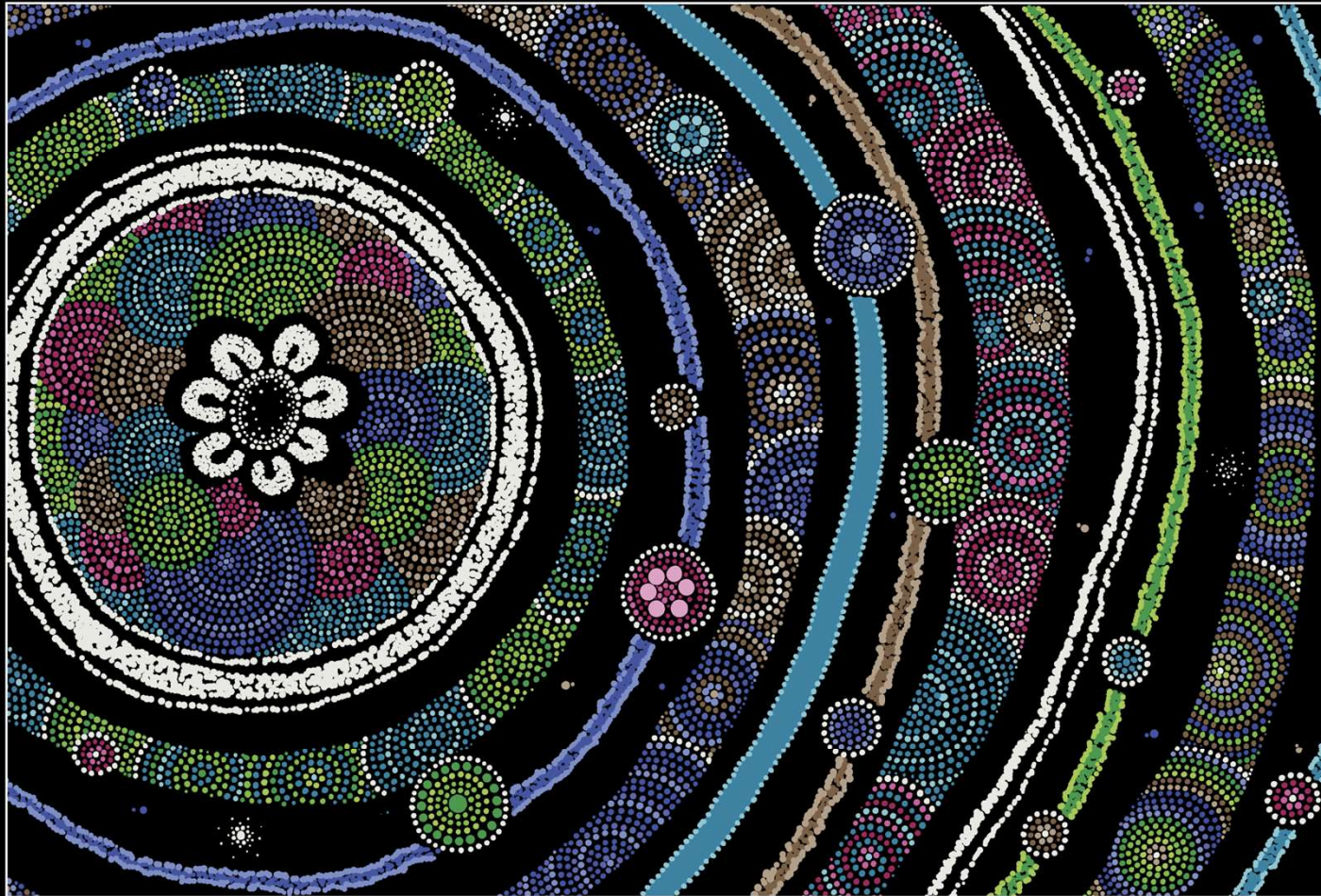


Regional Stakeholder Forum Caloundra



Public Trustee



Acknowledgement of Country

We would like to acknowledge the Traditional Owners of the land and seas on which we meet today. We also pay our respects to Elders past, present and future.

Trust

by Elizabeth Close,
Pitjantjatjara, Yankunytjatjara

'Trust' by Elizabeth Close represents individuals and families and the sharing or passing down of assets. It embraces the diversity of our Queensland communities.

**Educating and
empowering
Queenslanders**

.....

**Advance care
planning issues**

.....

**Elder abuse
awareness and
prevention**



Taking a place-based approach to elder abuse prevention

“There are many ways of working in a ‘**place-based**’ way. Generally speaking, place-based work involves a focus on local needs, local solutions, and the unique attributes of a place.

