



WORLD ELDER ABUSE AWARENESS DAY CONFERENCE

15 JUNE 2018 • STAMFORD GRAND ADELAIDE, GLENELG

aras



aged rights advocacy service inc.



Elder Abuse:

from Prevention to Intervention

CONFERENCEPROGRAM2018



MASTER OF CEREMONY

**Keith
Conlon**

Keith is well-known to Adelaide as a veteran television and radio presenter, MC, journalist and musician.

He has presented the ABC news, and talk radio station 5AA's breakfast program with Pilko. He hosted the long running *Postcards SA* which so well showcased South Australia. He has managed community radio and drummed the course of the Adelaide Christmas Pageant.



CEO, ARAS

**Carolanne
Barkla**

We are pleased to present our 12th state conference 'Elder Abuse—from Prevention to Intervention' which has an exciting program that will interest both the community and residential aged care sectors and those professionals who work with older people.

ARAS continues to raise awareness of elder abuse at both a State level through direct support as well as at a systemic level through its membership of Older Persons Advocacy Network (OPAN) as well as being a founding member of Elder Abuse Action Australia (EAAA).

We have an exciting line-up of speakers at this year's conference, including the Hon. Dr. Kay Patterson, Age Discrimination Commissioner, Australian Human Rights Commission. Let me take this opportunity to thank you for attending and I trust you will enjoy and gain valuable information and insight from this year's state conference. I know you will take the opportunity to network with the delegates at this conference.



WELCOME TO COUNTRY

**Frank
Wanganeen**

Frank Wangutya Wanganeen is a Kurna / Narangga man raised on Point Pearce Mission on the Yorke Peninsula of South Australia. He is passionate about reconciliation and has been involved in various committees that deal with reconciliation, on the Adelaide City Council Reconciliation Committee, Campbelltown Reconciliation Committee, and Salisbury Reconciliation Action Plan

Committee Aboriginal Heritage, Native Title, Social Justice and the Revival of the Kurna Language.

Frank also conducts Kurna cultural tours in the Adelaide CBD and the surrounding areas where he creates an awareness regarding Kurna cultural heritage and informs and educates on Aboriginal issues.

Frank is the 2017 recipient of the Premier's NAIDOC Award which he received for his contribution and ongoing work in the area of the revival of the Kurna language, Aboriginal Heritage, Native Title, and community engagement.



Message from the Minister

Over time, our culture has shifted from revering elders to a situation where there seems to be a growing trend for people to take advantage of older people for their own ends. As a community, South Australians must stand up for the rights of older citizens. It is vital that they are supported – and feel supported – by the law, government, community organisations, service providers, carers, peers and their family and friends.

We know that there are currently many vulnerable South Australians living in situations where they are at risk of abuse or neglect with inadequate protection. That is why we have made an immediate commitment to develop legislation that will uphold the rights of vulnerable adults, where necessary by investigations of allegations of abuse or neglect.

This legislation is one of the first bills to be progressed by the Marshall Government. It focuses on minimising harm and intervening early, supporting coordination and information-sharing – placing the older person at the centre of any decisions.

Importantly, it includes a clear right for people with decision-making capacity to refuse support and assistance. This will protect privacy and guard against unwanted intrusion.

Alongside this work, we are continuing to strengthen responses to elder abuse in South Australia by raising community awareness of elder abuse and empowering older South Australians to know their rights and know where to seek information and advice. Important initiatives underway include the Stop Elder Abuse media campaign; the South Australian Elder Abuse Prevention Phone Line Support and Referral Service; and the comprehensive *Knowing Your Rights – A Guide to the Rights of Older South Australians* publication.

As co-chair of the national Council of Attorneys-General Working Group on Protecting the Rights of Older Australians, South Australia is working with other Australian governments to develop and coordinate a comprehensive approach to safeguarding the rights of older Australians, including the development of a National Plan to address elder abuse prevention, recognition and response.

It has been said that a society is judged by how it treats its most vulnerable – across government and throughout our community it is every South Australian's duty to actively support those who need it the most.

