

Summary of activities July – December 2017ⁱ

Elder Abuse Helpline: In the period 1st July to 31st December Advocare has received on average 43 calls per month to the Elder Abuse Helpline. This figure does not include those individuals calling Advocare's general number who are experiencing elder abuse. Each call takes an average of 22.18 minutes with many not being resolved during the first call. Some cases move into advocacy where a resolution or further support is sought, whilst others re information calls only and seek either to gain more information or understanding of elder abuse or simply to speak to someone regarding the abuse that they are experiencing but with no resolution required. Those cases that require advocacy may take many hours of work.

Marketing: 60 Elder Abuse Education sessions. Radio interview, Community events including Have a Go Day and Homeless Connect.

A new partnership with the Rural Regional and remote Women's Network of WA to promote the services of Advocare and the awareness of elder abuse. We have already received calls for more information from as far away as Southern Cross, Kununurra and Mingenew. Just under 20,000 brochures distributed in the 6-month period.

Types of abuse: Financial and psychological abuse continue to represent the most frequently experienced, reported type of abuse when compared over the same periods between 2015 and 2017. Cases of neglect continue to rise along with social abuse.

Alleged Abuser Relationship: Children of the elder person continue to represent the highest number of alleged abusers. This is comparable to previous years and represents the situation seen by Advocare on a month on month basis. During this period 52% represented abuse from males and 48% female.

The incidences of abuser residing with the older person continues to represent a high proportion of the overall elder abuse picture (25% during this period)

Outcomes: Increased contact from individuals for advocacy and education. Increase in referrals from service providers and agencies. There has been a 42% increase during July to December 2017 in the number of service providers contacting the Elder Abuse Helpline with questions about elder abuse when compared with the previous 6 months. Advocare continues to develop relationships with external organisations. Advocare is a leading member of the Australia wide EAAA network coordinated with elder abuse organisations in other states to develop a 'joined up' and coordinated approach to the issue of elder abuse. Advocare is the WA service provider of the National aged care advocacy program operating through the recently formed national network of providers, OPAN. OPAN has identified elder abuse as a nation and state priority with the intention of developing an evidenced based, best practice approach to preventing elder abuse across Australia.

ⁱ A record number of calls to the Helpline in January 2018, 88 enquiries resulting in 21 advocacy cases