



A COTA Victoria Program

Seniors Rights Victoria

April Services Data

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April Services Data: Highlights

- 284 contacts made to the helpline
- 58% of contacts were related to elder abuse
- 6% of Helpline contacts became advice clients
- 7 cases were opened
- 9 cases were closed

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Seniors Rights Victoria is funded through the Victorian Government, Victoria Legal Aid and the Commonwealth of Australia Attorney-General's Department. It is a program of the Council of the Ageing Victoria (COTA Vic) and governed by its board.



A COTA Victoria Program

Seniors Rights Victoria

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Email: info@seniorsrights.org.au

Helpline Data

The following provides an overview of the total Helpline contacts for the period 1 April -30 April 2022

April 2022	April 2021	April 2020	2022 Av. Monthly contacts (to date)	2021 Av. Monthly contacts	2020 Av. Monthly contacts
284	314	225	317	280	285

Total number of contacts related to elder abuse – ALL contact types

April 2022	2021 Yearly av.
58%	59%

Total number of contacts related to elder abuse – Older person contacts only

April 2022	2021 Yearly av.
38%	40%

More than half the contacts in April were related to an elder abuse concern. There was a slight decrease in contacts in comparison with the previous month and April 2021, however the number of contacts is slightly higher than the 2021 monthly average.

Advice Data

The following provides an overview of the advice services provided for the period 1 April -30 April 2022

Total number of advice clients in April

April 2022	April 2021	April 2020
22	27	22

% Of Helpline contacts that became advice clients

2022 (to date)	2021	2020
7%	9%	11%

There were 22 advice clients for the month of April, this is similar to the number of advice clients in April 2020. The average monthly advice clients for the year to date are 22, this is 4 less than the total monthly average for 2021 (26) and 9 less than the monthly average for all of 2020 (31).

Case Data

Total number of cases opened in April

April 2022	April 2021	April 2020
7	9	10

Total number of cases opened (monthly average)

2022 (to date)	2021	2020
9	10	13

Total number of cases closed (monthly average)

2022 (to date)	2021	2020
9	9	10

The monthly average for case closures for 2022 is 9 this is the same for cases opened. There were 7 cases opened in April and 4 cases closed in the month of April. All four clients are living on the pension, two clients are living with a disability and one client was homeless at the time of assistance.

Case Study

Total days case has been opened	208
Advocacy outcomes	Perpetrator moved out, ACAS referral and assessment, MAC – in home services commenced
Reason for closure	Advice completed

This was opened as an advocacy only case. The client wanted assistance from SRV regarding long standing domestic violence perpetrated by her husband. There was no specific legal casework required beyond the initial advice provided. However, this client needed a friendly ear to listen, as well as high level trauma informed coaching and counselling to support them through the significant life events they were dealing with. The advocacy team also assisted in making sure the client had appropriate in-home services and assessments in place once it was determined that the perpetrator wouldn't be returning home.

Education and engagement sessions

Activity	Status
John Pierce Centre for Deaf Community Planning	Ongoing
Elearning Australia: Online Module Designer	Ongoing
Australian Multicultural Community Services (AMCS): FSV Working Together Grant Collaboration	Ongoing
Wyndham Libraries After Dark Program: Planning a head	Complete