

**TURN UP THE  
VOLUME!**  
2024 Australian Elder Abuse Conference

**22–24 July 2024**  
Adelaide Convention Centre

# Australian Elder Abuse Conference

Lessons from the first three years:  
Eastern CLC's Elder Abuse Programs

**EAAA**  
Elder Abuse Action Australia

**aras**  
Aged Rights  
Advocacy Service

# Background



Supported by:



Australian Government  
Attorney-General's Department

**TURN UP THE  
VOLUME!**  
2024 Australian Elder Abuse Conference

**EAAA**  
Elder Abuse Action Australia

**aras**  
Aged Rights  
Advocacy Service

[www.ecclc.org.au/elderabuse](http://www.ecclc.org.au/elderabuse)

# Presenters



Michael Smith - CEO

Paul Were - Managing Lawyer, Elder Abuse Response

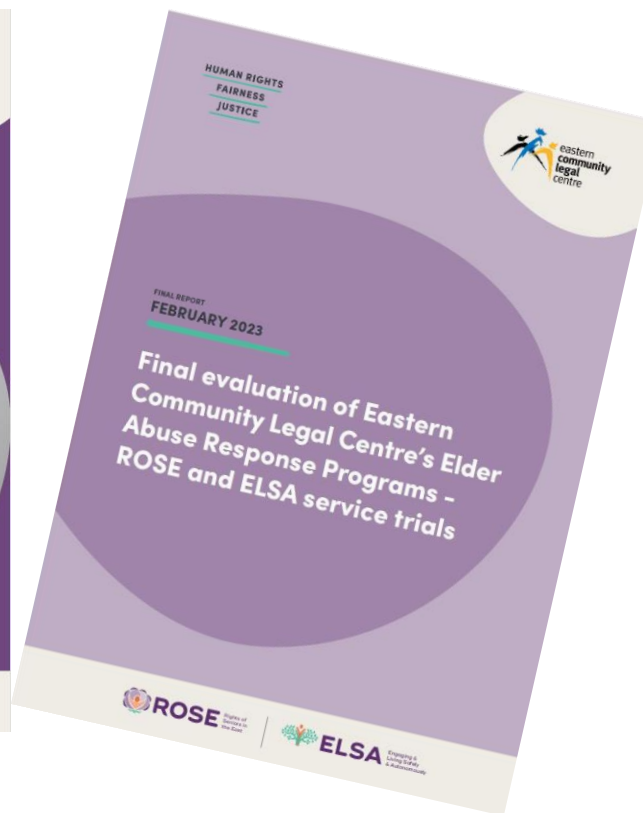
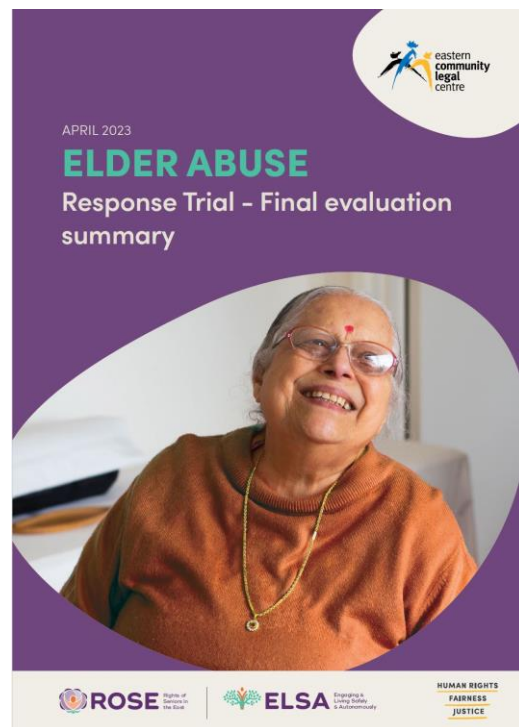
Louise Rice - Partnerships Co-ordinator - Elder Abuse  
- *Eastern Health secondment to ECLC*



Supported by:



Australian Government  
Attorney-General's Department



Supported by:



Australian Government  
Attorney-General's Department

# ELSA Video



'Working with the health system to stop abuse against older people: The ELSA Health Justice Partnership'



Supported by:



Australian Government  
Attorney-General's Department

**TURN UP THE  
VOLUME!**  
2024 Australian Elder Abuse Conference

**EAAA**  
Elder Abuse Action Australia

**aras**  
Aged Rights  
Advocacy Service

[www.ecclc.org.au/elderabuse](http://www.ecclc.org.au/elderabuse)



# Evaluation reflections



Integrated, multi-disciplinary and trauma-informed practice works

What does success mean?

Flexibility and responsiveness in program development is key



Supported by:



