

It's all about relationships: A holistic case management approach to Elder Abuse

Presented by:

Cassie Causton

Elder Abuse Prevention
Support Service Program
Manager

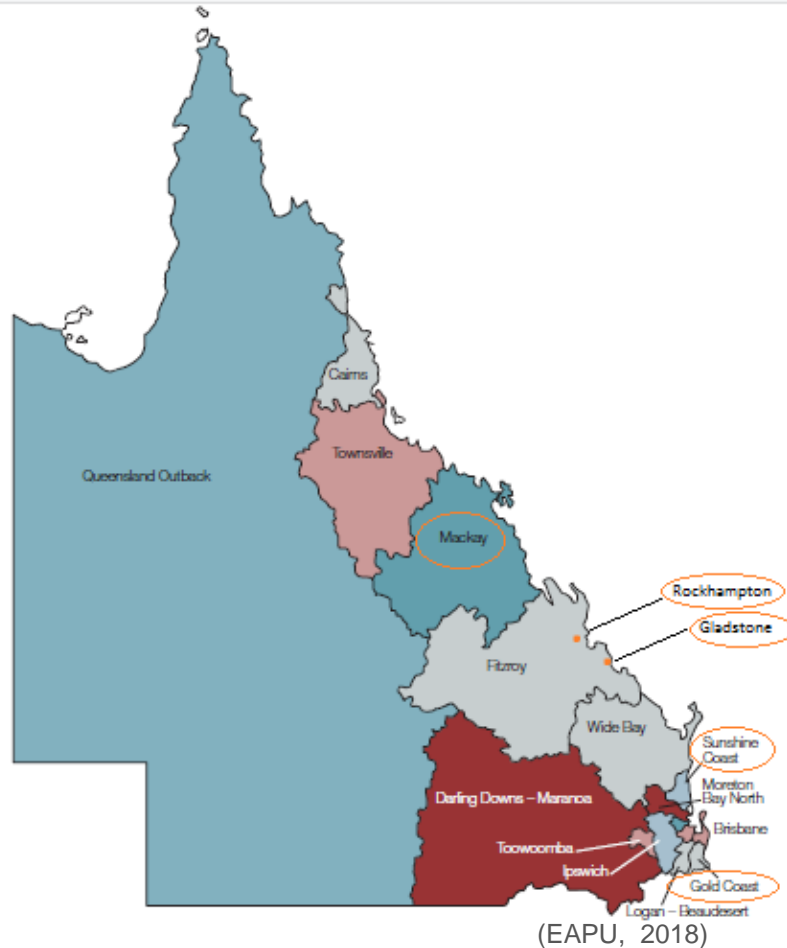
Leah Nathan

Elder Abuse Prevention
Support Service Case
Manager

Acknowledgement of country:

We acknowledge the traditional owners of this land and pay our respects to the elders past, present and future for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia.

- About the Elder Abuse Prevention Support Service (EAPSS)
- EAPSS Service Model Overview
- Service Delivery Trends
- Case Study 1: Larry
- Case Study 2: Maureen
- Learnings from the first 9 months of Service Delivery
- Questions

