

# 15



Elder Abuse Prevention Unit

Elder Abuse Prevention Unit **Year**  
**in Review**  
2015

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**[www.eapu.com.au](http://www.eapu.com.au)**

or by contacting EAPU on

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# Table of Contents

<b>Section 1</b> .....	<b>4 - 12</b>
<b>Elder abuse helpline</b> .....	<b>4</b>
<b>Elderline database</b> .....	<b>5</b>
<b>Limitations of EAPU data</b> .....	<b>6</b>
<b>Key statistics and terms</b> .....	<b>7</b>
<b>Abuse notifications</b> .....	<b>9</b>
<b>Location</b> .....	<b>10</b>
<b>Nationality</b> .....	<b>11</b>
<b>Section 2</b> .....	<b>13 - 43</b>
<b>Elder abuse</b> .....	<b>13</b>
Gender.....	13
Age .....	14
Relationship .....	16
Abuse type.....	17
Abuse type and relationship .....	22
Financial abuse and Enduring Power of Attorney .....	25
Health and psychological risk factors.....	26
Social and environmental risk factors.....	32
Accommodation.....	38
Income and home ownership .....	40
Financial risk factors .....	41
Carer stress, carer activity and carer support payment .....	43
<b>Section 3</b> .....	<b>44 - 51</b>
<b>Non-trust abuse</b> .....	<b>44</b>
Relationship types .....	44
Abuse types .....	46
Non-trust abuse scenarios .....	47
Age and gender .....	49
Risk factors and demographic characteristics .....	51
<b>Section 4</b> .....	<b>53 - 60</b>
<b>Notifiers</b> .....	<b>53</b>
Elder abuse notifiers and primary abuse types.....	55
Non-trust abuse notifiers .....	56
Referral source .....	57
Referrals and notifiers .....	58
<b>Enquiry calls</b> .....	<b>59</b>
Non-elder abuse situation call duration.....	60
<b>Section 5</b> .....	<b>61 - 64</b>
<b>Community education</b> .....	<b>61</b>
Training sessions .....	62
Awareness sessions .....	64
<b>Section 6</b> .....	<b>65 - 68</b>
<b>Website</b> .....	<b>65</b>
Traffic sources .....	66
<b>Appendix 1</b> .....	<b>69 - 70</b>

# 15

## Section 1 Elder Abuse Helpline

In the 2014-2015 financial year the Elder Abuse Helpline recorded:

**1282**  
abuse  
notifications

**1184**  
victims

**1442**  
perpetrators

**1581**  
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 the 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 the EAPU's Elderline database in 2014/15 financial year.

## Elderline database

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This edition of the EAPU Year in Review will provide the same statistics as in previous years, but will also include new statistics that have not been recorded by EAPU Helpline operators before.

The 2014/15 financial year saw the implementation of numerous changes to the fields available in the Elderline database. In previous years the options provided under certain fields have been revised, for example a more detailed breakdown of psychological health issues. However, the changes made for 1 July 2014 included the addition of entirely new fields such as 'Criminality', which allows us to record any history of a person's interaction with the law if known. As well as the additions, some measures have been changed in the way that they are recorded, for example where dependency on a perpetrator was once recorded as a victim characteristic, it is now recorded as a characteristic of the relationship between victim and perpetrator.

Again this year, the Year in Review report will make 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. In 2015, the EAPU also produced a report of results from an investigation of five years of data. This investigation predominantly used combined elder abuse and non-trust data as it included data prior to 2012/13. The report can be found at: <http://www.eapu.com.au/publications/research-resources>

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. Details of community education activities and projects, and website activity are also included in sections five and six of the report.

# 15

## Limitations of EAPU 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 amend 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 2014 – 2015 financial year the elder abuse Helpline recorded:

	2015	2014
<b>Abuse Notifications</b>	<b>1282</b>	1197

<b>Victims*</b>	<b>1395</b>	1288
<b>Elder Abuse Victims</b>	<b>1184</b>	1092
<b>Non-trust Abuse Victims</b>	<b>211</b>	201

<b>Perpetrators~</b>	<b>1442</b>	1351
<b>Elder Abuse Perpetrators</b>	<b>1231</b>	1150
<b>Non-trust Abuse Perpetrators</b>	<b>211</b>	201

<b>Abuse Relationships/Cases</b>	<b>1581</b>	1481
<b>Elder Abuse Relationships/Cases</b>	<b>1356</b>	1266
<b>Non-trust Abuse Relationships/Cases</b>	<b>225</b>	215

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

~ Five 'perpetrator' records for self-neglect cases were removed from the data-set

### 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.

### Victim

A notification may relate to more than one victim. 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 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.

# 15

## Perpetrators

Notifications may involve multiple perpetrators. This is 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 numerous but competing members of the family for example adult children from different marriages or an adult child and a grandchild from a different adult child. 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'.

## Relationships

The *abuse case* or *abuse relationship* statistic was introduced 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 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 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 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.



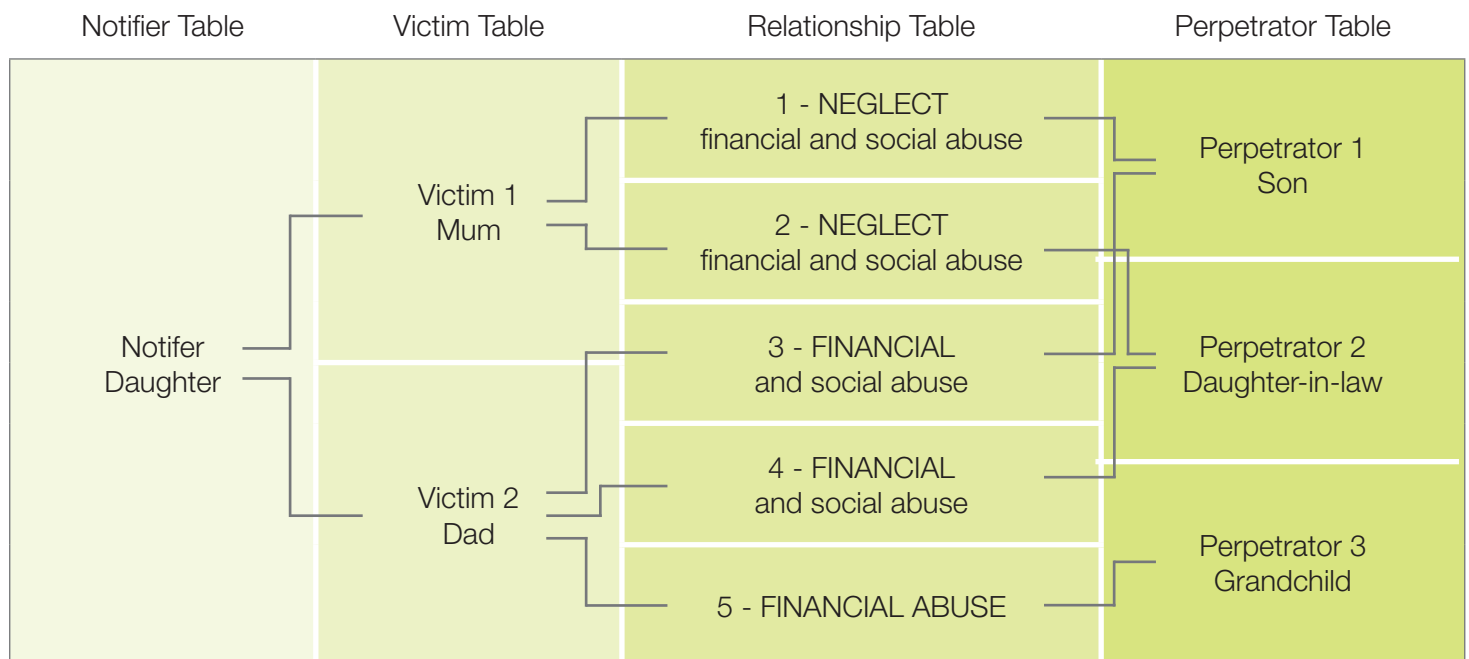
# Elderline Record Map

The Elderline database is complex and stores its data in five main tables; it may be more easily understood when mapped out visually.

Take a scenario where a daughter calls with concerns about the abuse of her elderly parents. Mum and dad were living in their own home, but recently dad has needed to go into a residential aged care facility. The caller's brother and his wife have moved in with mum, promising to care for her and have started wielding the Enduring Power of Attorney (EPoA).

They have used the EPoA to transfer their parent's shares into their own names and have blocked all but select family members from visiting dad in the facility. Mum is dependent and needs support with all activities of daily living but the brother and his wife have cut all community care services and leave her in bed for days on end. Additionally, the son of the caller's other brother has begun visiting dad in the nursing home and has obtained dad's bank card and PIN under the guise of buying him essentials.

The caller's nephew has been spending big on the card and has also tricked grand-dad into signing his car over to him under the pretense of renewing the car's insurance. This scenario would result in two victims, three abusers and five abuse relationships:



# 15

## 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 police referrals, email and those via the website contact form.

The number of notifications to the Helpline has again substantially increased for the reporting period (see figure 1).

- There was a 8.37% increase in the number of notifications received in the 2014-15 financial year on the previous financial year.
- An average of 106 notifications per month were received by the EAPU Helpline for the 2014/15 financial year, which is an increase of approximately seven notifications per month from last year.

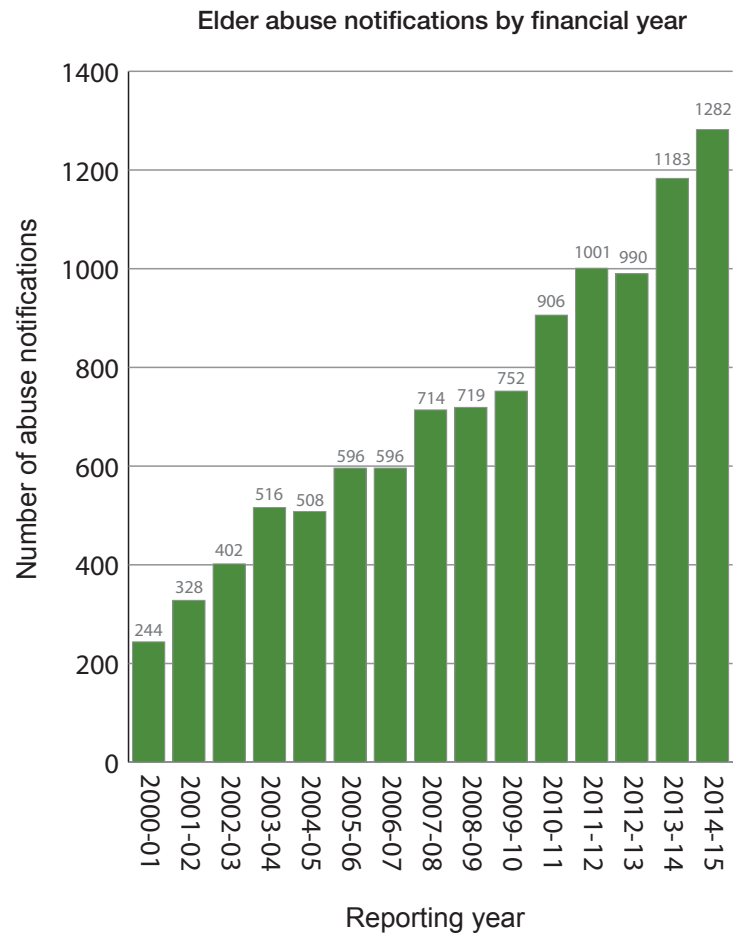


Figure 1. Total notifications received annually since 2001.

# Location

The following map shows the distribution by Australian Bureau of Statistics region of the number and proportion of the 1288 victims (elder abuse and non-trust abuse) for the 2014/15 financial year. For the 2014/15 reporting year the EAPU has been able to provide a breakdown of south-east Queensland as a result of more stringent data entry rules. The greatest number of victims normally reside in Brisbane which is unsurprising as it is Queensland's largest population centre. The Gold Coast area is the normal residence of the second largest number of victims, and the Wide Bay Burnett region and the Sunshine Coast region are the normal residence of the third largest groups of victims.

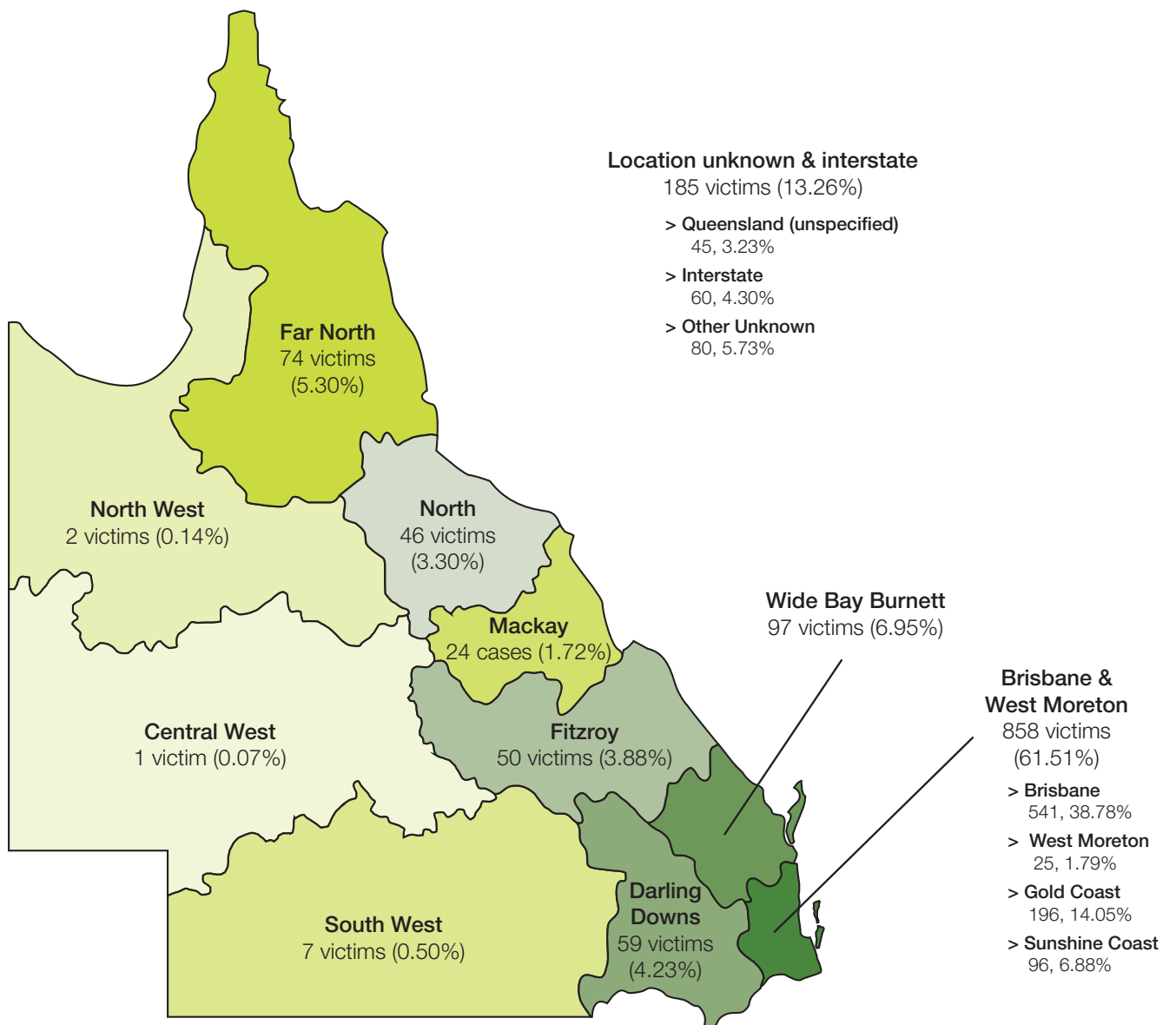


Figure 2. Regional breakdown of elder abuse victims. Indicates number and proportion of victims from each region for the 2014-15 financial year.

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## Ethnicity

Historically, poor data on ethnicity of victims and perpetrators led to the inclusion of two broader options in the Elderline database for 2014/15. It was felt that in some calls the notifier knew that a person was from a diverse background but the specifics of this were unknown. It was thought that these cases could be captured by an option for *Culturally and Linguistically Diverse* or *Aboriginal and Torres Strait Islander* origin. However, analysis of these options for 2014/15 data did not produce different a result to the analysis of *country of origin*, *language spoken at home* and *ethnicity* options. Being a new option in the database, this measure may show improved value in the next year's report as staff develop greater familiarity with the changed options.

