Introduction

This template is closely aligned to the Preventing and Responding to Abuse of Older People: NSW Interagency Policy 2015. It forms one of several tools being developed by the NSW Elder Abuse Helpline and Resource Unit (EAHRU) to assist agencies respond to, and prevent the abuse of older people that live in the community.

• The template supports agencies to develop or redevelop their policies to affect change for older people within NSW experiencing or at risk of abuse. Specific aims of the template are to:
  − Ensure the dignity and respect of older people accessing services.
  − Protect and support workers in situations when abuse is suspected, witnessed or disclosed.
  − Achieve a unified and consistent approach to the management of the abuse of older people within NSW.
  − Reflect the interagency and multi-disciplinary responsibility of all agencies which will support local agency coordination and community engagement to respond and prevent abuse of older people.

Terminology

For the purposes of this template the following terminology will be used:

• ‘Agency’ will be used throughout this document as a collective and generic term to mean: any government, non-government, community service, organisation or service provider.
• ‘Managers’ will include: all senior staff such as directors, supervisors, program managers and senior coordinators.
• ‘Staff’ will include: all staff in the agency for example front line and direct care staff and volunteers unless specified.

How to use this template

1. Where the text is marked in italics it provides suggestions on what to include in a policy and allows for customisation, taking into account the particular needs of the agencies structure, size, geographical distribution, roles and responsibilities of staff, culture, local protocols and related policies. In developing these sections of the policy, agencies are demonstrating a commitment to identify, respond and prevent the abuse of older people.

2. Where the text is marked (in brackets) the agencies name and details can be inserted.

3. Where the text is not marked agencies can cut and paste into a policy they develop.
Policy implementation plan suggestions

1. Develop a procedural document and communication plan.
2. Train new and existing staff about the policy and the abuse of older people at regular intervals.
3. Include information about the abuse of older people policy in orientation procedures for new staff.
4. Include the abuse of older people as a permanent agenda item at relevant meetings as part of a prevention strategy.
5. Review the policy at regular intervals.
6. Collaborate at an interagency level to effect long-term change and prevent abuse from reoccurring.

Related policy tools:

This is one tool to support agencies in drafting their own policy and procedures. Other policy tools are:

- Policy response guideline
- Policy checklist

These tools can be found at:

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Policy

1. Purpose

The purpose of this policy is to guide commitment of all staff of (name of agency) in preventing and responding appropriately to the abuse of older people in line with the Preventing and Responding to Abuse of Older People: NSW Interagency Policy 2015. In addition, (name of agency) will act in the best interests of an older person who has been abused by upholding their rights and ensuring that the dignity and respect of older people accessing services is upheld at all times.

Additional points to address under this heading could include:

- To achieve a consistent understanding of the forms of elder abuse in the community
- That staff are protected and supported by the (name of agency) policy governing the management of suspected or actual cases of abuse of older people, particularly staff who may be unwilling to report abuse for fear about their own safety, should the perpetrator of the abuse become aware.
- To drive change that prevents abuse from reoccurring such as interagency and multidisciplinary responses, (e.g. joint case planning, regional partnerships and service systems) that support older people experiencing abuse and address systemic issues that are identified locally.

2. Definition of elder abuse

(Name of agency) has adopted the World Health Organisation definition of elder abuse as cited in the Preventing and Responding to Abuse of Older People: NSW Interagency Policy 2015. Elder abuse can be defined as:

“A single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person”.

Elder abuse can take various forms such as financial, psychological (including social isolation) or emotional, physical and sexual abuse. It can also be the result of intentional or unintentional neglect.

3. Scope

(Name of agency) policy outlines the following parameters in responding to older people at risk, or experiencing abuse. Suggestions include:

- What does the policy cover and not cover? For example:
  This policy applies only to instances of abuse of older people occurring in the community. Where the abuse of the older person is reported to have occurred in Residential Aged Care reports should be made in accordance with the Aged Care Act 1997 to the Department of Health on 1800 081 549. In these instances agencies should refer to the Compulsory Reporting Guidelines for Approved Providers of Residential Aged Care (2008).

- Who is the policy for? Name the roles within (name of agency)
- State that this policy is supported by the agencies procedures and local protocols
in relation to the abuse of older people

- References to other relevant policies or procedures within (name of agency) and provide information about how staff can access that information.
- Does your organisation have any other provisions that impact the scope of this policy?

