



A COTA Victoria Program

Annual Data Report

1 July 2021 – 30 June 2022

Prepared by:

Euphemia Gannon
Seniors Rights Victoria

Annual Data Report

For enquiries about this report, please contact:

Euphemia Gannon

Data and Administration, Seniors Rights Victoria

Email: data@seniorsrights.org.au

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

Level 2, Suite 2.5, St Kilda Rd,
Melbourne 3004

Helpline: 1300 368 821

Email: info@seniorsrights.org.au

Casework services snapshot – FY 21/22

	Services: Actuals	Client: Actuals		Services: Actuals	Client: Actuals
July 2021-June 2022			July 2020-June 2021		
Helpline Contacts					
	3,502			3,635	
Advices					
	535 Advices	320 Clients		619 Advices	367 Clients
	267 legal advices			328 Legal advices	
	268 Non-legal advices			291 Non-legal advices	
Case					
	169 Case Services opened	116 Clients		226 Case Services opened	131 Clients
	80 Legal Cases Services opened			120 Legal Case Services	
	89 non-legal services opened			106 non-legal services	

Helpline Data

The following provides an overview of the Helpline contact data from the last financial year (1st of July 2021 – 30th of June 2022). It should be noted that this data also includes enquiries received via email to info@seniorsrights.org.au or casework@seniorsrights.org.au not just calls to the Helpline.



Total contacts to Helpline	
21/22	3,502
20/21	3,635
19/20	3,374

Table 1 Number of contacts to the Helpline

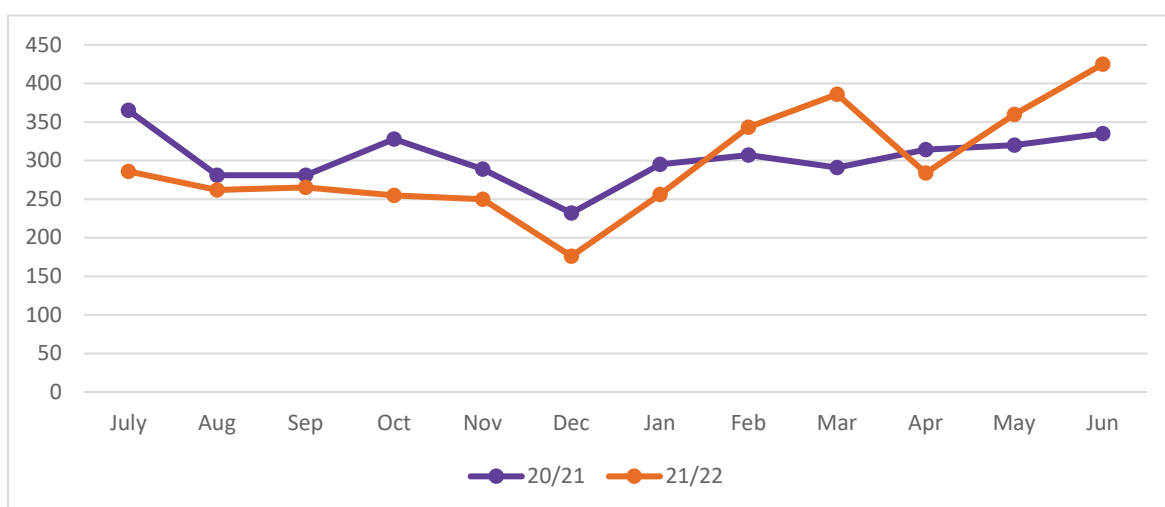


Figure 1 Total number of contacts received over financial year

Who is contacting SRV Helpline?

Contact Type

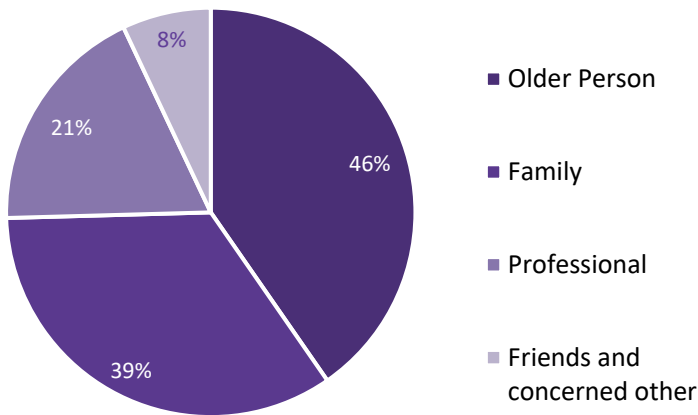


Figure 2 Contact Type %

How did they hear about us?

No.	How did they hear about us	No. of Calls	%
1	External agency	905	26%
2	SRV website	581	17%
3	Previous contact	481	14%
4	Other internet	403	12%
5	Word of mouth	382	11%
6	Other printed materials	306	9%
7	Victorian Government printed materials	216	6%
8	SRV printed materials	105	3%
9	Other (enter into Referral From participant type above)	43	1%
10	Television	36	1%
12	Print media	18	1%
13	SRV community education	18	1%
14	Respect Victoria campaign	14	0%
15	Service policy and procedures	10	0%
16	WEAAD activity	10	0%
17	Radio	4	0%

Table 2 How did they hear about us?

What is the issue?

