

CaLD STATUS OF OLDER PERSON (% OF CALLS)



## Reaching Cultural Communities

EAHRU hosted two strategic planning days, focused on awareness and education activities for Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse communities. Both days enabled the groups to identify and plan activities for the next 18 months.

### ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES

A consultation and strategic planning day was held with representatives from Aged and Community Services NSW, NSW Police, Wesley Mission, the NSW Gathering, Link-Up, the Multicultural Network and the First People's Disability Network Australia.

The day resulted in:

- Identifying issues and challenges around reaching Aboriginal and Torres Strait Islander communities
- Developing strategies for reaching different groups, including children and young people, older people, Elders and their families as well as perpetrators; and
- Ensuring appropriate messaging, including images, products and materials

With the guidance of the working party, EAHRU has since proudly volunteered at and sponsored the Elders' tent at the 2017 Koori Knockout and the highly competitive 2017 Eora Elders' Olympics.

Another outcome following the strategic planning day is the development of two animated videos: one for children to illustrate respectful, intergenerational relationships and the other aimed at adults to 'call out' abuse of older Indigenous people. Both will be released in 2018.

### CULTURALLY AND LINGUISTICALLY DIVERSE (CaLD) COMMUNITIES

EAHRU also held a consultation and strategic planning day with a variety of subject matter experts from Multicultural Health, Northern Settlement Services, Multicultural NSW, the Multicultural Network, the Community Migrant Resource Centre, CORE Community Services, ECCNSW, Social Futures, Blacktown Council and NSW Police.

The day provided an opportunity for:

- Identifying how abuse might manifest differently in specific CaLD communities
- Discussing ways in which newly settled refugees can be targeted and supported; and
- Identifying strategies for reaching CaLD communities, including the effective use of education materials

Since the strategic planning day, a targeted CaLD community presentation has been developed in collaboration with the working party and it is in the process of being translated into approximately 20 languages. The presentation will be delivered through the EAHRU bilingual educator program.

## Education, Prevention & Awareness

### TRAINING & EDUCATION SESSIONS

EAHRU continued to experience great demand for training and education programs over the past 12 months.

EAHRU and its Collaboratives have delivered over 24 education sessions during the last year, reaching well over 1,000 individuals.

In that time EAHRU has also conducted 21 face-to-face sessions to over 880 aged care professionals across NSW.

EAHRU continues to provide an e-learning module, developed in partnership with TAFE NSW, which covers best practice in identifying and responding to elder abuse.

### TRAIN-THE-TRAINER

Seven train-the-trainer sessions were conducted in the past financial year, and were attended by more than 150 participants.

In response to participant feedback we will also be offering train-the-trainer Extension Sessions from 2018 to further upskill participants to effectively deliver the program to multiple audiences.

### TRAINING & EDUCATION



### RESOURCES

To support their efforts to build capacity across NSW, EAHRU has developed a range of support and prevention resources:

- **The NSW Elder Abuse Toolkit: the 5-step approach** which can be adapted to the particular needs of the community. The tool has been distributed approximately 5,000 times to date
- **A community presentation** which enables participants of the EAHRU train-the-trainer program to deliver information sessions to groups in the community
- **A professional presentation** to deliver training sessions for local service providers
- **A multilingual pocket guide** with easy-to-understand information about what abuse can look like and how to get help and support. Approximately 20,000 pocket guides have been distributed to date

As well as our tools, presentations, pocket guide and ever-popular magnets, we have also distributed large numbers of hardcopy and electronic resources, most of which are available to download from our website. Those have included brochures in English and other languages, awareness posters, the Elder Abuse Suspicion Index postcards and fact sheets.

### KEY EVENTS

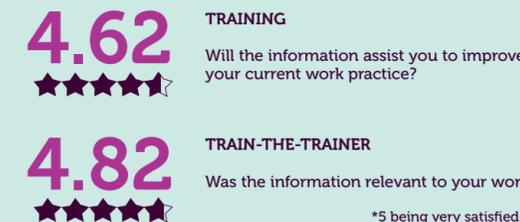
EAHRU participates in numerous community events, expos and conferences each year.

