

CONCERNED ABOUT AN OLDER PERSON?

A GUIDE TO UNDERSTANDING
ELDER ABUSE FOR FRIENDS, FAMILY
AND CONCERNED OTHERS



EVERYONE HAS THE RIGHT TO BE SAFE AND AGE WITH DIGNITY.

First published in 2019 by Seniors Rights
Victoria, COTA Victoria Inc.

03 9655 2129

info@seniorsrights.org.au

www.seniorsrights.org.au

© Seniors Rights Victoria/COTA Victoria
Inc. 2019

This guide can be accessed in electronic
form (as PDF) at www.seniorsrights.org.au

Project Lead: Gary Ferguson, Education
Co-ordinator, Seniors Rights Victoria

Researched by Women's Health
Goulburn North East, written by
Word Portraits

Edited by Melanie Joosten

Reviewed by Rebecca Edwards,
Principal Lawyer, Seniors Rights Victoria

Design by The Luminus Collective

Printed by Doran Printing

ACKNOWLEDGEMENTS

We would like to thank the
contributions of:

Project Advisory Group: Gerard
Mansour (Chair), Maureen Smith,
Anne Muldowney, Graeme Westaway,
Dimitri Bouras, Julian Alban, Fran Jacka,
Belinda Nixon, Antoinette Libertone
(DHHS).

Mark Tregonning and Kerry Wise,
Victorian Legal Aid.

The focus group participants.



CONTENTS

INTRODUCTION	2
WHAT IS ELDER ABUSE?	4
SIGNS THAT SOMETHING ISN'T RIGHT	6
WHAT CAN YOU DO?	9
DOS AND DON'TS	10
STEPS TO INCREASE SAFETY	14
THINGS TO CONSIDER: SOME COMMON QUESTIONS	16
What if someone is in immediate danger?	16
What about decision-making or dementia?	17
What if the older person doesn't want to involve services or police?	18
What if I can't talk to the person alone?	19
THINGS TO CONSIDER: CULTURE AND COMMUNITIES	20
Aboriginal and Torres Strait Islander communities	20
Culturally and linguistically diverse communities	21
LGBTIQA+ communities	22
Rural communities	23
PRACTICAL TIPS TO INCREASE SAFETY	24
Making a safety plan	27
LOOKING AFTER YOURSELF	29
SERVICES THAT CAN HELP	30
LEGAL AND FINANCIAL GUIDANCE	32


INTRODUCTION

It is upsetting to see someone you care about being taken advantage of or mistreated. Sometimes it is hard to work out exactly what is happening, but you might feel something isn't quite right.

This booklet will help you understand abuse and what it looks like in families or relationships. When someone in a position of trust causes harm to an older person it is considered elder abuse. This harm can be through neglect or physical, emotional, sexual, social or financial abuse.

The support of friends, family or a concerned community member can be really important for someone living with abuse. Inside this booklet are practical steps you can take to involve an older person in decisions that increase their safety.

SENIORS RIGHTS VICTORIA WORKS WITH
ALL VICTORIANS AGED 60 AND OVER,
AND ABORIGINAL AND TORRES STRAIT
ISLANDER VICTORIANS AGED 45 AND OVER.



Elder abuse starts with disrespect, but abuse can happen in any kind of family or relationship. Even when the abuser doesn't mean to hurt the older person, it doesn't mean that what they are doing is okay.

There are some simple things you can do and say that make a difference.

LISTENING TO THE OLDER PERSON, BELIEVING THEM AND RESPECTING THEIR RIGHT TO BE INVOLVED IN DECISIONS ARE IMPORTANT STEPS YOU CAN TAKE TO INCREASE SAFETY.

There are lots of services available to help. Contact one of the services at the back of this booklet for more information or help with reporting your concerns.

Everyone has the right to live in safety.



TO UNDERSTAND THE DIFFERENT TYPES OF ELDER ABUSE GO TO PAGE SIX.

WHAT IS ELDER ABUSE?