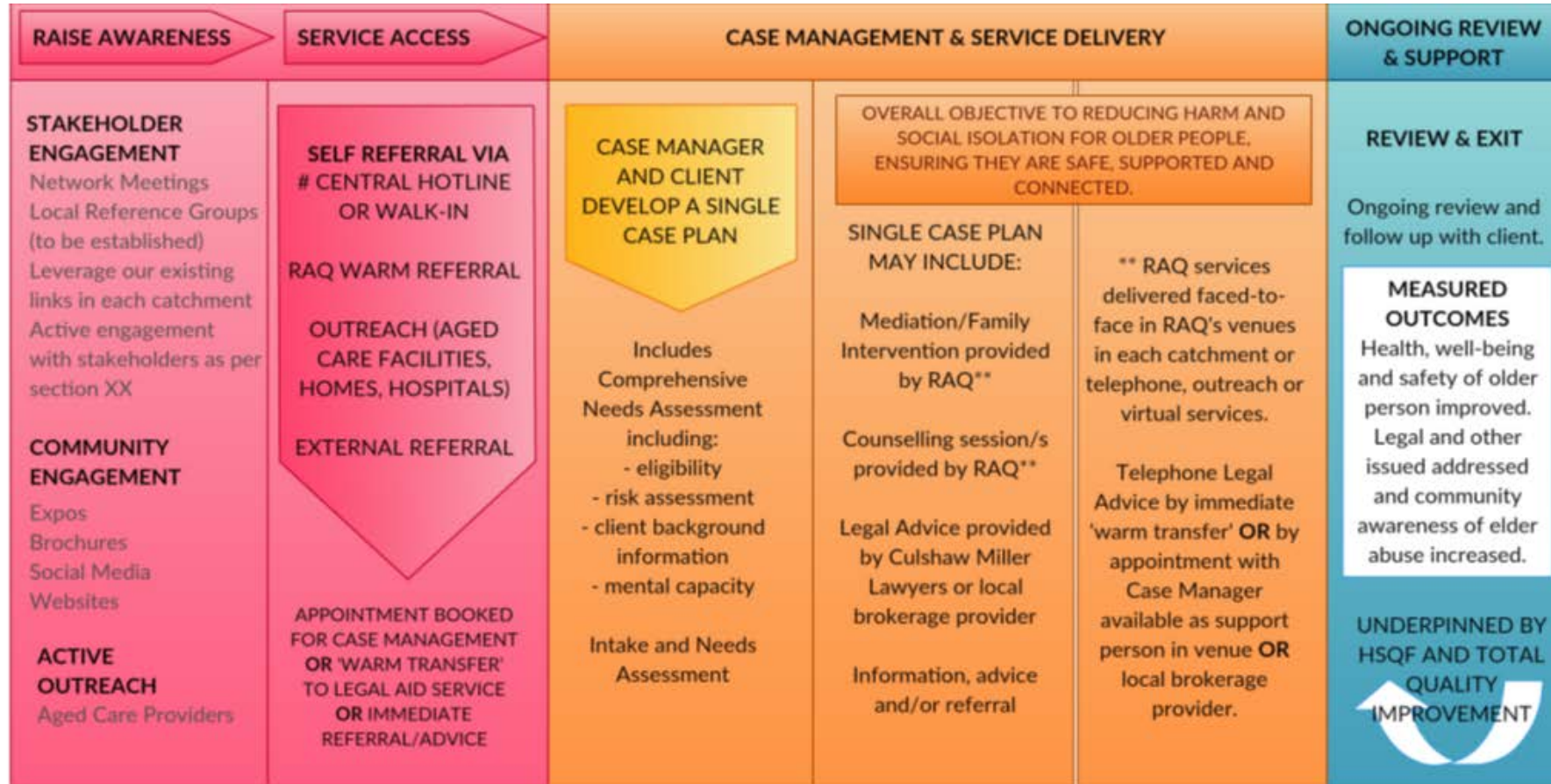


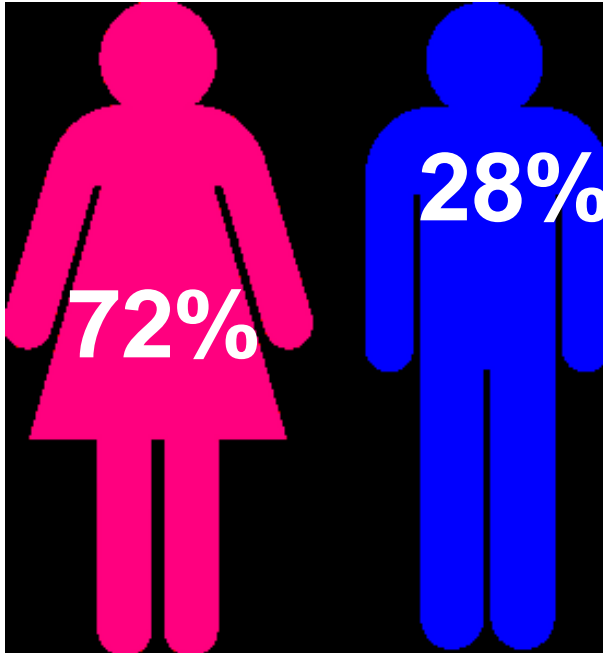
EAPSS is funded by Queensland's Department of Communities, Disability Services, and Seniors.

EAPSS provides information, advice and referral and case management services to Older Persons who are experiencing, or are at risk of experiencing, elder abuse.

