

RESOURCE

3



IN CASE OF
EMERGENCY
CALL 000

Elder abuse in your state or territory

In case of emergency or if someone is at imminent risk of harm, call 000 and ask for Police.

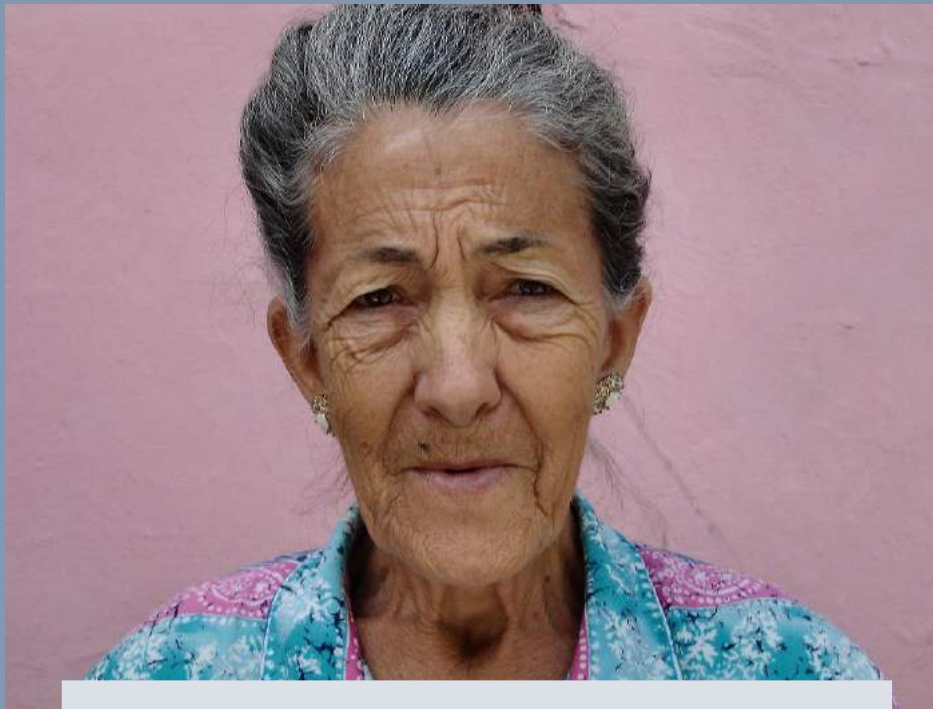
Most states and territories have reporting and support systems in place for cases where an elderly person is experiencing abuse. This can include family violence. Details of elder abuse reporting schemes are summarised below.

ELDER ABUSE

JURISDICTION ¹¹	ARE EMPLOYMENT SERVICE WORKERS MANDATORY REPORTERS?	REPORTABLE TYPES OF HARM	CONTACT
ACT	No	Physical abuse; psychological abuse; sexual abuse; financial abuse; neglect; social abuse	Older Persons' Abuse Prevention, Referral and Information Line (APRIL): 02 6205 3535
NSW	No	All serious crimes; neglect; physical abuse; sexual abuse; emotional abuse; financial abuse	Police: 000 or 131 444
NT	No	Physical, sexual, psychological, financial abuse or neglect from someone in a position of trust	Elder Abuse Information Line: 1800 037 072
QLD	No	Emotional, psychological, financial, physical or sexual abuse, or neglect.	Elder Abuse Helpline: 1300 651 192
SA	No	Mistreatment, abuse, neglect, by someone known and trusted to the person.	Elder Abuse Prevention Line: 1800 372 310
TAS	No	No definition provided	Elder Abuse Helpline: 1800 441 169
VIC	No	Any act which causes harm to an older person and is carried out by someone they know and trust.	Seniors' Rights Victoria: 1300 368 821
WA	No	Financial abuse; physical abuse; sexual abuse; psychological abuse; neglect; social abuse	Elder Abuse Helpline: 1300 724 679

¹¹ These details are correct as at date of publication. Providers should check the currency of the information for their jurisdiction.

BEST PRACTICE



Whenever safe to do so, it is best practice to **tell your client** when you are going to make a domestic violence report about them. You should do this unless you have genuine concerns that telling your client will put them or their family at increased risk of harm, for example, if the abuser is likely to react violently to hearing that a report has been made. The tip sheet on **WHAT TO SAY** can give some guidance as to how to have this conversation with your client. If a conversation like this is difficult for you, ask your manager for support. Always ensure you seek debriefing afterwards.

Whether you tell them or not, you should still make a report if you believe that someone is at immediate risk or if you are a mandatory reporter in this circumstance.

In all states and territories, you have the option to make an anonymous report. If you are concerned about the impact that reporting may have on your own safety, discuss your concerns with your manager as soon as possible.

WHAT TO SAY
Refer to Resource 6