Types of abuse reported

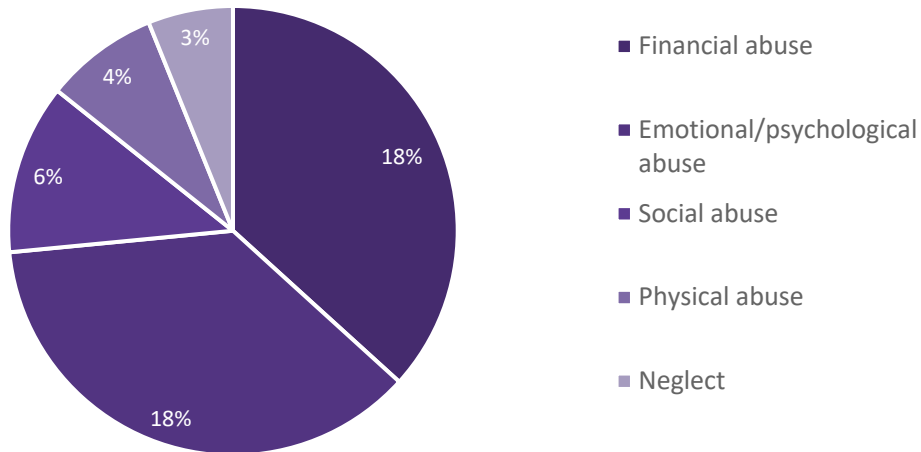


Figure 3 Type of abuse reported

Main issues reported to Helpline – ALL contact types

No.	Issues	No. of Calls	%
1	Emotional / Psychological Abuse	952	18%
2	Financial Abuse	980	18%
3	Family Care Agreements	422	8%
4	Family Financial Agreements	371	7%
5	Social abuse	315	6%
6	Power of attorney	280	5%
7	Seniors cards	220	4%
8	Physical abuse	210	4%
9	Aged care homes	209	4%

Table 3 Main issues identified at Helpline

Referral From

No.	Referral From	No. of calls	%
1	Aged Care Provider	323	20%
2	Community Centre	159	10%
3	Community Health	91	6%
4	Community Helpline	81	5%
5	Community Legal Centre	64	4%
6	Hospital Social Work Department	53	3%
7	Police	51	3%
8	Private Lawyer	48	3%
9	Aged Care Supports	45	3%
10	Elder Rights Advocacy	44	3%

Table 4 Referral From

Referral To

No.	Referral To	No. of Calls
1	SRV Helpline	415
2	Office of the Public Advocate	276
3	SRV Services	270
4	VCAT	168
5	Private Lawyer	164
6	Seniors Card	155
7	Community Legal Centre	141
8	Elder Rights Advocacy	108
9	Police	103
10	Better Place	88

Table 5 Referral to

Advice data

Total advice clients	
21/22	316

Table 6 Number of advice clients for the period

Where are SRV Clients from?

Local Government Area	Number of clients
UNKNOWN	30
BALLARAT CITY	6
BANYULE CITY	6
BASS COAST SHIRE	4
BAW BAW SHIRE	2
BAYSIDE CITY	5
BENALLA RURAL CITY	3
BOROONDARA CITY	4
BRIMBANK CITY	8
BULOKE SHIRE	2
CAMPASPE SHIRE	3
CARDINIA SHIRE	5
CASEY CITY	8
CENTRAL GOLDFIELDS SHIRE	2
DAREBIN CITY	15
DUBBO REGIONAL COUNCIL	1
EAST GIPPSLAND SHIRE	4
FRANKSTON CITY	4
GANNAWARRA SHIRE	1
GLEN EIRA CITY	6
GLENELG SHIRE	3
GOLD COAST CITY	1
GOLDEN PLAINS SHIRE	1
GREATER BENDIGO CITY	6
GREATER DANDENONG CITY	5
GREATER GEELONG CITY	17
GREATER SHEPPARTON CITY	3
HEPBURN SHIRE	1
HOBSONS BAY CITY	1
HUME CITY	6
KINGSTON CITY	13
KNOX CITY	7
LATROBE CITY	1
LODDON SHIRE	2
MACEDON RANGES SHIRE	1
MANNINGHAM CITY	1
MARIBYRNONG CITY	4
MAROONDAH CITY	4
MELTON CITY	12

MITCHELL SHIRE	3
MOIRA SHIRE	4
MONASH CITY	7
MOONEE VALLEY CITY	4
MOORABOOL SHIRE	3
MORELAND CITY	15
MORNINGTON PENINSULA SHIRE	10
MOYNE SHIRE	5
MURRINDINDI SHIRE	2
NILLUMBIK SHIRE	4
PORT PHILLIP CITY	1
PYRENEES SHIRE	2
SHIRE OF PINGELLY	1
SOUTH GIPPSLAND SHIRE	1
STONNINGTON CITY	2
SURF COAST SHIRE	3
WELLINGTON SHIRE	1
WHITEHORSE CITY	5
WHITTLESEA CITY	13
WODONGA CITY	1
WYNDHAM CITY	9
YARRA CITY	2
YARRA RANGES SHIRE	10

Table 7 Where are clients from

Case data

- 102 cases closed during this period
- 116 cases opened

COVID statistics

Helpline:

- 110 Helpline calls reported the situation being affected by COVID-19.
- 99 calls reported issues relating to COVID-19 affecting the older person directly.
- 22 reported issues relating to COVID-19 affecting the perpetrator directly.