

together
making
change

5TH NATIONAL
ELDER ABUSE
CONFERENCE

Conference EVALUATION

Hosted by:  Seniors Rights Service

Evaluation Report

5th National Elder Abuse Conference

Sofitel, Wentworth, Sydney

19 – 20 February 2018

including satellite events

March 2018

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FINAL CONFERENCE STATEMENT

5th National Elder Abuse Conference – Together making Change

OUR CALL TO ACTION TO ALL GOVERNMENTS IN AUSTRALIA

“There is no excuse not to act nationally NOW against Elder Abuse.”

Come together to create and fully resource the strong, effective, nationally consistent and accountable change needed to:

- * Create respectful cultures that value older people within our diverse country and communities (a whole of community shift) to prevent an epidemic of abuse against older people
- * Deliver early intervention and empower older people
- * Support and safeguard those older persons experiencing abuse.

Involve older people and all the key stakeholders in developing the National Plan to address Elder Abuse to ensure all older people experience dignity, their rights and personal well-being as a daily way of life.

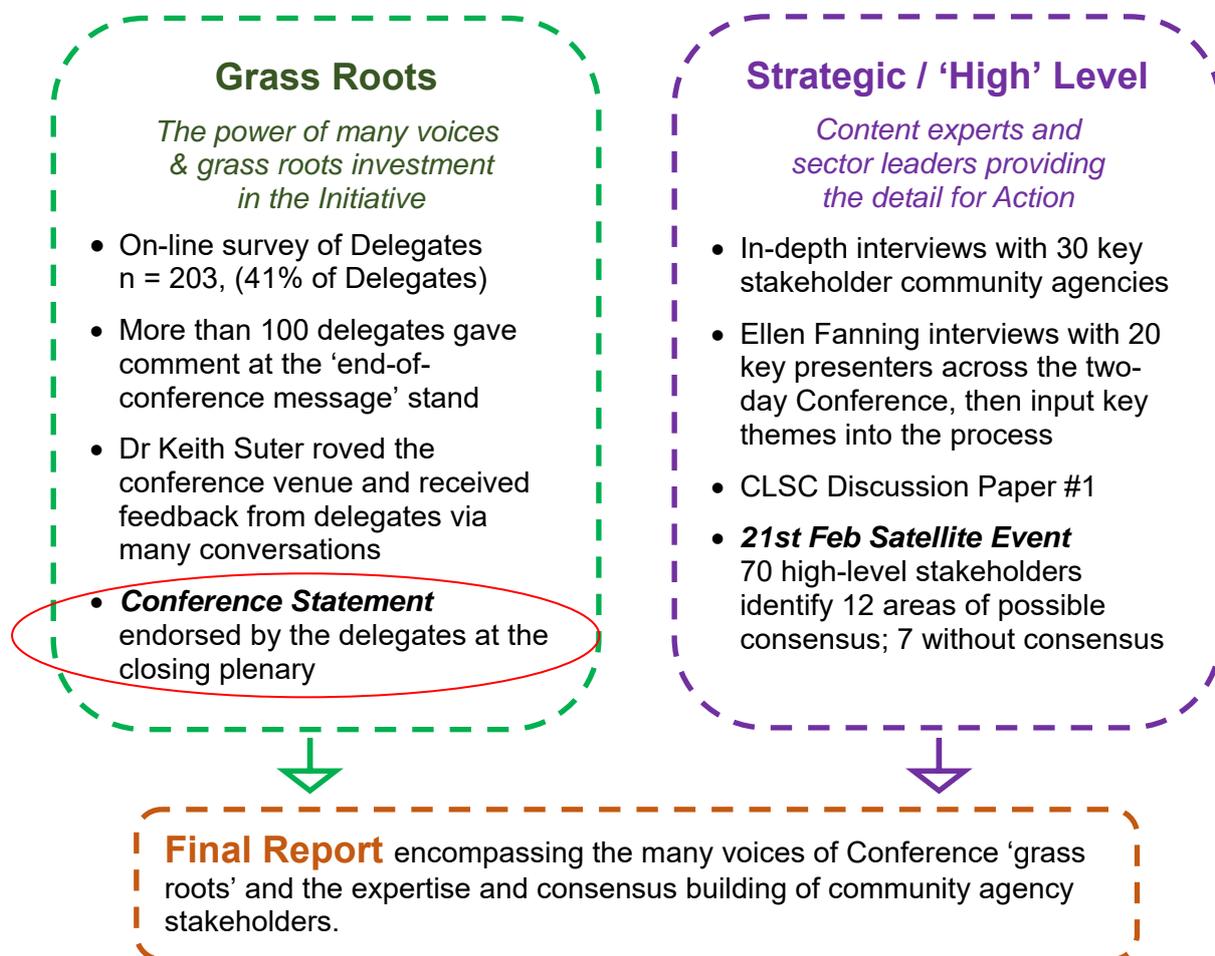
About Community Led Strategies for Change and Conference Statement

Conference Statement

The Conference Statement was a crucial part of the Community Led Strategies for Change (CLSC) initiative. The CLSC initiative sought to articulate broad consensus from key non-government stakeholders across multiple sectors, at all levels, that respond to elder abuse. Finding consensus (and where we do not have consensus) will help maintaining the momentum towards and beyond a National Plan. The Conference Statement provided a broad statement made up of many voices, and the forthcoming Final Report of the CLSC initiative, will provide the detail of where we agree and are ready to begin work, and where we need to continue to work to find a way forward.

The Statement and Final Report provide a CALL TO ACTION and highlight the community sectors' priorities for community development, policy development, integrated planning, and prevention strategies that support, and will follow and implement, legal reforms outlined in the Australian Law Reform Commission Elder Abuse Report (ALRC Report 131).

Community Led Strategies for Change (CLSC) Initiative of 5th National Elder Abuse Conference



What Next?

The Final Report can be used to advocate to governments and other stakeholders when developing key policies and strategies in relation to elder abuse prevention and support, particularly in relation to a National Plan. It will also help to build consistent non-government, community sector initiatives.

Community Led Strategies for Change (CLSC) Initiative of 5th National Elder Abuse Conference

Comments on 'Grass Roots' Involvement and Investment in the Initiative

What some people said was the “most valuable” part of the Conference:

“The Conference Statement at the end.”

“The discussions had led to visible change/action items.”

“Great to have work before and after conference. The input and compilation of same was very good.”

“Love the energy and enthusiasm.”

“Input and endorsement from cross agencies.”

“Sense of so many people working for social justice in general.”

“Variety of presentations.”

“Diversity of topics.”

“The wide range of community involvement at the public and government levels.”

“The chance for diverse people to express their concerns and be heard.”

“Linking policies and plans to what we do on the ground.”

“Most valuable the beginnings of a united voice to address elder abuse across many business portals represented at the conference. A very important conference.”

“Inclusion of more voices”



How Many?

497 Registered **570** Attended (incl. unregistered speakers/guests)



Who Gave Feedback?

- 176 Delegates (35%) gave written feedback
- 46 Presenters gave written feedback
- 203 Registered delegates contributed to the on-line survey
- 73 Seniors attending the Penrith Event gave written feedback
- 31 Attending the EAAA satellite event gave feedback
- 40 Information Sheets on Concurrent Sessions were received



What People Liked

- Networking** opportunities
- 'High calibre' **plenary speakers**
- Having **community events** in the satellite program
- Plenaries giving the **broad picture**, concurrent sessions, the **detail**
- Aboriginal Delegates enjoyed meeting their peers** from other areas
- Diverse, broad, interdisciplinary** concurrent sessions
- Including **personal stories** and experiences
- Everyone **able to give input** via 'Conference Statement' activities
- Video displays** in break-out spaces
- Research and practice models**, Australian and International



Some Comments

- One of the best conferences I have attended for quality of speakers and facilitators and the opportunity presented to contribute to the National Plan.*
- Fantastic conference with a wonderful selection of speakers. Every single session I attended was informative. Keynote and plenary speakers were a highlight and kept me engrossed each time. I enjoyed the breadth of topics and that there was "something for everyone".*
- I felt extremely fortunate to have attended.*
- 1 in 5 Delegates (20%) praised the quality and range of speakers / topics.*



What People Didn't Like

- Main space too small for eating and networking
- Panel speakers didn't have enough time to get into the detail
- Special meal arrangements were below expectation
- Great satchel bags, but hard to tell apart
- Dates coincided with Lunar New Year and Mardi Gras (accommodation costs were higher)
- Delegates wanted access to presentation papers



What We Learned

- Networking is a main drawcard, give people space and satellite events to do it well
- Aboriginal Delegates had a rare chance to meet and share on the topic – consider a satellite event to support this work
- National networks (e.g. OPAN and Helplines) used satellite events to get together and this worked well for them.
- Panels with 5-6 people and 35 minutes to present doesn't work well
- Ensure excellent time keeping and good lighting for speakers and time for panellists to meet in advance of their session
- Delegates liked the videos in breakout spaces and want more papers and resources to take away
- Seniors community event would like wine, but also, healthy food options



Some Suggested Priorities for Next Year

- Progress on the National Plan**, Community Led Strategies etc.
- Research** (evidence-based practice, drivers of elder abuse, more work on perpetrators)
- Empowering older people**, community and peer education, awareness raising models
- Local protocols**, with case studies and “coal-face” stories of interventions
- A focus on **regional and remote** settings and elder abuse
- Perspectives from **community and residential aged care sector**
- Progress on **banking industry's work** around preventing elder abuse
- Progress on **law reform** and further discussion on **legal and policing aspects**
- Holding **perpetrators** accountable
- Ageism** and how to combat it
- Effective **models, solutions**, to prevent or intervene in elder abuse
- Further work on elder abuse prevention and intervention in **diverse communities** i.e. Aboriginal communities, LGBTIQ, and CALD communities
- Elder abuse and **people with disability**

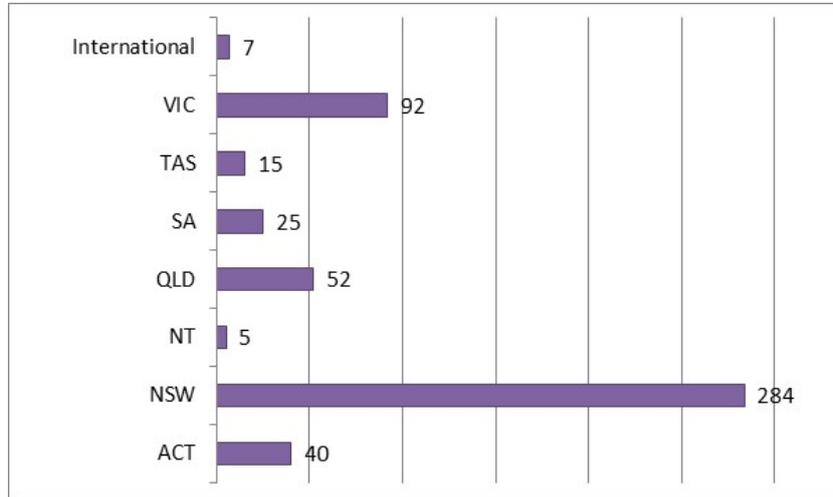
1. The 5th National Elder Abuse Conference 19-20 February 2018

1.1 Registrations

- 496 registrations, 570 name tags were printed (includes unregistered VIPs and speakers)
- 481 attended Monday, 473 attended Tuesday

1.1.1 Registrations by State

Figure 1: Registrations by State

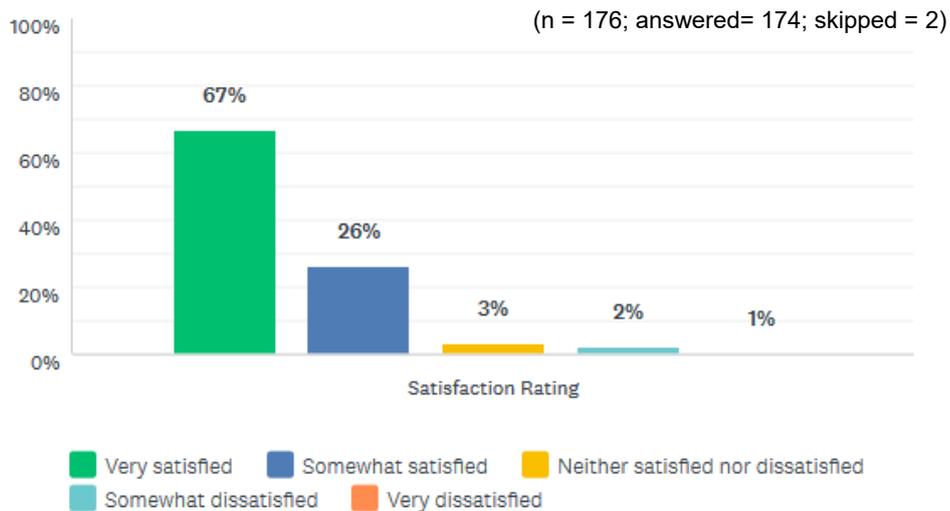


1.2 Delegate Feedback

- 176 evaluations were received (35% of registrations).
- Evaluation forms were included in the Delegate satchel (26 were returned)
- The Monday after the Conference (26 Feb) an email was sent to delegates with a link to a survey monkey. The survey was closed the following Monday (5 March 2018). A total of 150 on-line surveys were received in that time.

