World Elder Abuse Awareness Day Conference
Thursday 16 June 2016

working together
today...and every day

World Elder Abuse Awareness Day Conference 2016
Thursday 16 June 2016 at the Adelaide Convention Centre
City Rooms 1-4, West Building (West Entrance from Morphett Street)
Carolanne Barkla  
CEO, ARAS

World Elder Abuse Awareness Day  
Working together today…and every day

We are pleased to present our eleventh annual conference ‘World Elder Abuse Awareness Day - Working together today…and every day’ to mark World Elder Abuse Awareness Day 2016.

ARAS has a history of working with aged care organisations across South Australia and nationally to raise awareness of elder abuse prevention strategies and to ensure a positive outcome for older people experiencing abuse. It is with this collaboration in mind that the theme for this year’s conference, ‘Working together today…and every day’ was decided.

An exciting conference program has been developed that will interest the community and residential aged care sector, as well as other professionals who work with older people. We have an excellent line-up of Australian and international speakers who will address how organisations can work together ‘today…and every day’ to respond to elder abuse issues and practically illustrate this with their research projects.

The one-day conference will be held at the Convention Centre in Adelaide on Thursday 16 June 2016 and should not be missed!

Register now at www.sa.agedrights.asn.au

Judith Barr  
MC

Judith was lucky to have 10 years at home raising three children. When it became necessary to return to the workforce here in South Australia, she spent 10 years in the media – half reading TV news for the ABC and half hosting a talk program for 5DN radio.

It became obvious during that time that women were not being trained (or in many cases allowed or even encouraged) to control their own finances so it was back to University for retraining and 8 years in the financial services industry followed concentrating on superannuation and financial planning.

Tourism then beckoned and Judith spent the next 20 years taking groups of people around the world and introducing Americans to Australia and New Zealand.
Office for the Ageing, SA Health

The Government of South Australia, through the Office for the Ageing, SA Health, is committed to developing economic and social opportunities for older South Australians. The state ageing plan, Prosperity Through Longevity: South Australia’s Ageing Plan, Our Vision 2014-2019, guides initiatives to benefit the state including actions which prioritise the health, wellbeing and security of older South Australians. Older South Australians, regardless of age, ability, or background, have the right to be respected and valued.

The state government released the Strategy to Safeguard the Rights of Older South Australians 2014-2021 at the World Elder Abuse Awareness Day Conference in June 2014. Outcomes under this strategy ensure that the rights of older people are recognised, respected and valued across the broader community. The Strategy to Safeguard the Rights of Older South Australians, Action Plan 2015-2021 was subsequently released in June 2015. The action plan outlines the commitment of state government to ensure awareness of the rights and safeguards of older people are supported by tangible actions. Many actions have already been implemented including: the Stop Elder Abuse Community Awareness Campaign; the South Australian Elder Abuse Prevention Phone Line 1800 372 310; the Stop Elder Abuse website www.sahealth.sa.gov.au/stopelderabuse and the development of Knowing Your Rights – a Guide to the Rights of Older South Australians.

These resources and further information can be found at www.sahealth.sa.gov.au/stopelderabuse
ARAS WEAAD Conference Thursday 16 June 2016 Adelaide Convention Centre

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<td>8.00 am</td>
<td>Registration</td>
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<tr>
<td>9.00</td>
<td>Welcome: ARAS Welcome</td>
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<td>9.15</td>
<td>Welcome to Country: Karl Telfer</td>
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<td>9.45</td>
<td>Keynote Rae Lamb Aged Care Complaints Commissioner: Resolve, Protect, Improve - the importance of complaints.</td>
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<td>10.30</td>
<td>Morning Tea: During the morning tea break an aerial photo will be taken of all conference delegates forming a purple ribbon. (30 minutes)</td>
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<td>11.00</td>
<td>Andrew Larpent CEO Southern Cross Care (SA/NT) Dignity in Care – A Global Challenge.</td>
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<td>11.30</td>
<td>Associate Professor Linda Starr School of Nursing &amp; Midwifery, Faculty of Health Sciences, Flinders University. CSI - is there a role for a forensic health specialist in residential aged care?</td>
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<td>12.00 pm</td>
<td>Associate Professor Edward Wilkes National Drug Research Institute, Curtin University. Loved and Vulnerable.</td>
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<td>12.30</td>
<td>Lunch (1 hour)</td>
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<td>1.30</td>
<td>Professor Marie Beaulieu Chair, Research Chair on Mistreatment of Older Adults, University of Sherbrooke, Quebec, Canada The Bridging Project - intersystem practices to counter elder abuse in Montreal.</td>
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<td>2.15</td>
<td>Jeanette Walters Assistant Director of Office for the Ageing. Safeguarding the Rights of Older South Australians - building momentum.</td>
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<td>2.30</td>
<td>Tim Windsor Director of the Flinders Centre for Ageing Studies and Senior Lecturer in the School of Psychology at Flinders University. What makes people resilient to negative life events? Results from a survey of older South Australians.</td>
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<td>3.00</td>
<td>Afternoon Tea (30 minutes)</td>
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<td>3.30</td>
<td>Dr Maree Bernoth Senior Lecturer, School of Nursing, Midwifery and Indigenous Health, Charles Sturt University, NSW Authentic partnerships and appreciative inquiry: The possibilities for addressing abuse and neglect in residential aged care.</td>
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<td>4.00</td>
<td>Brenton Pope Residential Programs Manager, Aged Rights Advocacy Service. Practising What We Preach: Addressing The Impact of Ageism on Elder Abuse in Residential Aged Care.</td>
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<td>4.30</td>
<td>WEAAD Activities presented by Doris Gioffre, Aged Rights Advocacy Service.</td>
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<td>5.00</td>
<td>Closing: Joan Stone, Chairperson, Aged Rights Advocacy Service.</td>
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Please note the conference program is subject to change and is correct at the time of publishing.
Rae Lamb
Aged Care Complaints Commissioner

