

Elder Abuse Prevention Strategy Community Awareness Grants

PROJECT FINAL REPORT TEMPLATE

Name of PCP/Organisation: Wellington Primary Care Partnership

Community awareness raising work

Start date: September 2010

End date: August 2011

Project Objective 1 (from contract)	<p>The Elder Abuse Prevention Community Awareness Grants Program aims to prevent and address elder abuse by:</p> <ul style="list-style-type: none"> • Empowering older people and their families by enhancing their understanding of older peoples rights • Promoting community awareness of services available to support older people in particular the free and confidential helpline provided by Seniors Rights Victoria
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Project Details

Work hours: Part time

Hours per week: Variable

List LGAs covered: Wellington, Bass Coast, South Gippsland, East Gippsland, Latrobe

From your original project plans, include your priority goal, objective, expected outcomes and how you measured the impacts.

Priority Goal	To prevent and address elder abuse by empowering older people and their families and enhancing the capacity of local agencies to respond to elder abuse across the Gippsland Region
Objective	To empower older people and their families by enhancing their understanding of older people's rights and promoting the communities' awareness of services available to support older people
Expected outcomes	<ul style="list-style-type: none"> ▪ 10 information sessions delivered ▪ 6 world café sessions delivered – One in each LGA ▪ Community awareness of elder abuse and knowledge of available supports/services and referral processes is increased ▪ Older people are more empowered and informed about elder abuse prevention and available services <p>Increased Elder abuse Prevention awareness of resources and available services such as Seniors Rights Victoria.</p>
Measure of impacts	<p>Participant surveys to evaluate:</p> <ul style="list-style-type: none"> ▪ The attendance, reach, audience and effectiveness of information sessions and world café workshops. ▪ The effectiveness of the communications strategy and engagement with partner and community organisations. <p>Level of increased understanding and awareness of elder abuse.</p>

Project Methodology

1. Steering Committee

a) List organisations represented on your steering committee

A Steering Committee was not convened; however the project was guided by Gippsland Primary Care Partnership agencies across Gippsland.

2. Community Education Information Sessions and World Café Workshops

a) List all sessions held including details of the organisations attending the sessions.

b) Attach any presentations and other materials you have developed to deliver information sessions.

Date	Location	Organisations attending, or if delivering to an existing group: name the group or organisation	Community education session OR World café forum?	Number of participants (indicate if cancelled)
16/9/2010	Sale	University of the 3 rd Age	World Cafe Forum	22
4/7/2011	Foster	Planned Activity Group	World Cafe Forum	16
23/7/2011	Traralgon	Planned Activity Group	World Cafe Forum	18
July 2011	Phillip Island	Planned Activity Group	World Cafe Forum	20
August 2011	Moe	Planned Activity Group	World Cafe Forum	22
August 2011	Bairnsdale	Mixed Group	World Cafe Forum	5
	Warragul	Mixed Group	Community Education Session	10
	Inverloch		Community Education Session	12
	Leongatha		Community Education Session	4
	Cowes		Community Education Session	56
	Sale		Community Education Session	14
	Sale		Community Education Session	4
	Orbost	Department of Veteran's Affairs clients	Community Education Session	26
	Lakes Entrance	Department of Veteran's Affairs clients	Community Education Session	30
	Bairnsdale	Department of Veteran's Affairs clients	Community Education Session	
	Cowes		Community Education Session	
	<ul style="list-style-type: none"> • Traralgon • Yarram • Bairnsdale • Orbost • Lakes Entrance 			Cancelled due to insufficient numbers

c) List EAPS community education materials you used

(e.g.: fact sheets, fridge magnets, cards etc...)

SRV Fact Sheets
SRV Postcards
SRV Elder Abuse Prevention Fold Out Cards
Gippsland Family Violence STOP Cards
With Respect To Age Guidelines
Legal Will documents
Guardianship documents

d) How did you promote Information sessions and World Café Workshops?

(List communications mediums and attach if possible e.g.: newsletters, websites, flyers, organisations, cross promotions)

Mediums used to promote the sessions included:

- advertisements and media releases in local papers,
- mail out to clubs and groups,
- snippets in consumer newsletters and emails.
- flyers distributed through Aged Care Networks,
- newsletters,
- information included in Primary Care Partnership newsletters,
- direct contact with organisations, both telephone and email (e.g. Seniors Rights, Planned Activity Groups etc...)

e) Did you target CALD and Indigenous communities as part of your work? If so, what was your method of engagement with these communities?

