

## 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:

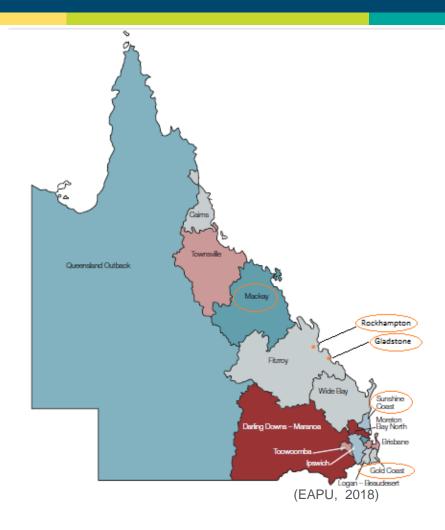
We acknowledge the traditional owners of this land and pay our respects to the elders past, present and future for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia.



- 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



## About the Elder Abuse Prevention Support Service (EAPSS)



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.

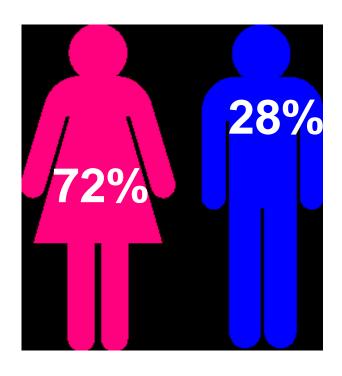
Services are delivered in 5 regions:

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



### **ONGOING REVIEW RAISE AWARENESS** SERVICE ACCESS CASE MANAGEMENT & SERVICE DELIVERY & SUPPORT OVERALL OBJECTIVE TO REDUCING HARM AND **STAKEHOLDER** SOCIAL ISOLATION FOR OLDER PEOPLE. **REVIEW & EXIT** CASE MANAGER **ENGAGEMENT** SELF REFERRAL VIA ENSURING THEY ARE SAFE, SUPPORTED AND AND CLIENT **Network Meetings** # CENTRAL HOTLINE CONNECTED. **DEVELOP A SINGLE** Ongoing review and OR WALK-IN Local Reference Groups SINGLE CASE PLAN CASE PLAN follow up with client. (to be established) MAY INCLUDE: \*\* RAQ services **RAQ WARM REFERRAL** Leverage our existing MEASURED delivered faced-tolinks in each catchment OUTCOMES Mediation/Family face in RAQ's venues Active engagement **OUTREACH (AGED)** Health, well-being Includes Intervention provided in each catchment or with stakeholders as per CARE FACILITIES. and safety of older Comprehensive by RAQ\*\* telephone, outreach or section XX HOMES, HOSPITALS) **Needs Assessment** person improved. virtual services. Legal and other including: Counselling session/s COMMUNITY **EXTERNAL REFERRAL** - eligibility issued addressed provided by RAQ\*\* Telephone Legal **ENGAGEMENT** and community - risk assessment Advice by immediate Expos - client background Legal Advice provided awareness of elder warm transfer' OR by Brochures abuse increased. information by Culshaw Miller appointment with Social Media - mental capacity Lawyers or local Case Manager APPOINTMENT BOOKED brokerage provider available as support UNDERPINNED BY FOR CASE MANAGEMENT Intake and Needs person in venue OR **HSQF AND TOTAL** ACTIVE **OR 'WARM TRANSFER'** Assessment Information, advice local brokerage OUTREACH QUALITY TO LEGAL AID SERVICE and/or referral provider. IMPROVEMENT Aged Care Providers **OR IMMEDIATE** REFERRAL/ADVICE