Rae Lamb has extensive experience in complaints handling and resolution in the health and aged care regulatory environment. She assumed responsibility for complaints about all Australian Government funded aged care on 1 January 2016 when she became the Aged Care Complaints Commissioner. Prior to that her role was the Australian Aged Care Commissioner from January 2011.

Ms Lamb was also previously New Zealand’s Deputy Health and Disability Commissioner, responsible for the resolution of complaints about health, disability and aged care providers and services.

In 2001-2002 she was a Harkness Fellow at the Institute for Healthcare Improvement and the Harvard School of Public Health in Boston. Her research findings into how United States hospitals tell patients about errors has been published and is still widely quoted today.

Ms Lamb was also an award winning journalist for 27 years. She has worked in print, public television and radio and was the specialist health correspondent for Radio New Zealand.

Resolve, Protect, Improve - the importance of complaints.

Rae Lamb will discuss the role of the Aged Care Complaints Commissioner (the Complaints Commissioner) by introducing the organisation’s vision and objectives of Resolve, Protect, Improve. She will talk about the Complaints Commissioner’s role in relation to issues of abuse and will consider how the Complaints Commissioner is positioned to see issues of elder abuse in multiple forms. When handled properly, complaints on these issues contribute to increasing the rights of older people to be safe and treated with dignity and respect and Rae will discuss how the work of the Complaints Commissioner encourages and supports people to speak up and take a stand against elder abuse, including helping those who speak up to understand their rights. Rae will reflect on how her role provides understanding of the issue of elder abuse and how this knowledge can be employed to act on opportunities to support the aged care community to improve the lives of older people.
Andrew Larpent, OBE
CEO Southern Cross Care (SA/NT).
Has been in present role as CEO Southern Cross Care (SA&NT) since 2011. Currently also Chairman of the Commonwealth Association for the Ageing – CommonAge. Invited to take the Chair of Dignity in Care Australia in 2014. Immensely proud to be a Dignity Champion.

Dignity in Care – A Global Challenge.
Andrew Larpent (CEO Southern Cross Care (SA&NT) wears several hats. He is Chairman of Dignity in Care Australia, and Chairman of the Commonwealth Association for the Ageing – CommonAge. Reframing aged care to meet the changing needs and expectations of society is a major multi-national and multi-cultural challenge being addressed in varying degrees in many countries. The older person is treated with dignity and respect in many cultures but not in all, and there needs to be co-ordinated and concerted international action to ensure the basic rights of all vulnerable people are respected and upheld. Older people have needs but they also have rights and they make a major contribution to building and sustaining resilient societies. The character and quality of a society can be judged from the way it supports its older and vulnerable people.

CSI - is there a role for a forensic health specialist in residential aged care?
Compulsory reporting of elder abuse has been in place since 2007 following amendments to the Aged Care Act 1997 (Commonwealth). We know that, since that time, there has been a slight increase in the annual number of compulsory reports made each year; however, there is no evidence of an increasing number of police charges being laid or prosecutions made.
During a research project that explored the experiences of those involved in the compulsory reporting of elder abuse in Commonwealth funded residential aged care facilities, it became apparent that there were a number of issues that served as barriers to the effectiveness of the compulsory reporting requirements, including workplace culture, ageism and lack of workforce preparedness.
This paper will explore several of these and propose a way forward that includes establishing specialty forensic health care roles through a specifically designed, multi-disciplinary, collaborative education and research program.
Loved and Vulnerable.

