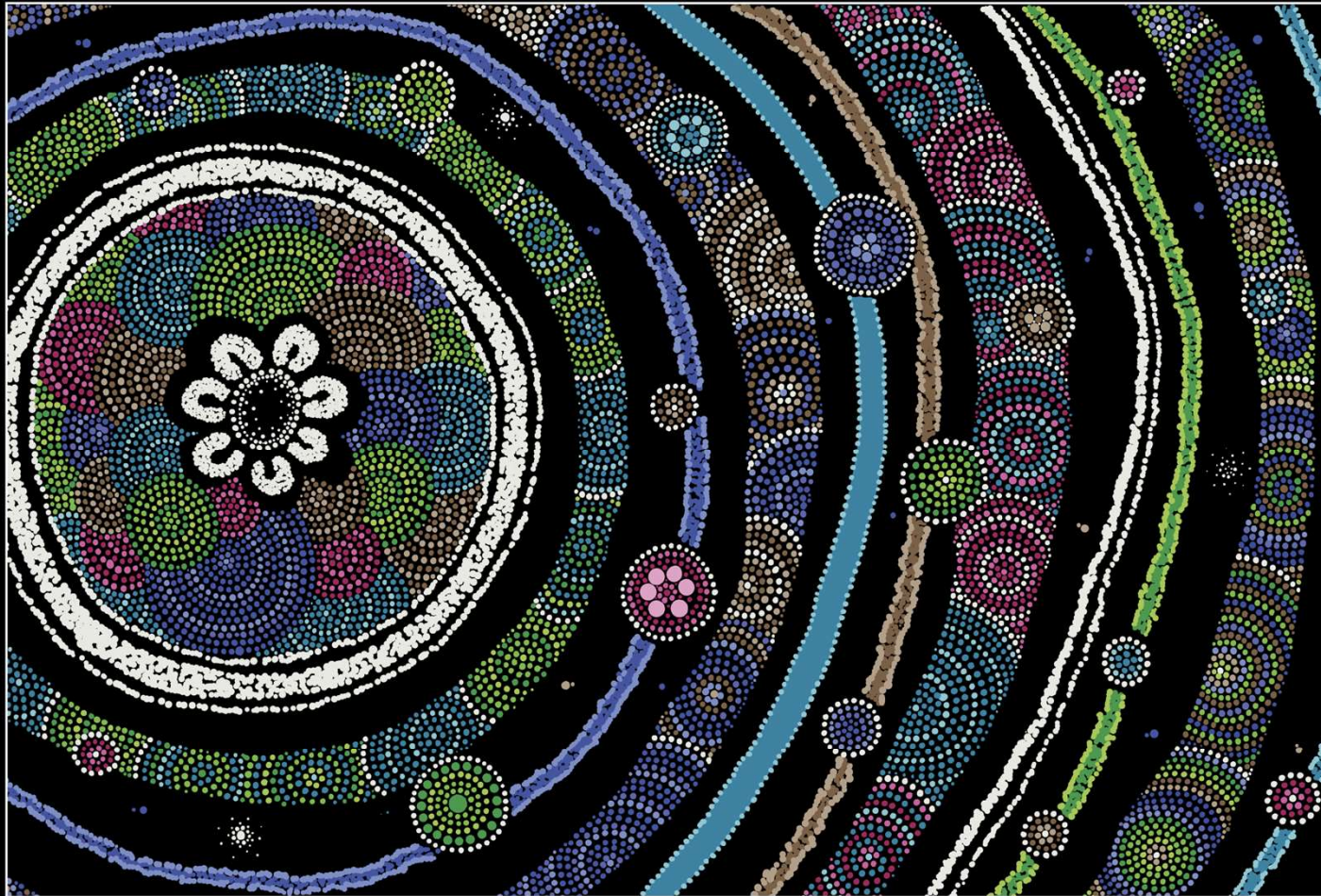


Regional Stakeholder Forum Cairns



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 life
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 colocate 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 2020-21
76.9% of calls to
the Elder Abuse
Hotline were for
those
experiencing
financial abuse**

.....



Presenters

Tracey Ashton, Social Worker, Cairns Community Legal Centre.

Sorelle Doherty, Team Leader, Far North Queensland Aged Care Assessment Team and Memory Service, Cairns and Hinterland Hospital and Health Service.

