

National Overview of Community Legal Centres Elder Abuse Work and Expertise

August 2018

Below is table compiled (but not edited) by NACLC to provide to Commonwealth Attorney-General's Department in order to provide information about Community Legal Centres undertaking elder-abuse related work for the purposes of informing decisions about allocation of elder abuse funding allocated under the 2018-2019 Federal Budget. Information has been provided by State and Territory CLC Associations; the Older Persons Legal Services Network and individual centres.

Contents

- Northern Territory: Pages 1-7
- Western Australia: Pages 8-10
- New South Wales: Pages 11-28
- Queensland: Pages 29-36
- Victoria: Pages 37-47

| Jurisdiction | Location | Centre | Service/Expertise |
|---------------------------|-----------|--|--|
| Northern Territory | | | |
| Northern Territory | Across NT | Collaboration between Darwin Community Legal Service (DCLS), Central Australian Women's Legal Service (CAWLS) and North Australian Aboriginal Justice agency (NAAJA) | <p>NT Service Providers Darwin Community Legal Service (DCLS), Central Australian Women's Legal Service (CAWLS) and North Australian Aboriginal Justice agency (NAAJA) are currently providing existing elder abuse services by way of a specialist elder abuse unit and Health Justice Partnerships servicing urban, regional and remote NT. It is proposed to develop and resource a collaboration as part of the trial which will link coverage across the NT and develop a cross-cultural and jurisdiction specific approach that will best meet the identified high needs in the NT. The current service providers propose a trial focusing on developing and connecting existing services in the first instance, with further implementation to include the emerging services being developed to meet the demonstrated need in the NT through Health Justice Partnerships in Katherine and Darwin.</p> <p>The following outlines the profiles of the existing services:</p> <p>1. <u>DCLS - Specialist Elder Abuse Unit</u></p> |

| Jurisdiction | Location | Centre | Service/Expertise |
|--------------|----------|--------|--|
| | | | <p>DCLS is a multi-disciplinary practice incorporating a community legal service and aged and disability advocates who form part of a specialist Seniors and Disability Rights Service (SDRS), which is the base for our Elder Abuse Prevention work.</p> <p>Our legal service covers the whole of the Top End, 400 000 sq km, while our housing, seniors and disability rights services variously cover the whole of the Northern Territory, 1.421m sq km. Our Elder abuse work also covers the whole of the NT but that challenges in doing so across vast distances, different cultures and a sparsely dispersed population are one of the reasons for putting together a servicing and reform partnership.</p> <p>Senior and Disability Rights Service</p> <p>The SDRS assists older people or people with disabilities and their representatives who:</p> <ul style="list-style-type: none"> • want to know about their rights • receive Commonwealth-funded aged care services in residential facilities • receive aged care services in the community • Receive Home based aged care services. <p>We also provide</p> <ul style="list-style-type: none"> • Legal advice • community awareness and education activities • specialist referral • fact sheets • systemic advocacy • policy and law reform <p>The Seniors and Disability Rights Service established an Elder Abuse Information Line in 2014 prompted by community groups representing older people, the increasing number of inquiries from clients seeking advocacy support, and growing national discussion about elder abuse.</p> <p>Elder Abuse Prevention Project</p> <p>The Elder Abuse Prevention Project, a short-term project funded by the NT Government employing a community educator and a part time solicitor, built on our existing advocacy</p> |

| Jurisdiction | Location | Centre | Service/Expertise |
|--------------|----------|--------|--|
| | | | <p>services to promote education, community awareness activities, advocacy, and legal assistance to urban, rural and remote communities.</p> <p>The Project has visited and consulted lawyers, social workers, remote area nurses, aged care service providers and carers in Nhulunbuy, Katherine, Tennant Creek, Alice Springs and Darwin to identify issues, protective strategies and training requirements.</p> <p>An online survey was distributed to service providers and carers throughout the Territory in February 2018 and has served to provide a strong indication of issues of concern for service providers and older people themselves.</p> <p>Resources have been developed in the form of Fact Sheets about Elder Abuse, Wills, Advance Personal Plans, Financial Abuse and Adult Guardianship. Information Sessions about Wills, Advance Personal Plans and Adult Guardianship have been developed and delivered to aged care service providers. A workshop, <i>Elder Abuse Basics</i>, has been developed and delivered to service providers in Nhulunbuy with further sessions scheduled for all regional centres in June, July and August 2018.</p> <p>2. CAWLS – Health Justice Partnerships</p> <p>CAWLS is a community legal service for all women in Central Australia and Barkly regions. The service prioritises those women at risk of or experiencing domestic and family violence. The service delivery includes a drop in domestic violence service, a generalist legal service, a community legal education section and an advocacy section around law and policy issues that affect women both on a local and national level. The legal service incorporates a specialist domestic violence unit and health justice partnerships (HJPS) funded by the Commonwealth Attorney-General’s Office.</p> <p>Service Coverage</p> <p>CAWLS service coverage includes two of the five Northern Territory regions. The Central Australian region covers an area of 546,046 km² which is 40% of the Northern Territory and the Barkly Tablelands which covers an area of 283,648 km², 21% of the Northern Territory. Given the enormity of both regions CAWLS targets towns and communities that other remote communities frequent to maximise our service reach. Additionally, we provide services in some remote communities where there is limited access to justice and health services and levels of domestic and family violence are high.</p> |

| Jurisdiction | Location | Centre | Service/Expertise |
|--------------|----------|--------|---|
| | | | <p>HJP Central Australia and Barkly Regions</p> <p>CAWLS in conjunction with the Central Australian Health Service, (Alice Springs Hospital) and the Central Australian Aboriginal Congress (Congress) assist in building capacity and training to health professionals, care workers and social workers to identify and respond to domestic and family violence. Congress is a large health service addressing the health needs of Aboriginal people in the Central Australian region. In Tennant Creek CAWLS is co-located with Anyinginyi Health Aboriginal Corporation (Anyinginyi Health) which seeks to address the health needs of Aboriginal people living in the Barkly region. By terms of an MOU with the above health providers, CAWLS provides training to health professionals and care workers to identify and respond to:</p> <ul style="list-style-type: none"> • Vulnerable or at risk women who are in danger of or experiencing domestic or family violence • Women who are experiencing isolation or neglect and are vulnerable due to age, culture and/or language barrier • Women who are vulnerable due to residing in a remote location and have limited access to health, social and legal supports • Women who present with complex family and community dynamics particularly Aboriginal and CALD women <p>CAWLS also provides:</p> <ul style="list-style-type: none"> • Quarterly accredited training seminars for health Care workers, and social workers focusing on family and domestic violence • On site legal advice and assistance at the Alice Springs Hospital, Congress clinics and Anyinginyi Health with a particular focus on domestic and family violence orders, • Referral pathways for patients and clients to access our service via drop in and/or referral to other legal and non-legal and social services i.e. the Alice Springs Women’s shelter, N • Wrap around case management which is culturally appropriate in a safe and secure environment • Fact sheets • Policy and law reform • Community awareness and education activities • Free mobile phones through Wesnet |

| Jurisdiction | Location | Centre | Service/Expertise |
|--------------|----------|--------|---|
| | | | <ul style="list-style-type: none"> • On call system at hospitals and congress clinics. <p>The scale of family and domestic violence in the Northern Territory is at critical levels with Alice Springs and Tennant Creek recording the highest number of incidents per population. During the period 2017/2018, 719 women sought assistance from CAWLS with 15% of these women aged between 50-64 years with 3% being 65 years and over.</p> <p>The majority of assistance sought related to domestic and family violence and inter related civil matters. These interrelated civil matters, particularly for CAWLS clients who identify as Aboriginal and are over the age 55 years include tenancy, housing and debts owed to Territory Housing arising out of property damage perpetrated by family members more often than not children or in some instances grandchildren. These women are generally the primary carers for young grandchildren with many presenting with chronic health conditions including kidney disease and diabetes. CAWLS is also experiencing an increasing number of CALD women coming into the service seeking legal advice.</p> <p>3. <u>NAAJA – Health Justice Partnership</u> NAAJA delivers culturally appropriate legal and justice-related services to Aboriginal people in the Northern Territory. Aboriginal people make up about 27% of the NT population and face significant impediments to access to services and multiple layers of disadvantage.</p> <p>Service coverage NAAJA provides services across the whole of the NT, with offices in Darwin, Katherine and Alice Springs and outreach to remote communities. NAAJA also provides services in the following program areas:</p> <ul style="list-style-type: none"> • Advocacy and Community Legal Education • Indigenous Prisoner Throughcare • Northern Territory Emergency Response Legal Services • Stronger Futures Welfare Rights Outreach <p>HJP East Arnhem Region NAAJA has entered into a Health Justice Partnership with Miwatj Health Aboriginal Corporation. This HJP is the first of its kind in the Northern Territory between a prominent</p> |

