



# Gippsland Elder Abuse & Family Violence Prevention Forum

## Notes

## **Background**

The Gippsland Elder Abuse and Family Violence Prevention & Response Forum was a joint initiative of Gippsland Integrated Family Violence Service Reform Strategy and the Gippsland Primary Care Partnerships.

The forum comprised part of the implementation of the Elder Abuse Prevention Strategy funded by the Victorian Government, Department of Health.

The forum was designed, developed and facilitated by the Gippsland Elder Abuse Prevention Strategy Project Workers and the Gippsland Family Violence Regional Integration Coordinator.

## **Aims**

The aims of the workshop were to:

- Increase aged care representatives awareness of the Family Violence service sector in Gippsland and their role in providing a service response to suspected elder abuse situations
- Increase the awareness of the Family Violence service sector regarding elder abuse and the Aged Care system
- Identify gaps in service response to older people experiencing abuse
- Explore referral pathways and the development of interagency protocols.

## **Outcomes:**

- Promotion of cross sector engagement between family violence workers and aged care where they feel comfortable and encouraged to seek secondary consults about particular scenarios
- Gap analysis
- Initial referral pathways development

## **Forum Outline:**

The Forum covered the following topics:

- Elder Abuse within the Family Violence Context
- Overview Family Violence Integrated Service Reform
- Family Violence Service System & Roles
- Overview of Elder Abuse Prevention Strategy
- Aged Care Service System
- Elder Abuse scenario (Panel discussion)
- Exploring Local Responses to Violence Against Aged Persons.
- Where to from here? Sustainability

The forum was facilitated by Linda Rowley (Elder Abuse Prevention Strategy Project Worker, and Kerry Hamer, Gippsland Family Violence Regional Integration Coordinator.

Presentations from Sgt. Craig Millar, Victoria Police – Family Violence Police Advisor Southern Metropolitan region, and Christine Gibbs – Department of Health, Elder Abuse Prevention & Response Initiative were delivered.

Local professionals with expertise in their chosen field (Home and Community Care, Aged Care, Family Violence - Intake teams, Case Managers and Counselling, Men's Behaviour Change Programs gave an overview of their service, and provided information on service response in relation to the scenario's presented.

## **Forum Attendance**

The forum was held on the 18<sup>th</sup> April 2012. Thirty six people attended, with representation from the following sectors:

- Home and Community Care
- Community Aged Care Package / Extended Aged Care at Home provider
- Department of Human Services (Gippsland)
- Department of Health (Gippsland) Aged Care Branch
- Department of Health statewide
- Family Violence - Intake teams, Case Managers and Counselling, Men's Behaviour Change Programs
- Victoria Police
- Community Legal Service
- Department of Justice

Representatives from the following sectors were encouraged to attend, however were unable to due to conflicting schedules:

- Aged Care Assessment Service
- District Nursing
- Carer Services
- Aboriginal Intake Service

This document outlines the notes from the forum, and the evaluation / feedback from forum participants. It is hoped this information will be used to inform future strategies for progressing the joint development of family violence and elder abuse initiatives.

## **Recommendations:**

More work is to be done in relation to the identification and development of referral pathways for people experiencing elder abuse, and the implementation of interagency protocols to facilitate an appropriate and timely response

There may be benefit in furthering the developing relationships between the aged care and family violence sectors to enhance the capacity of both sectors to prevent and / or respond to issues of abuse.

Specific strategies may include:

- Aged Care Sector workers completing a session in Common Risk Assessment Framework – Level 1 at least.
- Facilitating a session on Information Sharing within the context of Family Violence so workers are clear about what information could be shared, in what contexts / circumstances. This may assist to achieve clarity and protocols in relation to the Privacy vs. Duty of Care issues.
- Development of protocols between Family Violence and Aged Care / HACC agencies.
- Mapping of referral pathways (by linking in with the statewide project).

