

SESLHD PROCEDURE COVER SHEET



Health
South Eastern Sydney
Local Health District

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SUMMARY	This procedure outlines the appropriate steps to be taken in the identification and response to suspected or alleged abuse of older people. The procedure complements NSW Ministry of Health (MoH) policies and legislation.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

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SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

CONTENTS

1	SCOPE OF DOCUMENT	3
2	DEFINITIONS	3
3	RESPONSIBILITIES	3
3.1	SESLHD Staff Members are responsible for:	3
3.2	Line Managers are responsible for:	4
3.3	Social Workers and Senior Clinicians are responsible for:	4
4	PROCEDURE – Five Step Approach to Identifying and Responding to Abuse of Older People	5
4.1	Step 1: Identify Abuse & Escalate	5
4.2	Step 2: Assess Risk and Establish Safety	6
4.3	Step 3: Provide Support, Assessment & Investigation	6
4.4	Step 4: Record, Document & Report	7
4.5	Step 5: Refer and Respond	7
5	SAFETY PLANNING	Error! Bookmark not defined.
5.1	Safety Planning for the Older Person	8
5.2	Prioritising Staff Safety	8
6	RESPONDING TO ABUSE WITHIN COMMONWEALTH FUNDED AGED CARE SERVICES	9
6.1	Reporting for suspected abuse within commonwealth-funded aged care services	9
6.2	Aged Care Quality and Safety Commissioner (ACQSC)	9
7	INFORMATION SHARING	9
7.1	Information Sharing, Privacy and Confidentiality	9
7.2	Information Sharing with the NSW Police	9
7.3	Decision Making Capacity	9
7.4	Communicating with people from Language other than English backgrounds or with a hearing or speech impairment	9
8	RELATED POLICIES/ PROCEDURES/ GUIDELINES/ PROCEDURES	10
9	AUDIT	11
10	REVISION AND APPROVAL HISTORY	11
11	CONTRIBUTORS	11
12	APPENDIX	12
	Appendix 1. Flow Chart: Responding to the Abuse of Older People	12
	Appendix 2. Types of Abuse and Indicators	13
	Appendix 3. Risk Factors	15
	Appendix 4. Useful Contacts for Addressing the Abuse of Older People	17

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

1 SCOPE OF DOCUMENT

This Procedure is to be read in conjunction with the [NSW Ministry of Health Policy Directive PD2020_001 - Identifying and Responding to Abuse of Older People](#). This procedure is to be used by South Eastern Sydney Local Health District (SESLHD) staff where there is suspected or alleged abuse of older people who are care recipients of SESLHD services in the community, in the hospital setting or in residential aged care.

This procedure acknowledges that there are younger people who experience complex health problems requiring aged care services. This includes younger people living in residential care with aged related care needs and early onset dementia. This procedure can be used to provide guidance in those populations as well.

Domestic and family violence includes behaviour in an intimate or family relationship which is violent, threatening, coercive or controlling and causes a person to live in fear. Where the risk of abuse arises from a context of domestic and family violence the following policies and procedures should also be followed – [NSW Ministry of Health Policy Directive PD2006_084 - NSW Health Domestic Violence: Identifying and Responding](#).

2 DEFINITIONS

Elder Abuse

SESLHD has adopted the World Health Organisation definition of elder abuse as cited in the [NSW Ministry of Health Policy Directive PD2020_001 - Identifying and responding to abuse of older people \(2020\)](#).

Elder abuse can be defined as “a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person”.

Older Person

For the purpose of this document an ‘older person’ is 65 years or older or 50 years and older for Aboriginal and Torres Strait Islander clients.

SESLHD Staff Member

For the purpose of this document, a SESLHD staff member includes paid employees of SESLHD, contractors (including VMOs), clinical academics, students on clinical placement and volunteers.

3 RESPONSIBILITIES

3.1 SESLHD Staff Members are responsible for:

- Reporting the suspected/alleged abuse to their line manager and seeking further guidance on the matter
- Referring the suspected abuse to a social worker or appropriate senior clinician

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

- Working as part of an inter-disciplinary team to identify, assess and respond to the abuse in accordance with skills and expertise.
- If immediate risk of harm or suspected criminal actions, contacting NSW Police and/or other emergency services and providing evidence as required.
- Ensuring that the incident has been documented in the IIMS system, where appropriate, in accordance with the [NSW Ministry of Health Policy Directive PD2020_047 - Incident Management](#).
- NOTE: where a SESLHD staff member is the abuse perpetrator, any entry in IIMS should be restricted to any clinical harm caused to the patient, for example, if a patient was shoved, fell and sustained an injury, the fall and the injury should be recorded in IIMS. If there is no such injury, a report in IIMS is not required. The IIMS system is not intended as a system for managing or recording issues related to the conduct of individual staff members.
- Staff who predominately work in aged care should complete appropriate training in abuse of older persons and domestic violence via My Health Learning - 'Abuse of older people' course code – 204136280 as a minimum.