Hon Stephen Wade MLC
Minister for Health and Wellbeing

ARAS WOULD LIKE TO THANK THE GOLD SPONSORS OF TODAY'S EVENT:

Office for the Ageing, SA Health



PROGRAM OF EVENTS

8.00 am	REGISTRATION
9.00	Welcome: Carolanne Barkla —CEO, ARAS Keith Conlon —Master of Ceremony
9.05	Welcome to Country: Frank Wanganeen
9.15	Opening: The Hon Stephen Wade —Minister for Health & Wellbeing
9.30	Keynote: Hon. Dr Kay Patterson —Australian Human Rights Commission <i>'Elder abuse is everybody's business'</i>
10.15 am	MORNING TEA (30 minutes)
10.45	Carolanne Barkla —CEO, ARAS <i>'State of the nation 2018'</i>
11.15	Prof. Tony Broe —Senior Principal Research Fellow, NeuRA <i>'Lifecycle social trauma and biomedical risk interact in Aboriginal health, ageing and lifespan: The Koori Growing Old Well study'</i>
11.45	Jeanette Walters —Director of Intergovernment Relations and Ageing, Office for the Ageing <i>'Office for the Ageing safeguarding update'</i>
12.00	Sgt Kathy Roberts —Manager, Multi Agency Hub, Family & Domestic Violence, Public Protection Branch SAPOL <i>'Police response to adult safety'</i>
12.20	Helena Kyriazopoulos —CEO, Multicultural Communities Council of SA <i>'The quiet voices of South Australia – a multicultural perspective'</i>
12.45 pm	LUNCH (1 hour)
1.45	Prof. Susan Kurrle —Clinical Director, Northern Sydney LHD Aged Care & Rehab Network <i>'Changes in the Australian care environment and their effect on elder abuse'</i>
2.30	Prof. Richard Bruggemann —Senior Practitioner, Disability SA <i>'Restrictive practices – protection or a breach of rights?'</i>
3.00	Dr Lana Zannettino & Dr Carolyn Gregoric —Flinders University <i>'Improving responses to older women affected by domestic and family violence in Adelaide, South Australia: An action plan'</i>
3.15	Adjunct Associate Prof. Dale Bagshaw —University of SA <i>'Elder mediation and elder abuse: An approach to prevention and early intervention'</i>
3.45	Closing: Anne Burgess —ARAS Chair
4.00 pm	REFRESHMENTS



AUSTRALIAN HUMAN RIGHTS
COMMISSION

Dr Kay
Patterson

Elder abuse is everybody's business

- Community policing
- Elder abuse collaboratives, for example ECLC's Eastern Elder Abuse Network
- Growing academic research in this field.

More needs to be done and we must work together to get the message out that 'elder abuse is everybody's business'.

Elder abuse is often likened to other types of family abuse; however, it differs from partner to partner abuse in several ways. Until recently, elder abuse has not had a high profile, though awareness has been growing since the 1990s, with good interest from governments and the community and some very positive initiatives.

In May 2017, the Federal Attorney-General released the Australian Law Reform Commission report of their inquiry, *Elder Abuse—A National Legal Response* and Dr Patterson is committed to ensure that recommendations from the report do not sit on the shelf (like so many other reports) but are acted on and implemented.

The new Attorney-General, Minister Christian Porter, recently announced the development, with all the Attorneys-General, of a national plan to address elder abuse and the government has also announced funding for a central knowledge hub.

Some state and territory governments have already begun developing their own responses to the issue such as:

- Training and education programs
- Funding of existing services
- Setting up of new services such as helplines
- Developing specific elder abuse strategies.

Dr Patterson will outline a number of innovative initiatives including:

- Health-justice partnerships
- Mediation trials as an alternative to courts, such as Relationships Australia and FMC Mediation and Counselling

Appointed as the Age Discrimination Commissioner on 29th July, 2016 Kay comes to this role with strong involvement in issues affecting older people. Leaving school at 15, and then managing a small business, she returned to school and gained a BA (Hons) at the University of Sydney and a PhD in Psychology and a Dip Ed at Monash University. She taught allied health science students for 11 years. She studied gerontology at the University of Michigan and Pennsylvania State University. Using the knowledge gained during those visits she co-developed the first Victorian post-graduate diploma in gerontology and introduced gerontology into the undergraduate behavioural science courses.