| Jurisdiction | Location | Centre | Service/Expertise |
|--------------------|---|------------------------------------|---|
| | | | <p>Aboriginal community-controlled health service and NAAJA as the principal, culturally appropriate legal and justice service in the NT. It is developed in recognition of the significant potential of a health based response to justice issues, and the potential of integrating a civil law practice in the context of the broader social determinants of health. As Aboriginal community-controlled organisations, there is a strong commitment to developing and integrating best practice cultural competency into the partnership.</p> <p>The partnership aims to:</p> <ul style="list-style-type: none"> • Provide civil legal assistance to vulnerable people; • Achieve better justice and health outcomes for Yolngu including improved Throughcare practices and community legal education and health promotions; • Improve understanding and awareness amongst staff from NAAJA and Miwatj Health about health and legal issues experienced by Yolngu people at Nhulunbuy about health and legal issues experienced by Yolngu people at Nhulunbuy and the surrounding areas; • Build capacity of staff from each partner to respond to the needs of their patients/clients including a specific focus on integrating cultural competency; • Improve referral processes to make services more accessible to clients with health and legal needs; and • Identify joint approaches for policy coordination of issues relevant to the region and for continuing and expanding health justice partnerships. |
| Northern Territory | <p>Greater Darwin Region</p> <p>Including Darwin, Palmerston, Royal Darwin Hospital, Darwin Correctional Precinct</p> | Top End Women’s Legal Service Inc. | <p>Specialist legal and Indigenous staff provide high quality, culturally appropriate and holistic information and referral, education, legal advice and casework to women in civil legal matters. The most frequently requested legal and related matter types are family law, family violence including elder abuse, and consumer law matters.</p> <p>The Royal Darwin Hospital Health Justice Partnership provides legal and holistic wrap around support for women, including on elder abuse and interrelated matters. Legal education is provided to health staff to facilitate identification of legal matters, referrals and legal knowledge. This facilitates proactive and focused early assistance, at a convenient and confidential location, where health and legal needs are advanced. Attending staff hold legal and social work qualifications, and, Indigenous community respect and connectivity.</p> |

| Jurisdiction | Location | Centre | Service/Expertise |
|--------------|--|--------|-------------------|
| | Women's Sector, and the local Indigenous communities of Acacia, Amangal, Bagot, Belyuen, Gurdorkka and Milgarri. | | |

Western Australia

| | | | |
|-------------------|-------|---|---|
| | | | <p>Elder abuse is a significant issue for the Western Australian community, as the population is ageing and the percentage of people over age 65 is increasing exponentially. “Based on a range of international prevalence and incidence estimates for elder abuse victimisation, an average prevalence rate for WA was calculated to be 4.6% (ranging between 3.1% and 6.0%). This is an estimate of approximately 12,500 victims of some form of elder abuse in WA for 2011. Combined with population estimates for WA, it is anticipated that the total number of victims over the age of 65 will increase by around 90% over the next twenty years” (Clare, Black Blundell, and Clare; 2011).</p> |
| Western Australia | Perth | Northern Suburbs Community Legal Centre- Older Peoples Rights Service | <ul style="list-style-type: none"> • The Older Peoples Rights Service (OPRS) specialist legal service offers legal assistance & “wrap around” advocacy to those experiencing elder abuse or who are at risk of abuse by people of trust. • 60 years and above (50 years of age for indigenous people) • Covers the metropolitan area including the Peel region • <u>OPRS education unit including</u> CLE to Seniors groups, professional groups and community forums in the Metropolitan area of Perth. • <u>Older People’s Peer Education Scheme (OPPES)</u> in partnership with SCALES Community Legal Centre: OPPES is a volunteer scheme that provides information to older adults about the types of elder and the risk of elder abuse. Volunteer Peer Educators through a number of strategies including the “Purple Road” awareness campaign, one on one conversations with Peers and through networking deliver the message that elder abuse is not Ok. • <u>The Seniors Register</u> – A telephone service for people considered to be at risk. The Seniors Register is managed by trained volunteers who regularly telephone people on the register to check on their safety and to raise concerns with OPRS staff. The service operates two days per week from the NSCLC office. • https://nsclegal.org.au/legal-services/elder-law-services/ • https://www.youtube.com/channel/UCSVCHZxF9t2gzjvFzGoZX1g • https://www.facebook.com/NorthernSuburbsCommunityLegalCentre |

| | | | |
|-------------------|------------------|------------------------------------|---|
| Western Australia | Midland | Midlas | <p>Midlas is a Community Legal Centre in Midland WA that operates a diverse number of holistic services to give vulnerable people a wrap-around service.</p> <p>We provide legal support for victims of Family and Domestic Violence, Financial Counselling, Tenancy Advocacy, Disability Advocacy and Emergency Relief. These programs would all be highly complementary to an Elder Abuse Law or Elder Abuse Advocacy service, as we could assist people facing Financial, Social, Psychological, Physical, Elder Abuse and Neglect through the provision of law, advocacy and allied support (e.g. Financial Counselling and Tenancy Advocacy to help an older person move from an abuse living environment, and live independently).</p> |
| Western Australia | Kimberley region | Kimberley Community Legal Services | <p>Kimberley Community Legal Services (KCLS) is a community-based, not-for-profit service providing legal advice, representation and education across the Kimberley region of Western Australia. We also provides associated support services, including intensive tenancy and family violence support, as well as financial counselling. Our approach is to provide a holistic, culturally appropriate and practical service to benefit our largely Aboriginal client base. From our two offices in Kununurra and Broome, our 14 staff service an area one and a half times the size of Victoria. We take our service to where are clients are, including regular visits to all six major towns in the Kimberley and more than a dozen remote communities.</p> <p>KCLS support older Kimberley people in particular through our Indigenous women’s program (funded through the Indigenous Advancement Strategy), in combination with our expertise in family violence prevention and support, and general civil and family law assistance. While we do not have a separately branded “elder abuse” service*, we do assist on average around fifteen clients per year who are suffering from financial exploitation, neglect, or physical and mental abuse by family members. Often, clients suffering from this form of abuse present to us with other legal issues, such as housing debt and other forms of financial stress, which are underpinned by humbug and other forms of abuse. Our model of care in such cases involves, as needed, budgeting, practical strategies for dealing with humbug and family expectations; development of safety plans; assistance with obtaining other entitlements and services including NDIS; intensive support on tenancy issues; and regular home visits or other meetings to ensure our client is getting the help she needs.</p> |

| | | | |
|--|--|--|--|
| | | | Currently we are able to assist clients with intensive support on elder abuse issues only in the East Wyndham shire, where we have some capacity to provide intensive non-legal support in people's homes and communities. In the other 3 Kimberley shires, demand for intensive support on elder abuse issues is equally high, but our ability to provide that support is limited. With additional resourcing, KCLS would be in a position to roll out our integrated legal/non-legal support model piloted in Kununurra to other areas of the Kimberley. Derby and Broome probably have the greatest unmet need in this respect. |
|--|--|--|--|

New South Wales

| | | | |
|--------------------|--------|------------------------------|---|
| New South Wales | Sydney | Seniors Rights Service | <ul style="list-style-type: none"> • Seniors Rights Service is the leading rights-based agency for older people in NSW. The organisation is a fully accredited community legal centre. • In the 2016/17 year Seniors Rights Service provided around 3,000 legal services to older people across the state. Also, the agency delivered almost 4,000 aged-care advocacy services and held more than 800 rights-based events that were attended by more than 27,000 people. • As part of its suite of legal services the agency offers legal advice to all older people in NSW as well as to residents of retirement villages across the state and also older people who live in strata arrangements. • The organisation’s aged-care advocacy services ensure that 300 aged-care facilities in NSW are visited every year by staff of Seniors Rights Service to ensure residents are aware of their aged-care rights. Our advocates work with aged-care service recipients to ensure their services are optimised and we refer some clients to the Aged Care Complaints Commissioner where aged-care providers are in breach of the Commonwealth’s Aged Care Act. • Across all service types the agency deals with people who are victims of elder abuse. In doing so staff of Seniors Rights Service offer support where possible. Some clients require external referral due to capacity issues and the additional support services required for people who present with complex abuse issues. Seniors Rights Service is investigating opportunities whereby these support services (currently external) can be offered to complement our existing legal and aged care advocacy services. • In February 2018 Seniors Rights Service hosted the 5th National Elder Abuse Conference that was attended by 570 delegates across Australia and an additional 400 people who attended several satellite events that raised awareness of elder abuse across various communities and provided guidance as to where people can go for assistance. • All services offered by Seniors Rights Service are free and confidential. • Seniors Rights Service provides free, confidential advocacy, advice, education and legal services to older people in NSW. |
|--------------------|--------|------------------------------|---|