3.2 Line Managers are responsible for:

- Ensuring staff are aware of [NSW Ministry of Health PD2020_001](#) and this procedure.
- Ensuring that staff who work primarily with older people complete appropriate training in abuse of older persons.
- Providing consultation, guidance and support to staff when abuse is identified.
- Ensuring that NSW Police and/or other emergency services have been contacted when required.
- Ensuring compliance with mandatory reporting requirements to the Commonwealth where these requirements apply.
- Where there is an IIMS report: ensure the content is appropriate and that the management section of any IIMS report is acted upon and the management section completed in accordance with the [NSW Ministry of Health Policy Directive PD2020_047 - Incident Management](#).
- Promptly managing situations where an SESLHD staff member is the suspected or alleged abuse perpetrator in accordance with the [NSW Ministry of Health Policy Directive PD2018_031 – Managing Misconduct](#).
Workforce Services must be consulted where SESLHD staff are the alleged or suspected perpetrators.

3.3 Social Workers and Senior Clinicians are responsible for:

- Prioritising and responding to referrals regarding abuse of older people in a timely manner to reduce further harm and distress to the older person.
- Developing a case plan and following through with all agreed actions to address the allegations of abuse in consultation with the, inter-disciplinary team and the individual's family/carer (where appropriate).
- Follow work place documentation requirements and policies.
- Facilitating and participating in debriefing where appropriate.

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

- Ensuring that the older person has access to appropriate support and ensuring they are involved in the decision making process.

4 PROCEDURE – Five Step Approach to Identifying and Responding to Abuse of Older People

Initial intervention should focus on the immediate safety of the older person and others involved, including staff. The overall aims are to ensure:

- The older person is supported, protected and informed throughout the process
- Other vulnerable adults and the public are protected
- The risk of further abuse is minimised
- The older person’s life is disrupted as little as possible.

[Refer to Appendix 1. Flowchart](#) Responding to Abuse of Older Persons

Identifying and responding to suspected abuse is the responsibility of all SESLHD staff and multi-disciplinary team members need to work collaboratively.

Five Step Approach to Identifying and Responding to Abuse of Older People
<ol style="list-style-type: none"> 1. Identify abuse & escalate 2. Assess risk & establish safety 3. Provide support, assessment & investigation 4. Record, document & report 5. Refer & respond

4.1 Step 1: Identify Abuse & Escalate

- SESLHD staff should report any suspected or alleged abuse to their direct line manager at the earliest possible time to seek guidance on addressing their concerns.
- The staff member and their line manager should refer to a social worker or senior clinician. This should be done at the earliest possible time after identifying the abuse.

As outlined in the *NSW Elder Abuse Toolkit 2016*, the following open questions can be used to help identify risk factors and indicators of abuse:

- How are things going at home?
- How do you spend your days?
- How do you feel about the amount of help you receive at home?
- How do you feel your carer/family is managing?
- How are you managing financially?
- Are you feeling happy and comfortable with your current situation?

For further tips and suggestions of affective questioning refer to the *NSW Elder Abuse Toolkit 2016* (Tool 1.9 Page 20).

For details on types of abuse and indicators refer to [Appendix 2](#).

For details on risk factors refer to [Appendix 3](#).

4.2 Step 2: Assess Risk and Establish Safety

- The social worker or senior clinician will complete an assessment of the patient's/client's situation to identify areas that urgently need to be addressed.
- The alleged or suspected abuse perpetrator must not be present when interviewing the older person and/or their representative.
- An interpreter must be used where the client requires interpreting services.
- Staff must establish whether there is an immediate risk of serious harm to the victim, SESLHD staff and others.
- If appropriate contact the local police station and attempt to establish whether there is an existing Apprehended Violence Order (AVO) in place to protect the older person and the conditions associated with this.
- Protection of evidence may be required; refer to [NSW Ministry of Health Policy Directive PD2020_006 – Responding to Sexual Assault \(adult and child\) Policy and Procedures](#).
- Staff must consider the decision-making capacity of the older person to consent to reporting or responding to the abuse.

Where high risk of harm is identified: Implement immediate safety planning

- *In the hospital setting:* notify and work collaboratively with the Nurse Unit Manager to implement strategies to reduce harm. This may include monitor/review visitors to the ward, alert security if appropriate, notify NSW Police if there is immediate danger to the client and/or staff or where a serious indictable offence has occurred.
- *In the community setting:* contact appropriate emergency services; such as NSW Police and/or ambulance services.
- *In the Residential Aged Care setting:* notify the Residential Aged Care Facility Manager or delegated person in charge immediately; monitor/review visitors to the facility; notify NSW Police if there is immediate danger to the client and/or staff or a serious indictable offence has occurred i.e. an offence which is punishable by imprisonment for 5 or more years.

4.3 Step 3: Provide Support, Assessment & Investigation

- Once any urgent matters have been addressed, a planning meeting should be conducted with all relevant members of the inter-disciplinary team to:
 1. Establish the specific concerns to be investigated.
 2. Establish the role each member will play in responding to the concerns.
 3. Determine the tasks each member will be responsible for.
 4. Determine whether NSW Police or other agencies should be involved.
 5. Ensure appropriate safety plans are in place.
- Advise the older person of the concerns. Use an interpreter if required.
- Provide information and education on the [services available](#) to support the older person.