Leeann Jude, Public Trustee Regional Director of the Cairns area.



Tracey Ashton

Social Worker

Tracey originally studied Business, worked in marketing and communications in Government, and for McDonald's. She realised that the community work with McDonald's gave her more meaning to life and moved to the dark side of studying Psychology.

With a Human Services degree in tow, Tracey worked as an in-home assessor for the Regional Assessment Service covering the area between Babinda and Cardwell. In this role, Tracey worked with hundreds of people who were really struggling with the aged care, health and Centrelink systems.

Tracey then completed a Master of Social Work and is now making her mark as a Social Worker with the Cairns Community Legal Centre providing social work support services to older Australians throughout the Far North Queensland region, from Cardwell to the Torres Strait.

Cairns Community Legal Centre

Elder Abuse Hypothetical Case Study

Regional Stakeholder Forum
Tracey Ashton, Social Worker


1 June 2022

1800 062 608 | 4031 7688






About the Cairns Community Legal Centre Inc

- Not-for-profit community organisation
 - Funded by state and federal governments
 - Provides free legal services
 - For people in the community experiencing disadvantage
- 



Who can use our services ?

The Centre assists people who:

- Are experiencing disadvantage
 - Have a legal problem we can help with
 - Live in the geographical area covered by the Centre
- 

Geographic Coverage


- Cairns and surrounds, with telephone enquiries taken from throughout Queensland
- Outreach at Innisfail, Mareeba and Atherton
- Outreach at the Mental Health Unit at Cairns Hospital






What does the Centre do ?

Provides legal services across a range of areas of law:

- credit, debt, insurance matters and other consumer complaints
 - mental health law
 - discrimination and human rights work
 - family law
 - domestic and family violence
 - child protection
 - elder abuse and exploitation
 - criminal law and traffic matters; and
 - much more
- 




What we don't do:

- Draft or witness Wills, Power of Attorney or Advanced Health Directive documents
 - Native title matters
 - Immigration
 - Personal injury
 - Commercial / corporate matters
 - Represent clients at court (generally)
- 




Hypothetical Case Study

- Jim – 89 year old pensioner, lives with son (Tony)
 - Jim – has a fall, vascular dementia (early stages)
 - Tony – not close with Jim, EPOA
 - Hospital admission, EPOA contacted, support
 - Centrelink, bank, My Aged Care
- 




Hypothetical Case Study

- Abuse - financial (using funds of the principal inappropriately)
 - Abuse – social (cancelling services, aged care home)
 - Abuse – psychological (“Jim can’t pay his bills”, “you need to go into a nursing home”)
- 



Hypothetical Case Study

Intervention

- Asks someone for help
 - Initial appointment (social work) for context, support, clarify
 - Gather information, capacity?
 - Advice – Queensland Civil and Administrative Tribunal
 - Guardianship and administration application
- 




Hypothetical Case Study

Intervention

- Recovery of funds
- Domestic and Family Violence Order

Recovery

- Create support network
 - Support for client
- 

Thank you for your attendance

4031 7688 | 1800 062 608

2nd Floor

Main Street Arcade

82 Grafton Street

Cairns QLD 4870

www.cclc.org.au





Sorelle Doherty

Team Leader

Sorelle Doherty is an Occupational Therapist with more 15 years' experience working in both clinical and management roles within the community aged and disability care sector.

She has worked in metropolitan, regional and rural areas around Queensland and has a special interest in Aboriginal and Torres Strait Islander and Rural and Remote health.

Sorelle has been an ACAT assessor for the last seven years and is currently the Team Leader for the Far North Queensland (FNQ) Aged Care Assessment Team (ACAT) and Memory Service.

Aged Care Assessment Team

Our Role in Managing Elder Abuse



What are we talking about?

- ▶ What is an ACAT assessment and who can have one?
- ▶ How do I organise an ACAT assessment?
- ▶ What types of services can a person access with an ACAT assessment?
- ▶ What happens after an ACAT assessment - how are services accessed?
- ▶ The role of ACAT supporting older people exposed to elder abuse

What is ACAT?



What do we do?

The Aged Care Assessment Team (ACAT) completes comprehensive assessments for older people who wish to remain living at home with support, or who are considering moving into an aged care facility.

What do we do?