| | | | |
|------------------------|--|---|---|
| <p>New South Wales</p> | <p>Mid-North Coast (Kempsey/Port Macquarie/Taree)</p> <p>The Mid North Coast of NSW has the largest proportion of people aged 65 and over in Australia: https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/content/s/demographics-of-older-australians/australias-changing-cultural-linguistic-profile and ABS 2015. Population by age and sex, regions of Australia, 2014. ABS cat. no 3235.0. Canberra: ABS.</p> | <p>Mid-North Coast Community Legal Centre</p> | <p>MNCCLC provides free education, confidential legal advice and casework in civil matters to disadvantaged people on the Mid North Coast of NSW. Have had an elder abuse focus for 6-7 yrs. Offers face to face outreaches and advice clinics across the catchment. We employ an Aboriginal community engagement officer and have good awareness of issues relating to local older people in the Aboriginal community.</p> <p>General service Debts; Traffic law; Administrative law; Consumer law; Family violence; Employment law; Debt; Victims compensation; Fines; Planning ahead</p> <p>Specifically for older people Draft free EPoA and EG documents for people on full aged pension; Legal assistance with debts arising from elder abuse; Legal assistance with AVOs arising from elder abuse; Legal assistance for victims of scams; In conjunction with Gilbert & Tobin have run a number of free wills clinics for older Aboriginal people, and free wills clinics for parents/carers of people with impaired capacity.</p> <p>Education and community development</p> <ul style="list-style-type: none"> - Education for older people across our region on planning ahead, elder abuse. - Former convenors (and current active members) of local Elder Abuse Prevention Network (Hastings) (HEAPN). - Have co-delivered 2 large seminars in this region in past 6 years (2012 and 2018). Most recent one in conjunction with Seniors Rights and the HEAPN. - Education for service providers about identifying elder abuse, responding to abuse and what they can do to assist. - Active participants in Elder Abuse law reform events such as NSW Parliamentary Inquiry into Elder Abuse (2015), ALRC Elder Abuse Inquiry (2016), Abuse of Older People National Strategy Forum 2018. |
|------------------------|--|---|---|

| | | | |
|-----------------|--------|-----------------------------|--|
| New South Wales | Sydney | Justice Connect Seniors Law | <ul style="list-style-type: none"> • Justice Connect Seniors Law provides free legal advice and support in relation to elder abuse and other legal issues associated with ageing • Justice Connect has 10 years’ experience designing and delivering legal services in health care settings, working with health care teams, older people, pro bono law firms and evaluators. • Justice Connect Seniors Law operates in Victoria and NSW. • Over the past 3 years Justice Connect has established Health Justice Partnerships (HJPs) with cohealth, a community health organisation in north-west Melbourne; St Vincent's Hospital in inner Melbourne; St Vincent’s Health Network in Sydney; and Caulfield Hospital in south-east Melbourne. • The lawyers work with health care teams to improve their response to elder abuse by identifying legal issues experienced by older patients, and providing more convenient legal assistance and referrals. • Key elements of our HJPs are: colocation of health and legal services; professional development for health staff; secondary consultations; targeted legal help. • Reflecting on our experience, we have found HJPs facilitate: better identification of legal issues by health professionals, which promotes opportunities for early legal intervention; more targeted legal help to older people experiencing elder abuse, which helps us understand the complexities of elder abuse; improved capacity for health care teams and older people to address health and social issues; sustainability of service by focusing pro bono resources. • With our HJPs operating in different health settings – community health, sub-acute and acute hospitals – and different states, we are uniquely positioned to measure outcomes and compare and contrast the operation of these different HJPs in addressing elder abuse. • In addition to its HJPs, Justice Connect’s Public Interest program in NSW has established a specialist elder abuse unit in partnership with the NSW Elder Abuse Helpline & Resource Unit (EAHRU) and two pro bono firms. Through this partnership, callers to the EAHRU with legal enquiries are referred to us for provision of legal assistance, especially matters involving guardianship and administration: enquiries are extensively triaged by Justice Connect, and where appropriate, referred to pro bono lawyers for ongoing assistance. Our work in this area also includes co-ordinating training for EAHRU staff in identifying and appropriately |
|-----------------|--------|-----------------------------|--|

| | | | |
|--|--|--|--|
| | | | <p>referring legal issues, and co-ordinating training for pro bono lawyers on procedures in the NCAT Guardianship Division.</p> <ul style="list-style-type: none">• Justice Connect is interested in applying for both the HJP and elder abuse specialist unit service trials. |
|--|--|--|--|

| | | | |
|-----------------|---|--|---|
| New South Wales | Blue Mountains and central tablelands (15.9% of persons over 65 in NSW live in the Blue Mountains and Central Tablelands) | Elizabeth Evatt Community Legal Centre | <p>The EECLC catchment provides an attractive option for older people with relatively low-modest income and assets to move to due to cheaper housing options, however we increasingly are finding that once people move into our region they are often isolated and have limited access to support and legal services. They may have complex financial arrangements and pressures, which together with limited employment opportunities heightens vulnerability. In the small towns that we visit we encounter older people suffering abuse who are reluctant to come forward to local services - such as neighbourhood centres - for a number of reasons including shame and fear. In addition, our catchment has farming families where there may be 'complex and potentially conflictual dynamics around farming properties with the multi-generational interests involved where the farm is the family business' (AIFS Elder Abuse report 2017). Our area has an increasing number of older people with older residents from diverse backgrounds.</p> <p>EECLC provides:</p> <ul style="list-style-type: none"> • Free education, confidential legal advice and casework in civil matters to disadvantaged people. • Face to face outreaches across the catchment. Branch office at Relationships Australia in Bathurst. • Attendance at AVO list days. • We have good awareness of issues relating to local older people in the Aboriginal community, and a partnership with Orange Aboriginal Medical Service. • Generalist legal service covering debts, traffic law, administrative law, consumer law, family violence, employment law, victim's compensation, fines, planning ahead (advice on Wills, POA, guardianship, financial management order). • In conjunction with Sparke Helmore have run a number of free wills clinics for older Aboriginal people across our catchment. • Education for older people across our region on planning ahead, elder abuse. • Current members of local Blue Mountains Collaborative on Elder Abuse Prevention Network • Have delivered 2 large seminars on planning ahead in this region in 2018. <p>EECLC is interested in establishing a specialist elder abuse support unit or health justice partnership.</p> |
|-----------------|---|--|---|

| | | | |
|-----------------|---|-------------------------------|--|
| New South Wales | Sydney-based for NSW and national service users | Financial Rights Legal Centre | <p>We provide information, legal advice, financial counselling, community education, policy and casework services in relation to credit, debt, banking, insurance and early access to superannuation. We operate:</p> <ul style="list-style-type: none"> • the NSW answer point for the National Debt Helpline, which appears on all default notices issued pursuant to national credit legislation; • the Insurance Law Service, a national service for consumers of insurance; • Mob Strong Debt Help, a national services for Aboriginal and Torres Strait islander peoples experiencing any problems within our areas of expertise. <p>We employ financial counsellors, solicitors and an Aboriginal Service Coordinator. We also produce a number of web-based and other resources within our areas of expertise. We are heavily involved in a number of initiatives aimed at improving industry practices for the benefit of vulnerable and disadvantaged consumers.</p> <p>We are interested in establishing a specialist elder support unit. Our existing expertise is where ever elder abuse crosses over with our credit, debt, banking and insurance expertise. We have run a number of successful cases over the years to save the homes of elderly people who have had mortgages arranged against their interest, understanding or even knowledge, by adult children or grandchildren, even much younger partners, and there has been some way of holding the credit provider and/or broker responsible. We also just closed a successful case where an 80-year-old couple were scammed by strangers out of money in their bank account and the bank tried to say the couple had breached the security terms and conditions on the account. We are also aware of cases (Ombudsman Determinations) where the abuser takes the elderly person to the bank and gets them to transfer or withdraw money in circumstances where the bank should have been on notice of potential abuse.</p> <p>The banks have an Industry Guideline - Protecting vulnerable customers from potential financial abuse. We are involved in the consumer forum that provides feedback in relation to banking industry guidelines and Codes of Conduct, in addition to using them in active disputes and reporting breaches to the Code Compliance Committee. We already employ financial counsellors, solicitors and Aboriginal support staff. Providing this type of specialist support in appropriate cases would be a good fit without existing services and expertise.</p> |
|-----------------|---|-------------------------------|--|

| | | | |
|-----------------|--------|-------------------------------|--|
| New South Wales | Hunter | Hunter Community Legal Centre | <p>The Hunter Community Legal Centre provides a similar service to many community legal centres: free education, confidential legal advice and casework in civil matters to disadvantaged people. Our solicitors have the expertise to represent clients in court in (but not limited to) AVOs, traffic, and Family Law matters. The centre has multiple case studies available for consideration.</p> <p>The Centre has been actively involved in Seniors Law for a number of years by undertaking Community Legal Education to a variety of seniors groups throughout our catchment, one being Hawks Nest which has the largest aged population in the state. This year the Centre received 5 small grants to provide presentations on <i>Preventing Elder Abuse through Planning for the Future</i> during the Seniors Festival.</p> <p>Joel Fitzgibbon MP invited the Centre to give presentations at the Seniors Forums he conducts throughout the Hunter region. We were also specifically asked to present at the World Elder Abuse Awareness Day in Muswellbrook this year.</p> <p>A significant point that has been stated a number of times is the organisation has the capacity/expertise to be up and running straight away. The Hunter CLC has both the capacity and expertise to commence this service in January 2019.</p> <p>The population in the Centre’s catchment over 60 years of age has increased 30% from 2006 to 2016 and the number of clients in the same age bracket has increased by approximately 15% in the past 12 months.</p> |
|-----------------|--------|-------------------------------|--|

