

## Elder Abuse Prevention Project

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

It provides support to the older person by working with them and their family to resolve their conflict.

While legal options are available, they are often expensive, stressful, adversarial and could have a negative effect on family relationships. Families in conflict over financial or care concerns may prefer not to use a formal legal process to resolve their issues.

This service enables all family members to participate in the process whilst respecting the older person's wishes.

### What are the problems our service can help with?

The service can assist families to resolve issues such as:

- Unusual or inappropriate financial activities like money being inexplicably withdrawn from their bank account.
- The use of a power of attorney for purposes other than which it was intended.
- Frequent and/or expensive gifts from an older person to their carer.
- Belongings going missing.
- A recent will or power of attorney has been made when the older person doesn't seem capable of understanding or making such documents.
- Irregular signatures on cheques.

- Someone using undue influence over an older person.
- The older person's wishes not respected or ignored.
- Being prevented from seeing friends and family.
- Social isolation.
- Increasing depression and anxiety.
- Mistreatment or neglect

### What type of services are provided?

A combination of services are used to enable the family to achieve a successful outcome to their situation.

- Advocacy/ Support
- Coaching/Counselling
- 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 supports older people and their families to talk freely about their wishes in a supportive and non-confrontational environment. They can meet with family and facilitate family meetings.

The service offers the opportunity for participants to reach a resolution and promote better outcomes for future decision-making while seeking to preserve relationships and reduce significant stress for the older person.

## What does the Elder Abuse Prevention Service involve?

The Elder Abuse Prevention Service provides ongoing support and advocacy for the older person throughout the process.

### Intake and assessment

Face to face consultation with the older person to establish their concerns and wishes. Phone contact with any other party.

### Counselling, Coaching and Empowering

Our Family Consultant discusses and works with the older person to help them manage their situation. They will also ascertain which services available can further assist them.

### Care Coordination

Our Family Consultant may refer the older person to other external services.

### Facilitated family meetings or Mediation

A family meeting is arranged to seek agreement on the older person's concerns based on their wishes.

### One to One consultation with Family or Carers

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

### Drafting of an agreement for the matters of concern to the older person.

This can be taken to an external legal resource for formalisation if required.

**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 wish to discuss your concerns, find out more or to arrange an appointment, 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)