1.2.1 Satisfaction with Conference

Figure 2: How satisfied were you with the Conference?



The "very satisfied" Delegates (65%) commented on the:

- "excellent array" of speakers
- depth of the program and quality of speakers
- networking opportunity
- the quality "high level" nature of the Plenary speakers.

The "Somewhat dissatisfied" Delegates may have misread the question rating, as all other parts of their evaluation were "very good" or "excellent"

Of the three (3) other "Somewhat Dissatisfied" Delegates commented there was, "not enough time for panel presenters"; "too many descriptions of the problem", and one said the quality of the speakers was "poor".

1.2.2 Most Valuable Aspect of the Conference

Delegates said the most valuable aspects of the Conference were:

- Networking opportunities
- Excellent Plenary speakers
- E.g. "High level" and "high calibre" speakers in the Plenary sessions, particularly as these gave a "concise and powerful" overview and "ensured all registrants gained a sense of the field in all its breadth".
- Quality and range of speakers
- Broad range of topics
- Learning what other jurisdictions are doing
- Diversity (Indigenous perspectives, Culturally and Linguistically Diverse communities, LGBTIQ)
- Personal stories
- Research presentations
- Involvement of the banking sector
- Resources and pathways
- Opportunities for organisations to showcase the "amazing work" they are doing
- Attempts to address causes and suggest possible solutions
- Multi-media both within presentations and in breakout spaces
- Progressing the law reform agenda
- The statement at the end of the conference, and the "value of a united voice"
- "The chance for diverse people to express their concerns and be heard"
- "Linking policies and plans to what happens on the ground"
- "Discussions between lawyers and policies officers around policing financial exploitation"
- I honestly cannot think of a session i attended or a component of the conference that wasn't invaluable.
- The variety and calibre of speakers and the breadth of topics covered
- Great speakers and the atmosphere
- Inspiring speakers & diverse range of topics
- The diversity of voices and experiences represented, personal stories
- The array of speakers and different panel topics pertaining to Elder Abuse

- Speakers and topics
- The variety of presenters and their perspectives.
- Good speakers; broad range of topics The opportunity to hear about the breadth of issues and how they are being addressed
- The breadth of topics and speakers
- Flow and organisation, calibre of speakers and coordination of topics
- Contribution from range of areas
- The bringing together of a wide array of very knowledgeable and passionate speakers, and the call for action it feels it has prompted to address the issue of elder abuse.
- The content was fantastic. You had a great range of speakers and there was a lot of choice about which sessions to see - all of them were informative and it was hard to choose.
- topics covered in considerable variety and detail
- Variety of presentations
- Diversity of topics

Individual sessions mentioned specifically include:

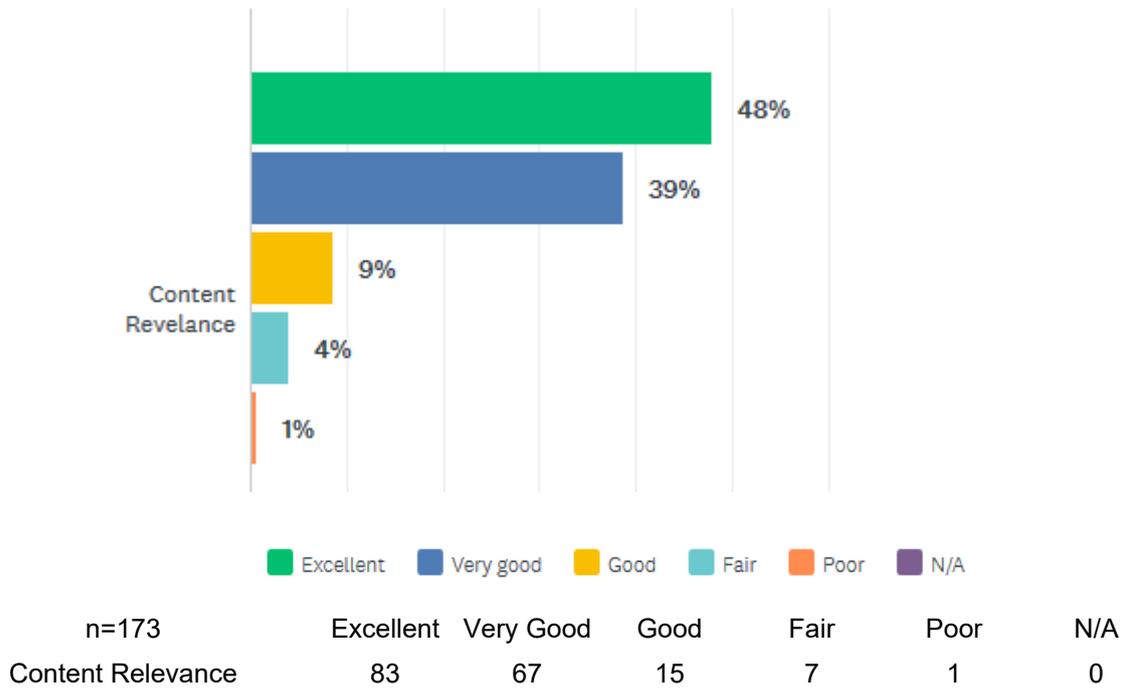
- The Plenary Sessions (frequently mentioned)
- Caxton's session and the sessions from the Greek and other migrant support organisations.”
- The plenary presentations and LGBTQI workshops (a number mentioned the LGBTQI workshops)
- Meeting fellow Aboriginal workers and connecting ...listening what programs and seeing their dedication to our elder's and what program and services they provide
- Elder Abuse in CALD communities-how can we raise awareness within a multicultural context?
- The 'power play' plenary sessions with a range of speakers for 10-15 mins each first thing of a morning
- International speakers, scams - cyber and internet, sense of connecting and call for a national plan. Clarity regarding gaps. "Progressing the Law Reform Agenda: Can we achieve national consistency" was OUTSTANDING.
- Most valuable personally was the incredible international connections in our relevant service field. Equally, the value of the beginnings of a united voice to address elder abuse across many business portals represented at the conference. A very important conference.
- Opening plenary sessions + Day 2 + Dr Catherine Barrett

1.2.3 Least valuable aspect of the Conference

- Most commonly mentioned "least valuable" element was where there were too many panel speakers in a short session, resulting in less than 10 mins presentation time per person.
- Delegates would like access to papers presented.
- Some found the quality of the program so good that they said the “least valuable” part was that they found it hard to choose which session to go to.
- Poor data/mobile reception in the space.
- Panellist needed time to engage with each other and with the audience
- Crowded space in the main assembly area