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

- Involve the older person in safety planning where appropriate.
- Consider whether a referral to the Safety Action Meeting (SAMs) is suitable.
(http://www.domesticviolence.nsw.gov.au/_data/assets/file/0014/301181/Safety_Action_Meeting_Manual_2017.pdf)
- In situations where staff do not work as part of an inter-disciplinary team, case planning should be done with a supervisor or manager.

4.4 Step 4: Record, Document & Report

Record and document:

- All interventions by staff relating to the older person and alleged abuse need to be documented in the older person's health care record.
- Records should be evidenced based i.e. *what was told or witnessed*.
- Staff members should refer to the [NSW Ministry of Health Policy Directive PD2012_069 -, Health Care Records: Documentation and Management](#) when entering information into medical records.
- Incidents of alleged or suspected abuse perpetrated by a SESLHD staff member must be reported immediately to the SESLHD staff member's line manager for investigation and management.
- Develop formal reports if required; such as reports for the NSW Civil and Administrative Tribunal.

4.5 Step 5: Refer and Respond

- A further planning meeting should be held with the inter-disciplinary team to consider:
 1. The outcome of the team's assessment and investigation of the abuse.
 2. The actions to be taken by individual team members.
 3. What the older person has consented to. Consent is required for referral to aged care services; however not required for notification of criminal matters to NSW Police or referrals to NSW Civil and Administrative Tribunal.
- Develop a long term safety plan (in conjunction with the older person) and refer to appropriate services for the immediate and long-term protection of an older person. Family conferences may be useful and can be arranged where required and appropriate.
- If further guidance is needed staff may consult with the *Ageing and Disability Abuse Helpline* (<https://www.ageingdisabilitycommission.nsw.gov.au/> Ph: 1800 628 221). The helpline can support staff to develop an appropriate action plan and suggest possible referral options.

For further useful community services refer to *Appendix 2 in this document: Useful Contacts for Addressing Abuse of Older People*.

5 SAFETY PLANNING

5.1 Safety Planning for the Older Person

Safety planning for the older person needs to include plans to address immediate and long term safety.

Safety planning strategies include:

- Encouraging and supporting the older person to talk about their situation with people they trust in their lives.
- Establishing a plan on who the older person will contact and where they will go if the abuse escalates.
- Determining who will support the older person in the short term i.e. appropriate family/friends or community agencies.
- Ensuring supportive family/friends know what the long-term safety plan is.
- Planning how the older person would escape if necessary; such as having a list of numbers they can contact in an emergency and knowing where their local emergency services are and how to access them.
- Minimising possible social isolation for the older person by linking them with community resources/services.
- Exploring options including Apprehended Violence Orders (AVOs), guardianship and financial management orders.

The older person's individual physical capabilities and mental capacities need to be considered when developing safety plans as these may place limits on what would be reasonable for a person to follow through with.

5.2 Prioritising Staff Safety

Staff should not risk their own safety. Strategies that can be used to minimise risk include:

- Staff advising their line manager at the earliest possible time when there is a safety concern.
- Avoid, alerting or confronting the alleged abuse perpetrator.
- In an inpatient setting, all members of the treating team and hospital security should be made aware of potential risks to staff.
- In the community setting, risk assessments should be completed prior to any home visits and actions taken to manage any identified risks. Actions may include having two staff members attend a home visit or re-scheduling the appointment to an outpatient clinic if possible.
- In situations where there remains a significant concern about the client's welfare but there are potential safety risks identified for staff, consideration needs to be given to the appropriateness of working collaboratively with NSW Police.

Recognising and responding to abuse and violence of older people**SESLHDPR/598****6 RESPONDING TO ABUSE WITHIN COMMONWEALTH FUNDED AGED CARE SERVICES****6.1 Reporting for suspected abuse within commonwealth-funded aged care services**

From 1 April 2021, the Australian Government will introduce the new Serious Incident Response Scheme (SIRS) to help prevent and reduce incidents of abuse and neglect in residential aged care services subsidised by the Australian Government. Compulsory reporting requirements apply to reportable assaults which occur in Residential Aged Care Facilities (RACFs) and residential Transitional Aged Care Programme (TACP) services. For information about compulsory reporting refer to:

- The Aged Care Quality and Safety Commission website:
<https://www.agedcarequality.gov.au/sirs>

6.2 Aged Care Quality and Safety Commissioner (ACQSC)

When suspected abuse of an older people has occurred in a Commonwealth funded Aged Care program, a report to the Aged Care Quality and Safety Commissioner may be considered. (<https://www.agedcarequality.gov.au/making-complaint> or phone 1800 951 882.

7 INFORMATION SHARING**7.1 Information Sharing, Privacy and Confidentiality**

Refer to the [NSW Health Privacy Manual for Health Information \(2015\)](#).

7.2 Information Sharing with the NSW Police

Refer to Information Sharing in NSW Interagency policy: Preventing and responding to abuse of older people 2020 (<https://www.facs.nsw.gov.au/download?file=591024>)

7.3 Decision Making Capacity

[NSW Ministry of Health Policy Directive PD2020_001 - Identifying and responding to abuse of older people \(2020\)](#)

7.4 Communicating with people from Language other than English backgrounds or with a hearing or speech impairment

Staff can contact the [Sydney Health Care Interpreter Service](#) (SHCIS) for free professional health care interpreters in community languages including Auslan for people who are Deaf. For more information see [NSW Health Policy Directive PD2017_044 - Interpreters – Standard Procedures for Working with Health Care Interpreters](#).

