst the community. A highly effective campaign which continues to improve. During this period the EAPU community education carries and heavily promotes the Department’s campaign message “Elder Abuse Helpline – anyone can Make the call” in all its activities. The EAPU considers this type of partnership best practice in the use of partnerships and data collection/evaluations to make the campaign more effective in targeting and placement of material based on data.

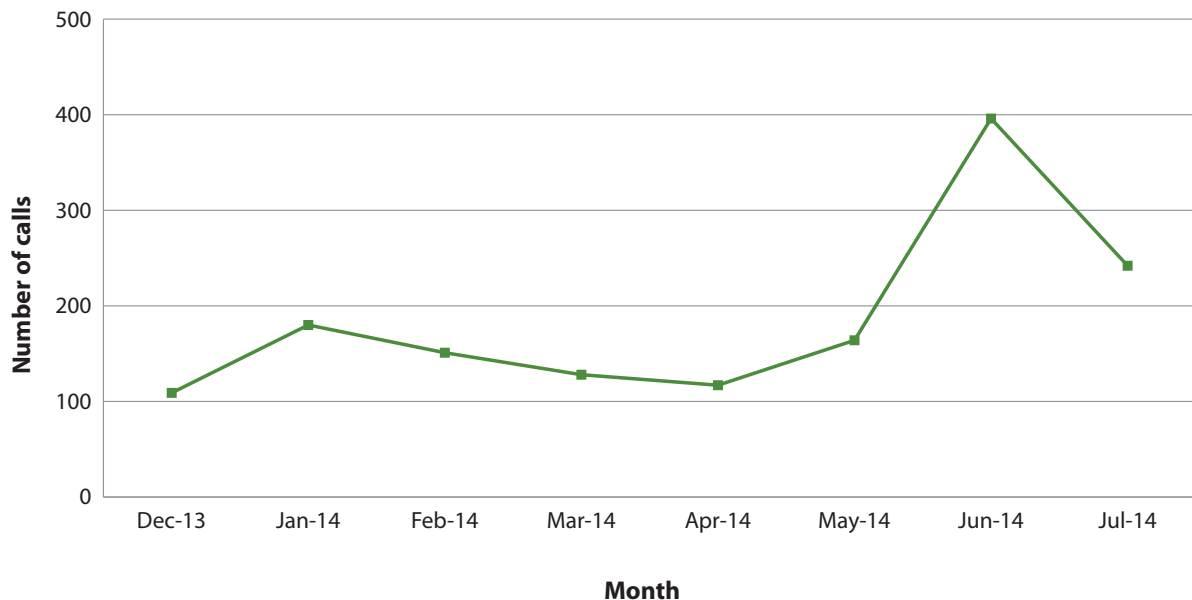


Figure 31. Monthly Helpline call rates for the period 01/12/2013 to 31/07/14

Community education

World Elder Abuse Awareness Day, 15 June

Elder Abuse Helpline - anyone can make the call
call **1300 651 192**

World Elder Abuse June
Awareness Day **15**

The government's "Make the Call" campaign on elder abuse is held in June firstly to take advantage of the heightened community interest after the Government's annual Domestic and Family Violence campaign in May and secondly to link with World Elder Abuse Awareness Day (WEAAD) which occurs on 15 June each year. This is the day designated by the United Nations as the international day of action when the whole world voices its opposition to the abuse of older people. WEAAD is represented by the colour purple – which denotes wisdom, dignity, independence and creativity.

The EAPU attempts to wrap community support around the "Make the Call" campaign by encouraging community based WEAAD activities to use the campaign material and messages and by joining the rest of the world in going purple for WEAAD. The EAPU cannot take credit for these community initiatives but certainly advised and participated in a number of them including presentations at WEAAD community forums in Balmoral, Ipswich, Blackall and Rosewood. A list of WEAAD activities is contained in the May 2014 edition of the EAPU newsletter "Queensland Focus" which is a WEAAD special edition. The newsletter (edition 34) can be found on the EAPU website www.eapu.com.au.

