

Are you concerned that a family member or friend is being abused?

What is elder abuse?

The World Health Organisation defines elder abuse as “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”. Elder abuse can include financial abuse, physical abuse, psychological abuse and many other forms.

1. Talk to the person you have concerns about

If possible, approach the person and invite them to talk to you in a comfortable, private and safe place. Let them know that you are concerned for their wellbeing.

2. Listen to the person

It is important that you:

- provide the person with the opportunity to speak openly;
- listen to their concerns;
- respect their right to make their own decisions;
- believe what the person is telling you; and
- remind them that they are not to blame.

3. Let the person know that there is help available

Let the person know you are willing to support them and offer them assistance to get the help and support that they need, when they are ready. Offer encouragement to the person and support whatever steps they wish to take (even if they are not willing to accept help at the time).

4. Encourage them to contact the Seniors Legal and Support Service by phoning TASC on 07 4616 9700 for assistance with free legal information and advice and social support

If the person is unable to contact TASC but you know that they wish to speak with us, you can contact TASC on their behalf and speak to one of our social workers or social support officers. They will then arrange a time to speak with them by phone, appointment at our office or, if necessary, by home visit.

Where can you get more help and information?

Elder Abuse Prevention Unit Elder Abuse Helpline	1300 651 192
Seniors Legal and Support Service	
Brisbane	07 3214 6333
Cairns	07 4031 7179
Hervey bay	07 4124 6863
Townsville	07 4721 5511
Office of the Public Guardian	1300 653 187
Queensland Civil and Administrative Tribunal (QCAT)	1300 753 228
Queensland Aged and Disability Advocacy	1800 818 338
Commonwealth Carelink Centres	1800 052 222
DVConnect Womensline	1800 811 811
DVConnect Mensline	1800 600 636
Mental Health Information Service	1800 674 200
Lifeline Telephone Counselling	13 11 14
Public Trustee Queensland	07 3213 9288
Seniors Enquiry Line & Grandparent's Information Line	1300 135 500
Alzheimers Association of Queensland Helpline	1800 639 331
Translating and Interpreting Service	131 450
Aged Care Complaints Investigation Scheme	1800 550 552
Visit: www.qld.gov.au/noexcuseforabuse	

If there is an emergency or life threatening situation, immediate risk of physical harm to the older person or damage to their property contact emergency services on 000.

This factsheet is for general information purposes only. You should seek independent legal advice in respect to your specific circumstances.

Toowoomba

223 Hume St
PO Box 594
Toowoomba QLD 4350
Ph: 07 4616 9700

Ipswich

60 South St
PO Box 38
Ipswich QLD 4305
Ph: 07 3812 7000

Roma

96 Arthur Street
PO Box 794
Roma QLD 4455
Ph: 07 4523 6600

Warwick

69 Guy Street
Warwick QLD 4370
Ph: 07 4616 9700