Despite this, completion of ethnicity related options has improved somewhat, this is most evident for perpetrator records. Last year 10.81% of perpetrator *country of birth* records were completed. This year that figure has risen to 19.07% (n=275) . However, low rates of disclosure of country of origin and other ethnicity data means that EAPU statistics on victim and perpetrator cultural diversity is of limited value and conclusions should not be drawn from them.

- 26.38% (n=270) of victims' country of origin was disclosed
- Only 7.03% (n=98) of victims were disclosed as being from a country other than Australia
- Only 7.03% (n=98) of victims were recorded as being from a culturally and linguistically diverse background
  
- 19.07% (n=275) of perpetrators' country of origin was disclosed
- Only 3.19% (n=46) of abusers were disclosed as being from a country other than Australia
- Only 3.88% (n=56) of perpetrators were recorded as being from a culturally and linguistically diverse background
  
- 3.15% (n=44) of victims were disclosed as being Aboriginal or Torres Strait Islander
- 3.40% (n=49) of perpetrators were disclosed as being Aboriginal or Torres Strait Islander.

## Section 2

### Elder abuse

The Helpline was notified of 1356 elder abuse relationships involving 1231 perpetrators and 1184 victims during the 2014/15 financial year. The following section, unless otherwise stated, pertains to elder abuse relationships, victims and perpetrators only.

#### Gender

There were twice as many female victims as male victims reported to the Helpline for the 2014/15 financial year and this is very similar to the last reporting period. For perpetrators there was a slight increase in the proportion of perpetrators who are male. This is not unexpected however, as historically males have been the larger perpetrator group in EAPU data and 2013/14 recorded slight decrease in the proportion of male perpetrators when compared to 2012/13 .

Additionally, there has been a slight increase in the number of *unknown* gender for both victims and perpetrators. This is likely, counter-intuitively, to be related to an emphasis on more complete data entry for elder abuse notifications. Where limited information on a secondary victim or perpetrator is present, staff have been encouraged to include the actors when recording abuse calls even if most of the fields will be *unknown*.

	2014 / 2015 Financial Year			
	Victim		Perpetrator	
Gender	Records	Percent	Records	Percent
Female	801	67.65%	559	45.41%
Male	371	31.25%	643	52.23%
Unknown	12	1.10%	29	2.36%
<b>Totals</b>	<b>1184</b>	<b>100.00%</b>	<b>1231</b>	<b>100.00%</b>

	2013 / 2014 Financial Year			
	Victim		Perpetrator	
Gender	Records	Percent	Records	Percent
Female	740	67.77%	568	49.39%
Male	352	32.23%	573	49.83%
Unknown	0	0%	9	0.78%
<b>Totals</b>	<b>1092</b>	<b>100.00%</b>	<b>1150</b>	<b>100.00%</b>

Table 1. Gender of victims and perpetrators in elder abuse cases for the periods 1/7/14 – 30/6/15 and 1/7/13 – 30/6/14.

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## Elder abuse Age

During the 2014/15 financial year there were 1184 elder abuse victims reported to the Helpline. Age was not disclosed for 17.77% (n=163) of elder abuse victims (see figure 3).

- Most victims were in the 80-84 years age group (19.51%, n=231).
- Females were reported more often than males as victims of abuse in all age groups.

During the 2014/15 financial year there were 1231 elder abuse perpetrators reported to the Helpline. Age was not reported for 38.67% (n=476) elder abuse perpetrators (see figure 4).

- Most alleged abusers were of the 50-54 years age group (10.80%, n=133).
- The gender ratio of the 50-54 years age group was even, which differs from 2013/14 where there were substantially more female abusers than male abuses in this age group.

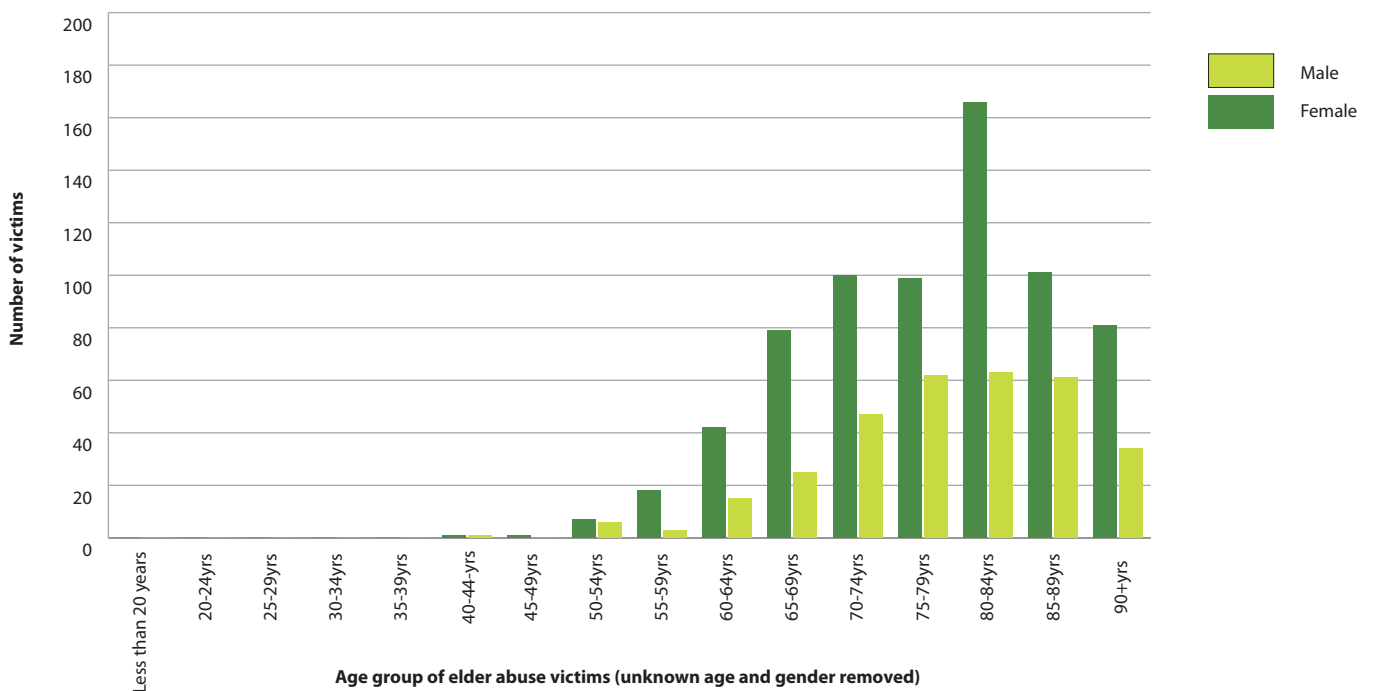


Figure 3. Number of victims in each age group by gender for the period 1/7/14 – 30/6/15. Unknown gender or age not included; n=1012.

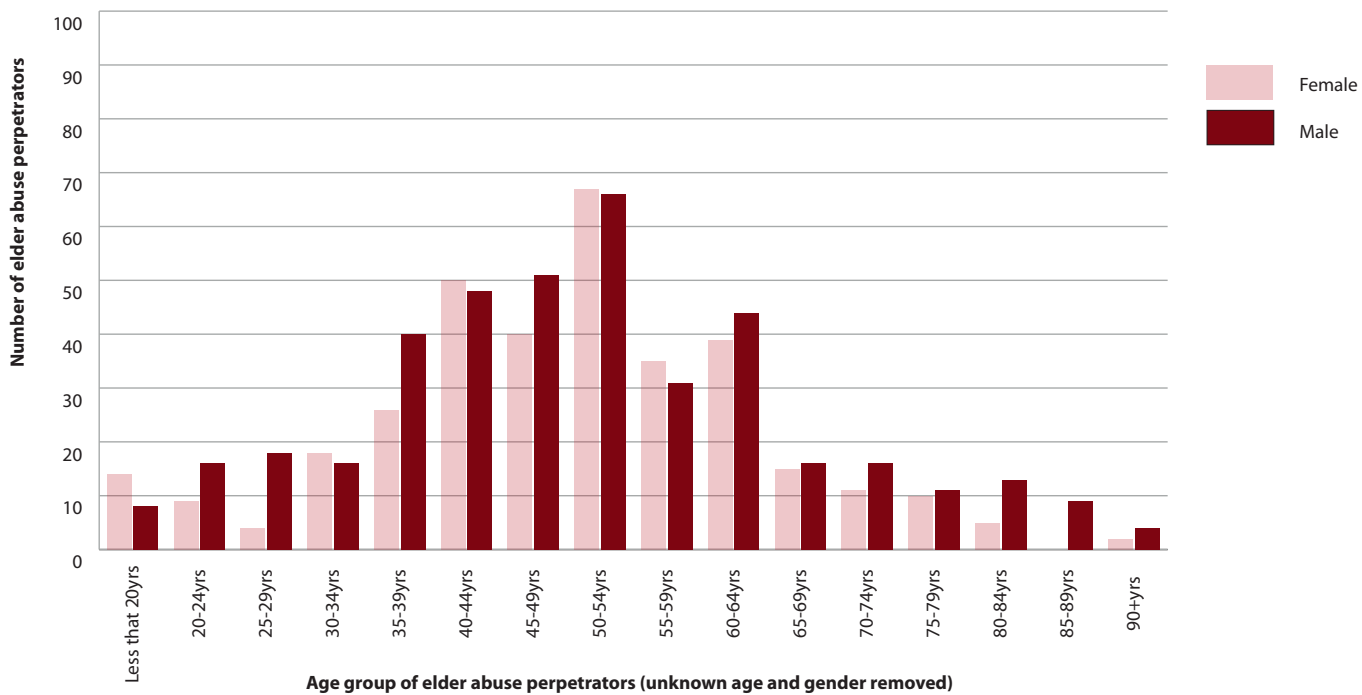


Figure 4. Number of perpetrators in each age group by gender for the period 1/7/14 – 30/6/15. Unknown gender or age not included; n=752.

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## Elder abuse Relationship

The primary relationship between victims and perpetrators is that of parent and child, accounting for 73.75% of victim-perpetrator relationships (see figure 5). This is almost identical to the 73.62% found in 2013/14.

Non-biological familial relationships such as son or daughter-in-law (excluding spousal relationships) accounted for 10.91% (n=148) which is close to the 11.14% (n= 141) recorded in 2013/14. This was mainly in-laws, who accounted for 7.01% (n=95), step relations accounted for 3.02% (n=41), and adoptive adult children made up 0.88% (n=12). There was a distinct gender difference amongst adoptive adult children, 11 of the 12 records were for adoptive sons.

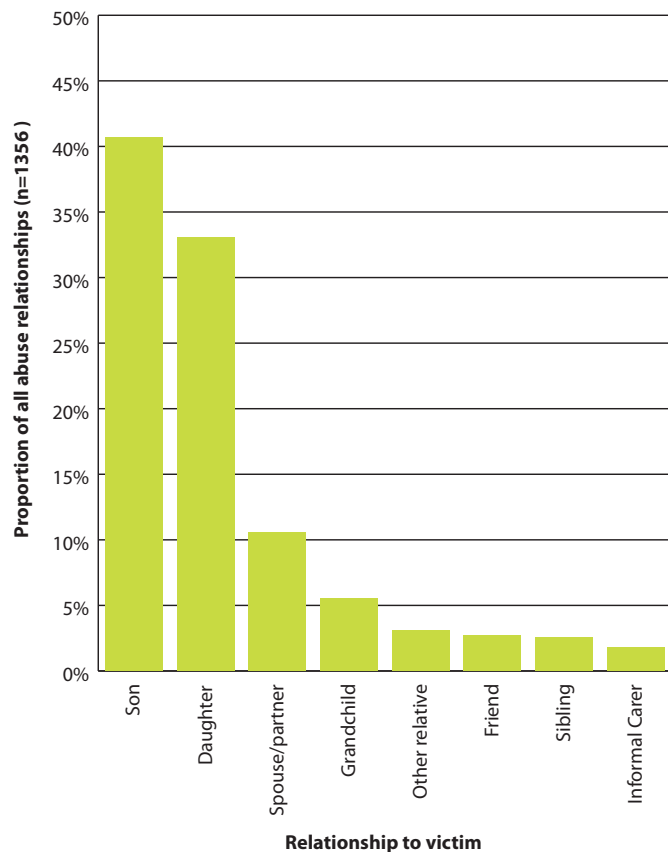


Figure 5. Proportion of elder abuse cases reporting relationship of perpetrator to victim for the period 1/7/14 - 30/6/15.



## Elder abuse

### Abuse Type

Primary abuse type data for the 2014/15 financial year is almost identical to that of 2013/14. Financial abuse was the most reported primary abuse type, followed closely by psychological abuse. Neglect and physical abuse account for a similar proportion of primary abuse and social and sexual abuse are not often recorded as a primary abuse type (see figure 6). Notably, the increase in primary abuse types of financial and physical abuse seen in 2013/14 has been maintained. 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.

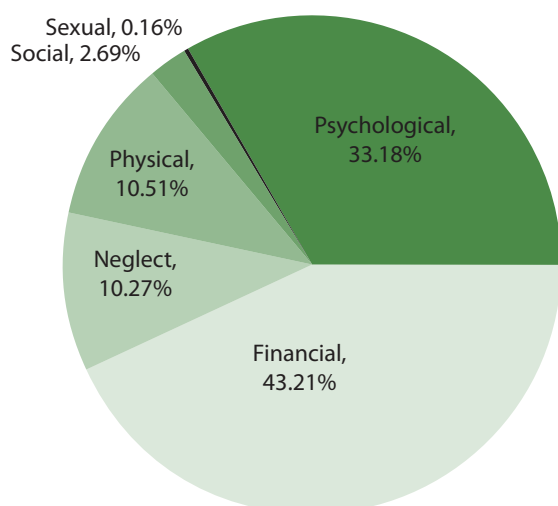


Figure 6. Proportion of primary abuse types for elder abuse cases reported to the Helpline in the period 1/7/14 - 30/6/14; n=1356

The combined abuse types (figure 7) for 2014/15 are very similar to 2013/14 with no notable changes to the proportion of abuse cases recording the six abuse types.

The number of abuse types per abuse situation has decreased slightly, from 1.71 to 1.65 abuse types per abuse relationship. This is more in line with 2012/13 data which recorded 1.64 types of abuse per abuse relationship.

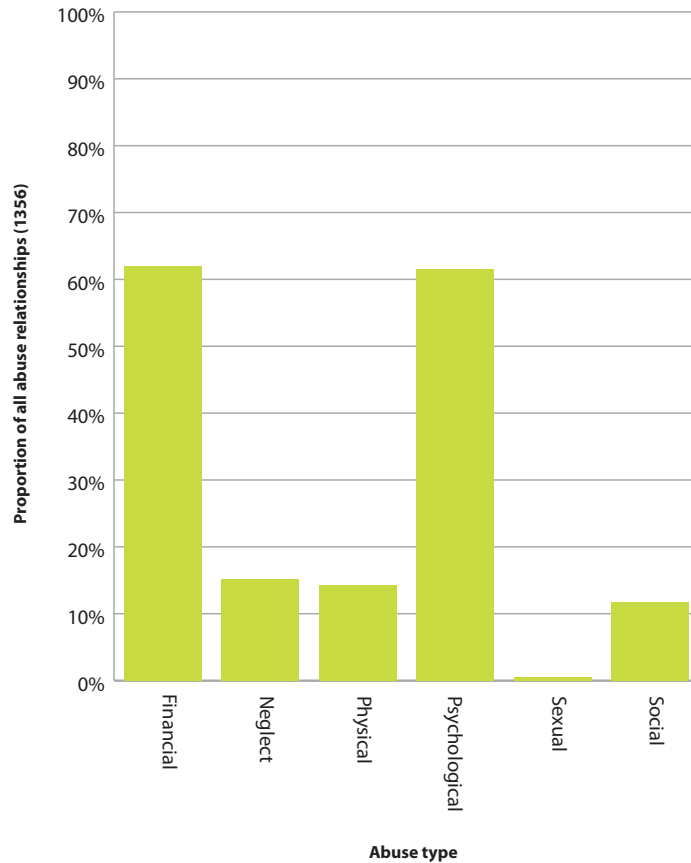


Figure 7. Primary and secondary abuse type records combined; proportion of elder abuse relationships where abuse type is present for the period 1/7/14 - 30/6/15; n=2243.

## Abuse type and gender

The proportions of each abuse type accounting for primary abuse type for each victim and perpetrator gender group looks similar overall. However there are some small differences between genders, and these have varied from 2013/14 data.

- In 2013/14 abuse relationships with female perpetrators or victims were more likely to record social abuse as a primary abuse type, but this year abuse relationships with male victims were more likely to record social abuse as a primary abuse type. Social abuse accounted for 4.63% of abuse relationships with male victims this year, compared to 1.70% last year, and records with female victims this year, 3.51% and last year, 3.15%.