Services are delivered in 5 regions:

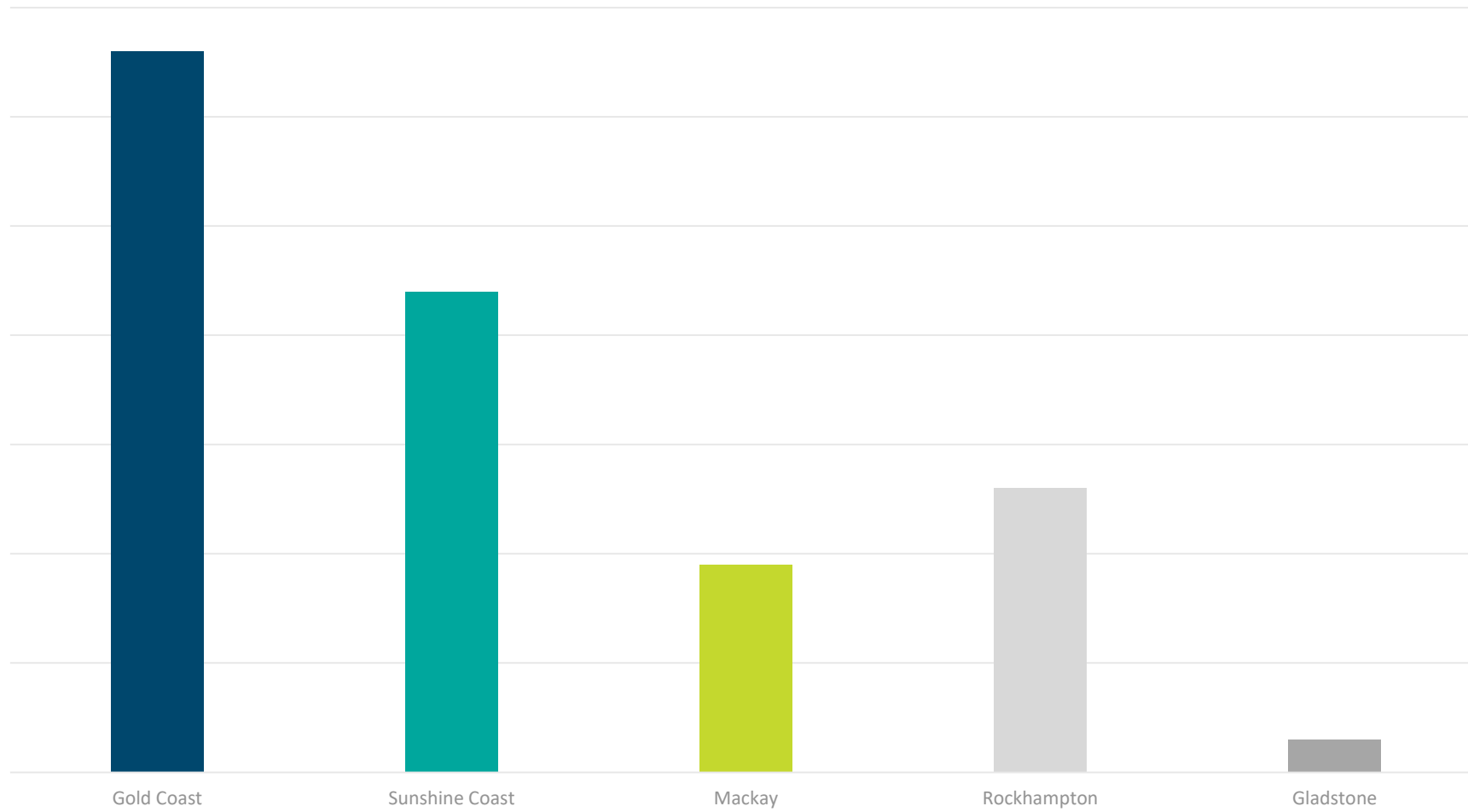
- Mackay
- Rockhampton
- Gladstone
- Sunshine Coast
- Gold Coast