Following her election to the Senate in 1987 she served on a number of Senate committees and held various shadow portfolios. In 1988 she was appointed as a Parliamentary Secretary and in 2001 was appointed to Cabinet and served in the Health and Social Security portfolios. She retired from Cabinet in 2006 and from the Senate in 2008. During her time in the Senate she pursued issues affecting older Australians and fought tirelessly for the removal of the compulsory retirement age of 65 from the Australian Public Service and statutory authorities. Initially she will champion the rights of older workers, focus on the blight of elder abuse and encourage innovative solutions to homelessness and risk of homelessness amongst older Australians.

Kay has served on a number of not-for-profit Boards and voluntary positions. She is a Director of the Brockhoff Foundation (2008-); Professorial Fellow Monash University, in the Faculty of Medicine, Nursing and Health Sciences (2008-); she was a Director and Vice-President of Interplast Australia NZ (2007-2016); a member of the Board of the Victorian Responsible Gambling Foundation (2014-2016); Chaired the Victorian Ministerial Advisory Council on Homelessness (2011-2013); was involved for over 25 years in the Victorian Girl Guides as a leader, Council and Executive Member; and was a member of the Monash University Council (1978-1998). She is a Graduate of the Australian Institute of Company Directors. In 2016 she was appointed an Officer of the Order of Australia.



CEO, ARAS

Carolanne
Barkla

State of the nation 2018

This presentation provides an overview of what is happening across Australia in terms of elder abuse including but not limited to:

- Overview of issues experienced across Australia
- Australian Law Reform Commission Report 131 Update
- South Australian Government response to elder abuse
- Update on Older Persons Advocacy Network (OPAN)
- Update on Elder Abuse Action Australia (EAAA)
- Reflections of where to next.

Prior to her commencement as Chief Executive of ARAS in April 2016 Carolanne spent nearly six years at Aged & Community Services SA & NT Inc (ACS) the Peak Body for not-for-profit aged and community care providers. During this time Carolanne has represented ACS & ACSA on a number of National & State advisory committees/taskforce and projects. Carolanne has worked in a variety of roles including as a RN, NUM, DDON & DON in aged care including two roles at CALD focused RACFs. Carolanne has also practiced as a solicitor with a particular interest in aged care, elder abuse, advance care planning and estates. Carolanne has also previously been a volunteer board member of Barossa Village Inc. and Multicultural Aged Care Inc.

Carolanne is a current board member of Older Persons Advocacy Network (OPAN), Chair of the End of Life Decisions Aged Care (ELDAC) National Reference Group, and a member of the SA Health, Oakden Response Plan Oversight Committee.

Carolanne holds the following qualifications:

- Bachelor Degree in Law and Legal Practice (Hons)
- Bachelor of Nursing
- Diploma of Business Management (Aged Care).

Carolanne is also the recipient of the following prizes/scholarships:

- Flinders University Law School Dean's Prize for Elder Law (2007)
- Flinders University Law School Dean's Prize for Comparative Aspects of Malaysian Law (2006)
- Perpetual/ASF AICD Not for Profit Board Scholarship (2012).

She is a Registered Nurse and is also admitted to the Supreme Court of South Australia as a solicitor and a barrister.

In her spare time Carolanne enjoys her garden and loves making jams for her family and friends!

“ARAS defines elder abuse as ‘any act occurring within a relationship where there is an implication of trust, which results in harm to an older person. Abuse can include physical, sexual, financial, psychological, social and/or neglect.”

PROF. WENDY LACEY, *et al*
PREVALENCE OF ELDER ABUSE IN
SOUTH AUSTRALIA



Helping Hand is a proud sponsor of this conference and commends the work of ARAS.

We collaborate with governments, business and the research sector on the development of programs and policies that lead to quality and sustainable change in aged care.

Talk to us about how we can partner with you to build a better future.

Find out more about our work

plan.helpinghand.org.au 1300 653 600



Helping Hand
new aged care



“Evidence about prevalence in Australia is lacking, though if international indications provide any guidance, it is likely that between 2% and 10% of older Australians experience elder abuse in any given year, with the prevalence of neglect possibly higher.”

