

Elder Abuse Prevention Community Awareness Grants Phase 2 Final Progress Report

Name of PCP/Organisation: Wellington Primary Care Partnership

Date: 23rd June 2012

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 2	To enhance the capacity of local agencies to respond appropriately to suspected cases of elder abuse through the development of local policies and protocols
Expected Outcomes	<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.) ▪ Support organisations to review or develop elder abuse 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 when first detected ○ educate staff in effective intervention ○ provides clear role expectations of staff and management to address abuse. ○ reflects the legislative requirements of the Family Violence Protection Act 2008. ▪ 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"> ○ promotes service provision consistency for older people and families ○ builds familiarity and strengthens capacity for workers across sectors and disciplines to address elder abuse ○ equips workers with practical, action-based pathways to deal with often complex inter-organisation relationships ○ clarifies key points of contact and agreed roles between organisations to address cases of abuse ○ defines when and how to refer an older person as a client ○ describes how to communicate client/case information ○ identifies safety procedures for workers during home visits ○ decides what is deemed an emergency and how to deal with it ○ provides better outcomes for older people regarding abuse. ▪ 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 ▪ Development of a resource package including; VU training, SRV and HACC Training available and the sample state-wide documents

How will the impacts for objective 1 be measured?	<ul style="list-style-type: none"> ▪ The extent to which relevant agencies have up to date and comprehensive protocols, practice guidelines, response and referral processes in place. ▪ The extent to which relevant agencies are utilising and actively promoting the above ▪ Surveys to assess employees understanding of elder abuse prevention and of relevant agency and inter agency protocols. ▪ Case studies ▪ Example policies and procedures ▪ Minutes of meetings ▪ Interagency protocol/referral pathway
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Summary of mix of interventions & Capacity building strategies	Tasks	Progress
2.1 Lead the development of consistent interagency service protocols and practice guidelines to address elder abuse	<ul style="list-style-type: none"> • Contact VU re: training packages and utilisation of VU resources for the region. • Identify scenarios and the DVD that will support the development of a regional workshop. • Develop a workshop that compliments the existing elder abuse training workshops (SRV, VU & other private providers) and that provides agencies an opportunity to explore scenarios that will test their elder abuse policies and procedures. • Enable the workshop to be utilised as a training package which agencies may adapt for training of their staff. • Develop an Elder Abuse Resource package utilising the SRV, VU, With Respect to Age guide and the state-wide sample documents. 	<p>Completed.</p> <p>Project Worker attended SRV elder abuse information session in May, and met with VU staff re: Elder Abuse workshops.</p> <p>Discussion with DH and VU regarding the development of an information session.</p> <p>30 minute information presentation developed.</p> <p>Information Kit developed and distributed. Information Kit made available via all Gippsland Primary Care Partnerships websites.</p> <p>Information Kit (hard copy) sent to community groups.</p>
	<ul style="list-style-type: none"> • Use opportunities to explore links between agencies and identify how agencies are able to advise other agencies of elder abuse or suspected elder abuse without breaching privacy of individuals. 	<p>Completed. Attended cross sector network meetings throughout the region including:</p> <ul style="list-style-type: none"> ▪ Service Coordination & Chronic Disease Networks ▪ Emergency Relief ▪ HACC Assessors Network ▪ Sale & District Aged Care Network ▪ Bairnsdale Aged Care Network ▪ Bass Coast Service Providers Network

Summary of mix of interventions & Capacity building strategies	Tasks	Progress
		<ul style="list-style-type: none"> ▪ Family Violence Practice Networks ▪ Baw Baw Seniors Network ▪ Baw Baw Aged Care Network ▪ Emergency Relief Agency Network
	<ul style="list-style-type: none"> • Contact HACC Training Officer - Jay Duncan to be clear on what training has been offered and if any other training will be offered • Identify any areas where the Project Officer may make links without duplicating services or training. 	Liaison with Gippsland HACC and VU regarding training and sector days.
	<ul style="list-style-type: none"> • Talk with PCP managers about the best way to reach agencies. • Contact each PCP to discuss opportunities to get information out to agencies. • Utilise PCP links to promote Elder Abuse Project Worker support. • Use the PCP newsletters as marketing and message tool 	PCP meetings attended throughout the region. Elder Abuse Prevention Strategy promoted via PCP weekly newsletters. Information Kits promoted on PCP websites.
	<ul style="list-style-type: none"> • Identify agencies who may not be part of PCPs and who may need assistance in the development of elder abuse policy • Develop a contact list to provide information to these agencies • Provide Elder Abuse information packs or links to the information to these agencies. 	Agencies and sectors not linked with the PCP's identified and contacted, including: <ul style="list-style-type: none"> • Lifeline • Anglicare • Salvation Army • Ambulance Victoria • Banks • Neighbourhood houses • Senior Citizens clubs • U3A • RSL • Probus • Community Groups • CACPs providers
	<ul style="list-style-type: none"> • Utilise Current networks to raise knowledge of elder abuse 	Completed - Aged Care Networks <ul style="list-style-type: none"> ▪ Sale & District Aged Care Network ▪ Bairnsdale Aged Care Network ▪ Bass Coast Service Providers Network ▪ Family Violence Practice Networks ▪ Baw Baw Seniors Network