(List organisations and groups you liaised with)

Gippsland Multicultural Services. Conversations with the Director, and information provided via email regarding information sessions.



Implementation

1. Outcomes

a) Did you achieve your expected outcomes? (Explain how)

It is suggested that the world cafe sessions met the overall aims of the project, being:

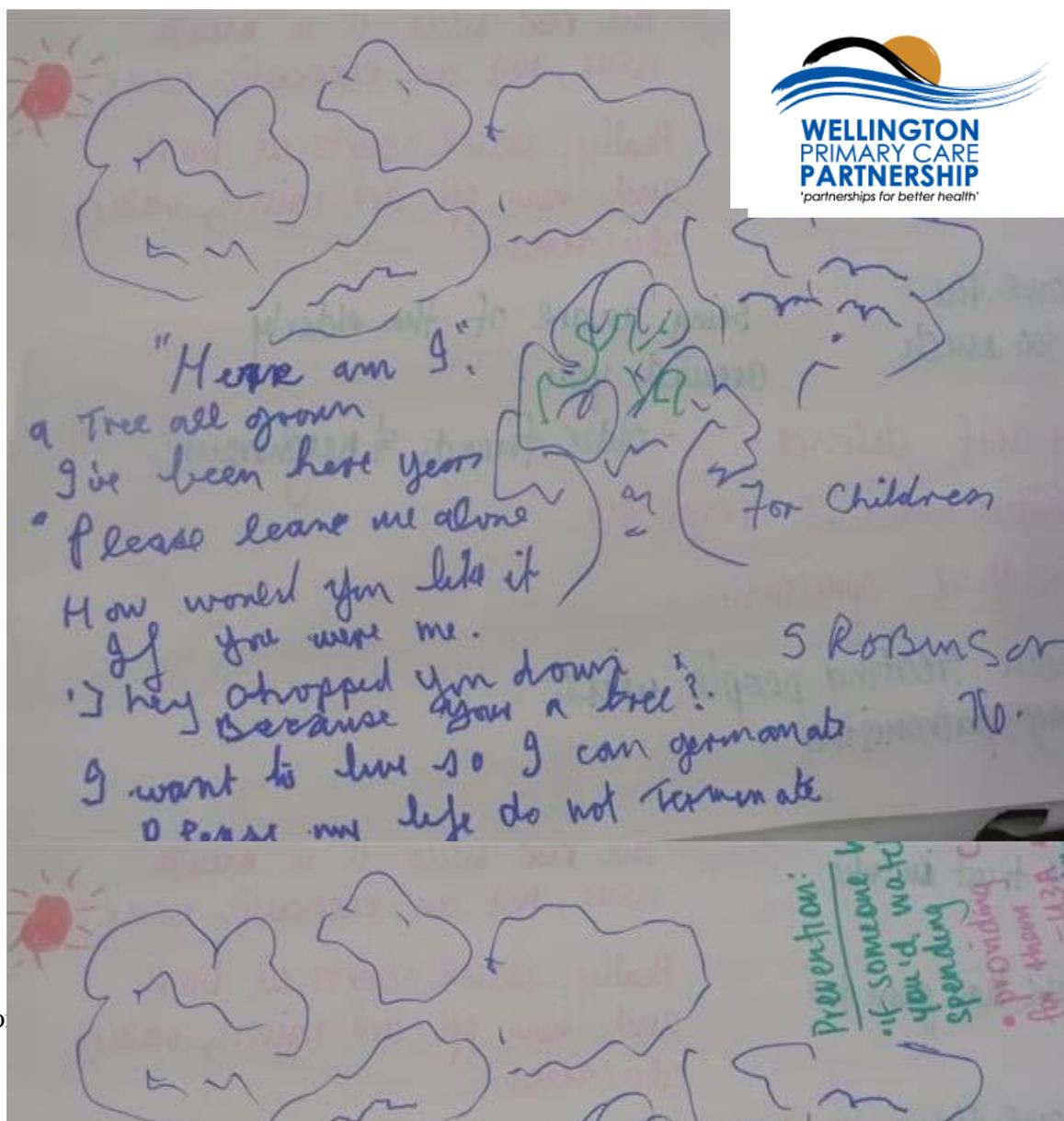
- To get people talking about elder abuse prevention, issues and the rights of elder people in a safe environment.
- Raise awareness of Senior Rights Victoria

Approximately one hundred and three (103) seniors and staff who support them attended world cafe forums. Forums were conducted in a manner aimed at creating a safe space for issues to be discussed in a robust and candid manner. Information on elder abuse was discussed and disseminated to attendees at the forums.