ELDER ABUSE IS ANYTHING THAT CAUSES HARM TO AN OLDER PERSON AND IS CARRIED OUT BY SOMEONE THEY KNOW AND TRUST. IT IS OFTEN HIDDEN.

Many things can influence whether a person talks about the abuse. Some of these might be:

- fear for safety
- dependence on the abuser
- worry about what might happen
- worry that they won't be believed.

THINGS YOU NEED TO KNOW

An older person is most likely to be abused by an adult child, but the abuser could also be a partner, friend, carer or other relative.

Elder abuse isn't always physical. Bullying, not providing care and preventing contact with family and friends are also types of abuse. Wrongly using money or making decisions about selling the house or belongings without the involvement of the older person are other types of abuse.

Some actions like theft, fraud and assault are crimes.

WHEN DOES ELDER ABUSE HAPPEN?

Abuse can happen in any family or relationship.

Older people are most vulnerable when they are isolated, dependent, and have health issues. Women are more likely to experience abuse, and a history of family violence makes abuse more likely.

Gender, sexuality, pre-existing disability, cultural identity and language skills can all shape experiences of abuse.

As people age, their needs change. People who provide care may not be able to cope with this change or might feel resentful. Sometimes the abuser has been abused themselves. Mental illness and drug use sometimes play a role.

Sometimes the abuser is dependent on the older person for accommodation or financial support. Sometimes the older person and the abuser may depend on each other.

Help is available. The services listed at the back of this booklet can give you information about steps to take and advice about involving police and legal services.

EVERYONE DESERVES TO BE
TREATED WITH RESPECT.

SIGNS THAT SOMETHING ISN'T RIGHT

EMOTIONAL OR PSYCHOLOGICAL ABUSE

Emotional abuse includes verbal abuse; pressuring; bullying; and threats to harm the person, other people or pets.

Look out for:

fear, depression, confusion, loneliness and feelings of helplessness.



NEGLECT

Neglect is when someone's everyday needs are not provided for. It includes restricting food, medical care, warmth or dental care. Family friends or a carer might receive the Carer Allowance but not actually provide care.

Look out for:

hunger or thirst; pressure sores; having lost a lot of weight; the wrong clothing for the weather conditions; or an environment that is dangerous or dirty.



FINANCIAL ABUSE

Financial abuse includes using someone's property, finance or other assets illegally or wrongly. Abusers may borrow money and not repay it; use the older person's accounts, credit cards, online banking or digital passwords without permission; apply pressure to hand over personal property like jewellery; or misuse an Enduring Power of Attorney.

Look out for:

unpaid bills or unusual activity in bank accounts or on credit cards; changes to a Will, title or other documents; missing possessions; or the inability to find the money for basics such as food, clothing, transport costs and bills.

PHYSICAL ABUSE

Physical abuse includes hitting or shoving the older person, or restraining them by locking them in a room, building or yard. Wrongly using alcohol, medications, household chemicals or poisons on the person is also physical abuse.



Look out for:

fear or anxiety; pain; bruises, bite marks, cuts or burns; unexplained accidents or injuries such as broken bones or sprains; over- or under-use of sedation; and conflicting or unrealistic stories about injuries.

SIGNS THAT SOMETHING ISN'T RIGHT

SOCIAL ABUSE

Social abuse isolates a person from family, friends, social groups and services. The abuser may withhold mail; not allow phone calls or listen in on calls; or prevent the older person's involvement in religious or cultural practices.

Look out for:

sadness at loss of contact with others; withdrawal or abnormal fatigue; and loss of self-esteem.



SEXUAL ABUSE

Sexual abuse is unwanted sexual contact, language or behaviour, and includes rape; rough or inappropriate touching or washing of an older person's genital areas; and watching sexually explicit material or making sexually explicit phone calls around the older person without their consent.

Look out for:

unexplained sexually transmitted disease; recent bladder or bowel incontinence; pain or internal injuries; bruises or bite marks; bleeding around genitals, chest, rectum or mouth; torn or bloody underclothing or bedding; and anxiety when contact is suggested with the abuser.