“Several areas of policy and practice have adopted a place-based focus, including efforts to build neighbourhood cohesion; to improve facilities, the built environment, and economic opportunities in a region; to tailor operational structures and services to centre on regional or local perspectives; and innovative service structures that integrate or collocate services in localised areas.” - QCOSS



Public Trustee Regional Stakeholder Forum

**Drawing from
community wisdom**

Bringing together local professionals and experts to discuss elder abuse issues, prevention, awareness and support, while sharing local knowledge and expertise.

**In 2021-22
55.8% of calls to
the Elder Abuse
Hotline were for
those
experiencing
financial abuse**

.....



Presenters

Uncle Wayne Fossey, Chair of the Elder and Valued Persons Advisory Committee at University of Southern Queensland

Ben O'Rourke, Senior Relationships Coordinator, Relationships Australia

Jody Currie, Public Trustee Regional Director of the Toowoomba area

Uncle Wayne Fossey

Chair of the Elder and Valued Persons Advisory Committee at University of Southern Queensland

Uncle Wayne Fossey was born in Gubbi Gubbi country located at Nambour. His father's tribe is Gurang, north Gladstone and his mother's tribe is Yugambeh, Gold Coast area. He is an Elder for Gold Coast and Hinterland areas, and also the University of Southern Queensland across Stanthorpe, Toowoomba, Ipswich and Springfield campuses, as well as chairing the University's Elders and Valued Persons Advisory Committee which oversees research into Aboriginal Community Development in Toowoomba. Uncle Wayne is also the Vice President of the Bunya Peoples Aboriginal Corporation.





Ben O'Rourke

Senior Relationships Coordinator

Ben O'Rourke has worked for more than 15 years in Community Services, with a focus on helping promote rights and wellbeing for vulnerable people.

In his role with Relationships Australia (Qld) as Senior Relationship Services Coordinator, Ben coordinates a suite of services and programs connecting people and helping them feel safe and valued. This includes:

- Elder Abuse Prevention and Support Service
- Senior Financial Protection Service
- Elder Mediation Support Service
- Senior Social Connection Program.

Ben is passionate about working with members of the community to raise awareness and working together to prevent, recognise and respond to elder abuse.

Senior Relationships Services



Acknowledge the Traditional custodians of this land

*I would like to acknowledge the Traditional custodians of the various places that we are meeting from today. For me, it's the Gubi Gubi People, and pay my respects to Elders both past and present".
I would also like to acknowledge those who continue to protect and promote Aboriginal and Torres Strait Islander cultures, leaving a lasting legacy for future Elders and Leaders."*



Our vision

- Building healthy relationships for stronger communities.

Our mission

- To promote relationships that are respectful, fair & safe, particularly where people & communities are at risk or vulnerable.

- Elder Abuse Prevention Support Services (EAPSS)
- Seniors Financial Protection Services (SFPS)
- Elder Mediation Support Services (EMSS)
- Seniors Social Connection Program (SSCP)



RAQ Senior Relationships Services

1300 063 232

Monday to Friday 8am to 8pm and Saturdays 9am to 5pm

<https://www.raq.org.au/services/senior-relationship-services>



[Relationships Australia Queensland \(raq.org.au\)](http://Relationships Australia Queensland (raq.org.au))

Services include:

- Face to face support with a dedicated Case Manager
- Development of Safety Plans
- Referral to dedicated Legal Practitioners to provide Legal Information and Advice
- Referral to counselling or mediation as required
- Referral to other relevant services that may assist you to achieve the agreed goals of an individualised Case Plan
- Community Education and Information regarding Elder Abuse Prevention strategies

Who is it for?

The Elder Abuse Prevention and Support Service is a Case Managed service for people 60+ (or 50+ for Aboriginal or Torres Strait Islander people) who are at risk or are experiencing Elder Abuse







What is elder abuse?

“ Any act that causes harm to an older person that is carried out in the context of a relationship of trust, such as a family member, friend or paid caregiver. ”

Who commits elder abuse?

Elder abuse often happens within a relationship that you value and want to preserve, such as family members or friends. The abuse may be intentional or unintentional — it can be a series of small acts over time that remain hidden. You may feel a sense of guilt or shame about your loved one's actions, or that seeking support will damage your relationship.


Types of elder abuse

 <p>Physical Causing physical pain or injury to an older person through actions like slapping or over/under medicating</p>	 <p>Financial Misuse or theft of an older person's money or assets such as misusing ATM cards or forced transferral of assets</p>	 <p>Social Preventing a person from having social contact with family and friends or accessing social activities.</p>
 <p>Psychological Causing emotional pain or distress to an older person through actions like frightening or humiliating them</p>	 <p>Neglect Withholding basic needs such as food, medication or clothing</p>	 <p>Sexual Any unwanted behaviour of a sexual nature</p>


What does the Elder Abuse Prevention and Support Service do?