- Abuse relationships with male victims were slightly less likely to record psychological abuse as a primary abuse type (30.79%) than records with female victims (35.09%).
- Records with female perpetrators were very slightly more likely to record a primary abuse type of psychological abuse (35.17%) than those with male perpetrators (32.79%). Last year records with psychological abuse as a primary abuse type were equally like to be recorded with male or female perpetrators (males, 33.02%, females, 33.71%).
- Consistent with 1013/14 data, in 2013/14, abuse relationships with male victims were very slightly more likely to record neglect as a primary abuse (11.34%) than those with female victims (10.31%) but perpetrator gender had no impact (less than 1% difference: 10.86% female, 10.11% male).
- Consistent with 1013/14 data, in 2013/14, abuse relationships with male perpetrators more likely than those with female perpetrators to record a primary abuse type of physical abuse (11.48% males, 6.70% females). However, abuse relationships with female victims were more likely to be recorded with a primary abuse type of physical abuse than those with male victims (9.98% females, 8.56% males)
- Consistent with 1013/14 data, in 2013/14, abuse relationships with male victims were more likely to record financial abuse as a primary abuse (4.44% male, 40.90% females), but perpetrator gender had no impact. (less than 1% difference: 41.83% female 42.49% males)

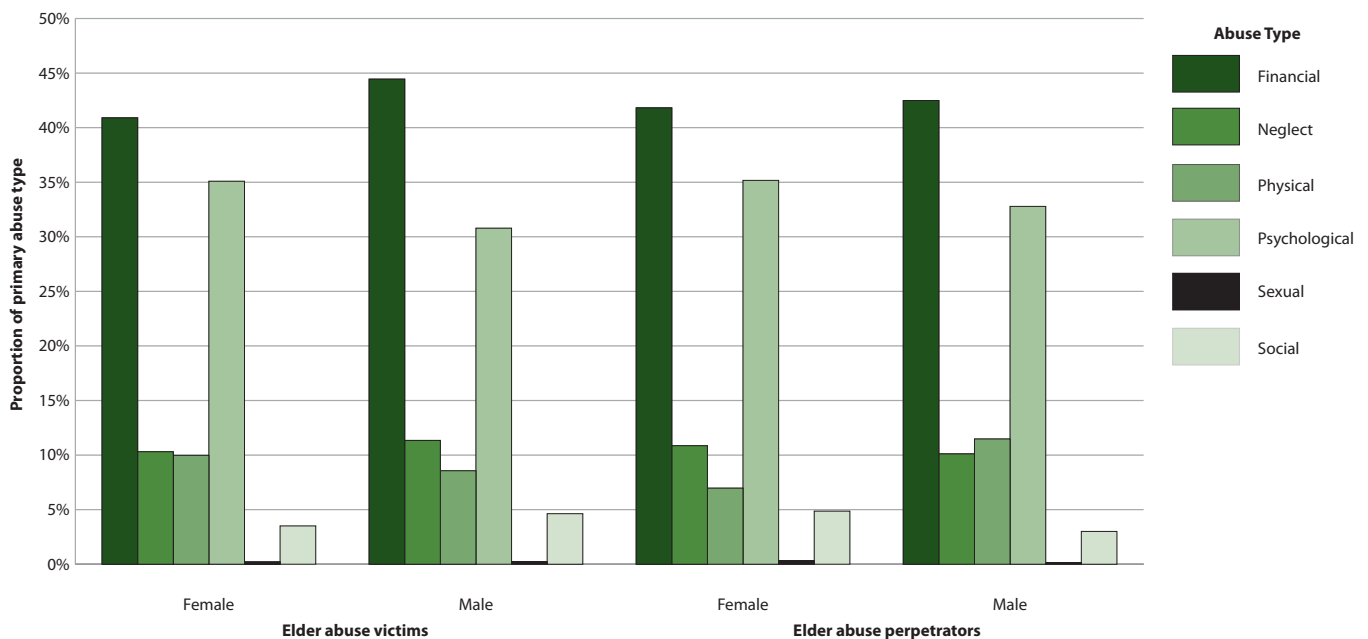


Figure 8. Primary abuse type only; proportion of all primary abuse types for perpetrators and victims of each gender 1/7/14 – 30/6/15.

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## Elder abuse Abuse Type

### Abuse type and age

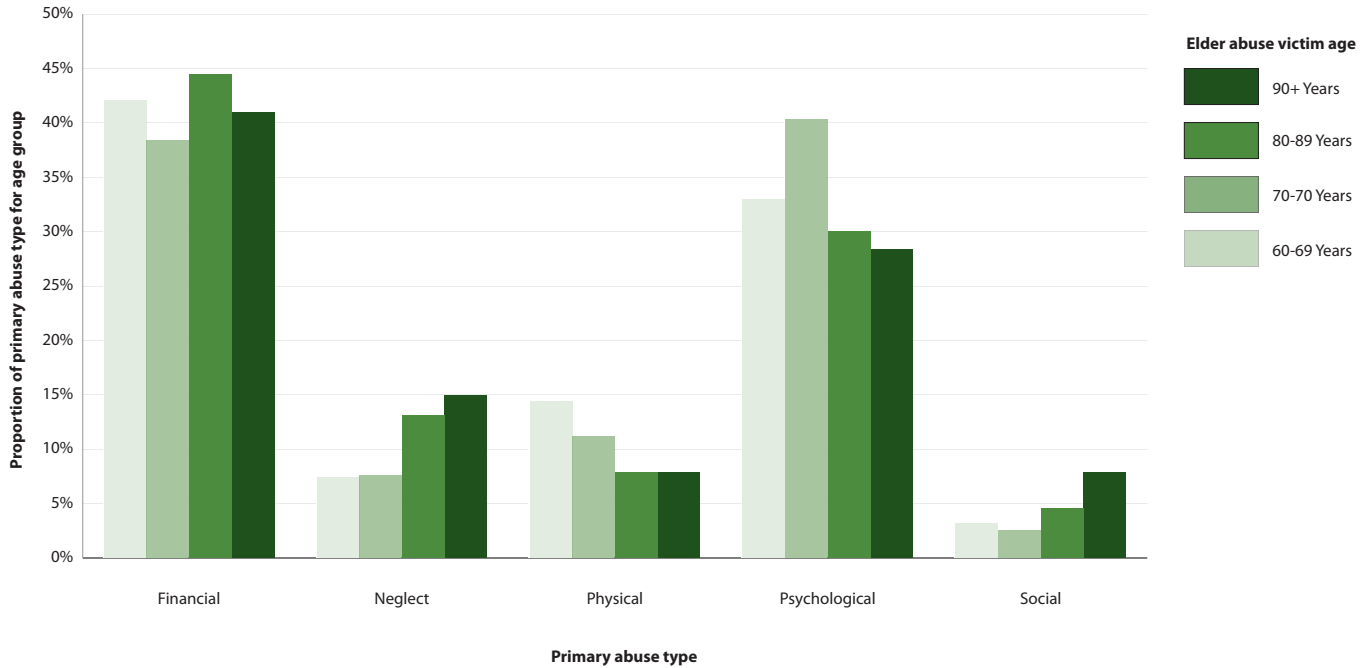


Figure 9. Proportion primary abuse types for age groups 1/7/14 – 30/6/15.

The type of primary abuse type recorded for an abuse relationship varied with victim age. The pattern of this is generally consistent with 2013/14 data, although there was a spike on psychological abuse records for the 70-79 year age bracket which corresponded to a reduction in the proportion of other abuse types recorded as the primary abuse type for that group. Social abuse and neglect increase as a proportion of primary abuse types with age, while psychological abuse declines. Physical abuse also appears to decline with age, and the increase in financial abuse with age found in 2012/13 has disappeared in 2014/15. Sexual abuse numbers are too low to comment on.

As noted in previous reports, 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 creates 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.

# 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 2013/14. For the 2014/15 financial year 17.06% (n=202) 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 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 10). 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.

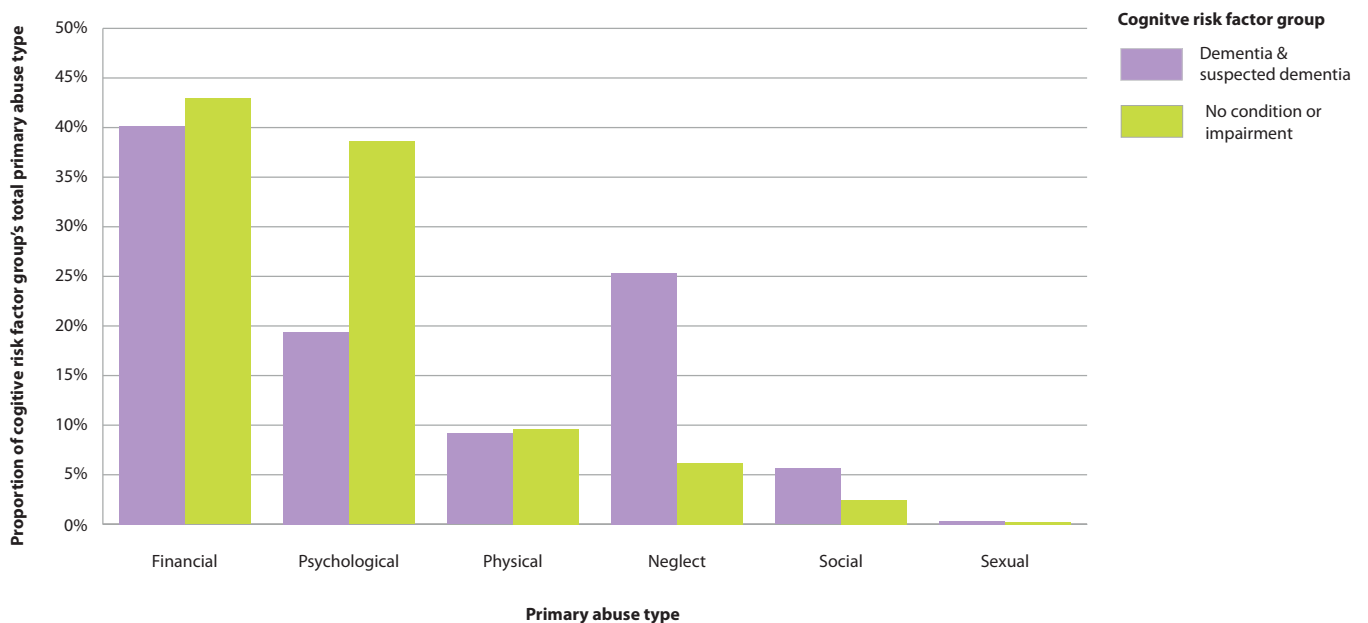


Figure 10. Proportion primary abuse types by victim psychological risk factor group: dementia or suspected dementia (n= 265) and no recorded risk factor (n=898) 1/7/14 – 30/6/15

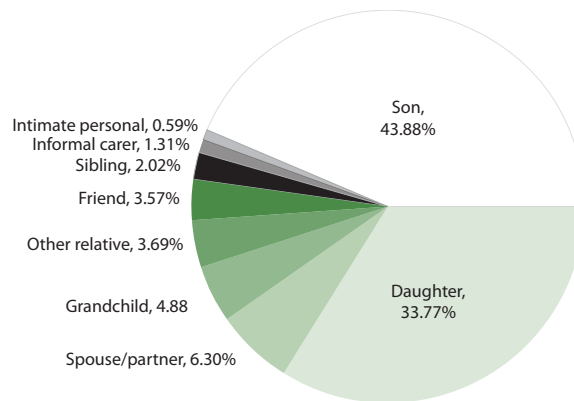
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## Elder abuse Abuse type and relationship

### Financial Abuse

For the present reporting year, abuse relationships with sons as perpetrators have resumed accounting for the largest number of records with financial abuse as a primary abuse type (figure 11). In 2013/14 son and daughter records were comparable, which represented a substantial decrease from 2012/13. This year's increase however, is related to the increased number of son perpetrator records in the data. Son and daughter abuse patterns are almost identical as seen figure 13.

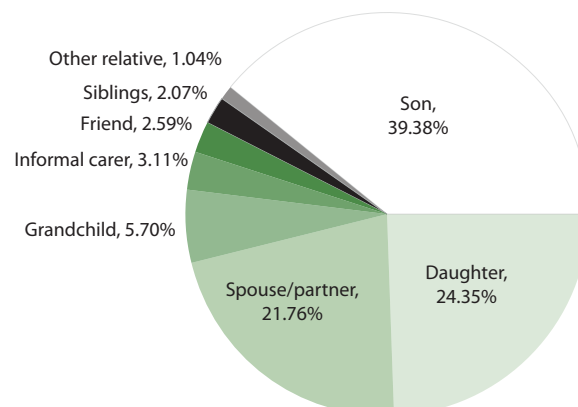
Figure 11. Primary and secondary abuse types; proportion of financial abuse accounted for by different perpetrator relationship types 1/7/14 – 30/6/15; n= 841.



### Physical

Abuse records recording physical abuse have changed somewhat from last year. Spouse/partner's are perpetrators for 21.76% (n= 42) of abuse cases that involve physical abuse, whereas last year they only accounted for 17.95%. Sons as perpetrators also account for more physical abuse this year, 39.38% (n=79) compared with 37.44% last year. Daughters accounted for only 24.35% (n=42), where last year they accounted for 27.18%, of cases where physical abuse was present. The proportion of physical abuse perpetrated by grandchildren has almost halved with only 5.70% (n=11) of physical abuse cases perpetrated by grandchildren, where last year they accounted for 10.26%.

Figure 12. Primary and secondary abuse types; proportion of physical abuse accounted for by different perpetrator relationship types 1/7/14 – 30/6/15; n= 193.



## Who perpetrates what?

Examining the proportion of abuse type accounted for by different perpetrator groups is skewed by the size of the perpetrator group itself. 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 is not impacted by the overwhelming number of adult children perpetrators in the dataset. Although the patterns of abuse is 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 alongside informal carers are the only perpetrator groups 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 when compared with to adult children. Informal carer abuse patterns showed more neglect than any other perpetrator group though this was not greatly different to that of spouse/partners. Grandchildren, other family, and friend perpetrator group abuse patterns were dominated by financial abuse. See figure 13.