WHAT CAN YOU DO?

THE RIGHT SUPPORT MAKES ALL THE DIFFERENCE

Support from friends, community or family members is an important part of increasing safety for someone living with abuse.

If you are concerned for the older person, but aren't sure exactly what is going on, services like Seniors Rights Victoria can provide information and advice. Involving the right services early can help identify when an older person is at risk.

Getting informed about the services that are available can be a great help to an older person, but you don't need to take over or make all the decisions.

Your role may include things like:

- Connecting them with the services and information they need to make decisions.
- Taking them to extra appointments or organising someone safe who can.
- Making a safety plan (see page 27).
- Sharing with mutual friends and family members the need to respect the older person's involvement in decision-making.

IF SOMEONE IS IN IMMEDIATE DANGER,
CALL THE POLICE ON 000.

DOS AND DON'TS

Don't be afraid to ask questions when you first suspect something. The earlier you respond to the abuse, the better.

LISTEN

Listening to the person's story is really important. Freely talking about the situation can help make sense of what is happening. Judgement or criticism may stop them sharing important information.

IF YOU'RE FINDING IT HARD TO GET STARTED,
TRY ASKING:

IS ANYONE TREATING YOU BADLY?

DO YOU FEEL SAFE?

DO YOU FEEL RESPECTED?

IS THERE ANYTHING I CAN DO?

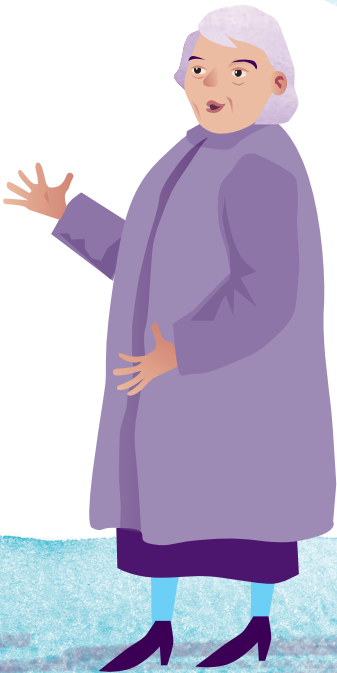


I'VE NOTICED YOU...

...HAVE LOST WEIGHT...
...SEEM ANXIOUS...
...HAVEN'T BEEN PAYING BILLS...

I'M WORRIED ABOUT YOU.
IS SOMETHING GOING ON?

ARE YOU GETTING ENOUGH
HELP AT HOME WITH THE
THINGS YOU NEED?



DOS AND DON'TS

BELIEVE

Take the abuse seriously. It can be hard for people to share what is happening. An older person is more likely to downplay the abuse, rather than make it up or exaggerate..

SAY:

THAT SOUNDS LIKE ABUSE TO ME.

FROM WHAT YOU HAVE SAID, IT SEEMS YOUR CHOICES ARE NOT BEING RESPECTED.

NO ONE HAS THE RIGHT TO MISTREAT YOU.

SUPPORT

Supporting the older person to stay connected and increase safety is the best thing you can do.

ASK:

HOW CAN I SUPPORT YOU?

WHAT WILL MAKE YOU FEEL SAFER?

WOULD YOU LIKE TO SPEAK WITH A SERVICE THAT CAN HELP?

BE AWARE

The older person may be more at risk once the abuser knows they have spoken out. Seniors Rights Victoria can provide advice about safety plans, involving police and intervention orders.

Remember, it can be difficult for anyone to take action, particularly if the person responsible for the abuse is a family member. There are many reasons the older person may not want to take action against an abusive person, and they may be worried about the consequences. They may also feel ashamed of the situation or responsible for the person's behaviour.