The diversity of Lifestyle among Australia’s Aboriginal elders shows us that some of our Aboriginal elderly are doing ok while others are vulnerable to forces quite out of their control. Eldership should be a time of working less, retirement, reflection and enjoyment. A time to sit back a little and let younger people look after you.

The rules of engagement in Aboriginal Australia have always been that elders are to be revered. Since 1788 however the role and importance of Aboriginal elders has diminished considerably. Not all, but it is clear that some families are caught in a spiral of poverty that is playing out in today’s world with little or no checks and balances.

As Aboriginal Australians age and life expectancy increases many new issues are presenting. Chronic Disease, Dementia and Parkinson’s to mention a few diseases of old age but more common is the disease of “young people dependence”.

Some young people depend on elderly for shelter, food, money and love. This is very evident in the Aboriginal world and whilst it is more apparent in some families it can be devastating to the effect that physical and emotional violence can penetrate the family safety nets. Elderly are always there for the young but the fact is this should be the other way around.

In this presentation I will explore the potential for physical and emotional violence against Aboriginal elderly in Australia and what systems changes and capacity are required to assist with appropriate interventions.

Associate Professor Edward (Ted) Wilkes
National Drug Research Institute, Curtin University.

Associate Professor Ted Wilkes is a Nyungar man from Western Australia. He is Associate Professor of Aboriginal Research Programs at the National Drug Research Institute, Faculty of Health Sciences at Curtin University. Previously Professor Wilkes worked as the CEO of the Derbarl Yerrigan Health Service (DYHS), and as Associate Professor, Centre for Developmental Health, at the Telethon Institute of Child Health (TICHR).

Professor Wilkes has dedicated his life to fighting for better quality of life for Indigenous Australians and joined the Aboriginal team at NNDI to enhance the use of Aboriginal Research and information. Professor Wilkes has engaged at many forums and committees at the state, national, and international level, and is involved in many research initiatives dealing with alcohol and drugs in Indigenous Australia. He is a member of the Australian National Advisory Council on Alcohol and Drugs ANACAD.

In 2014 Professor Wilkes was made an Officer of the Order of Australia ‘for distinguished service to the Indigenous community as a leading researcher in the area of public health and welfare, to youth in Western Australia, and to the provision of legal support services’.

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Professor Marie Beaulieu
Chair, Research Chair on Mistreatment of Older Adults, University of Sherbrooke, Quebec, Canada.

Marie Beaulieu is a full professor at the School of Social Work at the University of Sherbrooke and a researcher with the Research Centre on Aging at the Health and Social Services Centre - University Institute of Geriatrics of Sherbrooke (CSSS IUGS).

In November 2010, she was awarded a five-year appointment as Research Chair on mistreatment of older adults and this has been further extended by two years. She values the links between seniors, practitioners, policy makers and researchers. Specializing in social gerontology, she has been involved in the field of elder abuse (mistreatment of older adults), victimisation and fear of crime among the elderly for over 25 years.

Marie Beaulieu has over 250 publications in her career, has won many awards and prizes, presented at more than 275 scientific conferences and been invited speaker at more than 250 occasions.

She is a member of the National Council on Aging (since 2013) and a representative of the North American Region, International Network on Prevention of Elder Abuse since 2010.

The Bridging Project - intersystem practices to counter elder abuse in Montreal.

In 2015, we completed an international literature review on collaborative approaches to counter elder abuse. This presentation aims to discuss the criteria for collaboration - how to work in collaboration, who should be involved (including a critical view of the role of seniors themselves in this process), issues faced, positive outcomes and challenges.

The presentation will focus on a recent example that has demonstrated success, The Bridging Project, an action-research project, whose main objective was to document intersystem practices to counter elder abuse in Montreal.

For three years (2012-2015), we worked with a dozen agencies and documented an innovative practice: intersystem team work consisting of a police officer and a community practitioner coming from a public or a NGO service. This presentation will focus on the practice guide produced at the end of the project which provides concrete examples for completing each step of the team work, from planning the work that has to be done in a team, to the conditions on how to keep this practice alive.
What makes people resilient to negative life events? Results from a survey of older South Australians.

The concept of resilience has become a popular focus for researchers, service providers and policy makers interested in ageing well, as we strive to understand not only the risk factors for poor health outcomes, but also the characteristics and resources that can help people to bounce back quickly, and adjust to changing life circumstances. The ability to cope effectively becomes particularly important in older adulthood, when physical and cognitive losses are more commonly experienced, and coping resources may become more difficult to access.