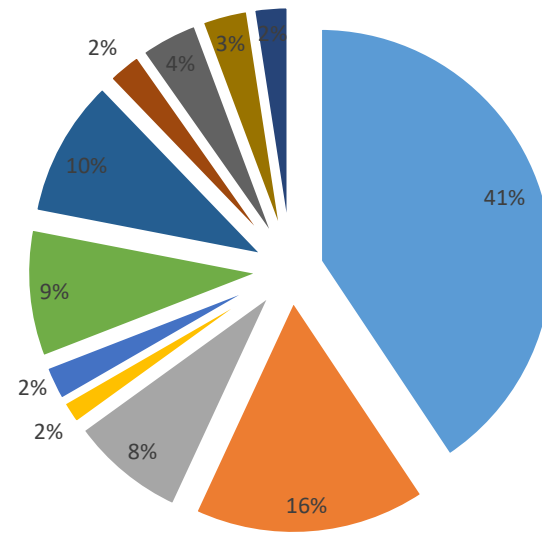




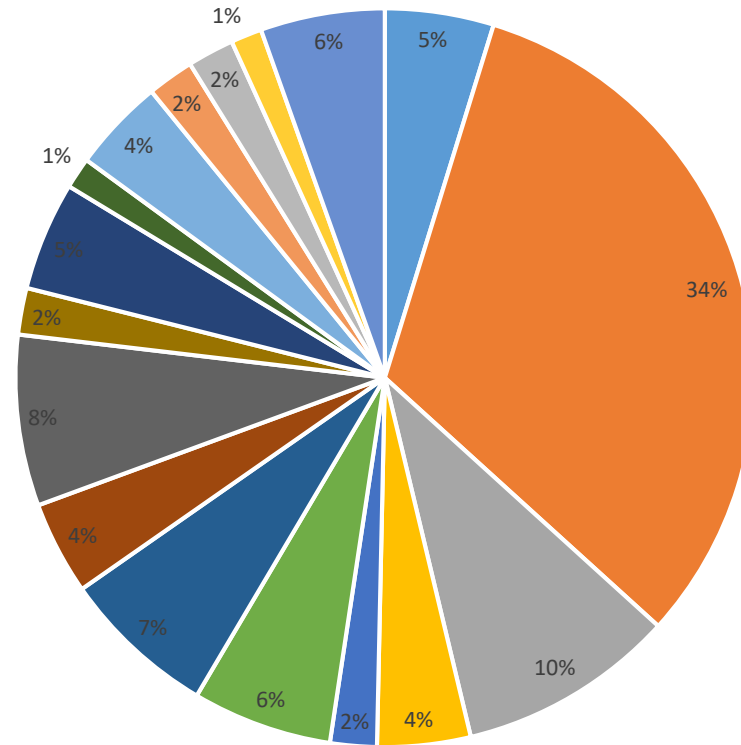
2% of Older Persons accessing the service identify as Aboriginal or Torres Strait Islander

9% of Older Persons accessing the service identify as from a culturally and linguistically diverse background