Relationships Australia Queensland's Elder Abuse Prevention and Support Service (EAPSS) is a free case management service providing assistance to those at risk or experiencing elder abuse through individualised support and referral.

People 60+ (or 50+ for Aboriginal or Torres Strait Islander people) who are at risk or are experiencing elder abuse can access EAPSS.

 1300 063 232

 Mon-Fri: 8am-8pm
Sat: 9am-5pm

 raq.org.au

Relationships Australia
QUEENSLAND

Funded by



[Senior Financial Protection Service | Relationships Australia Queensland \(raq.org.au\)](#)

Free: Senior Financial Protection Service (SFPS) strives to help older Queenslanders in the community make informed financial decisions for later in life.

- The SFPS can help older people connect with relevant services that focus on improving their financial resilience.
- The SFPS also seeks to respond to the needs of older persons who may be at risk of financial abuse.
- The SFPS provides support through referrals to those already impacted by financial abuse, and in some instances, offers financial case management.



PROTECTING YOUR FINANCIAL WELLBEING IN LATER LIFE

- Talk to someone you trust
- Get the right documents ready
- Be careful with gifts
- Plan and live within your means
- Keep important assets safe

1300 063 232 raq.org.au Relationships Australia QUEENSLAND

[Senior Social Connection Program \(SSCP\) \(raq.org.au\)](http://raq.org.au)

Our free Senior Social Connection Program (SSCP) strives to help older Queenslanders to improve their community connections and reduce their social isolation. The program includes individual and group supports and interventions that focus on well-being, connectedness, active ageing and safety while addressing relationship, social, legal, financial, accommodation and other issues that may be impacting the older person. To support this, the program raises community awareness of social issues affecting older persons and provides opportunities for social and community engagement through outreach, workshops, seminars, groups, information and referrals.

The SSCP can help older people and their families connect with:

- 1.Relevant local agencies and community support groups and services
- 2.Information, advocacy, advice and referral
- 3.Educational and events and workshops
- 4.Peer support and social groups and events
- 5.Healthy lifestyle events and activities

*Senior Social
Connection Program*



**Are you an older person
looking to connect?**

The Senior Social Connection Program (SSCP) strives to help older Queenslanders improve their community connections and reduce their social isolation.

 1300 063 232

[Elder Mediation Support Service | Relationships Australia Queensland \(raq.org.au\)](http://www.raq.org.au)

ELDER MEDIATION SUPPORT SERVICE *Conflict Resolution for Older People*

FREE service for older people (65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander people), who may be experiencing abuse or be at risk of abuse, from someone they trust. We can also work with carers and families to negotiate difficulties. We can come to you or meet at a convenient location in the Moreton Bay Region. We provide:

- **Short Term Counselling**
- Referral
- Advocacy
- Family Meetings / Mediations
- Conflict Coaching

Sometimes we all need help
finding positive solutions



Are you an older adult experiencing family conflict? Or are you concerned about an older relative or friend? We can help.

The Elder Mediation Support Service works with individuals, families and carers to offer support, mediation and therapy to negotiate difficulties and find solutions.

Call 1300 364 277 or visit www.raq.org.au/services/elder-mediation-support-service

📞 1300 364 277

🌐 raq.org.au

Relationships Australia
QUEENSLAND



Australian Government

What is elder abuse?

Elder abuse is defined by the World Health Organisation as:

"A single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust that causes harm or distress to an older person."

Importantly, elder abuse occurs within the context of a relationship of trust. This might be an older person experiencing abuse perpetrated by a family member (such as an adult child), a friend or neighbour, or a paid caregiver.



[Elder Abuse is Everybody's Business | Australian Human Rights Commission](#)





**It is your right to live
free from elder abuse**

I am **treated** with **respect**
by family and friends

I **know** how my **money**
is being spent

I **choose** what happens
in my **home**

Decisions about my life
are in my **best interest**

My will reflects my
own **wishes**

I **know** where my
medication is

**If you answered 'no' to
any of these statements,
you may wish to talk to
someone you can trust.**

**1800 ELDERHelp
(1800 353 374)**



If you experience,
witness, or suspect
elder abuse, call the
free and confidential
National Elder Abuse
phone line for
information, support
and referrals.



**1800 ELDERHelp
(1800 353 374)**

In an emergency,
contact **000**

Elder abuse
is any act that causes
harm or distress to an
older person and is
often carried out by
someone they know and
trust, such as a family
member or friend.

