

## Elder Abuse

### Seniors Legal and Support Service and Seniors Financial Protections Service

Yes we can assist	No we cannot assist, but here are some self-help resources
<b>Legal Problem</b>	
<p>✓ elder abuse or risk of elder abuse—physical, emotional/psychological, financial, social, cultural, sexual, neglect where the person doing harm is a trusted family member or associate (not aged-care workers)</p>	<p>✗ abuse or complaints about aged-care service providers for an advocate to help with aged care service problems call ADA 1800 818 338  to make a complaint about aged-care services approach the service provider if possible. If not satisfied call the Aged Care Quality and Safety Commission on 1800 951 822</p>
<p>✓ guardianship and administration—where the older person is the person whose decision-making capacity is in question</p>	<p>✗ drafting powers of attorney or advanced health directives</p>
<p>✓ misuse of powers of attorney</p>	<p>✗ wills and estates</p>
<p>✓ granny flats, family loans, guarantees and debts</p>	
<p>✓ grandparent rights</p>	
<b>Eligibility Criteria</b>	
<p>the older person (a third person cannot be the client but can make the referral with the older person's consent)</p>	
<p>60 years of age or older, or 50 years if they identify as Aboriginal or Torres Strait Islander peoples</p>	
<p>lives in Greater Brisbane area (unless their local service cannot assist)</p>	<p><a href="#">other elder abuse services</a> cover Ipswich, Toowoomba, Gold Coast, Sunshine Coast, Hervey Bay, Gladstone, Rockhampton, Mackay, Townsville, Cairns. The statewide elder abuse helpline is 1300 651 192. The national elder abuse helpline is 1800 353 374 for interstate callers.  for online information and resources go to <a href="https://compass.info">https://compass.info</a></p>
<p>If currently a hospital patient, refer to the Older Persons Advocacy and Legal Service.</p>	
<b>Services Available</b>	
<p>appointment required</p>	
<p>advice, negotiations, representation in limited circumstances</p>	
<p>social work supports for counselling, safety planning, links to essential services, help with hardship issues</p>	
<p>information sessions, advice (Financial Protections Service)</p>	
<p>Monday to Friday at Caxton Legal Centre and home and aged-care facility visits</p>	