

WHO DO YOU CALL?

LOCAL SUTHERLAND SHIRE CONTACTS

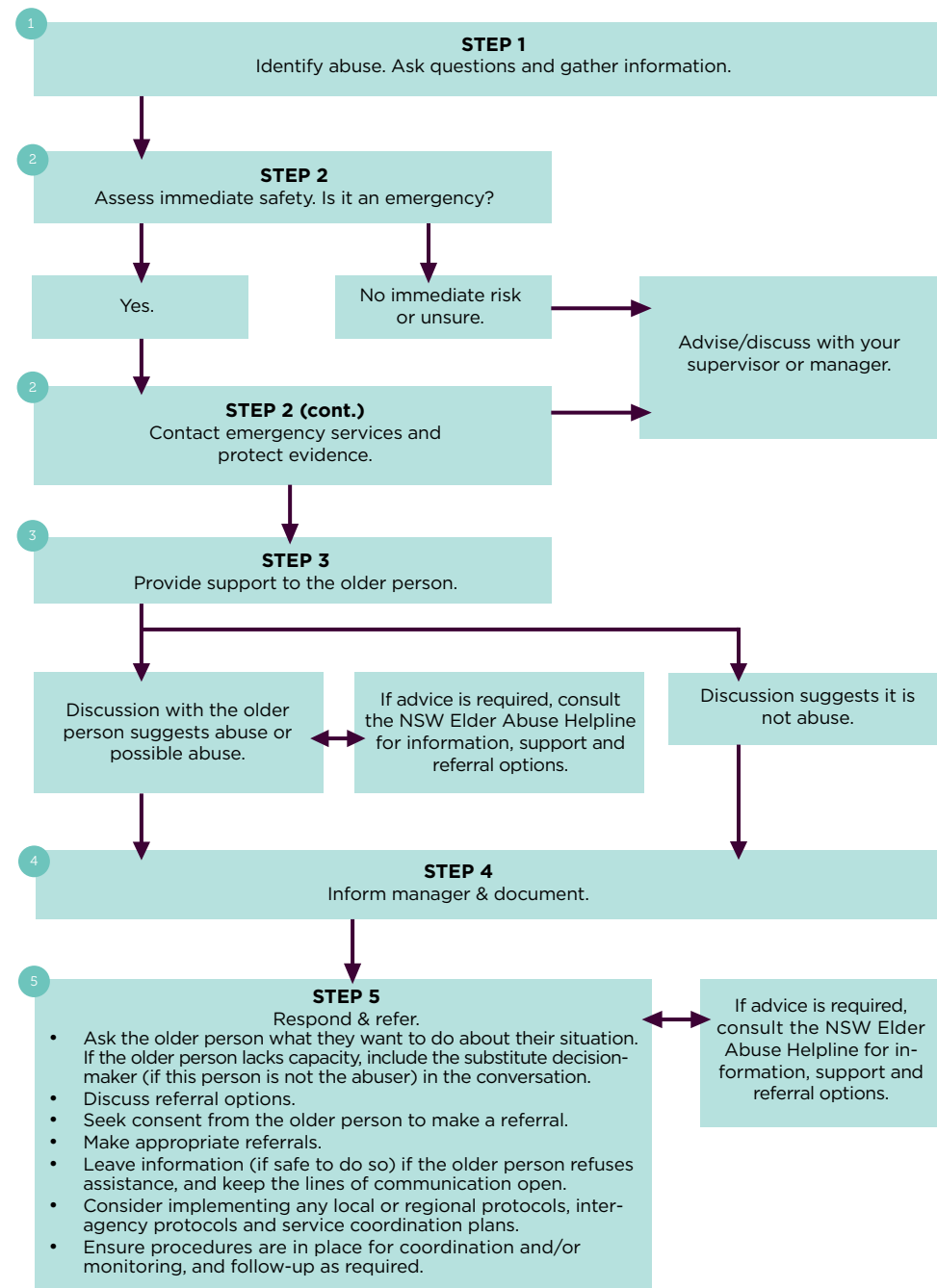
Police LAC / Domestic Violence Liaison	9542 0899
Southcare Social Work	9540 7175
Carer Support Service	9542 6292
Kurranulla Aboriginal Corp.	9528 0287
Advanced Diversity Services	9597 5455
Legal Aid	9521 3733

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.