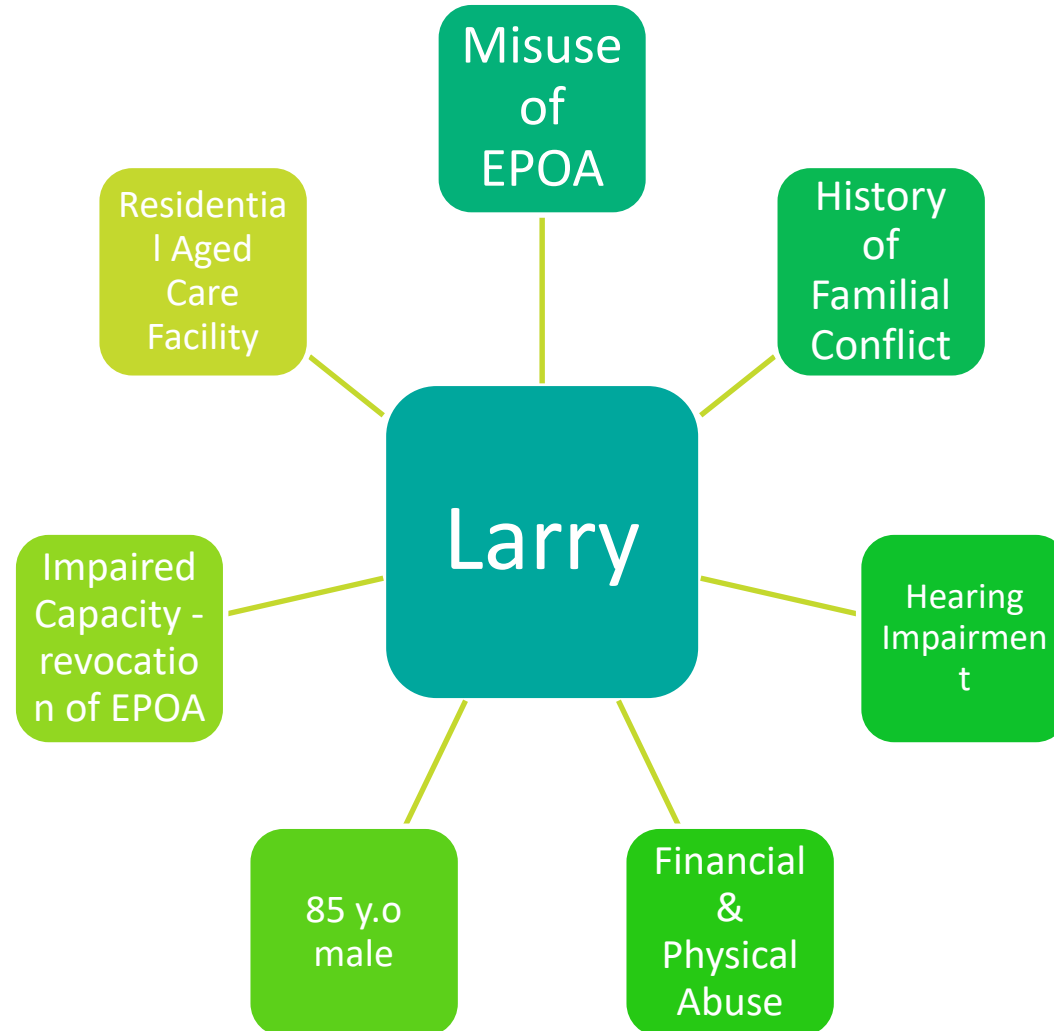


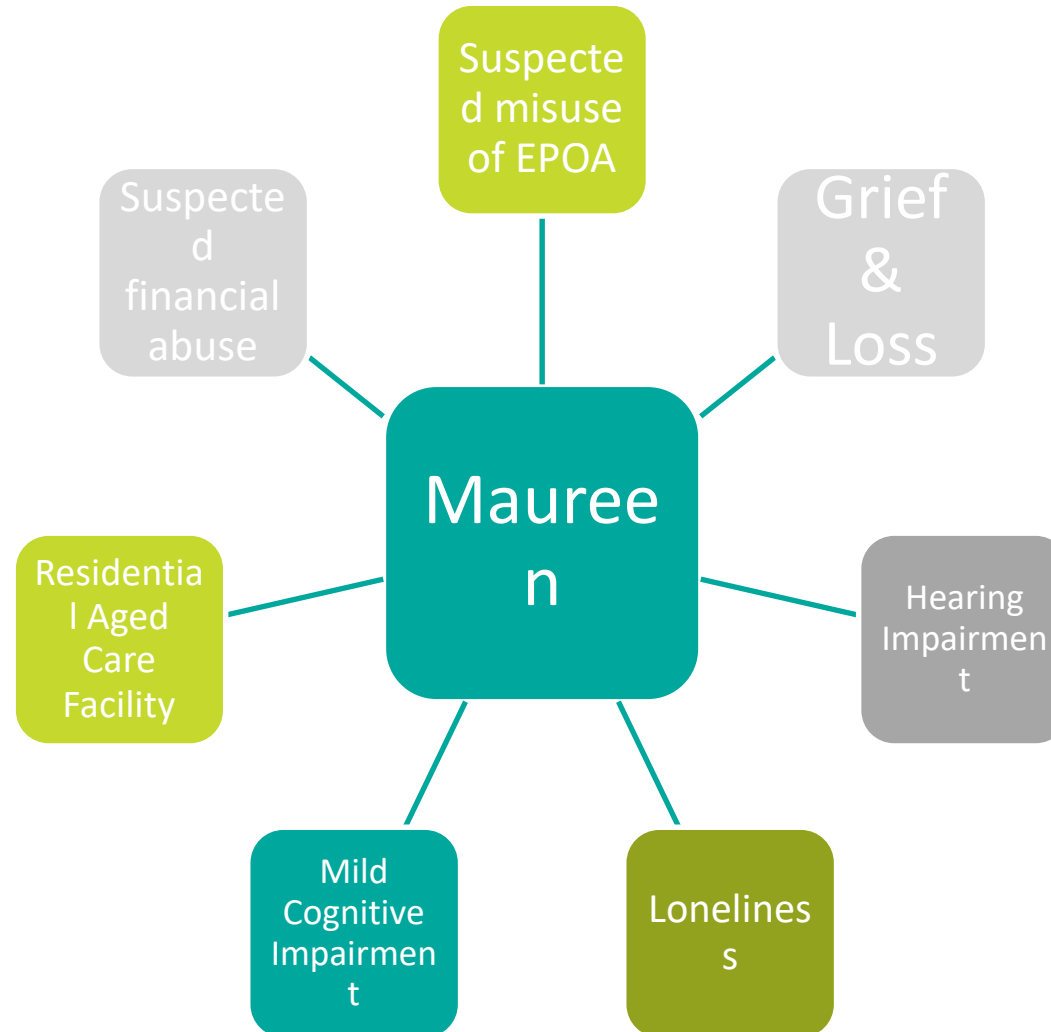


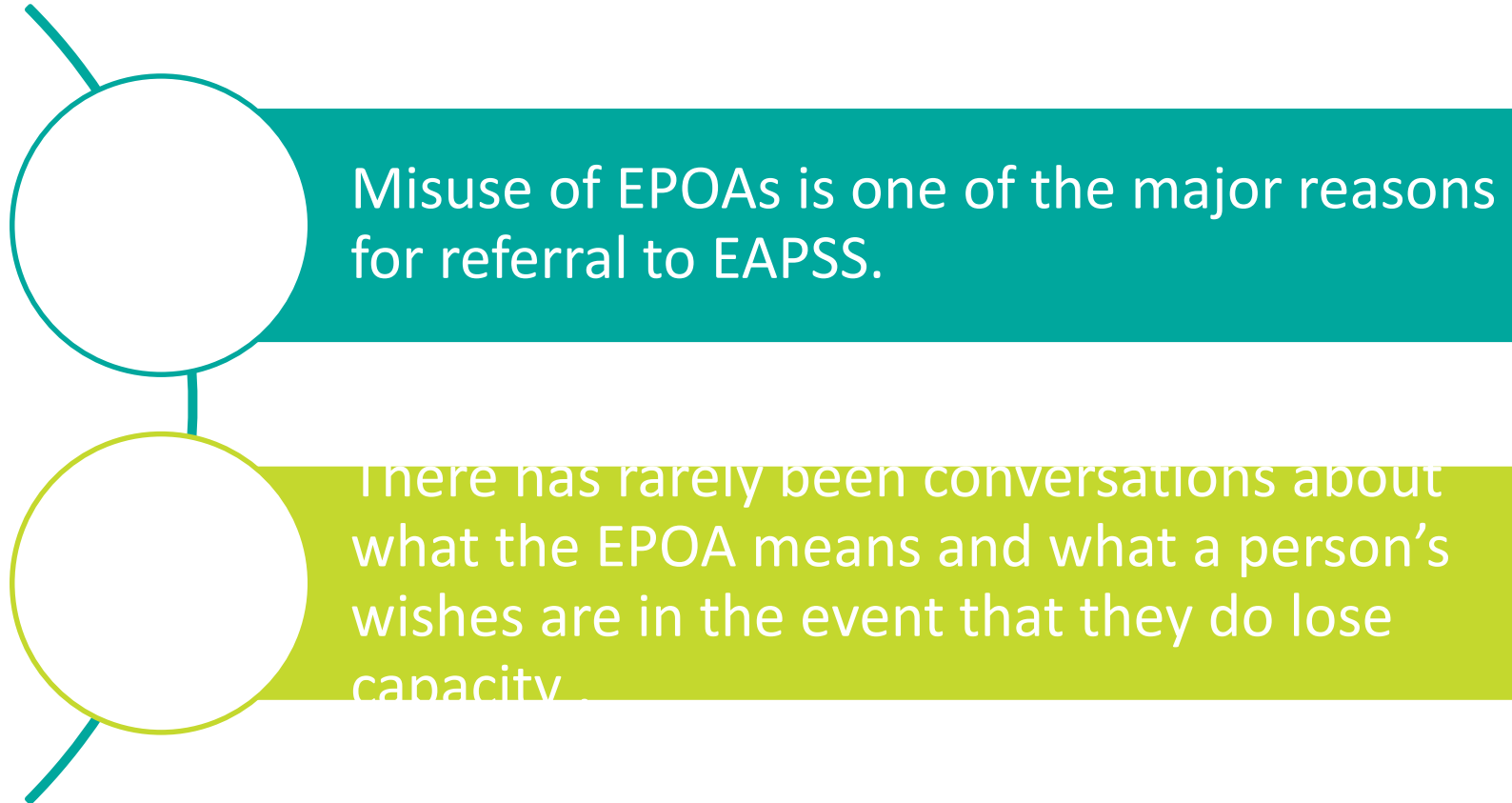
- Self - Referral
- Family, friend, carer
- EAPU
- Senior's Enquiry Line
- Community Legal Service
- Community Organisation
- Police
- Aged care
- Hospital
- Internal RAQ worker
- Other