14

Community education Community Education WEAAD Project

Elder Abuse Helpline - anyone can make the call
call **1300 651 192**

World Elder Abuse June
Awareness Day 15

Through the promotion of World Elder Abuse Awareness Day, we raised awareness of elder abuse at a community level through connecting Diploma of Community Service TAFE students to their local community. The EAPU Project Officer: Education and Training worked alongside TAFE teachers to create a World Elder Abuse Awareness Day (WEAAD) pilot project which conducted a promotion and awareness campaign specifically designed to meet the assessment outcomes of the Diploma of Community Services prescribed curriculum.

The aim of the project was to develop healthy connections between youth, community and older adults in the Bracken Ridge community resulting in a completed assessment item for the Diploma of Community Services students. By developing and maintaining connections between generations, at a community level, issues affecting older people – such as isolation and exclusion – were addressed through the collaborative nature of the community awareness campaign.

Community education

Training sessions

Training sessions are education or professional development sessions for industry audiences such as service providers working with older people or tertiary students who will be entering the field. These sessions are structured for workers, or future workers, who have an explicit duty of care to their clients. Sessions include an overview of elder abuse, types and signs of abuse, what to do when abusive situations present, cultural considerations and the rights and responsibilities of workers. EAPU delivered 109 sessions across Queensland, reaching 2413 participants in the 2013-14 financial year. This is an increase on the 80 sessions that were delivered in the 2013-14 financial year.

Region	Training sessions provided
Brisbane and West Moreton	63
Central West Qld	3
Darling Downs	8
Far North Qld	2
Fitzroy	5
Mackay	9
South West Qld	
North Qld	10
North West Qld	
Wide Bay Burnett	9
Total	109

Table 16. Number of training sessions provided for each region for the period 1/07/2013 – 30/06/2014

Evaluations

EAPU requests feedback on the content and the presentation at all training sessions. For the content, participants are asked to record on a scale of one to five their knowledge about elder abuse before and after the training sessions. The lowest possible score is one, *not at all* and the highest is five, *yes* (2 = *not really*, 3 = *partly*, 4 = *mostly*). Table 17 lists the mean score for each question derived from the 972 questionnaires returned. This represents a response rate of 46.16% for the 2013-14 financial year.

Table 17. Mean pre and post training self-assessment scores for the period 1/07/2013 – 30/06/2014

Learnings in EAPU training Sessions	Before	After	Increase
About elder abuse (types)	4.0	4.8	0.8
How to recognise signs of abuse	3.8	4.8	1.0
What to do in an abuse situation	3.6	4.7	1.1
Who to refer cases of abuse to	3.4	4.8	1.4
My rights and responsibilities	4.1	4.8	0.7
About cultural issues	3.5	4.6	1.1

Feedback on the presentation and usefulness of the training is measured by two questions using the same scale as the content questions. The questions and mean score are listed in Table 18.

Table 18. Mean scores for feedback questions for the period 1/07/2013 – 30/06/2014

Trainer/Session Feedback	
Information was presented in a clear and understandable way	4.8
The information was useful for my job	4.8

Community education Awareness sessions

Awareness sessions, also known as Community Education sessions, are offered to community groups or older persons groups with the aim of giving a general overview of elder abuse and including support options and preventative strategies. The goal of offering awareness sessions is to increase community understanding of the issue, enabling a broader recognition of abuse situations as well as linking victims with support services. The EAPU provided 39 awareness sessions to 1113 people across Queensland during the 2013-14 financial year (see Table 19).

Region	Awareness sessions provided
Brisbane and West Moreton	35
Central West Qld	1
Darling Downs	1
Far North Qld	
Fitzroy	2
Mackay	
South West Qld	
North Qld	
North West Qld	
Wide Bay Burnett	
Total	39

Table 19. Number of awareness sessions provided for each region for the period 1/07/2013 – 30/06/2014

Evaluations

Due to the nature of awareness raising sessions response rates of feedback questionnaires are much lower than with training sessions. For the 2013-14 financial year the response rate was 17.79% (n= 198). Table 20 shows the percentage of respondents choosing Yes, Somewhat, or No to the four questions asked on the feedback form.