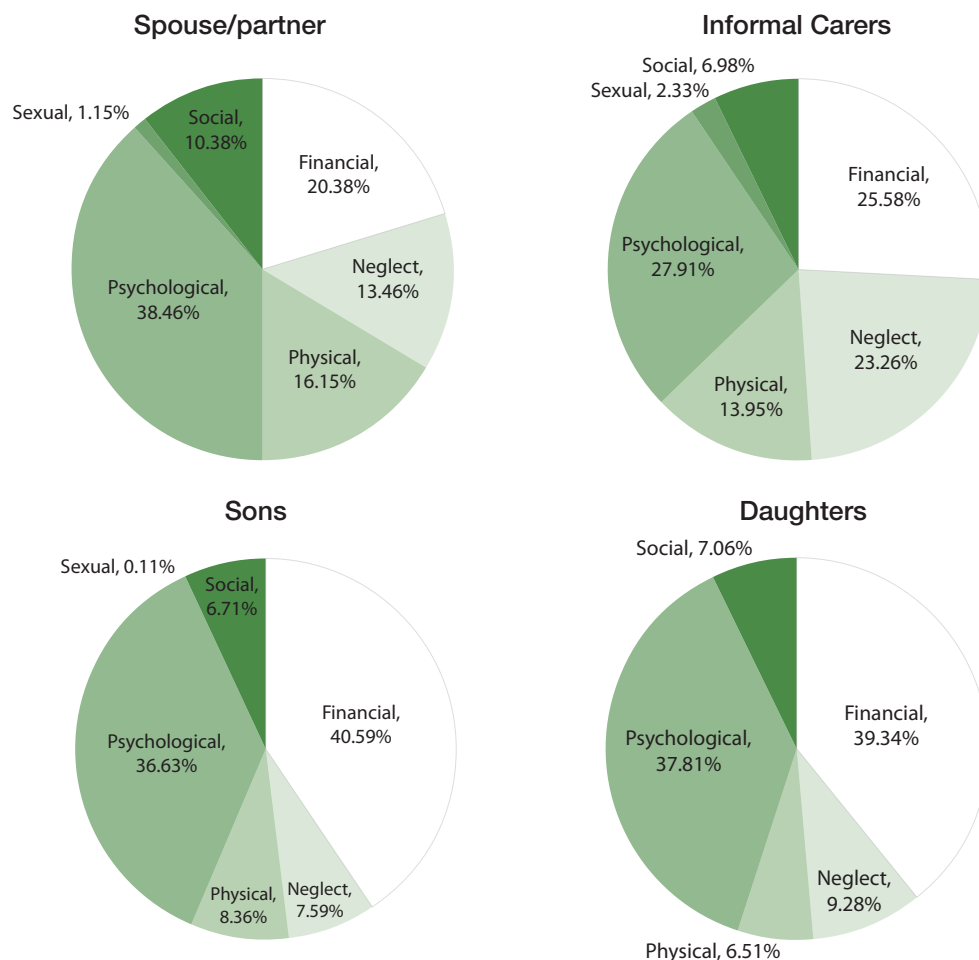


Figure 13a. Primary abuse type distributions for different perpetrator relationship types for the period 1/7/14 – 30/6/15

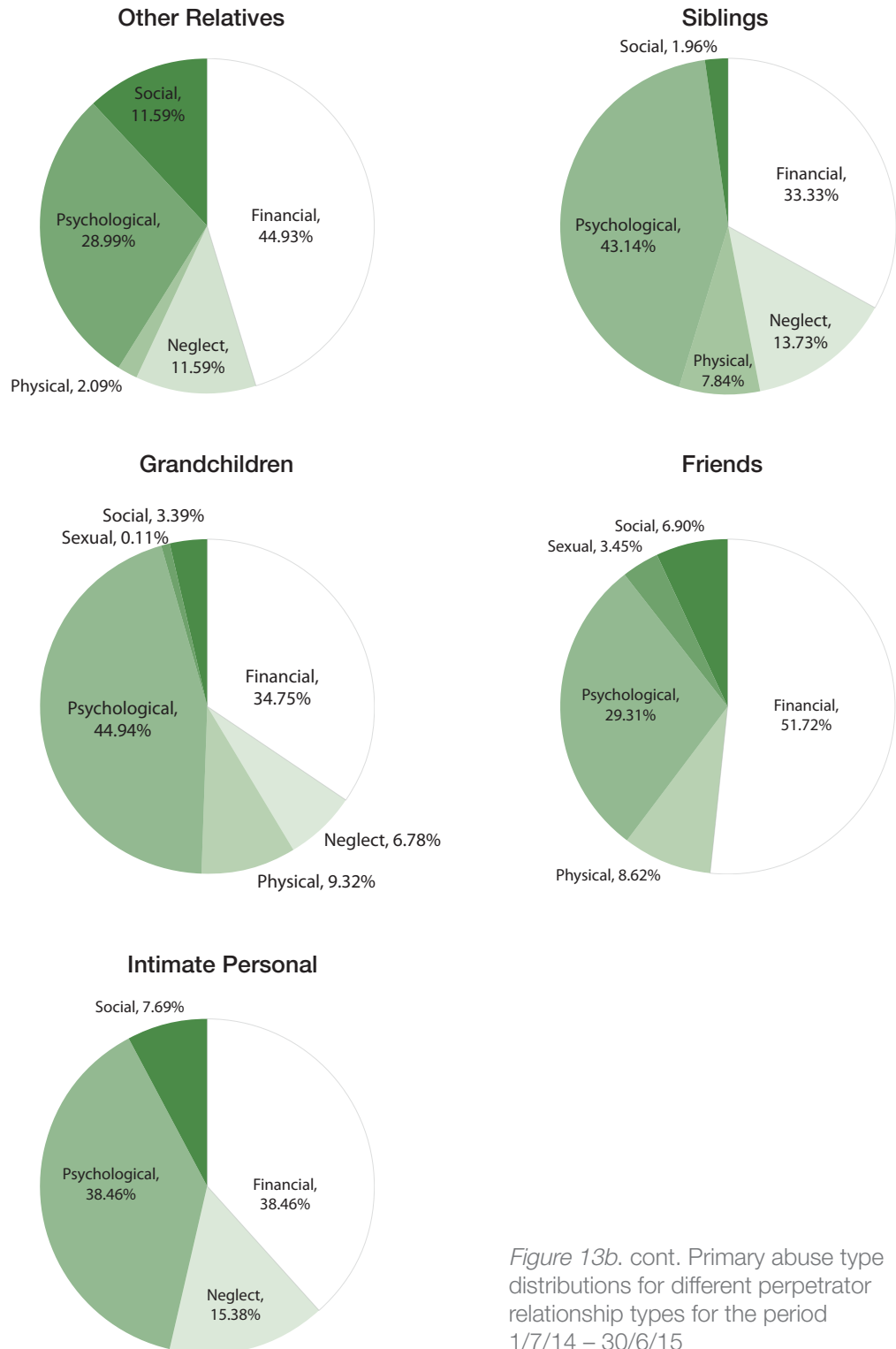


Figure 13b. cont. Primary abuse type distributions for different perpetrator relationship types for the period 1/7/14 – 30/6/15



# Elder abuse

## Financial abuse and Enduring Power of Attorney

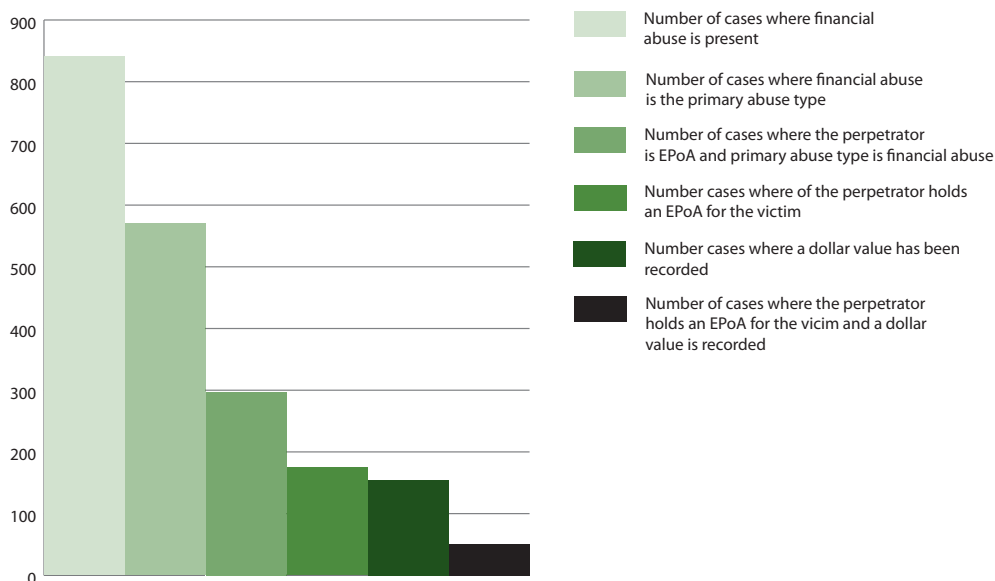
Dollar figures associated with financial abuse should be interpreted with caution as in many cases notifiers do not know the extent of financial abuse, or the abuse involves the misappropriation of assets such as houses and cars without an easily identifiable value. Helpline operators do estimate the value of the home by looking up the average home values for an area reported by the Real Estate Institute of Queensland. 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”.

***\$45,925,800.00 was misappropriated in 155 elder abuse cases during the 2014-2015 financial year.***

Abuse of the powers provided by an Enduring Power of Attorney (EPoA) is one way to misappropriate funds and assets. One third 32.90% (n=51) of the cases with recorded funds were misappropriated by a holder of an EPoA. It is important to note that EAPU’s database does not record whether or not the EPoA was used to misappropriate funds, only that the abuser held the EPoA:

***\$10,968,500.00 of the missing funds recorded by EAPU were by misappropriated by 51 attorneys***

Overall, 25.08 % (n=297) all abuse cases were recorded as holding an EPoA for the victim. This is over double the number of cases where a perpetrator was recorded to be an EPoA for the victim from last year. Last year 10.67% of abuser cases involved the EPoA for the victim. Figure 14 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 14. Limitations of EAPU financial abuse data for the period 1/7/14 – 30/6/15. Total number of abuse cases is 1442.*

# 15

## 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. Although options align to some degree with established standards such as Diagnostic and Statistical Manual (DSM) definitions, most of the available options for health risk factors are determined by call content. For example, physical health risk factors are quite general, as many notifiers may not know the specific diagnosis for an illness.

### Elder Abuse Victims

The EAPU introduced a general measure of capacity for this reporting period, enabling Helpline operators to report for each victim whether capacity was intact, if there was impairment of some kind, or whether capacity was unknown. General measures of capacity will be reported separately to other psychological risk factors and they are not mutually exclusive. This year almost a fifth of victims were reported to have a capacity impairment of some kind. Consistent with last year's data just over half elder abuse victims were reported to have a physical health risk factor. This year just over a quarter reported to have a psychological risk factor. Substance misuse in the victim was rarely reported (see Table 2).

Health Risk Factors	Number of Elder Abuse Victims	% of Elder Abuse Victims
Substance Abuse	20	1.69%
Psychological Health	328	27.70%
Capacity Impairment	231	19.51%
Physical Health	609	51.44%

Table 2. Number and proportion of total elder abuse victims where health risk factor is present for the period 1/7/14 – 30/6/15; n=1184.

### Substance abuse

- Alcohol abuse was reported for 1.44% (n=17) of elder abuse victims.
- Drug and alcohol abuse and prescription drug abuse was not reported for any elder abuse victims.
- Other substance abuse was reported for 0.25% (n=3) of elder abuse victims.
- No substance abuse was recorded for 19.68% (m= 233).
- Substance abuse was recorded as *unknown* for 78.63% (n=931) victims.

## Psychological health and capacity impairment

This figure is somewhat lower than previous financial year's results. This may be attributable to the inclusion of a capacity impairment measure. In the past Helpline operators have needed to record *dementia* or *suspected dementia* to indicate capacity impairment even though the cause of the impairment may not be *dementia*. Following this it is not surprising that overall reporting of *dementia* or *suspected dementia* has fallen from 21.16% in 2013/14 to 17.06% (n=202) during 2014/15. However, *dementia* and *suspected dementia* were the most commonly reported risk factors followed by *memory impairment*, *mental illness*, and *acquired brain injury*. Note that for 8.87% (n=105) of victims, no psychological risk factors were present for the victim at all (including capacity impairment). Table 3 provides full details of the psychological risk factors reported as either a primary or secondary psychological health risk factor for victims in the 2014/15 reporting period.

Psychological Risk Factor	Number of Elder Abuse Victims	% of Elder Abuse Victims
Dementia	153	12.92%
> Suspected dementia	49	4.14%
No risk factors**	105	8.87%
Memory impairment	32	2.70%
Mental illness	26	2.20%
Acquired brain injury	25	2.11%
Depressive disorder	18	1.52%
Neurological	10	0.84%
Lack of life skills***	10	0.84%
Anxiety disorder	9	0.76%
Intellectual disability	5	0.42%
Hoarding	4	0.34%
Emotional dysregulation	1	0.08%
Unknown	752	63.51%

Table 3. Number and proportion of total elder abuse victims where psychological health risk factor is present for the period 1/7/14 – 30/6/15; n=1184.

\*No risk factors is only recorded in cases where capacity is intact.

\*\*Mental illness includes bi-polar disorder, schizophrenia and where a notifier reports simple 'mental illness' and provides no further detail.

\*\*\*Lack of life skills indicates a pervasive and permanent lack of skills for full life functioning, this may include those victims who are illiterate, or those who have were dependent on a now-deceased spouse for tasks such as managing finances and it is unlikely that the person will be able to learn these skills.

A further 'Other' category enabled workers to identify:

- Suicide ideation 0.68% (n=8)

Capacity was reported to be unknown for half (50.17%, n=594) of victims. This result is likely to be attributable to adjusting to new data entry rules. In the past, workers have been required only to fill a field when a risk factor is confirmed present, rather than confirmed absent or unknown. It is expected that the number of unknowns will decrease significantly for this measure will decrease in the next reporting year. Almost a third however, were reported to have intact capacity (30.32%, n=359), and 19.51% (n=321) were reported to have a capacity impairment of some kind.

## Physical health

- Last year frailty was reported for 21.43% of victims, this year it was reported for 19.09% (n=226).
- Illness was reported for 20.27% (n=240) of victims, last year it was reported for 23.08%.
- Disability was recorded for 12.08% (n=143) of elder abuse victims, up somewhat from last year's 9.16%.

## Care needs of the victims

Of the 1184 elder abuse victims care needs were not recorded for 37.92% (n=499), 47.97% (n=568) were confirmed to need some kind of care, and 14.10% (n=167) were confirmed to not require any care at all. Full-time care was required by 22.38% (n=265), part-time care was required by 13.43% (n=159), and for 12.16% (n=144) it was confirmed that the victims needed care but the intensity was unknown.

Most of those requiring care were community dwelling victims, 41.98% (n=497) of victims required care of some kind and were not living in an aged care facility. Only 8.45% (n=100) were reported to be receiving community care services.

## Carer stress and elder abuse victims

New to this reporting period is the ability of Helpline operators to record whether an elder abuse victim is experiencing carer stress. Overall 7.43% (n=88) of victims were reported to be experiencing carer stress, Table 4 provides a breakdown of who these victims were caring for.

Table 4. Number and proportion of total elder abuse victims where carer stress is present for the period 1/7/14 – 30/6/15; n=1184.

\*Caring for another victim refers to another adult experiencing abuse in within the same abuse notification, often a spouse/partner

\*\*Caring for another adult refers to another adult who is not experiencing abuse, may be a spouse/partner, sibling, parent.

\*\*\*Caring for a high-need child victim refers to a non-perpetrator adult child of the victim who requires care owing to a developmental disorder, disability or significant illness.

Carer stress measure	Number of Elder Abuse Victims	% of Elder Abuse Victims
Caring for another victim*	28	2.36%
Caring for another adult**	21	1.77%
Caring for a perpetrator	27	2.28%
Caring for a high need child***	6	0.51%
Caring for grandchildren	6	0.51%
No carer stress	283	23.90%
Unknown	813	68.67%

## Elder Abuse Perpetrators

Health risk factors for elder abuse perpetrators increased slightly from the previous reporting year. Although the proportion of physical health risk factors was identical, psychological health risk factors increased from 13.13% in 2013/14 to 16.57% (n=204) in 2014/15, and substance misuse rose slightly from 16.87% in 2013/14 to 18.28% (n=225) in 2014/15.

Health Risk Factors	Number of Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Substance Abuse	225	18.28%
Psychological Health	204	16.57%
Capacity Impairment	22	1.79%
Physical Health	83	6.74%

Table 5. Number and proportion of elder abuse perpetrators where health risk factor is present for the period 1/7/14 - 30/6/15; n=1231

### Substance abuse

- Alcohol abuse (only) was reported for 6.99% (n = 86) elder abuse perpetrators.
- Illicit drug use was reported for 5.85% (n= 72) elder abuse perpetrators.
- Alcohol and drug combined use was reported for 4.47% (n= 55) elder abuse perpetrators.
- Prescription drug misuse for 0.89% (n=11) elder abuse perpetrators.
- Other addiction issues was reported for 0.08% (n=1).

### Psychological health

Psychological health risk factors were recoded for 16.57% (n=204) of perpetrators. Rates of specific factors have stayed generally the same, and the increased proportion of overall perpetrators with psychological health risk factors may be attributable to the inclusion of *emotional dysregulation* in the database for this reporting year. *Emotional dysregulation* indicates a pervasive history of an inability to regulate emotional responses, usually associated with disproportionate anger.

The option is only recorded where behaviour is not associated with another psychological condition. Emotional dysregulation was added to the database as Helpline operators were hearing about perpetrators who have had a long history of behavioural problems that feature anger, but that this behaviour had not been diagnosed as a mental illness even where mental health agencies had become involved. Notably, after mental illness, emotional dysregulation is the second most recorded psychological risk factor for elder abuse perpetrators.

Table 6. Number and proportion of total elder abuse perpetrators where psychological health risk factor is present for the period 1/7/14 – 30/6/15; n=1231.

*\*Mental illness includes bi-polar disorder, schizophrenia and where a notifier reports simple ‘mental illness’ and provides no further detail.*

*\*\*Lack of life skills indicates a pervasive and permanent lack of skills for fully functioning, this may include those victims who are illiterate, or those who have been dependent on a now-deceased spouse for tasks such as managing finances and it is unlikely that the person will be able to learn these skills. It is only reported for perpetrators over the age of 60.*

Psychological Risk Factors	Number of Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
No risk factors	107	8.69%
Mental illness*	90	7.31%
Emotional dysregulation	30	2.44%
Anxiety disorder	22	1.79%
Depressive disorder	19	1.54%
Personality disorder	18	1.46%
Dementia	11	0.89%
> Suspected dementia	5	0.41%
Autism spectrum disorder	8	0.65%
Acquired brain injury	7	0.57%
Neurological	6	0.49%
Intellectual disability	4	0.32%
Memory impairment	1	0.08%
Lack of life skills**	1	0.08%
Unknown	920	74.74%

A further ‘other’ category captured:

- Threats of suicide were noted for 0.49% (n=6) elder abuse perpetrators.