This presentation will outline process-focused approaches to the study of resilience, and report results from a survey of 263 older South Australians who provided information on their exposure to risks, their psychological health, and the coping resources available to them. Psychological, social, and neighbourhood characteristics related to resilience will be identified, along with older adults’ perceptions of resources that could make them better able to cope with stress. Implications of the findings in relation to elder abuse, and broader issues for policy will be discussed.
Emerging from this mutual respect, collaboration and the contribution of diverse voices, is a change in approach to teaching undergraduate students, new perspectives about working in aged care and the valuing of the residents and the staff of the facility. The residents and staff are participating in the student's learning and the students are appreciating the personhood of the resident. The residents are being valued and are significantly contributing to research and to learning and staff are validated and are involved with mutual learning. The outcomes are still evolving but the possibilities for change are proving more viable than my previous strategies. The approach and the outcomes of our work thus far will be elaborated upon in the presentation.

Dr Maree Bernoth
Senior Lecturer, School of Nursing, Midwifery and Indigenous Health, Charles Sturt University, NSW.

Dr Maree Bernoth is a Senior Lecturer in the School of Nursing, Midwifery and Indigenous Health at Charles Sturt University, Wagga Wagga. She is an advocate for quality of life for older people and quality education and clinical support for anyone working in aged care. She has published papers in business and nursing journals and written submissions for several government inquiries related to aged care.

Authentic partnerships and appreciative inquiry: The possibilities for addressing abuse and neglect in residential aged care.

From my PhD and subsequent research activities, elder abuse has been an ever present reality in aged care facilities. To try to have elder abuse recognised and addressed, I have written academic papers and reports to the Productivity Commission, the NSW Upper House and the Federal Government but the impact of this approach is questionable and frustrating. Along with two colleagues at CSU and a small research grant, we commenced an investigation into the issue of attracting and retaining Registered Nurses to rural and remote aged care facilities. The approach we are using is appreciative inquiry where strengths are identified to enhance a positive outcome. In identifying strengths of rural aged care facilities we are using authentic partnerships so that all stakeholders have a voice and their input welcomed and respected. The stakeholders include the residents of the facilities, the staff, management, the community, service providers, students and academics.
Brenton Pope is currently the Residential Programs Manager at the Aged Rights Advocacy Service. Over the last eight years Brenton has advocated for the rights of older people living in residential aged care and has extensive experience in addressing elder abuse in these settings. Brenton is a qualified Social Worker and prior to commencing employment with ARAS worked as a counsellor and manager in both the Health and Disability Sectors. Brenton is a passionate advocate for human rights and social justice issues and believes that all people have the right to live in a society where they are treated in a dignified and respectful manner.

Practising What We Preach: Addressing The Impact of Ageism on Elder Abuse in Residential Aged Care.

Entrenched institutionalisation and ageist attitudes contribute to the ongoing abuse of older people living in residential aged care. While many staff continue to advocate for the rights of the people they care for, their voices are often drowned out by a dominant narrative that is based on paternalism and discrimination. This narrative can not only influence the training and education that staff are provided with, but can also dramatically bias the development of an inherently ageist workplace culture. As a result of this older people may on one hand be exposed to preventable and unnecessary risk, whilst on the other hand be prevented from exercising their own individual right to self determination.

This presentation aims to demonstrate how residential aged care facilities can specifically identify the impact that ageist attitudes have on the rights and safety of their residents. Through the application of ongoing evaluation and self reflection staff can more effectively monitor the influence that their underlying beliefs have on their day to day practice. This in turn allows for effective identification of abusive practices and behaviour and ensures that appropriate responses can be successfully implemented.
**Delegate Information**

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**Registration Fee** (all registration fees include GST)

- **Conference Registration**: $275.00
- **Group bookings of 5 or more: 20% discount each**: $220.00
  To receive a 20% group discount (5 or more people) all names and payment must be submitted at the same time. Contact ARAS on (08) 8232 5377 to arrange.
- **Students**: $110.00

**Total**: $110.00

**Payment Method** (please tick the appropriate box)

- [ ] Cheque (made payable to: Aged Rights Advocacy Service Inc.)
- [ ] Electronic Funds Transfer (EFT) BSB: 105-159 Account No: 714931240
- [ ] Credit Card Payment
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[ ] Organisation Required Tax Invoice Prior to Payment

**Please note this registration is NOT a tax invoice.**

**Completed registration form must be returned to ARAS by Thursday 9 June 2016.**

Either faxed to ARAS on (08) 8232 1794 or email a scanned copy to events@agedrights.asn.au

**Cancellation or Registration transfer:** Cancellation or transfer of registration must be in writing and can be made up to five working days before the Conference. Cancellations made less than five working days before the Conference will be charged a 50% cancellation fee. Full payment is due for non-attendance except in special circumstances.

Aged Rights Advocacy Service Inc.
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