Question	Yes	Somewhat	No	No Response
My knowledge about elder abuse increased	77.78%	17.17%	4.55%	0.51%
The information was useful	88.38%	9.62%	2.02%	2.02%
I was satisfied with the presentation	93.94%	5.13%	0.51%	1.52%
I know who to contact for assistance	87.37%	1.92%	1.52%	2.02%

Table 20. Proportion of respondents choosing answer options for awareness session feedback questions for the period 1/07/2013 – 30/06/2014

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Community education Special events

Special events include forums, network meetings, informal networking events and expos where EAPU hold a stall or is invited as a guest speaker. Media interactions such as recorded interviews and written articles are also included in this category. Requesting feedback on these sessions is not practicable, but the EAPU does record the number of such events it attends or is involved in. The EAPU participated in 57 special events in the 2013-14 financial year.

Section 6

Website

The EAPU website received 19,801 visits during the 2013-14 financial year which is a substantial increase on the previous year's 12,269 visits. The increase may be related to the deployment of a new version of the EAPU website early 2014 which included improved Search Engine Optimisation (SEO). It is important to also note that the previous year included a month-long period where usage tracking was offline (part of November and December 2012).

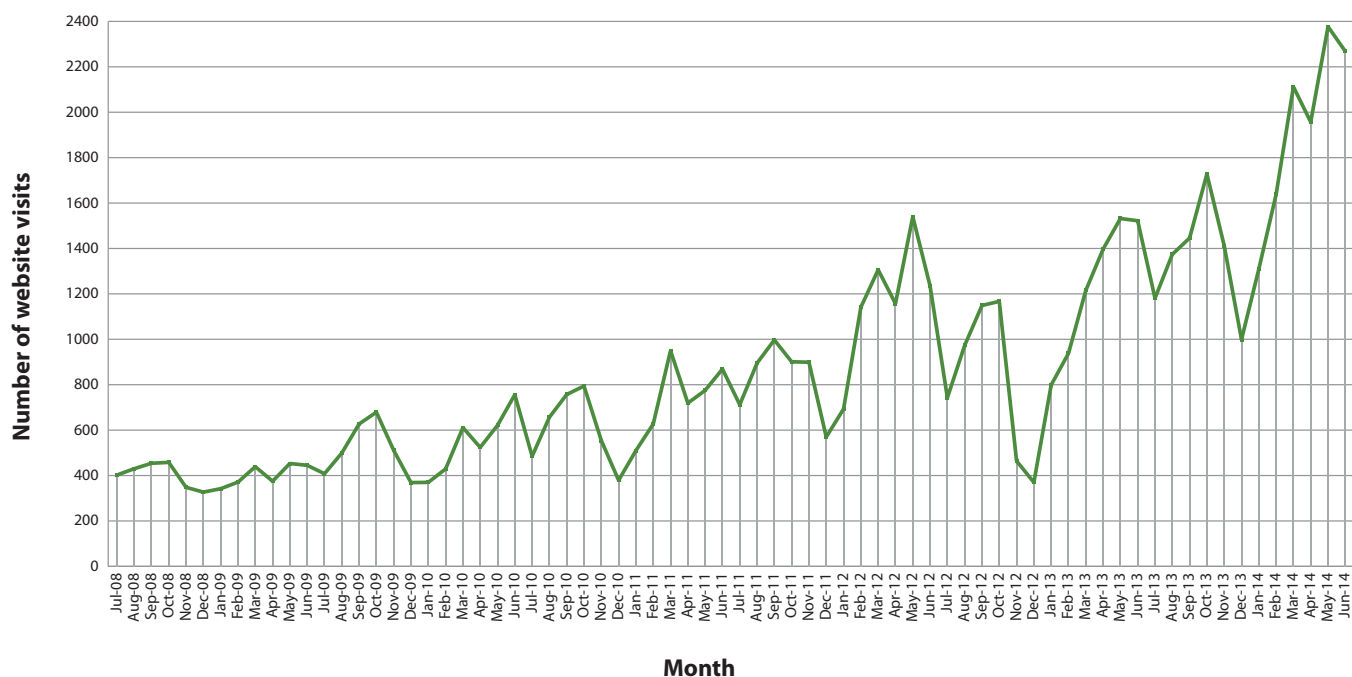


Figure 32. Number of web-site visits per month for the period 1/7/2008 – 30/6/2014

14

Website Traffic sources

Most traffic came from search engines and this is consistent with previous years. This year saw the inclusion of two new source categories *social media* and *not set*. The *not set* category is the result of a change on 25 July 2013 in the way that Google Analytics analyses data. It is anticipated that the category will disappear next financial year.

