

## Elder Abuse Strategy - 1<sup>st</sup> July 2019

Elder abuse can take many different forms. The most common forms of elder abuse are financial abuse and physical abuse.

### Elder physical abuse

Physical abuse describes any deliberate act that causes pain for and injury to an older person. This includes all forms of physical assault, along with the use of restraint by physical or chemical methods.

### Elder psychological/emotional abuse

Psychological or emotional abuse involves for example, treating the elder like a child, preventing the elder from seeing loved ones or telling them they have dementia.

### Elder social abuse

This could involve withholding or controlling mail or phone calls, preventing them from attending religious or cultural events.

### Elder financial abuse

This is the illegal, mismanagement or improper use of the older person's finances.

This includes stealing money or possessions, controlling their finances without permission, threats or coercion to gain Power of Attorney or pressuring them for early inheritances.

### Elder sexual abuse

Any sexual contact, language or display of pornography without the older person's consent, or through coercion.

For example, making obscene phone calls in the person's presence, inappropriate handling when undertaking personal care activities, or making the person perform a sexual act they don't want.

When is elder abuse likely to occur?

Some of the possible risk factors for elder abuse include situations where:

- the carer is experiencing health or financial pressures
- the older person is unable to stop or report abuse due to cognitive impairment or physical limitations
- there is isolation as a result of cultural or language barriers, or health complications
- the carer or older person is dealing with addiction

- the carer or older person is dependent on the other person for support, for example, financially or physically.

Who is inflicting abuse?

If you feel staff, a carer or another person close to you are abusing you in any of the above-mentioned ways, then you need to share your concerns with a trusted friend, family member or a trained person.

What should I do if I suspect elder abuse?

If it is appropriate contact your Village Manager and report the abuse as soon as possible.

If you are in immediate danger, call 000.

It is generally not advisable to confront the abuser without careful thought.

Golf Shore treats complaints very seriously and will endeavour to respond to your complaint. If a breach is found, we will immediately take steps to rectify the breach.