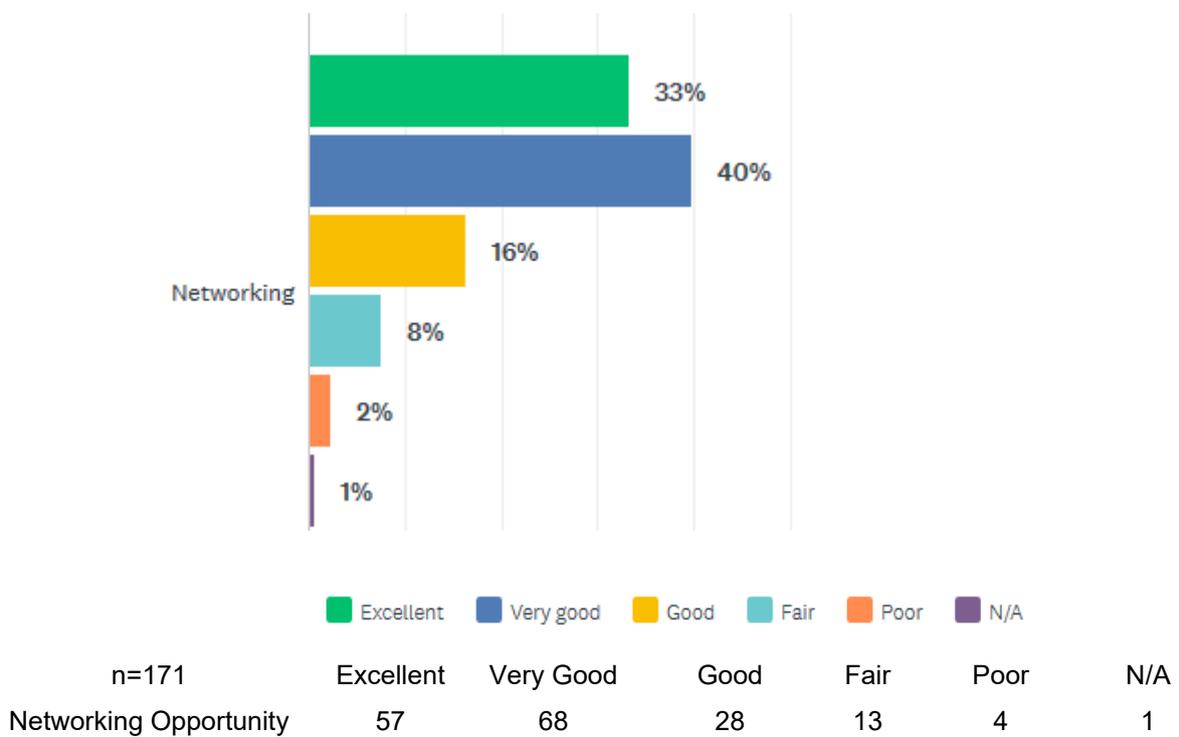
1.2.4 Relevance of Conference Content

Figure 3: Relevance of Conference Content



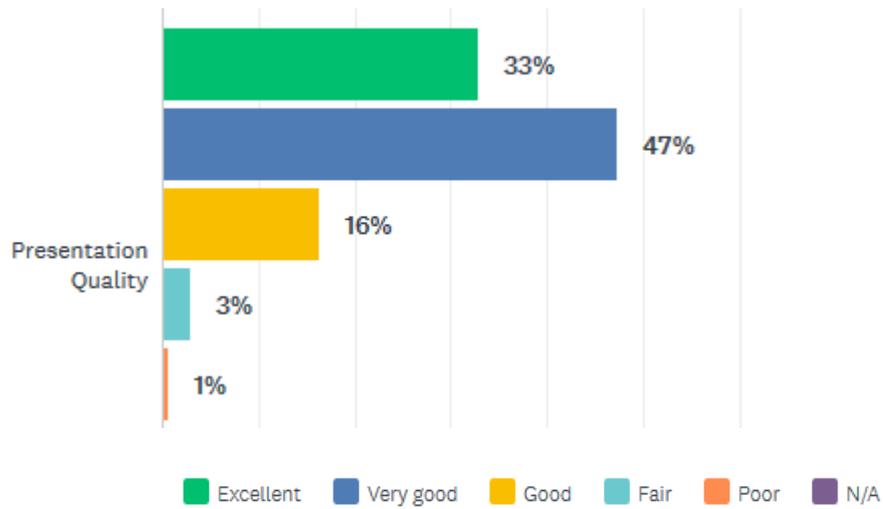
1.2.5 Networking Opportunity

Figure 4: Networking Opportunity



1.2.6 Quality of Presentations

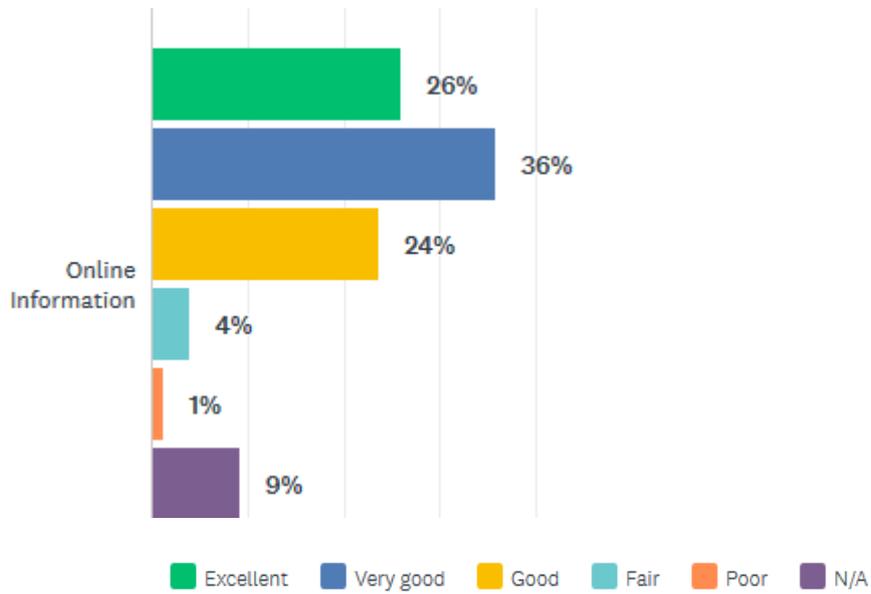
Figure 5: Quality of Presentations



| | Excellent | Very Good | Good | Fair | Poor | N/A |
|-------------------------|-----------|-----------|------|------|------|-----|
| n=171 | 56 | 81 | 28 | 5 | 1 | 0 |
| Quality of Presentation | 56 | 81 | 28 | 5 | 1 | 0 |

1.2.7 Information Available On-line

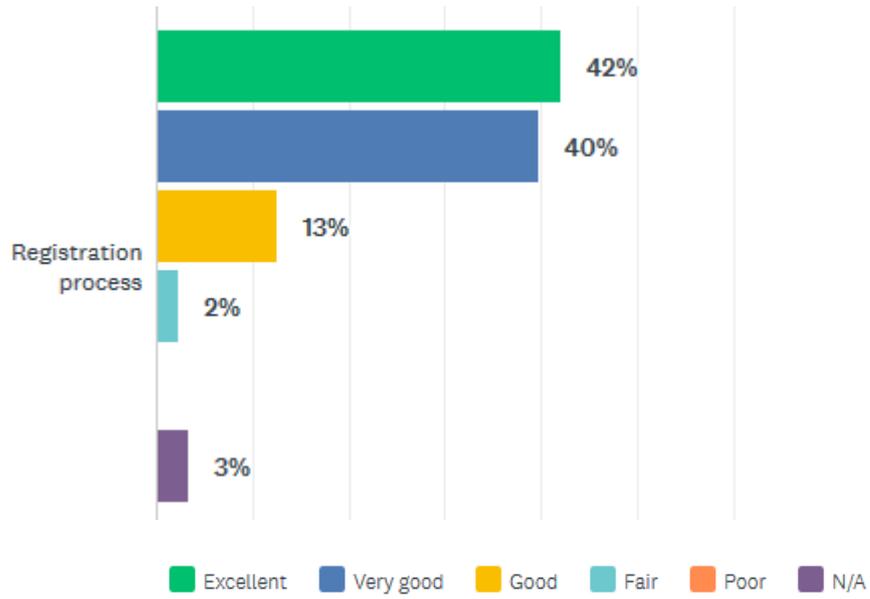
Figure 6: Information Available On-line



| | Excellent | Very Good | Good | Fair | Poor | N/A |
|------------------------------|-----------|-----------|------|------|------|-----|
| n=173 | 45 | 62 | 41 | 7 | 2 | 16 |
| Information available online | 45 | 62 | 41 | 7 | 2 | 16 |

1.2.8 Registration Process

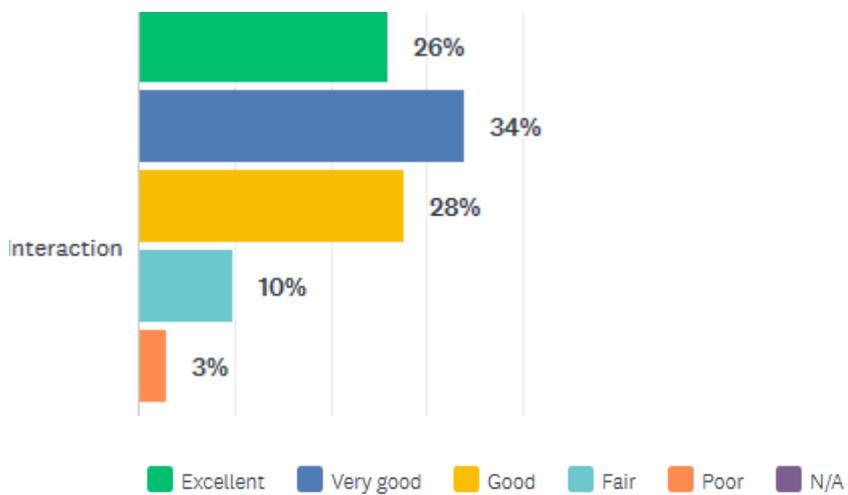
Figure 7: Registration Process



| n=174 | Excellent | Very Good | Good | Fair | Poor | N/A |
|----------------------|-----------|-----------|------|------|------|-----|
| Registration Process | 73 | 69 | 22 | 4 | 0 | 6 |

1.2.9 Opportunity to Interact or Contribute

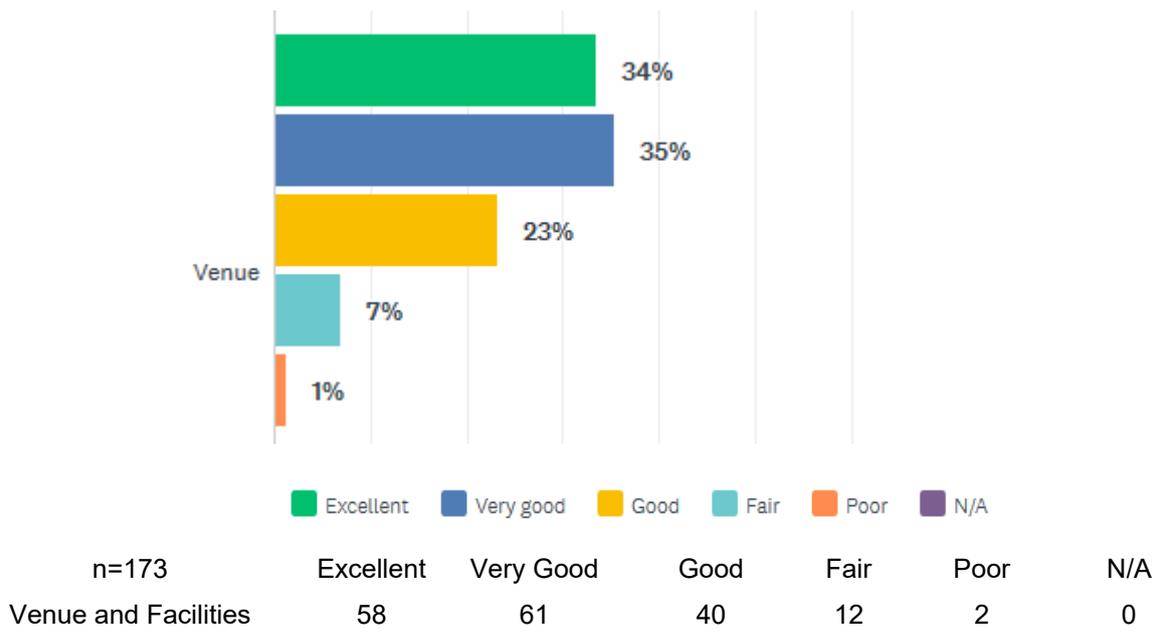
Figure 8: Opportunity to Interact or Contribute



| n=174 | Excellent | Very Good | Good | Fair | Poor | N/A |
|-------------------------|-----------|-----------|------|------|------|-----|
| Opportunity to Interact | 45 | 59 | 48 | 17 | 5 | 0 |