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	<ul style="list-style-type: none"> • Make contact with Community Health services and utilise these agencies as a communication conduit to get the message to other agencies. 	Completed.
	<ul style="list-style-type: none"> • Get the message out to Divisions of General Practice to ensure that GPs and Practice staff are aware of elder abuse and the support systems available • Provide Elder Abuse Resource packs to the Divisions to provide to general practices. 	Completed. Contact made with all Divisions of General Practice. Information sent through with presentation made to Central West Division of General Practice, Practice Nurses.
	<ul style="list-style-type: none"> • Liaise with multicultural services and provide information and assistance. • Provide Elder Abuse Resource packs to these agencies. 	Completed. Discussions with Gippsland Multicultural Services and information forwarded.
	<ul style="list-style-type: none"> • Identify relevant networks and lead the development of interagency protocols through the delivery of the training workshop. 	Completed. Networks identified and meetings facilitated for Latrobe and Baw Baw networks. Joint EAPS & Family Violence forum conducted in April 2012.
	<ul style="list-style-type: none"> • Liaise with regional DHS Aged Care Branch advising of the continuation of the project and identify areas for networking and information sharing. 	Completed.
	<ul style="list-style-type: none"> • Identify how we continue to keep elder abuse on the agenda 	Completed. Discussions with Family Violence Network, Baw Baw Interagency Network, and Latrobe Interagency Network. Discussios with Molly Burly from Monash university regarding putting Elder Abuse on the agenda for Interagency Collaborative Practice session.

Summary of mix of interventions & Capacity building strategies	Tasks	Progress
<p>2.2 Support organisations providing services to older people to review or develop elder abuse policies and procedures</p>	<ul style="list-style-type: none"> • Identify key contact person for all target agencies. • Contact key person at each agency who attended the SRV workshop with the aim of advising them of the role of the Project Worker and the assistance they can be provided with in relation to: <ul style="list-style-type: none"> ○ Advice on the development of their elder abuse processes ○ Feedback on their developed processes ○ Opportunities to participate in workshops and training sessions which will enable them to trial their processes. ○ Provision of assistance face to face, review of documentation or other assistance as deemed appropriate. ○ Resources available (VU, SRV, With Respect to Age guide, sample documents) • Ensure that policies and procedures responding to elder abuse occur within existing service response frameworks • Develop an information workshop that incorporates scenarios for organisations to test or trial the appropriateness of their policies. • Promote the workshop through aged care networks, HACC Training Officer and PCP websites. 	<p>Completed. All agencies contacted by phone and/or email, Including:</p> <ul style="list-style-type: none"> • Bairnsdale Regional Health Service • Aged Persons Mental Health Service, Bairnsdale • Bapt Care • Bass Coast Community Health Service • Aged Persons Mental Health Service • Bass Coast Regional Health • Baw Baw Shire Council • Benetas • Buchan Bush Nursing Assoc Inc • Carinya Lodge Hostel • Central Gippsland health Service • Dargo Bush Nursing Centre • Department of Veterans' Affairs • DHS - Regional office - Program and Service Advisor (PASA) • Gippsland Lakes Community Health • Gippsland Multicultural Service • Griffiths Point Lodge • Kilmany Uniting Care • Kirrak House • Latrobe City Council • Latrobe Community Health Service • Latrobe Regional Hospital • Latrobe Regional Hospital - Community Mental Health • Mallacoota District Health & Support Service Inc • Monash University • Omeo District Health • Orbost Regional Health • Peninsula House • Quantum Support Services • South Gippsland Shire Council • Yarram and District Health Service • Vasey RSL Care

Summary of mix of interventions & Capacity building strategies	Tasks	Progress
	<ul style="list-style-type: none"> ▪ Identify all networks across the region and determine after consultation the most appropriate networks to develop and monitor elder abuse protocols. ▪ Determine what the protocol will look like including a clear definition. 	Completed. Sample protocol developed.
	<ul style="list-style-type: none"> ▪ Identify existing interagency protocols that are in place. ▪ Determine if these protocols could be adapted to include or met the requirements of an Elder abuse protocol ▪ Where appropriate develop and distribute a draft protocol to all relevant local service providers for comment and consultation ▪ Negotiate an agreed interagency protocol and intervention model based on feedback, consistent with Victorian Government elder abuse policy ▪ Achieve sign-off by a person of authority in each organisation party to the interagency protocol ▪ Publicise and distribute the interagency protocol (including on agency websites) to all relevant agencies and others who might be interested 	<p>Meeting facilitated for Baw Baw LAN.</p> <p>Meeting to be facilitated for Latrobe LAN.</p> <p>Protocols adapted, decision trees developed to guide pathways.</p>

Summary of mix of interventions & Capacity building strategies	Tasks	Target Agencies	Timeframe	Progress
<p>2.3 Ensure that the regional and catchment service system has processes in place to strengthen the response to elder abuse prevention and responses</p>	<ul style="list-style-type: none"> ▪ Encourage agencies to develop a commitment to having in place processes which strengthen the response to elder abuse prevention and response across the region. 	<ul style="list-style-type: none"> ▪ 	February 2012	<p>Completed. Limited progress with Banks, Indigenous services. Other services engaged included:</p> <ul style="list-style-type: none"> ▪ Divisions of General Practice ▪ District Nurse Practitioners ▪ Primary and universal health services ▪ Allied health professionals ▪ Ambulance ▪ Local Government ▪ HACC ▪ Community Support Organisations ▪ CALD services ▪ Indigenous services ▪ Financial services (banks and building societies) ▪ Financial and alcohol and other drug counsellors <p>Family violence services</p>
	<ul style="list-style-type: none"> ▪ Utilising the current work completed develop an Elder Abuse Referral Pathway flow chart that will assist agencies in the region ▪ Seek agreement from agencies to support the flow chart and is appropriate and relevant to agencies. ▪ Incorporate the flow chart in the protocol if relevant. 		February 2012	<p>The development of a flow chart will be ongoing and enhanced by the Referral Pathways Project.</p>