## Physical health

Physical risk factors were reported for 6.74% (n=83) of elder abuse perpetrators and 17.22% (n=212) were reported to have no physical health risk factors at all. For 2014/15 illness was reported for 3.33% (n=41) of alleged abusers, disability for 2.27% (n=28), and frailty 1.14% (n=14). Like the overall rate, specific physical health risk factors were largely the same as the previous reporting year.

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## Care needs of the perpetrator

The EAPU database allows us to identify where perpetrators require some level of care themselves. For the financial year 2014/15, 7.72% (n= 95) of elder abuse perpetrators required care of some kind themselves. This is up from 4.73% in 2013/14, which was itself over double the rate for 2012/13. However, is most likely attributed to better data entry.

Of the 1231 elder abuse perpetrators care needs were not recorded for 61.17% (n=753) and 31.11% (n=383) were confirmed to not require any care. Full-time care was required by 1.62% (n=20), part-time care was required by 1.79% (n=22), and for 4.31% (n=53) it was confirmed that the perpetrators needed care but the intensity was unknown.

Community care services were reported to be in place for 1.06% (n=13) of perpetrators.

## Care activities of the perpetrator

See section 'Carer stress, carer activity and carer support payments', on page 43.

# 15

## 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 that an older person will experience abuse. Social isolation has been identified in the literature as a contributor to elder abuse, as has dependency. For this reporting year dependency has been shifted from the victim record to the abuse relationship record, allowing us to report on not only if a victim is dependent on the perpetrator, but additionally if the perpetrator is dependent on the victim. A new field has also been added for criminality, enabling us to report on how many victims and perpetrators have had the significant attention of law enforcement. The family environment measure has also been changed to include an array of factors that Helpline operators commonly hear on calls.

### 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 2014/15 social isolation was noted for 21.96% (n=260) of elder abuse victims, up slightly from 19.05% in 2013/14. The statistic comprises of *lack of services*, *lack of support networks*, *inability to access services* (e.g. inability of affords 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 complaint 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, eg refusing treatment for depression.

Social Isolation	Elder Abuse Victims	% of Elder Abuse Victims
Lack of support networks	150	12.67%
Lack of services	41	3.46%
Unable to access services	40	3.38%
Individual characteristics	29	2.45%
Not socially isolated	117	9.88%
Unknown	807	68.16%

Table 7. Proportion of all elder abuse victims experiencing a social risk factor for the period 1/7/14 – 30/6/15; n=1184.



## Dependency

Dependency on a perpetrator reduces a victim's power to make positive change in their life. However, dependence of perpetrator on victims is also disempowering. Most perpetrators are adult children of victims and when they appear incapable of supporting themselves and their families their aging parents are put in a difficult position of making decisions that will at least in the short-term, harm their adult child.

For the 2014/15 reporting year, victims were dependent on the perpetrators in 15.86% (n=215) of abuse relationships, and a further 0.52% (n=7) were dependent on the perpetrators for housing, if not activities of daily living. Elder abuse perpetrators were reported to be dependent on their victims in 10.62% (n=144) of abuse relationships. For 13.94% (n=189) of abuse relationships, there were no dependency factors at all, and for the remaining abuse relationships dependency was unknown.

## Family factors

Family factors are generally reported for the primary family unit of the victim and perpetrator. This means that a 'subsequent marriage' on a victim record refers to the victim's marriage history and not the perpetrator's. Subsequent marriage would be recorded on the victim record only, and not for the perpetrator. Family factors were reported for 8.11% (n=96) of victims and 10.05% (n=119) of victims were reported to have had no family factors. Table 8 provides a breakdown of family factors recorded for victims.

Family Factor	Elder Abuse Victims	% of Elder Abuse Victims
Subsequent marriage	51	4.31%
Raising grandchildren	22	1.86%
Denied access to grandchildren	16	1.35%
International marriage*	7	0.59%
Family factors not present	119	10.05%
Unknown	969	81.84%

Table 8. Proportion of all elder abuse victims where a family factor is present for the period 1/7/14 – 30/6/15; n=1184.

*\*International marriage refers to marriages where one member of the couple is only in Australia as a result of an agreement to marry an Australian spouse. This option should not be selected if the Australian spouse lived and was in a de facto relationship with the international spouse for an extended period prior to coming to Australia and marrying.*

## Trauma History

A new addition to the Elderline database is the ability to record whether a victim or perpetrator has a history of trauma. For the 2014/15 reporting period, 8.18% (n=97) of victims were reported to have experienced trauma of some kind, 10.14% (n=120) were reported not to have a history of trauma, and the remainder were unknown.

Trauma	Elder Abuse Victims	% of Elder Abuse Victims
DV victimisation	46	3.89%
Multiple losses (bereavement)	13	1.10%
Unspecified trauma	11	0.93%
Experienced child abuse and/or neglect	9	0.76%
Experienced child sexual abuse	3	0.25%
Service related trauma	5	0.42%
Fear of death experience	5	0.42%
Suicide loss	3	0.25%
Parental mental illness or substance abuse	1	0.08%
Sexual assault	1	0.08%
No trauma history apparent	120	10.14%
Unknown	967	81.67%

Table 9. Proportion of all elder abuse victims where trauma is reported for the period 1/7/14 – 30/6/15; n=1184.

## Disaster Affected

A new measure in the Elderline database allowed us to capture whether victims and perpetrators have been affected by disaster including drought, fire, flood, storm or a manmade disaster. For the 2014/15 reporting year, 0.93% (n=11) of victims were reported to be affected by disasters.

## 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 10.64% (n=131) of alleged abusers were recorded as being socially isolated.

Social Isolation	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Lack of support networks	93	7.55%
Lack of services	17	1.38%
Unable to access services	0	0.00%
Individual characteristics*	21	1.71%
Not socially isolated	165	13.40%
Unknown	935	75.95%

Table 10. Proportion of all elder abuse perpetrators experiencing a social risk factor for the period 1/7/14 – 30/6/15; n=1231.

\* Individual characteristics are only reported for perpetrators over 60 years of age.

## Family factors

Family factors are generally reported for the primary family unit of the victim and perpetrator. This means that 'subsequent marriage' refers to the victim's marriage history and not the perpetrator's. *Subsequent marriage* would be recorded on the victim record only, and not for the perpetrator. Family factors were reported for 8.11% (n=96) of victims and 10.05% (n=119) of victims were reported to have had no family factors. Table 8 provides a breakdown of family factors recorded for victims.

Family Factor	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Subsequent marriage	38	3.09%
Raised by grandparents	12	0.97%
Children removed/child services involved	10	0.81%
International marriage*	7	0.57%
Raising grandchildren	3	0.24%
Family factors not present	110	8.94%
Denied access to grandchildren	1	0.08%
Unknown	1050	85.30%

Table 11. Proportion of all elder abuse perpetrators where a family factor is present for the period 1/7/14 – 30/6/15; n=1231.

## Trauma History

For the 2014/15 reporting period, 5.77% (n=71) of perpetrators were reported to have experienced trauma of some kind, 9.99% (n=122) were reported not to have a history of trauma, and the remainder were unknown.

Trauma	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Experienced child abuse and/or neglect	24	1.95%
Unspecified trauma	13	1.06%
DV victimisation	9	0.73%
Parental mental illness or substance abuse	8	0.65%
Multiple losses (bereavement)	7	0.57%
Experienced child sexual abuse	3	0.24%
Service related trauma	3	0.24%
Suicide loss	2	0.16%
Fear of death experience	2	0.16%
No trauma history apparent	122	9.91%
Unknown	1038	84.32%

Table 12. Proportion of all elder abuse perpetrator where trauma is reported for the period 1/7/14 – 30/6/15; n=1231.

## Disaster Affected

A new measure in the Elderline database allowed us to capture whether victims and perpetrators have been affected by disaster including drought, fire, flood, storm or a manmade disaster. For the 2014/15 reporting year, 0.49% (n=6) of victims were reported to be affected by disasters.

## Criminality

Another new measure in Elderline for the 2014/15 reporting period is criminality. This measure includes a number of types of criminal activity. All measures apart from drug dealing require interaction with the police or the courts to be recorded on this measure. Overall, 9.91% (n=122) of elder abuse perpetrators were reported with notable criminality. Table 13 provides a breakdown for the kinds of interaction reported.

Type of interaction with police or courts	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Known to the police	76	6.17%
Subject of a DVO	17	1.38%
Drug dealing	7	0.57%
Minor convictions	6	0.49%
Violence conviction	6	0.49%
Child neglect or violence	3	0.24%
Fraud convictions	2	0.16%
Unspecified convictions	2	0.16%
Child sexual assault	2	0.16%
Sexual assault convictions	1	0.08%
No history of criminality	125	10.15%
Unknown	984	79.94%

*Table 13.* Proportion of all elder abuse perpetrators where criminality is reported for the period 1/7/14 – 30/6/15; n=1231.

# 15

## Elder abuse Accommodation

### Accommodation type

Two thirds of elder abuse victims lived in a house or unit (67.57%, n=800), 6.00% (n=71) lived in aged care facilities and 3.13% (n=37) 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 15 and 16.

Figure 15. Type of accommodation elder abuse victims lived in for the period 1/7/14 – 30/6/15 ; n=1184.

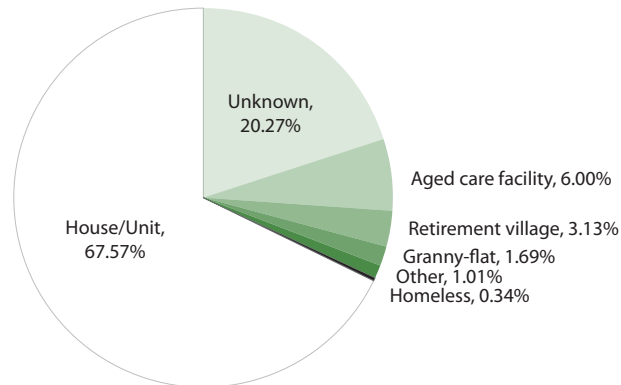
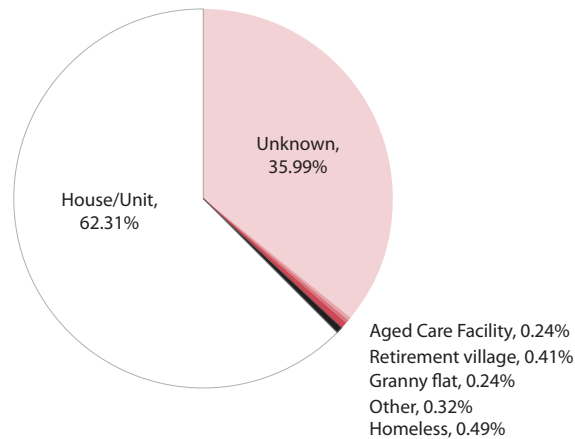


Figure 16. Type of accommodation elder abuse perpetrators lived in for the period 1/7/14 – 30/6/15; n=1231.



## 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, 21.54% (n=225) lived either alone or with a spouse/partner only, and 22.62% (n=327) lived with at least one adult child (see figure 17). Older victims living arrangements that were unspecified and those in residential aged care facilities accounted for 44.34% (n=525). Two fifths of elder abuse perpetrators were reported to live with the older person 42.24% (n=520), this is down substantially from 2013/14 where almost half of all perpetrators lived with their victim (49.39%).

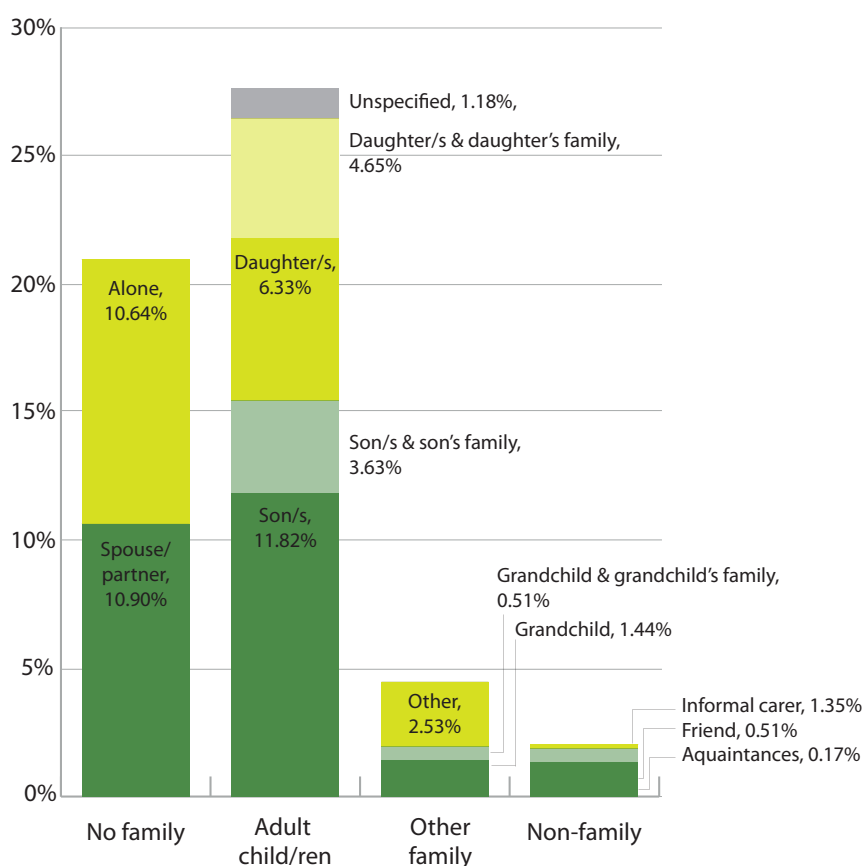


Figure 17. Who elder abuse victims lived with for the period 1/7/13 – 30/6/14; n=1184.

## 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 4.56% (n=54) of victims and 1.23% (n=16) of perpetrators.

# 15

## 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 18 and 19.

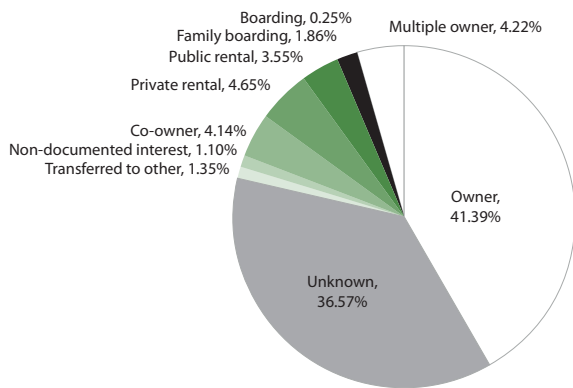


Figure 18. Home ownership status of elder abuse victims for the period 1/7/14 – 30/6/15 ; n=1184.

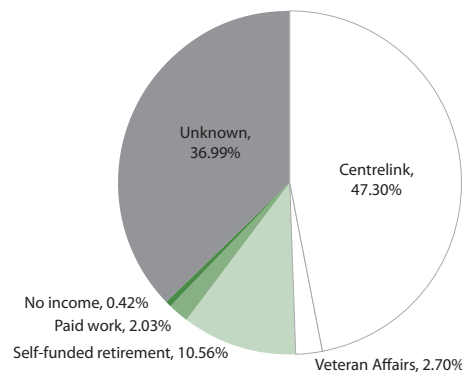


Figure 19. Primary income source for elder abuse victims for the period 1/7/14 – 30/6/15 ; n=1184.

### 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 20 and 21. Analysis of the carer support payments is available in the section “Carer stress, carer activity and carer support payment” on page 43.

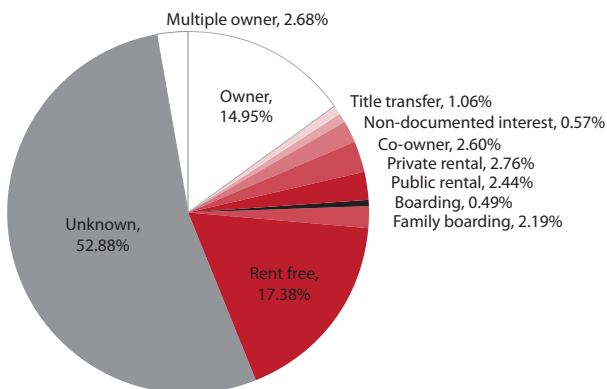


Figure 20. Home ownership status of elder abuse perpetrators for the period 1/7/14 – 30/6/15; n=1231.

