

## How you can make the best use of the NSW Elder Abuse Helpline

- Provide the helpline staff with as much relevant information about the suspected abuse situation as possible
- Be honest in the details you provide
- Tell us what you would like to see happen in the situation so that we can provide you (the caller) with the most effective advice

## What the NSW Elder Abuse Helpline CAN do for you

Our services are FREE and include:

- A statewide helpline
- Training and information for service providers and community groups
- Referrals to other NSW agencies that may be able to offer specific assistance catering for the particular needs of the caller

## What the NSW Elder Abuse Helpline CANNOT do for you

- Offer case management or investigate specific instances of abuse
- Provide direct legal advice to callers relating to specific individual circumstances
- Meet with callers face-to-face
- Calls regarding abuse of permanent residents in Residential Aged Care should be directed to the Aged Care Complaints Scheme 1800 550 552

## Please help us to improve this service

In order to ensure that the NSW Elder Abuse Helpline is meeting the needs of its callers, we need your feedback. All feedback, including compliments, complaints or suggestions for improvement can be made via phone, post, email or online.

# 1800 628 221

The Manager  
NSW Elder Abuse Helpline  
PO Box 78, Gladesville  
NSW 1675  
email [eahru@chcs.com.au](mailto:eahru@chcs.com.au)  
[elderabusehelpline.com.au](http://elderabusehelpline.com.au)



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The NSW Elder Abuse Helpline complies with the Privacy and Personal Information Protection Act 1998

## The many faces of **elder abuse**

**Elder abuse is any act which causes harm or distress to an older person.**

## Did you know...

Research suggests that as many as 50,000 older people in NSW may have experienced some form of abuse

It is estimated that only one in five cases of elder abuse is reported

The majority of alleged abusers are trusted family members, neighbours, friends or paid carers

Don't be silent about  
**elder abuse!**

## What is **elder abuse?**

### Psychological abuse

- Someone threatening to hurt you or damage your belongings
- Being intimidated, humiliated or harassed
- Being threatened with eviction or removal to a nursing home
- Being stopped from seeing your family or friends
- Being denied the right to make your own decisions

### Financial abuse

- Your pension skimmed or money taken from your bank account
- Your belongings sold without permission
- Your money or property taken improperly through the misuse of an Enduring Power of Attorney
- Being forced to change your Will
- Being denied access to, or control of your own funds

### Neglect

- Not allowed to access the services you need
- Not having your physical, medical or emotional needs met

### Physical abuse

- Slapping, hitting, pushing or restraining

### Sexual abuse

- Someone making unwanted sexual approaches or behaving indecently towards you

Is this happening to you or someone you know?  
**We can help!**

Call the NSW Elder Abuse Helpline on

**1800 628 221**

Anyone can make the call

The Elder Abuse Helpline provides **information, support and referrals** relating to the abuse of older people in NSW.

However, in an emergency situation involving risk of harm, contact emergency services on **000**.

**Our service is confidential** and callers remain anonymous.

**The NSW Elder Abuse Helpline puts the safety of the older person first.**

**If you require an interpreter**, first call 131 450 (Translating and Interpreting Service) and tell the operator your preferred language.

[elderabusehelpline.com.au](http://elderabusehelpline.com.au)