4. Key principles of working with older people

Abuse of older people is a human rights issue. The (name of agency) recognises that abuse of older people does exist in the community and supports the NSW Government in promoting the general principle that older people have the right to:

- be treated with dignity and respect.
- make their own decisions and choices.
- live in a safe environment.
- access the protections available to other adults in the community.

(Name of agency) also recognises that in the course of its work, staff may encounter potential, suspected and alleged abuse situations involving older people and sometimes carers. (Name of agency) endorses and follows the principles governing the responses to abuse of older people living in the community as articulated in the Preventing and Responding to Abuse of Older People: NSW Interagency Policy 2015.

The following principles guide (name of agency) in responding to the abuse of older people living in community settings:

- The views of the older person are taken into account even when they cannot make their own decisions.
- Information is provided about all relevant options available to them, including services trained to support and empower them and equipped to help them end abuse when it occurs.
- Respect is demonstrated by encouraging and assisting decision making by offering choices, including respecting the decision not to act and refuse services if they are competent to make that decision.
- Responses will be in the interests of the older person at risk or who has been abused and focussed on ensuring safety and ongoing protection from violence and abuse.
- Many forms of abuse of older people are crimes. Legal remedies and protections are available for older people who have experienced: violence, sexual assault, physical assault, domestic violence, abuse, threats, fraud, neglect, stalking, intimidation and harassment.
- Responses to the abuse of older people will be consistent with the NSW Charter of Victims Rights (Refer to Appendix 5) which is accompanied by the NSW Code of Practice for the Charter of Victims Rights.
- Responses to the abuse of older people will as far as possible take account of the needs of the older person in relation to Aboriginality, culture, disability, language, religion, gender and sexuality.
- The needs of the older person at risk of abuse or who has been abused and the abuser must be kept separate at all times. This is particularly important in situations
where the abuser has been the victim’s carer or has complex needs of their own.

• When the safety of others is involved, confidentiality cannot be offered unconditionally. In situations where a report to NSW Police is required, such as criminal activity, the consent of the person involved is not necessary.

• Any person should be able to report abuse of older people without fear of retaliation or retribution and in a supportive environment.

• Responsibilities for interagency practice and cooperation addressed in service system agreements and protocols between agencies and provide guidance about first point of contact to seek advice within (name of agency), information sharing and resources and training.

5. Commitment

(Name of agency) is committed to dealing effectively with the abuse of older people and is committed to:

Suggestions in this section include:

• Creating a climate of trust where staff are encouraged, comfortable and confident about identifying and responding to the abuse of older people.

• Protecting staff from any adverse action when making a report.

• Developing a process to deal with reports thoroughly and taking appropriate action to address the reported abuse and prevent it from reoccurring.

• Providing resources and training for staff about how to identify and respond to the abuse of older people.

• Properly managing any workplace issues that the allegations identify or that result from a report or any other identified problem (e.g. staff safety).

• Working collaboratively within the agency and across agencies to achieve the best outcome for the older person and prevent abuse from reoccurring (e.g. share and review effective intervention and prevention strategies).

• Reassessing/reviewing the policy periodically to ensure it is relevant and effective.

6. Identifying abuse

All staff play an important role in identifying suspected abuse and protecting older people by responding to suspected cases of abuse. (Name of agency) recognises five (5) forms of abuse of older people within NSW: financial abuse, psychological abuse (including social isolation), neglect, physical abuse and sexual abuse. This policy embodies the view that social isolation is a key risk factor and that older people experiencing abuse often lack social connection. The policy also recognises that:

• More than one abuse type can coexist.

• The presence of one or more indicators does not mean that abuse has occurred, but does require staff to be observant and hold knowledge about abuse types, signs and indicators.

• Indicators of abuse are not always obvious and can vary, but the relationship between frontline staff and the older person means they are best placed to recognise behavioural changes that may be a sign that a client is being abused.

• Staff have a duty of care to report incidents, suspected incidents and/or changes in well-being to their manager (refer to agency procedures).
6.1 Abuse types and indicators

Financial abuse

Financial abuse is the illegal or improper use of an older person's property or finances. This includes misuse of a power of attorney, forcing or coercing an older person to change their will, sign documents, taking control of a person's finances against their wishes and denying them access to their own money, stealing goods and money.