A collaboration between the Australian,
state and territory governments

compass
GUIDING ACTION ON ELDER ABUSE

 Online Safety  Language Support

1800 ELDERHelp (1800 353 374)

[Understanding Elder Abuse](#)

[Preventing Elder Abuse](#)

[Responding to Elder Abuse](#)

[Support Directory](#)

[Resources](#)

 Search

 Quick Exit

Guiding action on elder abuse

Elder abuse is a confronting issue. It can be hard to know where to turn for help. If you or someone you know needs help tackling elder abuse, start here.



Contacting the Elder Abuse Prevention Unit

1300 651 192

Opening Hours

Monday to Friday, 9am – 5pm
(after hours message bank)

Interpreters

Telephone Interpreter Service is available for
non-English speaking callers

Interstate callers

Phone 07 3867 2525

(*normal charges will apply so please ask us to call you back)

Email: eapu@ucommunity.org.au

Website: www.eapu.com.au

Tell us what you think!

UnitingCare Queensland values all
compliments, complaints and feedback.

Compliments inform us of what we are doing well and will
be shared with our staff and relevant service teams.

You have a right to **have your complaints investigated
fairly**, in a timely way, and to be informed of the outcome of
your complaint.

**Your general feedback – positive or negative –
is welcome** as it helps to improve the quality of service
we provide.

**To provide a compliment, make a complaint or offer
feedback you can:**



Speak in person to a relevant staff member



Call us on: 1800 008 993 (toll free*) during
business hours 8:30am - 4:30pm to speak with
a relevant staff member.



Write to:
Incidents and Complaints Advisor
GPO Box 967, Brisbane Qld 4001



Email:
Feedback@ucommunity.org.au



Visit our website:
www.ucommunity.org.au/feedback

*Free call when dialled from a landline



Elder Abuse Prevention Unit



Promoting the right
of all older people to
live free from abuse

1300 651 192

[Understanding Elder Abuse | Relationships Australia QLD \(raq.org.au\)](#)

Helpful Resources and Further Information

- [What is financial abuse?](#)
- [Recognising the Signs](#)
- [Keeping an Updated Will](#)
- [Preventing Financial Abuse](#)
- [Shared Living](#)
- [Enduring Powers of Attorney](#)
- [Preparing a Budget](#)
- [Protecting Personal Details](#)
- [Tips for Securing Your Financial Future](#)
- [Useful Contacts for Seniors](#)
- [What Happens in Mediation and Family Meetings?](#)
- [Preparing for Mediation and Family Meetings](#)



FREE FINANCIAL HEALTH CHECK

Relationships Australia's Senior Financial Protection Service (SFPS) is offering FREE financial health checks for Queenslanders aged 60 and over (50+ for First Nations Peoples).

If you're worried about money, the SFPS can help you become more financially resilient and empower you to take charge of your own finances. They can connect you with relevant services to help with your specific situation.

They can also work with people who are at risk of or experiencing financial abuse and their families. For more information, call 1300 063 232 or [visit our website](#).



JUNE 15
WORLD ELDER ABUSE
AWARENESS DAY

RAQ Senior Relationships Services

1300 063 232

Monday to Friday 8am to 8pm and Saturdays 9am to 5pm

<https://www.raq.org.au/services/senior-relationship-services>



Jody Currie

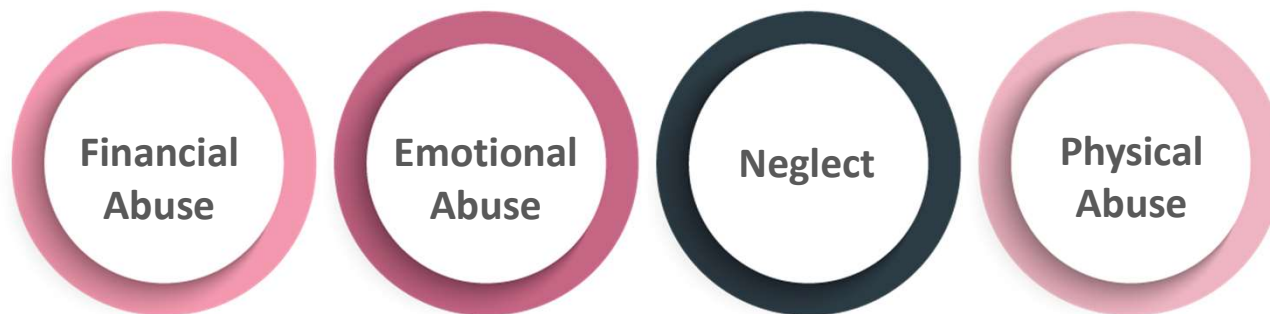
Public Trustee Director, Regional Services Central

Jody has worked with the Public Trustee for 21 years across various regional offices including Policy and Project work within Head Office.

