

## 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 helps you 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- Unusual or inappropriate financial activities like money being inexplicably withdrawn from their bank account.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.
- 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 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 Better Place Australia 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 advocacy and support throughout.

# Better Place Australia Factsheet: Family & Carers

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ABN 54 090 993 810

## **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 discuss and work with the older person to help them manage their situation. They will also ascertain which services available that will 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 agreement on the older person's concerns based on their wishes.

## **One to One consultation with Family or Carers**

If required, Family consultant can meet with family or carers individually to discuss your 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.**

## Interpreters



You can ask us for an interpreter in your language.

## What Do I Do Now?

If you wish to discuss your concerns, or you would like more information, please call **1800 214 117**

or send an email to [respectingelders@betterplace.com.au](mailto:respectingelders@betterplace.com.au) with your contact details.

Find out more

[www.betterplaceaustralia.com.au](http://www.betterplaceaustralia.com.au)