Staff can phone the free [National Relay Service](#) (NRS) to contact people who are deaf or have a hearing or speech impairment.

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

8 RELATED POLICIES/ PROCEDURES/ GUIDELINES/ PROCEDURES

Name of resource	Where to access resource
The NSW Government's Department of Family and Community Services (FACS) Preventing and responding to abuse of older people: NSW interagency policy (2020).	https://www.facs.nsw.gov.au/download?file=591024
NSW Government Capacity Tool Kit (2015)	http://www.justice.nsw.gov.au/diversityservices/Documents/capacity_toolkit0609.pdf
NSW Government Domestic and Family Violence Framework for Reform: It Stops Here standing together to end domestic and family violence (2014)	https://www.women.nsw.gov.au/_data/assets/file/0003/289461/It_stops_Here_final_Feb2014.pdf
NSW Ministry of Health Policy Directive PD2006_084 - Domestic Violence – Identifying and Responding, NSW Health (2006)	https://www1.health.nsw.gov.au/PDS/pages/doc.aspx?dn=PD2006_084
NSW Ministry of Health Policy Directive PD203_007 - Child Wellbeing and Child Protection Policies and Procedures (2013)	https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2013_007
NSW Ministry of Health - NSW Health Privacy Manual for Health Information (2015)	http://www.health.nsw.gov.au/policies/manuals/Pages/privacy-manual-for-health-information.aspx
NSW Ministry of Health Policy Directive PD2020_006 - Responding to Sexual Assault (adult and child) Policy and Procedures	https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2020_006
Safety When Working Offsite Handbook SESLHDHB/016 (SESLHD 2017)	https://www.seslhd.health.nsw.gov.au/policies-and-publications/functional-group/104?order=field_document_number&sort=asc
SESLHDPR/416 - Employee Assistance Program – information and access	https://www.seslhd.health.nsw.gov.au/policies-and-publications/functional-group/104?order=field_document_number&sort=asc
SESLHDPR/230 - WHS Working Off Site Risk Management Procedure (SESLHS 2017)	https://www.seslhd.health.nsw.gov.au/policies-and-publications/functional-group/104?order=field_document_number&sort=asc
NSW Elder Abuse Toolkit – Identifying and responding to the abuse of older people. The 5 Step Approach (2016)	https://www.ageingdisabilitycommission.nsw.gov.au/_data/assets/pdf_file/0007/665557/NSW-Elder-Abuse-Toolkit.pdf
NSW Ministry of Health Policy Directive PD2017_044 - Interpreters-Standard Procedures for Working with Health Care Interpreters	https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2017_044
NSW Ministry of Health Policy Directive PD2020_001 - Identifying and responding to abuse of older people	https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2020_001
NSW Ministry of Health Policy Directive PD2020_047 - Incident Management	https://www1.health.nsw.gov.au/pds/Pages/doc.aspx?dn=PD2020_047

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

9 AUDIT

Retrospective audits of abuse of older people reported in IIMS against compliance with procedure and compliance with any mandatory reporting requirements.

10 REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
February 2021	Draft 1.9	Annabelle Bains and Jessica Worboys
August 2021	1	Approved by Executive Sponsor. Endorsed by Clinical and Quality Council.
October 2021	2	Minor review. Removal of link to <i>NSW Health Policy Directive – compulsory reporting protocol for residential aged care services</i> and addition of the OPAN to useful contacts section Approved by Executive Sponsor.

