

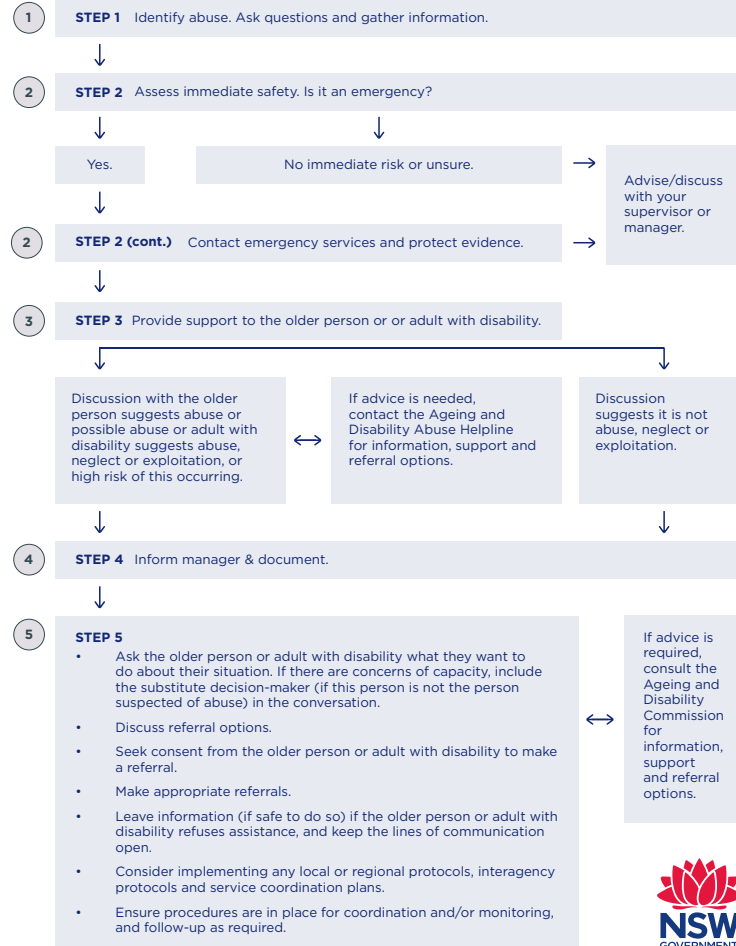
Who Do You Call?

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
Seniors Rights Service	1800 424 079
TIS (language interpreters)	13 14 50
My Aged Care (assessment for services)	1800 200 422
Carer Gateway	1800 422 737
National Dementia Helpline	1800 100 500
Link2Home (emergency housing)	1800 152 152
Mental Health Line	1800 011 511

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.



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.



Financial

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.



Psychological

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.



Neglect

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.



Physical

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.



Sexual

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



Exploitation

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