13

Elder Abuse Prevention Unit

Elder Abuse Prevention Unit Year in Review 2013

UnitingCare Community

UnitingCare Community Values   Compassion | Respect | Justice | Working Together | Leading through Learning

UnitingCare Community Services   Lifeline | Child and Family Care | Counselling | Crisis Support | Disability Support | Social Inclusion

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www.eapu.com.au

or by contacting EAPU on

1300 651 192 or eapu@uccommunity.org.au

Table of Contents

13

Elder Abuse Helpline

In the 2012-2013 financial year the Elder Abuse Helpline recorded:

990
elder abuse notifications

1070
abused

1110
alleged abusers

1204
abuse cases

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 2012-13 financial year.

Definitions

Last year's Year in Review identified a number of issues with the clarity of data provided by the Elderline database. As a result there has been a review of the definitions in use for data entry by Helpline workers and a 'Data Dictionary' authored to provide guidance to staff, as well as external agencies wanting to understand the data EAPU collects. Data collection in line with the clarified definitions began on July 1 2013 and so are not included in this report. However the recent focus on definitions has prompted changes to the analysis of data in this report.

The aim of the annual data report is to provide a picture of what elder abuse looks like in Queensland. Sample limitations aside, critical to the task of describing what elder abuse looks like in Queensland is understanding what elder abuse is. While EAPU, and many agencies in Australia around the world have adopted the definition in use by the World Health Organisation (WHO), there is minimal consensus overall. Divergent views on what constitutes elder abuse occur both between stakeholder groups such as researchers, service providers, government, and older people; and among individuals in those groups. Internationally too, there is a great deal of discontinuity in approaches.

The definition adopted by WHO is:

"Elder Abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person"

This is also the definition under which EAPU is funded. Although this definition may be seen to include workers as perpetrators, EAPU considers workers as perpetrators as a separate issue. This is in part to do with the regulated nature of aged care in Australia, most aged care facilities receive federal funding and so it is a federal service, the Aged Care Complaints Scheme, that has jurisdiction over issues within facilities. For EAPU, pervasive problems resulting in abuse and neglect within aged care services are considered to be systemic issues and abuses by individual staff are seen as worker misconduct. The expectation of trust and care which provides avenue for abuse within aged care services is transactional or contractual in nature,

rather than relational which is the case in for family and friendships. EAPU recognises that in practice the line does become blurry, but the distinction between family and workers is also generally clear in the narratives heard on the Helpline and is reflected in Queensland legislation. Domestic violence legislation was expanded in 2003 to include family members and informal carers rather than just spousal relationships. This contrasts to other countries such as the United States where some states have specific 'elder abuse' legislation for crimes against people over a certain age.

The community generally too, and older people particularly, often do not discriminate between abuse models. As such, the neighbour abuse, internet scams, and consumer disputes are often called elder abuse by older people themselves. Indeed, in a recent study examining attitudes toward elder financial abuse, older people expressed the attitude that the perpetrators of elder financial abuse were mostly institutions and strangers, while workers believed that perpetrators were mostly family members (Lowndes & Mihaljcic, 2013, p. 197). As a result of the array of views on elder abuse Helpline workers take calls from people regarding a variety of experiences and situations in addition to what we would consider 'bona fide' elder abuse.

The Elderline database allows for collection of detailed information about non-elder abuse situations and the distinction is made by the selection of a relationship type which links victims and perpetrators. For non-elder abuse cases, a relationship type of 'no relationship of trust' is selected, and the operator then chooses a particular type of non-elder abuse situation, for example 'neighbour abuse' or 'consumer dispute'. The complexity of data and the way Elderline exports it makes the task of distinguishing between individuals in elder abuse cases from those in non-elder abuse situations difficult. In the past victims and perpetrators have been analysed as whole groups; all elder abuse and non-elder abuse victims together and all elder abuse and non-elder abuse perpetrators together. There is a concern though that these different types of abuse situations may involve different risk factors and that we may be unable to identify differences due to the lack of distinction in our analysis. Consequently, this year and in future years, elder abuse data will be separated from non-elder abuse, or non-trust abuse, data for the Year in Review and data from July 1 2013, Elderline will have a more comprehensive array of non-trust abuse situation descriptors, as well as tighter definitions for all measures.

References:

Mihaljcic, T. & Lowndes. G (2013) Individual and Community Attitudes Toward Financial Elder Abuse, Journal of Elder Abuse & Neglect, 25:2, 183-203, DOI: 10.1080/08946566.2012.712867

13 Limitations of Data

There are a number of limitations on the data collected by EAPU. In the first case the data is collected through the voluntary disclosure of the notifiers and 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 improve 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 2012 – 2013 financial year the elder abuse Helpline recorded:

	2013	2012
Abuse notifications	**990**	**1001**

	2013	2012
Abused / victims*	**1070**	**1061**
Elder abuse abused / victims	897	n/a
Non-trust abused / victims	167	n/a

	2013	2012
Alleged abusers / perpetrators*	**1110**	**1084**
Elder abuse alleged abused / perpetrators	957	n/a
Non-trust alleged abused / perpetrators	153	n/a

	2013	2012
Abuse relationships / cases	**1204**	**1137**
Elder abuse relationships / cases	1027	n/a
Non-trust abuse relationships / cases	177	n/a

* The Elderline database under certain circumstances permits victim or perpetrator records to be created without being linked to an abuse relationship. As a result the sums of victims and perpetrators does not exactly match the overall totals. This issue will be addressed in future database upgrades.

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.

Abused / Victim

A notification may relate to more than one abused person. In situations where there are multiple abused persons 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 the 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.

Key Statistics and Terms

Alleged Abusers / Perpetrators

Notifications may involve multiple perpetrators, often a spouse/partner pair - one of whom is the alleged victim's child - but are also sibling teams, informal carer spouse/partners, and increasingly 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 is not equal to the number of abuse victims or abusers 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 that 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 2012-13 financial year saw a very small decrease in notifications from the previous year. The general equivalence of this year's figures does not contravene the general trend of increasing notifications since the service began (see figure 1).

- There was a 1.90% decrease in the number of notifications received in the 2012-13 financial year than the previous financial year.

- An average of 82 notifications per month received by the EAPU Helpline for the 2012-13 financial year, which is a decrease of approximately one notification per month from last year.
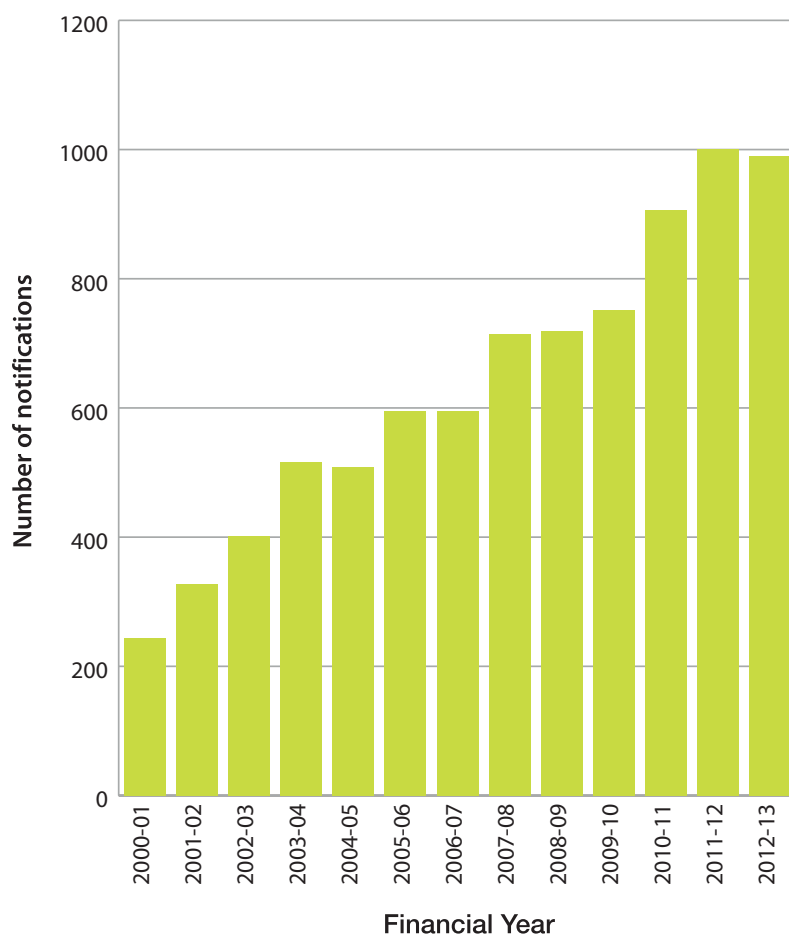

Figure 1. Total notifications received annually since 2001

Location

The following map shows the distribution by region of the number and proportion of the 1070 victims recorded for the 2012-13 financial year. Brisbane and West Moreton divisions are combined into one region which approximates the region of South East Queensland. Regions are approximate as a result of changes to the Australian Bureau Statistics statistical division boundaries since Elderline's development.
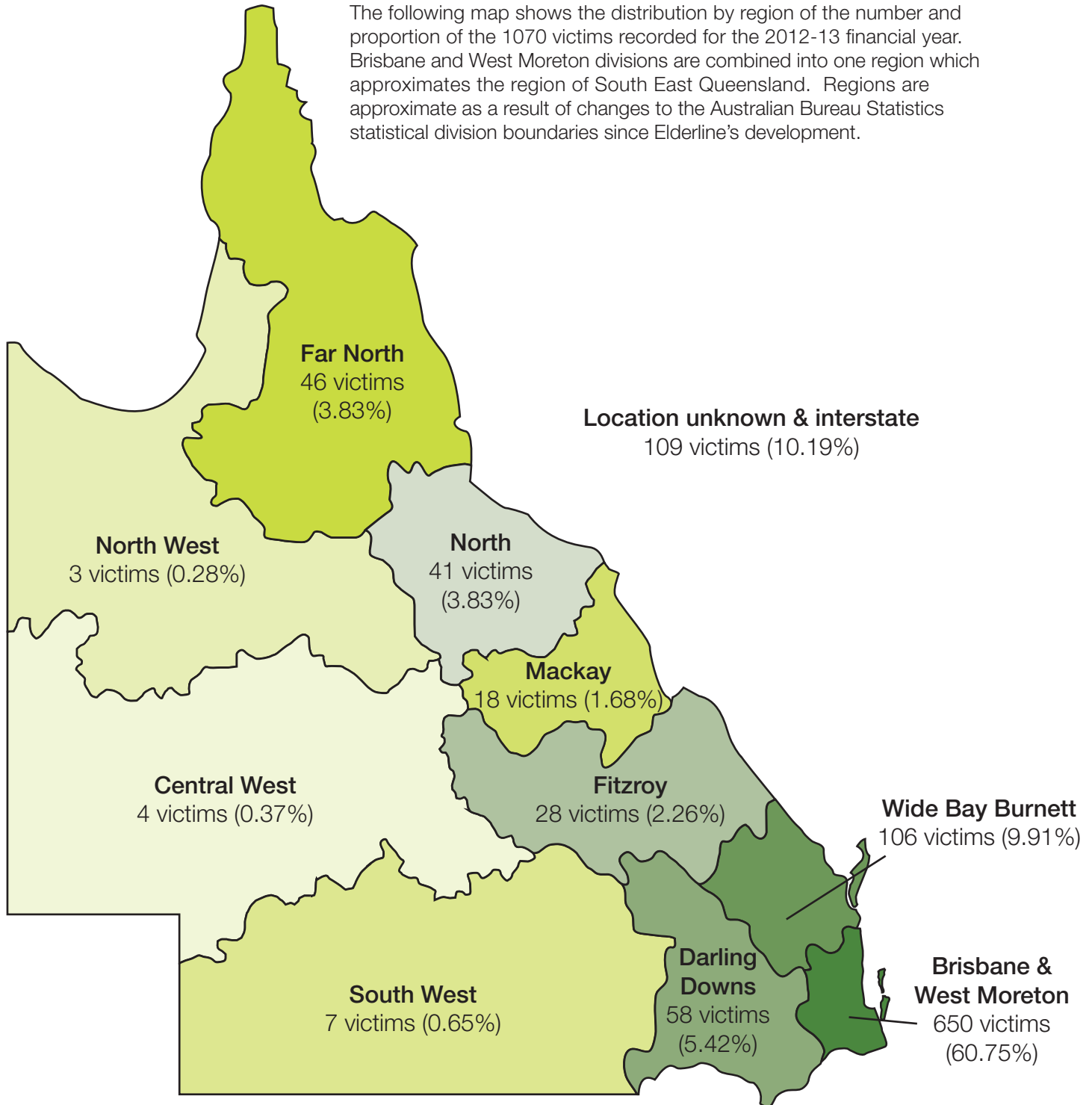
Far North
46 victims
(3.83%)

Location unknown & interstate
109 victims (10.19%)

North West
3 victims (0.28%)

North
41 victims
(3.83%)

Mackay
18 victims (1.68%)

Central West
4 victims (0.37%)

Fitzroy
28 victims (2.26%)

Wide Bay Burnett
106 victims (9.91%)

South West
7 victims (0.65%)

Darling Downs
58 victims
(5.42%)

Brisbane & West Moreton
650 victims
(60.75%)

Figure 2. Regional breakdown of elder abuse victims.
Indicates number and proportion of victims from each region for the 2012-13 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:

- 22.67% of alleged victims' country of origin was disclosed.
- Only 6.64% of alleged victims were disclosed as being from a country other than Australia

- 16.29% of alleged abusers' country of origin was disclosed.
- Only 4.12% of alleged abusers were disclosed as being from a country other than Australia.

- 2.33% of alleged victims were disclosed as being Aboriginal or Torres Strait Islander
- 2.06% of alleged abusers were disclosed as being Aboriginal or Torres Strait Islander

13

Elder Abuse

The Helpline was notified of 1027 elder abuse relationships involving 957 perpetrators and 897 victims during the 2012-13 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 2012-13 financial year. There is a small difference between males and females as perpetrators, but EAPU is unable to test for significance. It should be noted that these figures are no longer comparable to previous years as a result of the separation of elder and non-trust abuse data.

| | 2012/2013 Financial year | | | |
| | Victim | | Perpetrator | |
Alleged victim	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 period 1/7/2012 - 30/6/2013.

