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 toll free 1800 700 600
- Adult Safeguarding Unit SA Elder Abuse Prevention Phone Line toll free 1800 372 310

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.

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.

It's not your fault if someone abuses you.

aras
aged rights advocacy service inc.

See it. Stop it. Prevent it.

There's no excuse for abuse.