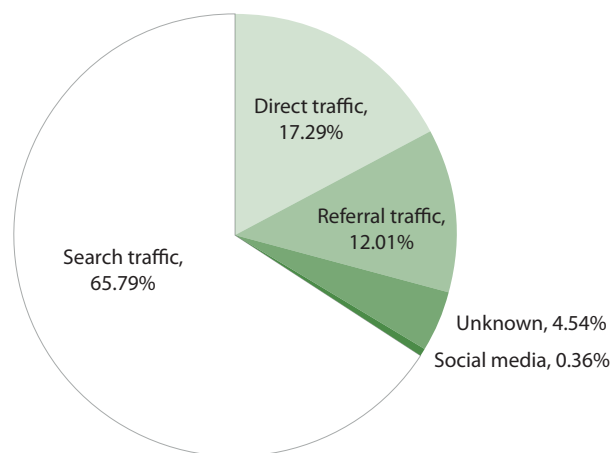


Figure 33. Proportion of traffic originating from sources for the period 1/7/2013 – 30/06/2014.

Location

As in previous years, most visitors to www.eapu.com.au came from Australia. However, this did drop slightly from 82.65% in 2012-2013 to 77.24% in 2013-2014. It is possible that increased visibility as a result of improved SEO has resulted in more international visits.

Continent	Visits	% of Total Visits	Pages / Visit	Average Duration	% New Visits	Bounce Rate
Oceania	15,362	77.58%	2.95	0:03:28	77.29%	52.56%
Australia	15,295	77.24%	2.95	0:03:28	77.23%	52.53%
Europe	2314	11.69%	1.48	0:01:17	90.36%	82.28%
Americas	1315	6.64%	1.66	0:01:36	91.56%	78.33%
Asia	475	2.40%	1.85	0:01:57	85.47%	70.74%
Africa	203	1.03%	1.63	0:01:16	89.66%	80.30%
Not Set	132	0.67%	1.49	0:02:09	73.48%	78.03%

Table 21. Number and proportion of total visits from different regions for the period 1/7/2013 – 30/6/2014.

Direct traffic

There were 3,424 (17.29%) visits where users accessed the site by typing www.eapu.com.au into a browser's address field.

Search traffic

Most visitors used a search engine to access the site. There were 13,032 (65.79%) visits arriving from 1,257 different search terms. In most cases search terms were not provided to Google Analytics by the visitor's browser. The top 10 terms that were able to be recorded are listed in Table 22.

	Search term	Visits	% of Search Visits
1	(not provided)	9842	75.54%
2	elder abuse	431	3.31%
3	elder abuse prevention unit	182	1.40%
4	elder abuse australia	95	0.73%
5	elder abuse hotline	67	0.51%
6	eapu	66	0.51%
7	elder abuse qld	59	0.45%
8	elderly abuse	43	0.33%
9	elder abuse hotline australia	31	0.24%
10	factors that contribute to elderly abuse	31	0.24%
11	elder abuse definition	26	0.20%

Table 22. Top ten search terms resulting in visits to the EAPU website for the period 1/07/2013 – 30/06/2014

Referral traffic

There were 2,379 (12.01%) visits via a referrer, that is another website linking to ours. The top 10 referrers are listed in Table 23.