# What would make the day a success for participants...?

Networking

Soaking up information

Look for assistance within other organisations re: referrals

Links between family violence and aged sector

Learn something new

Getting to know:

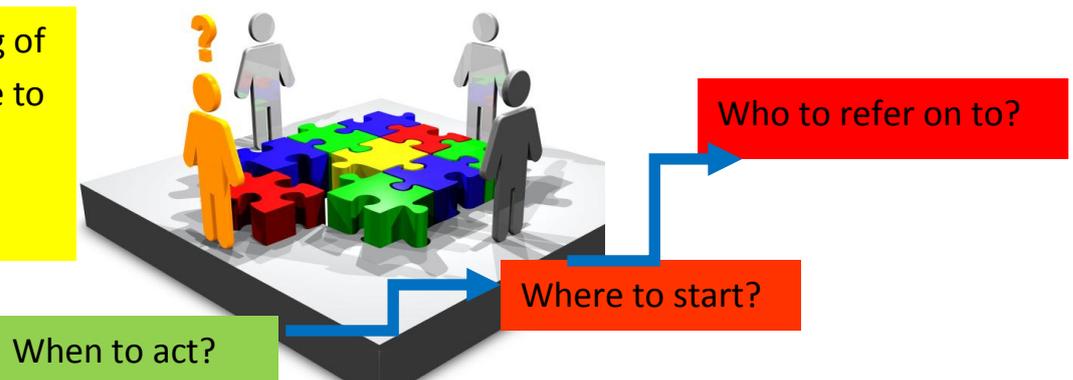
- the agencies who we can liaise/ refer to for support / assistance,
- what police powers are with regard to EA,
- if there is EA – the first steps to follow

- Where to go and what to do when you detect an elder abuse situation
- Network and establish what support services are available
- Share information and knowledge
- Get a better understanding of what FV is and its relationship to older generations.

**Greater awareness of what Elder Abuse is**

**Referral Pathways**

Gain understanding of local level response to be able to support each region



## Learnings from case study:

- Transport an issue in the country – a “barrier” for aged to seek services
- Contact Family Violence Police advisor if need a police response
- Contact Public Advocate and/or Senior Rights Victoria
- Talk to local General Practitioners (with consent)
- Link into other services re: assessments (e.g. Occupational Therapy)
- Link into Home and Community Care reviews process
- Consider Duty of Care / privacy – when does duty of care come before privacy and consent
- Seek secondary consultations
- Welfare checks by police
- Development of protocols between agencies re: information sharing for the safety of the client
- More outreach services to “visit” people

## Challenges and Priorities moving forward...

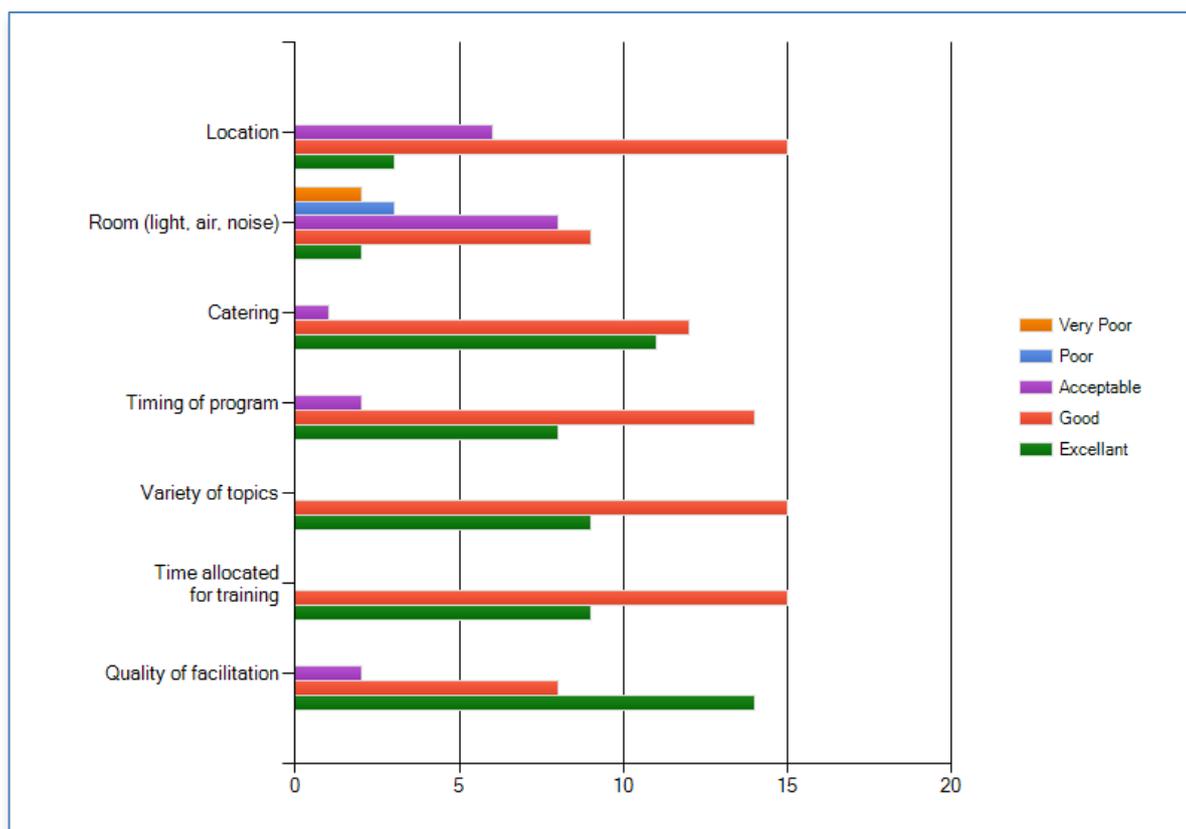
Your Biggest Challenge...	Priorities for the future...
Aged persons with no trustworthy, supportive relatives to rely on to assist them (i.e. Power of Attorney).	Initial contact "hot line"
Happening in dealing with complex issues	More access to services
Training for workers. Access and availability of resources. Safe centres for assessments.	Open communication with all agencies – a single port of call "hot line".
Getting consent from the client to accept help from services.	Outreach is an important component to assist isolation (of FV and elderly)
Knowing what services are available to assist and refer people to.	Lack of recognition of problem by client / abuser/services there to assist. What to change: Consultation service (triage) to get advice – 1 point of contact.
Providing effective intervention but keeping in mind personal choice and the rights of the individual.	Information hub
Always having an advocate for people who need one.	Increase ease of access for people to services across the region.
Client resistance or denial	Specialist Family violence Unit at local police stations.
Remoteness and limited resources	Case Management / SWIL role with community health or similar organisation
Where to go	Centralised service for professionals to provide solutions re: prevention of continuing abuse.
Having enough knowledgeable workers available to work with people experiencing possible elder abuse	A mobile community services coordinator to visit homes and design a plan for client.
More services – knowing where to go and who to go to.	The ability for GP's to conduct routine house calls.
Funding of FV services (based on population) – limited outreach capacity by services	For us and our organisation to have a clear process and protocols around dealing with elder abuse.
How to proceed appropriately to the situation given it is not always "black & white" scenarios	
Referral pathways	