- ▶ Find out about a person's current situation and about their health and wellbeing and ability to do day to day tasks
- ▶ Find out about a person's needs and wishes regarding current and future care
- ▶ Provide approvals to access certain government-funded aged care services
- ▶ Connect people to services
- ▶ Provide information about appropriate care options

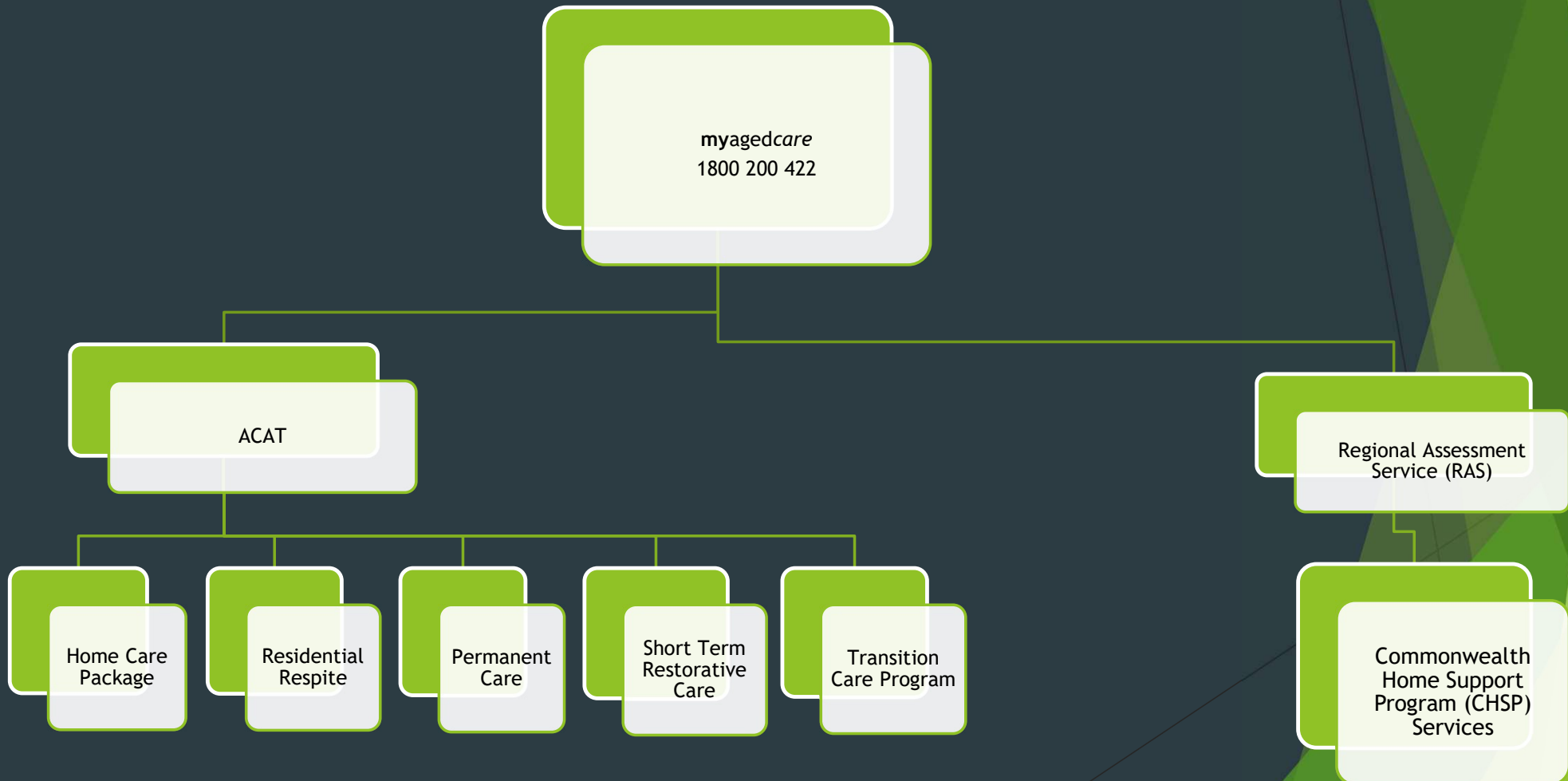
Not All Older People Need an ACAT



Who can get an ACAT assessment

- ▶ People over 65 years of age or 50 years for Aboriginal and Torres Strait Islander people
- ▶ People who have complex care needs
- ▶ People who wish to access residential care or respite in the next 12 months
- ▶ People who need a coordinated package of care in the home in order to be able to stay at home safely