[HTTPS://AIFS.GOV.AU/PUBLICATIONS/ELDER-ABUSE/EXPORT](https://aifs.gov.au/publications/elder-abuse/export)



SENIOR PRINCIPAL
RESEARCH FELLOW, NEURA

Professor
Tony Broe

Lifecycle social trauma and biomedical risk interact in Aboriginal health, ageing and lifespan: The Koori Growing Old Well study

At the AAG Conference in 2012 Mick Gooda, Aboriginal and Torres Strait Islander Social Justice Commissioner, gave a talk addressing what he saw as elder abuse as part of a wider system of lateral abuse that has not been well addressed within the Aboriginal community or by the wider government, socio-political and legal architecture.

Trauma, abuse & adversity across Aboriginal peoples' lifespan—mainly from our 'settler' colonial heritage—are the areas Tony will cover. He will firstly review what we know about lifespan trauma, ageing & Aboriginal health from recent population studies with our Indigenous partners.

Tony will then examine what knowledge we can apply: to reduce lifespan trauma; to improve the experience of ageing; and to prevent high rates of chronic disease and dementia in Aboriginal people. He will conclude by examining what the indigenous experience can teach us more generally about lifespan, ageing & dementia for all populations, with the following take home messages:

- There is rising public recognition and respect for our First People. These changing attitudes need to translate into government action in response to the Uluru Declaration and the need for indigenous self-determination.
- A key to healthy Aboriginal ageing is a lifecycle public health approach to the reduction of external trauma, abuse and adversity, to enable early brain and mind growth through effective motherhood, parenting, education and job provision. Early brain development enables lifelong neuroplasticity and sets adults up for a longer healthier older age.

Tony is Conjoint Professor of Geriatric Medicine at UNSW and SPRF in the Ageing Research Centre and the Aboriginal Health and Ageing Program at Neuroscience Research Australia (Neura).

He is a past president of the Australian and New Zealand Society for Geriatric Medicine (ANZSGM), the Australian Association of Gerontology (AAG) and the Australian Society for the Study of Brain Impairment (AASBI).

Tony has written numerous papers and book chapters on healthy ageing, chronic disease, brain ageing and dementia based on Indigenous and non-Indigenous studies with older populations.

Tony has translated his research into prevention, public health policy and services in healthy ageing, dementia, traumatic brain injury, community health and Aboriginal health and aged care.

“...one study suggests that neglect could be as high as 20% among women in the older age group.”



Office for the Ageing safeguarding update

DIRECTOR OF INTERGOVERNMENT RELATIONS AND AGEING, OFFICE FOR THE AGING

Jeanette Walters

An update on recent and upcoming initiatives by Office for the Ageing that contribute to the safeguarding of rights of older South Australians

Jeanette Walters is the Director of Intergovernment Relations and Ageing in SA Health. As part of this role she leads Office for the Ageing in their development of social policy that addresses the needs and wants of older South Australians, building neighbourhoods that support activity and independence, communities that are respectful of their contributions and rights and responds to the opportunities that an older population brings.

Jeanette also leads the Intergovernment Relations Team for Health which provides strategic advice and support in negotiations on key funding and strategic policy arrangements with the Commonwealth Government.

Jeanette has worked as a clinician, service manager and Director of Primary Health, Ageing and Intermediate care services delivered in the community in the Southern Adelaide Local Health Network prior to joining the Department in 2013.



Police response to adult safety

MANAGER, MULTI AGENCY HUB, FAMILY & DOMESTIC VIOLENCE PUBLIC PROTECTION BRANCH, SAPOL

Sgt Kathy Roberts

This presentation will provide information about the police response to older victims of crime in our community with a particular focus on domestic violence. Also discussed will be the role of intervention orders in providing protection for vulnerable people and the structures within SAPOL that support an effective response.

Sergeant Kathy Roberts has over 20 years' service with South Australia Police having worked in a variety of operational postings including county and metropolitan general duties.

In 2009 she was promoted to Sergeant and became an inaugural member of the Family and Domestic Violence Branch in 2014 where she developed a specialist domestic violence investigators course for new members wishing to work in specialist field of Domestic Violence.

Kathy's focus on domestic abuse was further enhanced in 2016 when she took on the role as Manager of the Multi Agency Hub a collaborative approach with the Women's Safety Services SA with the aim to provide safety to women and their children by ensuring violence is recognised as soon as possible and immediate responses are provided to facilitate safe and seamless pathways for victims.