# Evaluation reflections



Investment in strong partnerships

Investment in Community Education

Accessibility

### RECOMMENDATIONS

**Recommendations for ELSA, ROSE and ECLC**

1. Continue to provide ELSA and ROSE services
2. Develop further guidelines to assist in risk clarity for the advocate role
3. Continue to ensure accessibility and cultural safety for older people
  - 3.1. Experiencing neglect
  - 3.2. Experiencing sexual abuse
  - 3.3. Who identify as Aboriginal and Torres Strait Islander
  - 3.4. With sight and hearing impairments
  - 3.5. With learning and intellectual disabilities and acquired brain injury
  - 3.6. Who require support exercising capacity
  - 3.7. Of all genders
  - 3.8. Of diverse sexual orientations or relationship status
  - 3.9. Of diverse cultural and linguistic backgrounds
4. Continue to promote the programs in the community through diverse and accessible formats, including to older people and with older abuse awareness training for front-line staff in relevant public and community services
5. ELSA to continue co-location with Eastern Health
6. Continue to develop links with professionals (e.g. health and allied health) other than social workers at Eastern Health
7. Revisit the partnership with ROSE and Corang-Batangging Place and other Aboriginal community-controlled organizations with a view to co-designing the provision of the most culturally appropriate model
8. Promote the services in under-represented geographic locations
9. ELSA and ROSE to continue to support the primary prevention and early intervention work of ECLC
10. Develop a process to ensure that warm referrals and their outcomes are appropriately documented
11. Seek consent from clients to follow up where abuse is still present, or issues remain unresolved
12. Develop and document a consistent approach to support decision-making capacity
13. Review the program logic and future evaluation tools to reflect the practice context and scope
14. Design, develop and implement a co-design and community-led development strategy for service review and development
15. Provide specialist legal elder abuse services to all older people who have experienced elder abuse
16. Provide future legal services based on the ELSA and ROSE model of integrated practice, including:
  - 16.1. Service networks based on the ELSA model
  - 16.2. Secondary consultations
  - 16.3. Community education
  - 16.4. Links to pro-bono partnerships
  - 16.5. Advocacy
  - 16.6. Financial counselling
17. Co-design future services and expansion of existing services with people who have experienced elder abuse
18. Provide other elder abuse services, including mediation and family therapy, for people who do not need or want legal resolution, and trauma counselling for survivors of elder abuse
19. Fill gaps in service delivery to perpetrators to prevent shocks and events that precipitate elder abuse
20. Implement primary prevention and early intervention services to prevent older people from experiencing abuse
21. Promote services to broader community links, including both cultural leaders and other contact points (e.g. hairdressers) for people not engaging with health and community services
22. Continue community-level education, advertising and promotion campaigns to improve community understanding of elder abuse and access to support services

**Recommendations for government regarding policy and legislative changes**

23. Provide clarity on legal professional privilege for integrated practice settings (Victorian State Government)
24. Consider conflict of interest policy settings (Victorian State Government/Legal Services Board and Commonwealth)
25. Consider a legislated regime for safeguarding adults (Victorian State Government)
26. Collect SCORE outcome and circumstances data with claims, not exclusively recorded by staff (Commonwealth Attorney-General)

A circular inset photograph showing an older woman with short grey hair and sunglasses, and an older man with a beard and a hat, both smiling and standing outdoors.

FOR 2020 REPORT

FINAL EVALUATION OF ELSA, ROSE AND ECLC SERVICE TOBIA

Supported by:

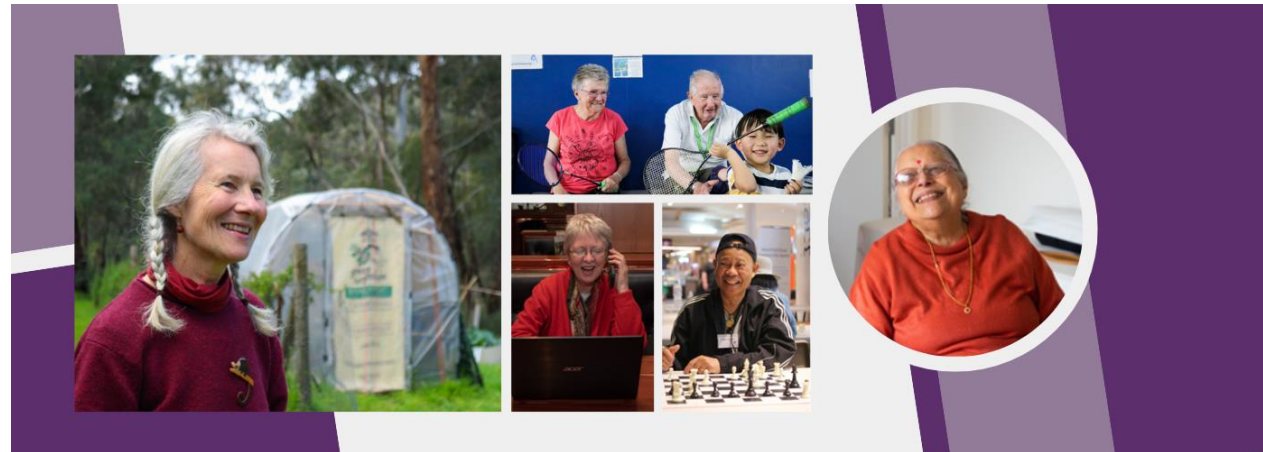


[www.eclc.org.au/elderabuse](http://www.eclc.org.au/elderabuse)

# Evaluation reflections



## Systemic limitations continue



Supported by:





# Presenters



Michael Smith - CEO

Paul Were - Managing Lawyer, Elder Abuse Response

Louise Rice - Partnerships Co-ordinator - Elder Abuse  
- *Eastern Health secondment to ECLC*



Supported by:



Australian Government  
Attorney-General's Department

**TURN UP THE  
VOLUME!**  
2024 Australian Elder Abuse Conference

**22–24 July 2024**  
Adelaide Convention Centre

# Australian Elder Abuse Conference

Lessons from the first three years:  
Eastern CLC's Elder Abuse Programs

**EAAA**  
Elder Abuse Action Australia

**aras**  
Aged Rights  
Advocacy Service