

Advocare Elder Abuse recent case studies demonstrating the complex nature of Elder Abuse

1. Retired farming couple in their 90's befriended by a senior member of a church and convinced to fund personal projects. Defrauded of approx. \$1m.
  - The couple have been assisted by Advocare through a combination of self-advocacy and referrals. The matter is now in the process of resolution and funds being recuperated.
2. Advocacy assistance to a family through SAT process to have a family member's recalcitrant Trust Manager removed and replaced by family member.
3. Advocacy support to a family about an unreported assault of a resident in a Residential aged care facility. Advocare working with the Aged Care Complaints Commissioner. A meeting with the facility is arranged by the Aged Care Complaints Commissioner's Office. Further advocacy support to be provided by attending the meeting with the family.
4. Father has recently been diagnosed with terminal cancer and dementia, he lives at home with his wife and his 52 yr old son. Although the father's capacity is diminished his wife has capacity for all decisions at this time.
  - The son has a history of issues associated with Mental ill-health and drug and alcohol abuse.
  - The family (except for the son who refused to attend) met with the GP and decided that no further investigations into the illness would happen and treatment was declined as it was the father and mother's decision not to continue treatment. They did accept Palliative care support in the home.
  - Services were set up but the son has prevented them access to the home, he became hostile and rude. The father is becoming increasingly frail and the mother is not managing well. The family have discovered that the son is now drinking more and becoming increasingly paranoid.
  - Advocare supported the daughter in-law to contact Alma street at Fremantle Hospital to explain the situation and that the son is preventing palliative care services for the father and the son has increased his alcohol consumption and demonstrates increased paranoia.
  - Advocare also recommended that a last option would be to call the police.
5. Daughter concerned about her mother who has dementia and receives services from two providers and informal support from a neighbour.
  - The family and one provider feel that the mother is not able to manage at home with the support and her needs outweigh the extent of the services.
  - The other provider and the neighbour do not agree and believe the mother can be supported at home.
  - The neighbour has a locked cupboard in the mother's home that she is not allowed to access and neither are the daughters. He is also controlling her money.

- Furniture has gone missing from the home and the family have been informed that one of the providers had taken it.
- The daughter came to Advocare unsure of where to start and what to do.
  - Advocare first provides information and support for the daughter to be empowered to act, knowing she can come back to Advocare for more support at any time.
  - The following support and information has been given:
    - Contact the provider to speak about the furniture and what they know about the locked box and involvement of the neighbour.
    - Contact the SAT and establish if any documentation exists for a formal arrangement between the neighbour and their mother. if not consider asking for an emergency hearing to have a guardian in place to protect her mother, explain the current circumstances of financial abuse.
    - Contact the police requesting them to go to the home when the daughter is present and open the cupboard, also explain the issues of concern about the mother's money and health and support.
    - Call centrelink to see if the neighbour is getting carers allowance and report it to the fraud line.
    - All numbers and information given to support the daughter.

Ongoing case.

6. Caller has son living with him, son has a long history of drug abuse
  - Also living in the house is caller's wife and two grandchildren
  - Son has now become abusive/ aggressive to all of the family and is making threats against their safety
  - Advocare suggested
    - a VRO, removal of son from property, son does have a strong support network, and drug and alcohol counselling.
    - Call police to alert them to the situation
    - Meth helpline for families
    - 000 if safety is at risk
    - St Bart's for support and accommodation for the son

Ongoing case

7. Helpline call from NSW - Ongoing case.
  - Caller's mother lives in WA, in granny flat on caller's property, caller's son and wife live in front house and provide support It has been noticed that after a visit to mother by daughter living in WA mother is very agitated and distressed but won't say anything
  - Caller's son listened into a conversation during a recent visit
    - Daughter abuses, verbally, her mother blaming her for all or her problems
  - Caller and brother have EPA (explained role of EPA and not EPG (mother has capacity) Advocare explained that the mother would be the client. Caller said she will not call.... Doesn't want to make problems. Strongly recommended mother to

call or Advocare can visit if she wishes. Ensure mother is safe at all times, 000 if necessary

8. 82 yo individual living independently in a retirement village with minimal support through Home and Community Care (HACC)
- Adult child (carer) is providing assistance with shopping, transport to appointments, etc following a health incident
  - Older person had organised carer to have access to a key card to pay for groceries and medications on their behalf
  - Carer recently made a comment to the older person about bank account balance which raised alarm bells
  - Older person attended bank to get statements and found that the account was almost empty
  - It had close to \$45,000 in it when carer was provided with key card
  - Older person acknowledged that the carer had been invited to include a few grocery items in the payment when doing the shopping but had not approved any large withdrawals
  - Older person immediately withdrew carer's access the account
  - That night the carer entered the older person's property while they were sleeping and stood over them making threats and begging the older person not to go to the police
  - The carer simultaneously informed the older person that they didn't need the money anyway because of their age so why did it matter.
  - Contact was made with Advocare via the EA Helpline
    - Neighbour supported the older person to arrange to have locks changed & go to the doctor to arrange for an ACAT assessment
    - Older person staying at neighbour's place until the locksmith had attended
    - Older person very distressed at time of call
    - Explored safety planning for the weekend / crisis counselling options if required
    - Agreed to referral to OPRS for discussion re: legal options available
    - Grandchild arrived from interstate to provide support
    - Situation reported to police and statements made
    - Older person taking out a restraining order to prevent carer coming to property of contacting them
    - Older person has informed Centrelink of the situation as carer no longer in the carer role
  - Discussion between advocate and older person re: supports required with the removal of the carer from the situation including
    - Referral to Regional Assessment Service for increase in services
    - Further discussions re: safety planning
    - Potential provision of further assistance and advocacy if carer appeals restraining order