Age

During the 2012-13 financial year there were 897 elder abuse victims reported to the Helpline. Age was not disclosed for 9.36% (n=84) of elder abuse victims (see figure 3).

- Most victims were in 80-84 years age group (24.30%, n=218).

- Females were reported more often than males as victims of abuse in all age groups.

During the 2012-13 financial year there were 957 elder abuse perpetrators reported to the Helpline. Age was not reported in 37.20% (n=356) of elder abuse cases (see figure 4).

- Most alleged abusers were of the 50-54 years age group (16.67%, n=95).

- Although there were more male abusers than female abuses, for the age brackets 40-45 and 50-54 there were slightly more female abusers than male abusers. This differs from the 2011-12 year and previous years where there were substantially more male alleged abusers in the 50-54 year age range than females. This may be attributable to the separation of elder and non-trust abuse data.
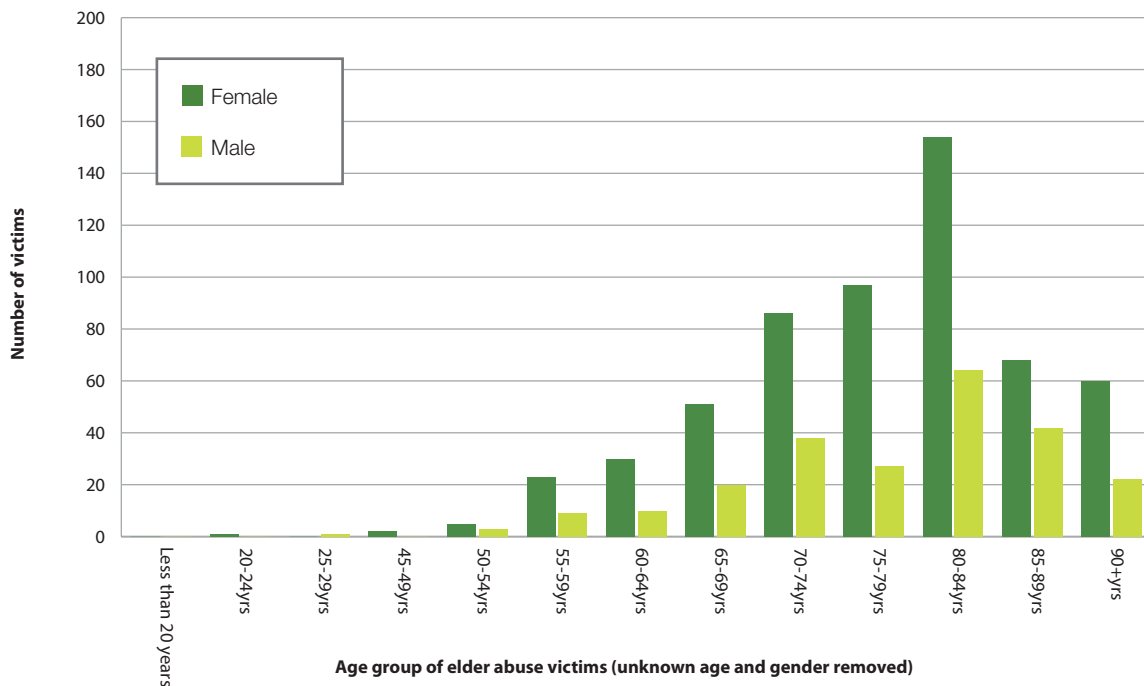
Figure 3.

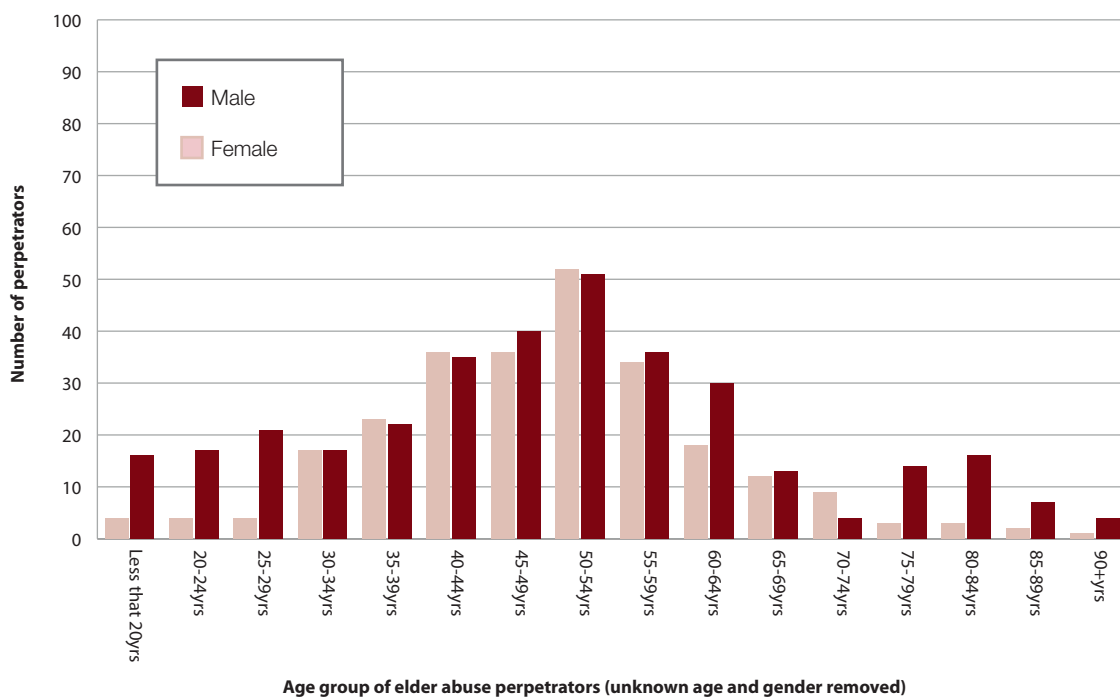Number of victims in each age group by gender for the period 1/7/2012 - 30/6/2013.

Figure 4.

Number of perpetrators in each age group by gender for the period 1/7/2012 - 30/6/2013.

Younger alleged perpetrators

Over the past 5 years there has been a noticeable increase in the number of young perpetrators. As a proportion of perpetrators, those under the age of thirty have increased from just under 5% in the 2008-09 financial year to 7.52% for 2012-13. This increase is paralleled by an increase in perpetrators who are a grandchild of the victims. Grandchildren as perpetrators have doubled from just 2.78% in 2008-09 to 6.42% for 2012-13 (see figure 5). Please note that data from trust and non-trust has been used to ensure comparability with previous year's data.
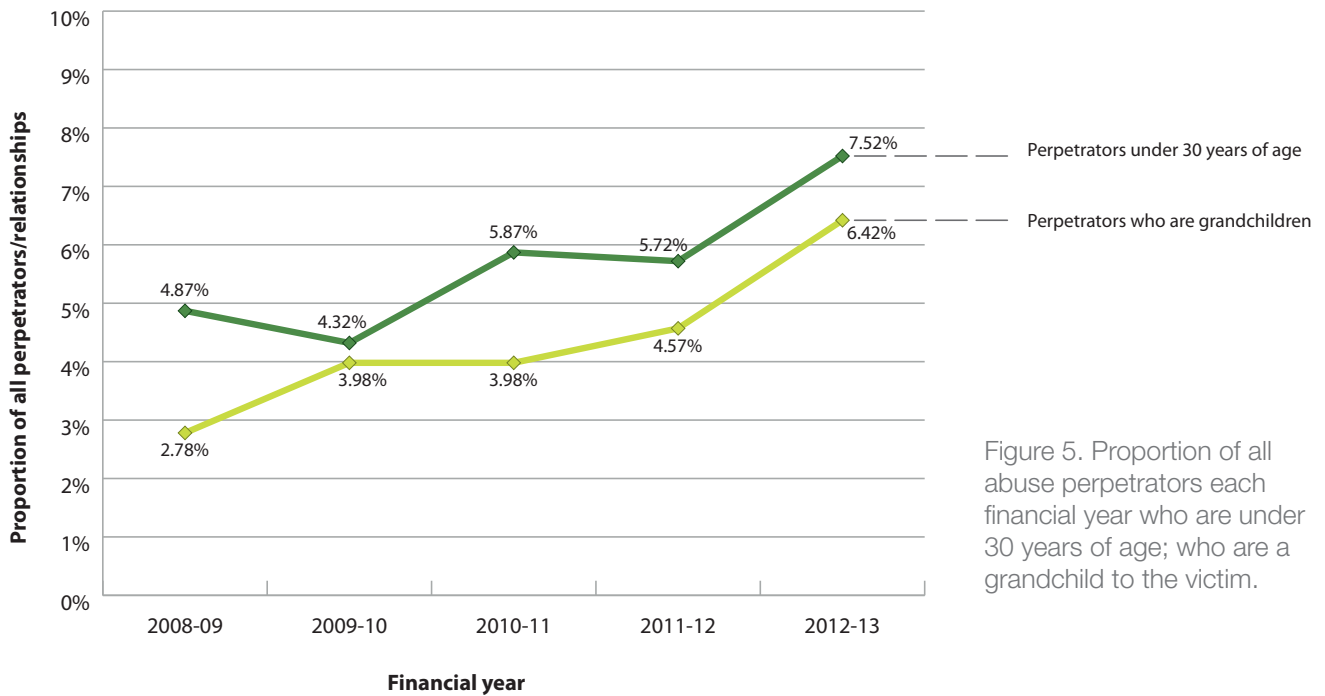

Figure 5. Proportion of all abuse perpetrators each financial year who are under 30 years of age; who are a grandchild to the victim.

Elder Abuse
Relationship

Relationship

As in previous years, and consistent with research literature, the primary relationship between victims and perpetrators is that of parent and child (70.20% of relationships, see figure 6). This proportion is higher than last year as a result of separating elder abuse and non-trust abuse data.

Non-biological family relationships such as sons or daughter-in-laws (excluding spousal relationships) were recorded and accounted for 8.67% (n=89) of elder abuse perpetrators. These perpetrators are included in the general analysis for sons and daughters.
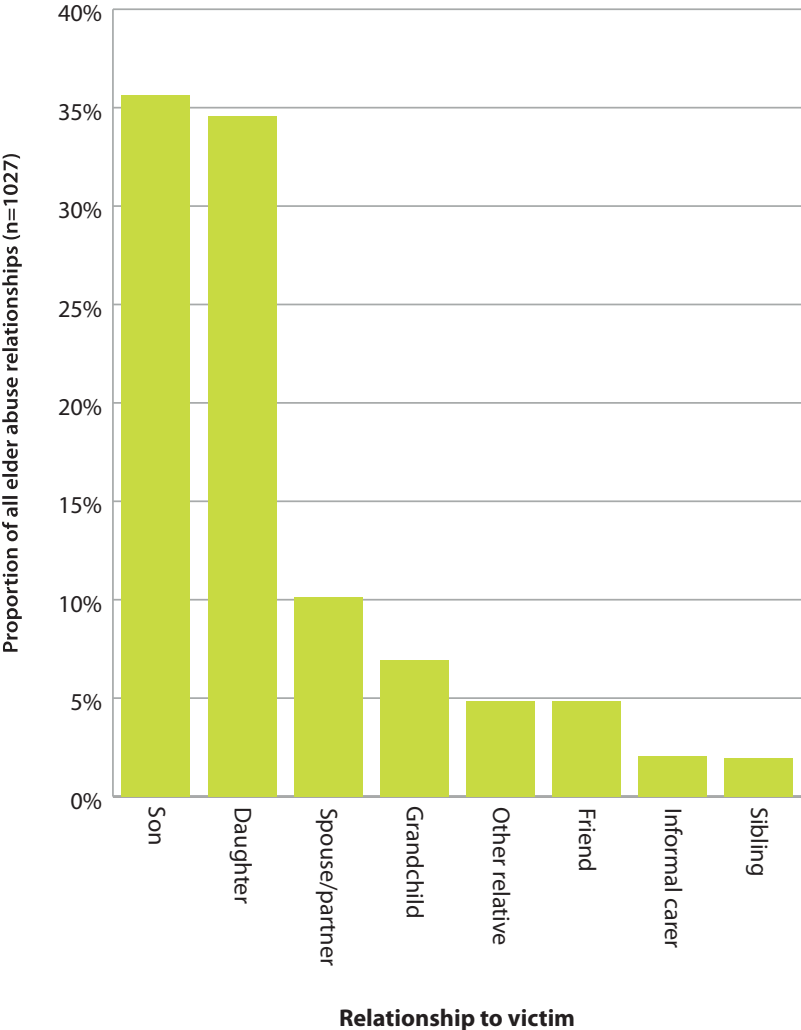

Figure 6. Proportion of each perpetrator - victim relationship type for all elder abuse cases for the period 1/7/2012 - 30/6/2013.