11 CONTRIBUTORS

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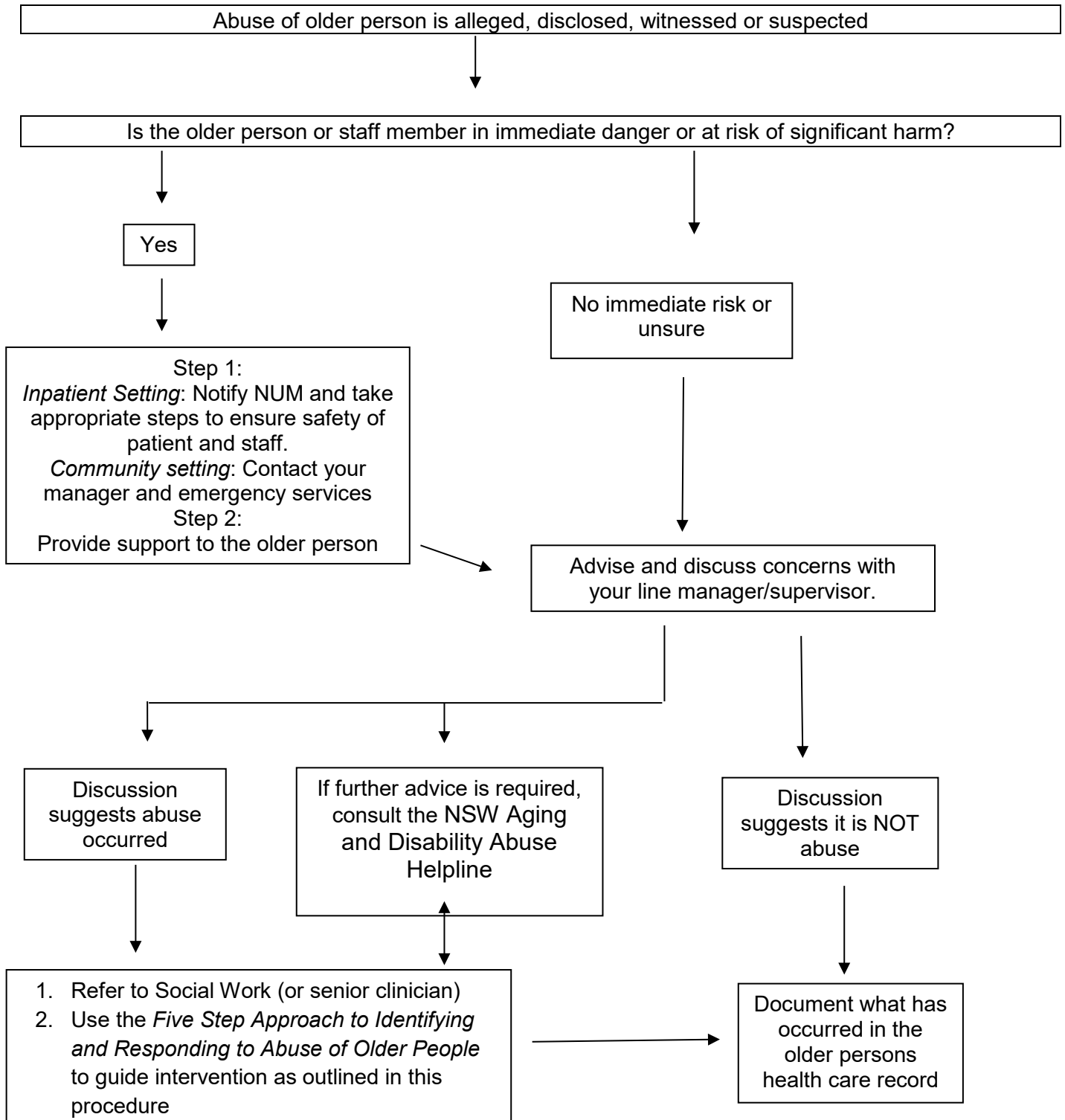
SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

12 APPENDIX

Appendix 1. Flow Chart: Responding to the Abuse of Older People



Appendix 2. Types of Abuse and Indicators

Awareness of the various forms of abuse and their indicators will assist staff to be able to identify suspected abuse and protect older people from future abuse. An older person may also experience more than one abuse type. The presence of one or more indicators does not mean that abuse has occurred, but does require staff to be observant and investigate possible abuse. Indicators of abuse are not always obvious and can vary. Types of abuse include:

- Financial Abuse
- Neglect
- Psychological Abuse
- Physical Abuse
- Sexual Abuse

Financial Abuse	
<p><i>Definition:</i> Financial abuse is the illegal or improper use of an older person’s property or finances. This includes misuse of a power of attorney, forcing or coercing an older person to change their will, misuse of an older person’s finances, taking control of a person’s finances against their wishes and/or denying them access to their own money.</p>	<p><i>Indicators may include:</i> Unexplained or sudden inability to pay bills, significant bank withdrawals, and significant changes to wills, unexplained disappearance of possessions, lack of funds for food or clothing, disparity between living conditions and money, recent addition to a signature on a bank account, unusual expenditures by the alleged perpetrator, signing of contracts or powers of attorney when the older person does not have capacity to understand the implications.</p>

Neglect	
<p><i>Definition:</i> Neglect describes failure of a carer or responsible person to provide the necessities of life to an older person. Necessities of life are usually considered to be adequate food, shelter, clothing, medical or dental care. Neglect may also involve a carer refusing to permit others to provide appropriate care for an older person or not providing prescribed medication or dietary requirements.</p>	<p><i>Indicators may include:</i> Dehydration, poor skin integrity, malnutrition, inappropriate clothing, poor hygiene, unkempt appearance, under/over medicating, unattended medical or dental needs, exposure to danger or lack of supervision, absence of required aids, an overly attentive carer in the company of others.</p>

Psychological Abuse	
<p><i>Definition:</i> Psychological abuse is the infliction of mental stress involving actions and threats that cause isolation, fear of violence, deprivation and feelings of shame and powerlessness. Examples include treating an older person as</p>	<p><i>Indicators may include:</i> Depression, demoralisation, feelings of helplessness, disrupted appetite or sleeping patterns, tearfulness, excessive fear, confusion, agitation, resignation, unexplained paranoia.</p>

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

if they are a child, engaging in emotional blackmail and preventing contact with family and friends and/or access to services.	
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Physical Abuse

