

# Tell us what you think!

UnitingCare values all compliments, complaints and feedback.

Compliments inform us of what we are doing well and will be shared with our staff and relevant service teams.

You have a right to have your complaints investigated fairly, in a timely way, and to be informed of the outcome of your complaint.

Your general feedback – positive or negative – is welcome as it helps to improve the quality of service we provide.

To provide a compliment, make a complaint or offer feedback you can:



Speak in person to a relevant staff member



Call us on: 1800 008 993 (toll free\*) during business hours 8:30am - 4:30pm to speak with a relevant staff member.



Write to:  
Incidents and Complaints Advisor  
GPO Box 967, Brisbane Qld 4001



Email:  
Feedback@uccommunity.org.au



Visit our website:  
eapu.com.au

\*Free call when dialled from a landline



## Contacting the Queensland Elder Abuse Helpline

### 1300 651 192

#### Opening Hours

Monday to Friday, 9am – 5pm  
(after hours message bank)

#### Interpreters

Telephone Interpreter Service is available for non-English speaking callers

#### Interstate callers

Phone 07 3867 2525

(normal charges will apply so please ask us to call you back)

**Email: [eapu@uccommunity.org.au](mailto:eapu@uccommunity.org.au)**

**Website: [eapu.com.au](http://eapu.com.au)**

# Elder Abuse Prevention Unit



Promoting the right of all older people to live free from abuse

## 1300 651 192

V2 – 17 June 2022

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## What Is Elder Abuse?

Elder Abuse is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person. (World Health Organisation 2002)

## Who can be affected?

Elder abuse is hard to picture, but it happens every day. It can happen to any older person, regardless of gender, culture, wealth, disability, independence or caring situation. Most commonly, elder abuse happens within family relationships, particularly between an older person and their adult son or daughter. Ageism has a profound negative impact on people ageing in our community. Ageism is not benign or harmless and underpins negative attitudes and abusive behaviours towards ageing and older people. Ageing does not diminish your right to be safe and respected.

## Types of abuse

**Financial Abuse** – The illegal or improper use and/or mismanagement of a person's money, property or resources

**Neglect** – The refusal or failure of a carer or responsible person to ensure that the person receives life's necessities

**Physical Abuse** – The infliction of physical pain or injury, physical coercion or deprivation of liberty

**Psychological Abuse** – The infliction of mental anguish, involving actions that cause fear of violence, isolation or deprivation, and feelings of shame, indignity and powerlessness

**Sexual Abuse** – Any unwanted sexual behaviour, language, or activity that makes a person feel uncomfortable, frightened, or threatened

**Social Abuse** – The intentional prevention of an older person from having social contact with family or friends or accessing social activities of choice

## What is the Elder Abuse Helpline?

Our confidential Elder Abuse Helpline is a contact point for anyone who experiences, witnesses or suspects that an older person is being abused by someone they know and trust, usually a family member.

The Elder Abuse Helpline is a source of information, support, and referral about elder abuse, and about protecting the rights, dignity and independence of older people.

## Should I call the helpline?

What starts out small doesn't always stay that way for long, it's important to make contact early. Anyone can contact the helpline and seek support. If someone is in immediate danger, you should call the police on Triple Zero (000).

## What happens when you call the helpline?

Dealing with elder abuse can be a confusing, painful, distressing and sometimes overwhelming time for older people, families and anyone who witnesses it. The contexts in which elder abuse situations occur are often complex and multilayered.

When you call the Elder Abuse Helpline, we can talk through your concerns in a safe, confidential conversation that can help you assess risk, examine relationship dynamics, seek pathways and options, ask questions and learn more about support services. We take the time to listen and understand your situation and offer a safe, respectful space to talk.

We also welcome calls from service providers such as GPs, specialists, psychiatrists, psychologists, social workers, other allied health teams and police officers. We provide a sounding board and support for professionals and front-line workers.

## What we don't do

- We are not a crisis line
- We are not a reporting agency
- We do not undertake case work
- We don't investigate cases of elder abuse

However, there are agencies that undertake these tasks in certain circumstances. The Elder Abuse Helpline can help discuss and connect you with services relevant to your situation.

## We're for older people!

The Elder Abuse Helpline is here to focus specifically on the needs of older people. We are here to uphold the rights of older people to live a rich, safe and fulfilling life.