| | | | |
|-----------------|--|---------------------------|--|
| New South Wales | Marrickville Legal Centre's catchment area covers the inner west, south west and southern suburbs of Sydney. This is a large area encompassing a population of about 1.5 million people. | Marrickville Legal Centre | <p>The catchment area is a densely populated urban area which has in recent years experienced a significant increase in the cost of living, particularly the costs of living associated with housing. Relevantly, the catchment area of Marrickville Legal Centre has a significant proportion of residents who are aged 55 or over (23.9% in the inner west, 23% in the south west and 29.43% in the southern suburbs of Sydney, according to the Australian Bureau of Statistics Census Data for 2016. The catchment area of Marrickville Legal Centre is also very culturally diverse, particularly in the south west portion of the catchment where 46% of the population were born overseas and 59% speak a language other than English at home (again according to Australian Bureau of Statistics Census Data from 2016).</p> <p>The diversity – and high need – of the population in Marrickville Legal Centre's catchment area is reflected in the Centre's clientele. In the 2017 – 2018 financial year, over 22% of Marrickville Legal Centre's total clients were people over the age of 50 years, and close to 15% were people from a culturally and linguistically diverse background.</p> <p>MLC provides legal advice, advocacy and education in a number of different areas of law, many of which are relevant to people experiencing elder abuse (notably, credit and debt problems, and power of attorney issues).</p> <p>MLC seeks to provide these services in a manner that takes account of our clients' non- legal as well as legal needs, particularly in circumstances where our client has experienced family violence. Marrickville Legal Centre employs a social worker who works collaboratively with our lawyers and tenant advocate to provide a service to those of our clients who have experienced family violence which addresses their legal issues – such as family law or credit and debt problems – while also addressing their non-legal issues – such as access to income support, housing services, health services, or counselling.</p> <p>MLC recognises that some of our most vulnerable clients may not be able to access our services by attending at our Centre. To increase accessibility, we offer our legal and other support services both in person and over the telephone. We deliver regular outreach advice clinics to women's refuges, youth refuges, migrant resource centres and mental health services in our catchment area to ensure that those of our clients who are most likely to struggle to access legal services can find us. We deliver community legal education to community organisations both</p> |
|-----------------|--|---------------------------|--|

| | | |
|--|--|---|
| | | <p>independently and – relevantly – in partnership with other community legal centres, including the NSW Seniors Rights Service in matters involving strata disputes.</p> <p><u>Services Able to be Provided</u></p> <p>MLC recognises the need for additional support for older residents in our catchment area who have experienced abuse and violence. For this reason, MLC wishes to offer either a specialist elder support unit or a health justice partnership, in which we would apply our current model of service delivery for people experiencing family violence, where a solicitor or tenant advocate work together with our staff social worker to attend to our clients’ legal and non-legal needs. As this is a model which Marrickville Legal Centre currently successfully operates, we anticipate that we would be able to establish it within a minimal period of time.</p> |
|--|--|---|

| | | | |
|-----------------|-----------|----------------------------------|--|
| New South Wales | Macarthur | Macarthur Community Legal Centre | <p>Current activity and expertise</p> <p>MLC has extensive experience in elder law issues. Approximately 30% of our casework is in elder law. Of that, a significant amount is in succession law – working with our clients to draft wills, powers of attorney and enduring guardianships. By working with our clients to help them to understand and appoint appropriate and trustworthy people to be their attorneys and guardians, we aim to keep the power of decision with our clients and make sure they are not abused at a later time by the appointment of inappropriate persons to these responsible positions.</p> <p>In our work, we see many instances of clients who have been or are being isolated from their family by someone who wants to take financial advantage of them. We also see instances of physical and psychological abuse. We auspice Macarthur Women’s Domestic Violence Court Advocacy Service and have older clients who experience intergenerational abuse or abuse from their partners referred to the legal practice. We also have clients independently come to the Centre and seek help with intergenerational abuse.</p> <p>We provide extensive community legal education in our catchment area – providing elder law seminars at Campbelltown and Camden/Narellan Libraries and at other venues across the Macarthur region. We have also provided these seminars in retirement villages and nursing homes.</p> <p>We attend local hospitals, nursing homes, retirement villages and the homes of our older clients to provide them with advice and legal services.</p> <p>We make guardianship applications or make submissions before NCAT in guardianship related matters.</p> <p>We have assisted our older clients with complaints about nursing homes to the Aged Care Complaints Commissioner.</p> <p>In short, our practice has extensive experience in relevant elder law. Our practitioners have expertise in setting up legal frameworks that are designed to prevent elder abuse and in dealing with complaints of elder abuse.</p> |
|-----------------|-----------|----------------------------------|--|

| | | | |
|--|--|--|---|
| | | | <p>This is what we propose to do with the funding</p> <p>We have extensive expertise in mediation. We have set up successful collaborative mediation program with Family Relationship Centres working with CALD clients. We see the possibility of developing mediation services that work with the elderly to help them to give voice to their experiences of abuse and to develop a program designed to ensure their safety.</p> <p>We also have extensive experience in dealing with domestic violence and family law issues. We would develop this capacity.</p> <p>Finally, we would engage in more training and community legal work so that people are aware of the issues and can take steps to prevent them happening or getting out of an abusive situation.</p> |
|--|--|--|---|

| | | | |
|------------------------|---|---|---|
| <p>New South Wales</p> | <p>NRCLC services rural and regional areas in Northern NSW from Grafton to Tweed Heads and west to Drake.</p> | <p>Northern Rivers Community Legal Centre</p> | <p>We currently provide legal advice, assistance and casework across this region as well as community legal education and law reform.</p> <p>Our region has higher numbers of older people than the NSW average, particularly Tweed Heads with 25% of the population being over 65 in comparison to the State average of 16% (ABS 2016). Richmond Valley has 22.5% of the population over 65 and is an area of very high need. Richmond Valley has 7.2% of the population being Aboriginal (NSW average 2.9%), 15% of the population likely to need legal assistance (NSW average 8.5%) and 27% need assistance because of low income (NSW average 14.7%) (ABS and SEIFA). Our region also has the largest population of LGBTIQ older people in NSW outside metropolitan areas. Our legal needs survey of service providers in the CLSD region from Lismore to Tweed Heads identified that 78% of elder abuse legal needs are not being met.</p> <p>We have just finished a project for which we received a small grant to run BINGO style sessions about the signs of elder abuse. We conducted sessions which 300 people attended across our region. These sessions have been well received and our evaluations from the sessions identified the following barriers to seeking help with suspected elder abuse: shame, fear, not knowing it was elder abuse and not knowing where to get help. As part of these projects both our legal service and domestic violence service have participated in the Northern Rivers community of Practice- Ageing and various Disability and Ageing Interagency networks.</p> <p>We have conducted community education sessions with LGBTIQ people over 55 in partnership with the local ACON and Seniors Rights Service.</p> <p>In 2015 we completed a pilot program in Tweed Heads Hospital in partnership with the hospital social workers to deliver later life planning advice and documentation to patients of the hospital. This project enabled us to deliver these important legal services to patients who could not otherwise seek legal services because of physical incapacity, inability to afford private solicitors or being from a CALD or ATSI background. When they are in hospital might be the only time that older people are able to seek legal advice away from an abuser who they may be dependent on at other times. The partnership with the hospital social workers worked very well and all parties were disappointed when the funding ran out.</p> <p>We envisage we would use the funding to:</p> |
|------------------------|---|---|---|

| | | |
|--|--|--|
| | | <ol style="list-style-type: none">1) reinvigorate the health-justice partnership in Tweed Heads Hospital;2) establish a similar health-justice partnership in the Richmond Valley; and3) continue our community legal education to older people and those providing services to older people across the region to address the barriers to seeking help for elder abuse identified from the evaluations from our Bingo sessions. <p>Elder abuse is a complex issue requiring more than just legal assistance. Our health-justice partnerships would involve NRCLC's legal and domestic violence services collaborating with the hospital social workers to provide legal, health and social support to patients of the hospital that might otherwise not have access to this assistance. We have previously demonstrated our capacity to conduct such a project and have since that time only expanded our capability of communicating sensitively with older people and our awareness of the elder abuse needs and barriers across our region.</p> |
|--|--|--|