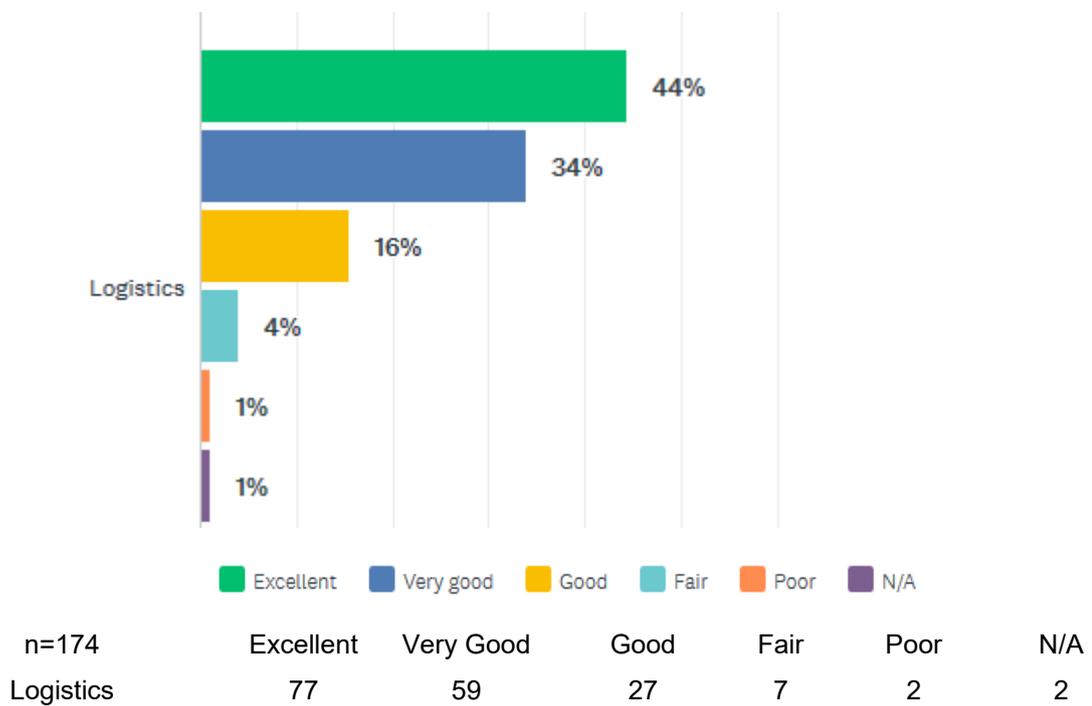
1.2.10 Quality of Venue and Facilities

Figure 9: Venue and Facilities



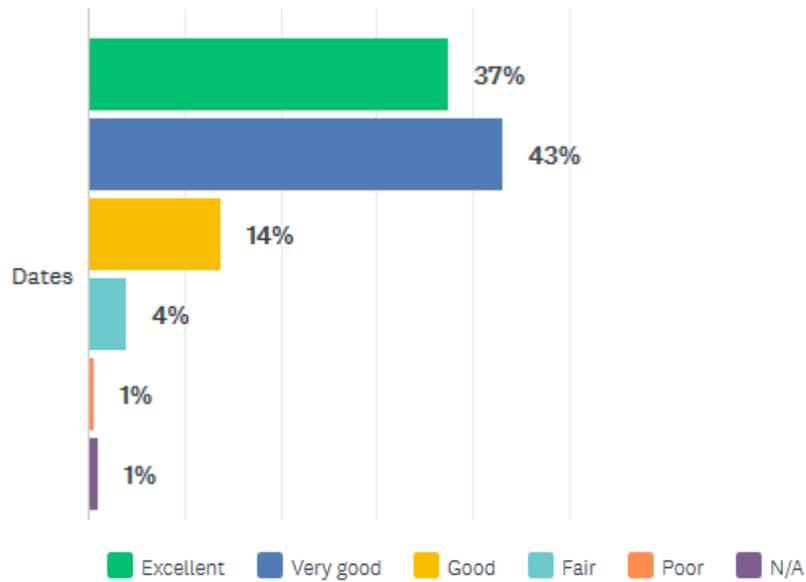
1.2.11 Organisational Arrangements Before and During the Conference

Figure 10: Organisational Arrangements Before and During the Conference



1.2.12 Dates for the Conference

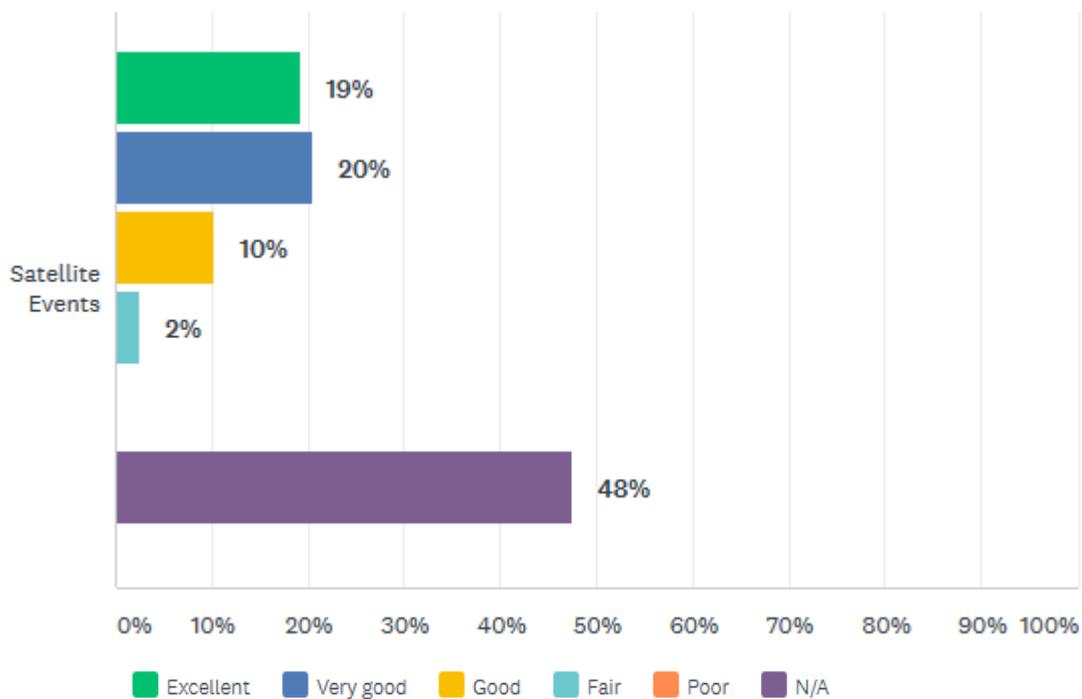
Figure 11: Dates for the Conference



| n=174 | Excellent | Very Good | Good | Fair | Poor | N/A |
|------------------|-----------|-----------|------|------|------|-----|
| Conference Dates | 65 | 75 | 24 | 7 | 1 | 2 |

1.2.13 Satellite Events

Figure 12: Satellite Events



| n=166 | Excellent | Very Good | Good | Fair | Poor | N/A |
|------------------|-----------|-----------|------|------|------|-----|
| Satellite Events | 32 | 34 | 17 | 4 | 0 | 79 |

1.2.14 Priority 1 Suggestions for Topics for the 6th National Elder Abuse Conference

139 respondents provided suggestions for 1st priority items for inclusion in next Conference. Suggestions include:

- Progress on 2018 (National Plan, Community Led Strategies etc)
- Progress on law reform
- Collaborative Work
- Research (evidence-based practice, drivers of elder abuse, more work on perpetrators)
- Ageism and how to combat it
- Elder abuse and disability
- Empowering older people, community and peer education, awareness raising models
- More on EA and banking industry
- Local protocols, with case studies and “coal-face” stories of interventions
- More on legal aspects
- A chance for Aboriginal workers to get together
- Perspectives from aged care facilities; issues around use of restraints or bed rails, identification of best practice in residential care facilities
- Something on regional and remote settings and elder abuse

1.2.15 Priority 2 Suggestions for Topics for the 6th National Elder Abuse Conference

107 respondents provided suggestions for 2nd priority items for inclusion in next Conference. Suggestions include:

- Enforcement of older person’s civil rights
- Age discrimination in access to goods and services
- Centrelink - deeming; gifting; pitfall and decisions
- A proper analysis of how the FOS changes have improved banking practice and an update on progress on uniform power of attorney laws and registration
- How do we hold perpetrators accountable?
- Areas for regulator/legislative/policy action which can be undertaken at state and territory level in anticipation of a national response
- Ongoing examination of how ageism impacts other forms of discrimination (sexism, discrimination against LGBTIQ people, people from CALD backgrounds, Aboriginal and Torres Strait Islander)

1.2.16 Priority 3 Suggestions for Topics for the 6th National Elder Abuse Conference

73 respondents provided suggestions for 3rd priority items for inclusion in next Conference. Suggestions include:

- Adult safeguarding legislation
- Advocacy Services/ Rights for older people e.g. when they are placed in the nursing home without their knowledge.
- Human rights – what role do they play in Australia when they are unenforceable?
- Police prosecutions involving elder abuse causing harm
- OPAN after a year into finding best solutions to elder abuse
- Practical advice about the role of volunteers in relation to elder abuse
- Measures of success from older person's perspectives
- Role of the GP in detecting and following up on elder abuse
- Are family violence services and initiatives addressing the issue of elder abuse effectively
- Women and elder abuse

1.2.17 Final Comments

- One of the best conferences I have attended for quality of speakers and facilitators and the opportunity presented to contribute to the National Plan.
- I felt extremely fortunate to have attended.
- Suggest rename Abuse of Older People in respect of Aboriginal Elders
- At the national Palliative Care Conference last year there was a conference app that was great. It provided all program and speaker details without need for print (or at least reducing it) and it had a message function so you could link with, and talk to delegates and speakers. Congratulations on an interesting and well organized conference.
- Came to know about this conference when I attended the Senior Rights Forum with Entertainment at the Panthers Leagues Club in Penrith. The forum was informative which led me to attend the conference. You should continue this next year prior to 2019 Conference. I would like also to recommend that each participant be given a brief of the proceedings and the position paper formulated after the conference. I would like also to recommend the title of the conference should be seniors rights and elder abuse.
- A way to distinguish the conference bags so that attendees don't inadvertently take one another's conference bag that would be good too.
- From the sessions I attended there was a lot of focus on the problems but no real in depth consideration on the solutions. Most of the people attending are fully aware of the problems and come to learn or discuss solutions.
- Fantastic conference with a wonderful selection of speakers. Every single session I attended was informative. Keynote and plenary speakers were a highlight, and kept me engrossed each time. I enjoyed the breadth of topics and that there was "something for everyone". I would love to see more input from other states in Australia, such as South Australia, in future conferences, particularly in areas such as Policing and Powers of Attorneys. Can't wait for the next conference! Thank you for putting on such a well -run, informative, and invigorating conference.
- The timing of the conference coinciding with Chinese New Year made it very difficult, in fact impossible to get more reasonably priced accommodation.
- The venue was somewhat cramped so it was hard to circulate at lunch and meet people. The key hotel contacts were fabulous people.
- The special diet options were poor (gluten free, and another was vegan)

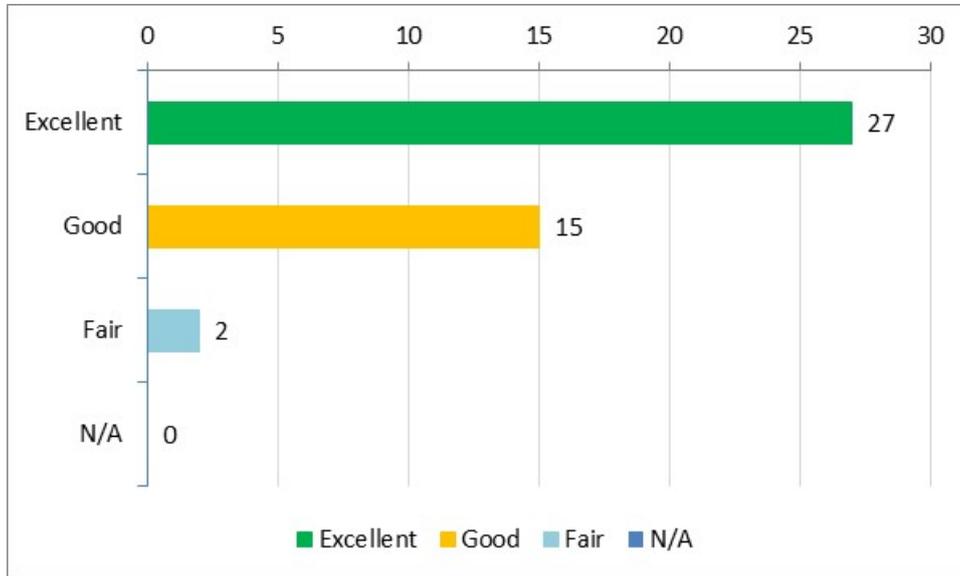
- Dates clashed with Lunar New Year and Mardi Gras events which made accommodation hard to get and expensive
- Consider having less key note speakers in 2016 - or more plenary sessions. This year there were many high quality key notes, but they didn't have the time they merited (and the late finish of plenary session had flow on effects to concurrent sessions, some of which were already very full)
- There was a lot of topics covered in each concurrent sessions which left me feeling I had missed out on a lot of topics of interest. Perhaps the research papers could be offered as lunch time "bites" or poster presentations? The break out space for lunches was very confined for the number of people present making movement throughout difficult.
- At a couple of conferences I've attended the sessions have be videoed so that registrants can catch up on other sessions. I am someone who needs to have a very good overview of the entire field rather than highly specialised knowledge about, say, legal matters, policing, banking or advocacy. I had a sense that the best sessions in each of these different fields were on at the same times.