Senior Rights Victoria promotional cards and brochures were distributed at each world cafe session, as was information on power of attorney options and developing a legal will.

It is hoped that the provision of this report will assist in meeting the remaining aim of the project

- Inform future policy development



b) What challenges did you encounter when implementing elder abuse prevention community awareness raising?

It has been very difficult to engage the general community in the information sessions and has proved to be more effective when linking in with existing groups. This approach will be utilised to deliver the remaining four sessions.

A partnership was developed with the Department of Veteran Affairs for three of the sessions (Orbost, Lakes Entrance & Bairnsdale). The SRV information session was delivered as a component of a full day program which included speakers from Victoria Police, local health services and Consumer Affairs. The event was promoted through the DVA mail list and the attendance was much greater than previously held sessions.

Challenges were experienced trying to capturing the interest of organisations and the community and encourage them to attend awareness raising activities. We were often vying with competing priorities of organisations.

Facilitating World Cafe sessions for Planned Activity Groups was challenging as some participants were unable to participate in an informed manner. Catering to the diverse needs, abilities and levels of “wellness” within the group provided challenges.

c) Please provide a summary of feedback from community education information sessions and world café workshops

(Include the types of information participants found useful and lessons learned in delivery of information or information provided)

Feedback provided by participants included the following themes:

- Very interesting
- Shared thoughts and knowledge
- Thought provoking
- Worthwhile
- Learnt things
- Sharing thoughts
- User friendly
- Informative
- Openness
- Fellowship
- Sharing information
- Participation of everyone
- Opportunity to discuss relevant issues
- The way all the members discussed all their experiences



Participants indicated the aspects of the World Cafe's they found most useful included the ability to discuss the topic openly, the sharing of information and the facilitation of the group to encourage participation and genuine sharing.

Lessons learned.

Delivering World Cafe sessions for some Planned Activity Group members was challenging due to the diverse range of levels of functioning of the clients (cognitively and physically). Some clients were unable to fully participate due to their level of cognitive functioning, and moving from table to table proved difficult for those with limited mobility.

2. Recommendations

a) What would you recommend to maintain and increase awareness of elder abuse prevention in your region?

Visual reminders in prominent places (e.g. posters in Planned Activity Group rooms, community health centres etc...)

Continued facilitation of community education sessions, formalising links with community groups (e.g. Rotary, Returned Services League, and University of the Third Age)

Further linkages to the Family Violence Prevention Network throughout the Gippsland region.

Elder Abuse Prevention has been proffered as a suggested topic for upcoming Gippsland Interprofessional Collaborative Practice Forum facilitated by Monash University.



Local Agency Networks (LANs) work

Developing the capacity of local agencies to respond appropriately to cases of elder abuse

Project Objective 2 (from contract schedule)	<p>The Elder Abuse Prevention Community Awareness Grants Program aims to prevent and address elder abuse by:</p> <ul style="list-style-type: none">• Working with local agencies to raise awareness and develop response mechanisms across the region;• Developing the capacity of local agencies to respond appropriately to suspected cases of elder abuse through the development of local policies and protocols;• Promoting and share best practice Policy and Protocol documents developed by EAP officers utilising existing PCP networks;• Ensuring implementation of policies and protocols for responding to actual incidents and allegations of Elder Abuse in the region;• Developing a regional solution to long term sustainability of the program, and continued availability of advice regarding the best practice policy and protocols;• Ensuring that an interagency service protocol and practice guidelines exist to ensure each agency is able to effectively respond to elder abuse and refer cases where required, to Seniors Rights Victoria;• Working with Seniors Rights Victoria (SRV) and Victoria University (VU) to ensure the local community and regional agencies are aware of and able to respond to incidents of elder abuse; and• Working with the Department of Health project team to ensure ongoing feedback toward key lessons learnt, and evaluation of the program.
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Project Details

Work hours: Part time

Hours per week: Variable

List LGAs covered: East Gippsland, Wellington, Latrobe, Baw Baw, South Gippsland, and Bass Coast

Project Methodology

1. Elder abuse prevention protocols, policies and practice guidelines:

- a) Attach copies of protocols, policies and practice guidelines you have developed with different organisations – if available.**
- b) List the PCP networks you have worked with to promote and share elder abuse prevention policy and protocol documents,**

(please list and include any feedback from PCPs)

- Central West Gippsland Primary Care Partnership
- East Gippsland Primary Care Partnership
- Wellington Primary Care Partnership
- South Coast Primary Care Partnership

c) Were any PCPs, organisations or agencies you approached already using elder abuse prevention protocols, policies and practice guidelines in their work?