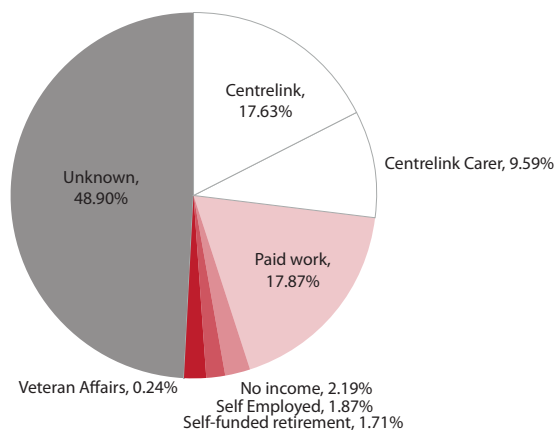


Figure 21. Primary income source for elder abuse perpetrators for the period 1/7/14 – 30/6/15; n=1231.



# 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 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 this provision. Further, that such entrenched dynamics often served a limiting function because the victim perceived that they were unable to alter this pattern.

For the 2014/15 reporting year additional options such as *business failure/redundancy* or a *history of compensation claims* have been included. These additions have been made because they are heard in the narratives on the Helpline, and Helpline operators wish to determine if they are in fact thematic, or if they are simply memorable. Such options are likely to reflect a psychological effect to a greater extent than a financial one, for example a business owner whose business fails may find employment immediately, but may have difficulty adjusting to a new reduced income.

The Elderline database allows for two financial risk factors to be recorded, 29.05% (n=344) of victims were recorded as having a primary risk factor, and 6.93% (n=82) were recorded with two financial risk factors. Overall incidence (primary and secondary records) of each financial risk factor is reported in table 14.

Type of Financial Risk Factor	Elder Abuse Victims	% of Elder Abuse Victims
Dependence on others	132	11.15%
History of gifting/loaning	127	10.73%
Dependence by others	112	9.46%
Delegated financial matters	20	1.69%
Debt burden	10	0.84%
Insufficient income	10	0.84%
Gambling	7	0.59%
Other	6	0.51%
History of requesting/borrowing	2	0.17%
No apparent financial risk factors	7	0.59%

Table 14. Proportion of elder abuse victims with one or more financial factors for the period 1/7/14 – 30/6/15; n=1184.

# 15

## Alleged perpetrator

Financial risk factors were recorded for 30.71% (n=378) of elder abuse perpetrators and 8.37% (n=103) were recorded with both a primary and secondary risk factor (see table 15).

Type of Financial Risk Factor	Elder Abuse Perpetrators	% of Elder Abuse Perpetrators
Dependence on others	102	8.29%
History of requesting/ borrowing	98	7.96%
Dependence by others	98	7.96%
Unemployment	73	5.93%
Debt burden	31	2.52%
Gambling	23	1.87%
Insufficient income	21	1.71%
Bankruptcy	11	0.89%
History of gifting/loaning	9	0.73%
Business failure/redundancy	8	0.65%
History of compensation payouts/claims	4	0.32%
Other	3	0.24%

Table 15. Proportion of elder abuse perpetrators experiencing one or more financial factors for the period 1/7/14 – 30/6/15; n=1231.

# 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 this year about half of those who do provide care appear to be experiencing carer stress (see figure 22). Although this provides some information about the relationship between care relationships and abuse, it does not demonstrate what appears to Helpline operators as a common motivation for elder abuse, receipt of a government carer's support payment.

With the inclusion of carer benefits to the income source data that occurred on 1 July 2013, The EAPU has been able to examine whether those receiving the carers payment are caring for the victim. Keeping in mind that for 48.90% (n=602) perpetrator income source was unknown, for the reporting period 2014-15 only 9.59% (n=118) of perpetrators were recorded as having a government support payment for caring as a primary income source. However:

- 17.92% (n=23) of cases where perpetrators were recorded as receiving government carer's benefit provided no care at all.

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

- 44.92% (n=53) cases of the perpetrators were receiving a government financial support for their caring role were also recorded with an abuse type of neglect.

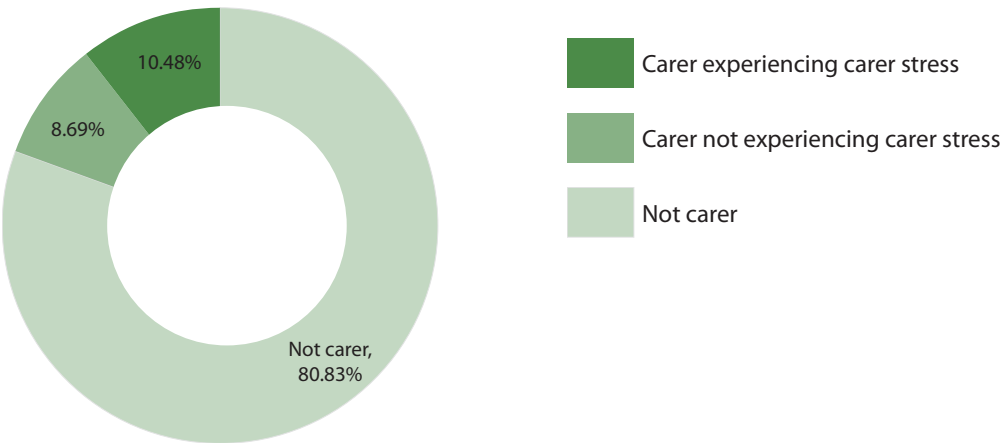


Figure 22. Proportion of perpetrators who are carers, and the experience of carer stress for the period 1/7/14 – 30/6/15; n= 1231.

# 15

## Section 3 Non-trust abuse

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There were 225 abuse relationships involving 211 perpetrators and 211 victims that were classed as non-trust abuse situations for the 2014/15 financial year. This figure included five cases of self-neglect; the records for these were removed from the perpetrator dataset.

Although data on victims is generally reasonable, perpetrator data is of poor quality owing to the fact that often the notifier has very little detailed information on the perpetrator. There has been some change in the profile of non-trust abuse that has been reported on the Helpline, for example the number of cases of self neglect has over doubled, from two cases in 2013/14 to five in 2014/15. However caution should be taken in interpreting these changes as the number of non-trust records is very low.

# Non-trust abuse

## Relationship types

Consistent with the 2013/14 reporting year almost a third of non-trust abuse cases reported on the Helpline were perpetrated by neighbours. Similarly about a quarter were abuse relationships incoming workers or management at residential aged care facilities or community care services. For the 2014/15 year, an additional category of non-trust abuse relationship was included. The *other* category was the next largest group of non-trust abuse relationships. The *other* category includes professional misconduct by professionals (such as solicitors) as well as abuse cases where the relationship of abuser is known not to be an informal carer or relative, but otherwise unknown. This is common where the notifier is a neighbour or not close to the older person. The fourth largest category of non-trust abuse relationships was the ‘mate crime’ category which refers to those who deliberately befriend an older person for personal gain. This category is used when Helpline operators hear that financial exploitation, pressure to change the Will, Enduring Power of Attorney, and/or Department of Human Services (Centrelink) nominee arrangements, begins shortly after appearing in the older person’s life.

Consumer relationships including scams, and the acquaintance category each accounted for around 5% of abuse relationships. This year the ‘acquaintance’ category was wholly made up of cases where the abuser was a housemate. Abusers who were linked with a retirement village, either as a staff member or part of a local committee, accounted for 3.56%. General crime and abuse by strangers, and self-neglect, each accounted for less than 3% of abuse cases, but as noted earlier, self-neglect has increased, from 0.93% of non-trust abuse cases in 2013/14 to 2.22% (n=5) for the present reporting period

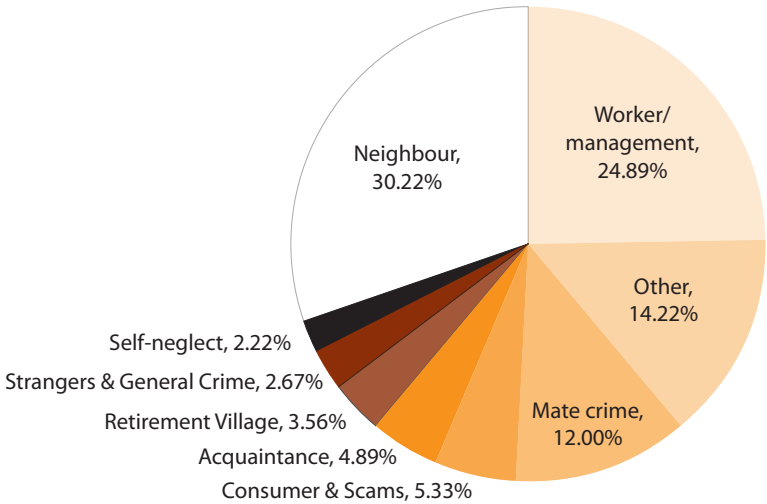


Figure 24. Proportion of relationship types within which non-trust abuse was recorded for the period 1/07/13 - 30/06/14; n=225.

# 15

## Non-trust abuse Abuse types

Unlike last year, where psychological abuse was the most reported abuse type for non-trust abuse by a large margin, this year the gap between financial and psychological abuse has narrowed. Last year psychological abuse accounted for 55.81% non-trust abuse cases, whereas this year it accounts for 37.95% (n=87). Last year financial abuse accounted for 19.53% of non-trust abuse relationships, but this year the figure was 42.05% (n=70). Overall the broad pattern of abuse for non-trust abuse cases and elder abuse cases was more similar for 2014/15, although sexual abuse, physical abuse and neglect remain a more common primary abuse type for non-trust abuse than for elder abuse (see figure 25).

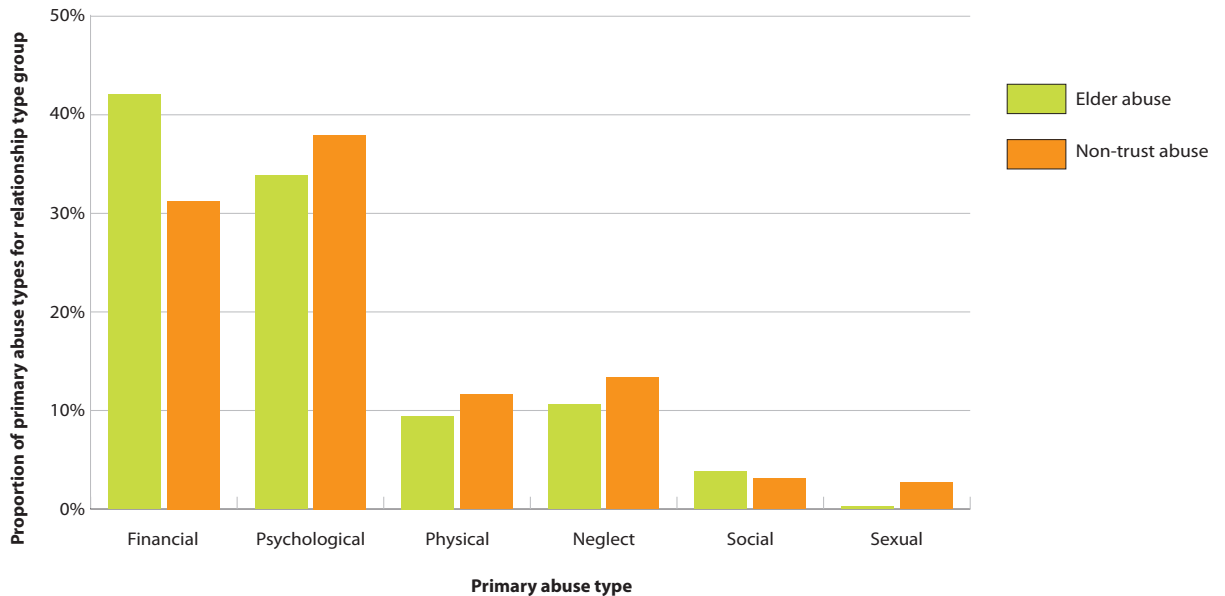


Figure 25. Comparison of primary abuse types for elder abuse and non-trust abuse for the period 1/07/14 - 30/06/15.

# Non-trust abuse

## Non-trust abuse scenarios

Different abuse relationships tend to occur with different abuse types and this can be identified in a detailed examination of abuse and relationship data. In particular by examining the proportion of a particular abuse type each relationship type accounts for, contrasted with the proportionate size of the relationship group.

For example, despite accounting for 24.89% (n=56) of non-trust abuse cases, neighbours accounted for 50.59% (43) of the psychological abuse cases for the 2014/15 financial year. Workers accounted for 34.67% (n=78) of perpetrators in non-trust abuse cases, yet perpetrated almost 61.29% (n=19) of neglect cases and 57.69% (n=15) of physical abuse cases. Mate crime relationships accounted for 12.00% n=(27) of relationships, but 32.86% (n=23) of financial abuse cases (see table 16).

Abuse situation	% of non-trust relationships	Financial		Neglect		Physical		Psychological		Sexual		Social		Total
Worker/ Management	24.89%	9	12.86%	19	61.29%	15	57.69%	12	14.12%	1	16.67%			56
Other	14.22%	8	11.43%	6	19.35%	1	3.85%	14	16.47%	1	16.67%	2	28.57%	32
Mate Crime	12.00%	23	32.86%					2	2.35%			2	28.57%	27
Consumer Disputes and SCAMS	5.33%	10	14.29%					1	1.18%			1	14.29%	12
Acquaintances	4.89%	3	4.29%			1	3.85%	5	5.88%			2	28.57%	11
Retirement Villages	3.56%	2	2.86%					6	7.06%					8
Strangers & General Crime	2.67%	2	2.86%	1	3.23%			2	2.35%	1	16.67%			6
Self Neglect	2.22%			5	16.13%									5
Neighbour	30.22%	13	18.57%			9	34.62%	43	50.59%	3	50.00%			68
<b>Total</b>	<b>100%</b>	<b>70</b>	<b>100%</b>	<b>31</b>	<b>100%</b>	<b>26</b>	<b>100%</b>	<b>85</b>	<b>100%</b>	<b>6</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>225</b>

Table 16. Number of records and proportion of abuse type accounted for by relationship type for non-trust abuse for the period 1/07/14 - 30/06/15.

## Non-trust financial abuse

The Helpline records specific dollar amounts of financial abuse where available. Owing to the unavailability of this information in most cases, dollar amounts should always be considered significantly underreported. The 2015/15 total of these amounts for non-trust abuse was \$1,694,050.00. Of this only \$600 was lost in a financial crime (eg scam), and \$150 in a residential aged care facility context. The largest sum was lost to neighbours, \$1,140,000.00 across three cases, but in only one case had the neighbour also gained EPoA for the victim. For mate crime cases, \$553,300.00 was lost across five cases, and for three of these the perpetrator had gained EPoA for the victim. (see table 17)

Abuse Relationship	Total Misappropriated
Neighbours	\$1,140,000.00
Mate Crime	\$553,300.00
Consumer abuse/SCAM	\$600.00
Nursing home	\$150.00
Total	\$1,694,050.00

*Table 17.* Sum of dollar figures recorded as misappropriated from non-trust victims by type abuse relationship type for the period 1/07/13 - 30/06/14.



# Non-trust abuse

## Age and gender

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 26). For victims, 57.82% (n=122) were female, 35.07% (n=74) were male, and 7.11% (n=15) were either of unknown gender, or multiple to indicate several victims (i.e. worker abusing many clients in a residential care facility). For perpetrators, 34.60% (n= 82) were female, 38.86% (n=82) were male, and 26.53% (n=56) were of either unknown gender or multiple to indicate several perpetrators (i.e. a culture of abusive practices at an aged care facility).

When unknown or multiple gender records were removed, there appeared to be a lessening of the gender difference for the victim groups when compared to last reporting year. Last year non-trust abuse victims were around 68% female and 32% male, whereas this year they were around 62% female and 38% male. Where last year the gender difference between non-trust victims and elder abuse victims' gender was minimal, this year elder abuse victims are more likely to be female than for non-trust victims. Figure 26 shows the age and gender distribution of non-trust abuse victims; figure 27 compares the gender difference in elder abuse and non-trust victim and perpetrator groups.

