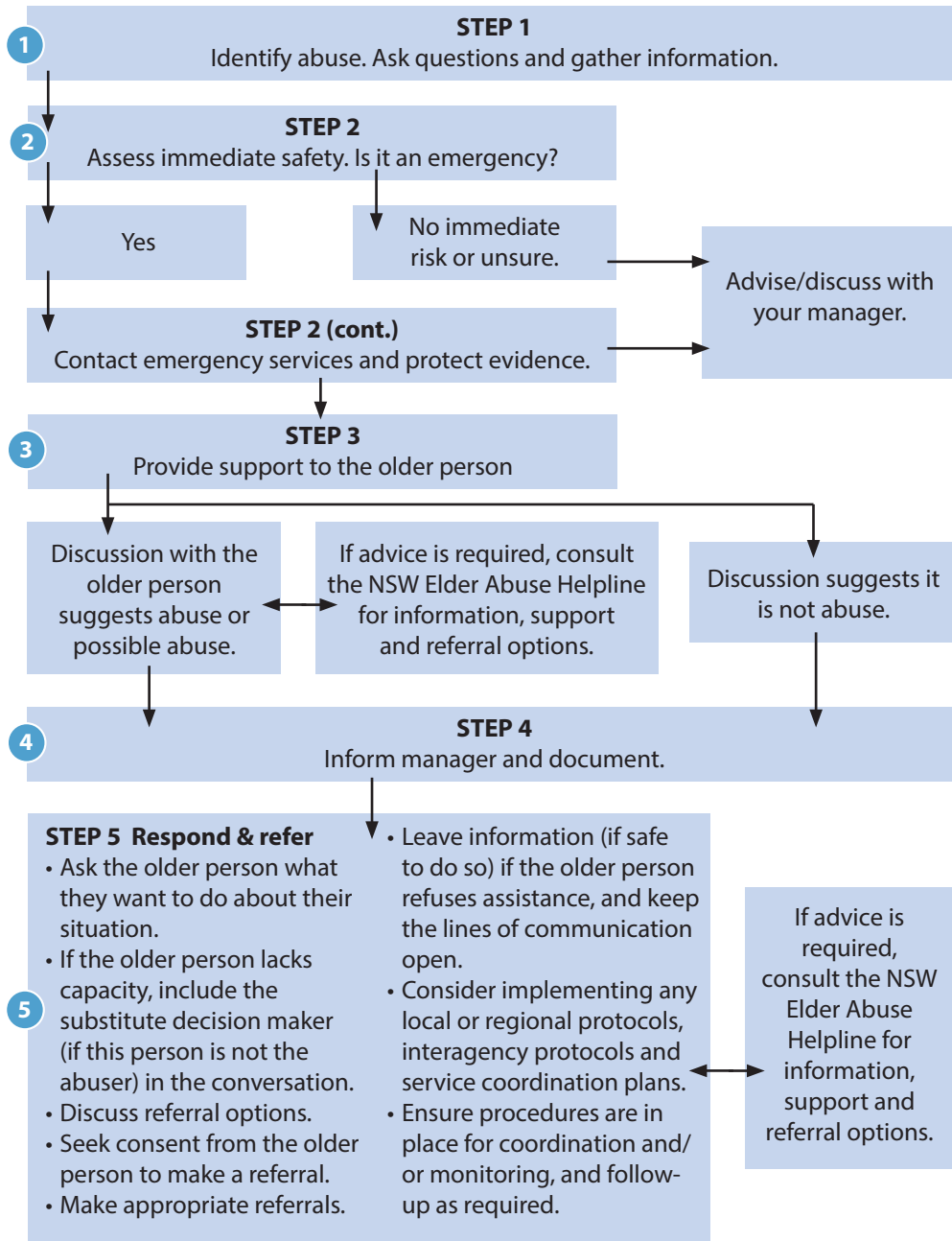


# Flow Chart: responding to the abuse of older people

Note: the older person being abused could be the carer



## Information for Support on Elder Abuse

### WHO DO YOU CALL?

Katoomba Police Station	4782 8199
Springwood Police Station	4751 0299
Elizabeth Evatt Legal Centre Katoomba	4704 0207
West Connect Domestic Violence Services	4732 2318
Women's Domestic Violence Court Advocacy Service	6352 2052
Intake - Chronic and Complex Care	1800 222 608

### WHO DO YOU CALL?

Police / Ambulance	000
NSW Elder Abuse Helpline & Resource Unit	1800 628 221
NSW Rape Crisis	1800 424 017
Domestic Violence Line	1800 656 463
Seniors Rights Service	1800 424 079
TIS (language interpreters)	13 14 50
My Aged Care (assessment for service)	1800 200 422
Carer Gateway	1800 422 737
National Dementia Helpline	1800 100 500



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## Behaviours

## Abuse Types

## Signs

Threatening, coercing re: assets or Wills;  
Taking control of the older person's finances against their wishes and denying access to their own money;  
Abusing powers of attorney.

### Financial

Significant bank withdrawals and/or changes to Will;  
No money to pay for essentials for the home, including food, clothing, and utilities.

Name-calling, and verbal abuse;  
Treating an older person like a child;  
Engaging in emotional blackmail such as threatening to withdraw access to grandchildren, family, friends, services, or placement in an aged-care facility.

### Psychological

Resignation, shame; depression, tearfulness;  
Social withdrawal;  
Worry or anxiety after a visit by specific person/people.

Failure to provide basic needs, e.g. food, adequate or clean clothing, heating, medicines;  
Under or over-medication;  
Refusal to permit others to provide appropriate care.

### Neglect

Inadequate clothing; complaints of being too cold or too hot;  
Poor personal hygiene; unkempt appearance;  
Unexplained weight loss; dehydration; poor skin integrity; malnutrition.

Pushing, shoving, or rough-handling;  
Kicking, hitting, punching, slapping, biting, and/or burning;  
Restraining: physical or medical.

### Physical

Internal or external injuries (sprains, dislocations and fractures; pressure sores; unexplained bruises or marks on different areas of the body; pain on touching).

Non-consensual sexual contact, language or exploitative behaviour;  
Rape and sexual assault;  
Cleaning or treating the person's genital area roughly or inappropriately.

### Sexual

Unexplained STD or incontinence (bladder or bowel);  
Injury and trauma, e.g. scratches, bruises etc. to face, neck, chest, abdomen, thighs or buttocks;  
Anxiety around the perpetrator.