(please list)

Approximately 34 agencies were contacted by telephone and/or email to discuss the elder abuse prevention protocols, policies and practice guidelines.

In addition, sectors were contacted via key contacts (such as Department of Health / Human Services Agency Liaison Officers) who distributed information to their sector agencies.

A small number of agencies were already using policies and procedures to manage and respond to situations of suspected or identified elder abuse. The majority of agencies who reported having policies in place advised they had implemented the policies as a result of attending Elder Abuse Prevention training.

No agencies identified as using elder abuse prevention protocols in their work (either intra-agency or inter-agency), or using strategies such as the personalised safety plan with their clients.

Many agencies, including those who reported attending elder abuse prevention training and having policies in place reported feeling unsure of who / which agencies to approach and/or refer a client to when a case of elder abuse was suspected

d) How many organisations/agencies are now using elder abuse prevention protocols, policies and practice guidelines?

(please list organisations/agencies)

The following agencies were provided with feedback on their policies:

- Orbst Regional Health
- BapCare
- Latrobe City Council
- Latrobe Community Health Service
- Baw Baw Local Area Network (Interagency Protocol)
- Latrobe Interagency Steering Committee (Interagency Protocol).

The Agency Toolkit (including sample Policy) was forwarded broadly to a number of agencies, and key contacts (including Primary Care Partnerships, Divisions of General Practice, State Government Departmental Staff, and Aged Care Networks). Anecdotal feedback suggests agencies a number of agencies have used this information to guide the development/revision of policies and procedures within their organisations; however this has not been quantified.

2. Network

a) What strategies did you use to develop a regional response to elder abuse prevention?

(please describe)

Strategies for developing a regional response to elder abuse prevention included:

- Liaison with key networks throughout the region including:
- Presentations to:
 - Sale & District Aged Care Network
 - Bairnsdale Aged Care Network
 - Bass Coast Service Providers Network
 - Family Violence Practice Networks
- Baw Baw Seniors Network
- Bass Coast Integrated Services Meeting
- South Coast HACC/Aged Care Network
- Central West Gippsland PCP Service Coordination & Integrated Chronic Disease Management meeting
- South Coast SC&ICDM meeting
- Bass Coast Liaison meeting
- Gippsland HACC Assessors Network

Meetings with:

- HACC Training Coordinator
- Individual Agencies
- Department of Health Program and Service Advisors
- PCP Executive Officers
- Baw Baw Shire Council Local Agency Network
- Latrobe City Local Agency Network

Articles in:

- Regional Gippsland HACC Training Newsletter
- Divisions of General Practice newsletters
- PCP Updates
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Facilitation of Elder Abuse and Family Violence Prevention forum. This was promoted broadly throughout the Aged Care, Home and Community Care, Health and Community Services, and Family Violence sectors throughout the Gippsland region.

Information Sessions for:

- Bass Coast Shire Council
- HACC Assessors Network
- Latrobe Community Health Service Planned Activity Group

b) What challenges did you face when encouraging other PCP networks, organisations and agencies to develop and use elder abuse prevention policies, protocols and practice guidelines?

The main challenge was encouraging agencies to see it as a priority when they are operating in a context of competing demands, and an overloaded of work.

A number of agencies did not respond to telephone messages, and follow up emails. (Our process was to contact the agency by telephone, ascertain the most appropriate agency representative to speak with, speak with them if available, (leave a message, if not available), then follow up with an email providing information about the strategy, and links to relevant information.

Where agency representatives were available, a checklist was completed via discussion. The checklist outlines: existing policies and procedures in place, elder abuse prevention training attended by staff, and whether any assistance was required in relation to reviewing or developing elder abuse prevention policies and procedures.

Many agency representatives reported seeing it as a worthwhile strategy; however for some lack of available resources and workplace pressures meant that it was not actively pursued.

c) What strategies did you use to engage your local PCP networks?

