

Elder Abuse Protocol:

GUIDELINES FOR ACTION

5 A FIVE-STEP APPROACH

to responding to elder abuse

1

Identify whether abuse is taking place

Ask questions to find out further information, e.g. has anyone hurt you? Are you frightened of anyone? In an emergency, go to **Step 3** and call 000.



3

Assess risk and plan safety

Determine the level of urgency – is it an emergency, urgent call 000 or non-urgent? Follow agency procedures, including informing line managers. Take steps to safeguard the older person and others in any response to the abuse.



5

Document

Record concerns and actions taken.

If the older person has capacity and refuses assistance, document this by detailing your concerns.



2

Provide emotional support

Listen to the person, acknowledge what they are saying and validate their feelings.



4

Refer

Contact the appropriate service with reference to the level of risk to the older person and others. Seek consent if it is not an emergency. With the older person's consent, make appropriate referrals, e.g. Elder Abuse Helpline 1300 724 679, Office of the Public Advocate 1300 858 455, please see the list of referral sources towards the end of this document



Should they refuse assistance, safely provide them with contact information for services in case they wish to get in contact at a later date.

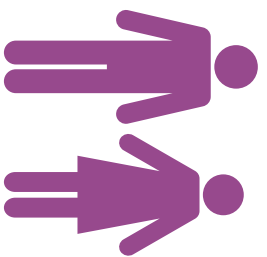
The following five-step approach is a helpful framework to guide elder abuse responses. Please note that responding to an emergency, such as serious physical or sexual assault or neglect, or an ongoing criminal act, should always be the first priority in order to safeguard the older person and others, with identification, assessment, and responses to elder abuse to follow.



While these steps are written as a linear progression to help guide responses, some may actually occur at the same time, for example, you can be asking questions to gain further information and be providing emotional support at the same time. Documentation may also be ongoing and occur at any stage.

A FIVE-STEP APPROACH

to responding to elder abuse



1 IDENTIFY WHETHER ABUSE IS OCCURRING

2 PROVIDE EMOTIONAL SUPPORT

3 ASSESS RISK & PLAN SAFELY

Emergency OR life threatening

Emergency OR life threatening

Contact emergency services (000)

Gain consent

4 REFER

Consent provided



Urgent

Non urgent and after hours - wait for business hours

Business

Gather decision-making capacity information

Decision-making

No decision-making capacity

Contact Elder Abuse Helpline 1300 724 679

Contact Office of the Public Advocate 1300 858 455

AFTER HOURS:
Police 13144
Crisis Care 9223 1111
1800 199 008
1800RESPECT
1800 737 732

No consent - Client does not want further intervention

Gather decision-making capacity information

Has decision-making capacity

No decision-making capacity

Contact office of the Public Advocate 1300 858 455

Provide referral information safely. If concerned about coercion, refer to Elder Abuse Helpline 1300 724 679 or Older People's Rights Service Mirrabooka 9440 1863



5 DOCUMENT CONCERNS AND RESPONSES ACCORDING TO ORGANISATIONAL POLICY AND FOLLOW UP AS REQUIRED

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Government of Western Australia
Department of Communities

Advocate
Empowering People



Curtin University

“ Uphold the older person’s rights in all actions and interactions and respect their right to autonomy and self-determination. ”