<p><i>Definition:</i> Physical abuse involves the infliction of physical pain or injury, or physical coercion. Physical Abuse can also include acts such as hitting, slapping, punching, burning, tying an older person to a chair or bed, locking an older person in a room and overuse or misuse of medications.</p>	<p><i>Indicators may include:</i> Bruises on different areas of the body; lacerations particularly to mouth, lips, gums, eyes or ears; abrasions, scratches, burns inflicted by cigarettes, matches, iron or rope; immersion in hot water; sprains, dislocations and fractures; hair loss (perhaps from pulling); missing teeth, eye injuries, scalding through immersion, pressure sores through the use of physical restraint.</p>
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Sexual Abuse

<p><i>Definition:</i> Sexual abuse is a broad term used to describe a range of sexual acts where the victim's consent has not been obtained or where consent has been obtained through coercion.</p>	<p><i>Indicators may include:</i> Trauma around genitals, rectum or mouth; injury to face, neck, chest, abdomen, thighs or buttocks; presence of sexually transmitted infections; human bite marks, anxiety around the perpetrator and other psychological symptoms.</p>
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Definitions and Indicators of abuse have been sourced from NSW Government *Preventing and responding to abuse of older people: NSW Interagency Policy (2020)*.
(<https://www.facs.nsw.gov.au/download?file=591024>)

Appendix 3: Risk Factors

Risk factors can be present for both the older person at risk of abuse and the alleged abuse perpetrator. Staff should be aware of risk factors to assist them to identify those at risk of abuse or experiencing abuse.

Risk Factors	
<i>Older Person who:</i>	<i>Alleged Abuse Perpetrator who:</i>
<ul style="list-style-type: none"> ○ Is socially isolated from family, friend’s neighbours, and/or community. ○ Is dependent on others for their care and requiring high level of support from a family member/carer/friend. ○ Has insecure accommodation. ○ Lacks decision making capacity and ability to self-advocate. ○ Is confused about their property, belongings and/or surroundings. ○ Has financial difficulties. ○ Is in poor physical health. ○ Experiences personality and/or behaviour changes due to an illness, disease and/or some other progressively worsening condition. ○ Has a history of family conflict or dysfunction. ○ Has been a victim of domestic violence previously (often unreported). ○ Is a carer of an older person who becomes aggressive due to cognitive impairment or illness ○ Aboriginal and Torres Strait Islander elders who have lived in communities where there has been significant exposure to intergenerational trauma and high levels of poverty, unemployment, economic, health and social disadvantage. ○ Is from a culturally and linguistically diverse (CALD) background and is reliant on adult children/relatives to translate and conduct their financial affairs for them. 	<ul style="list-style-type: none"> ○ Feels stressed, burdened or resentful of needing to adopt a caring role. ○ Lacks skills in the caring role. ○ If appointed Power of Attorney (POA) or Guardian may be ill-equipped to hold the position of trust and/or understand their obligations in the role. ○ Is dependent on the abuse victim. ○ Has a history of drug and alcohol use. ○ Has gambling and/or financial problems. ○ Has cognitive impairment or mental health issues. ○ Experiences challenging behaviours from the person they care for. ○ Lacks the support from family, friends, community or the social service system. ○ Has a history of family violence (as a victim or perpetrator). ○ Prevents abuse victim from accessing interpreter to use services

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

Risk factors have been sourced from:

1. Preventing and responding to abuse of older people: NSW Interagency Policy (2020).
<https://www.facs.nsw.gov.au/download?file=591024>
2. Curtin (2005) Mistreatment of Older people in Aboriginal communities project.
3. Gordon, et al. (2002) Putting the Picture Together, Inquiry into Response by Government Agencies to Complaints of Family Violence and Child Abuse in Aboriginal Communities, Department of Premier and Cabinet, Western Australia.

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

Appendix 4: Useful Contacts for Addressing the Abuse of Older People

<p>NSW Aging and Disability Abuse Helpline</p>	<p>Provides information and guidance to address abuse of an older person</p>	<p>Mon-Fri 8.30am – 5pm Ph. 1800 628 221</p> <p>https://www.ageingdisabilitycommission.nsw.gov.au/</p>
<p>MyAgedCare</p>	<p>Assists older people, their families and carers to access aged care information and services. It is the single entry point for aged care services for people living in the community across Australia.</p>	<p>Mon – Fri 8am-8pm Sat 10am-2pm Ph. 1800 200 422 Website: www.myagedcare.gov.au</p>
<p>SESLHD Contacts</p>	<p>Aged Care Assessment Team (Via MyAgedCare) ACATs are teams of nursing and allied health professionals who can assess a person’s physical, psychological, medical, restorative, cultural and social needs to help access appropriate levels of support. ACATs can assess a person for home care packages, transitional care, residential respite care and permanent residential care. Referrals for an ACAT assessments are made via MyAgedCare.</p>	<p>Mon-Fri 8am-8pm Saturday 10am-2pm Ph: 1800 200 422 Website: www.myagedcare.gov.au</p>
	<p>Community Health Assessment and Treatment Team (CHATT) This team of clinicians provide specialist home based assessment, rehabilitation and support services to older people. The team includes dementia nurses, occupational therapists, physiotherapists, nurses, speech pathologists and social workers.</p>	<p>Referral via Northern Network Access and Referral Centre (NNACR) Ph. (02) 9369 0400</p>
	<p>Eastern and Central Sexual Assault Service (RPA) Specialist counsellors who work with people who have been sexually assaulted. Providing counselling, medical services, legal assistance and group support.</p>	<p>Ph. (02) 9515 9040</p> <p>email: ecsas@hns.ch.cs.nsw.gov.au</p> <p>After hours crisis service Ph. 9515 6111</p>

