



Respecting Elders is a philanthropically funded service that supports older people in resolving conflict with family or carers and preventing elder abuse.

It is a support and conflict resolution service that aims to empower the older person (you) to resolve family differences and seeks to stop or prevent Elder Abuse.

While legal options are available, they are often expensive, adversarial and could have a negative effect on your family relationships.

This service ensures you have a voice in your decision-making and you are supported throughout this process.

## What are the problems our service helps you with?

- Money or property missing
- Being forced to change your will or sign a power of attorney
- Being neglected and feeling isolated
- Feeling scared to tell others what you want
- Being verbally or physically assaulted
- Your wishes not being respected or ignored
- Someone keeping your friends and family away
- No longer feeling happy in your life

- Feeling you have little control over your life

## What type of services are provided?

A combination of services are used to enable you to achieve a positive outcome to your situation.

- Advocacy/ Support
- Counselling/ Coaching
- Facilitated family meetings
- Mediation
- Conflict resolution
- Agreement formulation between concerned parties where appropriate
- Neutral negotiation
- Financial counselling

## How this service helps

A FMC family consultant will provide advice on how to achieve a non-confrontational outcome to your situation – especially where your family and friends are involved. We can also provide a financial service to assist with debt or money issues.

Most importantly, the service will support you to make your own decisions on matters that are important to you: where you live, how you spend your money, what happens if you fall ill and end of life care. Any conversations you have with the Respecting Elders Service are confidential and handled with understanding and care.

The consultant will be guided by your desired outcomes and wishes. They can meet with family and facilitate family meetings on your behalf.

## What are the benefits of Respecting Elders?

The Respecting Elders Service provides an opportunity for you to talk freely with your family members (through an advocate or on your own) about your wishes in a supportive environment. This allows you to have a voice in decisions regarding your own care and future. It also helps preserve relationships while allowing all parties to reach resolution and promote better outcomes for future decision making.

## What does Respecting Elders involve?

The Respecting Elders Service provides ongoing advocacy and support throughout.

### Intake and Assessment

Face to face consultation with you to establish your concerns and wishes. Phone contact with any other party.

### Counselling, Coaching and Empowering

Changing the focus of control to **you** through clarifying roles, obligations and responsibilities within the family or with carers. Provide you with strategies to assist you to manage your situation.

May include financial counselling where appropriate.

### Care Coordination

Our Family Consultant may refer you to other services external to FMC to assist in your care. The family consultant will coordinate this for you.

### Facilitated family meetings or Mediation

Arrange a family meeting to discuss and seek agreement on your concerns based on your wishes.

Drafting of an agreement for the matters of concern to you. This can be taken to an external legal resource for formalisation if required.

### One-to-one consultation with Family or Carers

Family consultant can meet with family or carers individually to discuss your concerns.

### Follow Up

FMC will follow up 3-6 months after the service to review your situation.

## What Do I Do Now?

If you feel that your situation would benefit from the Respecting Elders service, or you would just like more information, please call **1800 214 117** or

Send an email to [respectingelders@mediation.com.au](mailto:respectingelders@mediation.com.au) with your contact details.

Find out more  
[www.mediation.com.au](http://www.mediation.com.au)



Interpreters available upon request.

September 2017