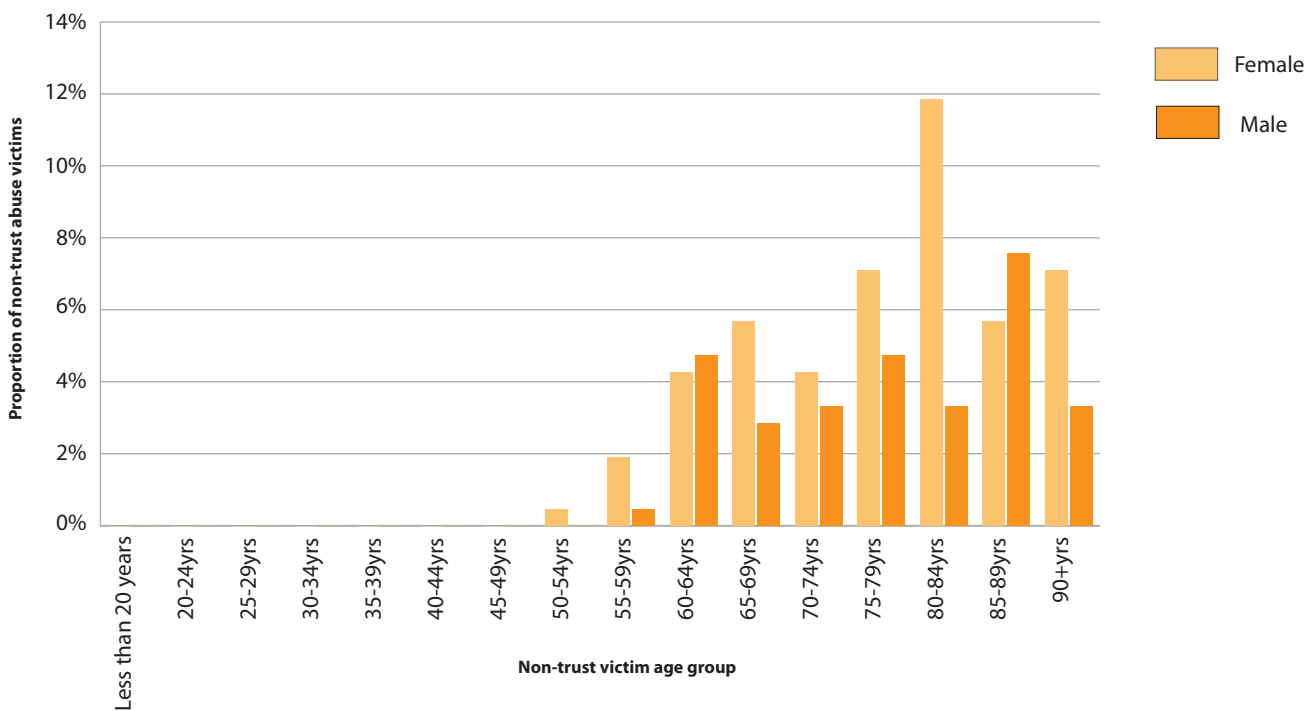


Figure 26. Proportion of non-trust abuse victims by age and gender for the period 1/7/14-30/6/15. Unknown and multiple victims not graphed; n=166.

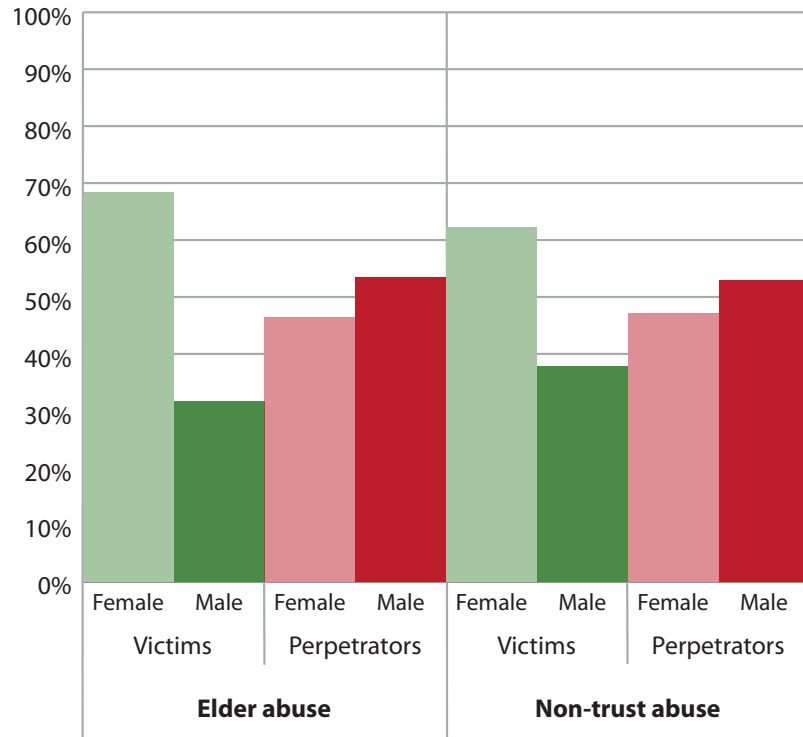


Figure 27. Gender of victims and perpetrators of elder abuse and non-trust abuse cases, where gender is known, for the period 1/7/13 - 30/6/14

# Non-trust abuse

## Risk factors and demographic characteristics

### Alleged victim

Compared with last year, non-trust abuse victims have a greater number of vulnerabilities and are more likely to reside in an aged care facility. Non-trust abuse victims additionally showed greater vulnerability than elder abuse victims this year.

Physical vulnerabilities were almost identical to elder abuse victims, and up to 51.18% (n=108) of non-trust victims from 42.29% in the 2013/14 reporting year. The proportion of non-trust victims with a mental health risk factor almost doubled, from 20.40% in 2013/14 to 38.39% in 2014/15 (n=81), and is substantially greater than that for elder abuse. Victim dementia or suspected dementia increased from 13.34% in 2013/14 to 20.85% (n=44) in 2014/15, and unsurprisingly the proportion of elder abuse victims residing in aged care facilities increased from 13.43% to 20.85% (n=33). Similarly, the proportion of non-trust abuse requiring care of kind rose from 24.38% in 2013/14 to 42.65% in 2014/15.

The changes to these statistics are most likely explained by the low number of non-trust abuse calls rather than a change in the actual abuse occurring. A few additional self-neglect and worker misconduct cases can change the profile of victims substantially when the number of records are low.

As in previous years, non-trust notifiers were more likely to be the older person themselves than for elder abuse cases. This is considered by EAPU to be a result of a greater willingness of victims to talk about perpetrators who are not family. In line with the changes in risk factors however, there was a reduction in the proportion of self-notifiers for non-trust abuse for 2014/15 when compared to 2013/14. In 2013/14 51.63% of notifiers were self-notifiers, 17.67% were younger family members, and 17.67% were workers, in 2014/15 only 39.73% (n=86) were self-notifiers, 24.88% (n=26) were younger relatives, and 18.22% were workers. (see table 18).

	2014/15 Elder Abuse	2014/15 Non-trust Abuse	2013/14 Non-trust Abuse
<b>Measure</b>	<b>1184 victims</b>	<b>211 victims</b>	<b>201 victims</b>
Physical health risk factors overall	51.44%	51.18%	42.29%
Mental health risk factors overall	27.70%	38.39%	20.40%
> Dementia or suspected dementia	17.06%	20.85%	13.43%
Living in house/unit	67.57%	55.45%	56.22%
Living in aged care facility	6.00%	15.64%	11.94%
Home owner*	52.38%	38.38%	46.77%
Government pension	50.00%	51.66%	57.21%
Requiring care	47.97%	42.65%	24.38%
Social isolation risk factor present	21.96%	21.80%	19.92%
<b>Notifier type</b>	<b>1356 abuse relationships</b>	<b>225 abuse relationships</b>	<b>215 abuse relationships</b>
Self	28.39%	39.73%	51.63%
Younger family: <i>Sons, daughters, grandchildren, and "other relatives" (excludes siblings and spouse/partners)</i>	43.22%	24.89%	17.67%
Workers	12.24%	18.22%	17.67%

Table 18. Proportion of non-trust abuse victim records recording risk factors, compared with elder abuse victims and non-trust records for the previous reporting; proportion of notifiers for non-trust cases with, compared with elder cases and non-trust cases for the previous reporting period. For the period 1/7/13 - 30/6/14.

## 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 1282 notifiers called regarding 1581 elder abuse and non-trust abuse relationships during the 2014/15 financial year. The proportions of relationship type of notifier to primary victim were very similar to the preceding year (figure 27). However, there was a small drop in the proportion of notifiers that were workers and an increase in the number of notifiers who were family. In 2013/14, workers made up 16.79% of notifiers, for 2014/15 this was 14.04% (n=180). In 2013/14 40.46% of notifiers were family members, and in 2014/15 this had risen to 44.38% (n=569).

As has been found previously, there was a different pattern of notifier types for elder abuse and non-trust abuse cases for 2014/15 data. Although notifier relationship breakdowns for non-trust and elder abuse are based on abuse case records and are less precise as a result, comparing the two categories still provides insight. Non-trust abuse victims are more willing to discuss abuse themselves, for 38.22% (n= 86) of non-trust abuse cases the victims themselves called, but for elder abuse cases this was only 27.21% (n=369). For both groups, daughters and other relatives were more likely to call than sons. See figures figure 29 and 30 for a breakdown of notifiers for non-trust and elder abuse cases for the 2014/15 reporting year.

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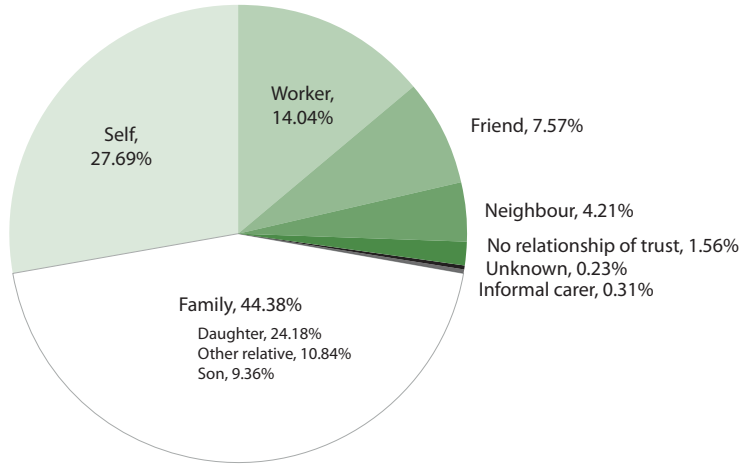


Figure 28. Elder abuse and non-trust abuse notifiers; proportions of notifier relationship to victim types contacting the Helpline for the period 1/7/14– 30/6/15; n=1282.

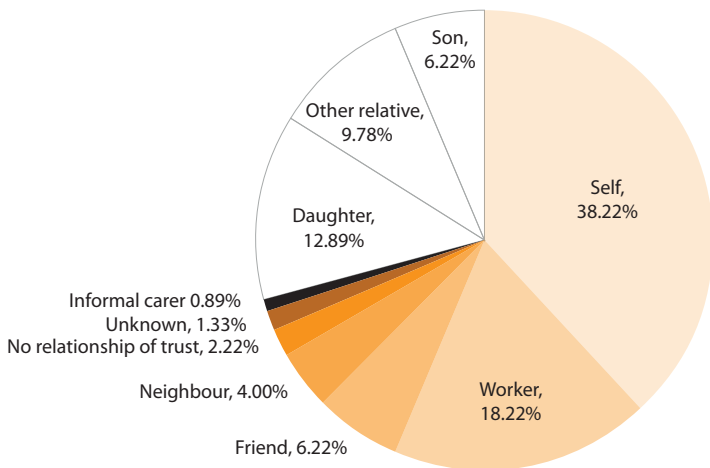


Figure 29: Proportion of relationship to victim types of notifiers for non-trust abuse cases for the period 1/7/14-30/6/15; n= 225.

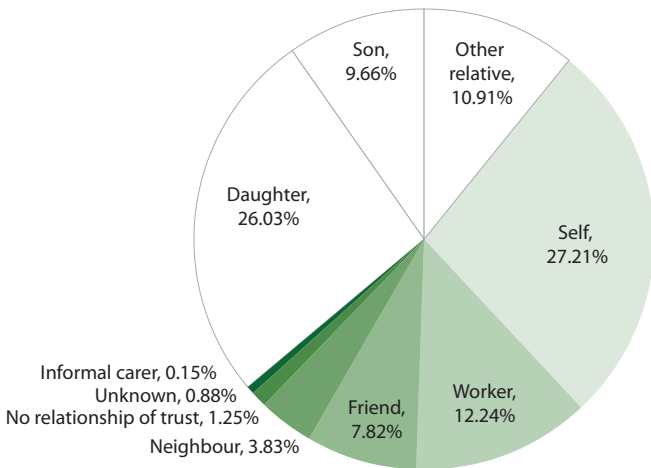


Figure 30: Proportion of relationship to victim types of notifiers for elder abuse cases for the period 1/7/14-30/6/15; n=1356.

## Notifiers

# Elder abuse notifiers and primary abuse types

Consistent with the 2013/14 reporting period, abuse cases with a primary abuse type of financial abuse were more likely to be reported by family than any other group in 2014/15. Workers, informal carers & friends and no relationship of trust notifiers disproportionately reported cases where there was a primary abuse type of neglect. For example, despite only accounting for 5.09% notifiers in elder abuse cases, those with no relationship of trust to the victim reported 15.97% (n=12) of abuse cases where neglect was the primary abuse type. Physical abuse was reported more commonly amongst workers and those in no relationship of trust to the victim. Psychological abuse was more likely to be reported by family members and the victim themselves. Social abuse was predominantly reported as a primary abuse type by family members (see table 19). Note that sexual abuse records have been omitted due to low numbers.

Notifier type & proportionate group size (n=1353)		Financial (n=567)	Neglect (n=140)	Physical (n=127)	Psychological (n=455)	Social (n=52)
Family	45.13%	<b>52.63%</b>	44.44%	35.16%	39.43%	<b>76.92%</b>
Self	28.69%	24.91%	4.86%	25.00%	<b>39.43%</b>	13.46%
Worker	12.24%	11.46%	<b>18.06%</b>	<b>23.44%</b>	9.37%	1.92%
Informal Carers & Friends	7.96%	7.19%	<b>13.89%</b>	6.25%	7.63%	7.69%
No Relationship of Trust	5.09%	3.33%	<b>15.97%</b>	<b>9.38%</b>	3.27%	0.00%
Unknown	0.88%	0.55%	2.78%	0.78%	0.87%	0.00%

Table 19. Elder abuse only; proportion of primary abuse type reported by notifier type for the 1356 primary abuse types for the period and 1/07/2014 – 30/06/15; sexual abuse has been omitted due to low numbers (n=3).

# 15

## Notifiers Non-trust abuse notifiers

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See section 3 – Non-trust Abuse.



## Notifiers

### Referral source

For the 2014/15 reporting period there were a very high number of unknown referral sources. Where known, the largest the largest proportion of calls to the Helpline came as a result of EAPU's internet presence, either by visiting the website of EAPU or another agency, or via a google search. Agency referrals have dropped from 21.29% to 12.68%, but it is important to note that a new category, Information Service, has been added, in the past Helpline workers may have been selecting Agency/Worker in lieu of a specific option for information services such as the Guardianship Information Service and Seniors Enquiry Line. Note that referral source statistics are for elder abuse and non-trust abuse combined

Referral Source	Proportion of Notifications 2014/15 (n=1282)	Proportion of Notifications 2013/14 (n=1176)
Unknown	21.90%	12.72%
Internet	18.95%	17.47%
Professional Knowledge	13.72%	15.10%
Agency/Worker	12.68%	21.29%
Supportlink	8.63%	7.12%
Other Promotional Material	7.30%	5.51%
EAPU Promotional Material	3.69%	7.38%
Information Service	3.69%	
Previous Call	2.73%	3.31%
Friend/Acquaintance	2.36%	3.90%
Telephone Directory	1.84%	3.14%
News Media	1.40%	1.87%
EAPU Training and Awareness	0.59%	0.68%
Other	0.52%	0.51%

Table 20. Elder abuse and non-trust abuse; proportion of notifications on the Helpline enabled by referral type for the periods 1/07/2013 – 30/06/2014 and 1/07/2014 – 30/06/15.

# 15

## Notifiers 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 2,444 referrals for the period 1 Jul 2014 to 30 June 2015, 18.45% (n=451) of referrals were capacity related (excluding the Public Trustee); 10.27% (n=251) were to health services; and 23.45% (n=573) were to legal services, the bulk of which were Seniors Legal and Support Services. Age care referrals accounted for 8.22% (n=201) of referrals; 4.30% (n=105) were to financial services including the Public Trustee; and interstate referrals made up 2.37% of the referrals made by EAPU. For a full list of referrals, see Appendix 1.

These figures refer to the proportion of referrals, but on each call several referrals may be provided to a caller. The proportion of notifications that received a referral for each referral category may be more informative. Of the 1282 abuse notifications, 44.23% of callers were referred to a legal service, 21.68 to a capacity related service, and 19.58% to a health related service. The proportion of callers referred to different service types is available in table 21.