In the past 12 months we exhibited at the Seniors' Week Festival, spoke at the Domestic Violence and Older People Forum, participated at the 2017 Neighbour Day launch, and attended the Dementia Australia Memory Walk and countless other community events and forums across NSW.

EAHRU was also part of the World Elder Abuse Awareness Day (WEAAD) working group who facilitated the 'Forget Me Not' community event in Bankstown, which was attended by well over 200 people. In the lead-up to WEAAD, EAHRU was invited by the Minister for Ageing, Tanya Davies, to present to State MPs at Parliament House.

### FEEDBACK ON TRAINING SESSIONS

Average response out of 5\*



## NSW Elder Abuse Helpline & Resource Unit

### Annual Highlights Report 2016/17

2130 Total calls

### HELPLINE CALLS

1860 Regarding suspected abuse  
270 Information requests



### SOCIAL MEDIA

#### FACEBOOK

170 Posts

65493 Reach

1566 Interactions (2.4%)

90 Page Likes

#### TWITTER

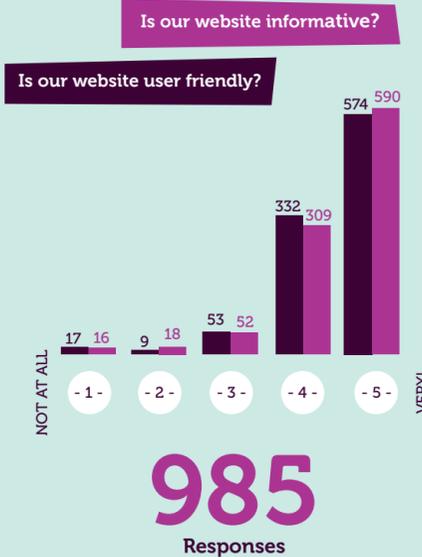
161 Tweets

42379 Reach

479 Interactions (1.1%)

213 Followers

### WEBSITE SURVEY DATA



## Welcome to the NSW Elder Abuse Helpline & Resource Unit's Annual Highlights Report.

### About the Helpline

The NSW Elder Abuse Helpline & Resource Unit (EAHRU) was established as part of the NSW Ageing Strategy to help intervene in and prevent incidences of elder abuse.

Since its inception in March 2013, EAHRU has responded to over 6,200 calls relating to alleged elder abuse, with over 1,800 calls received during the past financial year.

Our experienced consultants take time to understand callers' concerns and needs, and the wishes of the older person. We provide free, targeted information and support, assist in developing intervention plans and make referrals. The resource unit also designs and facilitates educational programs and workshops throughout NSW to promote best-practice approaches for addressing and preventing elder abuse in the community.

It has been an exciting year for EAHRU, with many partnerships deepened and some new ones developed. We are proud of our working relationships with NSW Police, Relationships Australia, NSW Seniors Rights Service, Dementia Australia, Legal Aid, the NSW Ministry of Health, City of Sydney and Justice Connect as well as the many other organisations and individuals we continue to work with.