How do I Organise an ACAT Assessment?



myagedcare
1800 200 422

All requests for aged care
services must go through
My Aged Care

Contact Centre
1800 200 422

Online referral form
<https://www.myagedcare.gov.au/make-a-referral>

Regional
Assessment
Service (RAS)

Commonwealth
Home Support
Program (CHSP)
Services

Small amounts of a single
service

Short-term higher
intensity services to
improve function

For people who need a small
amount of assistance to be
independent

What can I get with an ACAT?

- ▶ Approvals for:
 - ❖ Home Care Package
 - ❖ Residential Respite
 - ❖ Permanent Care
 - ❖ Short-Term Restorative Care
 - ❖ Transition Care Program - separate team from ACAT
 - ❖ ACAT can also issue referrals for CHSP services if identified as a need during the assessment



Home Care Package

Levels 1, 2, 3 & 4

Coordinated
package of care
for complex needs

National Queue

Funding follows the
consumer

Basic Care Fee and
Means Tested Fee

Clients receive a
letter of offer

Permanent Care

Long-term care in an
Aged Care Facility

No level of care assigned
- determined by the
facility

Approval often required
to be on waiting list

Fees determined by an
Income and Assets Test
by Centrelink

ACAT not required for
long-stay bed in MPHS

Client receives referral
code to access care or
referred directly to facility

Residential Respite

Short-term care in an
Aged Care Facility

Primary purpose is for
Carer Respite

63 days per Financial
Year

High or Low Care

Daily Care Fee - not
means tested

Client receives referral
code to access care or
referred directly to
facility

Well, that's done...



**what should I do
next?**

What happens after an ACAT assessment

Clients should be encouraged to:

- ▶ Complete their Income and Assets Test through Centrelink, especially if support is needed in the near future
- ▶ Ensure an Enduring Power of Attorney (EPOA) is in place, especially if there are concerns about decision making ability
- ▶ Contact **myagedcare** or local home care package providers for more information about the packages and/or fees
- ▶ Contact local residential care facilities to complete required paperwork to be placed on the waiting list for a bed, especially if required within the next 12 months
- ▶ Register their carers with the Carer Gateway (Wellways) to access support, especially for emergency respite options

ACAT Response to Elder Abuse

Statistics from the Elder Abuse Prevention Unit, Qld (2018-2019):

- Psychological abuse accounted for 69.9% of reports
- Financial 67.7% of reports
- In 43% of cases abuse was occurring daily
- Female victims made up 69.4% of reported cases
- Cognitive impairment in the victim was identified in 29.1% of cases
- Sons (34.5%) and daughters (37.5%) reported as perpetrators in 72% of cases, followed by a spouse (10.7%).
- COVID19- increase of 15% from reports February to March 2020. Increases in psychological and physical abuse.

ACAT Response to Elder Abuse

Taking on the role of carer can lead to difficulties in managing the stress, physical strain, competing demands and financial hardship for adult children or family members.

- In 40.8% of reported cases, carers were struggling to meet care needs
- In 44.4% of reported cases, caregiving was financially motivated.
- There was a lack of caregiving experience in 22.8% of cases.

ACAT Response to Elder Abuse

- ▶ Referrals where Elder Abuse is identified as a possible concern are escalated to the ACAT Team Leader
- ▶ Social Work Assessors will often undertake assessments where elder abuse is a concern
- ▶ A risk assessment is completed prior to any home visits and assessments - joint visits are used if required.
- ▶ Clients can be offered phone or clinic assessments

ACAT Response to Elder Abuse

- ▶ Concerns around elder abuse may be identified during an assessment
- ▶ Assessors will consider the client's and their own safety when discussing concerns during the assessment
- ▶ Consideration is given to the client's decision making capacity when providing consent to services and approvals.
- ▶ Common red flags include:
 - ▶ Carer or family member insisting on residential care against the client's wishes
 - ▶ Carer or family withholding or refusing required care and resources
 - ▶ Carer or family providing inadequate care

