

MATTER OF TRUST

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FRIDAY, 11 AUGUST 2017, NACLC CONFERENCE, CANBERRA



ELDER ABUSE

Any act that harms an older person that is carried out by someone they know or trust



ELDER ABUSE PREVENTION PROGRAM

- Awareness raising of elder abuse
- Training for professionals
- Support for development of policies & protocols
- Eastern Elder Abuse Network (EEAN)
- Secondary consults
- Advocacy for systemic reform
- Information, advice and referral for people experiencing elder abuse



MATTER OF TRUST

It began with our local Sheriff and a passionate volunteer body – the Communities Council on Ethnic Issues

Communities' Council on Ethnic Issues (Eastern Region) Inc.

Registered Association Incorporation No. A0017562S; ABN 44148684508



TIP 1

FIND THE RIGHT PEOPLE





COMMUNITY ADVISORY GROUP

MR TIMOTHY SIU, Ringwood Family Relationship Centre

MS CONNIE LAU, Chinese Community Social Services Centre

MR SAVAS AUGOUSTAKIS, S&L Multicultural Services

MS EFFIE KAPNIAS, Fronditha Care

MR ANAND SHOME, IndianCare

MR INDERJIT JASAL, Indian Seniors Citizens Association

MS DILNAZ BILLMORIA, Whitehorse Interfaith Network and
Communities Council on Ethnic Issues (EMR)

TIP 2

TAKE THE TIME NEEDED

The hurrier I go,
the behinder I get



TIP 3

TRUST

- Each other's experience and knowledge
- A shared objective
- The team
- Real engagement

TIP 4

ADAPT:

Same Content -
Different Routes

1. Senior Citizens Group – role play & discussion
2. Volunteer Training Sessions
3. Small Planned Activity Group in an intimate meeting room
4. Large Planned Activity Group in a hall with karaoke and mah-jong in the background



ENGAGING PARTICIPANTS

**Ethnic Communities
Council of Victoria**

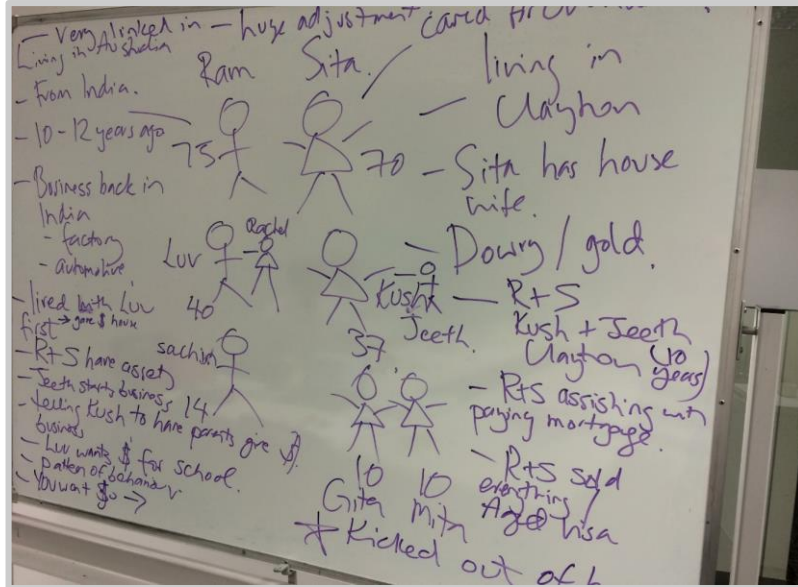
**Within My Walls –
Short film in language**

*[http://eccv.org.au/community/
news/within-my-walls-a-
community-education-
resource-/](http://eccv.org.au/community/news/within-my-walls-a-community-education-resource/)*





BUILDING A COMMUNITY STORY



<https://www.legalaid.vic.gov.au/about-us/community-education-and-projects/settled-and-safe>



EVALUATION

- 100% of survey respondents said their had an increased understanding of financial elder abuse following the session
- 77% reported feeling confident asking for help if you are concerned this is happening to them or someone else they knew
- 99% said they would feel comfortable sharing the information they received at the workshop with others in the community



KEY BENEFITS FOR COMMUNITY ADVISORS AND SERVICES

- Building trust with community
- Improving engagement through creation of stories
- Mutual learning
- Promotion of collaborative agency response to addressing elder abuse in the community



WHAT WAS MISSING

- More information on services and how they can help
- More question and answer
- More time for one-on-one session
- More VISA information
- Entitlements of parents from overseas when coming to live in Australia with adult sons and daughter
- Grandparents' rights to meet grandchildren
- Information for sons and daughters



REFLECTIONS

<https://vimeo.com/228979819>





THANK YOU

ANY QUESTIONS?

For more information after the conference, contact Eastern Community Legal Centre (Vic)
on (03) 9285 4822 or CDTeam@eclc.org.au