CEO, MULTICULTURAL
COMMUNITIES COUNCIL OF SA

Helena
Kyriazopoulos

The Multicultural Communities Council of South Australian (MCCSA) is the peak multicultural body in SA which supports, advocates and collaborates with communities and other stakeholders to meet access and equity requirements.

The MCCSA has a long and rich history in supporting ethnic communities with their aged needs. This presentation will provide an overview of the current perspective of how elder abuse prevention and awareness are managed within ethnic communities.

Helena Kyriazopoulos is the CEO of the Multicultural Communities Council of South Australia (MCCSA) and has worked in a wide variety of roles in the CALD sector.

Helena has contributed to numerous boards over the years and is currently a member of:

- The Australian Multicultural Council
- Aged Rights Advocacy Service
- Council of the Ageing SA (COTA SA)
- National Board of Welcome to Australia

She has over 30 years' experience in actively identifying CALD aged care, carer and broader CALD community needs and developing pragmatic evidence based programs which have successfully gained State and Federal funding.

She worked for Alzheimer's Australia for over 20 years as the National Secretariat of the National Cross Cultural Dementia Network and was also their Access and Equity Coordinator.

In addition, she has 8 years' experience as a Consultant undertaking major CALD research funded by the State and Federal Government.

The quiet voices of South Australia – a multicultural perspective

“In 2050, just over a fifth of the population is projected to be over 65 (compared with 15% in 2015), and those aged 85 and over are projected to represent about 5% of the population (compared with less than 2% in 2011).”

[HTTPS://AIFS.GOV.AU/PUBLICATIONS/
ELDER-ABUSE/EXPORT](https://aifs.gov.au/publications/elder-abuse/export)



Changes in the Australian care environment and their effect on elder abuse

CLINICAL DIRECTOR, NORTHERN SYDNEY LHD
AGED CARE & REHAB NETWORK

Professor
Susan Kurrle

This presentation looks at the many changes occurring in the Australian health, aged care, and legal areas that are likely to impact on the occurrence of elder abuse and how we manage it.

The *Australian Law Reform Commission Elder Abuse Discussion Paper* from 2017, the recently announced merging of the Aged Care Complaints Commission and

the Australian Aged Care Quality Agency, the recent evidence of significant financial abuse occurring within financial institutions, and the changes from substitute decision making to supported decision making in people with cognitive impairment or other disability (in keeping with the UN Convention on the Rights of Persons with Disabilities), will all be discussed with respect to how these have or will affect how elder abuse occurrence might be altered.

The increasing numbers of people living with dementia, and some of the emerging evidence on how social support can prevent elder abuse will also be reviewed. Case histories will be used where appropriate to illustrate the effects of changes.

“A randomised study of 1158 respondents in metropolitan and country Adelaide in the year 2000 revealed an overall prevalence rate of 3.7% ... The study also found that 67.4% did not seek help for the abuse.”

PROF. WENDY LACEY, *et al*
PREVALENCE OF ELDER ABUSE IN
SOUTH AUSTRALIA

Susan Kurrle is a medical specialist in geriatric medicine practising at Hornsby Ku-ring-gai Hospital in northern Sydney and at Batemans Bay Hospital in southern NSW. She holds the Curran Chair in Health Care of Older People in the Faculty of Medicine at the University of Sydney where she leads the NHMRC Cognitive Decline Partnership Centre.

This Centre focusses on research and implementation projects dealing particularly with the care aspects of dementia and currently has 33 projects underway across Australia. Recent work includes development and dissemination of national clinical guidelines for management of dementia, and implementation of a model of care for people with delirium and dementia in acute hospitals.

She has been involved in research and practice in the area of elder abuse for almost 30 years and continues to participate in implementation of community and health professional education, and development of policy across the health and legal practice communities.



- ☑ Is remaining in your own home important to you?
- ☑ Do you need some assistance to stay independent and in control?
- ☑ Would you like some help at home but don't know where to start?

AGED CARE CUSTOMER ADVOCATE

The AnglicareSA Aged Care Customer Advocate is able to provide free information, support and advocacy for individuals and groups about the aged care system and aged care services. **Types of assistance include:**

- Assistance with contacting My Aged Care
- Attending in-home assessments
- Supporting individuals (as well as their families and other representatives) as they enter the aged care system
- Provision of information and education sessions to the public

The Aged Care Customer Advocate is contactable Monday to Friday via:

P: 1800 317 009

E: agedcareadvocacy@anglicaresa.com.au

anglicaresa.com.au

“... the data ... being collated by elder abuse helplines, or agencies such as ARAS, indicate that the rates of elder abuse are either increasing or that people are more aware of elder abuse and the availability of services such as ARAS, or a combination of both.”