DO

- ✓ Listen without judgement
- ✓ Take the abuse seriously
- ✓ Support them in making decisions
- ✓ Get informed
- ✓ Involve a professional if the older person agrees

DON'T

- ✗ Feel scared to say something when you suspect things aren't right
- ✗ Make them feel bad if they aren't ready for change
- ✗ Make decisions without involving them
- ✗ Minimise or excuse abusive behaviour

STEPS TO INCREASE SAFETY

1

LISTEN

• Ask questions



STEPS
TO
TAKE

2

BELIEVE

• Keep checking in





3

SUPPORT

- Get informed
- Increase safety
- Involve safe friends & family
- Involve professionals
- Make a safety plan (See page 27)

IF SOMEONE IS IN IMMEDIATE DANGER CALL POLICE ON 000

The older person may be more at risk once the abuser knows they have spoken out

Call Seniors Rights Victoria on 1300 368 821 to find out how you can offer support, involve police or legal services.

THINGS TO CONSIDER: SOME COMMON QUESTIONS

WHAT IF SOMEONE IS IN IMMEDIATE DANGER?

Call the police on 000 if someone is in danger.

Police can also conduct regular welfare checks and offer specialised advice through Victoria Police family violence advisors (FVA), family violence liaison officers (FVLOs), and family violence management officers (FVMOs).

Call the police station in the suburb or town where the older person lives.

WHAT ABOUT DECISION-MAKING OR DEMENTIA?

Sometimes abusers claim that an older person 'has dementia' or has 'lost decision-making capacity' as an excuse to hide abuse.

Dementia is a disorder that affects the brain. It can affect the way someone thinks, behaves, or does everyday tasks.

Even when someone has dementia, or struggles with daily tasks, they still have the right to be involved in decision-making about their life.

If the older person agrees, Seniors Rights Victoria can test any claims about an older person's ability to make decisions by talking to the person themselves.



THINGS TO CONSIDER: SOME COMMON QUESTIONS

WHAT IF THE OLDER PERSON DOESN'T WANT TO INVOLVE SERVICES OR POLICE?

Sometimes the older person doesn't want to take action against the abuser. It's important to respect their choices. There are still ways you can help them increase their safety.

- Keep checking in. Knowing someone is there can give the older person the support they need to increase safety.
- Build a trusting relationship.
- Don't take over. You might not understand all the information.
- Make a safety plan with the older person and check they feel confident using it.

Remember: Competent older people have the right to make their own decisions, and to be supported to do so.

WHAT IF I CANT TALK TO THE PERSON ALONE?

Sometimes there are factors that affect your ability to offer support. You may not be able to be with the older person regularly or see them in person. You might be living in a different area, or you might not get along with a close member of their family.

While police can do a welfare check to see what the person's living conditions are and to make sure they are okay, there might be other people who can check on the older person's welfare if you share your concerns with them. Organisations that provide services to the older person, such as local councils or community aged care services will be able to check in with the older person, while someone from the older person's community circle (such as a faith leader or neighbour) might also be able to play this role.

If you are concerned that an older person is being neglected or their care needs are not being met, contact the Aged Care Assessment Service (ACAS) in the older person's local area.

The services listed at the back of this booklet provide information and support to help with options and actions to increase safety.

THINGS TO CONSIDER CULTURE AND COMMUNITIES

All people deserve to age with dignity. Some people in our community face specific risks as they age that impact on elder abuse.

Australia is made up of many different communities. These communities have not always been treated equally, making discrimination an everyday issue for some people. The following sections describe particular discrimination and kinds of abuse experienced by some community members. In addition to the Seniors Rights Victoria, the organisations listed below provide information on elder abuse to their respective communities.

ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES

Respect for culture, family and traditions are important in aging with dignity for Aboriginal and Torres Strait Islander people. Australia has a history of discrimination against Aboriginal people. The impact of colonisation and racism means that some Aboriginal and Torres Strait Islander people prefer to speak to services that represent their community. Aboriginal and Torres Strait Islander people over 45 can access elder abuse services.

DJIRRA ABORIGINAL FAMILY VIOLENCE LEGAL SERVICE

Djirra supports Aboriginal women to stay safe by offering legal assistance and personalised emotional and cultural support. They also offer counselling and safety-planning to clients dealing with family violence.