| | | | |
|------------------------|--|--|--|
| <p>New South Wales</p> | <p>Shoalcoast - South Coast and Far South Coast and Snowy Mountains region</p> <p>This is the following LGAs:-</p> <p>Bega Valley Shire, Eurobodalla, Shoalhaven and the Cooma-Monaro. The total geographic area is 19,459 km² and has a population of 195,736.</p> | <p>Shoalcoast Community Legal Centre</p> | <p>These areas are regional, rural and remote. They experience the following issues:</p> <ul style="list-style-type: none"> • They have a high population of elderly people • A high percentage of the population are experiencing financial difficulty. <p>The area we cover has the following high needs:</p> <ul style="list-style-type: none"> • A lack of services • Remote and regional • Residents often experience isolation • This area experiences a high level of financial disadvantage – the median annual wage is approx. \$37,600 <p>The average age of the population of the areas we cover is 49 years of age and approx. 41% of the total population is aged 55 years and over.</p> <p>Our mission statement is as follows: To provide an accessible professional legal service, responsive to the needs of those most disadvantaged and which promotes just and lasting solutions to legal and social issues in our community.</p> <p>We do this by the provision of phone advice and face to face appointments and the provision of information and referrals.</p> <p>We are interested primarily in Option A (Specialist Elder Support unit) but also C (mediation and counselling services). For C, we are particularly interested in culturally safe mediation and improvements to this provision of service to our clients from culturally and linguistically diverse backgrounds.</p> <p>Shoalcoast CLC maintains a good relationship with all other services providers in our area.</p> <p>We work with Seniors Rights in a collaboration to respond to Elder Abuse.</p> <p>We have a high involvement with the Aboriginal and Torres Strait Islander community in our area and have an Aboriginal Project Support worker dedicated to this connection to the community.</p> |
|------------------------|--|--|--|

| | | | |
|------------------------|--|---------------------------------------|--|
| <p>New South Wales</p> | <p>South West Sydney with tailored focus on particular sectors.</p> <p>For example, the outer Liverpool regions have a large contingency of CALD elderly who migrated in the early 1950's to these regions to secure cheap farming land. This demographic is characterised by persons with limited English, who were typically confined to tight cultural groups, as such have limited ties with/awareness of society outside of this quite limited context.</p> | <p>South West Sydney Legal Centre</p> | <p>SWSLC provides Advice, Representation and CLE including: Grandparent Rights; Domestic & Family Violence & AVO's; Wills; Power of Attorney (POA); Appointment of Enduring Guardian (EG)</p> <p>Please note, we undertake Casework and Representation in all of the above areas including the preparation of Wills, POA and EG. However, the extent of this with respect to elderly clients is limited by current resources.</p> <p><u>Specialist elder support legal service.</u> SWSLC operates a generalist legal service. The specialist elder support legal service will be housed within this generalist service. Whilst it is anticipated that the specialist service develops and expands the more elder specific services, there is the added benefit that internal referrals can be made to the generalist service, hence allowing for a broader service delivery platform for the elderly.</p> <p>Also, as indicated, there is an elderly CALD population in South West Sydney that arguable is not being adequately reached or is not reaching out for legal advice and support. It is therefore important that that the legal service initiative is supplemented with adequate and appropriate promotional and community development/engagement resources. SWSLC also operates a number of specialist Domestic and Family Violence Support programs. We have in place effective internal cross referral protocols which would augment the reach and effectiveness of the elder support legal service. SWSLC also has a relationship in place with the Legal Aid Domestic Violence Unit whereby cross referrals are made for clients experiencing or at risk of elder abuse.</p> <p>SWSLC receives a number of enquiries from elderly people, typically with a CALD background, which involves the lending of money by them to relatives, with no repayment. As a matter of course, the loan represents the client's life savings and there is no documentation. At the moment, we do not have the resource capacity to undertake these very resource intensive forms of legal representation. We strongly suspect the enquiries are only the tip of the iceberg for this type of issue. This is an area a specialist elder support legal service can address more effectively.</p> |
|------------------------|--|---------------------------------------|--|

| | | | |
|-----------------|---------|----------------------|---|
| New South Wales | Redfern | Redfern Legal Centre | <p>RLC is currently undertaking a Health Justice Partnership with the Royal Prince Alfred Hospital in relation to elder abuse. It was the first hospital based HJP in NSW and has been operating successfully for over four years.</p> <p>Currently, we place a solicitor at the RPA three days a week. This service has been hugely successful in accessing extremely vulnerable clients who would otherwise not get legal advice, and also in building the capacity of health professionals to identify and respond to legal issues. We are currently undergoing an extensive evaluation of the service with Sydney University, however a preliminary evaluation and more information is available here: https://rlc.org.au/holistic-approach-wellbeing-health-justice-partnership The service is a generalist service and its success is based in the trust the solicitor has established with the allied health teams in local area health district. More recently, the solicitor has increased her work with the RPA Geriatric Social Workers and the Sydney Local Area Health District Aged Care Assessment Team around elder abuse. Our capacity to do more work in this area is only limited by a lack of funding.</p> <p>We are happy to provide a case study regarding our assistance to clients on elder abuse if that would be helpful.</p> |
|-----------------|---------|----------------------|---|

| | | | |
|-----------------|--|-----------------------|---|
| New South Wales | State wide service for people in receipt of. or who are entitled to, a Centrelink payment, including Age Pension | Welfare Rights Centre | We provide information, advocacy, advice, and casework about social security and family tax benefit matters, including to people in receipt Age Pension. We ensure people receive the Centrelink payment to which they are entitled, and challenge unfair debts. The proposed specialist elder abuse unit would employ specialist solicitors with expertise in a range of social security issues that relate to elder abuse, with a particular focus on gifting, which can result in an elderly person losing their assets as well as their Age Pension, nominee issues, access to income, and care issues. |
|-----------------|--|-----------------------|---|

| | | | |
|-----------------|--|------------------------------------|---|
| New South Wales | Western NSW Community Legal Centre services the local government areas of Western Plains Regional Council, Gilgandra Shire, Warrumbungle Shire, Mid-Western Shire, Coonamble Shire, Walgett Shire, Bogan Shire and Bourke Shire. | Western NSW Community Legal Centre | <p>Centre services are provided through a range of mediums including phone advice appointments, outreach legal advice clinics, face-to-face appointments and community legal education workshops.</p> <p>Our service includes a health justice partnership specialist domestic violence unit. We are interested in exploring a similar model, building on existing expertise and partnerships.</p> <p>We are currently working with older Australians who fall under the category of elder abuse in the areas of guardianship, debt, age discrimination/employment, physical and psychological abuse, financial/scamming abuse and tenancy. Our generalist solicitors have a number of current cases both at the Centre and throughout our outreach areas. Some of these are compounded by the older person also having a physical or cognitive disability. Our Domestic Violence Unit is also working with older women who are experiencing, or at risk of experiencing, elder abuse.</p> <p>One of the issues related to elder abuse is the isolation of the victim and therefore access to them is problematic. In response to this, our centre is investigating community legal education that targets family/friends (non-abusers) and select front line customer service establishments (e.g.: hairdressers) as a conduit for reaching and referring people experiencing elder abuse.</p> |
|-----------------|--|------------------------------------|---|

Queensland

| Jurisdiction | Location | Centre | Service/Expertise |
|--------------|----------|---------------------|---|
| Queensland | Brisbane | Caxton Legal Centre | <p>Seniors Legal and Support Service (SLASS) as part of the Family and Elder Law Team (FELT).</p> <ul style="list-style-type: none"> • Caxton Legal Centre has a 15 year history of delivering free, integrated legal and social work services to seniors at risk of or experiencing elder abuse, mistreatment or financial exploitation. • Services range from information & referrals, brief telephone advice and/or counselling to full case-work, including outreach/home visits, depending on the issues presenting and the older person's choices about how to proceed • The social workers are experienced in conducting psychosocial and risk assessments, safety planning, short-term counselling, capacity screening, aged care and housing referrals, advocacy for older people and other wrap-around supports. The lawyers are experienced across a number of related legal areas including domestic and family violence, guardianship and administration, family law, consumer and general law. • Catchment caters for Brisbane North, South, East and West; Beaudesert-Logan; and Moreton Bay North and South; all other areas of Queensland where individuals may be conflicted out of another service or living in area where no service exists. • Capacity to scale up to offer a broader range of state-wide elder abuse services • Clients are 60 years of age and over or 50 years in the case of Aboriginal and Torres Strait Islander clients with discretion for younger clients. • 3547 callers with elder abuse concerns to Caxton in 2017-2018 spoke to a trained reception officer and were triaged to receive most appropriate internal or external referrals for help • On average 150 people are being assisted at any given time |

| | | | |
|--|--|--|--|
| | | | <ul style="list-style-type: none"> • 462 people with elder abuse concerns assisted in 2017-2018 financial year • 76 outreach visits conducted to homes, hospitals, aged care facilities plus face to face appointments at our office • 29 court representations in family and domestic violence or guardianship and administration proceedings • 414 clients were experiencing financial disadvantage • 175 clients had a disability or mental illness • 45 clients main spoken language was not English • 10 clients identified as Aboriginal or Torres Strait Islander • Produce factsheets on key elder abuse issues https://queenslandlawhandbook.org.au/factsheets-and-self-help-kits • Conduct community education sessions for service providers and the general community to raise awareness of elder abuse and avenues for help • Strong partnerships with related service providers and government through co-delivery of community education, attendance at seniors' forums, reference group meetings, consultation groups, law and policy reform. • Deliver an annual training day for Queensland elder abuse services and also a training day for wider legal and social services sectors • Jointly with ADA Australia, Caxton will be hosting the 2019 national elder conference • Developing a financial protections program for older people in collaboration with Townsville Community Legal Service. This will be implemented across Queensland in partnership with the other elder abuse services (funded by Queensland Government) • Negotiating a health-justice partnership • Older clients or their attorneys may also be assisted through Caxton's duty lawyer, civil, consumer and criminal law services with referrals to SLASS offered as needed. |
|--|--|--|--|