PROF. WENDY LACEY, *et al*
PREVALENCE OF ELDER ABUSE IN SOUTH AUSTRALIA



SENIOR PRACTITIONER,
DISABILITY SA

Professor Richard Bruggemann

Historically, in our various service systems, service providers have used a variety of practices to control unwanted behaviours. Providers have sometimes acted as if they have a right to use these practices and that service recipients had very few, if any, rights.

However, some of these practices, used without consent and often in contravention to the wishes of service recipients, are, in fact, crimes and torts.

They have been dressed up in “service” language- for example, seclusion, physical restraint and chemical restraint—but without consent of the individual or the approval of a legal body, they are false imprisonment and battery! We must still heed Magna Carta—no free man (and now woman) can be seized or imprisoned without due process of law.

However, from time to time, these practices do have their place in the service system. They can protect the individual or others. They have been overused, often in circumstances that do not warrant their use.

They can be dangerous not only to the person being restrained but also to those doing the restraining. Their use has often been for the convenience of organisations rather than to the benefit of the individual.

Most importantly, we now know that all behaviour has meaning and utility to the individual and that if we can understand the “meaning” and provide the individual with alternative ways to obtain the “utility”, we can avoid many of the behaviours that lead to the use of restrictive practices.

Richard served as the Chief Executive Officer of the Intellectual Disability Services Council (IDSC) from 1984 until 2006. On retirement from IDSC, he was appointed as Professorial Fellow in the Disability and Community Inclusion Unit of Flinders University where he developed and ran the Graduate Certificate in Disability Studies (Leadership).

He also undertook a number of consultancies for the Commonwealth, South Australian and Victorian Governments including a review of the implementation of the Victorian Disability Act. In 2013, he was appointed as the Senior Practitioner in the South Australian Department of Communities and Social Inclusion to lead the work on the elimination of the use of restrictive practices in South Australia.

In 2015 he was appointed to the Intellectual Disability Reference Group of the National Disability Insurance Agency to ensure that the scheme meets the unique needs of people with intellectual disabilities. Richard was for 5 years the President of the National Association for the Prevention of Child Abuse and Neglect of SA (NAPCAN SA).

He has also served on a number of boards including Minda, Interchange, The Community Re-entry Programme, The Seniors Information Service (Chair), South Australian Sporting and Recreation for Persons with Integration Difficulties (President), The South Australian Council on Intellectual Disability (Treasurer), Inclusion Australia (Treasurer).

In 2007, he was appointed an Honorary Fellow of the Australasian Society for the Study of Intellectual Disability. He is also the Patron of “Our Voice” a self-advocacy group for people with intellectual disabilities.



Improving responses to older women affected by domestic and family violence in Adelaide, South Australia: An action plan

FLINDERS UNIVERSITY

Dr Lana Zannettino & Dr Carolyn Gregoric

This presentation focuses on the launch of an action plan to address domestic and family violence in the lives of older women living in Adelaide, South Australia.

The presentation will provide a brief overview of the research project informing the action plan. Domestic and family violence affects women of all ages, including older women.

Older women represent a unique subgroup with distinct vulnerabilities that require specific interventions.

“Elder abuse is the last form of family violence to come to public attention.”

PROF. WENDY LACEY, *et al*
PREVALENCE OF ELDER ABUSE IN
SOUTH AUSTRALIA

Yet, domestic violence is an under-recognised phenomenon in the lives of older women and there is currently minimal specialist support available to them. This action plan provides the groundwork for the development of a multi-pronged response that involves a range of services working together to improve responses to older women.

Dr Lana Zannettino is a senior lecturer in Sociology in the College of Nursing and Health Sciences at Flinders University, South Australia. Her research concerns gender, and families and relationships across the life course, with a particular focus on domestic and family violence.

