

Recognition, rights and respect:

A model for responding to elder abuse in Victoria

Latrobe Community Health

- Based in Gippsland, a rural region of Victoria, located in the south-eastern part of the state, covering an area of 41,556 square kilometres with a population of 271,416
- 1.5% of the population is ATSI compared to 0.8% of Victorian population
- One of Australia's fastest growing not-for-profit health services, offering 53 services over 50 locations; 1000 staff and more than 37,000 clients
- Since 2016 has been providing Home Care Packages and National Disability Insurance Scheme services throughout regional Victoria and metropolitan Melbourne



Melbourne Health



MELBOURNE HEALTH

- The first and one of the largest hospitals in Victoria
- More than 9,000 staff employed across 32 sites
- 100,286 inpatient admissions in 2017/18
- Serves a community of over 550,000 in the inner west & northern suburbs of Melbourne
- Wide diversity in terms of culture, language, age, ethnicity and socio-economic status.
- Comprehensive range of services across 2 campuses:
 - City campus provides general and specialist medical and surgical acute services
 - Royal Park campus provides sub-acute services, rehabilitation and aged care, and community programs

Monash Health



- Services the south-eastern suburbs of Melbourne
- More than 18,000 staff
- Admitting more than 260,000 hospital patients
- Handling more than 226,000 emergency presentations
- More than 40 sites including 7 hospitals, 11 community health sites, 6 aged care and 8 mental health facilities
- High percentage of CALD patients – interpreter requests for over 118 different languages

Peninsula Health



- Comprises Frankston and Rosebud hospitals; a Geriatric Evaluation Management (GEM) facility and Rehabilitation and Palliative Care services
- Employs over 5,800 staff and 750 volunteers
- Population of 300,000 which increases to 400,000 over the summer months
- Over 98,000 presentations to Emergency and over 92,000 admissions in 2018
- The catchment has some unique identifying demographics:
 - Higher than average rate of people over 65
 - Mixture of high wealth and extreme disadvantage
 - Higher than average rates of vulnerable children, homelessness and family violence
 - Higher than average rates of mental health, obesity, smoking and chronic disease



Peninsula
Health

Western Health

- Western Health incorporates Footscray Sunshine & Williamstown Hospitals.
- Manages a wide range of community based services, including a large Drug & Alcohol service.
- Services a population of approx. 800,000 people

The west of Melbourne:

- One of the country's fastest growing regions, covering a catchment of 1,569 square kilometres
- Has an ageing population
- Quarter of the population born overseas.



- One of the most culturally diverse communities in Victoria with 38% speaking a language other than English at home, with more than 100 different languages/dialects spoken.

- Education levels generally below state average
- Risk of lower levels of health literacy
- Risk of entrenched socioeconomic disadvantage in some areas

Client Profile: This is Anna...

- Anna is:
 - aged in her late 70s
 - living with her son who is perpetrating violence and abuse
 - reliant on her son for some level of care
 - experiencing psychological abuse but also likely to be other forms of abuse occurring



Positive outcomes

- Consistency with training across all sites – key messages are the same
- Co-location with Aged Care Assessment Service (ACAS) – enhances connections between health service and community
- Valuable relationships built with family violence, justice and legal services
- Opportunities to increase workforce capacity through mentoring/coaching and clinical practice groups
- Continuity across the service system – the liaison officer knows the story
- Counselling & support component – meets a vital service need

Case study – Mrs R

- 82 year old woman who has diagnosis of dementia and living with her daughter since her husband died 2 years ago
- Daughter contacted MAC for home care assessment
- ACAS notified client placed in emergency respite after seeking support from neighbours
- Disclosed verbal and psychological abuse from daughter
- Daughter VCAT appointed administrator – concerns about financial misuse
- Client linked in with social work and legal services
- Mrs R struggling to make decisions about future living arrangements

Case study – Ms M

- 70 year old woman in and out of hospital for 4 months with a chronic and debilitating illness.
- Son noted by hospital staff to be aggressive towards his mother and them
- Disclosed to social worker there was an IVO on son due to long-standing and significant issues of violence and abuse
- IVO regularly breached by son; Ms M too overwhelmed and unwell to take action
- Ms M agreed to meet with the IMoC Family Consultant for support in relation to the abuse she was experiencing.
- Family Consultant met regularly with Ms M in hospital, providing counselling and advocacy support while working alongside social worker.
- Family Consultant continued to support Mary as she moved through hospital system and when she made the transition to permanent residential care