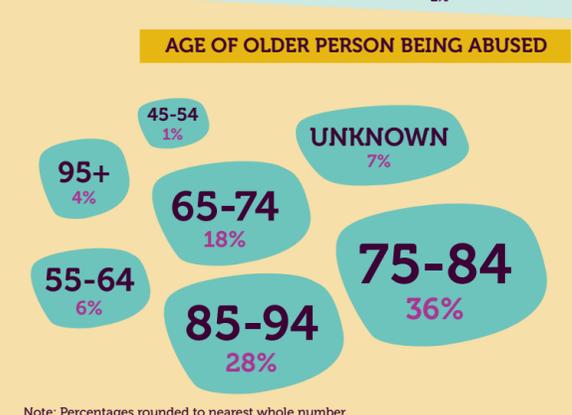
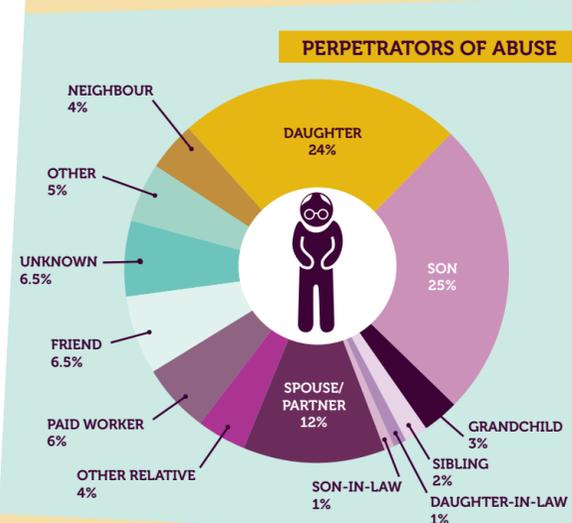
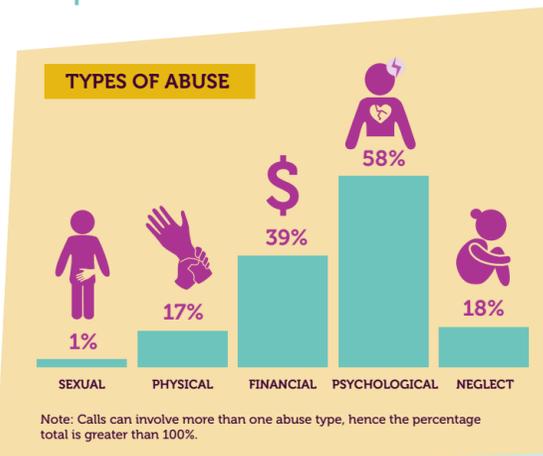
We have welcomed new Elder Abuse Collaboratives in Sydney's Inner West and the Hunter/New England area, bringing the total number to eleven across NSW. The model continues to prove to be highly effective at building capacity and awareness at the local level.

We are very proud to have hosted two strategic planning days with subject matter experts, who formed multi-disciplinary working parties to focus on issues of elder abuse particular to Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse (CaLD) communities.

Our training, education and awareness activities have been further expanded and tailored to meet the needs of our stakeholders.

The following pages provide key highlights of EAHRU's achievements and activities for 2016/17.

**Kerry Marshall**, Manager &  
**Christine Matthey**, Senior Consultant



## Elder Abuse Collaboratives – Achievements & Activities

EAHRU has set up a range of interagency partnerships, known as Elder Abuse Collaboratives, that drive responses at the local level.

Their purpose is to facilitate links, exchange information, education, awareness and social change throughout the state.

The Collaboratives continue to be an effective method for engaging agencies across various locations within NSW.

2016/17 has been a busy year for the Collaboratives, with new groups being established in Sydney's Inner West and the Hunter/New England region, bringing the total number to eleven.

Elder Abuse Collaboratives currently operate in the following regions:

- Inner West (Sydney)
- Blue Mountains
- Hunter/Central Coast
- Hunter/Central Coast (CaLD)
- Hunter/New England
- Illawarra/Shoalhaven
- Port Macquarie
- Lismore/Northern Rivers
- Sutherland Shire
- Coffs Harbour
- Wagga Wagga

#### TOTAL NUMBER OF CALLS

2130  
2016/2017

Collaboratives generally meet monthly and have a multi-disciplinary membership which includes representatives from community health, the police, community-based aged care services and training organisations.