ACAT Response to Elder Abuse

- ▶ ACAT's role in supporting a client where Elder Abuse is a concern:
 - ▶ Assess and document client's needs and concerns
 - ▶ Advocate for the client's right to access required supports and services
 - ▶ Liaise with appropriate services where capacity for decision making is a concern
 - ▶ Refer to providers who can support the client (with consent), including Social Work, Aged & Disability Advocacy, Legal Services.
 - ▶ Work closely with providers and services involved in the client's care.
 - ▶ Ensure the carer has adequate supports in place
 - ▶ Client care is ended once care has been handed over to another agency

Your Local ACAT Team

- ▶ Service area is from Cardwell up to the Torres Strait Islands and West to Croydon.
- ▶ Assessors based in:
 - ❖ Cairns North Community Health
 - ❖ Mareeba Hospital
 - ❖ Innisfail Hospital
 - ❖ Thursday Island

Contact us:

Phone - (07) 4226 4595

Email - ACAT_FNQ@health.qld.gov.au



Leeann Jude

**Public Trustee Director, Regional
Services North**

Support network

For those that require support:



Elder Abuse Helpline

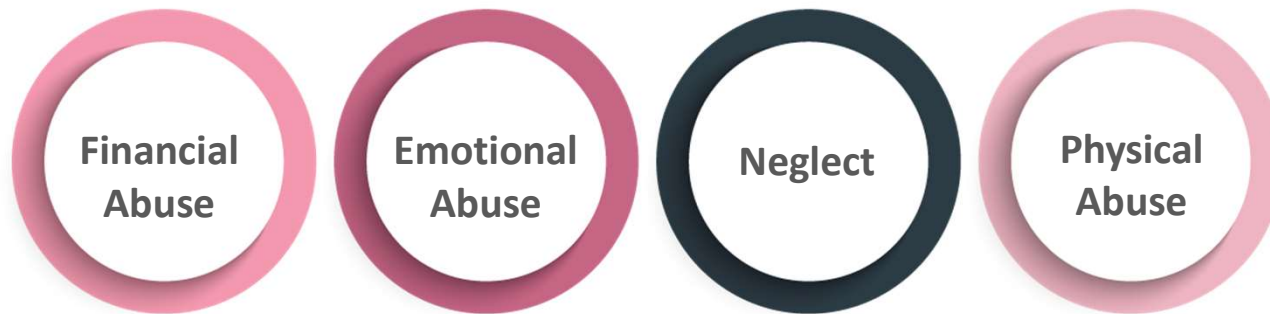
1300 651 192



Lifeline Saving
Lives

13 11 14

What is Elder Abuse?



What is Digital or Cyber Financial Elder Abuse?

