

Elder Abuse Prevention Project

The Elder Abuse Prevention Project is a Victoria Government funded service that supports older people in resolving conflict with family or carers.

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.

They can meet with family and facilitate family meetings on your behalf. Any conversations you have with the FMC Elder Abuse Prevention Service are confidential and handled with understanding and care.

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.

What are the benefits of Elder Abuse Prevention?

The Elder Abuse Prevention 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 the Elder Abuse Prevention Service involve?

The Elder Abuse Prevention 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

Let someone know that you would like to discuss your situation. This can be your Case Manager, Nurse or Social worker. A referral will then be given to FMC and our family consultant will contact you.

If you would like to proceed, the family consultant will organise to meet you in a safe environment to discuss your situation and ascertain which services available will assist you.

Changing the focus of control to **you** through clarifying roles, obligations and responsibilities within the family or with

carers and providing you with strategies to assist you to manage your situation.

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

A family meeting is arranged 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

Where required, the FMC Family consultant can meet with family or carers individually to discuss your concerns and assist to develop strategies to move forward

After the services have been put into place, the family consultant will check in with you at 3 and 6 months after discharge from the project to ensure the desired outcomes are sustainable.

What Do I Do Now?

If you feel that your situation would benefit from the Elder Abuse Prevention Service, please call **1800 214 117** or send an email to respectingelders@mediation.com.au with your contact details.

Find out more

www.mediation.com.au



Interpreters available upon request.