Elder Abuse
Abuse Type

Psychological abuse and financial abuse were the most reported forms of both primary and secondary abuse types to the Helpline (see figures 7 and 8). Close to half the elder abuse cases recorded listed a secondary abuse type (48.39%, n= 497) and many cases reported multiple secondary abuse types. The combined data provides a more accurate picture of the incidence of different abuse types among Helpline notifications (see figures 7 and 8).
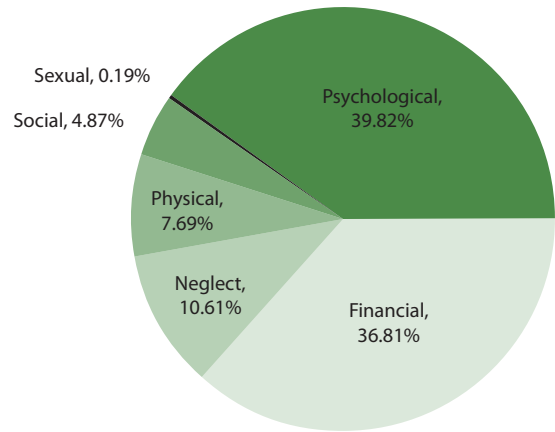

Figure 7. Proportion of primary abuse types for elder abuse cases reported to the Helpline in the period 1/7/12 – 30/6/13.
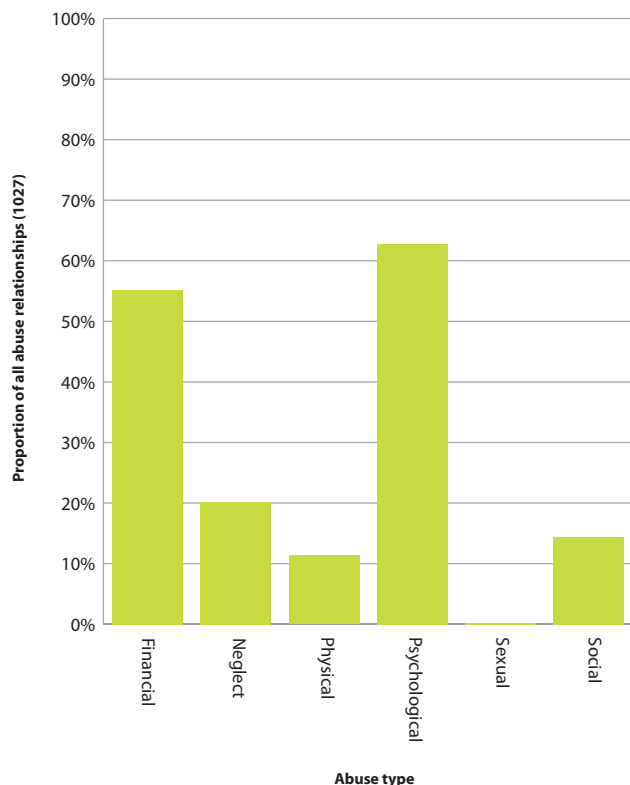

Figure 8. Primary and secondary abuse type records combined; proportion of elder abuse relationships where abuse type is present for the period 1/7/11 – 30/6/12

Abuse Type

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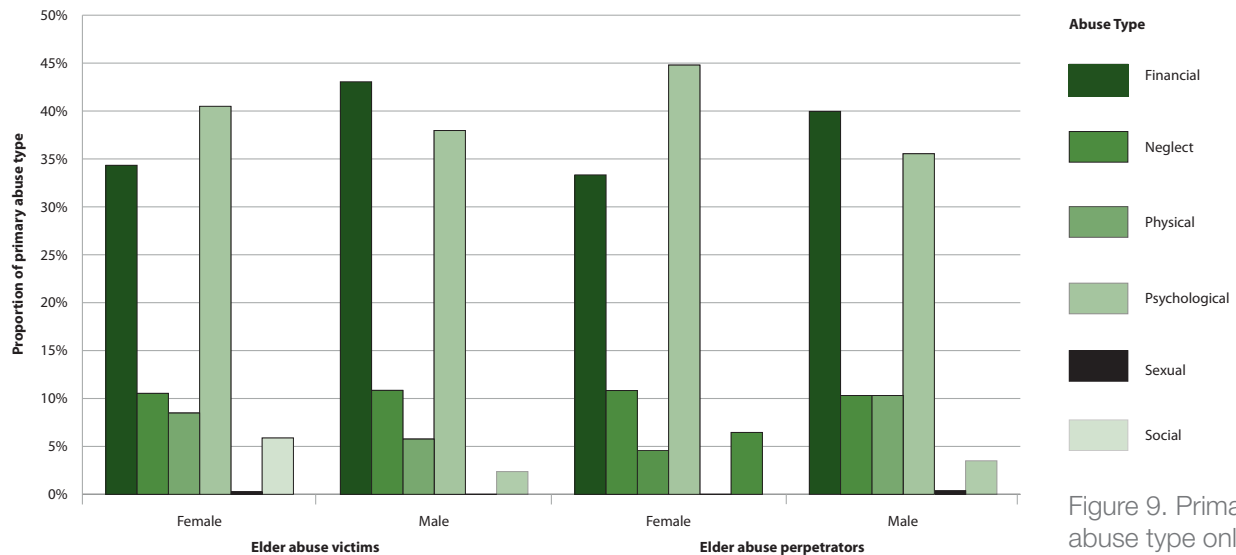
Figure 9. Primary abuse type only; proportion of all primary abuse types for perpetrators and victims of each gender 1/7/12 – 30/6/13.

The pattern of proportions of each abuse type by gender of victim or perpetrator looks similar overall, but there are some differences. The most substantial of which is that males were reported to the Helpline more often as perpetrators of physical abuse than women were; physical abuse accounted for 4.58% of primary abuse type for female perpetrators and 10.13% of primary abuse types for males. Further differences were that:

- Women were reported to experience and perpetrate social abuse more often than men,
- Men were reported to experience and perpetrate financial abuse more often than women,
- Women were reported to experience and perpetrate psychological abuse than men,
- Males were the only reported perpetrators of sexual abuse, and women the only reported victims.

Figure 10. Proportion primary abuse types for age groups 1/7/12 – 30/6/13.

13

Abuse Type

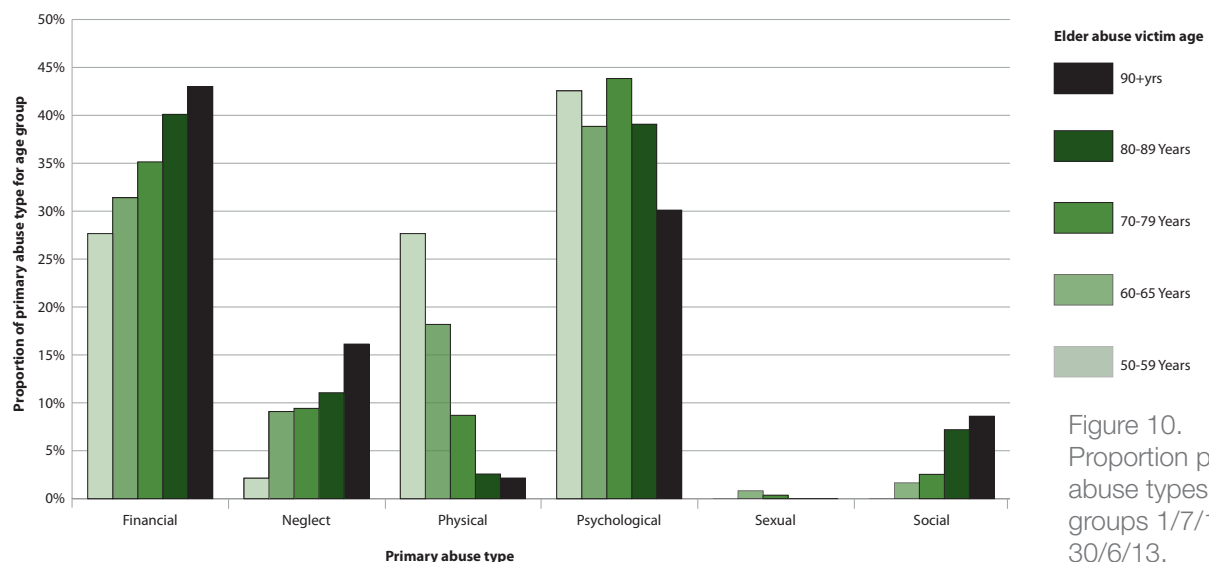Abuse type varied by age. Financial abuse, social abuse and neglect increased as a proportion of primary abuse types with age, while physical abuse demonstrated a clear decline. Psychological abuse did not show a strong pattern, and sexual abuse numbers are too low to comment on. These patterns can be 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 increases opportunities for neglect and social abuse. Individuals may also be increasingly likely to require the assistance of others to manage their financial affairs, providing increased opportunity for financial abuse. 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.

Abuse Type and Dementia or Suspected Dementia

The pattern of primary abuse type also changed by with impairment by dementia or non-impairment of the victim. For the 2012-13 financial year 22.57% of elder abuse victims were reported as having either dementia, or suspected to have dementia. The primary abuse type for abuse relationships where the victim had or was suspected to have dementia was most commonly financial abuse, but it was a similar proportion to abuse relationships where the victim had no mental health risk factor recorded (eg no recorded dementia, mental illness or intellectual disability). However, apparently substantial differences were found for the remaining abuse types. Abuse relationships where the victim had or was suspected to have dementia were more likely to be have neglect or social abuse, and less likely to have psychological abuse, recorded as the primary abuse type (see figure 11). It is important to note that many cases of abuse involving people with dementia may go directly to the Office of the Adult Guardian not the Helpline.
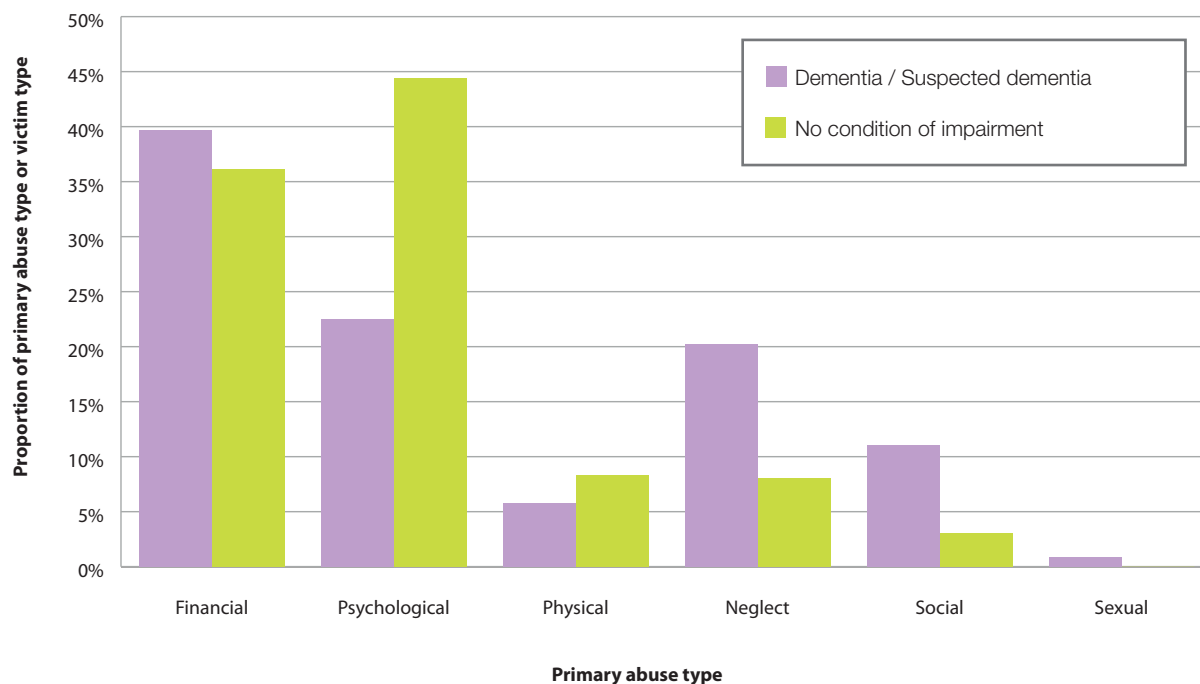
Abuse Type

Figure 11. Proportion primary abuse types by victim mental health risk factor group: dementia or suspected dementia (n= 227) and no recorded risk factor (n=719) 1/7/12 – 30/6/13.

Abuse Type and Relationship

Although each victim's experience and situation is different, Helpline workers are in a position to identify common structures in the stories of abuse. There is the angry down and out child who moves back in; the emotionally messy child who never left. There's the opportunistic child who pounces on mum or dad's assets at the first sign of fragility and the lazy child who moves in for the carer's pension. Psychological abuse and sometimes physical intimidation are used to ensure perpetrators get what they want, and the older person is isolated from others to reduce chances of interference. There are other narratives, truly well-meaning adult children who trample rights due to a lack of knowledge, bitter "mail-order brides", long term spousal abuse coming to light with the onset of services, vengeful partners and children of abusers now vulnerable, carers worn out and buckling under the weight of responsibility, opportunists and con-artists sidling up to a financially sound but emotionally vulnerable older person. The outline of these narratives can be seen in the quantative data, in particular, in the interaction between abuse type and relationship between victim and perpetrator.

Elder Abuse
Abuse Type

Financial Abuse

For financial abuse, although daughters and sons are of almost identical proportions as elder abuse perpetrators, sons account for almost 10 percent more financial abuse than daughters. See figure 12.

Grandchild, 6.53%

Spouse/partner, 6.70%

Other relative, 6.00%

Daughter, 31.75%

Friend, 5.64%

Informal Carer, 2.12%

Sibling, 1.23%

Son, 40.04%

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

Physical Abuse

For physical abuse adult children were again dominant as elder abuse perpetrators, but this was less pronounced than in financial abuse. Substantial proportions of physical abuse were accounted for by spouse/partners and grandchildren. See figure 13.

Spouse/partner 17.95%

Grandchild, 15.38%

Other relative, 4.27%

Friend, 4.42%

Daughter, 20.51%
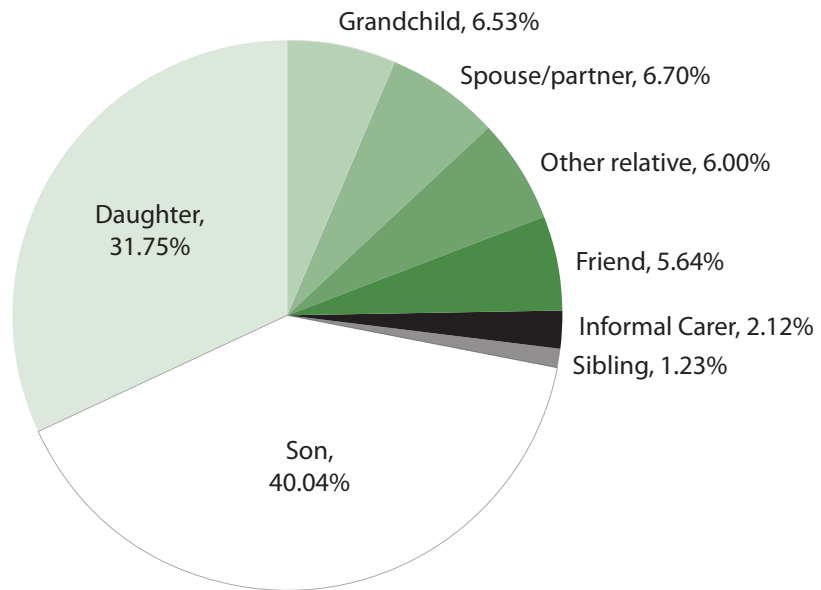
Sibling, 2.56%

Informal Carer, 0.85%

Son, 35.04%
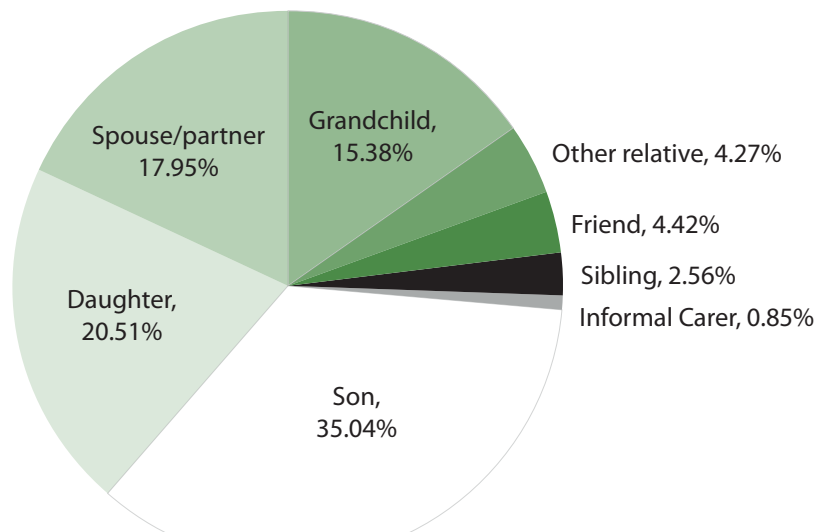
Figure 13. Primary and secondary abuse types; proportion of physical abuse accounted for by different perpetrator relationship types 1/7/12 – 30/6/13.