Phone: 1800 105 303
Monday to Friday 9am–5pm
www.djirra.org.au

VICTORIAN ABORIGINAL LEGAL SERVICE (VALS)

VALS helps Aboriginal and Torres Strait Islander people know their rights, and provides access to appropriate advice, assistance and representation.

Phone: 1800 064 865
24 hr service
www.vals.org.au

CULTURALLY AND LINGUISTICALLY DIVERSE COMMUNITIES (CALD)

CALD communities in Australia often keep their language and culture strong across the generations. This cultural difference can be met with discrimination and racism from established communities. When older people from CALD communities are experiencing abuse, language and cultural barriers can make services inaccessible and talking about abuse more difficult. In addition, when dementia is an issue, language loss can be a problem: people can lose the language they speak with family, friends and service providers.

ETHNIC COMMUNITIES COUNCIL OF VICTORIA (ECCV)

The Elder Abuse Project at ECCV can provide contact information for ethnic or multicultural services in your area.

Phone: 03 9354 9555
Monday to Friday,
10am–5pm
www.eccv.org.au

TRANSLATING AND INTERPRETER SERVICE (TIS) NATIONAL

To access an interpreter immediately, call TIS. Tell the operator the language you wish to speak, and the name and phone number of the service you wish to contact.

Phone: 13 1450,
FREE 24 hr service/7 days
www.tisnational.gov.au

THINGS TO CONSIDER: CULTURE AND COMMUNITIES

LGBTIQA+ COMMUNITIES

LGBTIQA+ communities have always been a strong and vibrant part of Australian culture. Unfortunately, while community attitudes and laws have changed, some forms of discrimination against a person because of their sexuality or gender identity, still happen in Australia. Older people from LGBTIQA+ communities may have experienced a lifetime of discrimination from wider society and from their family of origin. As a result, many older people have had bad experiences accessing services or talking about abuse. They may hide this part of their identity or remain silent about how they are being treated. Older LGBTIQA+ people may prefer to speak with services that represent their community when seeking advice and information.

W|RESPECT

w|respect is a new family violence service to support LGBTIQA+ communities and their families affected by family violence.

Phone: 1800 LGBTIQ,
Monday to Friday, 9am–5pm.
Wednesday, 5pm–11pm.
Saturday and Sunday,
10am–10pm
www.withrespect.org.au

THORNE HARBOUR

Thorne Harbour provides counselling services to LGBTIQA+ communities and Family Violence Flexible Support Packages for those who are considering leaving or have recently left a violent family member.

Phone: 1800 134 840,
Monday to Friday, 9am–5pm.
www.thorneharbour.org

RURAL COMMUNITIES

Rural communities living in the bush are resilient and close knit, often supporting older people to age in place through community connections. Services in rural areas may not be available or may be difficult to access because of distance or location. A lack of public transport means those who cannot drive may be less mobile, increasing isolation. These communities are also more likely to experience the social and financial impacts of drought and natural disasters.

There are currently no services that specialise in rural issues, but the following service can help those experiencing elder abuse in rural communities:

SENIORS RIGHTS VICTORIA HELPLINE

Seniors Rights Victoria provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.

Phone: 1300 368 821,
Monday to Friday, 10am–5pm
www.seniorsrights.org.au

PRACTICAL TIPS TO INCREASE SAFETY

EVERYONE HAS THE RIGHT TO BE SAFE AND LIVE WITH DIGNITY.

There are a number of things you can do to increase safety and support decision-making. Always be guided by what the older person wants. While removing the person who is causing the abuse may solve the immediate issue, it may have other consequences which need to be considered.