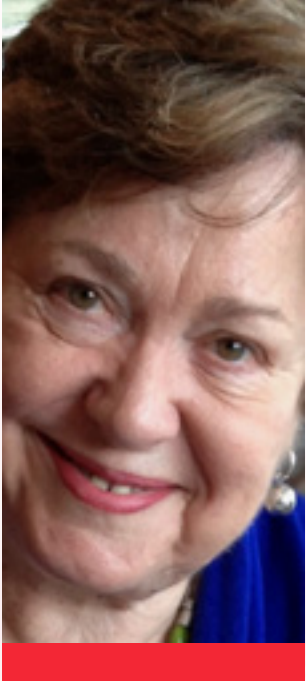
Over the last fifteen years, Lana's research has been funded by Commonwealth and state government, and non-government organisations, including Australia's National Research Organisation for Women's Safety (ANROWS).

Her work has been published in many high ranking academic books and journals. Much of her research has involved building collaborative partnerships across the domestic and family violence workforce to improve service responses to vulnerable families and communities, particularly older women and migrant and refugee women.

Dr Carolyn Gregoric has worked across numerous research projects focused on interdisciplinary collaboration and networking.

More recently her attention has turned to investigating domestic and family violence in the lives of older women and CaLD women, and how services work together to respond to these women.

As a skilled researcher, Carolyn works with research teams to help them turn their project plans into reality. She holds a PhD in education from Flinders University, South Australia.



UNIVERSITY OF SA

Adj. Assoc. Professor Dale Bagshaw

Elder mediation refers to mediation where the dispute involves an older adult and another party, or contains issues that have a particular impact on older adults. It is a focused, preventative, respectful process—usually multi-party, multi-issue and intergenerational.

Elder abuse is an under-researched and hidden problem. It occurs across the spectrum of our society and is often unrecognised, unreported and hard to detect. Some families and/or cultures do not recognise that their behaviour is abusive, or label it that way, so it is essential for elder mediators and other professionals to screen for abuse prior to intervention.

Dr Bagshaw will briefly summarise the findings of an Australian Research Council-funded national research study, which investigated elder mediation as an early intervention/prevention strategy to prevent the financial abuse of older people by their adult children, and argue that, from a human rights perspective, elder mediators must ensure that the voice of the older person is heard, directly or indirectly, and respected. This applies to older people with and without capacity.

Dale will outline ways to ensure that the elder's voice is heard in mediation and suggest specific screening questions to ask in pre-mediation sessions to:

- detect signs and risks of abuse or intimidation of the older person and
- assess whether or not the mediator can accommodate for any imbalance of power and/or disabilities, especially those related to capacity, competency and communication.

Elder mediation and elder abuse: An approach to prevention and early intervention

Associate Professor Dale Bagshaw (BA, Dip Soc Stud, M Soc Admin, PhD, Cert.EM.) led the ARC-funded research team which investigated elder mediation as a strategy to prevent the financial abuse of older people, convened the 6th World Summit on Mediation with Age-Related Issues, is the founding President of the Elder Mediation Australasian Network (www.elder-mediation.com.au) and a certified elder mediator.

She is an adjunct Associate Professor with the School of Psychology, Social Work and Social Policy, University of South Australia where she was previously Head of School and Director of the Centre for Peace, Conflict and Mediation.

She led the research team that wrote the South Australian Government's Strategy to Prevent the Abuse of Older South Australians 2007-2014 and is a member of the OFTA Steering Committee which reviewed the plan and produced the report Strategy to Safeguard the Rights of Older South Australians 2014-2021.

Dale is a member of the Elder Mediation International Network's Board and Certification Committee, has published extensively and received three awards for her work in this field.

“To care for those who once cared for us is one of the highest honors.”

TIA WALKER

THIS EVENT HAS BEEN PROUDLY SUPPORTED BY:

Office for the Ageing, SA Health



Government
of South Australia

SA Health



ARAS has been in operation since 1990. ARAS advocacy assists older people or their representatives to speak up about problems in aged care facilities, community care, retirement villages, or where they are at risk of abuse by someone they should be able to trust. Thus abuse can occur both in residential care and in people's own homes.

ARAS offers a free, confidential, and state-wide service. ARAS is supported by funding from the Australian Government, Office for the Ageing (SA Health) and Older Persons' Advocacy Network (OPAN). ARAS is the South Australian member of OPAN.

www.sa.agedrights.asn.au

aras



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