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

	<p>War Memorial Geriatric Flying Squad (GFS) The GFS is a multidisciplinary team with medical, nursing and allied health support. The team provides a rapid response service to ensure timely identification and management of complex health issues and prevent hospital admissions. The GFS collaborates with NSW Police, NSW Ambulance and Justice Connect, with a lawyer available onsite. Referrals can be made via phone 7 days per week.</p>	Ph. 0408 855 156
	<p>South Sydney Sexual Assault Services Specialist counsellors who work with people who have been sexually assaulted. Providing counselling, medical services, legal assistance and group support.</p>	Ph. (02) 9113 2494 Mon-Fri 8am-4.30pm After hours crisis service Ph. (02) 9113 1111
	<p>Calvary Community Health Centre Community Social Work</p>	Ph. (02) 9553 3000
	<p>Southcare Social Work Team</p>	Ph. (02) 9540 7175
Child Protection	<p>Community Services Child Protection Helpline To be used when a child is at a high or imminent risk of significant harm.</p>	Ph. 13 21 11 7 days a week, 24 hours a day.
	<p>Child Wellbeing Unit (CWU) CWU helps reporters identify the level of suspected risk to a child or young person and whether a direct referral to the Community Services Child Protection Helpline is needed. CWU assessment officers help mandatory reporters to identify services available within their own agency, or in other organisations, which could support the family and child.</p>	Ph. 1300 480 420 Mon-Fri 8.30am-5.30pm
Domestic Violence	<p>Domestic Violence Line (DV Line) 24 hour state-wide telephone line for crisis counselling and referrals to accommodation and support services</p>	Ph. 1800 656 463 7 days a week, 24 hours
	<p>Men's Referral Service The Men's Referral Service (MRS) offers anonymous and confidential telephone counselling, information and referrals to</p>	Ph. 1300 766 491

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

	help men stop using violent behaviour; will also provide consultation for workers	
	The Deli Women's and Children's Centre Works with women, children and families affected by domestic violence. Can provide counselling, court support, advocacy and education and information of other relevant resources.	Mon-Fri 9:30am- 3pm Ph. (02) 9667 5665
	Jewishcare Support and counselling services	Ph.1300 133660
	St Vincent's General Counselling Service	Ph. (02) 8382 1450
	St George and Sutherland Domestic Violence Service Counselling service to women impacted by domestic violence	For information: Ph. 90878300 For referrals: Ph. 9113 2495 Monday – Friday 8:30am – 5pm
	Advance Diversity Services (formerly St George Migrant Resource Centre) Provide a range of community, aged care, family, disability and settlement services	Ph. 9597 5455
	Immigrant Women's Speak Out Association Information, support and counselling to CALD women experiencing domestic violence	Ph. 9635 8022
	QLife (formerly Gay & Lesbian Counselling Service) Confidential telephone counselling, information and referral services and support groups for gay men, lesbians, bisexual and transgender persons	Ph. 1800 184 527 3pm-12am
	Crossroads Community Care Centre Inc. Miranda Provides families and individuals with support including accommodation, crisis support and counselling	Ph. (02) 9525 3790
	Caringbah Women's Health Information Centre	Ph. (02) 9525 2058
Legal Advice, Information and Services	Seniors Rights Service An advocacy service for older people including residents of commonwealth funded aged care facilities, retirement villages and people receiving community packages of care in their home. Provide	Ph. 1800 424 079 9281 3600 http://seniorsrightsservice.org.au/

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

	education and guidance to help people understand and exercise their rights	
	Kingsford Legal Centre A community legal centre providing legal advice and case work to people who live, work or study in the Randwick and Botany local government areas	Ph. 9385 9566
	Legal Aid NSW Provides free legal advice to the public on all matters. Have a specialised Older Persons' Legal and Education Program which works to promote and protect the legal rights of older people	Ph. 1300 888 529 www.legalaid.nsw.gov.au
	Community Legal Centre NSW Community Legal Centres (CLCs) are independent community organisations providing equitable and accessible legal services, particularly for disadvantaged and marginalised people and communities	http://www.clcnsw.org.au/
	NSW Civil and Administrative Tribunal – Guardianship Division (NCAT) Tribunal that can appoint guardians and financial managers for people who do not have capacity to make decisions for themselves	Mon-Fri 9am-4.30pm Ph. 1300 006 228 http://www.ncat.nsw.gov.au/
	NSW Trustee and Guardian An independent and impartial Executor, Administrator, Attorney and Trustee for the people of NSW. Provides direct financial management services and authorisations, and direction to private financial managers	Mon-Fri 9am-5pm Ph. 1300 364 103 http://www.tag.nsw.gov.au/
	NSW Office of the Public Guardian (OPG) The Public Guardian is a public official appointed by NCAT or Supreme Court of NSW to make healthcare, lifestyle and medical decisions for a person who lacks decision-making ability. They are available to provide advice to hospital staff when considering making and application to NCAT for guardianship	Ph: 1300 109 290
	Women's Legal Service NSW Provides free confidential legal information and referrals for women in NSW with a focus on family law, domestic	Ph. (02) 8745 6900