Indicators of financial abuse may include:

- Unexplained or sudden inability to pay bills, significant bank withdrawals, and significant changes to wills, unexplained disappearance of possessions, for sale sign on the street, lack of funds for food or clothing, disparity between living conditions and money, recent addition of a signature on a bank account, stockpiling of unpaid bills, carer making excuses for not providing receipts from an ATM.

Neglect

Neglect is a term used to describe the failure of a carer or responsible person to provide the necessities of life to an older person. Necessities of life are usually considered to be adequate food, shelter, clothing, medical or dental care. Neglect may also involve the refusal to permit others to provide appropriate care for an older person.

Indicators of neglect may include:

- Dehydration, poor skin integrity, malnutrition, inappropriate clothing, poor hygiene, unkempt appearance, under/over medication, unattended medical or dental needs, exposure to danger or lack of supervision, absence of required aids, exposure to unsafe, unhealthy, unsanitary conditions, an overly attentive carer in the company of others.

Psychological abuse (including social isolation)

Psychological abuse is the infliction of mental stress involving actions and threats such as verbal abuse, threats, bullying, intimidation and harassment, social isolation, fear of violence, deprivation and feelings of shame and powerlessness. Examples include treating an older person as if they are a child, engaging in emotional blackmail and preventing contact with family and friends and/or access to services and community activities, religious (spiritual) and cultural events.

Indicators of psychological abuse may include:

- Depression, demoralisation, feelings of helplessness, disrupted appetite or sleeping patterns, tearfulness, excessive fear, confusion, agitation, resignation, unexplained paranoia, cancelling of services by a live in carer.

Physical abuse

Physical abuse involves the infliction of physical pain or injury, or physical coercion. Physical abuse can also include physical acts such as hitting, beating, biting, scratching,
shaking, arm twisting, scalding, slapping, pushing, punching, kicking, burning, restraining such as tying an older person to a chair or bed, locking an older person in a room and overuse or misuse of medications.

Indicators of physical abuse may include:

- Internal and external injuries such as bruises on different areas of the body, lacerations particularly to mouth, lips, gums, eyes or ears; abrasions; scratches; choke marks and welts; burns inflicted by cigarettes, matches, iron, rope; immersion in hot water; sprains, dislocations and fractures; evidence of healing bones, hair loss (perhaps from pulling); missing teeth; eye injuries, scalding through immersion, pressure sores through the use of physical restraint.

**Sexual abuse**

Sexual abuse is a broad term used to describe a range of sexual acts where the victim’s consent has not been obtained or where consent has been obtained through coercion. Examples can include non-consensual sexual assault, indecent assault including inappropriate sexual handling or touching, exposure to pornography against their will, forced nudity, cleaning or treating the older person’s genital area roughly or inappropriately.

Indicators of sexual abuse may include:

- Trauma around genitals, rectum or mouth; injury to face, neck, chest, breasts, abdomen, thighs or buttocks; presence of sexually transmitted infections; human bite marks and bruising, anxiety around the perpetrator and other psychological symptoms, torn or bloody underclothing or bedding, difficulty walking or sitting, or discomfort when bathed or toileted.

### 6.2 Risk factors

Some older people may be at heightened risk of abuse. Vulnerability/risk factors can be present for both the older person at risk of abuse and the alleged abuser. Understanding the local demographic will help identify any interagency responses in terms of preventative action.

Generally older people are at risk where the following factors are present:

- Socially isolated from neighbours, family and/or community.
- Confused about their property, belongings and/or surroundings.
- Vulnerable to other persons taking advantage of them because of deteriorating health, cognitive decline, dementia and capacity issues.
- Physically or verbally violent/aggressive because of progressively worsening conditions such as dementia.
- A history of family dysfunction and abuse.
- Insecure accommodation.
- Substance abuse and gambling.
- Financial difficulties.
- Personality and/or behaviour changes due to illness and some other progressively worsening condition.
• Relative powerlessness because of diminished ability to advocate effectively for themselves or to modify their environment.
• A history of domestic violence where often women are the victims and have failed to report, for many years.
• Cultural issues and dependency.

Carers and family members play a crucial role in caring for older people but may become abusive in certain situations such as the stress of the carer role. Stress factors can include, but not be limited to concerns from:

• Financial, emotional and physical situations.
• Sleep deprivation.
• Challenging behaviours from the person being cared for.
• Lack of support from family, community and the service system.
• Substance abuse and gambling.
• Cognitive decline of the carer.
• Cultural issues.
• Lack of skill in the caring role.