1.3 Speaker Feedback

Presenters were provided with short feedback forms. A total of 46 presenters completed their forms.

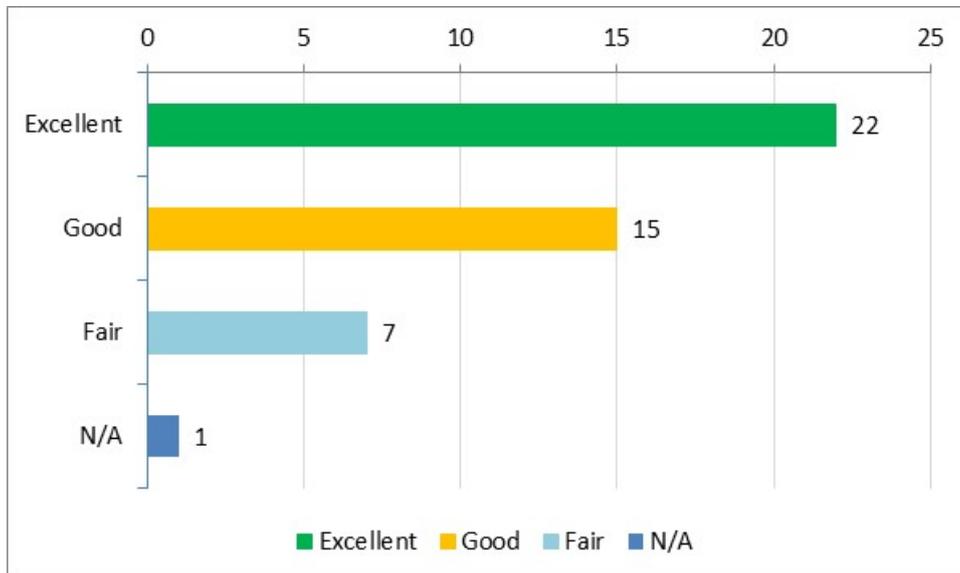
1.3.1 Support Provided to the Speaker

Figure 13: Speaker Support (n = 44)



1.3.2 Networking Opportunity for the Speaker

Figure 14: Networking Opportunity (n =45)

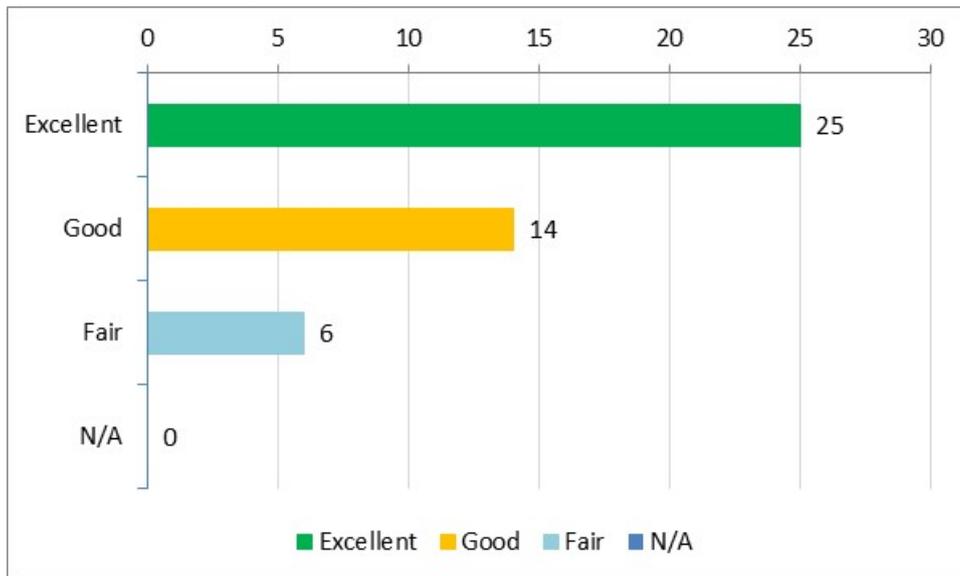


All those who rated “fair” were speakers for Day 2 of the conference at or after 11:00am.

Comments included: Little time for Q and A, little or no contact prior to the session meant no contact (panel); Better pre-session organisation needed; “Better lighting, I was unable to read properly”; and “Suggest to include all abstract in the conference program so people can choose”.

1.3.3 Opportunity to Get My Message Across

Figure 15: Opportunity to Get My Message Across (n =45)

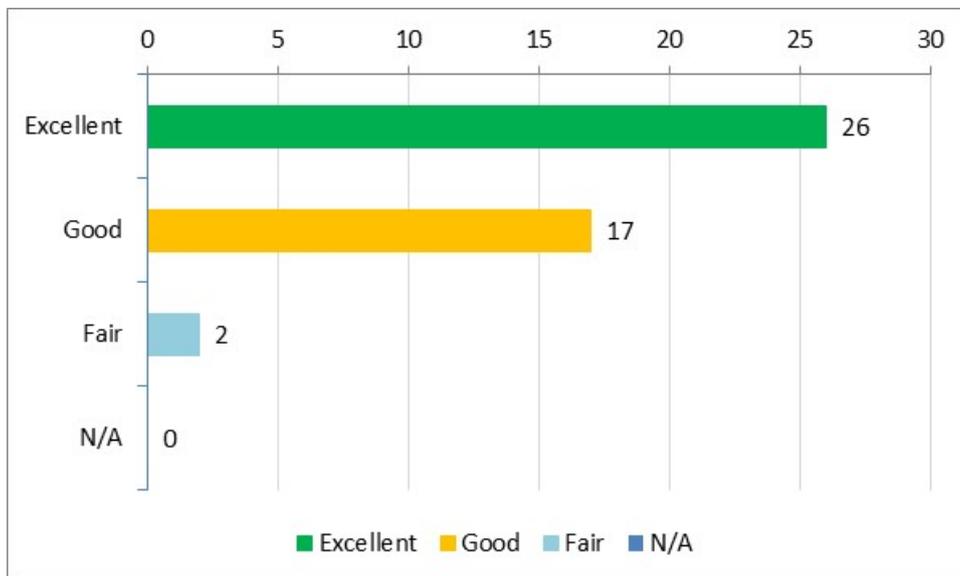


Those speakers who rated the elements as "fair" tended to be Panel speakers. Their concerns related to not having time to organise with other speakers in a pre-panel session. On at least one occasion, this led to time keeping allotted to the Panel rather than to individual speakers on the panel. Consequently, the last speaker did not have much time.

In other panels where the time was allotted across speakers, the speakers (and general delegate feedback) was that the time given to speakers was insufficient to cover the topic in expected detail.

1.3.4 Learn from Other Sectors

Figure 16: Learn from Other Sectors (n =45)



1.3.5 General Comments (n = 12)

- Love this conference, great work
- There were no chairs for us as presenters - We sat
- 10 mins is such a short time
- So well organised
- "{Networking opportunity for you} not much, no q time.
- Lack of support/direction regarding speaking -> e.g. no info on where to go & how session will be run. - arrangements re order of speaker, PPT slides, etc. was only determined at start of session - lanyards/name badges that differentiate you as a speaker help /c networking
- There were not enough chairs for all the speakers.
- Little prior contact; too squashed
- Pre-panel meeting the night before
- Better pre-session organisation would have been helpful. But thanks for the opportunity to participate.
- {Opportunity to communicate your message} Needed 11 mins!

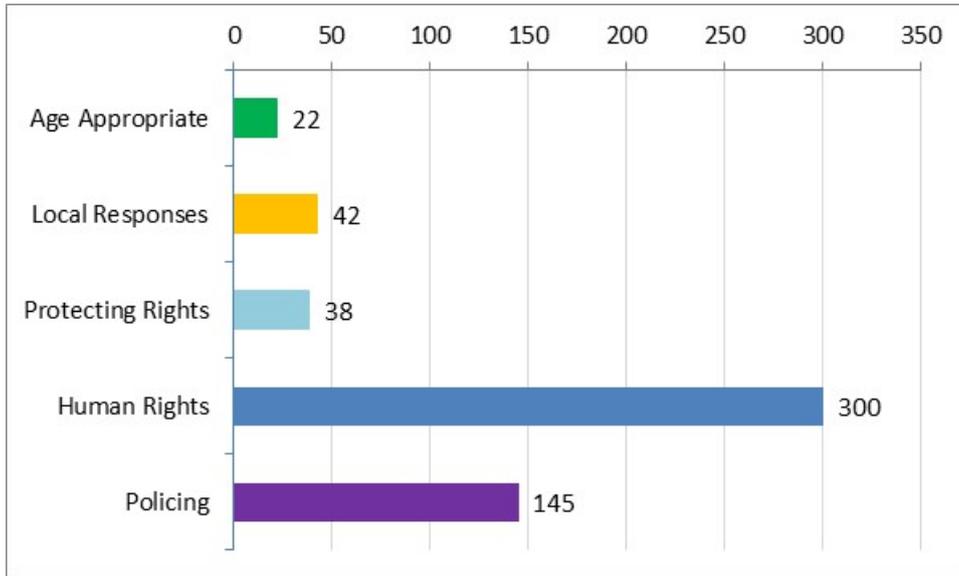
1.4 Concurrent Sessions

Volunteer Ushers completed information sheets for concurrent sessions. Questions included how many people attended and if the usher wished, they could record the main topics and questions raised from participants.

Total Number of Feedback forms for Concurrent Session was 20.

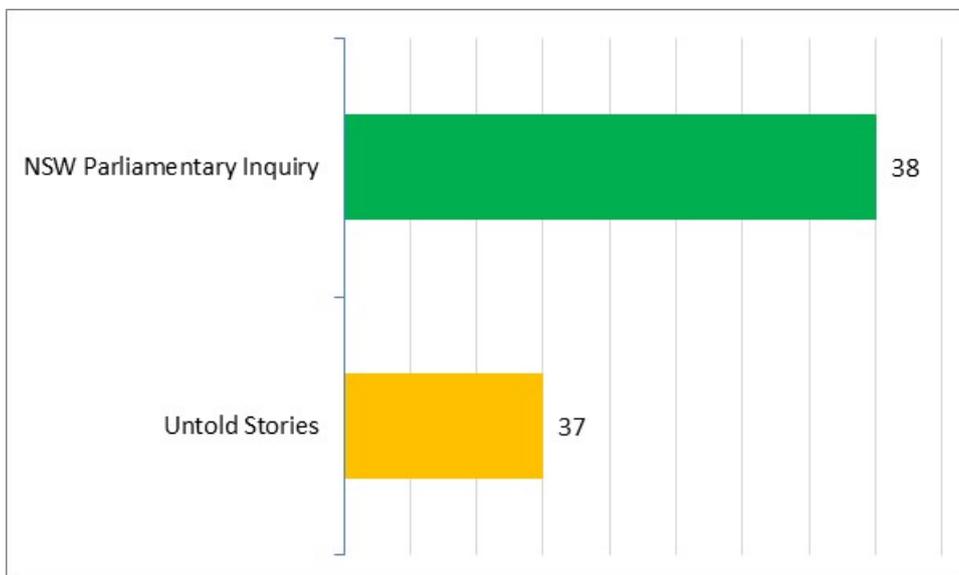
1.4.1 Number Attending Concurrent Sessions - Day 1, 11:30 am