	Referrer	Visits	% of Referrer Visits
1	qld.gov.au	292	12.67%
2	communities.qld.gov.au	266	11.55%
3	cshtafe.com	208	9.03%
4	learn.unisa.edu.au	156	6.77%
5	seniors.gov.au	94	4.08%
6	justice.qld.gov.au	82	3.56%
7	accreditation.org.au	67	2.91%
8	anpea.com.au	64	2.78%
9	facebook.com	58	2.52%
10	google.com.au	51	2.21%

Table 23. Top ten referrers for the period 1/07/2013 – 30/06/2014

Appendix 1

Accommodation	1.70%	Health	9.49%
Emergency Accommodation	13	Hospital	3
Homeless Persons Information Queensland	1	Community Health Centres	2
Department of Housing	27	Community Health Social Worker	6
Residential Tenancies Authority Queensland	1	Hospital Social Worker	39
Tenant Advice and Advocacy Service Qld	2	Health Services Info Line	2
Assoc of Residents of QLD Retirement Villages Inc	2	GP	205
Aged Care	6.94%	Legal	19.97%
Aged Care Assessment Team	28	Seniors Legal and Support Service - Cairns	29
Aged Care Complaints Investigation Scheme	25	Seniors Legal and Support Service - Ipswich	15
Aged Care Facility	33	Seniors Legal and Support Service - Brisbane	319
Community Care Providers	54	Seniors Legal and Support Service - Cairns	1
Queensland Aged and Disability Advocacy Inc (QADA)	48	Seniors Legal and Support Service - Hervey Bay	32
Capacity	9.49%	Seniors Legal and Support Service - Townsville	31
Assessment of Capacity	14	Seniors Legal and Support Service - Toowoomba	21
Alzheimer's/Dementia Information	9	Women's Legal Service Inc - QLD	2
QCAT	61	Legal Aid QLD	7
Office of The Adult Guardian	173	Queensland Law Society/Private Solicitor	22
Public Trustee (see Financial)		Community Legal Centre	56
Complaints	0.59%	QADA Legal Advocacy	2
Health Quality and Complaints Commission	5	Court	4
Ombudsman	3	Mediation	3.17%
Office of Fair Trading	2	Dispute Resolution Centre	76
Crime and Misconduct Commission	2	Family Relationship Centre	10
Legal Services Commission	1	Mental Health	1.40%
Leading Aged Services Australia	2	Mental Health Services (overall)	38
Human Rights and Equal Opportunity Commission	1	Safety	11.11%
Counselling/Support	5.50%	Home Assist Secure	14
Psychologist	42	Personal Alarms	15
General Counselling Service	50	Queensland Police (QPS)	168
Lifeline Crisis Line	18	QPS - Volunteers In Policing	9
Relationships Australia	8	QPS - Cultural Police Liaison Officer	2
Social Support Group	23	QPS - Crime Prevention Unit	37
Social Worker - Dept Human Services	8	QPS - Domestic Violence Liaison Officer	56
Carer Services	3.58%	(all QPS)	(272)
Carers Queensland	46	Other Referrals	17.79%
Commonwealth Respite and Carelink Centre	51	Elder Abuse Prevention Unit	371
DV Services	1.48%	Seniors Enquiry Line	28
Domestic Violence Service	19	Other	48
DV Connect Men's Line	9	Older Person's Groups (overall)	4
DV Connect Women's Crisis Line	12	Multicultural Services (overall)	7
Financial	5.32%	Indigenous Specific Services (overall)	4
Bank	46	Veterans' Specific Services (overall)	17
Public Trustee	66	Disability Services (overall)	3
Lifeline Financial Counselling	18		
Centrelink	14		
Interstate Services			2.03%
WA - Advocare	3	NSW - Elder Abuse Helpline	22
SA - Aged Rights Advocacy Service	4	NSW - Seniors Information Service	2
VIC - Seniors Rights Victoria	10	NSW - TARS	4
TAS - Advocacy Tasmania	1	NT - Department of Health Service	2
TAS - Dept of Health and Human Services	1	Interstate Guardianship Areas	6
Total Referrals: 2709			



Further copies of this and other EAPU reports can be obtained from the Elder Abuse Prevention Unit website

www.eapu.com.au

or by contacting EAPU on

1300 651 192 or eapu@uccommunity.org.au



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