While each Collaborative develops a localised approach, some of the common themes of their work include:

- Providing a link to the expertise and resources available through EAHRU
- Creating awareness of the abuse of older people who receive care and support in their own homes
- Mapping local sector skills, knowledge and practice and identifying gaps
- Building the capacity of aged care service providers to identify, respond to and prevent abuse
- Providing information through local inter-agencies
- Strengthening referral pathways
- Sharing good practice across and within networks
- Providing peer support to members dealing with abuse issues, and
- Promoting and improving access to quality training and resources



#### EVENTS

The Collaboratives held and participated in many events over the past 12 months with the aim to share information and raise awareness.

Professional forums were held in Newcastle and the Central Coast, featuring presentations from the police, legal services and members from both Collaboratives and EAHRU to promote greater understanding of the issues around elder abuse in the local area.

An interactive education seminar was held in the Sutherland Shire, bringing together 80 in-home and community-based aged care workers and health professionals.

The Blue Mountains Collaborative hosted an event to recognise the special role of carers and to promote early intervention and support in addressing elder abuse. They also published a local directory to support professionals to more effectively respond to and refer clients experiencing abuse.

A NSW Aged Care Sector Development Forum was held for aged care professionals in the Northern Rivers region, as well as numerous information sessions and presentations.

In Wagga Wagga, the Collaborative teamed up with local banks to raise awareness of financial abuse, which is one of the most commonly reported abuse types.

The Shoalhaven Collaborative organised training for hospital social workers and emergency department staff.

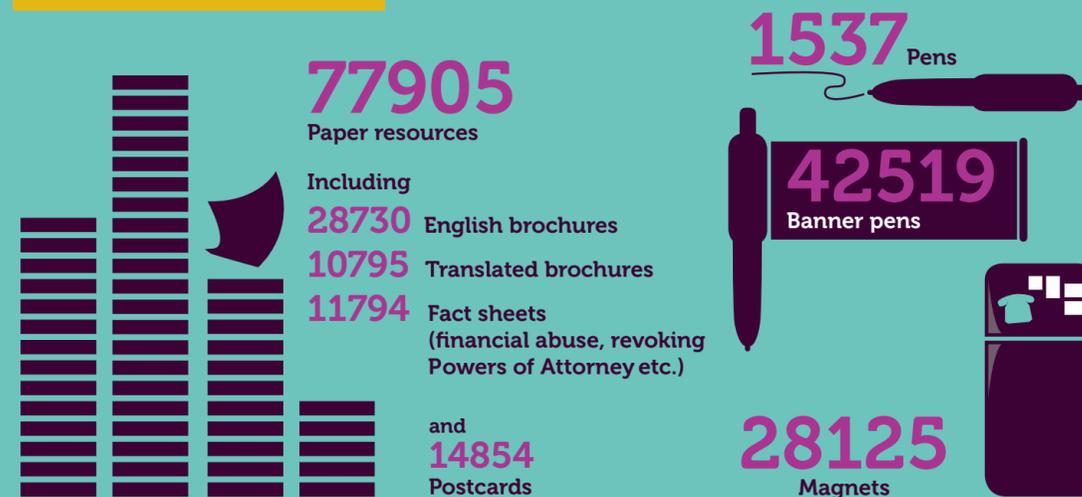
In the Upper Mid North Coast, EAHRU presented at the Coffs Harbour Community Aged Care Network Meeting to assist the Collaborative to build greater local capacity.

The Hunter/Central Coast CaLD network is getting ready to pilot the bilingual community education program and has already commenced training frontline workers in the region.

The newly formed Collaboratives in the Inner West and Hunter/New England were also busy increasing membership through professional presentations.

The Collaboratives also took part in many different events for World Elder Abuse Awareness Day on 15 June and shared information at local community events and forums.

#### EAHRU RESOURCE DISTRIBUTION



#### WEBSITE RESOURCE DOWNLOADS



Note: In addition to the downloads from the EAHRU site, electronic resources have also been emailed to the EAHRU professional network, to LGAs across the state, to all elder abuse collaboratives, community service groups, and to Helpline callers.