7. Key considerations in responding to the abuse of older people

7.1 Duty of Care

When the abuse of an older person is identified or reasonably suspected, agencies need to be aware of their own policies and processes in relation to duty of care to take reasonable action to ensure others are not harmed in the course of their work and to prevent abuse from reoccurring. In responding to abuse the priority is to provide an appropriate, adequate and timely response, with a focus on the immediate safety of the older person, the carer (if applicable) and the staff member. Staff should only provide advice which is within their competence and position responsibilities.

7.2 Practices and partnerships

This section intends to provide guidance to general considerations. Suggestions include:

• Developing local procedures and protocols that align to the NSW Interagency Policy 2015.
• Responding promptly in situations of abuse of older people.
• Identifying the wishes and needs of the older person as crucial in the response to abuse situations and the development of care/case plans that are meaningful and sustainable.
• Identifying a first point of contact where the abuse or risk of abuse of an older person has been identified within your agency and the community.
• Considering all possible referral options, even if they fall outside of the responsibility of (name of agency). Service delivery will be negotiated between agencies seeking advice from the NSW Elder Abuse Helpline and Resource Unit where necessary.
• Seeking opportunities to work collaboratively and identify opportunities and constraints of service providers in the local area.
• Giving consideration to a case management approach through case meetings to allocate overall responsibility for implementing and monitoring a care/case plan where this is considered necessary and with the consent and involvement of the older person.
• Reporting and consulting a manager within the limits of job roles.
• Documenting, recording and monitoring as appropriate.
• Developing resources and training for staff in consultation with the NSW Elder Abuse Helpline and Resource Unit.
• Consider regular in services for staff on elder abuse as part of employment with (name of agency).

7.3 Information sharing

Privacy and confidentiality refers to protecting the information provided to a staff member by a client in the context of a professional relationship.

Under federal and NSW state privacy legislation, privacy principles relate to the collection, usage, disclosure and storage of personal information. In the case of managing suspected or actual abuse of older people, staff have an obligation to gain the older persons consent in sharing information. The older person has the right to decide what personal information is to be revealed to someone else outside the agency.

There are some exceptions where the requirement of confidentiality can be lawfully overridden and complete confidentiality cannot always be guaranteed to any person who raises a concern about the abuse of an older person. These situations include where the agency believes, on reasonable grounds, that the use and disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person. This includes the older person themselves, a relative, a fellow worker or a member of the public.

Situations include:

• There is an obligation to report a crime which may require a criminal investigation by the NSW Police.
• Disclosure may be required when in the person’s interest:
  – The vulnerable older person is believed to lack capacity to make an informed choice.
  – A criminal investigation by the NSW Police may be required.
  – There is a wider public interest.

NB: Agencies should also check their own policies in relation to privacy and information sharing provisions in relation to concerns for the safety and well-being of the older person and third parties such as staff.

7.3.1 Emergency response

Many forms of abuse are crimes. Given the exemptions listed under privacy legislation, there are situations where a report to NSW Police or other emergency service should be actioned without delay.
Many forms of the abuse of older people constitute domestic and family violence. Domestic violence involves violent, abusive or intimidating behaviour carried out by a partner, carer or family member to control, dominate or instil fear. It includes physical, emotional, psychological, financial, sexual or other types of abuse.

The current definition of domestic violence, under Section 5 of the *Crimes (Domestic and Personal Violence) Act 2007*, includes relationships involving those dependent on the ongoing paid or unpaid care of the other person, as well as family members, partners, those living in the same household, and those in an intimate relationship.

The *Preventing and Responding to Abuse of Older People: NSW Interagency Policy 2015* lists the following circumstances that require intervention by the NSW Police. Regardless of the victim’s views, agencies must ensure workers report to NSW Police any instances where:

- The abusive situation results in serious injury inflicted on the victim.
- The perpetrator has access to a gun and is threatening to cause physical injury to any person.
- The perpetrator is using or carrying a weapon (including guns, knives or any other weapon capable of injuring a person) in a manner likely to cause physical injury to any person or likely to cause a reasonable person to fear for their safety.
- An immediate serious risk to individual/s or public safety exists.
- Workers are threatened.