| | | | |
|------------|------------|---|--|
| Queensland | Townsville | Townsville Community Legal Service- Seniors Legal Service | <ul style="list-style-type: none"> • Townsville Community Legal Service Inc (TCLS) has worked in the area of elder abuse for 15 years, beginning in 2003-2004 when TCLS engaged with the community reference group “Mistreatment of Older Persons” (MOP), and TCLS began accepting referrals in elder abuse cases. Since then, a significant cohort of TCLS’s clients have been older persons. • In 2006-2007, TCLS collaborated with Caxton Legal Centre in designing and developing the Seniors Legal and Support Service (SLASS) pilot proposal. TCLS was funded to provide a SLASS in 2007, and this service continues to the present day. • TCLS has conducted major events for World Elder Abuse Awareness day for a decade, including Mayoral Declarations Against All Forms of Elder Abuse and events focused on intergenerational education such as the Respect for Seniors March. • In 2010, TCLS held a “Step Up, Speak Out” campaign in Townsville which culminated in the 2011 “Townsville Seniors Speak Out” report. This report also launched TCLS’s Elder Abuse Intervention Plan based on a population based Public Health Intervention model. TCLS’s plan employs primary (whole population) through to quaternary (individual) interventions. • In 2011, TCLS created Seniors Creating Change (www.seniorscreatingchange.org.au) - a grassroots group focused on older persons empowering themselves and others to call for an end to elder abuse. This group regularly sings in public places to raise awareness of the root causes of ageism and social isolation. The work of Seniors Creating Change is catalogued in the publication “Seniors Creating Change: From Idea to Intervention”. • In 2016 TCLS, the Townsville Regional Council on the Ageing (TRCOTA) and James Cook University (JCU) co-convened the first Ageing in North Queensland Symposium. • In 2016, TCLS also conducted a Social Isolation Survey of 150 older persons at a Seniors Week event. The results of that survey have been published as conference proceedings, and has further informed our Elder Abuse Intervention Plan. • In 2016-2017 TCLS undertook a closed case file audit of 500 elder abuse files to look at victim and perpetrator demographics, types of abuse experienced, |
|------------|------------|---|--|

| | | | |
|------------|--------------|--|---|
| | | | <p>social determinants, legal and social welfare interventions taken by SLASS and barriers to obtaining assistance. The outcomes of this research have been presented to national elder abuse conferences and in policy submissions, but are yet to be formally evaluated.</p> <ul style="list-style-type: none"> • Co-designing the Seniors Financial Protections Service project with Caxton Legal Centre for the Queensland Department of Communities, Disability Services and Seniors. This will consist of outreach services, which will provide information, advice and collaborative referrals to prevent and protect against financial abuse; and the Financial Abuse Awareness Training programme which will target financial services professionals and financial counsellors, developing their capacity to identify and appropriately deal with financial abuse and exploitation of older people. The project is working towards a late 2018 roll-out in ten Queensland locations. • TCLS has undertaken significant work with peak community legal associations, state and federal Government and law reform agencies on laws and policies affecting older persons. TCLS has published articles on the rights of older persons in journals including the Macquarie Law Journal, Human Rights Defender, and the Asia Pacific Rule of Law Digest. |
| Queensland | Fraser Coast | Taylor St Community Legal Service- Seniors Legal & Support Service, Fraser Coast | <p>Seniors Legal and Support Service (SLASS), Fraser Coast:</p> <ul style="list-style-type: none"> • SLASS, Fraser Coast provides free legal and social support services to older people across the Fraser Coast region experiencing, or at risk of, elder abuse (including financial exploitation and misuse of Enduring Powers of Attorney) through a multi-disciplinary team comprised of legal and social support staff. • Services include: legal advice; individualised casework; advocacy; court/tribunal representation/support for capacity, guardianship and administration matters; social support; counselling; conflict resolution through family conferencing; information; and warm referrals to other support services to assist in maintaining independence, increasing resilience and safety, expanding social connectivity, decreasing isolation, reducing vulnerability and improving quality of life. |

| | | | |
|------------|---------------------------|---|--|
| | | | <ul style="list-style-type: none"> • SLASS, Fraser Coast is focused on prevention wherever possible through regular public education on prevention, planning and protection strategies around rights, financial matters and Enduring Power of Attorney pitfalls. <p>http://hbnc.net.au/hb/index.php/programs/legal-and-professionalservices/seniors-legal-and-support-service</p> |
| Queensland | Cairns & surrounding area | Cairns Community Legal Centre Inc - Seniors Legal & Support Service | <p>Established in 2007, the Seniors Legal and Support Service (SLASS) provides free legal and social work support for seniors experiencing elder abuse, mistreatment or financial exploitation. The service can assist where the exploitation or abuse is taking place as part of a family, informal care or other relationship of trust. Clients should be over the age of 60, or 50 in the case of Indigenous clients.</p> <p>In particular the Cairns SLASS provides:</p> <ul style="list-style-type: none"> • legal information and advice • social work services • short-term counselling • advocacy • ongoing casework (legal and social work); including representation in court or before tribunals (in certain circumstances) • referral to other legal and support services • community education <p>Given its locality, the Cairns CLC's service area also includes the Yarrabah Aboriginal Community.</p> <p>The Cairns CLC has also established a working relationship with the Cairns Hospital at which the Centre provides onsite visits to seniors experiencing abuse and exploitation; as well as the Cairns Mental Health Legal Service.</p> <p>In addition to the SLASS, the Cairns CLC also operates a number of other services including a specialist Consumer Law Service in respect of which internal referrals to and/from the Centre's SLASS are effected and expertise is drawn.</p> <p>https://www.cclc.org.au/our-services/seniors-legal-support-service</p> |

| | | | |
|------------|-------------------------|---|---|
| Queensland | Toowoomba (Head office) | <p>TASC National-Toowoomba Seniors Legal Support Service</p> <p>TASC was founded in 1982 and delivers 21 generalist & specialist legal, advocacy and social services programs across offices in Toowoomba, Ipswich, Warwick Roma and Southwest Queensland.</p> <p>TASC's vision has always been 'social justice for all'.</p> | <ul style="list-style-type: none"> • Seniors Legal and Support Service (SLASS) to both regions – provides legal and support services for seniors concerned about or affected by elder abuse, mistreatment or financial exploitation, whether this is occurring interfamilial, within care arrangements or otherwise. The service can assist by providing <ul style="list-style-type: none"> ○ legal information and advice <ul style="list-style-type: none"> ▪ Face to face ▪ Telephone ▪ Via outreach services ○ social work services & support ○ short-term counselling ○ advocacy ○ tenancy assistance ○ referral to other legal, consumer and support services ○ representation in court or tribunals (in certain circumstances). ○ Community education to seniors, families, carers, service providers, aged care facilities and general public • Support and advice in relation to Guardianship and administration orders, Powers of Attorney and Advanced Health Directives. • Collaborative partnership with Relationship Australia Queensland to deliver Elder Abuse Services in Mackay, Rockhampton and Gladstone to clients experiencing or at risk of elder abuse (EAPSS program). Do this by <ul style="list-style-type: none"> ○ Provision of telephone or face to face legal services & phone advice/information. ○ Community legal education. • Participation in the Financial Protections for Elderly Project. • Part of Elder Abuse Network and Older Persons Legal Service. <p>http://tascnational.org.au/seniors-legal-support-service/</p> |
|------------|-------------------------|---|---|

| | | | |
|------------|---|--|--|
| Queensland | Sunshine Coast, Gold Coast, Mackay, Rockhampton and Gladstone | TASC National, SunCoast Community Legal Service, Gold Coast Community Legal Centre | <ul style="list-style-type: none"> Relationships Australia’s Elder Abuse and Prevention Support Service (EAPSS) provides brokerage funding to three Queensland community legal centres to provide legal services to clients experiencing, or at risk of, elder abuse. This service commenced in May 2018, and includes community legal education, phone advice, and face-to-face legal services (advice and other representation). Suncoast has been working on Elder Abuse Community Education since 2012, funded by one-off grants. SCLS have developed CLE resources other CLC’s are using in Queensland as well as Legal Aid NSW. http://suncoastcommunitylegal.org/pianoforte/ |
| Queensland | Gold Coast | Gold Coast Community Legal Centre | <p>Currently providing a mental health service at the two Gold Coast Hospitals and are poised to sign a MOU to provide a more extensive hospital based service.</p> <p>The service will</p> <ul style="list-style-type: none"> Provide free legal assistance services to eligible clients in relation to a matter affecting the client’s care, including but not limited to, family law, guardianship, elder abuse, Mental Health Review Tribunal, Queensland Civil and Administrative Tribunal, domestic violence and/or child protection matters including legal advice and associated legal tasks (e.g. assistance drafting a Legal Aid application); and Provide relevant referrals for patients requiring assistance with complex legal matters. <p>The intent of this service is to improve patient outcomes by facilitating access to legal services which limit their ability to return to a safe living environment upon discharge.</p> |
| Queensland | Brisbane | LawRight | <p>Health Advocacy Legal Clinic (HALC) HALC is an HJP which operates two days a week in university semesters. HALC works with health care teams to identify legal issues for older people and provides legal advice and assistance on site.</p> <p>Pro Bono Connect Service provides referrals to firms and barristers for elder abuse matters statewide.</p> <p>State Courts Self Representation Service (SRS)</p> |