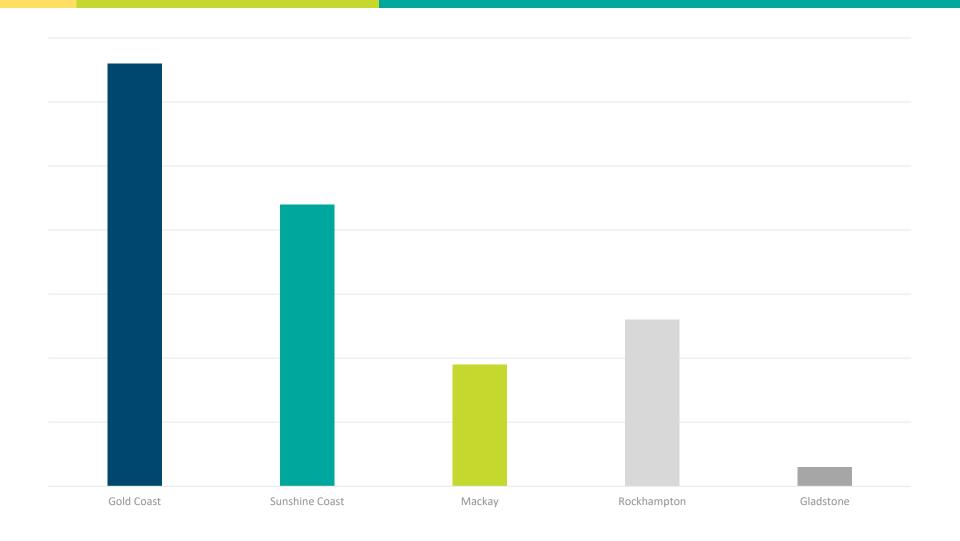


2% of Older Persons accessing the service identify as Aboriginal or Torres Strait Islander

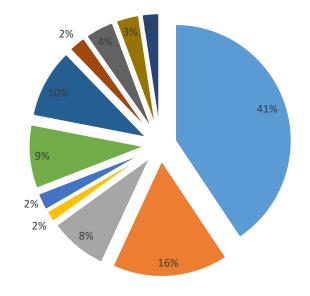
9% of Older Persons accessing the service identify as from a culturally and linguistically diverse background



## Service Delivery Trends: Clients by Location



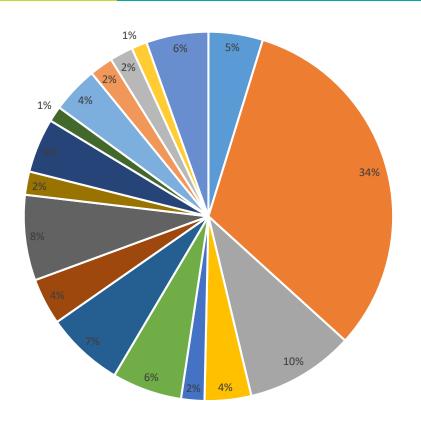
## Service Delivery Trends: Referral In Pathways







## Service Delivery Trends: Referral Out Pathways



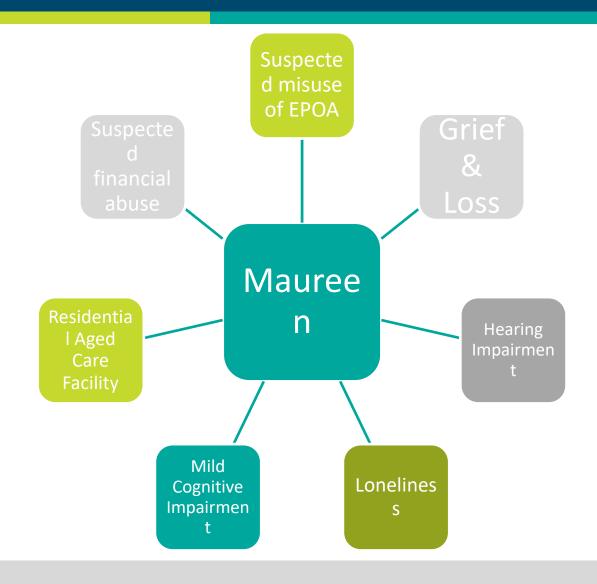
- Financial advice
- Centrelink
- ADA Australia
- Legal advice
- Dept of Housing
- SLASS