Abuse Type

Abuse Type Distribution

Another way of looking at the data is examining breakdown of abuse types for different victim-perpetrator relationships. Although the patterns of abuse are roughly similar for sons and daughters, there is a stark difference between adult children and spouse/partners. Spouse/partners perpetrate proportionally much less financial abuse, and more neglect and physical in comparison to adult children. Grandchildren perpetrate proportionally the most physical abuse, and friends perpetrate proportionally the most financial abuse.

All Abuse Types: Proportion of total abuse types (primary and secondary, n=1686) for each abuse type.

Daughters: Proportion or total abuse types (primary and secondary, n=575) perpetrated by daughters for each abuse type.

Sons: Proportion of total abuse types (primary and secondary, n=599) perpetrated by sons for each abuse type.

Figure 14. Primary abuse type distributions for different perpetrator relationship types for the period 1/7/12 – 30/6/13 (continued on next page)

Grandchildren: Proportion of total abuse types (primary and secondary, n=64) perpetrated by grandchildren for each abuse type.

Friends: Proportion of total abuse types (primary and secondary, n=64) perpetrated by friends for each abuse type.

Spouse/partners: Proportion of total abuse types (primary and secondary, n=178) perpetrated by spouse/partners for each abuse type.

Spouse/partners: Proportion of each gender for spouse/partners who are perpetrators of abuse.
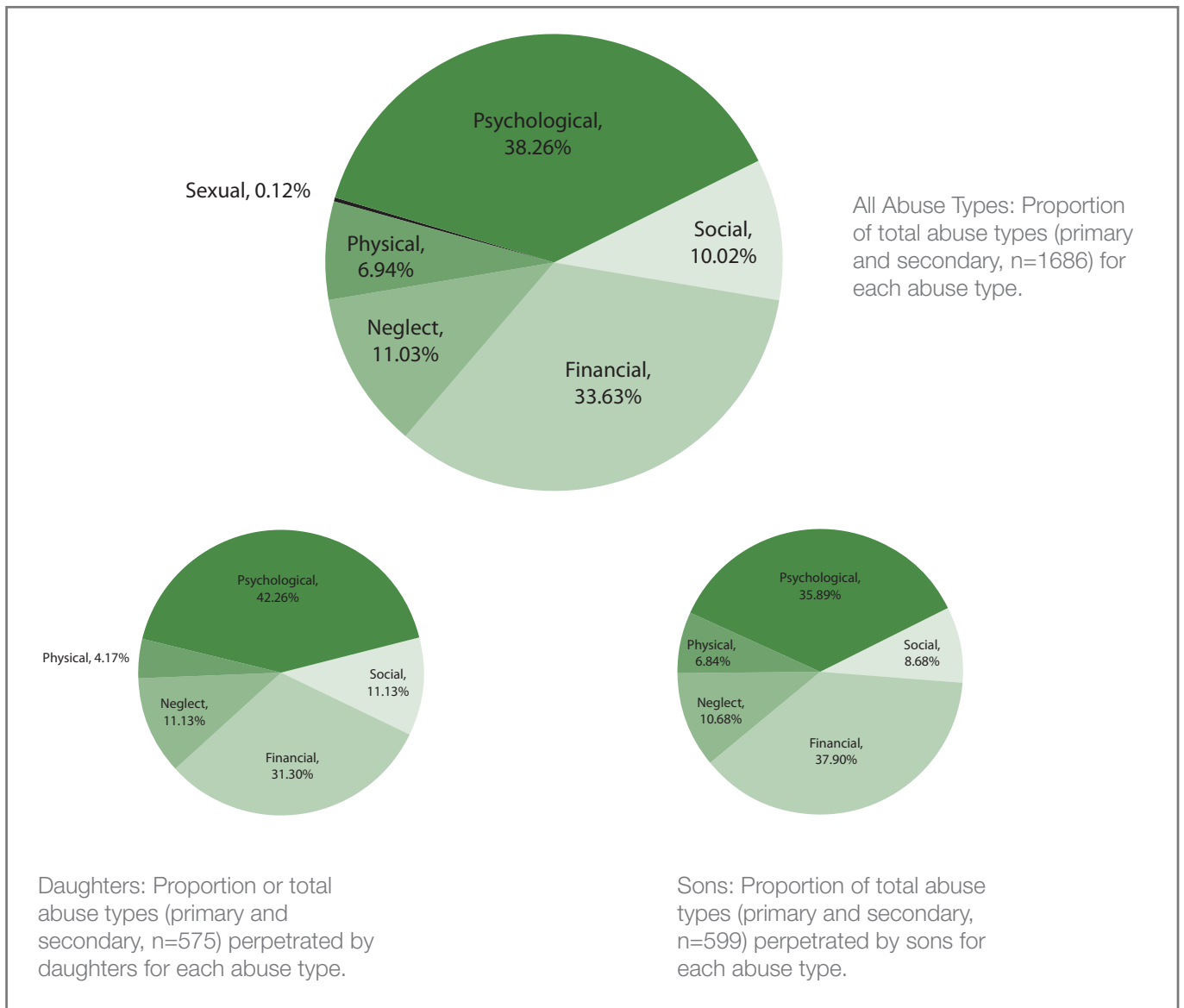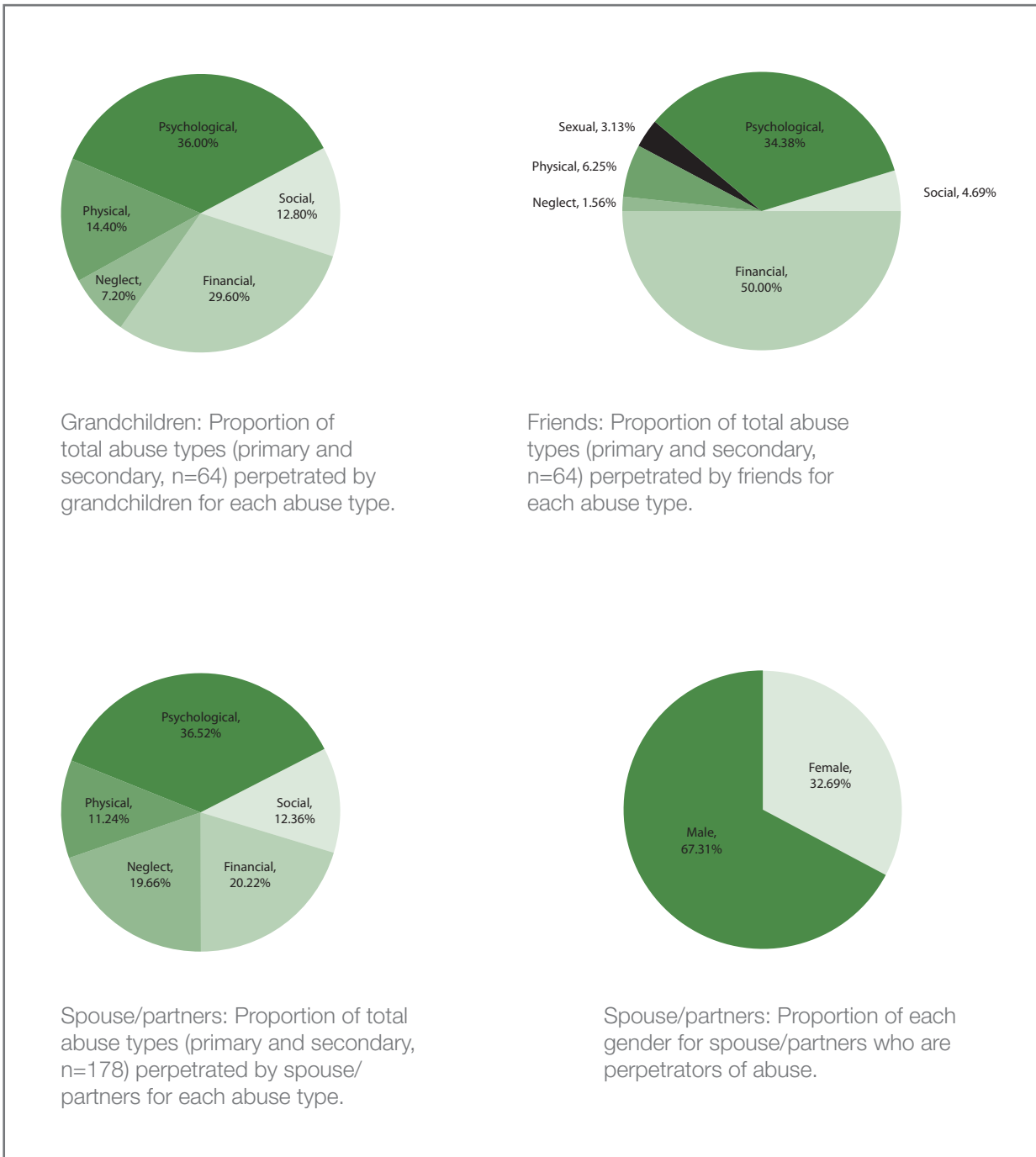
Figure 14. Primary abuse type distributions for different perpetrator relationship types for the period 1/7/12 – 30/6/13.

Financial Abuse and Abuse of 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 REIQ average house prices for a victims area where it is reported that a home has been lost, but an exact figure is not reported. It is also important to note that for the period a number of cases were reported in which the losses were very high. The EAPU Helpline recorded that:

$39 million was misappropriated in 89 elder abuse cases during the 2012-2013 financial year.

Yet financial abuse was recorded for 52.21% (n= 567) cases reported to the Helpline, leaving the contributions of over 450 instances of financial abuse missing from this statistic.

Abuse of the powers provided by an Enduring Power of Attorney (EPA) is one way to misappropriate funds and assets. Half 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:

$20 million of the missing funds recorded by EAPU were by misappropriated by 30 attorneys.

Despite over 500 cases of financial abuse, only 24.34% (n = 138) of alleged abusers were recorded as holding an EPA for the alleged victim. The graph below illustrates the limitations of EAPU data when describing financial and EPA abuse.

Legend:
- Number of financial abuse cases
- Number of perpetrators holding an EPA recorded as perpetrating financial abuse
- Number of perpetrators holding an EPA
- Number of cases for which a dollar amount is recorded
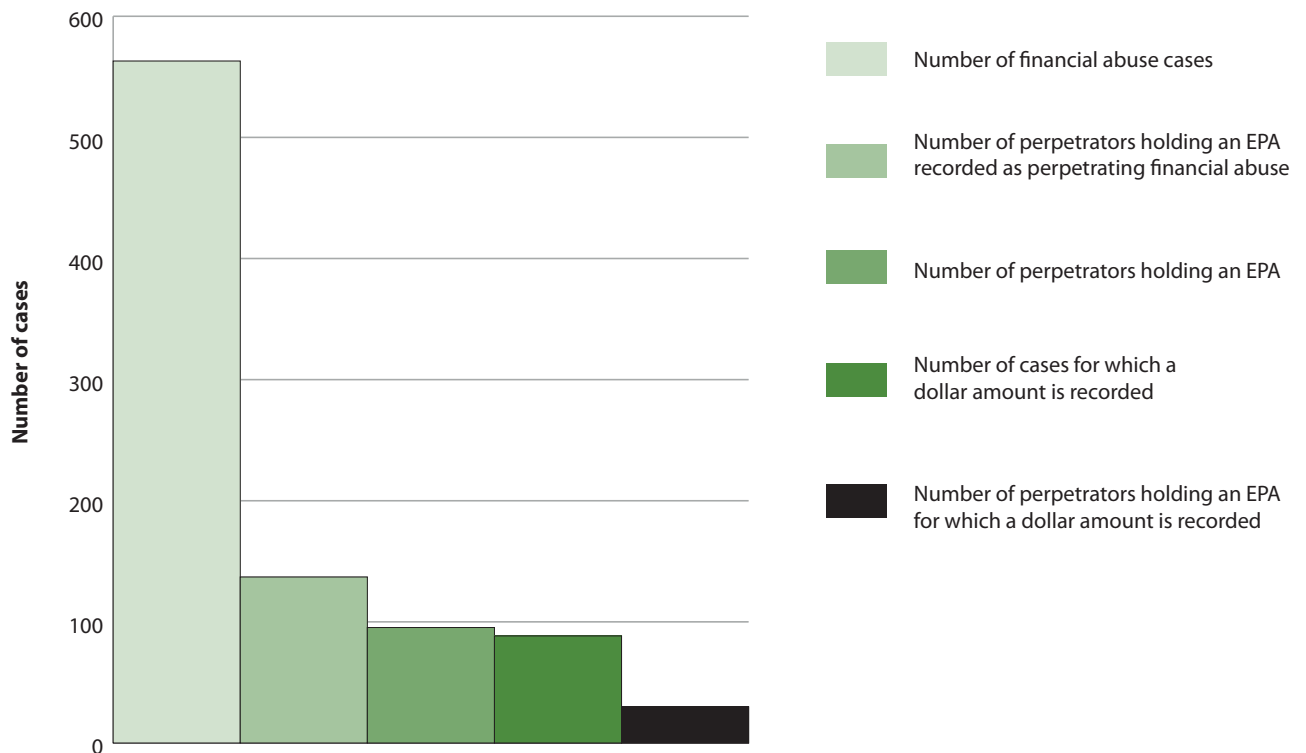- Number of perpetrators holding an EPA for which a dollar amount is recorded

Figure 15. Limitations of EAPU financial abuse data for the period 1/7/12 – 30/6/13.