She is passionate about supporting regional Queensland communities and bolstering local responses to community's needs. Jody's own lived experience of the impact of mental health and disability in her own family has inspired her continuing passion for greater inclusion of older people, people living with disability and those with an experience of ill mental health, along with supporting their families.



What is Elder Abuse?



What is Financial Abuse?

- Forcing an elderly person (including a parent) to sign over their property or assets
- Misusing or taking an elderly person's money or credit cards
- Using undue influence or deception to change the terms of an elderly person's Will or Enduring Power of Attorney (EPA)
- Forging an elderly person's signature

What are some behavioural signs?

- Any sudden or radical change in behaviour
- Fear of someone close to them
- Irritability, shaking, trembling or crying
- Depression or social withdrawal, talk of suicide
- Lack of interest in getting involved in their usual interests
- Changes to sleeping patterns or eating habits
- Presenting as helpless, hopeless or sad
- Contradictory statements not associated with mental confusion
- Reluctance to talk openly
- Deferral to another person to speak on their behalf
- Worry or anxiety for no obvious reason



**Local
Caloundra case
studies**

.....

Key tips to help prevent financial elder abuse

- Have a Will, an Enduring Power of Attorney (EPA) and an Advanced Health Directive
- Seek independent legal advice about Will and EPA
- Include detailed directions in EPA, such as the types of decisions to be made if capacity is lost e.g. preferred living arrangements
- Choose two people that can be trusted to act in the person's best interests
- Ensure any loans are legally binding



1800 ELDERHelp
(1800 353 374)

I am **treated** with **respect** by family and friends

I **know** how my **money** is being spent

I **choose** what happens in my **home**

Decisions about my life are in my **best interest**

My will reflects **my own wishes**

I **know** where my **medication** is

If you answered **'no'** to any of these statements, you may wish to **talk to someone you can trust.**

If you experience, witness, or suspect elder abuse, call the

free and confidential

National Elder Abuse phone line for information, support and referrals.

In an emergency, contact **000.**



A collaboration between the Australian, state and territory governments

Championing rights

- Adequate standard of living, including food and clothing
- Highest possible standard of physical and mental health
- Right to be safe and free from violence
- Be free from cruel, inhuman, or degrading treatment
- Privacy
- Family life

Visit Human Rights Commission:

www.humanrights.gov.au

Rights in all decision making

Children or next of kin may think they are entitled to a person's assets before they have died.

This is known as "Early Inheritance Syndrome", coined by Dr Sarah Russell:

Perception that, ***"It's going to be my money someday anyway."***

Perception that, ***"I deserve this as I do so much care work."***

Perception that, ***"They would want me to treat myself."***

This way of thinking can lead to actions of elder abuse, such as using money without permission, coercing Will changes, failure to repay loans, or trying to become a financial Power of Attorney so that decisions are taken away from the older person.

Support network

For those that require support:



Elder Abuse Helpline

1300 651 192



Lifeline Saving Lives

13 11 14

Public Trustee locations

Brisbane: 410 Ann St, Brisbane
– 1300 360 044

Brendale: 170 South Pine Road, Brendale
– 07 3094 4000

Bundaberg: 189 Bourbong Street, Bundaberg
– 07 4326 3400

Cairns: 27 Sheridan Street, Cairns
– 07 4040 7300

Gladstone: Centrelink and Medicare, 164 Goondoon Street,
Gladstone
– 07 4899 1600

Ipswich: 99 Brisbane Street, Ipswich
– 07 3432 6611

Mackay: 18 Brisbane Street, Mackay
– 07 4969 460

Maryborough: 277 Alice Street, Maryborough
– 07 4122 9300

Mount Isa: 30-32 West Street, Mount Isa
– 07 4749 9800

Redcliffe: 165 Sutton Street, Redcliffe
– 07 3817 9100

Rockhampton: 67 East Street, Rockhampton
– 07 4999 3600


Southport: 66 Nerang St, Southport
– 07 5588 5333

Sunshine Coast: Suite 1 – 3/ 20 Innovation Parkway, Birtinya
– 07 5293 3800

Toowoomba: 447 Ruthven Street, Toowoomba
– 07 4631 8155

Townsville: 370 Flinders Street, Townsville
– 07 4430 4200

Expert question and answer session



**How can we
eradicate
elder abuse?**

Thank you



1300 360 044
www.pt.qld.gov.au