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

	violence, sexual assault and discrimination	
	Immigration Advice and Rights Centre For immigration and visa issues community legal centre providing free legal advice and assistance to people from culturally and linguistically diverse backgrounds throughout New South Wales	Ph. (02) 8234 0700
	Wirringa Baiya Aboriginal Women's Legal Centre Provides Aboriginal women with appropriate legal representation, advocacy, advice and referral	Ph. 1800 686 587 (02) 9569 3847
Complaints	Health Care Complaints Commissioner Acts to protect health and safety by resolving, investigating and prosecuting complaints about health care	Ph. 1800 043 159 Mon-Fri 9am-5pm www.hccc.nsw.gov.au
	Office of the Legal Services Commissioner Receives complaints about solicitors and barristers practising in NSW, and mediates disputes between clients and their solicitor/barrister – can relate to complaints involving costs and bills	Ph. 1800 242 958
	Aged Care Quality and Safety Commission A free service for anyone to raise their concerns about the quality of care and services being delivered to people receiving aged care services funded by the Commonwealth Government	Phone 1800 951 882 https://www.agedcarequality.gov.au/making-complaint
Emergency Accommodation/ Housing	Link2Home Homelessness information and referral telephone service. For information, assessment, and referral to homelessness services and support in NSW	Ph.: 1800 152 152 9am-10pm: provide information & assessment to determine help needed, referrals to support and accommodation services. 10pm-9am: Provide information & assessment only.
Indigenous Services	Indigenous Women's Legal Program Free confidential legal information, advice and referrals for Aboriginal and Torres Strait Islander women in NSW with a	Ph. 1800 639 784 Mon, Tue, Thurs 10.30am-12.30pm

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

	focus on domestic violence, sexual assault, parenting issues, family law, discrimination and victim's support.	
	Aboriginal Contact Line (via Victims Services NSW) Provide support and information on referrals for victims of crime.	Ph. 1800 019 123 Mon-Fri 8am-6pm
NSW Police	Anyone in immediate danger should call 000. For non-emergency crimes Ph.131 444 or call your local police station directly. Alternatively contact the Domestic Violence Liaison Officer or the Aged Crime Prevention Officer.	Emergency Dial '000' Non-Emergency Ph. 131 444 Aged Crime Prevention Officer Central Metro Region Ph: 93626324
Financial Support	Human Services: Centrelink Information and forms needed to apply for financial assistance including aged pension, carer's allowances and carer's payments.	https://www.humanservices.gov.au/customer/defaults/centrelink
Other relevant helplines	Carer Gateway Carer Gateway is a national online and phone service that provides practical information and resources to support carers and can assist to organise emergency respite.	Ph. 1800 422 737
	Carers NSW For carer information, support and counselling	Ph. 92804744 Mon- Fri 9am-5pm https://www.carersnsw.org.au/
	National Dementia Helpline Provide information and support to people with dementia, their carers', families and friends, as well as people concerned about memory loss	Ph. 1800 100 500 Mon-Fri 9am – 5pm
	Older Persons Advocacy Network (OPAN) A national network comprised of none state and territory organisations who provide free services to older people and their representative to address issues related to Commonwealth funded aged care services.	Ph: 1800 700 600 www.opan.org.au
	Health direct – after hours GP Helpline Free access to a GP at night, on weekends and public holidays	Ph. 1800 022 222

SESLHD PROCEDURE

Recognising and responding to abuse and violence of older people

SESLHDPR/598

	<p>NSW Rape Crisis Centre incorporating the National Sexual Assault, Domestic Violence and Family Violence Counselling Link Counselling service and provide information about sexual assault services</p>	<p>Ph. 1800 737 732 24 hours a day, 7 days a week</p>
	<p>Men's Line Australia Men's Line Australia is the national telephone and online support, information and referral service for men with family and relationship concerns</p>	<p>Ph. 1300 789 978</p>
	<p>Life Line Crisis support and suicide prevention service</p>	<p>Ph. 13 11 14 24 hours a day, 7 days a week</p>
	<p>Department of Veteran Affairs Offer services to Veteran card holders; such as in-home support with activities of daily living and community nursing.</p>	<p>Ph. 133 254</p>
	<p>Housing NSW</p>	<p>Ph. 9314 4056</p>
	<p>Mental Health Line Initial intake and referral line for all NSW mental health services. Referrals can be made via the individual, carers, GP's and other professionals. The line is staffed by mental health professions that will assess urgency of the call and can refer onto specialist older persons mental health teams.</p>	<p>Ph. 1800 011 511 24 hours a day, 7 days a week</p>
	<p>RSPCA Community Aged Care Program 65 years of age or older with temporary foster accommodation and/or emergency boarding of the pet should the owner require medical treatment, respite or other assistance.</p>	<p>Ph.: (02) 9782 4408 https://www.rspcansw.org.au/what-we-do/working-in-communities/community-aged-care-program/</p>