Figure 17: Number attending Concurrent Sessions Day 1, 11:30 am



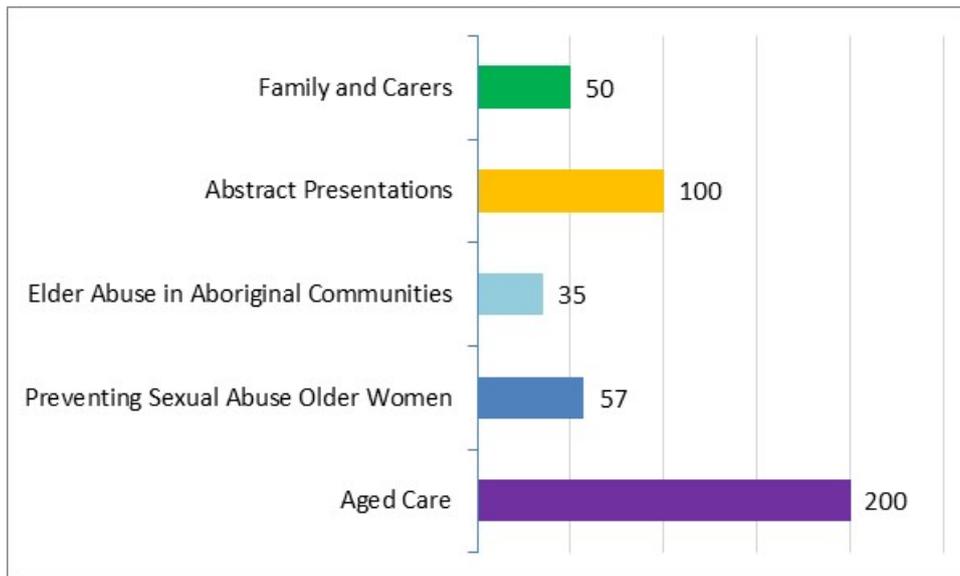
1.4.2 Number Attending Concurrent Sessions - Day 1, 12:40 pm

Figure 18: Number attending Concurrent Sessions Day 1, 12:40 pm



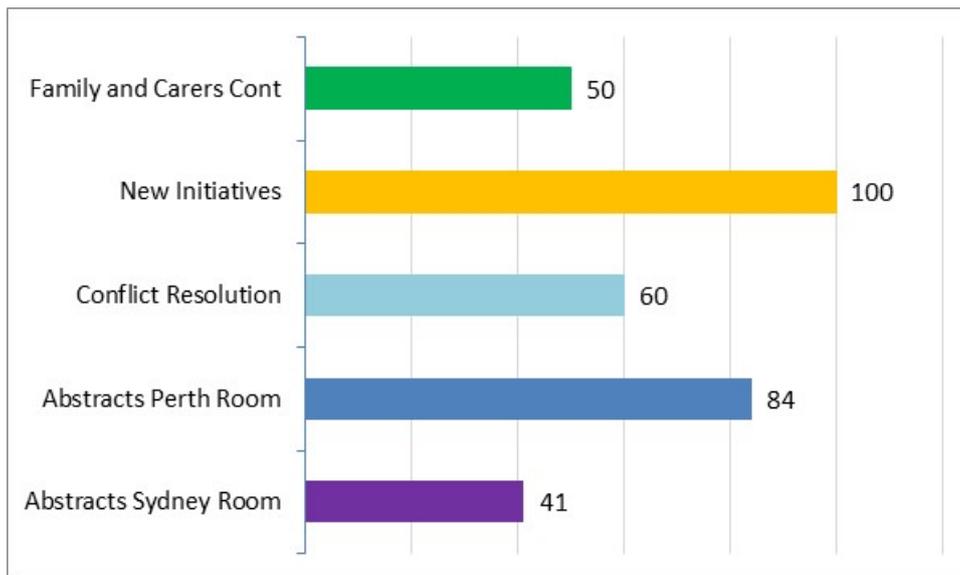
1.4.3 Number Attending Concurrent Sessions - Day 1, 1:30 pm

Figure 19: Number attending Concurrent Sessions Day 1, 1:30 pm



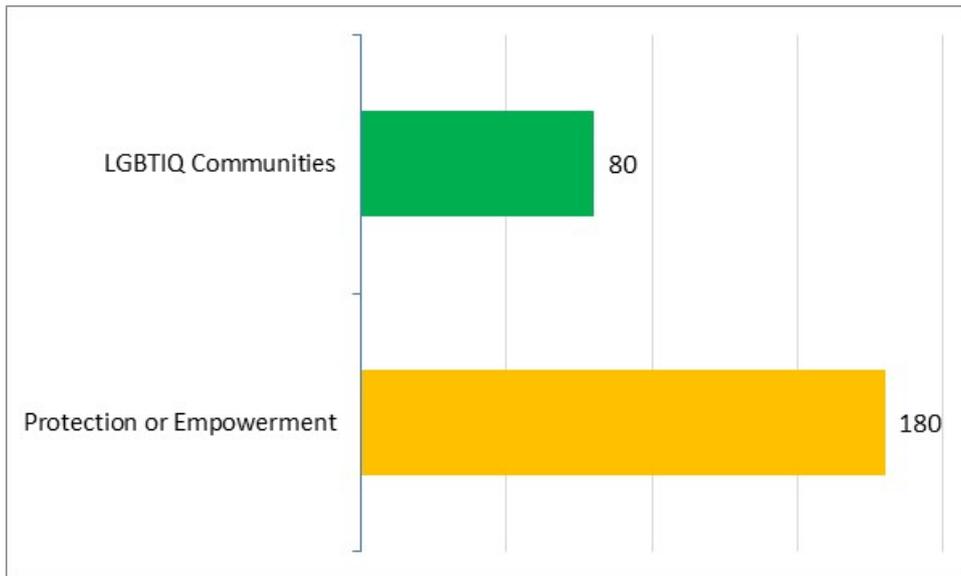
1.4.4 Number Attending Concurrent Sessions - Day 1, 2:30 pm

Figure 20: Number attending Concurrent Sessions Day 1, 2:30 pm



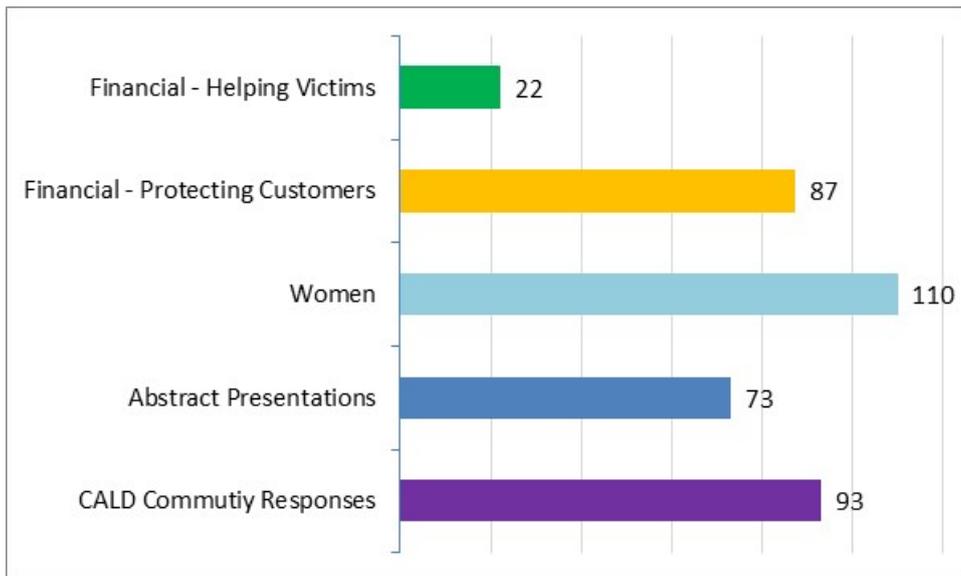
1.4.5 Number Attending Concurrent Sessions - Day 1, 4:00 pm

Figure 21: Number attending Concurrent Sessions Day 1, 4:00 pm



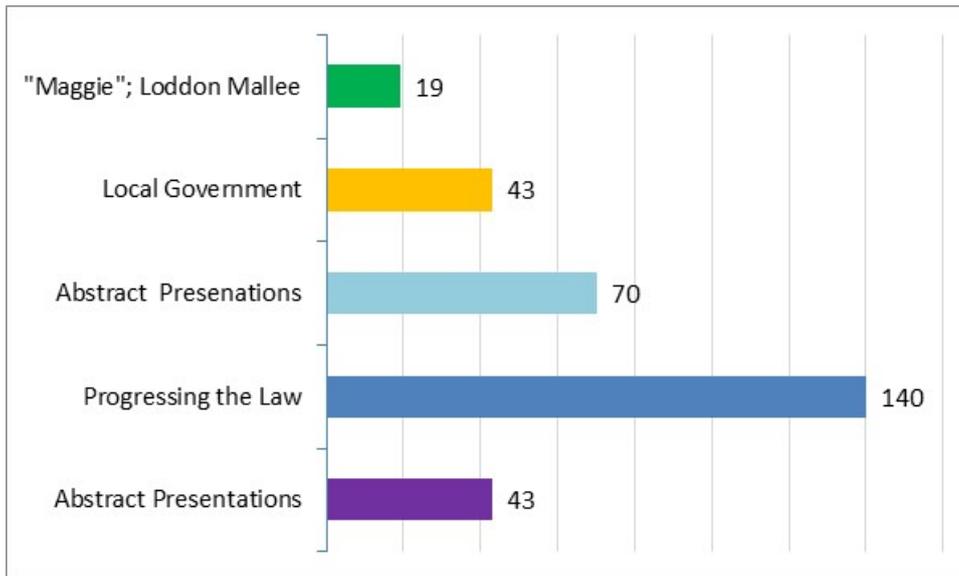
1.4.6 Number Attending Concurrent Sessions - Day 1, 4:00 pm

