

Elder Abuse Response Flowchart for Service Providers

Service provider suspects or identifies abuse



Not sure what to do?

Seek secondary consultation with:

- Integrated Model of Care Elder abuse liaison officer
- Seniors Rights Victoria

Is the older person in immediate danger or at risk of significant harm such as an immediate threat to human life or serious physical harm or serious damage to property?

Refer to agency's emergency policy or ring 000.



Report to Supervisor

Staff members should report any suspicions or disclosure of abuse to the relevant supervisor in line with their organisation's policies and procedures.



All older people have the right to be treated with dignity and respect and to make their own decisions.

- Consider whether an interpreter or cultural advisor is required
- Discuss the situation and options with the client
- Assess risks, existing services, family and community supports
- Request client's consent to provide further assistance
- Where the older person has difficulty with decision making, work with client to determine who can provide consent. Request consent from substitute decision maker to provide further assistance according to agency policy.

Accurate documentation of all elder abuse concerns must be maintained.

Substitute Decision Makers

If a client does not have decision making capacity it is important to know if there are any substitute decision maker appointees in place:

- Enduring powers of attorney appointed by the older person to make financial and /or lifestyle decisions
- Medical treatment decision makers for medical decisions
- Guardians and/or administrators appointed by the Victorian Civil and Administrative Tribunal (VCAT)

If there are no existing appointees and there are concerns about the older person, consider the need for an application to VCAT for Guardianship & Administration orders.



Develop Action Plan



Declines Assistance

- Clearly document discussion about concerns and the supports offered
- Provide information regarding services/support options and referral contacts for future reference.
- Discuss the benefits of a safety plan and assist to develop safety plan if older person is agreeable



Need Further Advice

Secondary consultation is available to discuss referral options, risk assessment and concerns that the older person may not have capacity to make decisions:

- Integrated Model of Care Liaison Officer – 0400 544 530
- Senior Rights Victoria – 1300 368 821
- Office of the Public Advocate – 1300 309 337



Agrees to Assistance

Discuss available supports and services with the older person and appropriate family members:

- Senior Rights Victoria – 1300 368 821
- Specialist Family Violence Services:
 - Safe Steps – 1800 015 188
 - The Orange Door – 1800 319 355
- My Age Care (Regional Assessment/ACAS) – 1800 200 422
- Carer Support Services – 1800 242 636
- Aged Persons Mental Health Services – 1300 650 172
- Client's GP