13

Elder Abuse
Health and Psychological Risk Factors

EAPU records health risk factors under three primary categories: substance abuse, psychological health, and physical health. These categories and subsequent options were included on the basis that they had been identified as risk factors in research literature. The factors are currently under review and may be refined in future. Specific risk factors currently recorded include mental illness, dementia, or suspected dementia (psychological); frailty, illness, or disability (physical); alcohol, prescription drugs, illicit drugs (substance abuse). The primary categories of risk factor are not mutually exclusive, and the database allows a free-text field to capture additional factors that may contribute to the case.

Alleged Victim

More than half of elder abuse victims were reported to have a psychological health risk factor, this was also the case for physical health risk factors. Substance misuse in the victim was rarely reported (see Table 2).

Health risk factors	Number of victims	% of all victims
Substance abuse	10	1.11%
Psychological health	274	30.55%
Physical health	511	56.97%

Table 2. Number and proportion of total alleged victims where health risk factor is present for the period 1/7/2012 - 30/6/2013.

Substance Abuse

- Alcohol abuse was reported for 0.67% (n=6) of elder abuse victims.
- Drug and alcohol abuse was reported for 0.33% (n=3) of elder abuse victims.
- Prescription drug abuse was reported for 0.11% (n=1) of elder abuse victims.

Health and Psychological Risk Factors

Psychological Health

This figure is lower than previous years due to the exclusion of Severe Distress as a category under psychological health. The category was removed as severe distress is a presentation factor, not a risk factor. Severe distress has been reported under the free-text field available for additional factors.

- Dementia was reported for 13.16% (n=118) of elder abuse victims, suspected dementia in 9.41% (n=82).
- Depression for 5.57% (n=50) of elder abuse victims
- Mental illness for 2.01% (n=18) of elder abuse victims.
- Intellectual disability for 0.67% (n=6) of elder abuse victims

A further other category enabled workers to identify:

- Severe Distress 11.59% (n=104)
- Anxiety 5.24% (n=47)

Physical Health

- Frailty was the leading risk factor for physical health, reported in 27.42% (n=246) of cases.
- Illness was reported in 20.18% (n=181) of abused individuals.
- Disability in 9.36% (n=84) of abused individuals.

Alleged Abuser

The proportion of health risk factors was much lower for alleged abusers, but it should be noted that the Helpline rarely has contact with the alleged abusers themselves and detail is generally more sparse than for the alleged victim. The proportion of alleged abusers reported as having substance misuse issues was much higher that of alleged victims (see Table 3).

Health risk factors	Number of Alleged Abusers	% of all Alleged Abusers
Substance abuse	127	13.27%
Psychological health	108	11.28%
Physical health	50	5.22%

Table 3. Number and proportion of elder abuse perpetrators where health risk factor is present for the period 1/7/2012 - 30/6/2013.

Substance Abuse

- Alcohol abuse (only) was reported for 5.64% (n = 54) elder abuse perpetrators.
- Illicit drug use was reported for 4.60% (n= 44) elder abuse perpetrators.
- Alcohol and drug combined use was reported for 2.82% (n= 27) elder abuse perpetrators.
- Prescription drug misuse for 0.21% (n=2) elder abuse perpetrators.

Psychological Health

For psychological health, the risk factors of mental illness was the most recorded with 8.46% (n=81) of alleged abusers reported as suffering from a diagnosed or suspected mental illness.

- Depression was reported for 0.10% (n=10) of elder abuse perpetrators.
- Suspected dementia was reported for 0.63% (n=6), and dementia for 0.52% (n=5) of elder abuse perpetrators.
- Intellectual disability in 0.31% (n=3) of elder abuse perpetrators.

A further 'other' category captured psychological factors:

- 5.96% (n=50) of elder abuse perpetrators described as aggressive or angry by callers.
- Autism Spectrum Disorder was identified for 0.42% (n=4) of elder abuse perpetrators.
- Acquired brain injury in 0.31% (n=3) of elder abuse perpetrators.
- Personality disorders in 0.31% (n=3) of elder abuse perpetrators.
- Anxiety in 0.31% (n=3) of elder abuse perpetrators.
- Stress/frustration in 0.31% (n=3) of elder abuse perpetrators.
- Severe distress for 0.73% (n=7) of elder abuse perpetrators.
- 0.31% (n=3) of elder abuse perpetrators were described as cold.

Physical Health

Illness was reported in only 2.72% (n=26) of alleged abusers, disability in 2.30% (n=22), and frailty 0.21% (n=2).

Care Needs of the Perpetrator

The EAPU database also allows us to identify where perpetrators require some level of care themselves. For the 2012-13 financial year 1.77% (n=17) of elder abuse perpetrators were reported as needing either part or full-time care. The EAPU database does 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.

Social and Environmental Risk Factors

A number of factors external to the individual have been raised in research literature as increasing the risk that an older person will experience abuse. Some social risk factors are relational such as lack of social support networks and others are more concrete such as a lack of support services available to the older person. 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. Environmental factors include inadequate accommodation, dependence on others for day-to-day living and social engagement, and a history of family conflict. Social and environmental risk factors can be recorded for both alleged victim and alleged abuser. These risk factors have been reviewed and as of July 1 2013 have changed. Further, some items such as family conflict are inadequately defined and employed with a great deal of subjectivity by Helpline workers.

Alleged Victim

Social risk factors were noted for 23% (n= 207) of elder abuse victims, with lack of support network and isolation being the two leading risk factors (see Table 4).

Type of social risk factor	Alleged victims	% of all notifications
Isolation	63	7.23%
Lack of services	39	4.35%
Lack of support networks	78	8.69%
Unable to access services	27	3.01%
Total	**207**	**23.08%**

Table 4. Proportion of all alleged victims experiencing a social risk factor for the period 1/7/12 – 30/6/13.

• Dependency on the family for day-to-day living was noted for 19.06% (n= 177) of elder abuse victims.

• Family conflict was identified for 47.94% (n=430) of elder abuse victims, over half of which (n=286) were ongoing conflicts.

Elder Abuse
Social and Environmental Risk Factors

Alleged Perpetrator

Environmental and social risk factors may also impact on the perpetrators of elder abuse. Only 7.21 % (n=69) of alleged abusers were recorded as having a social risk factor; lack of services was the most common (3.13% n=30), followed by isolation (2.95% n=32). See table 5.

Type of social risk factor	Alleged abusers	% of all alleged abusers
Isolation	22	2.29%
Lack of services	30	3.13%
Lack of support networks	16	1.67%
Unable to access services	1	0.01%
Total	69	7.21%

Table 5. Proportion of all alleged abusers experiencing a social risk factor for the period 1/7/12 – 30/6/13.

• Family conflict was identified in 35.94% (n=344) of perpetrator families and over half these (n=234) cases were ongoing conflicts.

Accommodation Types

Almost three quarters of victims lived in a house or unit (74.34%), 8.14% lived in aged care facilities and 3.46% 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.
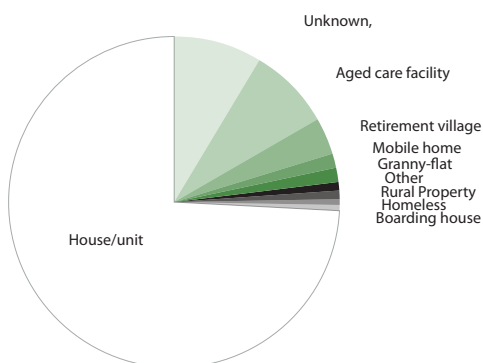

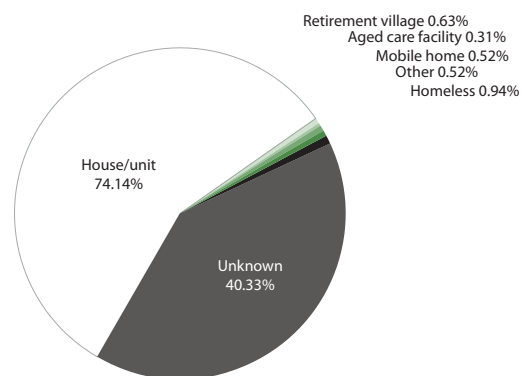Figure 16. Type of accommodation elder abuse victims lived in for the period 1/7/12 – 30/6/13.

Figure 17. Type of accommodation elder abuse perpetrators lived in for the period 1/7/12 – 30/6/13.

Elder Abuse
Social and Environmental Risk Factors

Living Arrangements

Breakdowns of living arrangements are difficult to categorise discretely; some victims live with a daughter, others with a grandchild, others live with both an adult child and a grandchild. Indeed in 2012-13 only 3.23% of victims lived with a grandchild only, but 7.02% lived with a grandchild when larger family groups which contained grandchildren were included. Broadly however, approximately 20% lived either alone or with a spouse/partner only, and 30% lived with at least one adult child (see figure 18). Forty percent of older victims living arrangements were unspecified in the data. Half of elder abuse perpetrators were reported to live with the older person (50.47%, n=483).
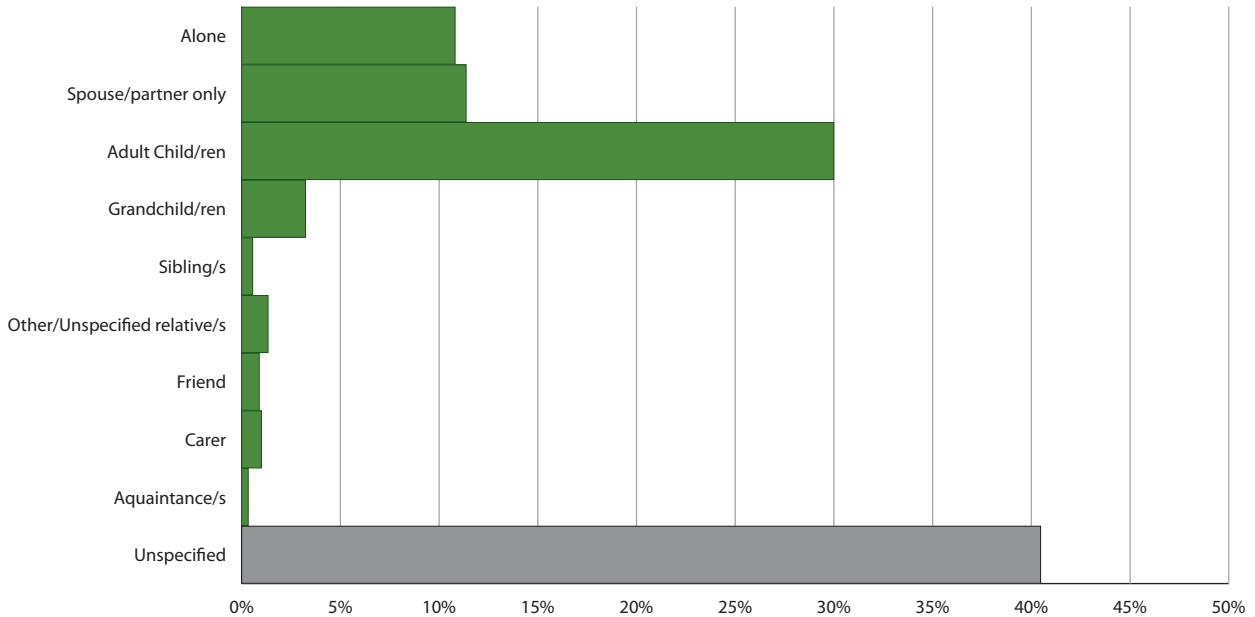
Figure 18. Who elder abuse victims lived with for the period 1/7/12 – 30/6/13.

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 6.13% (n=55) of victims and 1.98% (n = 19) of perpetrators.

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 1/7/12 – 30/6/13.
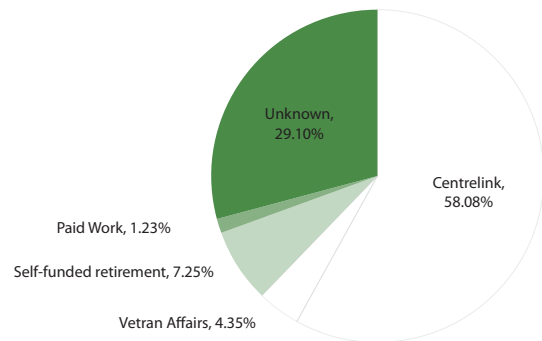
Figure 20. Primary income source for elder abuse victims for the period 1/7/12 – 30/6/13.

Alleged Perpetrators

For half of elder abuse perpetrators home-ownership status was unknown, for 60%, 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.
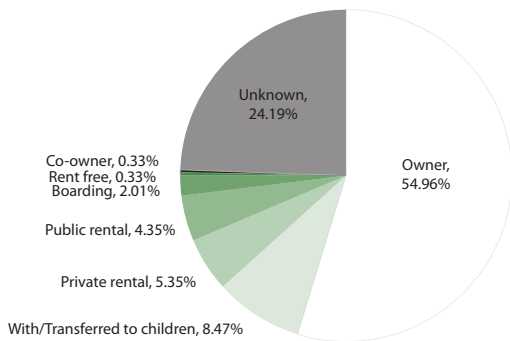

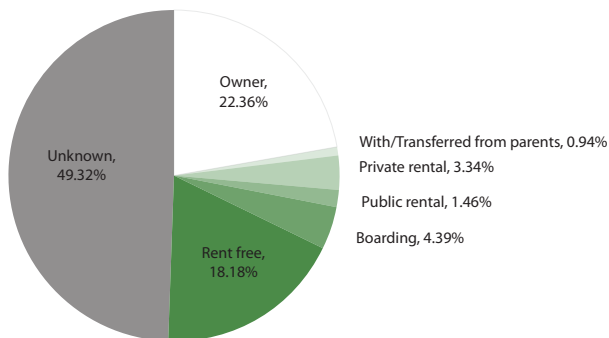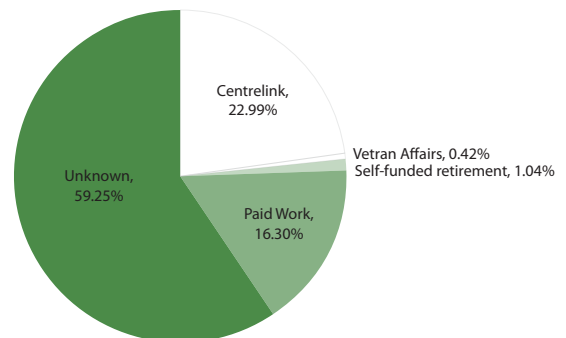Figure 21. Home ownership status of elder abuse perpetrators for the period 1/7/12 – 30/6/13.