# Evaluation Summary & Feedback from the participants...

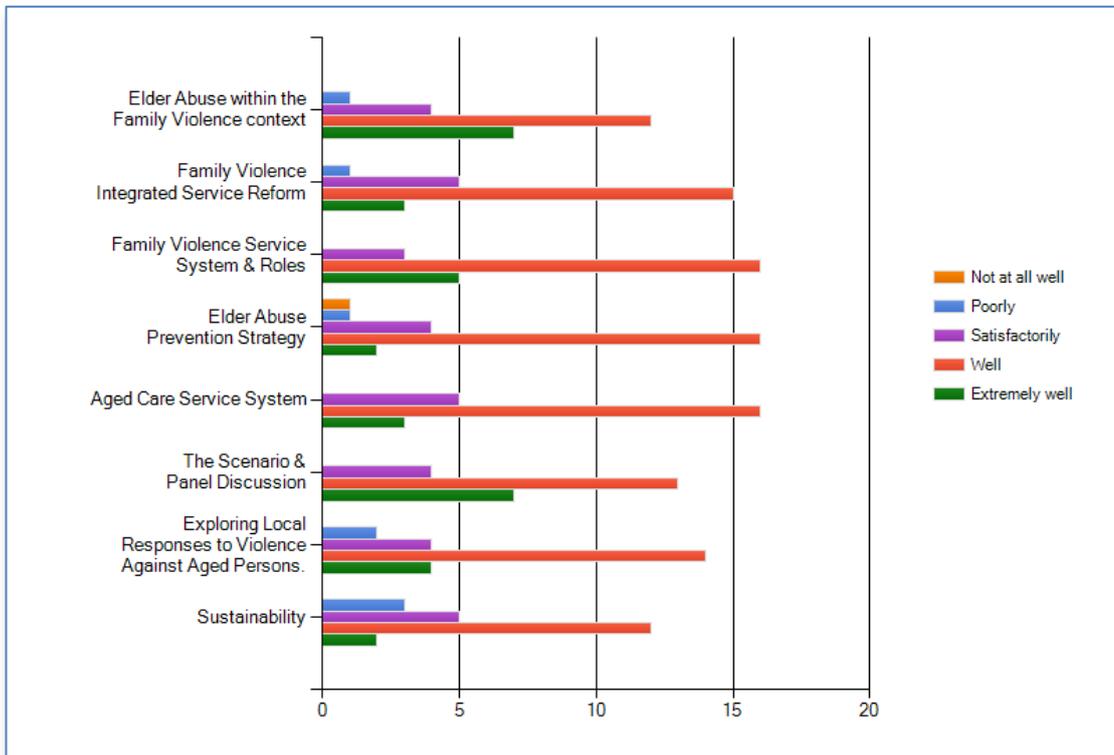
Number of participants from each sector who provided feedback about the day:

		Response Percent	Response Count
Aged/HACC		52.4%	11
Family Violence		28.6%	6
Police		19.0%	4
Other (please specify) (LegalRights/Rights Advocacy; DOJ; Other)			3
<b>answered question</b>			<b>21</b>

How participants' rated aspects of the forum:



**Participants' rating of the extent to which the forum covered the aspects below:**



**Part/s of the workshop participants' found of least benefit:**

More time needed for questions

Family Violence protection act, I am well informed but great for others

Lack of clear referral pathways for incidents of elder abuse

DOH Information

**Part/s of the forum participants found of most benefit:**

What to do, Where to go & networking

Networking and hearing of the processes that aged services use in their work

Learning about what services are out there to refer to. Panel Discussion

Hearing what the various support organisations do. Networking - getting people's names etc.

Networking

Presentations of varying networks

Hearing from the police Networking

Services availability

Scenarios & tearing out options from each sector

Liaising with other organisation's involves with Elder Abuse

Networking other agents

Speakers & discussion, Networking

I really enjoyed the whole experience

Case discussions

Explanation of what a variety of services in the area do

Interacting with other agencies & understanding their roles

Elder Abuse within the family violence context Opened more strategies for me

Panel Discussion

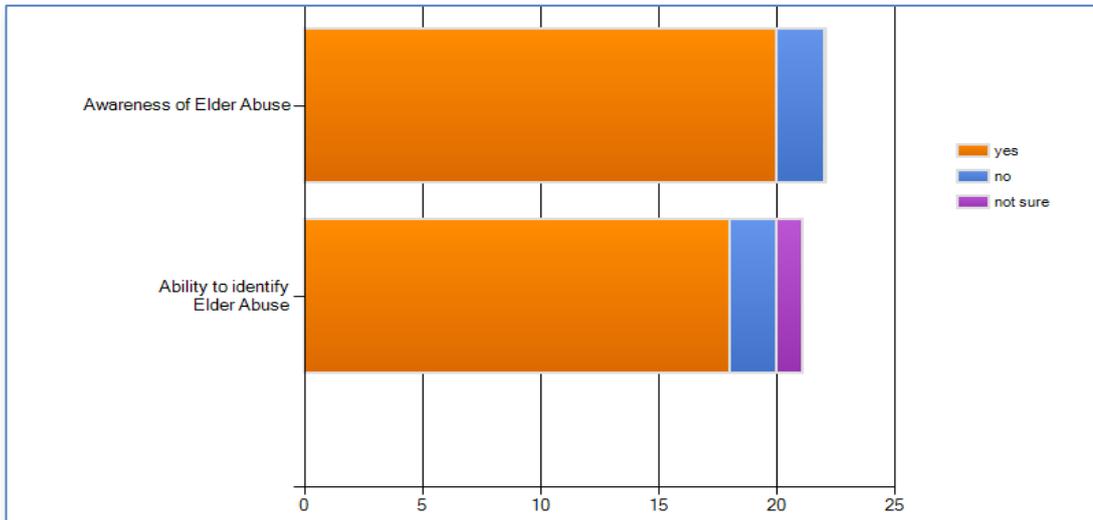
All

Case Scenarios / Table Discussions / Panel Discussions / Enjoyed Police Officers definition of what constitutes Domestic Violence - could have had longer

