

## WHO DO YOU CALL?

### LOCAL SUTHERLAND SHIRE CONTACTS

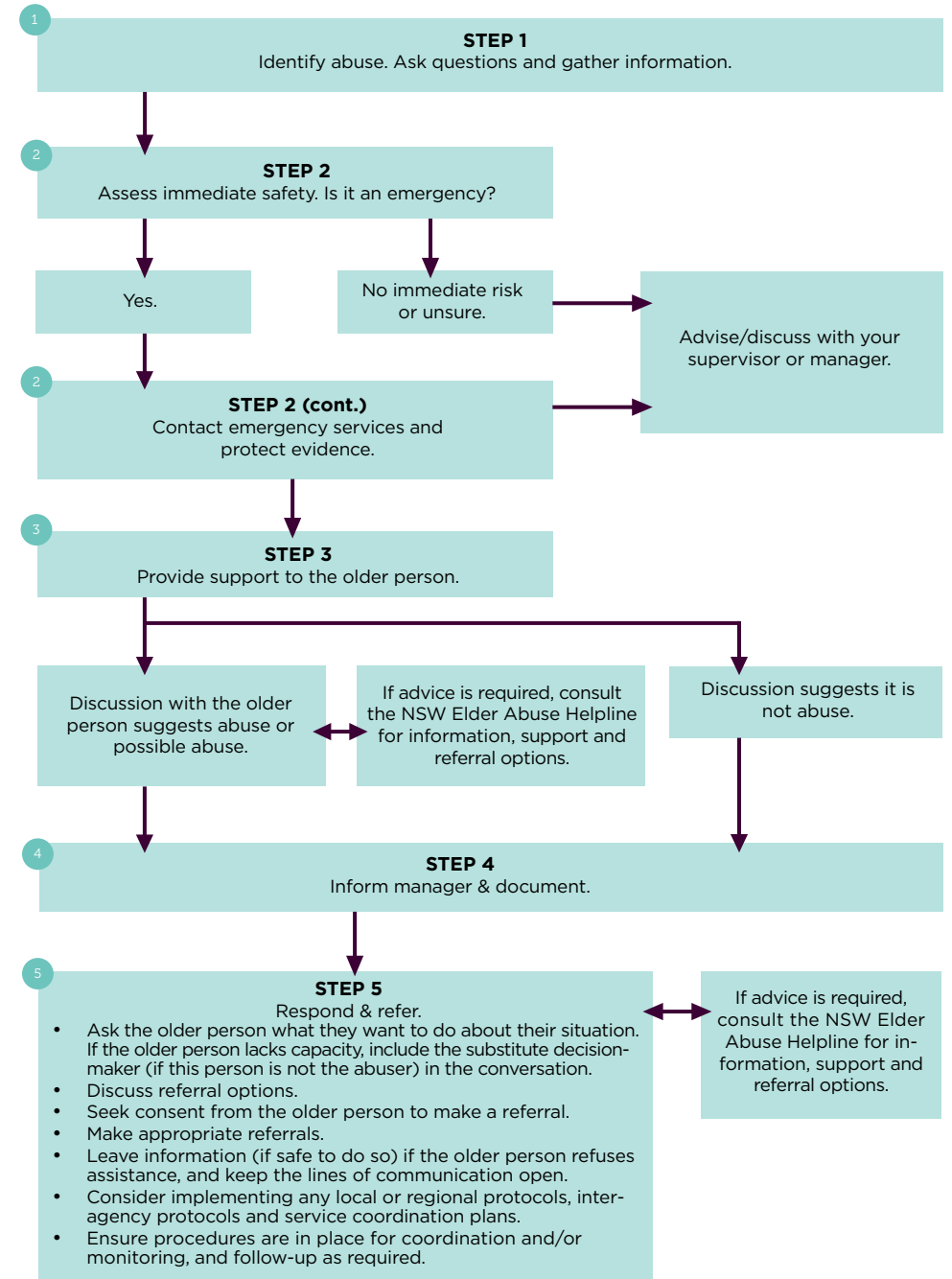
Police LAC / Domestic Violence Liaison	9542 0899
Southcare Social Work	9540 7175
Carer Support Service	9542 6292
Kurranulla Aboriginal Corp.	9528 0287
Advanced Diversity Services	9597 5455
Legal Aid	9521 3733

### STATE CONTACTS

Police / Ambulance	000
NSW Elder Abuse Helpline & Resource Unit	1800 628 221
NSW Rape Crisis	1800 424 017
Domestic Violence Line	1800 656 463
Seniors Rights Service	1800 424 079
TIS [language interpreters]	13 14 50
My Aged Care [assessment for services]	1800 200 422
Carer Gateway	1800 422 737
National Dementia Helpline	1800 100 500

## Flow chart: responding to the abuse of older people

Note: the older person being abused could be the carer



## Behaviours

## Abuse Types

## Signs

Threatening, coercing re: assets or Wills;  
Taking control of the older person's finances against their wishes and denying access to their own money;  
Abusing powers of attorney.

### Financial

Significant bank withdrawals and/or changes to Will;  
No money to pay for essentials for the home, including food, clothing, and utilities.

Name-calling, and verbal abuse;  
Treating an older person like a child;  
Engaging in emotional blackmail such as threatening to withdraw access to grandchildren, family, friends, services, or placement in an aged-care facility.

### Psychological

Resignation, shame; depression, tearfulness;  
Social withdrawal;  
Worry or anxiety after a visit by specific person/people.

Failure to provide basic needs, e.g. food, adequate or clean clothing, heating, medicines;  
Under- or over-medication;  
Refusal to permit others to provide appropriate care.

### Neglect

Inadequate clothing; complaints of being too cold or too hot;  
Poor personal hygiene; unkempt appearance;  
Unexplained weight loss; dehydration; poor skin integrity; malnutrition.

Pushing, shoving, or rough-handling;  
Kicking, hitting, punching, slapping, biting, and/or burning;  
Restraining: physical or medical.

### Physical

Internal or external injuries (sprains, dislocations and fractures; pressure sores; unexplained bruises or marks on different areas of the body; pain on touching).

Non-consensual sexual contact, language or exploitative behaviour;  
Rape and sexual assault;  
Cleaning or treating the person's genital area roughly or inappropriately.

### Sexual

Unexplained STD or incontinence (bladder or bowel);  
Injury and trauma, e.g. scratches, bruises etc. to face, neck, chest, abdomen, thighs or buttocks;  
Anxiety around the perpetrator.