Figure 22. Primary income source for elder abuse perpetrators for the period 1/7/12 – 30/6/13.

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. The Elderline database allows for two financial risk factors to be recorded, 28.54% of victims were recorded as having a primary risk factor, and 4.35% were recorded with two financial risk factors. The financial dependence of other people on the victim was the most common financial risk factor and recorded for 13.27% as a primary financial risk factor. When combined with secondary risk factors, dependence by others was recorded for 15.61% of victims. Financial dependence on others was the second most reported financial risk factor and recorded for 11.26% of victims (see table 6).

Type of financial risk factor	% of victims as Primary Risk Factor	% of victims as Secondary Risk Factor
Dependence by others	13.27%	2.34%
Dependence on others	10.70%	0.56%
Insufficient income	1.90%	0.33%
Debt burden	1.11%	0.33%
Other	1.11%	0.22%
Not contributing to household expenses	0.11%	0.45%
Unemployment	0.11%	0.11%
Gambling	0.22%	-

Table 6. Proportion of elder abuse victims experiencing one or more financial factors for the period 1/7/12 – 30/6/13.

Elder Abuse
Financial Risk Factors

Alleged Perpetrator

Financial risk factors were recorded for 27.89% of elder abuse perpetrators and 8.67% were recorded with both a primary and secondary risk factor. For perpetrators the most common factor was financial dependence on others, recorded for 8.67% of perpetrators as a primary risk factor and rising to 10.34% when secondary factors are included (see table 7).

Type of financial risk factor	% of perpetrators as Primary Risk Factor	% of perpetrators as Secondary Risk Factor
Dependence by others	8.67%	1.67%
Dependence on others	6.90%	1.15%
Insufficient income	3.13%	0.21%
Debt burden	2.40%	1.88%
Other	2.40%	0.21%
Not contributing to household expenses	2.30%	1.04%
Unemployment	1.46%	2.15%
Gambling	0.63%	-

Table 7. Proportion of elder abuse perpetrators experiencing one or more financial factors for the period 1/7/12 – 30/6/13.

Carer Stress

Most perpetrators did not provide care to the older person (see figure 23). Elderline has two mechanisms for recording carer related information. The first is an option to specify if the perpetrator provides informal care for the victim and the choices are full-time or part-time. The second mechanism is a tick box which, if ticked, indicates that the perpetrator is experiencing carer stress. For perpetrators for whom one or both these mechanisms had been utilised, about a third were reported as not experiencing carer stress.

However, it is important to note that 47% (n=83) of these were reported to be experiencing carer stress, but were not recorded as providing care to the victim. It is unknown if this indicates that they were perpetrators who care for people other than the older person, whether they are not currently providing care, or whether the two options - full-time or part-time - available to Helpline operators are insufficient i.e. the Helpline operator or caller did know what level of care was being provided. As of 1 July 2013, additional options have been included in the database, allowing Helpline operators to record where no care is provided and where care is provided but at an unknown level.

For the current data, where the perpetrator was reported to provide either full-time or part-time care for the older person, most did so in a part-time capacity. Only 18% of part-time carers were reported as experiencing carer stress, in comparison to 54% of full-time carers (see figure 24).
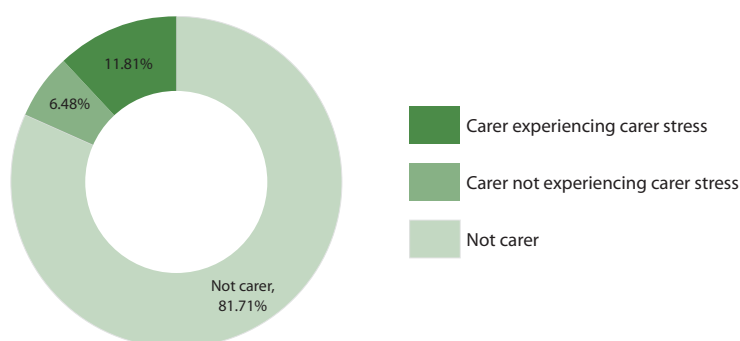

Figure 23. Proportion of perpetrators who are carers, and the experience of carer stress for the period 1/7/12 – 30/6/13.
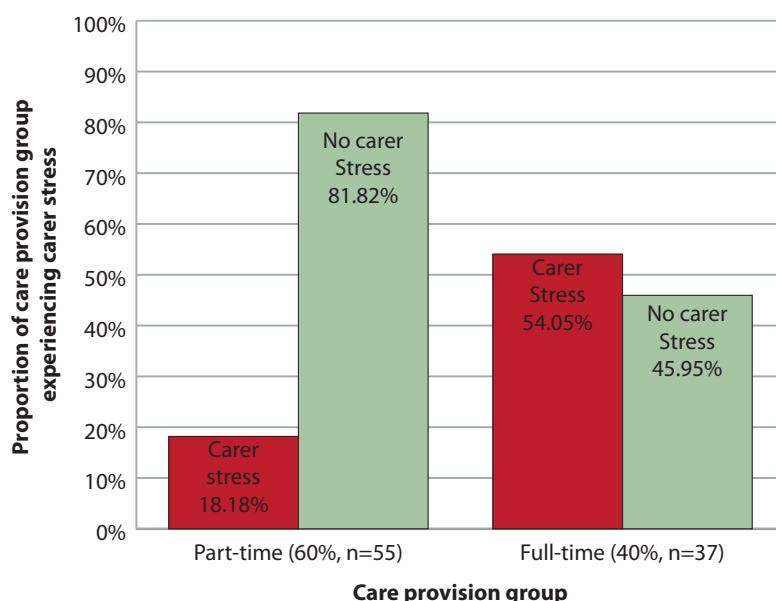
Figure 24. Comparison of carer stress for part-time and full-time carers for the period 1/7/12 – 30/6/13.

13

Non-Trust Abuse

There were 177 abuse relationships involving 153 perpetrators and 168 victims that were classed as non-trust abuse situations for the 2012-13 financial year. This figure included three cases of self-neglect, the records for these were removed from the perpetrator dataset. Although data on 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.

Relationship types

Half the non-trust abuse relationships reported to the Helpline were those of neighbours and a little over a quarter were between an older person and a worker or management at an aged care facility or community provider. The remainder were made up of acquaintances such as friends of friends, people who are encountered regularly (eg. regulars at the same service club, hairdressers etc); strangers; persons associated with the person's retirement village such as management, staff or social club committee members; and self, the category for older people with capacity who are failing to cater to their own care needs. (see figure 25)

Figure 25. proportion of relationship types within which non-trust abuse was recorded for the period 1/07/12 - 30/06/13.

Abuse Types

Abuse types

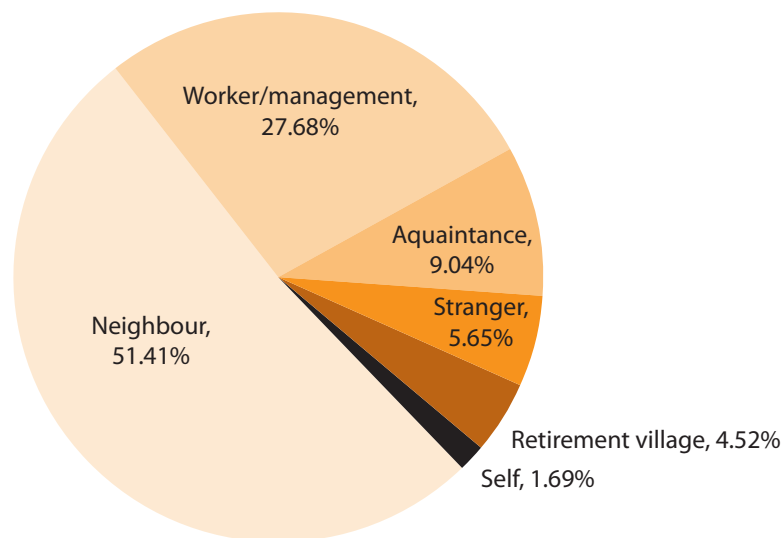For non-trust abuse only the primary abuse type is recorded. For the majority of non-trust abuse relationships, psychological abuse was recorded. Notably, financial abuse in non-trust relationships is very low when compared with financial abuse in elder abuse relationships (see figure 26). For financial abuse, a figure for financial loss incurred was recorded for three victims and totalled $152,000.
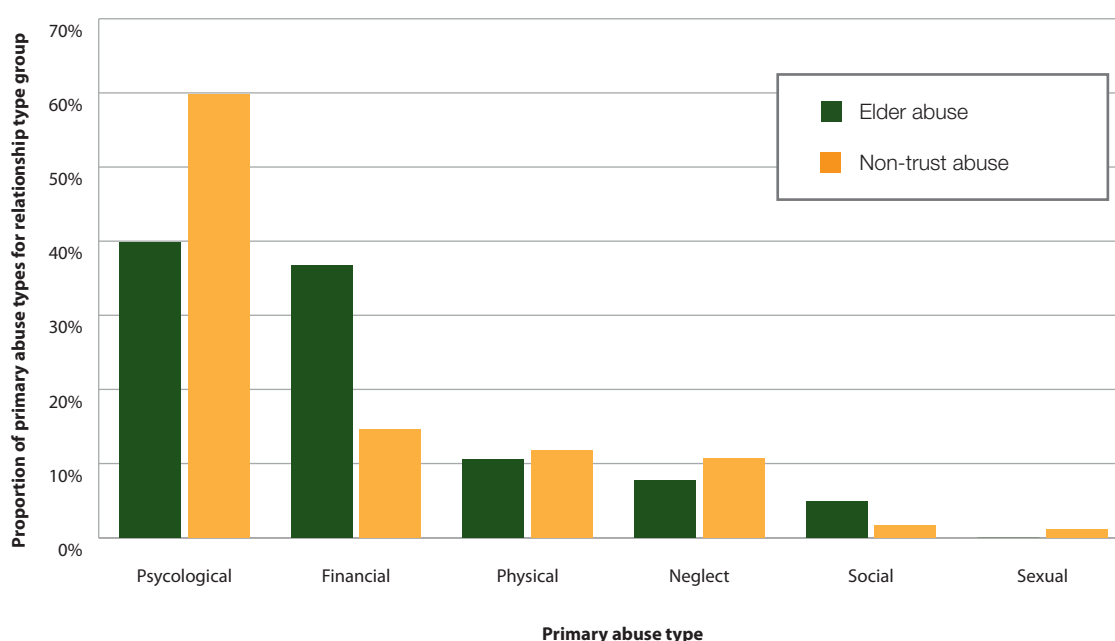
Figure 26. Comparison of primary abuse types for elder abuse (green) and non-trust abuse (orange) for the period 1/07/12 - 30/06/13.

For a more accurate picture of non-trust abuse it is useful to examine the proportion of a particular abuse type each relationship type accounts for, considering also the proportionate size of the relationship group. For example, despite accounting for 51% of non-trust abuse cases, neighbours accounted for almost 70% of the psychological abuse for the 2012-13 financial year. Workers accounted for 28% of non-trust abuse cases, yet perpetrated almost 70% of neglect. Friends accounted for 9% of non-trust abuse cases, yet perpetrated 27% of financial abuse (see table 8)

Abuse Situation	% of Relation-ships	Financial		Neglect		Physical		Psycho-logical		Sexual		Social		Total
Neighbour	51.41%	7	26.92%	1	5.26%	9	42.86%	72	67.92%	1	50.00%	1	33.33%	91
Aquaintances	9.04%	7	26.92%	2	10.53%	2	9.52%	5	4.72%					16
Worker	27.68%	8	30.77%	13	68.42%	7	33.33%	18	16.98%	1	50.00%	2	66.67%	49
Retirement village	4.52%	1	3.85%					7	6.60%					8
Self	1.69%			3	15.79%									3
Stranger	5.65%	3	11.54%			3	14.29%	4	3.77%					10
Total	100.00%	26	100.00%	19	100.00%	21	100.00%	106	100.00%	2	100.00%	3	100.00%	177

Table 8. Number of records and proportion of abuse type accounted for by relationship type for non-trust abuse for the period 1/07/12 - 30/06/13.

Non-trust Abuse
Age and Gender

Alleged victims

The age and gender demographic patterns of non-trust abuse victims were similar to those of elder abuse. The gender difference of 63% female and 35% male (see figure 27) is close to the 70:30 female to male split that is consistently seen in EAPU elder abuse victim data, and like elder abuse victims the largest age group was 80-84 years. It should be noted that due to a data extraction error the figures for non-trust victim gender published in the November 2013 Highlight Report and issue 32 Queensland Focus newsletter publication are incorrect. The erroneous figures were 68% female victims and 32% male victims.

Alleged perpetrators

For non-trust perpetrators, there were a large number of unknown ages (63%) and genders (18%). For the data available, the distribution of non-trust perpetrator age was similar to that of elder abuse perpetrators, and like elder abuse the largest age group for perpetrators was 50-54years. For gender however, there were substantially less female than male perpetrators for non-trust abuse than for elder abuse. For non-trust abuse, 52% of perpetrators were males compared to 29% females, with the remainder unknown. In contrast for elder abuse 53% of perpetrators were male and 47% were female (see figure 27). Although the known figures of male perpetrators for both groups are similar, it is improbable that the large number of non-trust unknown genders would be females and so it is the difference between gender proportions that is of note. It should be noted that due to a data extraction error the figures for non-trust abuse perpetrators published in the November 2013 Highlight Report and issue 32 Queensland Focus newsletter publication are incorrect. The erroneous figures were 57% male perpetrators and 41% female perpetrators.
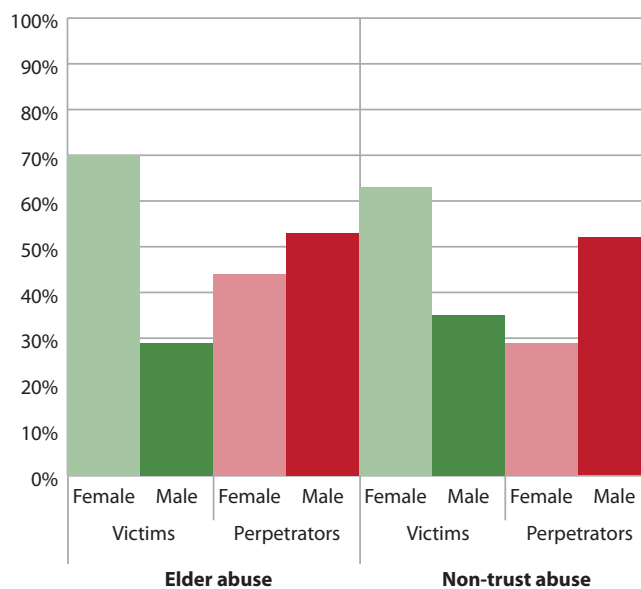

Figure 27. Gender of victims and perpetrators of elder abuse and non-trust abuse for the period 1/07/12 - 30/06/13.

