

What is abuse of older people?

- A single, or repeated act, or lack of appropriate action occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.
- Can take various forms of physical, psychological or emotional, sexual, social, financial and neglect.
- Can also be the result of intentional or unintentional neglect. (WHO, 2002)

Who is at risk of abuse or exploitation?

- Older people who are 65+ years, or Aboriginal/Torres Strait Islander people 50+ years:
- Dependent on others.
 - In a family with conflict.
 - Isolated from others.
 - Cognitively impaired.

Abuse can be:

- Physical: Hitting, pushing, slapping, kicking. Inappropriate use of drugs or restraints.
- Psychological: Verbal harassment, humiliation, threats, controlling behaviour.
- Financial: Misuse of your money, property or resources.
- Social: Restricting or stopping activities or contact.
- Neglect or abandonment: Failure to meet basic needs or provide necessities.

It's not your fault if someone abuses you.

Has this happened to you?

- Been forced or coerced to sign documents, against your will?
- Been denied essential items?
- Had your social activities restricted?
- Been pushed around, hit or physically restrained?

Has this happened to you?

- Been yelled at, called names, told that you are stupid?
- Been asked for money on a regular basis and it is not repaid?
- Been threatened when you don't comply with the wishes of family, friends, carers or service providers?

Help is available

- Police 000 or 131 444
- Legal Services Commission 1300 366 424
- Office of the Public Advocate 8342 8200 or toll free 1800 066 969
- Public Trustee 8226 9200 or 1800 673 119
- Aged Rights Advocacy Service (ARAS) 8232 5377 or 1800 700 600
- NSW6DIH 1800 608 608
- 608 608 608
- 3RE /LE WROOIH

What is Abuse of Older People?

There's no excuse for abuse

ARAS assists older people who are:

- Living in residential aged care.
- Living in a retirement village.
- Receiving Commonwealth Home Support Programme (CHSP) or Home Care Package (HCP) services.
- At risk of, or experiencing abuse from family, friends, carers or service providers.

ARAS can assist the older person with:

- Information about aged care rights, entitlements and responsibilities.
- Support to resolve concerns.
- Speaking on their behalf, with consent.
- Strategies to prevent and safeguard themselves from abuse.
- Aboriginal advocacy and support.
- Information and education sessions.

You have a right to:

- Safe and high-quality care and services.
- Be treated with dignity and respect.
- Have your identity, culture and diversity valued and supported.
- Live without abuse or neglect.
- Exercise your rights without it affecting the way you are treated.

It's not your fault if someone abuses you.

Your right to privacy and confidentiality

- Speak to an ARAS Advocate who upholds confidentiality and respects your right to privacy.
- If you believe we have breached your privacy you can lodge a complaint by writing to ARAS Operations Manager, or contacting the Office of the Australian Information Commission, Tel: 1300 363 992.

What can you do?

- If in danger - call the Police.
- Seek support from someone you trust.
- Gain support from others to plan what is required to stop the abuse.

Safeguard your future by:

- Being in control to prevent future problems.
- Be cautious about making arrangements in return for care, even with family members.
- Take care of your health.
- Secure control of your property and assets.
- Keep up your social network.
- Be aware of your rights and assert them.
- Ask for help when you need it.

aras
Aged Rights
Advocacy Service

**See it. Stop it.
Prevent it.
There's no
excuse for
abuse.**

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