Some additional points to consider are listed below but agencies should list responses with a focus on specific relationships and protocols within their agency’s jurisdiction. These points are:

- Protecting evidence for a NSW Police Investigation.
- In addition, agencies can seek guidance from NSW Police, other emergency services or EAHRU where there is genuine and realistic concern about harm to a person’s safety and the agency is unsure if the situation poses an immediate or serious risk to the older person or public safety. Where this action is taken, it is not considered a breach of confidentiality as workers are deemed to be acting with lawful excuse.
- Training and providing support to frontline workers and volunteers who witness abuse or where abuse is disclosed and suspected.

### 7.3.2 Mental Capacity and Consent

In NSW there is a legal presumption that all adults have the mental (cognitive) capacity and ability to make their own decisions until proven otherwise. Mental capacity is the ability to understand an act or a decision and its consequences. Impaired mental capacity can make an older person susceptible to abuse.

Part of the response to abuse of an older person is an assessment of the older person’s needs and will require consultation with the older person, other relatives/carers or external agencies (such as service providers) who deliver services to the older person in their home.

Staff within *(name of agency)* are to be aware that capacity to make informed decisions is critical and will consider issues of mental capacity, undue influence and
consent when determining the most appropriate response to reports of actual, potential and suspected abuse.

A person lacking capacity to act or make decisions may need a guardian or financial manager if they have not appointed an enduring power of attorney or enduring guardian while they are capable. (See Section 8 about staff roles).

7.4 Cultural Considerations in working with older people

(Name of agency) recognises the diversity of our community and respects the cultural norms that influence how families function and the place of the older person within the family context. Culture, language, ethnicity or religion can impact on an older person’s freedom to make decisions. Cultural factors also influence how all forms of abuse are viewed, and specific strategies and responses to abuse of older people should address such differences.

Content in this section will be impacted by some general considerations below and also local demographics:

- Decision making – a family collective, community collective or a well-respected member of the community or an elder.
- Impact of religion on medical treatments.

7.4.1 Aboriginal and Torres Strait Islander people

Aboriginal and Torres Strait Islander people will be provided with culturally appropriate services and support by acknowledging the impact of change, dispossession of land, culture and the breakdown of traditional ways of life in communities that contributes to the vulnerability of older Aboriginal people.

(Name of agency) will support staff to:

- Seek advice from the person’s local Aboriginal community, acknowledging that cultural difference may require special sensitivity in relation to the abuse of older people in their communities.
- Provide service delivery that is flexible, offers choice and is culturally responsive to build family and community resilience.
- Recognise that service support should be provided from an Aboriginal-specific worker or organisation, depending on the person’s choice and circumstances such as an Aboriginal Health Worker or Aboriginal Police Liaison Officer where possible.
- Recognise that the term ‘Elder’ has different meanings for different Aboriginal communities. In some, an ‘Elder’ can be any respected member of the community regardless of age. It is important to recognise that elder abuse is something that can happen to any older Aboriginal person, not just Elders.
- Understand that the average life expectancy of Aboriginal people is 17 years shorter than non-Aboriginal people and account for this difference in accessing aged care support as well as the expected increase in the Aboriginal population.
- Accommodate the role of kinship in Aboriginal communities where members of the community, including older members, take on responsibility for multiple roles, such as caring for children who have been removed from parents.
7.4.2 People from cultural and linguistically diverse backgrounds (CALD)

All staff will treat people from a CALD background with culturally appropriate services and support by acknowledging that factors including isolation, dependency, concepts of individual rights of older people and stress in the care relationship are of particular concern for older people in CALD communities. (Name of agency) will support staff to:

- Provide appropriate support to older people from CALD backgrounds such as interpreter services recognising that lack of English language skills and cultural influences can mean that an older person is more vulnerable to abuse where it occurs, and that they are less likely to identify abuse or seek support.
- Understand the different cultural world views that can affect the way that the abuse of older people is perceived.
- Seek advice from people experienced with the particular cultural background of the family concerned, acknowledging that cultural difference may require sensitivity in relation to the abuse of older people in CALD communities (e.g. Police Domestic Violence Liaison Officer, bilingual staff).
- Respond sensitively where actions reflect the important role of family and that separating older people from their family may be an inappropriate response.

8. Staff roles and responsibilities

This section needs to be drafted by the agency and considerations can include the following information subject to the various roles within the agency.