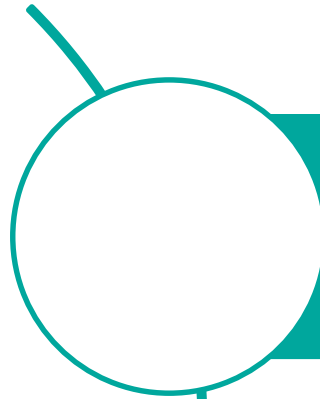


- Financial advice
- Centrelink
- ADA Australia
- Legal advice
- Dept of Housing
- SLASS
- Counselling
- GP/Aged Care
- EAPU
- Police
- Carers australia
- DV services
- Mental health
- Seniors enquiry line
- Other
- Housing/urgent respite
- Aged care complaints





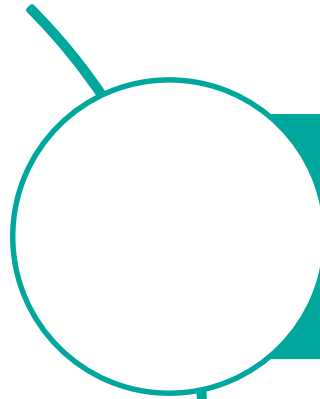




Financial and psychological abuse are the primary reasons for referral to EAPSS.



Verbal agreements as opposed to written agreements about property and assets are prevalent. This is particularly prevalent in rural areas by a sense of entitlement to family properties/farms.



The power of localised responses and shaping service delivery based on the unique strengths and resources of each community



Naming and challenging ageism is an integral component of our work.

- Chesterman, J. (2016). Taking control: Putting older people at the centre of elder abuse response strategies. *Australian Social Work, 69(1)*, 115-124.
- Elder Abuse Prevention Unit (EAPU). (2018). *Year in Review*. Brisbane: Uniting Care.
- FMC Mediation and Counseling. (2018). Elder abuse discussion paper: based on FMC's Respecting Elders service findings. Retrieved from https://betterplaceaustralia.com.au/wp-content/uploads/2018/06/FMC0006_A4_Final.pdf
- Joosten, M., Vrantsidis, F. & Dow, B. (2017). *Understanding Elder Abuse: A Scoping Study*. Melbourne: University of Melbourne and the National Ageing Research Institute.
- Kaspiew, R., Carson, R., & Rhoades, H. (2016). Elder abuse in Australia. *Australian Institute of Family Studies, 98*, 64-73.
- McCawley, A., Tilse, C., Wilson, J., Rosenman, L., Setterlund, D. (2006). Access to assets: Older people with impaired capacity and financial abuse. *The Journal of Adult Protection, 8(1)*, 20-32.
- Purser, K., Cockburn, T., Cross, C., & Jacmon, H. (2018). Alleged financial abuse of those under an enduring power of attorney: An exploratory study. *British Journal of Social Work, 48*, 887-905.
- Ries, N. M. (2018). When powers of attorney go wrong: Preventing financial abuse of older people by enduring attorneys. *Precedent, 148*, 9-13.
- Storey, J. E., & Perka, M. R. (2018). Reaching out for help: Recommendations for practice based on an in-depth analysis of an elder abuse intervention programme. *British Journal of Social Work, 48*, 1052-1070.

Thank you for listening!
Questions?

Contact details:

Cassie Causton– ccauston@raq.org.au

Leah Nathan– lnathan@raq.org.au