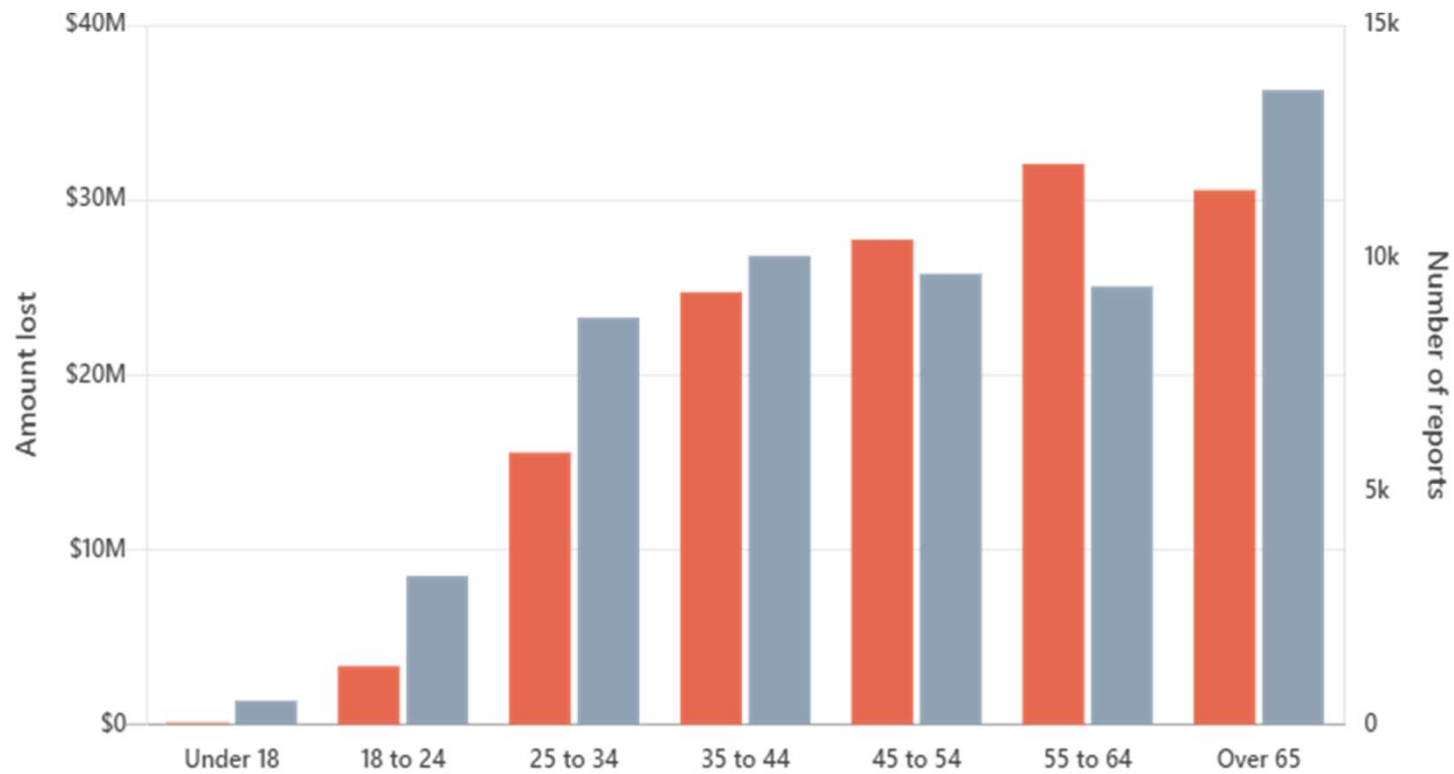
- As internet becomes the primary way of socially and financially transacting, opportunities for cybercrime and fraud have increased - especially those targeting older adults.
 - Online Shopping and Auction scams
 - Dating or Romance scams
 - Charity and Medical scams
 - Threat and penalty scams
 - Identity Fraud

What are some behavioural signs?

Changes, Confusion, Coercion

- Any sudden or radical change in behaviour or banking or spending habits
- The elderly person may withdraw money more often than usual, or in larger amounts.
- They may transfer a big sum of money overseas.
- They give someone authority to access their account, and unusual transactions suddenly occur.
- They may say they are feeling surprised or confused about transactions.
- There are withdrawals from their account that don't make sense.
- They may say they feel intimidated or controlled by a person, and believe they must do what they say.
- Someone who doesn't have authority over their money accompanies the person to the bank or ATM to make a withdrawal.

Statistics on Scams



Amount Lost by Age Group

45 to 54 – Lost \$27 million in 9661 reports

55 to 64 – Lost \$32 million in 9390 reports

Over 65 - Lost \$30.5 million in 13 600 reports

- Most common are the Investment Scams \$158 million to date and Romance \$11 million
- Remote access to your device \$8.6 Million and Phishing \$2.3 million
- Both Male and Female are as likely to be scammed
- Phishing is the most common
 - Telephone – SMS or calls
 - Online via emails.



Local Cairns Case Studies

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Meet John...



John is 84 and is supported by a loving partner and lives at home.

John developed an age related illness which meant that he became susceptible to online phishing scams and promises a financial return. (Investment scam)

While his partner was trying to assist him, the online scammers were able to convince him to keep his actions secret from his partner, resulting in considerable financial loss. (took out a reverse mortgage on the family home and sent approximately 100K overseas). Compounding this was the interest payable on the mortgage.

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 and banking products.
- Seek support from your financial institution about banking products that provide security and be vigilant.
- Include detailed directions in EPA, such as the types of decisions would like made if lose capacity e.g. preferred living arrangements.
- Choose people who can be trusted to act in best interests.
- Ensure any loans or family agreement are legally binding.
- Information and support from financial institutions, financial counsellors, reporting scams, Police, Office of Fair Trading.



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

Public Trustee Locations

Brisbane: 410 Queen 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