Managers

Managers play a lead role in identifying and responding to the abuse of older people in accordance with policies and protocols and consistent with the Preventing and Responding to Abuse of Older People: NSW Interagency Policy 2015. Consideration of safety, protection, consent, confidentiality and duty of care issues:

- Assess and respond to immediate and serious risk of harm of an older person and exercise duty of care to make reports to the Police.
- Support staff that respond to an emergency situation and protect evidence.
- Identify response options including collection of information about what the older person wants for referral options.
- Discuss options with the older person.
- Support the older person with empathy, asking what the older person wants and exploring needs.
- Refer, if appropriate, to a specialist response agency for further assessment, investigation or to negotiate a support plan such as via the MyAgedCare Portal
- Complete agency specific documentation.
- Support the identifier of abuse, including providing access to debriefing and training such as an Employee Assistance Program.
- Capacity decisions: referral to a specialist service or professional with the expertise to assess capacity such as legal practitioners, medical practitioners, specialist medical officers or Aged Care Assessment Teams.
Staff

Staff play a key role in responding to abuse situations by identifying abuse (potential, suspected or actual) reporting to the manager, documenting and following agency procedures.

- In an emergency situation, contacting the NSW Police and/or other emergency services and protect evidence.
- Initial detection of abuse.
- Support the older person with empathy, asking what the older person wants and exploring needs.
- If safe to do so, inform the alleged victim of the responsibility to tell a senior staff member about concerns for the older person’s health, safety or well-being.
- Inform managers about what happened and what was noticed, said and done in the situation.
- Referral, if appropriate, to a specialist response agency for further assessment, investigation or to negotiate a support plan.
- Documentation and reporting.
- Participation in debriefing where appropriate.
- If there is an issue about the older person’s mental capacity to act or make decisions, seek advice from the manager.
### APPENDICES

#### Appendix 1: References

**Australian**

- Aged Care Act 1997
- Aged Care Amendment (Residential Care) Act 2007
- Age Discrimination Amendment Act 2004
- Crimes Act 1914
- Disability Discrimination Act 1992
- Disability Services Act 1986
- National Consumer Credit Protection Act 2009
- Privacy Act 1988
- Privacy Amendment (Enhancing Privacy Protection) Act 2014
- Work Health and Safety Act 2011
- World Health Organisation Act 1947

**NSW**

- Anti-Discrimination Act 1977
- Carers (Recognition) Act 2010
- Crimes Act 1900
- Crimes (Domestic and Personal Violence) Act 2007
- Crimes (Domestic and Personal Violence) Amendment (Information Sharing) Act 2013
- Crimes (Forensic Procedures) Act 2000
- Disability Inclusion Act 2014
- Guardianship Act 1987
- Health Care Complaints Act 1993
- Health Records and Information Privacy Act 2002
- Home Care Services Act 1988
- Independent Commission Against Corruption Act 1988
- Law Enforcement (Powers and Responsibilities) Act 2002
- Mental Health Act 2007
- Privacy and Personal Information Protection Act 1998
- Public Interest Disclosures Act 1994
- Victims Rights and Support Act 2013
- Work Health and Safety Act 2011

**Policies, publications and guidelines**

- Compulsory Reporting Guidelines for Approved Providers of Residential Aged Care (2008)
- Department of Health, Home Care Standards (2012)
- Domestic Violence Information Sharing Protocol (2014)
- NSW Charter of Victims’ Rights (2013)
- NSW Code of Practice for the Charter of Victims’ Rights, Attorney General and Justice (2013)
- Office of the Australian Information Commissioner, Chapter C: Permitted General Situations (2014)
- Preventing financial abuse of people with dementia, (2015)
- Preventing and Responding to Abuse of Older People: NSW Interagency Policy 2015
- Privacy and People with Decision-Making Disabilities (Privacy NSW publication) (2004)
- The Health Records and Information Privacy Code of Practice (2005)
- United Nations Rights of the Disabled Person (1975)

**Additional information**

More information about the abuse of older people can be found at [elderabusehelpline.com.au](http://elderabusehelpline.com.au)
Appendix 2: Useful Contacts

The following websites will assist you in responding to suspected cases of elder abuse.


If you have any questions or suspect any form of abuse is being experienced by a client or patient, you can call the NSW Elder Abuse Helpline & Resource Unit on 1800 628 221 for information, support and referrals
Appendix 3: Operationalising your elder abuse policy

Sample Action Plan

Name of Agency:

Time Frame:

Review Date:

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