Figure 22: Number attending Concurrent Sessions Day 2, 11:00 am



1.4.7 Number Attending Concurrent Sessions - Day 2, 11:45 am

Figure 23: Number attending Concurrent Sessions Day 2, 11:45 am

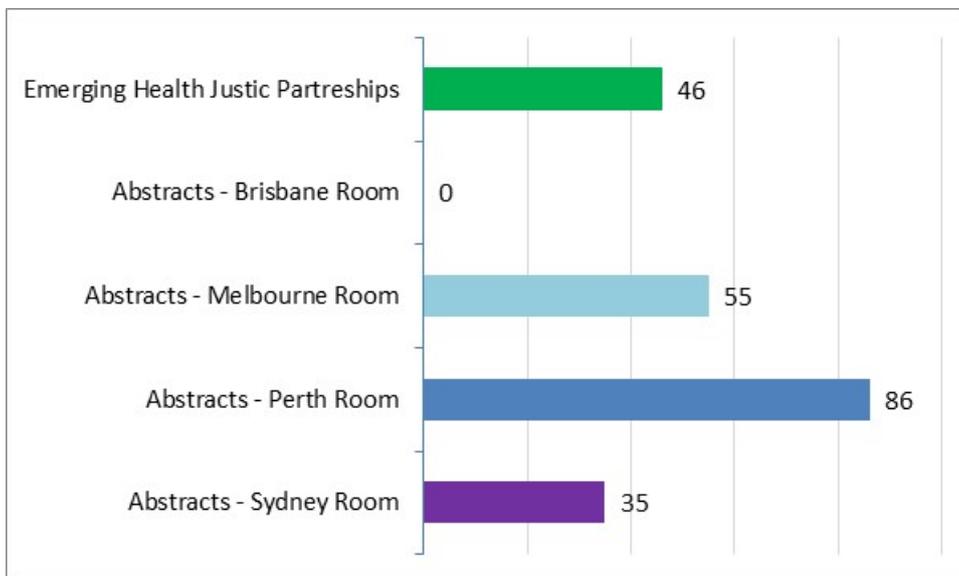


1.4.8 Number Attending Concurrent Sessions - Day 2, 12:50 pm

No data available for this time

1.4.9 Number Attending Concurrent Sessions - Day 2, 1:30 pm

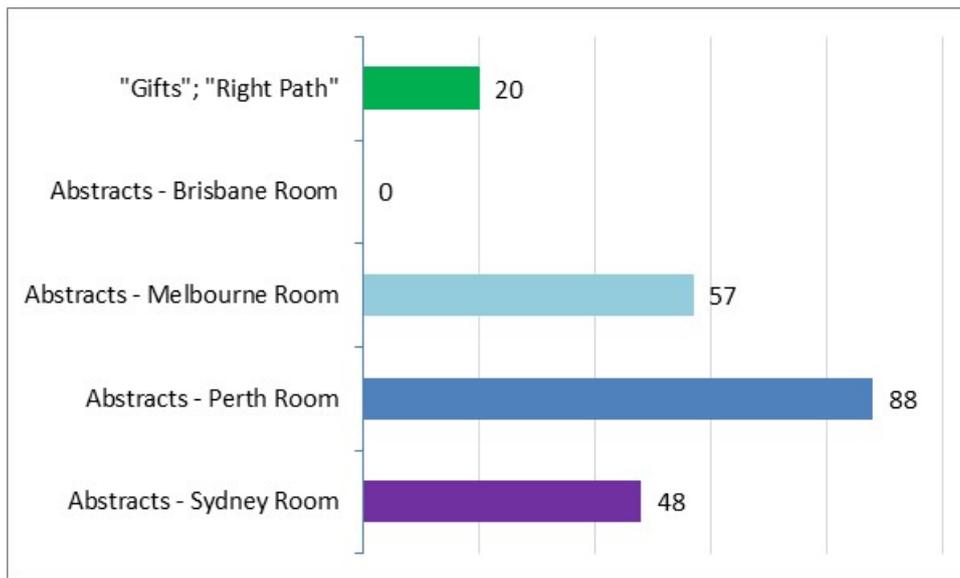
Figure 24: Number attending Concurrent Sessions Day 2, 1:30 pm



No data available for Brisbane Room

1.4.10 Number Attending Concurrent Sessions - Day 2, 2:15 pm

Figure 25: Number attending Concurrent Sessions Day 2, 2:15 pm



No data available for Brisbane Room

2. Satellite Events

2.1 Registrations for Satellite Events

Data on registrations is available for those events booked through the conference registration process. Other satellite events were managed by other Event organisers and some data is unavailable.

| Date | Event | Event Organiser | Number registered |
|--------|--|--|------------------------------|
| 3 Feb | LGBTI Community Event | ACON | Data not available |
| 18 Feb | RESPECT You Deserve It | Seniors Rights Service and Elder Abuse Help Line Resource Unit NSW | Data not available |
| 18 Feb | Elder Abuse Action Alliance Networking Event | Seniors Rights Victoria | 49 attended 51 registered |
| 19 Feb | Conference Social Event | Seniors Rights Service | 224 registered |
| 20 Feb | Elder Abuse Helplines' Networking Breakfast (invite only) | Elder Abuse Help Line Resource Unit NSW | 8 attended |
| 20 Feb | Older Persons Legal Service Network Networking Breakfast | Caxton Legal Services (and Clayton Utz venue) | 22 registered |
| 21 Feb | Elder Abuse, Community Led Strategies for Change (invite only) | Seniors Rights Service | 43 attended |

2.2 Feedback from Satellite Events

Not all event organisers sought formal feedback from satellite event participants. Some organisers gave general feedback to the evaluator.

2.2.1 LGBTI Community Event

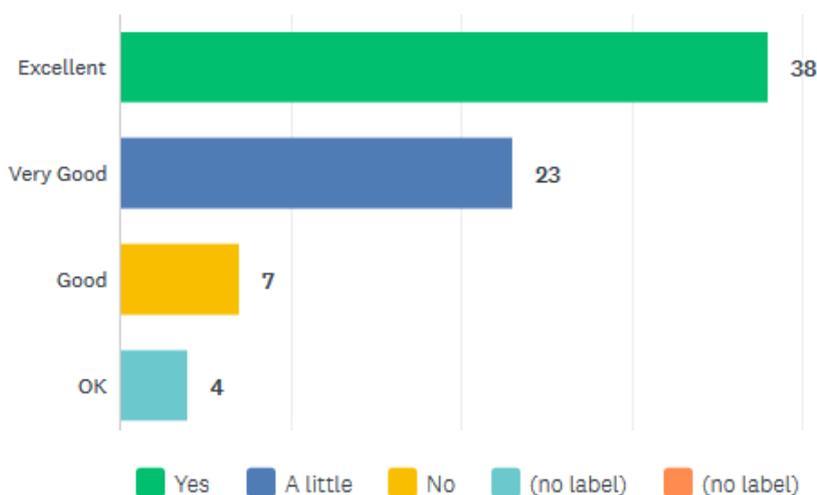
No data available.

2.2.2 RESPECT You Deserve It

A total of 73 Feedback forms were received.

2.2.2.1 RESPECT You Deserve It: How would you rate today's event?

Figure 26: How would you rate today's event? (n = 72)



2.2.2.2 RESPECT You Deserve It: Knowledge Transfer

Figure 27: I learned something today (n = 73)

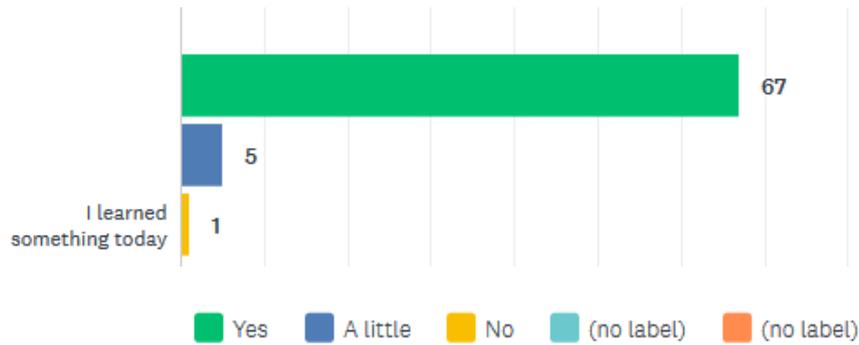
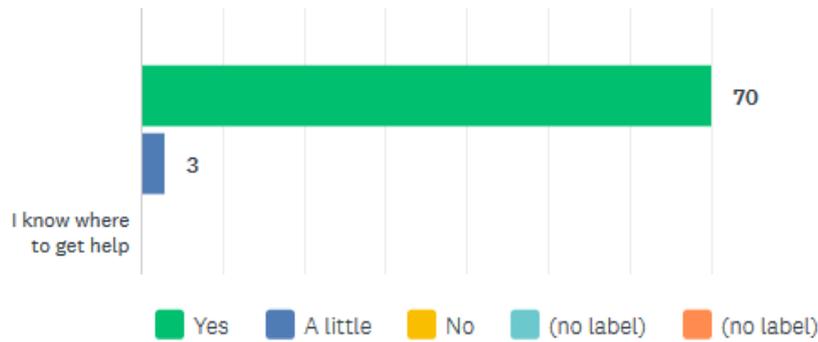


Figure 28: I Know Where to Get Support if I Need It (n = 73)



2.2.2.3 RESPECT You Deserve It: Rating the Elements of the Event

Figure 29: Entertainment / High Tea (n = 73)

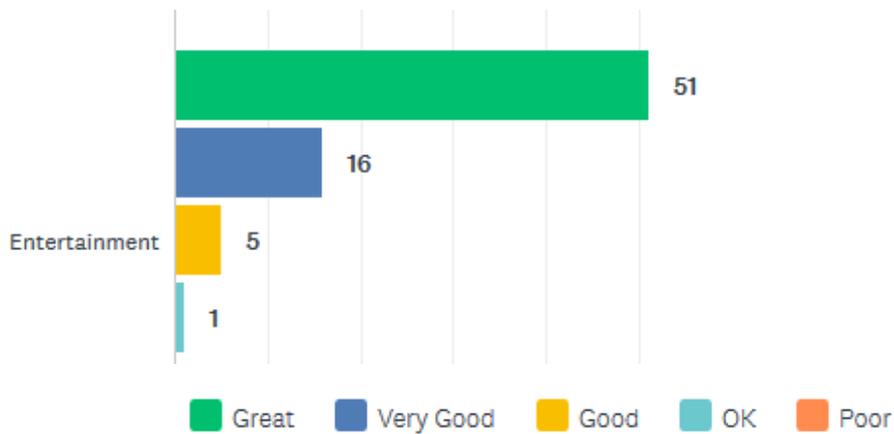


Figure 30: Guest Speakers (n = 73)

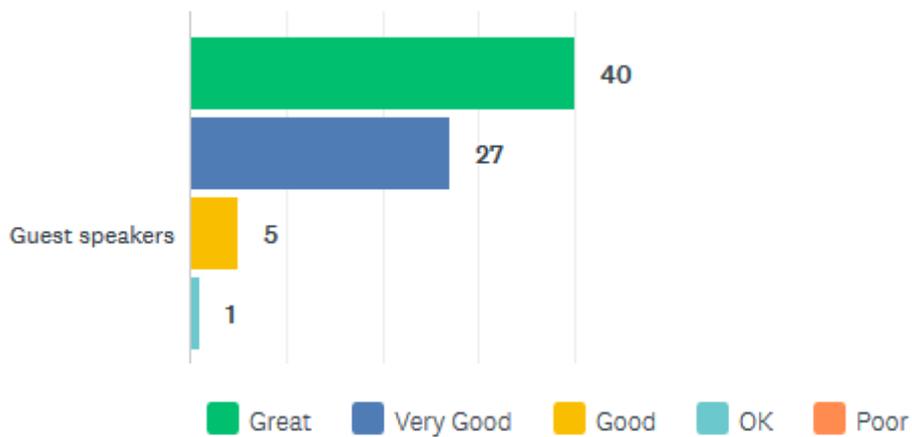


Figure 31: Discussions (n = 73)