Non-trust Abuse
Risk Factors

Alleged victim

In comparison to elder abuse victims, slightly fewer non-trust victims had risk factors recorded for them. For health risk factors, 42% of non-trust abuse victims were reported with a factor, compared to 56% of elder-abuse victims. For mental health risk factors, 20% of non-trust victims were reported with a factor, 9% being dementia or suspected dementia, in comparison 31% of elder abuse victims had a mental health risk factor recorded, 22% being dementia or suspected dementia.

There were no substantial differences between non-trust abuse victims and elder abuse victims on accommodation type, ownership or income measures. Most victims lived in a house or unit and were home owners on a pension. Approximately 10% resided in aged care facilities. However, non-trust abuse victims were reported to have lower care needs, with only 15% recorded as requiring care in comparison to 34% of elder abuse victims. Similarly, non-trust abuse victims were reported as being less socially isolated than elder abuse victims, 17% compared to 23% of elder abuse victims.

Comparisons relating to vulnerability of the older person should be interpreted with a caution however, as there are substantial differences in notifier relationship type between non-trust and elder abuse cases. For non-trust abuse the majority (62%) of notifiers were the older person themselves whereas for elder abuse the figure was only 22%. Elder abuse was largely reported by younger family members (sons, daughters, grandchildren and other relatives such as nieces and nephews) and workers. It is reasonable to suspect that older people do not perceive, and therefore, report themselves as socially isolated or dependent to the extent that younger family members or workers do. (see table 9)

Measure	Elder abuse 897 victims	Non-trust abuse 167 victims
Health risk factors overall	56.97%	42.51%
Mental health risk factors overall	30.54%	20.36%
> Dementia or suspected dementia	22.30%	9.58%
Severe distress	11.59%	17.37%
Living in house/unit	74.13%	68.86%
Living in aged care facility	8.13%	10.78%
Home owner	54.96%	53.29%
Government pensioner	62.43%	56.29%
Requiring care	33.89%	14.97%
Social isolation risk factor present	23.08%	17.37%
Notifier type	1027 abuse relationships	177 abuse relationships
Self	21.91%	62.15%
Younger family: sons, daughters, grandchildren, and "other relatives" (excludes siblings and spouse/partners)	43.43%	24.79%
Workers	21.91%	10.73%

Table 9. Comparison of major risk factors and demographic characteristics for non-trust abuse and elder abuse victims for the period 1/07/12 - 30/06/13.

Alleged Perpetrator

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

13 Notifiers

A notifier is the person who contacts the Helpline regarding abuse situations. Analysis of this data can be tricky as where there is more than one victim or perpetrator; there is a single notifier for more than one relationship. This is further complicated in the case where the notifier is a victim of abuse alongside their spouse or partner. Elderline only records the relationship between the notifier and one victim for each call. A daughter who calls is often a daughter of both victims, but where it is one of the abused persons calling for both, the notifier will be recorded as self, even though for one of the victims the notifier is truly spouse/partner. As a result spouse/partner notifiers are low, and have been included in the family category for notifier analysis rather than as a standalone category.

A total of 990 notifiers called regarding 1204 abuse relationships during the 2012-13 financial year. There was an increase in notifications from family members in comparison to last year, 41.72% up from 30.41%. Almost half this group was made up of daughters who accounted for 18.69% of all notifiers who contacted the helpline.
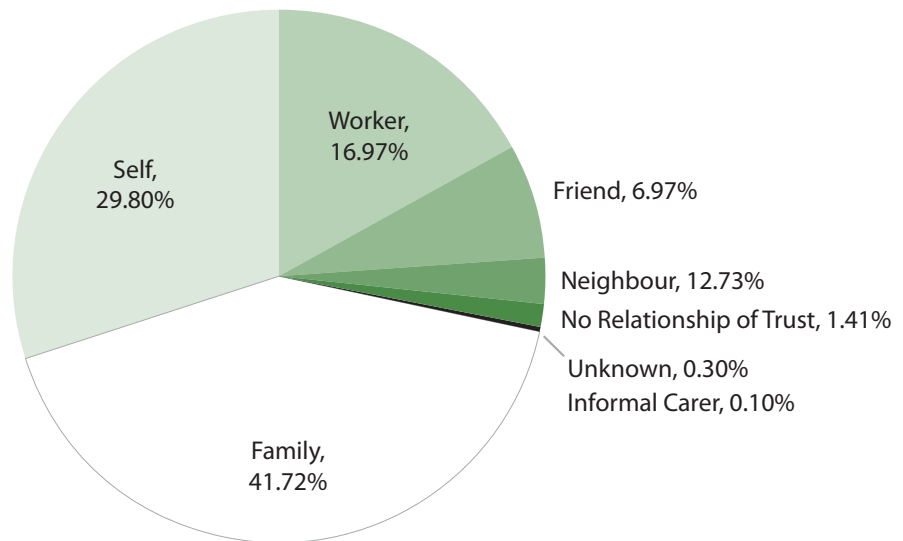
Figure 28. Elder abuse and non-trust abuse notifications (n=990); proportions of notifier relationship to victim types contacting the Helpline during the period 1/07/12 – 30/06/13.

Comparison of elder abuse and non-trust abuse notifiers shows a marked difference in notifier-victim relationships. For elder abuse less than a quarter of notifications came from the victim themselves, whereas for non-trust abuse over 60% of notifications came from the victim themselves (see figures 29 and 30).

Other Family, 4.52%
Sons, 5.08%
Daughters, 7.34%
Unknown, 0.56%
No Relationship of Trust, 1.69%
Neighbour, 5.65%
Friend, 2.26%
Worker, 10.73%
Self, 62.15%
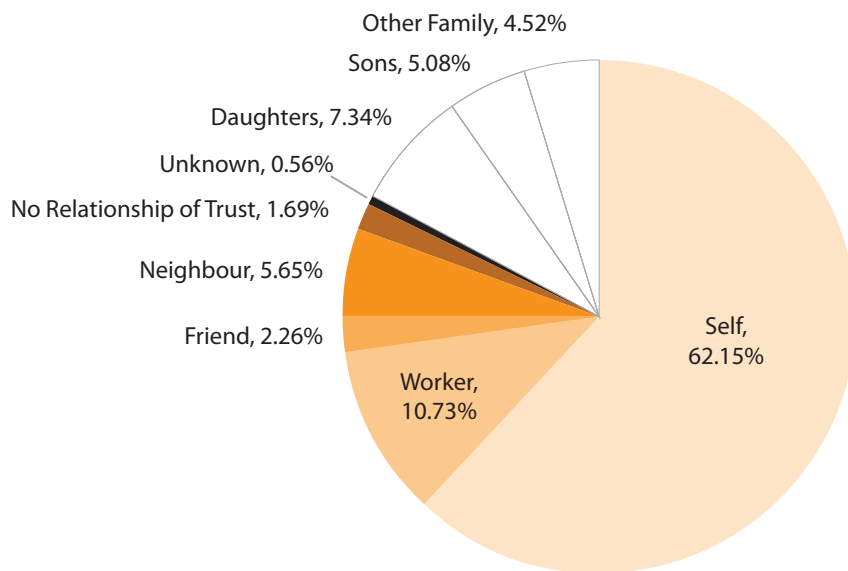
Figure 29: Proportion of relationship to victim types for notifiers for non-trust abuse for the period 1/07/12 – 30/06/13.

Son, 9.25%
Other Family, 15.68%
Daughter, 21.71%
Self, 21.91%
Informal carer, 0.10%
Unknown, 0.97%
No Relationship of Trust, 1.17%
Neighbour, 1.75%
Friend, 7.59%
Worker, 19.86%

Figure 30: Proportion of relationship to victim types for notifiers for elder abuse the period 1/07/12 – 30/06/13.

Analysis of what type of primary abuse is reported by different notifier types shows a number of trends. Some groups appear to 'punch above their weight' in reporting certain primary abuse types. For example, despite only representing 19.43% (n=199) of notifiers for all abuse relationships (n=1204), workers account for 29.69% of the cases where neglect is the primary type of abuse and 31% of the cases where physical abuse was the primary abuse type. Family members account for 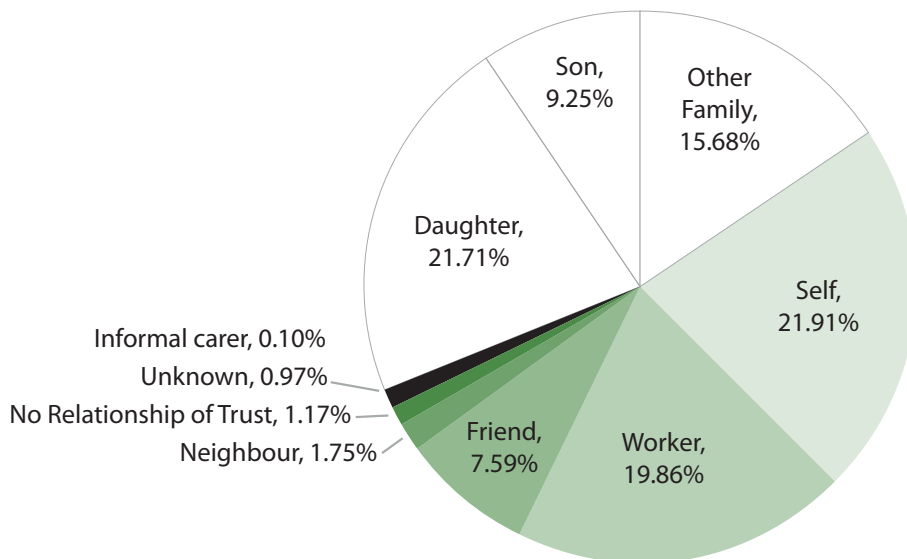49.71% of notifiers for all abuse relationships, but identify 69.81% of cases where social abuse is the primary abuse type and 54.21% of abuse relationships where financial abuse is the primary abuse type. The most common identified primary abuse type reported by self-notifiers is psychological abuse. See table 10; note sexual abuse has been omitted due to low numbers.

Notifier type and proportionate group size		Financial (n=336)	Neglect (n=139)	Physical (n=99)	Psychological (n=502)	Social (n=53)
Family	49.71%	**54.21%**	44.53%	22.00%	33.40%	**69.81%**
Self	35.84%	23.02%	6.25%	39.00%	**42.14%**	16.98%
Worker	19.43%	13.12%	**29.69%**	**31.00%**	13.98%	7.55%
Informal carers and friends	8.11%	6.68%	10.16%	5.00%	6.99%	3.77%
No relationship of trust	4.20%	2.48%	**9.38%**	2.00%	3.50%	1.89%
Unknown	0.29%	0.50%	0.00%	1.00%	0.00%	0.00%

Table 10. Elder abuse and non-trust abuse; proportion of primary abuse type reported by notifier type for the 1204 primary abuse types; sexual abuse has been omitted due to low numbers. Data is the period 1/07/12 – 30/06/13.

Referral Source

Consistent with the 2011-12 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, a much higher proportion of callers found the number for the Helpline on the internet in comparison to last year: 16.97% compared to 10.99%. There was also an increase in the proportion of notifications provided by Supportlink; 5.09% in 2011/12 up to 9.90% in 2012/13. The proportion of callers who reported finding the number in a telephone directory dropped substantially from 11.49% in 2011/12 to 3.94% in 2012/13. (see Table 11).

Referral source	Proportion of notifications 2012/13 (n=990)	Proportion of notifications 2011/12 (n=1001)
Agency/worker	27.07%	32.67%
Internet	16.97%	10.99%
Professional knowledge	13.74%	13.69%
Support link	9.09%	5.09%
EAPU promotional material	8.48%	12.69%
Other promotional material	4.75%	3.90%
Unknown	4.75%	0.30%
News media	3.84%	2.80%
Telephone directory	3.94%	11.49%
Friend/acquaintance	2.32%	3.80%
Other	1.62%	1.90%
EAPU training and awareness	0.71%	0.70%

Table 11. Elder abuse and non-trust abuse; proportion of notifications on the Helpline enabled by referral type for the periods 1/07/11 – 30/06/12 and 1/07/12 – 30/06/13.

Referrals for Notifiers

Helpline workers refer to a range of different services depending on the situation of individual victims and needs of individual notifiers. Of the 2,784 referrals 8.73% were capacity related referrals (excluding the Public Trustee); 12.72% were to health services, 22.09% were to legal services, the bulk of which were Seniors Legal and Support Services; and 6.57% of referrals were to financial bodies including the Public Trustee. Interstate referrals made up 2.41% of the referrals made by EAPU. For a full list of referrals, see Appendix 1.

13

Enquiry Calls

The total number of calls to the Helpline during the 2012-13 financial year was 1,837. Of these 53.89% were abuse calls, with a further 10.51% being follow up calls for abuse cases. The remaining 35.60% (n= 654) of calls were not related to specific abuse situations and are broadly classed as enquiry calls.

Enquiry calls include requests for training, community education sessions, elder abuse resources, or information regarding the Elder Abuse Prevention Unit'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. A little over a third of calls were for general elder abuse information, and a fifth of calls were non-elder abuse referral or counselling calls (see table 12).

Call subject	Number of calls	Proportion of enquiry calls
General elder abuse information	193	29.51%
Non elder abuse situation	163	24.92%
EAPU service	107	16.36%
Brochure/resource request	99	15.14%
Training session	71	10.86%
Awareness session	21	3.21%
Total	**654**	**100.00%**

Table 12. Enquiries received by the Helpline for the period 1/07/12 – 30/06/13.

