

Who do you call in:

State contacts

Police or Ambulance	000	Carer Gateway	1800 422 737
Ageing and Disability Abuse Helpline	1800 628 221	National Dementia Helpline	1800 100 500
Domestic Violence Line	1800 656 463	NDIS Quality and Safeguards Commission	1800 035 544
Seniors Rights Service	1800 424 079	People with Disability Australia	1800 422 015
My Aged Care (assessment for services)	1800 200 422	TIS (language interpreters)	13 14 50
Aged Care Quality and Safety Commission	1800 951 822	Let's Talk: Elder Support & Meditation Service	1300 364 277

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.