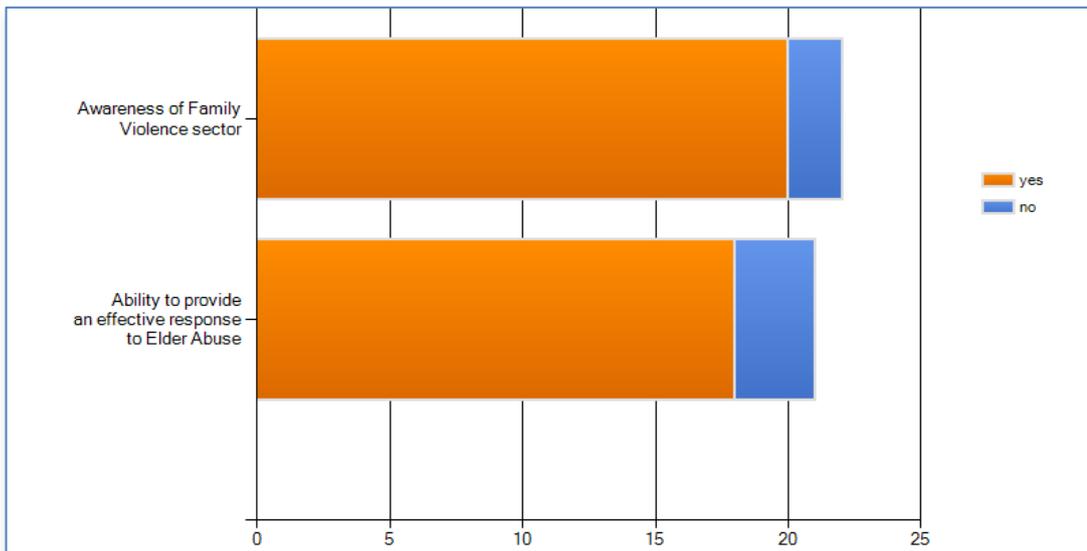
Networking & services to refer to.

Networking / greater knowledge of Aged Services

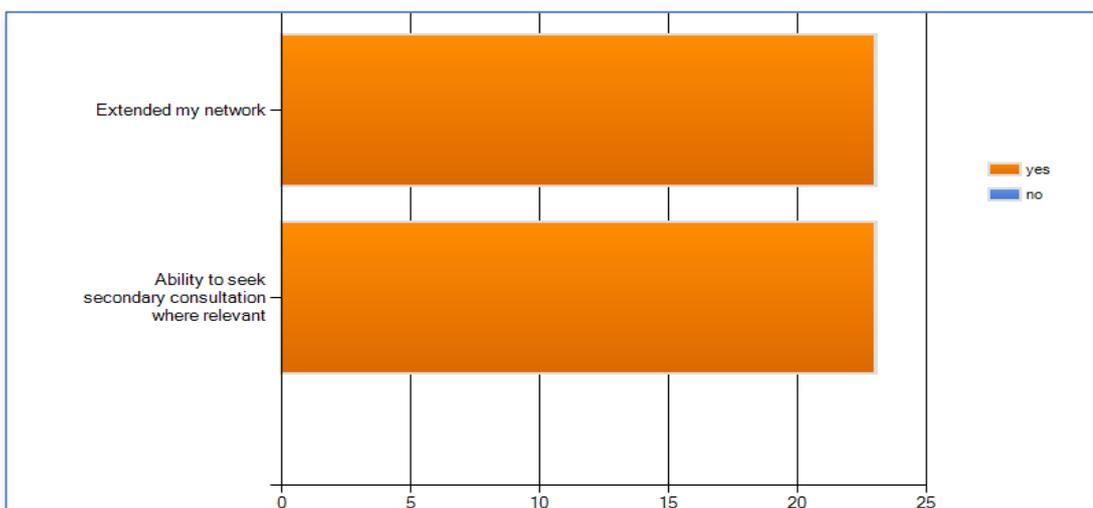
**Participants' rating of whether they thought their awareness of elder abuse and ability to identify elder abuse improved as a result of the forum:**



**Participants' rating of whether they thought their awareness of the family violence sector and their ability to provide an effective response improved as a result of the forum:**



**Participants' rating of whether they extended their networks and ability to seek secondary consultation regarding situations of suspected / identified elder abuse.**



### With regard to this forum: What worked well?

The whole lot

Discussions & Presentations (a good balance)

Mix of agencies

Networking, Communication

Discussion on tables; then in the wider group Panel

Panel Discussion was very informative

Knowing what each organisation does

Very good forum

Love the blocking of acronyms - use of initials. Panel discussion & shared knowledge. Good time keeping.

Being able to interact with other organisations freely in breaks

Exploring local responses

Case Scenarios / Table Discussions / Panel Discussions / Enjoyed Police Officers definition of what constitutes Domestic Violence Lollies, drinks, tea, coffee available & 'toys'. Regular change of presenters/topics kept it interesting

Amount of different services involved

Group work & panel

### What could be improved?

Circulated list of all attendees names/ org / contact Notes from all power point presentations

All agencies having an understanding of roles and priorities & eligibility

More information on Elder Abuse not just women. Men are also abused by family member. More on financial abuse.

More time needed on "Exploring Local Responses to Violence against Aged persons" & "Sustainability"

How to contact' cards from Police officers