Sit down and talk with the older person about what you can do together to increase safety. You may be able to assist the older person to enact the following suggestions:

- Call one of the services in the back of this booklet for advice, information and support
- See if trusted friends and family members can play a role
- Ask neighbours and support workers to be alert
- Make a safety plan with a support service like Senior Rights Victoria
- Get a personal safety alarm

PERSONAL ALARM



FRIENDS AND NEIGHBOURS



GO TO A SAFE PLACE



- Make a code-word to signal neighbours or friends that they need to call 000
- Get a mobile phone (consider a user-friendly, easy-read model)
- Make a safe place to go
- Consider talking to the police
- Review who has access to your bank accounts and whether you are comfortable with this
- Review or set up Powers of Attorney
- Don't keep cash in the house, or get it locked up along with other valuables
- Talk about planning for the future and making decisions. If you are living with dementia, consider how this might effect your decision-making in the future and how to ensure your choices continue to be respected.

TALK TO POLICE



SECURE ALL CASH



GET A MOBILE PHONE



PRACTICAL TIPS TO INCREASE SAFETY

WHAT IS A SAFETY PLAN?

A safety plan is a practical guide the older person can use to increase safety.

A safety plan should be made by the older person, with you offering assistance. Use the plan attached to help decide on options and actions to increase safety. Remember the plan is for the older person, not for you.

A safety plan might cover personal safety (asking neighbours to be alert, changing locks, getting a mobile phone) or financial safety (changing who has access to finances, or setting up direct debits so bills are automatically deducted).

A safety plan might also cover planning for an emergency, safe places to go, who they can stay with, and who can lend them money or support. It also covers what happens to pets or important items like documents, medication and valuable belongings.

Remind the older person to keep the plan in a safe place and refer to it often to keep it up to date.

MAKING A SAFETY PLAN

Keep this page in a safe place. Check it from time to time to remind yourself what's in it, keep it up to date and provide a copy to someone you trust.

My name:

Date plan made/checked:

My escape route out of the house is:

My code to signal others that I need help is:

The people who will respond if I use the code are:

The places I can go in an emergency are:

My safety plan for my pets is:

My emergency bag is located at:

WHAT TO TAKE IN THE EVENT OF AN EMERGENCY:

- Address Book (important numbers up to date)
- ATM/Credit Cards
- Bank Book/s
- Cheque Book/s
- Birth certificate
- Car keys
- Driver licence
- Eyeglasses
- Emergency bag (pre-packed)
- Hearing aids
- Medicare card
- Concession cards
- Medications
- House/garage keys
- House title/lease
- Insurance papers
- Jewelry
- Aids (eg. wheelchair, walking stick, frame, shower chair)
- Money
- Mobile phone
- Passport
- Pension card
- Photographs
- Power of Attorney documents
- Taxi card
- Will
- Immigration papers
- _____
- _____
- _____

I will place/have placed (circled) items I may need with a trusted person:
 (Name of person:) _____

My EMERGENCY NUMBERS

Police/Fire/Ambulance	000	Taxi	
Case Manager		Hospital	
GP /doctor		Chemist	
Specialist doctor		FRIENDS & FAMILY:	
Home care service			
Home nursing service			
Personal alarm provider			

LOOKING AFTER YOURSELF

Abuse can be very confronting. It is important to remember that caring for someone who is experiencing abuse can impact on you emotionally and physically. It is easy to forget about your own needs.

Try to set up a routine so you are in the best space to offer your support.

DO:

- Get enough sleep
- Ask another family member or friend to help out
- Catch up with friends and family – maintain your own social connections
- Take care of your health
- Get some support. Services like 1800RESPECT and Carers Victoria are there for family and friends supporting someone affected by violence

CARERS VICTORIA

Carers Victoria represents and provides support to carers in Victoria.

Phone: 1800 242 636,
Monday to Friday,
8.30am–5pm

www.carersvictoria.org.au

1800RESPECT

1800RESPECT is the national sexual assault, domestic and family violence counselling service. It provides help and support options for friends and family of people experiencing abuse.

Phone: 1800 737 732,
24 hr service
1800respect.org.au

SERVICES THAT CAN HELP

SENIORS RIGHTS VICTORIA

Seniors Rights Victoria provides information, support, advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.

