

**TASMANIAN ELDER ABUSE  
REFERRAL AND HELPLINE  
1800 44 11 69**

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# *ADVOCACY TASMANIA INC.*

- Independent, community based, not for profit organisation
- Provides advocacy services for people who are often the most marginalised and vulnerable in our society
- Free, confidential, statewide, service
- Client's choice, at *their* direction, ensuring *their* voice is heard

'Working to protect *your* rights'

# TALK TODAY

- ♦ Brief History
- ♦ Model used
- ♦ Principles of the service
- ♦ Importance of the advertisement campaign
- ♦ How we work
- ♦ Frustrations

# BRIEF HISTORY

- ♦ Advocacy Tasmania Inc commenced in 1992
- ♦ In all Annual Reports since 1996 there has been mention of Elder Abuse- with at least 30 serious cases reported by Advocates each year.
- ♦ Since 1996 we, along with other services working with older Tasmanians have been lobbying the State Government for more support for older Tasmanians experiencing abuse.
- ♦ The Helpline comes under the umbrella of the **Older Person Team**

# HELPLINE

- ♦ Commenced in August 2012.
- ♦ The official launch took place on September 21<sup>st</sup> 2012.
- ♦ The Helpline was launched on behalf of the Tasmanian State Government by the Minister of Human Services- Ms Cassy O'Connor.
- ♦ Television, radio, newspaper and poster coverage. There have been articles in seniors magazines across the state.

**“Elder Abuse Is Not Okay”**

# MODEL

- ♦ The Tasmanian Helpline is built on other established Elder Abuse Helplines across Australia.
- ♦ We use the South Australian model of
  - Information- support systems
  - Formal- structures of support
  - Protective- services

# UNDERPINNING PRINCIPLES

These core principles come from the “Tasmanian Plan for Positive Ageing” and national and international strategies on the abuse of older people.

- ♦ Informed Choice
- ♦ Self-determination
- ♦ Competency
- ♦ Older person’s rights and best interests
- ♦ Support and Empowerment
- ♦ Diversity

# FEARS AND EXPECTATIONS

- ♦ What we expected
- ♦ What others expected
- ♦ What is the reality



# CALLS TO DATE

From the commencement date until now the Helpline has received....

- ♦ Older Person
- ♦ Family member
- ♦ Service provider

# CALLER FRUSTRATIONS

Perhaps the greatest frustration we hear are callers who were expecting we would be able to **DO SOMETHING**.

- ♦ This usually involves:
- ♦ Financial abuse.
- ♦ Family conflict.
- ♦ Concerned community members

# OUR FRUSTRATIONS/LIMITATIONS

- ♦ Not knowing outcomes from referrals
- ♦ Not having information to send to callers pamphlets and CALD fact sheets.

# FINDINGS TO DATE

- ♦ The number of calls we have received to date are an indication of the need for this service.
- ♦ In the past, people did not know who to contact so many abuse cases were not reported, recorded and consequently “unknown”.

# CONTACT DETAILS:

1800 44 11 69

62 370 047

[www.advocacytasmania.org.au](http://www.advocacytasmania.org.au)

[www.elderabuse.tas.gov.au](http://www.elderabuse.tas.gov.au)