Community Education

The EAPU provides a statewide service to respond to abuse of older people. EAPU Project Officers provide a flexible education service by travelling throughout the state presenting awareness sessions for older people and training sessions for service providers. To facilitate greater support for regional workers the EAPU links rural, regional and remote workers who may encounter the abuse of older people with the expertise, options and information available through the EAPU networks and contacts. This initiative called the Peer Support Network also incorporates training teleconference on a range of topics guided by feedback from the network members. This year we were able to provide three high level speakers for teleconferences; Vivienne Campion, Manager Seniors Legal and Support Service Brisbane, Clinton Miles, Director Disability Services

The Public Trustee and Kevin Martin the Adult Guardian of Queensland.

Direct face-to-face coverage of the state was made difficult in this reporting period as a consequence of staff absences due to illness as well as the need to undertake recruitment after two long term trainers, Rose Marwick and Andrea de Vries moved on from the EAPU. However despite the challenges of distance travel, staffing and resources the EAPU provided face to face training and awareness sessions across all the statistical divisions (SD's) in Queensland except for the North West SD which was covered via PSN teleconferences. This year far north Queensland including remote Cape York communities were the second highest recipients of EAPU training sessions as the following tables show.

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 elder abuse, what to do when abusive situations present, as well cultural considerations and the rights and responsibilities of workers. EAPU delivered 80 sessions across Queensland, reaching 1545 participants in the 2012-13 financial year (see Table 13). This is down from the 114 sessions that were delivered in the 2011-12 financial year and can be attributed to staffing changes.

Region	Training sessions provided
Brisbane and West Moreton	51
Central West Qld	
Darling Downs	4
Far North Qld	6
Fitzroy	4
Mackay	4
South West Qld	
North Qld	6
North West Qld	
Wide Bay Burnett	5
Total	**80**

Table 13. Number of training sessions provided for each region for the period for the period 1/07/12 – 30/06/13.

Evaluations

The EAPU requests feedback on all training sessions for both the content and the presentation. For the content, participants are asked to record on a scale of 1 to 5 of their knowledge about elder abuse before and after the training sessions. The lowest possible score is 1, not at all and the highest is 5, yes (2 = not really, 3 = partly, 4 = mostly). Table 14 lists the mean score for each question derived from the 972 questionnaires returned. This represents a response rate of 62.91% for the 2012-13 financial year.

Learnings in EAPU training sessions	Before	After	Increase
About elder abuse (types)	4.1	4.9	0.9
How to recognise (signs) of abuse	3.7	4.8	1.1
What to do in an abuse situation	3.5	4.8	1.2
Who to refer cases of abuse to	3.5	4.8	1.3
My rights and responsibilities	3.8	4.8	1.0
About cultural issues	3.5	4.5	1.0

Table 14. Mean pre and post training self-assessment scores for the period 1/07/11 – 30/06/12.

Feedback on the presentation of the training is measured by three questions using the same scale as the content questions. The questions and mean score are listed in Table 15.

Trainer/session feedback	
Information was presented in a clear and understandable way	4.8
The session was well organised	4.7
The presenter encouraged participation	4.8

Table 15. Mean scores for feedback questions for the period 1/07/11 – 30/06/12.

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 an 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 44 awareness sessions to 830 people across Queensland during the 2012-13 financial year (see Table 16). Again, this figure is lower than the previous year as a result of staff changes.

Region	Awareness sessions provided
Brisbane and West Moreton	19
Central West Qld	
Darling Downs	2
Far North Qld	7
Fitzroy	11
Mackay	2
South West Qld	2
North Qld	1
North West Qld	
Wide Bay Burnett	
Total	**44**

Table 16. Number of awareness sessions provided for each region for the period for the period 1/07/12 – 30/06/13.

Evaluations

Due to the nature of awareness raising sessions response rates of feedback questionnaires are much lower than with training sessions. For the 2012-13 financial year the response rate was 18.79% (n= 156). Table 17 shows the percentage of respondents choosing yes, no, or unsure to the four questions asked on the feedback form.

Question	Yes	Unsure	No	No Response
My knowledge about elder abuse increased	76.92%	3.85%	7.05%	2.56%
The information was useful	88.46%	2.56%	1.92%	1.92%
I was satisfied with the presentation	92.95%	0.64%	1.92%	2.56%
I know who to contact for assistance	84.62%	5.13%	3.85%	2.56%

Table 17. Proportion of respondents choosing answer options for awareness session feedback questions for the period 1/07/2012 – 30/06/1013.

Special Events

Special events include forums, network meetings, informal networking events and expos where EAPU holds a stall or is invited as a guest speaker. Media interactions such as recorded interviews and written articles are also included in this category. These sessions cannot be practically evaluated; but EAPU participated in 79 special events in the 2012-13 financial year.

Website

The EAPU website received over 12,269 visits during the 2012-13 financial year. Approximately a month of data is missing as a result of a hosting server migration in November 2012. Data for days from 15/11/12 to 10/12/12 is missing, resulting in a disproportionally steep drop in hits for these months. Despite this, the number of website hits is higher than any previous year, with an average of 1,022 hits a month.
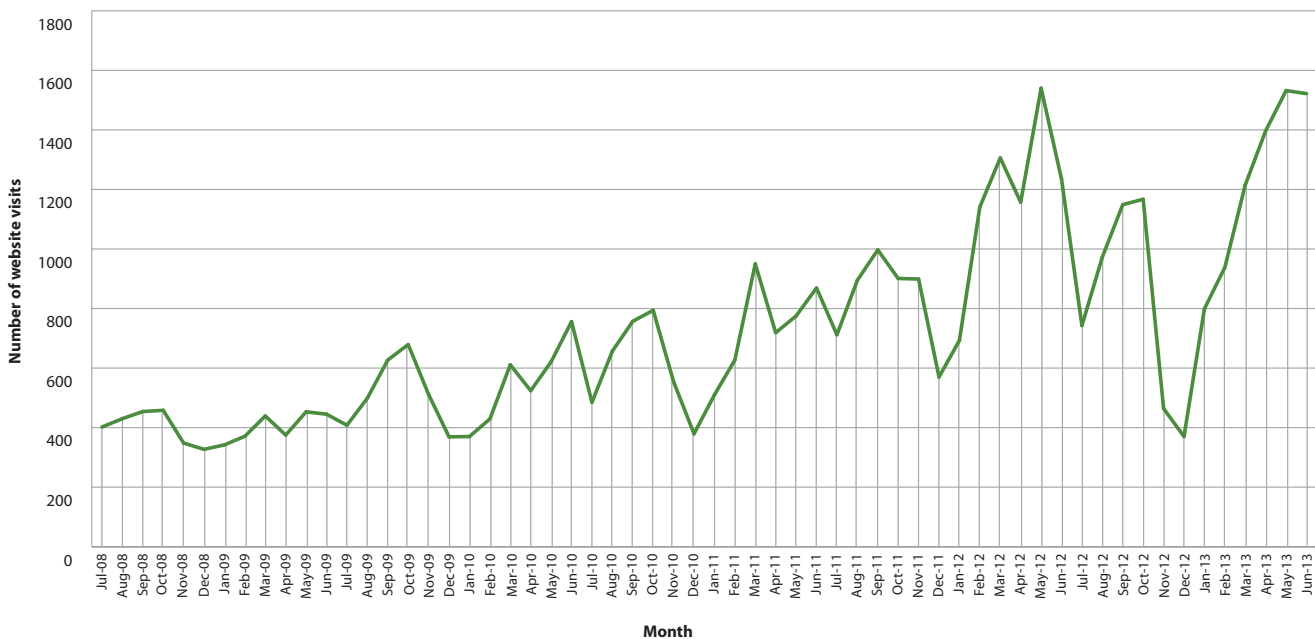

Figure 31. Number of website visits per month for the period 01/07/08 – 30/06/13.

Traffic Sources

Most of the visits to the website were from within Australia (86.65%; refer to Table 18). Most of the visits were Google searches with the remainder evenly split between referral and direct traffic (see Figure 32).
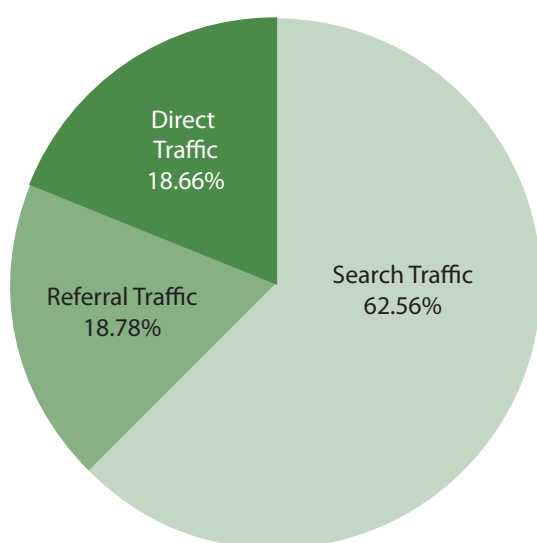
Figure 32. Proportion of traffic originating from sources for the period 1/07/12 – 30/06/13.

Continent	Visits	% of total visits	Pages / visit	Average duration	% New visits	Bounce rate
Oceania	10, 197	83.11%	3.41	2:31:40	73.90%	51.57%
Australia	10, 140	82.65%	3.42	9:37:25	73.87%	51.59%
Europe	884	7.21%	1.52	0:50:30	89.14%	82.01%
Americas	738	6.02%	1.65	8:21:28	89.97%	81.84%
Asia	320	2.61%	1.66	6:36:00	88.13%	77.19%
Africa	71	0.58%	1.41	14:11:50	88.73%	85.92%
Unknown	59	0.48%	1.71	11:23:23	94.92%	67.80%

Table 18. Number and proportion of total visits from different regions for the period 1/07/12 – 30/06/13.

Direct Traffic

There were 2,290 (18.66%) 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 7,675 (62.55%) visits arriving from 2,002 different search terms. This year a large number of search terms were not provided – unable to be recorded by Google Analytics. This likely reflects technological changes and privacy policy changes implemented by Google*. The top 10 terms are listed in Table 19.

	Search term	Visits	% of search visits
0	(not provided)	1771	23.07%
1	elder abuse	589	7.67%
2	elder abuse prevention unit	441	5.75%
3	eapu	266	3.47%
4	elder abuse definition	187	2.44%
5	elder abuse Queensland	147	1.92%
6	elder abuse Qld	118	1.54%
7	elder abuse hotline	112	1.46%
8	define elder abuse	100	1.30%
9	www.eapu.com.au	92	1.20%
10	elderly abuse	73	0.94%

Table 19. Top ten search teams resulting in visits to the EAPU web-site for the period 1/07/2012 – 30/06/2013.

*For details on changes to referral information as a result to changes to Google's privacy policy: http://searchenginewatch.com/article/2297674/Google-Not-Provided-Keywords-10-Ways-to-Get-Organic-Search-Data

Referral Traffic

There were 2,304 (18.78%) visits via a referrer, which is another website linking to ours. The top 10 referrers are listed in Table 20.

	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 10. Top ten referring sites for the period 1/07/2012 – 30/06/2013.

Accommodation	1.33%	Mental Health	1.36%
Other Emergency Accommodation Services	5	Mental Health Service	32
Residential Tenancies Authority QLD	3	ARAFMI QLD Ind - State Office	6
Department of Housing	20	**Interstate**	**2.41%**
Tenant Advice and Advocacy Service QLD	3	NSW - Elder Abuse Helpline	12
Residents of QLD Retirement Villages Inc	6	NSW - Office of the Public Guardian	9
Aged Care	**5.82%**	NSW - Seniors Information Service	3
Aged Care Assessment Team	42	NSW - TARS	23
Aged Care Complaints Investigation Scheme	22	ACT - Disability Aged and Carers Advocacy Service	2
Aged Care Facility	15	VIC - Seniors Rights Victoria	12
Community Care Provider	47	SA - Aged Rights Advocacy Service	2
Home and Community Care	16	WA - Advocare	4
Queensland Aged and Disability Advocacy Inc	20	**Legal**	**22.09%**
Capacity	**8.73%**	Seniors Legal and Support Service - Cairns	37
Assessment of Capacity	32	Seniors Legal and Support Service - Ipswich	15
Alzheimers/Dementia Information	8	Seniors Legal and Support Service - Brisbane	371
Office of The Adult Guardian	137	Seniors Legal and Support Service - Hervey Bay	56
QCAT	66	Seniors Legal and Support Service - Townsville	35
Public Trustee (see 'Financial')		Seniors Legal and Support Service - Toowoomba	36
Complaints	**0.25%**	Community Legal Centre	34
Health Quality and Complaints Commission	3	Legal Aid QLD	6
Ombudsman Services	3	Queensland Law Society/Private Solicitor	15
Leading Aged Services Australia	1	QADA Legal Advocacy	2
Counselling	**4.81%**	Women's Legal Service Inc	1
Psychologist	39	Indigenous Legal Service	7
General Counselling Service	47	**Safety**	**10.92%**
Social Support Group	19	Queensland Police (QPS)	230
Lifeline Crisis Line	14	QPS DFV Liaison Officer	24
Relationships Australia	15	QPS Crime Prevention Unit	21
Carer Services	**1.62%**	QPS Volunteers in Policing	4
Carers Queensland	22	Home Assist Secure	14
Commonwealth Respite and Carelink Centre	23	Telstra Unwelcome Calls	1
Domestic Violence Services	**0.40%**	Personal Alarms	10
DV Connect Mens Line	1		
DV Connect Womens Crisis Line	10		

Disability Services	0.14%	Other Services	20.83%
Centacare	1	Elder Abuse Prevention Unit	361
Disability Services	2	Seniors Enquiry Line	6
Queensland Advocacy Inc	1	Veterans' Services	10
Financial	6.57%	Multicultural	8
Bank	41	Mediation	57
Public Trustee	70	Older Person's Groups (OPSP, OPAP)	6
Centrelink	48	General Services	34
Lifeline Financial Counselling	24	Courts	8
		Other	90
Health 12.72%			
GP	278	Hospital	16
Community Health Centres	9	Hospital Social Worker	42
Community Health Social Worker	7	Indigenous Health Worker/Service	2
Total referrals: 2784			

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