(please describe)

- Attendance at Primary Care Partnership meetings (e.g. Service Coordination and Integrated Chronic Disease Management)
- Articles and information inserted into the PCP electronic updates (about the strategy, upcoming training and availability of support in regard to developing policies and procedures).
- Other strategies as outlined in response to question 2a) above.

Implementation

1. Outcomes

a) Did you meet your expected outcomes?

(please comment)

The expected outcomes of the project and comment on achievements are detailed in the attached Project Plan. Key outcomes and achievements are outlined as follows:

Outcome	Achievement
<ul style="list-style-type: none"> ▪ Identify and promote interagency protocols to respond to elder abuse through existing local area networks (aged care, family violence etc.) 	<p>Existing Local Area Networks were identified. Discussions held with agencies involved in the HACC ASM Interagency Protocols and existing protocols adapted to include Elder Abuse Prevention. Sample Interagency Protocol developed and made available to networks for implementation / adaptation.</p>
<ul style="list-style-type: none"> ▪ Support organisations to review or develop elder abuse prevention policies and procedures. Relevant local agencies will have established policies and protocols for responding to incidents and allegations of elder abuse which aims to <ul style="list-style-type: none"> ○ increase awareness of elder abuse in the community ○ improve the ability of health and community workers to detect and act on signs and symptoms of abuse 	<p>Agencies contacted by phone, email, and via network and sector presentations and meetings. Support offered to review or develop elder abuse prevention policies and procedures.</p> <p>Agencies requesting support were provided with detailed feedback and offered additional support as required.</p>

<ul style="list-style-type: none"> when first detected o educate staff in effective intervention o provides clear role expectations of staff and management to address abuse. o reflects the legislative requirements of the Family Violence Protection Act 2008. 	
<ul style="list-style-type: none"> ▪ Lead the development of consistent interagency protocols to respond to elder abuse within existing local agency networks Development of elder abuse interagency protocols to guide best practice in responding to potential, suspected and actual cases of elder abuse which: <ul style="list-style-type: none"> o promotes service provision consistency for older people and families o builds familiarity and strengthens capacity for workers across sectors and disciplines to address elder abuse o equips workers with practical, action-based pathways to deal with often complex inter-organisation relationships o clarifies key points of contact and agreed roles between organisations to address cases of abuse o defines when and how to refer an older person as a client o describes how to communicate client/case information o identifies safety procedures for workers during home visits o decides what is deemed an emergency and how to deal with it o provides better outcomes for older people regarding abuse. 	<p>Sample protocol was developed and made available to agencies and networks. Meetings held with Latrobe, Baw Baw and South Coast networks to facilitate the adaptation and implementation of the interagency protocols.</p>
<ul style="list-style-type: none"> ▪ Development and delivery of a training workshop that complements existing training packages (VU, SRV & HACC Training) that provides agencies and networks an opportunity to explore scenarios using policies, procedures and interagency protocols 	<p>Information session was developed to complement existing training packages. The information sessions supported the development of policies, procedures and protocols.</p> <p>VU and SRV Training has been promoted widely.</p>
<p>Development of a resource package including; VU training, SRV and HACC Training available and the sample state-wide documents</p>	<p>Information kit developed and distributed to a broad audience including aged, HACC, Family Violence, Health, Community Services, Emergency Relief and Neighbourhood House sectors.</p>

b) Attach any relevant case studies from your project area.

Refer to attached Family Violence and EAPS Forum Case Study.

2. Recommendations

a) What recommendations can you make regarding the sustainability of elder abuse prevention protocols, policies and practice guidelines in your region?

- The relationship with the Family Violence sector continues to be fostered, and the Gippsland Family Violence Regional Integration Coordinator includes Elder Abuse Prevention as part of the Family Violence Prevention Plan for Gippsland.
- Work continues in developing localised referral and response pathways for people who may be experiencing elder abuse.
- Agencies continue to develop their capacity to implement prevention strategies with their clients (e.g. safety plans, dissemination of SRV information, community information sessions) to empower their clients and reduce the risk of abuse.
- Liaison with Monash University regarding the Interprofessional Collaborative Practice session in relation to elder abuse.
- Sector training days implemented and agencies encouraged including elder abuse prevention training in their induction training.
- Online training and resources are promoted, and made accessible.

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