| | | | |
|--|--|--|--|
| | | | <ul style="list-style-type: none"> • Free legal advice and assistance to people considering or involved in disputes in the District Court, Supreme Court and Court of Appeal, including disputes in relation to ownership of real property, undue influence in relation to gifts, or breaches by an attorney acting under a general or enduring power of attorney, which are relevant to matters involving elder abuse. • The SRS assists parties outside of Brisbane by telephone. <p>QCAT Self Representation Service (SRS)</p> <ul style="list-style-type: none"> • Includes free legal advice and assistance to people considering or involved in guardianship and administration proceedings in QCAT related to matters involving elder abuse. • The SRS assists parties outside of Brisbane by telephone. <p>QCAT Duty Lawyer Service</p> <p>Duty Lawyer Service in the Brisbane registry of QCAT, for people involved in proceedings that are caused or aggravated by family violence (including elder abuse). Includes advice and one-off representation at compulsory conferences, interlocutory and some final hearings.</p> <p>www.lawright.org.au</p> |
|--|--|--|--|

| Victoria | | | |
|--------------|-----------|--------------------------------|--|
| Jurisdiction | Location | Centre | Service/Expertise |
| Victoria | Melbourne | Eastern Community Legal Centre | <ul style="list-style-type: none"> The Elder Abuse Prevention Program provides legal and non-legal advice and support to older people, their families and support services when elder abuse is present or suspected. Support and advice in relation to: Intervention Orders; Guardianship; Powers of Attorney; Support at VCAT hearings; victims of crime. Part of Eastern Elder Abuse Network (EEAN). ECLC and the EEAN have developed the Elder Abuse Case Conferencing Site to facilitate cross-agency collaboration and encourage better coordination of services. The innovative system allows agencies to share de-identified cases with other services and provides instant access to support, advice and referral for clients who are experiencing or at risk of elder abuse. Undertakes range of education and law reform http://www.eclc.org.au/what-we-do/partnerships-and-projects/elder-abuse/ <p>Client (Tertiary) Response</p> <ul style="list-style-type: none"> Limited legal advice and non-legal support for older people including assistance when elder abuse is present or suspected. Referral service including warm referrals to network of agencies and services with a diverse range of expertise including Hospital specialised counselling, financial counselling. Mental health services, case management and mediation have trialed innovative case conference models through EEAN. ECLC's family violence SAGE program works within an integrated practice model that understands elder abuse as a form of family violence. This program works closely with the Elder Abuse Prevention Coordinator when clients identify elder abuse as part of their family violence experience. <p>Secondary Prevention, Partnerships and Education</p> |

| | | | |
|--|--|--|---|
| | | | <ul style="list-style-type: none"> • Lead agency for the Eastern Elder Abuse Network (EEAN) with a membership of over 100 relevant professionals/agencies. • Delivery of both Community Legal Education and Workforce Development for the community and sector workforce on a range of legal issues including Seniors Rights and Elder Abuse. • Developed extensive Elder Abuse Toolkits for local government and others to address elder abuse (2013). • Working directly with CaLD communities to raise awareness of elder abuse with a focus on financial abuse through the 'Matter of Trust' project. The project builds the capacity of the community and faith leaders within CaLD communities to be elder abuse prevention ambassadors within their own communities. The project works within a partnership approach including the communities, state and federal departments as well as relevant services within their local communities. • ECLC's Elder Abuse Prevention Coordinator provides secondary consultation internally and externally to workers across the Eastern Metropolitan Region (EMR) in regard to elder abuse • Developed and released Behind the Curtain video to raise awareness and educate GPs • Strong existing partnership with Eastern Health (large hospital network) • Foundation partner in establishing SRV (2008); ongoing partnership. <p>Primary Prevention and Advocacy</p> <ul style="list-style-type: none"> • A partnership with Swinburne University to engage & consult with older people and develop a digital story to educate about elder abuse (recently funded) • Extensive awareness raising through sector, local government and community through WEEAD, video projects and more • Systemic advocacy and law reform with all tiers of government |
|--|--|--|---|

| | | | |
|----------|-----------|-----------------------------|---|
| Victoria | Melbourne | Justice Connect Seniors Law | <ul style="list-style-type: none"> • Justice Connect Seniors Law provides free legal advice and support in relation to elder abuse and other legal issues associated with ageing • Justice Connect has 10 years’ experience designing and delivering legal services in health care settings, working with health care teams, older people, pro bono law firms and evaluators. • Justice Connect Seniors Law operates in Victoria and NSW. • Over the past 3 years Justice Connect has established health justice partnerships with cohealth, a community health organisation in north-west Melbourne; St Vincent's Hospital in inner Melbourne; St Vincent’s Health Network in Sydney; and Caulfield Hospital in south-east Melbourne. • The lawyers work with health care teams to identify legal issues for older people and provide more convenient legal assistance and referrals. • Key elements of our HJPs are: colocation of health and legal services; professional development; secondary consultations; targeted legal help. • Reflecting on our experience, we have found HJPs facilitate: better identification of legal issues by health professionals, which promotes opportunities for early legal intervention; more targeted legal help to older people experiencing elder abuse, which helps us understand the complexities of elder abuse; improved capacity for health care teams and older people to address health and social issues; sustainability of service by focusing pro bono resources. • With our HJPs operating in different health settings – community health, sub-acute and acute hospitals – and different states we are uniquely positioned to measure outcomes and compare and contrast the operation of these different HJPs in addressing elder abuse. |
|----------|-----------|-----------------------------|---|

| | | | |
|----------|-----------|-------------------------|--|
| Victoria | Melbourne | Seniors Rights Victoria | <ul style="list-style-type: none"> • Specialist Elder Abuse service providing information, support, advice, casework, education • Statewide Elder Abuse Helpline • Legal and Advocacy advice on all matters relating to elder abuse including Intervention orders, guardianship and administration, wills and powers of attorney, breaches of powers of attorney, grand parenting, co-ownership disputes (including equitable rights), assets for care arrangements, granny flat arrangements, property disputes, boomerang children, debts, age discrimination • Legal casework with a particular focus on intervention orders, co-ownership disputes, breaches of POAs, granny flats arrangements and guardianship and administration. • Short-term advocacy support • Policy and law reform • A range of community and professional education on matters relating to elder abuse • SRV provides support for seven elder abuse prevention networks • SRV provides secondary consultations for workers from other agencies • SRV provides leadership on policy and law reform and works with organisations and groups to raise awareness of elder abuse • Since 2016, SRV convenes a bi-monthly Elder Abuse round table which brings a range of NGO and government service providers • SRV have formed partnerships with a significant range of stakeholders statewide • https://seniorsrights.org.au/our-services/ |
|----------|-----------|-------------------------|--|

| | | | |
|----------|--|----------------------------------|--|
| Victoria | | Mental Health Legal Centre | <ul style="list-style-type: none"> • For the last 12 months, MCLC has worked with elderly clients who are placed in psychiatric care, in Caulfield, Broadmeadows and the James Cooke Centre in Endeavour Hills. MHLC have placed lawyers in these three locations to advocate against exploitation of older clients in institutions. • MHLC also educate mental health staff and patients in these sites on the ability to write advance statements. A number of clients do not have English as a first language. • MHLC work with a uniquely complex client cohort and rely on partnerships to provide education across the mental health sector to target and work with this client group. |
| Victoria | Mornington Peninsula Shire has one of the largest older person's population of seniors (14% of 70-84 aged citizens) compared to Greater Melbourne (7.7%) | Peninsula Community Legal Centre | <ul style="list-style-type: none"> • PCLC has worked with elder abuse primarily as part of its family violence work. This includes casework in elder abuse matters. • In January 2018, PCLC has placed a family violence lawyer service at Peninsula Health. The lawyer provides legal services, including secondary consultations to those experiencing family violence (including elder abuse) at Frankston, Rosebud and Mornington sites. • In the last year, PCLC has partnered with Mornington Peninsula Shire to provide professional development sessions to workers in the aged care and related sectors to increase workers' knowledge and understanding of elder abuse to appropriately identify and refer. Future work will include legal health checks for senior citizens and may also include ongoing elder abuse casework. • PCLC has in-house social work and financial counselling support. |

