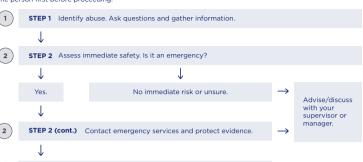
Who Do You Call?

State Contacts

| Police or Ambulance | 000 |
|--|--------------|
| Ageing and Disability Abuse Helpline | 1800 628 221 |
| NSW Rape Crisis | 1800 424 017 |
| Domestic Violence Line | 1800 656 463 |
| TIS (language interpreters) | 13 14 50 |
| Carer Gateway | 1800 422 737 |
| NDIS Quality and Safeguards Commission | 1800 035 544 |
| Disability Advocacy | 1300 365 085 |
| People with Disability Australia | 1800 422 015 |
| Council for Intellectual Disability | 1800 424 065 |
| | |

5 steps for responding to abuse of an older person or adult with disability.

Note: The older person or adult with disability could also be the carer. Identify if it is appropriate to talk with the person first before proceeding.



STEP 3 Provide support to the older person or or adult with disability.

Discussion with the older person suggests abuse or possible abuse or adult with disability suggests abuse, neglect or exploitation, or high risk of this occurring. If advice is needed, contact the Ageing and Disability Abuse Helpline for information, support and referral options.

Discussion suggests it is not abuse, neglect or exploitation.





5 STEP 5

- Ask the older person or adult with disability what they want to do about their situation. If there are concerns of capacity, include the substitute decision-maker (if this person is not the person suspected of abuse) in the conversation.
- Discuss referral options.
- Seek consent from the older person or adult with disability to make a referral.
- Make appropriate referrals.
- Leave information (if safe to do so) if the older person or adult with disability refuses assistance, and keep the lines of communication open.
- Consider implementing any local or regional protocols, interagency protocols and service coordination plans.
- Ensure procedures are in place for coordination and/or monitoring, and follow-up as required.



consult the Ageing and Disability Commission for information, support and referral options.

If advice is required,



Behaviours

Abuse Types

Signs

Financial abuse is threatening to take someone's money or assets, misusing another person's money without permission, or stealing and abusing power for financial gain.



Significant bank withdrawals, that may include changes to a Will.

No money to pay for essentials for the home, including food, clothing, and utilities.

Psychological abuse is threatening, pressuring or intimidating someone verbally, or emotionally blackmailing them. This also includes threatening to isolate someone from friends and family.



Resignation, shame, depression, and tearfulness.

Social withdrawal, worry or anxiety after a visit by specific person or people.

Neglect is a type of abuse that means a vulnerable person's basic needs are not being met. This could be not providing adequate food, clothing or shelter, not keeping someone safe, or refusing to meet a vulnerable person's healthcare needs.



Inadequate clothing, complaints of being too cold or too hot.

Poor personal hygiene with an unkempt appearance.

Unexplained weight loss, dehydration, poor skin integrity, malnutrition.

Physical abuse is intentionally pushing, shoving, kicking or injuring someone else. This includes physically restraining or locking someone up in their home.



Internal or external injuries (sprains, dislocations and fractures, pressure sores, unexplained bruises or marks on different areas of the body, pain on touching).

Sexual abuse is having non-consensual contact with someone. This could be enforcing nudity, or inappropriate washing or handling.



Unexplained STD or incontinence (bladder or bowel).

Injury and trauma, for example scratches, bruises to face, neck, chest, abdomen, thighs or buttocks.

Anxiety around the perpetrator.

The most common type of **exploitation** is financial. This means someone takes money, assets or allowances from a vulnerable person for their own use and without permission.

Exploitation can also be someone who sells, transfers or changes property titles



Similar to financial abuse, signs can include unpaid bills, unexplained shortage of money or unusual activity appearing on bank statements.