Phone: 1300 368 821,
Monday to Friday, 10am–5pm
www.seniorsrights.org.au

POLICE

Police should be involved if there is an immediate risk of physical harm or serious damage to property. This includes the risk of harm to family members and workers, as well as the older person. Visit your local police station or look up the website for general information.

Phone: 000,
24 hr service
Phone 131 444 for
non-urgent crime
www.police.vic.gov.au

1800RESPECT

1800RESPECT is the national sexual assault, domestic and family violence counselling service. It provides help and support options for people experiencing sexual, domestic and family violence, and their friends and family.

Phone: 1800 737 732,
24 hr service
www.1800respect.org.au

SAFE STEPS

safe steps Family Violence Response Centre provides free professional support services for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

Phone: 1800 015 188,
24 hr service
www.safesteps.org.au

COTA WISE

The **COTA Wise information line** offers free, independent, confidential information on a wide range of issues of interest to older Victorians.

Phone: 1300 135 090,
Monday to Friday, 9.30am–1pm
www.cotavic.org.au/information

BETTER PLACE AUSTRALIA

Better Place Australia aims to enhance family relationships and prevent, manage and resolve family conflict. Their services include family mediation, conciliation, arbitration, counselling, family therapy, elder abuse prevention and relationship education.

Phone: 1800 639 523,
Monday to Friday, 9am–5pm
www.betterplaceaustralia.com.au

MYAGEDCARE

The Australian Government's **My Aged Care** phone line and website helps you to access services and find information in one spot for yourself or a family member, friend or someone you're caring for.

Phone: 1800 200 422,
Monday to Friday, 8am–8pm.
Saturday, 10am–2pm
www.myagedcare.gov.au

DEMENTIA AUSTRALIA (VICTORIA)

Dementia Australia provides support services, education and information for people living with all types of dementia, their families and carers.

Phone: 1800 100 500,
Monday to Friday, 9am–5pm
www.dementia.org.au

LEGAL AND FINANCIAL GUIDANCE

NATIONAL DEBT HELPLINE

National Debt Helpline financial counsellors are non-judgmental, qualified professionals who provide information, support and advocacy to people in financial difficulty. Their services are free, independent and confidential.

Phone: 1800 007 007,
Monday to Friday, 9.30am–4.30pm
www.ndh.org.au

JUSTICE CONNECT

Justice Connect provides online self-help tools and resources. Pro bono legal advice can be provided specifically to the older person experiencing elder abuse, or with a legal issue associated with ageing. Please contact us through our website www.justiceconnect.org.au/help

LAW INSTITUTE OF VICTORIA

Private lawyers across Victoria can provide you with legal advice and representation for a fee.

Phone: 03 9607 9311,
Monday to Friday, 9am–5pm
www.liv.asn.au/findyourlawyer

FEDERATION OF COMMUNITY LEGAL CENTRES

Community legal centres are independent centres that provide free legal services to the public. (Eligibility criteria apply.)

Phone: 03 9652 1500,
Monday to Friday, 9am–5pm
www.fclc.org.au

OFFICE OF THE PUBLIC ADVOCATE

OPA can assist with information about enduring powers of attorney, enduring guardianship and administration.

Phone: 1300 309 337,
Monday to Friday, 9am–4.45pm
www.publicadvocate.vic.gov.au

VICTORIAN LEGAL AID

A government-funded agency set up to ensure that people who cannot afford to pay for a private lawyer can get help with their legal problems.

(Eligibility criteria apply.)

Phone: 1300 792 387,
Monday to Friday, 8am–6pm
www.legallaid.vic.gov.au

CONCERNED FOR SAFETY? CALL POLICE.

Call Seniors Rights Victoria to find out about how you can offer support.
Contact our free, confidential Helpline:
1300 368 821.



It isn't always easy to know when elder abuse is happening to someone you care about, but you may feel something isn't right. Inside this booklet is information on elder abuse, and practical steps you can take to help an older person increase their safety.

Helpline: 1300 368 821
Admin: (03) 9655 2129
Email: info@seniorsrights.org.au
www.seniorsrights.org.au