Referral Category	Number of referrals (n=2444)	Proportion of Notifications (n=1282)
Accommodation	18	1.40%
Aged Care	201	15.68%
Capacity	278	21.68%
Complaints	14	1.09%
Counselling/Support	114	8.89%
Carer Services	38	2.96%
DV Services	56	4.37%
Financial	105	8.19%
Health	251	19.58%
Legal	567	44.23%
Mediation	33	2.57%
Mental health	39	3.04%
Safety	280	21.84%
Other	353	27.54%
Interstate Services	58	4.52%

Table 21. Elder abuse and non-trust abuse referral categories; number and proportion of notifications for the period 1/07/2014 – 30/06/15.

## Enquiry calls

The total number of calls to the Helpline during the 2014/15 financial year was 2,169. Of these 59.11% (n=1282) were abuse calls, with a further 4.79% (n=104) being follow up calls for abuse cases. The remaining 36.10% (n=783) calls were not related to a recorded abuse situation 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 or the older person. 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 calls are categorised as a non-elder abuse situation. A quarter of calls were regarding non-elder situations and a fifth were general EAPU Service information calls (see table 22).

Call subject	Number of calls	Proportion of enquiry calls
Non Elder abuse situation	203	25.93%
EAPU Service	168	21.46%
Training Session	130	16.60%
General Elder Abuse Information	129	16.48%
WEAAD Related	64	8.17%
Brochure/Resource Request	62	7.92%
Awareness session	27	3.45%
<b>Total</b>	<b>783</b>	<b>100.00%</b>

Table 22. Enquiry call category for the period 1/07/2014 – 30/06/2015

# 15

## Notifiers 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 the 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 table 23, family situations that do not constitute abuse, neighbour disputes, and issues with the government take the three longest call types on the Helpline.

Call Type	Average Call Length (minutes)
Elder Abuse Calls	26
Non EA - Family	22
Non EA - Neighbour Disputes	20
Non EA - Government	19
Non EA - Accommodation	14
Non EA - Other	14
Non EA - Community Provider	13
Elder Abuse Follow Up Calls	13
Non EA - Consumer	14
Non EA - Nursing Home	9
WEAAD Related	7
Brochure/Resource Request	7
Training/Awareness	7
General Calls	5

Table 23. Average call duration of calls to the Helpline workers for the period 1/07/2014 – 30/06/2015

## Section 5

### Community education

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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.

# 15

## 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 elder abuse, what to do when abusive situations present, as well cultural considerations and the rights and responsibilities of workers. EAPU delivered 101 sessions across Queensland, reaching 2136 participants in 2014/15. The number of training sessions is similar to the 109 that were delivered in 2013/14. In 2014/15 the EAPU expanded its training reach through the purchase of a webinar platform and during the period held seven training events using this technology. See Table 25 for a breakdown of training sessions provided for each Queensland region.

Region	Training sessions provided
Brisbane & West Moreton	74
Darling Downs	3
South West Qld	
Central West Qld	4
Wide Bay Burnett	5
Fitzroy	3
Mackay	4
North West Qld	
North Qld	
Far North Qld	1
State-wide & National	7
Total	101

Table 25. Number of training sessions provided for each region for the period for the period 1/07/2014 – 30/06/2015

## Evaluations

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 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 26 lists the mean score for each question derived from the 842 questionnaires returned. This represents a response rate of 39.42% for the 2013-14 financial year.

Learnings in EAPU Training Sessions	Before	After	Increase
About Elder Abuse (Types)	4.1	4.9	0.7
How to recognise (signs) of abuse	3.9	4.8	0.9
What to do in an abuse situation	3.7	4.7	1
Who to refer cases of abuse to	3.6	4.8	1.1
My Rights and Responsibilities	4.1	4.8	0.7
About cultural Issues	3.6	4.5	0.9

Table 26. Mean pre and post training self-assessment scores for the period 1/07/2014 – 30/06/2015

Feedback on the presentation 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 27

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

Table 27. Mean scores from feedback questions for the period 1/07/2014 – 30/06/2015

# 15

## 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 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 33 awareness sessions to 866 people across Queensland during the 2013/14 financial year (see Table 28).

Region	Awareness sessions provided
Brisbane & West Moreton	30
Darling Downs	2
South West Qld	0
Central West Qld	0
Wide Bay Burnett	0
Fitzroy	1
Mackay	0
North West Qld	0
North Qld	0
Far North Qld	0
Total	33

Table 28. Number of awareness sessions provided for each region for the period for the period 1/07/2014 – 30/06/2015

### Evaluations

Due to the nature of awareness-raising sessions response rates for feedback questionnaires are much lower than with training sessions. For the 2014/15 financial year the response rate was 13.93% (n= 366). Table 29 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	70.6%	23.5%	0%	5.9%
The information was useful	86.3%	9.8%	0%	3.9%
I was satisfied with the presentation	90.2%	3.9%	0%	5.9%
I know who to contact for assistance	92.2%	0%	0%	7.8%

Table 29. Percentage of respondents choosing each option following awareness session for the period 1/07/2014 – 30/06/2015



# Section 6

## Website

The EAPU website received 30,299 visits during the 2014-15 financial year which is a substantial increase on the previous year's 19,801 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) over the previous version.

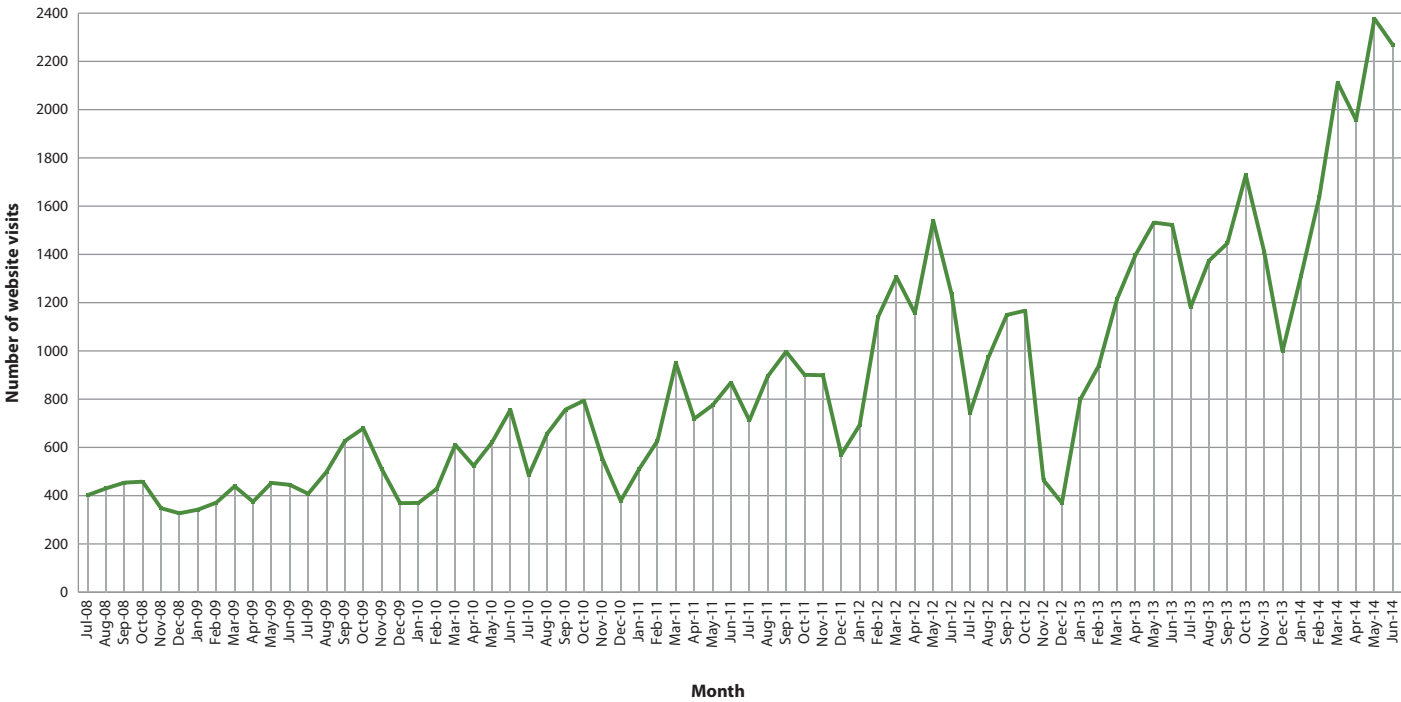


Figure 31. Number of web-site visits per month for the period 1 July 2008 – 30 June 2015

# 15

## Website Traffic Sources

Most traffic came from search engines and this is consistent with previous years.

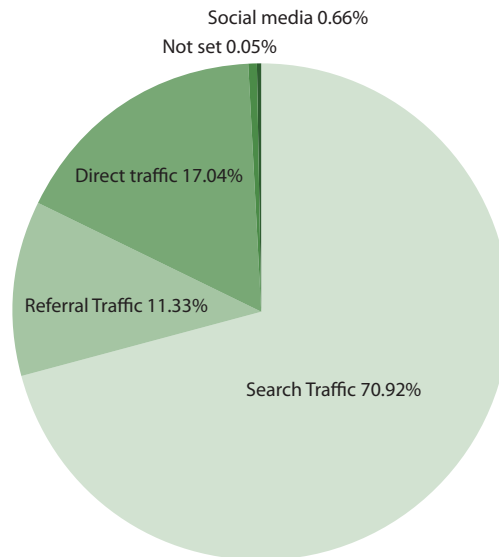


Figure 32. Proportion of traffic originating from sources for the period 1 July 2014 – 30 June 2015.

### Location

As in previous years, most visitors to [www.eapu.com.au](http://www.eapu.com.au) came from Australia. There has again been a drop in the proportion of visits to the EAPU website from Australia, from 82.65% in 2012-2013, 77.24% in 2013-2014 to 67.21% in 2014-2015. 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	20,453	67.50%	2.35	0:02:48	77.11%	58.89%
Australia	20,365	67.21%	2.35	0:02:49	77.10%	58.86%
Europe	5228	17.25%	1.40	0:01:29	88.71%	81.82%
Americas	3066	10.12%	1.39	0:01:39	91.32%	81.90%
Asia	926	3.06%	1.68	0:02:08	85.31%	72.46%
Africa	528	1.74%	1.61	0:02:39	89.20%	77.46%
Unknown	98	0.32%	1.31	0:00:29	100.00%	85.71%

Table 30. Number and proportion of total visits from different regions for the period 1 July 2014 – 30 June 2015.

## Direct traffic

There were 5,163 (17.04%) 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 31.

	Search term	Visits	% of Search Visits
1	(not provided)	18,247	84.92%
2	elder abuse	293	1.36%
3	Social abuse	145	0.67%
4	elder abuse prevention unit	136	0.63%
5	elder abuse australia	121	0.56%
6	Factors that may lead to abusive situations	88	0.41%
7	elder abuse hotline	51	0.24%
8	eapu	38	0.18%
9	Explain factors that may lead to abusive situations	35	0.16%
10	elderly abuse	33	0.15%
11	Power of attorney misuse of funds	31	0.14%

Table 31. Top ten search terms resulting in visits to the EAPU web-site for the period 1 July 2014 – 30 June 2015

## Referral Traffic

There were 3,432 (11.33%) visits via a referrer, that is another website linking to ours. The top 10 referrers are listed in Table 32.

	Referrer	Visits	% of Referrer Visits
1	myagedcare.gov.au	359	10.46%
2	semalt.semal.com	272	7.93%
3	learn.tafesa.edu.au	261	7.60%
4	qld.gov.au	231	6.73%
5	helpguide.org	161	4.69%
6	www1.social-buttons.com	147	4.28%
7	buttons-for-website.com	117	3.41%
8	communities.qld.gov.au	103	3.00%
9	learn.unitingcarens.wact.org.au	89	2.59%
10	sa.agedrights.asn.au	83	2.42%

Table 32. Top ten referring sites for the period 1 July 2014 – 30 June 2015

## Device Category

Mobile devices such as phones and tablets are becoming the mainstream norm for searching the internet and the proportion of people using these devices to access the EAPU website is a factor in the presentation and layout of our website. There were 5,470 (18.05%) of people who found the EAPU website using a mobile phone and 2,427 (8.01%) using a tablet.

# Appendix 1

<b>Accommodation</b>	<b>0.74%</b>	<b>Health</b>	<b>10.27%</b>
Other Emergency Accommodation	3	General Practitioner	176
Homeless Persons Information Queensland	2	Hospital	25
Department of Housing	11	Hospital Social Worker	50
Tenant Advice and Advocacy Service Qld	1	<b>Legal</b>	<b>23.45%</b>
Assoc of Residents of Qld Retirement Villages Inc	1	Community Legal Centre	30
Assoc of Residents of QLD Retirement Villages Inc	2	Court	7
<b>Aged Care</b>	<b>8.22%</b>	Legal Aid QLD	11
Aged Care Assessment Team	22	PAVIL	6
Aged Care Complaints Investigation Scheme	33	QADA Legal Advocacy	4
Aged Care Facility (staff/management)	24	Queensland Law Society/Private Solicitor	36
Community Care Providers (ie, CPAPs, EACH, EACHD)	70	Seniors Legal and Support Service (all)	(473)
Queensland Aged and Disability Advocacy Inc (QADA)	52	Seniors Legal and Support Service - Cairns	28
<b>Capacity</b>	<b>18.45%</b>	Seniors Legal and Support Service - Ipswich	2
Assessment of Capacity	22	Seniors Legal and Support Service - Brisbane	356
Alzheimer's/Dementia Information	9	Seniors Legal and Support Service - Hervey Bay	31
QCAT	88	Seniors Legal and Support Service - Townsville	30
Office of The Adult Guardian	159	Seniors Legal and Support Service -Toowoomba	23
Public Trustee (see Financial)	173	Women's Legal Service Inc - QLD	3
<b>Complaints</b>	<b>0.57%</b>	QADA Legal Advocacy	2
Crime and Misconduct Commission	1	Court	4
Department of Health and Aging	1	<b>Mediation</b>	<b>1.35%</b>
Health Quality and Complaints Commission	2	Dispute Resolution Centre	30
Leading Aged Services Australia	3	Family Relationship Centre	3
Office of Fair Trading	3	<b>Mental Health</b>	<b>1.60%</b>
Ombudsman	4	Mental Health Services (overall)	39
Human Rights and Equal Opportunity Commission	1	<b>Safety</b>	<b>11.46%</b>
<b>Counselling/Support</b>	<b>4.66%</b>	Home Assist Secure	1
General Counselling Service	45	Personal Alarms	12
General Social Worker	10	Queensland Police Service (all)	(267)
Lifeline Crisis Line	7	QPS - Crime Prevention Unit	8
Psychologist	19	QPS - Cultural Police Liaison Officer	1
Relationships Australia	17	QPS - Domestic Violence Liaison Officer	54
Social Support Group	12	QPS - General & 000	199
Vietnam Veterans Counselling Service	2	QPS - Volunteers In Policing	5
Silvercord	2	<b>Other Referrals</b>	<b>15.96%</b>
<b>Carer Services</b>	<b>1.55%</b>	Elder Abuse Prevention Unit	291
Carers Queensland	18	Indigenous Specific Services (all)	7
Commonwealth Respite and Carelink Centre	20	Multicultural Services (all)	3
<b>DV Services</b>	<b>2.29%</b>	Other	46
Domestic Violence Service	17	Seniors Enquiry Line	39
DV Connect Mens Line	10	Veterans Specific Services (all)	4
DV Connect Womens Crisis Line	29		
<b>Financial</b>	<b>4.30%</b>		
Bank	24		
Public Trustee	48		
Lifeline Financial Counselling	15		
Department of Human Services (Centrelink)	18		

# 15

Interstate Services			2.37%
WA - Advocare	3	NSW - Elder Abuse Helpline	21
SA - Aged Rights Advocacy Service	5	NSW - Office of the Public Guardian	5
SA - Office of the Public Advocate	2	NSW - Seniors Information Service	2
VIC - Seniors Rights Victoria	11	NSW - TARS	5
TAS - Advocacy Tasmania	4		
<b>Total referrals: 2444</b>			

The background is a solid light green color. It features several faint, stylized elements: a large, light green circle in the upper right quadrant, and a larger, light green circle in the lower left quadrant. Inside the lower-left circle, there are three stylized leaves or petals, also in light green, arranged in a fan-like pattern. The overall design is minimalist and organic.

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

**[www.eapu.com.au](http://www.eapu.com.au)**

or by contacting EAPU on

**1300 651 192 or [eapu@uccommunity.org.au](mailto:eapu@uccommunity.org.au)**



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