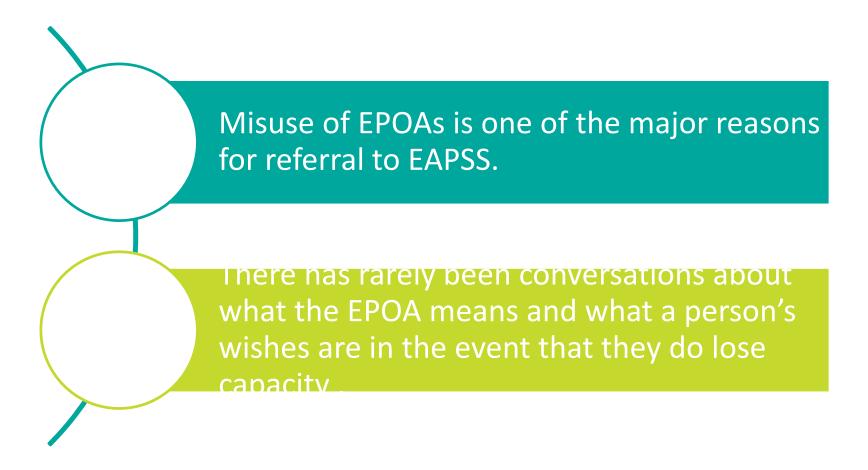
- Counselling
- GP/Aged Care
- EAPU

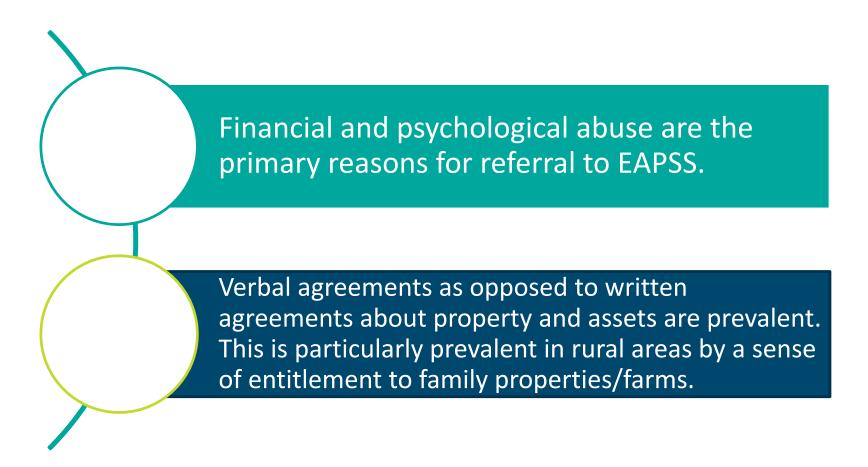
- Police
- Carers australia
- DV services
- Mental health
- Seniors enquiry line
- Other

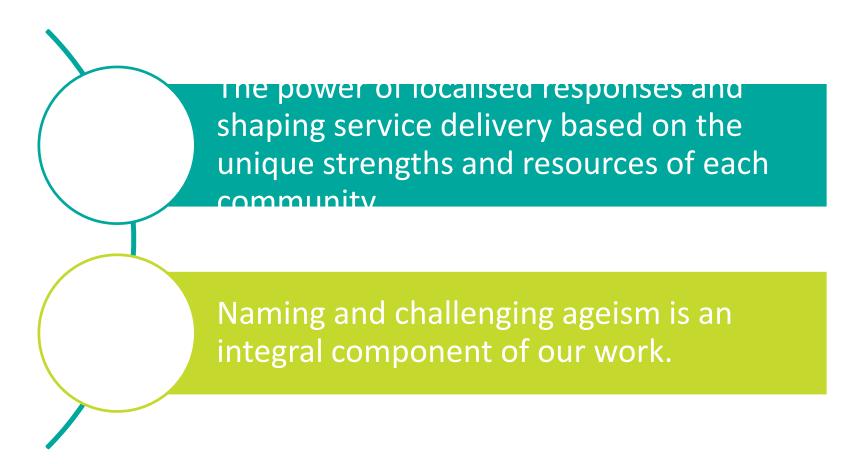
- Housing/urgent respite
- Aged care complaints













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# Thank you for listening! Questions?

## Contact details:

Cassie Causton— <a href="mailto:ccauston@raq.org.au">ccauston@raq.org.au</a>
Leah Nathan— <a href="mailto:lnathan@raq.org.au">lnathan@raq.org.au</a>