| | | | |
|----------|-----------------|--|---|
| Victoria | Victoria | Consumer Action Law Centre | <ul style="list-style-type: none"> • CALC undertakes complex casework for financial elder abuse matters. It is CALC's experience that the types of cases they deal with are unable to be assisted pro bono as the private firms often have the banking institutions as their clients. (CALC case studies attached) • CALC have delivered training on credit law and elder financial abuse since 2013. Training has been provided to Seniors' Rights and Justice Connect Seniors Law staff, volunteers and pro bono lawyers. • CALC have supported industry engagement aimed at making banks and lenders more accountable for their conduct and are represented on the Australian Bankers' consumer liaison forum. CALC provided input into the Australian Bankers' Association guidelines on best practice for banks to prevent their customers from experiencing elder financial abuse. • CALC have also provided input to ASIC as part of its consideration of its approval of the Review of the Code of Banking Practice. CALC's submissions included proposals relating to strengthening protections around co-borrowers and guarantees. • CALC are able to partner with other Victorian CLCs by continuing to provide specialist expertise relating to credit and banking law as part of funded elder abuse initiatives and services. |
| Victoria | Goulburn Valley | Goulburn Valley Community Legal Centre | <ul style="list-style-type: none"> • GVCLC lawyers have wide experience in the provision of informative and protective legal services across all forms of family violence including elder abuse; • The services provided include information, education, advice, duty-lawyer representation and extended casework across all areas of family law including family violence, elder abuse, family law and child protection; • GVCLC is an experienced and trusted provider of services to the Aboriginal community and is engaged in a long-term partnership with Rumbalara Aboriginal Cooperative Ltd, the largest ACCHO in Victoria (two of our staff are people with Aboriginal heritage); • GVCLC is also experienced in providing services to the CALD community including CLE, information and advice. It has a strong relationship with major providers of services to the CALD community in the Goulburn Valley such as the Ethnic Council, Uniting (Kildonan), Greater Shepparton Access & Equity and Africa House; and GVCLC would use its experience in |

| | | | |
|--|--|--|--|
| | | | <p>managing HJP's by engaging partner providers of general and financial counselling to work with a specialist lawyer and enhance the delivery of integrated elder abuse services across the community (Rumbalara, Uniting and PCC).</p> <ul style="list-style-type: none"> • People over the age of 65 now represent 18.6% of the population of the City of Shepparton. Between 2016 and 2026, the age structure forecasts for the city indicate a 20.0% increase in population under working age, a 26.4% increase in population of retirement age, and a 9.4% increase in population of working age: https://forecast.id.com.au/shepparton/population-age-structure • The GVCLC provides additional intensive services to those who are affected by elder abuse. The CLC provides duty-lawyer services for family violence and limited outreach at all five Court locations within the catchment. With the establishment of the new court facilities and the SFVC, GVCLC lawyers now attend Shepparton Court on at least three days per week. The CLC is an experienced participant in HJP's and has had preliminary discussions with a potential provider of counselling services to those affected by elder abuse in the general community. GVCLC partners with Greater Shepparton to celebrate Elder Abuse Awareness Day each year and our lawyers have conducted CLE's and provided advice on elder abuse issues at other forums since 2013. They also regularly assist vulnerable elderly clients with the preparation of Powers of Attorney, Wills and other legal issues relating to their familial circumstances. • The GVCLC Manager/Principal has appeared in Guardianship & Administration matters in the Tribunal at NJC, King Street and Shepparton and staff are well-informed of the particular issues involved in protecting the financial interests of vulnerable clients. |
|--|--|--|--|

| | | | |
|----------|--|---|--|
| Victoria | | Northern CLC NCLC is the amalgamation of Broadmeadows (BCLS) and Moreland (MCLC) CLCs. | <ul style="list-style-type: none"> • The Centre has undertaken Elder Abuse work since 2008. • In 2008 BCLS received a 2 year grant from the Department of Justice to employ an elder rights lawyer and continued this focus until amalgamation in 2016. At this time Wills and Power of Attorney case work and advice were the second highest area of law undertaken thus ensuring the service encouraged older people to utilise our services. • In 2010 MCLC, through its work with the Australian Greek Welfare Society, developed a grandparent's rights project funded by the Victorian Law Foundation. It continued to build on this work and in 2013, through a legal needs project, identified the prevalence of elder settled migrants in the catchment and the need to prioritise this group. • Since NCLC's amalgamation in January 2016 NCLC have continued to prioritise elder abuse prevention and response and formalised this in our strategic plan, August 2016 https://www.northernclc.org.au/strategic-plan. In the 2016/17 financial year NCLC saw 167 senior Victorians and undertook significant case work, see page 18 for examples https://docs.wixstatic.com/ugd/e82a5a_9fb2c70d965b4f11a443c1885991f191.pdf • NCLC no longer receives any funding for this work, but it has continued to grow and develop its expertise in the elder abuse area. As a result, it was invited to be a member of the Northern Elder Abuse Prevention Network which was recently formed by Merri Health Service. • NCLC has strong relationships with other aged care service providers aside from Merri Health in its Moreland and Hume LGA catchments, Spectrum Migrant Resource Centre and Sunbury Health. NCLC provides onsite clinics at these services as well as secondary consultations with its staff. • In the last two years NCLC also has developed relationships with many CALD community organisations and as a result has been providing Elder Abuse Awareness sessions with; Victorian Arabic Social Services, the Oorja Foundation, the Assyrian/ Chaldean Women's Association, the Bhutanese Seniors Citizen's Association, the Arabic Friendship Group, the Coburg |
|----------|--|---|--|

| | | | |
|--|--|--|--|
| | | | <p>Arabic Women’s Group, the Returned Services League and the Italian Seniors Association. NCLC have delivered sessions to over 300 members of communities in languages ranging from Nepali, Punjabi, Arabic and Italian. Working with Council we have presented sessions on Elder Law via the Moreland Council’s Library series, awareness of elder abuse sessions to U3As and have provided professional education to Moreland Council’s frontline staff to assist them to recognize the signs of elder abuse. NCLC also participated in the National Ageing Research Institute’s CALD roundtables, the Community Legal Sector consultations with the Commissioner for Senior Victorians and has consulted with Senior’s Rights Victoria on their work within CALD communities.</p> <ul style="list-style-type: none"> • NCLC’s elder abuse community development work is complemented by of the expertise of its Community Development Manager, Heather McLean, who has extensive experience in the area of elder abuse prevention. Whilst working for Victoria University Heather was the project manager in charge of the development, delivery and evaluation of the State Government’s Elder Abuse Prevention (Professional Education) Strategy. Heather was responsible for engaging stakeholders across the broad sector of organizations who come into contact with senior Victorians and for working collaboratively with peak organizations such as Senior’s Rights Victoria and Ethnic Communities Council Victoria. The education package which she developed remains a key tool in the State government’s efforts to raise professional awareness of elder abuse and foster effective and integrated responses to the issue. |
|--|--|--|--|

| | | | |
|----------|--|---------------------------------|---|
| Victoria | | Inner Melbourne Community Legal | <ul style="list-style-type: none"> • IMCL elder-law service is in its development phase and (to the extent current resources allow) implemented at the Royal park campus of Royal Melbourne Hospital (RMH). RMH (Royal Park) is largely a rehab hospital and a significant proportion of the patients are seniors. The RMH Social Work department have identified the need for IMCL to provide assistance to many of these patients, with a particular focus on providing advice and assistance with enduring powers of attorney (EPA). • In early 2018, the Integrated Model of Care for responding to elder abuse (IMoC) commenced a 12 month trial at RMH. The Elder Abuse Prevention and Response Liaison Officer attached to IMoC and IMCL recently made a submission to DHHS seeking \$38,000 for a year to support an IMCL lawyer to attend RMH Royal Park to assist with EPAs (one day/week), provide related training, give secondary consultations and interpreters for one year. It is uncertain whether this application will be successful as it was not part of a formal funding round or program. • This funding request to DHHS was sought purely for support relating to EPAs for older people at risk of financial abuse by their family members. • It has however become IMCL's experience that older people experiencing elder abuse tend to present with a number of other issues than simply the need for assistance preparing an EPA. It is intended to seek further resources to enable our HJP lawyers to provide the full support required for this type of work, including intensive case work assistance. The Elder Abuse Prevention and Response Liaison Officer has received more than 115 secondary consults in the first six months of the project, the majority of which came from Royal Park campus. This points to significant legal need of these older people who have been identified at risk of or experiencing elder abuse. |
|----------|--|---------------------------------|---|

| | | | |
|----------|--|-------------------------------|--|
| Victoria | Geelong, Bellarine Peninsula, Surfcoast and Colac Otway regions. | Barwon Community Legal Centre | <ul style="list-style-type: none"> • BCLS has provided prevention, education and casework in Elder Abuse for at least the last 8 years. • BCLS has convened a local Elder Abuse Awareness Network for a number of years (comprised of City of Greater Geelong, BSL, Karingal, BapCare, Mercy Health and Diversitat) • BCLS are about to commence a DHHS funded project to establish a local Elder Abuse Prevention Network – it is anticipated that the project will increase the number of community members seeking assistance on Elder Abuse |
|----------|--|-------------------------------|--|