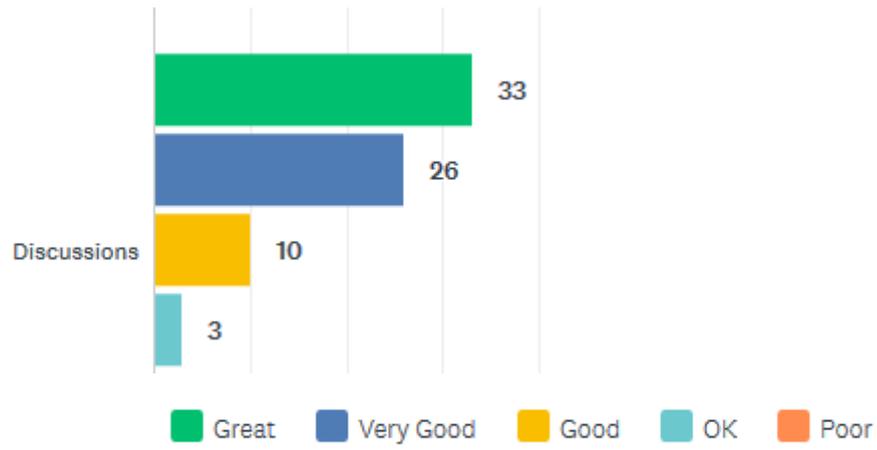
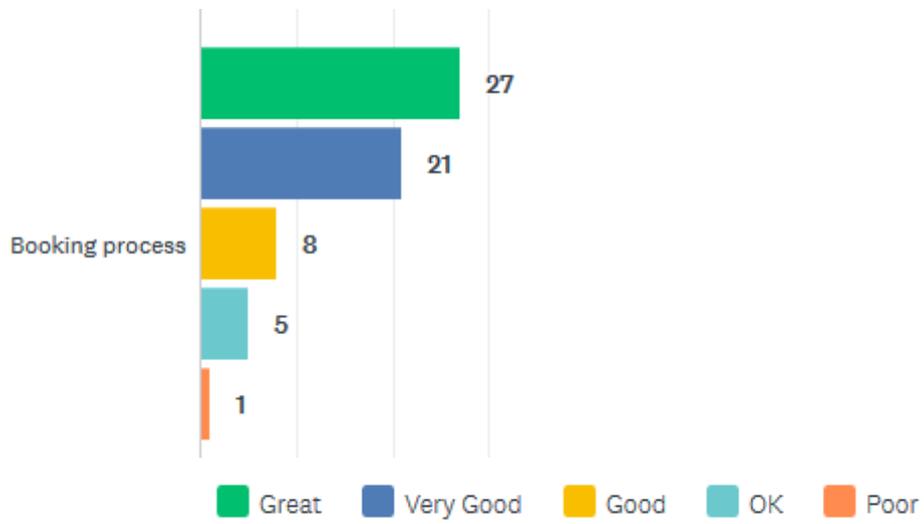


Figure 32: Booking Process (n = 73)



2.2.2.4 RESPECT You Deserve It: Best thing about the Event?

- MC was good.
- Presentation
- Collect phone number where to ask questions. Food.
- Interactive presentation, very engaging. Excellent panel.
- Communication with participant and people in stage.
- All
- Able to talk to Emma Husar
- Discussions
- Excellent information about matters I did not know
- Food
- Knowledge is power
- The advice
- The whole thing was great
- (I won a prize). The whole thing was great.
- Tanya & Emma being present and speaking.
- The friendly people with an important message!
- Learning about what's available.
- New information
- Education & delivery. Great MC
- Information - presenter - food and service - speakers
- The whole thing
- Speakers were really informative
- Learnt things that did not know about
- Personnel & food. Excellent service
- The facilitator, the panel, the food, the vibe
- Information from the speakers and question and answers
- The presenter/entertainer Queenie
- Excellent compere. Very informative.
- Compere and great information received
- Finding out about the services elder/abuse lifeline
- Information provided by the speakers was extremely informative & helpful.
- Information & arvo tea
- Everything
- Raising the issues
- Informative speech
- Learning of new help available.
- The presenter was engaging
- Information gained

- Learning about where to get help
- The speeches
- Q & A
- Talking to desk mates. Having a chance to socialize was very important to me.
- The social aspect & venue were lovely, and the Emphasis on our rights to dignity & respect were appreciated
- All talks covered my interests
- Information about what is available for over 60's
- Learning it pays to take complaints re care given in aged care homes can go further than the organisations running these facilities
- Questionary. Activities, food.
- The food & Information re SRS
- Information, what is Elder Abuse
- Very helpful information
- The way presenting the guest speaker and interview
- Giving my friend confidence to speak up
- Everything
- It was inspiring - helped me to find the courage to speak out.
- I learned new information about senior rights and elder abuse
- Got 2 problems that I was so stress & don't know where to go. Now if help me. Information was given.
- Information shared by speakers. Also the venue & food - excellent
- The talk about the help for old people
- The talk about the help for seniors
- Interview w/ Laura Diane & Tim
- Information the is relevant
- Very informative
- Easy going & relaxed
- For a very unpleasant subject it was held with sincerity & humour
- All of it - info good - food good - entertainment good. All in all a great day.
- Learning what is available for older people
- The information that the speakers spoke about
- All information discussed or given very helpful information for all Seniors

2.2.2.5 RESPECT You Deserve It: What was the LEAST useful thing about the Event?

- Nothing (or N/A) = 18; "All good" and "Thank you" = 7
- Not enough question time = 2
- Not enough information
- Too much useless talk
- Liberal minister
- The waiting outside

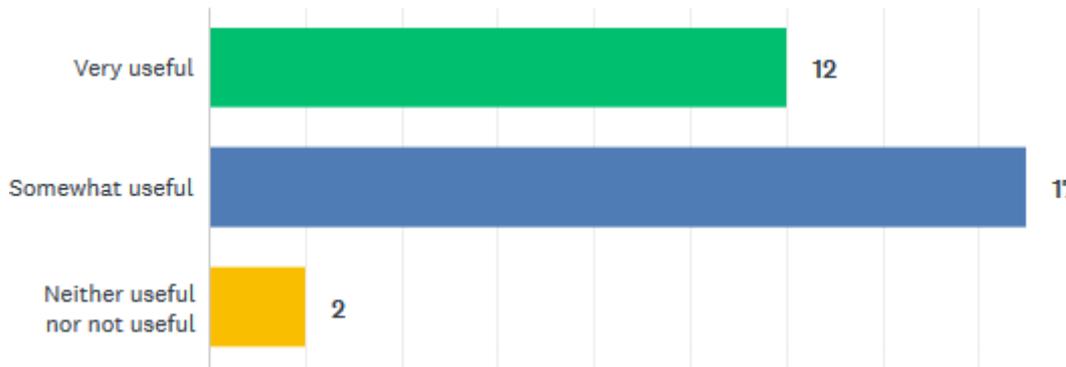
- Nothing it was all good! (wine would have been nice!)
- The politician at the end spoke too long
- The Game, the questions should have been somewhat more challenging.
- No answers were given to questions
- Too long for information received
- Too many sweets: maybe fruit or something healthier
- "Desert" food inappropriate for diabetics.
- Information to help alienated grandparents - this is a SERIOUS abuse issue & more assistance is needed legally. Grandparents rights are NOT taken seriously enough
- The Queen Lady
- Getting further follow up help

2.2.3 Elder Abuse Action Alliance Networking Event

- 49 people attended the event, 31 Evaluations received (76%)
- There was a very high level of intended future engagement with EAAA: 77% will “definitely read” the write up from the Event; 80% will “definitely read” the EAAA Action Plan; 48% “will definitely get involved in the Knowledge Hub” (32% will likely); 48% will “definitely”) become an EAAA member (and 23% will “likely” become members)
- General comments included concern about the immensity of the task ahead; the need for Aboriginal and CALD representation; and some disappointment that government agencies cannot be members.
- Least useful part of the event was that there was "little networking opportunity" and "it wasn't a networking event per se"
- Most useful was having the opportunity to contribute to the new organisation's agenda into the future; Exploring ideas; and gaining an appreciation of the huge task ahead for EAAA

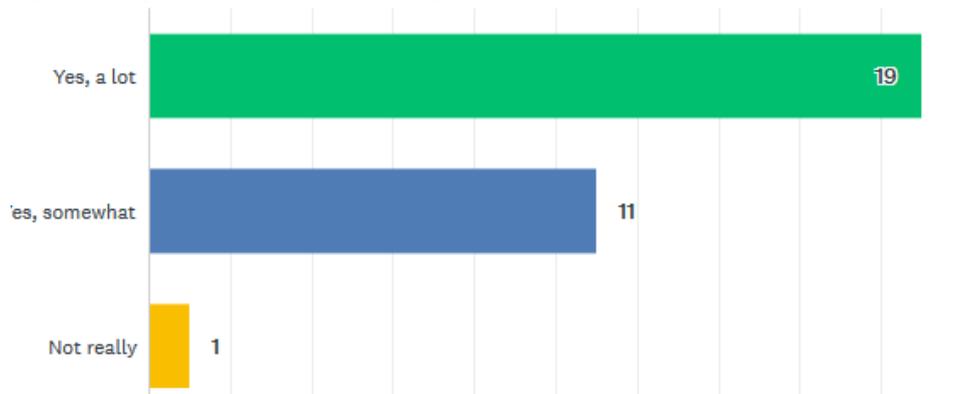
2.2.3.1 EAAA: How Useful was the Event?

Figure 33: How Useful was the Event? (n = 31)



2.2.3.2 EAAA: Do you feel you had the opportunity to contribute?

Figure 34: Do you feel you had the opportunity to contribute? (n = 31)



2.2.3.3 EAAA: What was the MOST valuable thing about tonight's event?

- Exploring other peoples' ideas
- Better understanding the huge job involved in getting EAAA up & running & achieving something meaningful
- Hearing the range of news about priorities for EAAA
- Discussion about EAAA's agenda
- Inclusion of more voices
- understanding position
- Discussion amongst likeminded people with very relevant & consistent news towards the needs & process
- planning ahead
- I can't comment until i see outcomes
- Meeting other stakeholders
- At the wrong event
- Collaboration and consultation on priority, - Being informed on
- Hearing all the hard work that has gone into EAAA to date
- Explanation & the group priority discussions. [??Evolving??] discussion was good.
- Update on where EAAA is at. Being allowed to contribute to EAAA going forward.
- Sharing ideas & participate at this level
- Group discussion + consultation
- Getting clarity. Starting the communication with members.
- opportunity to participate at this early stage
- focus points from various states
- Meeting other interested parties and making connections
- Provide sector support & consultation for development of EAAA
- Good range of perspectives
- Learning about the development of EAAA so far
- Opportunity to discuss priorities and create wish lists
- Everyone was on the same page with what was needed
- learning about EAAA. thinking through agenda/priorities
- Opportunity to give feedback

2.2.3.4 EAAA: What was the LEAST valuable about tonight's event?

- Probably not as much networking opportunities
- Nothing = 2
- Need to say when incorporation will happen - don't want to miss the funding opportunity - need action now.
- Was not a networking event per se - it was a workshop & not pre-identified as such
- Nothing... However... it is still to evolve
- Group was limited - perhaps a webcast video would have been useful to engage others
- Having the workshop on Sunday evening when a lot of the participants were tired!
- Would have been good to have constitution prior (but understand why we didn't)
- It was unfortunate that we did not have the materials prior to the meeting
- Not really getting an opportunity to see who was gathered.

2.2.3.5 EAAA: Do you think you will be involved in EAAA beyond tonight?

Figure 35: Read the write-up of tonight (n = 31)

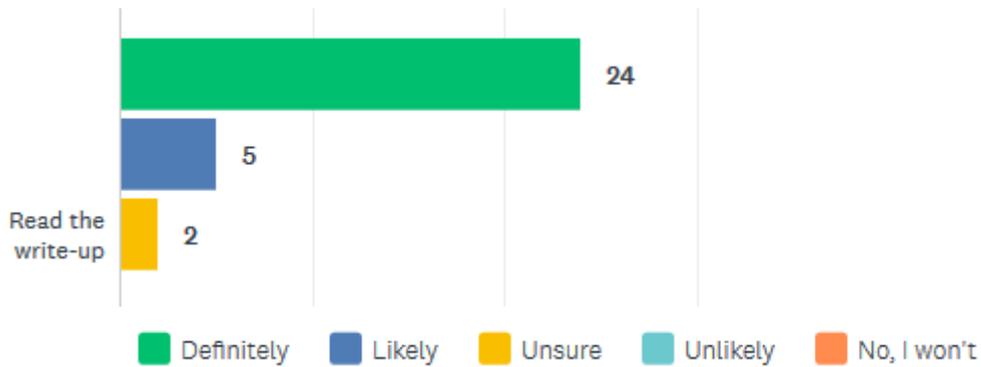


Figure 36: Will read the EAAA Action Plan (n = 31)

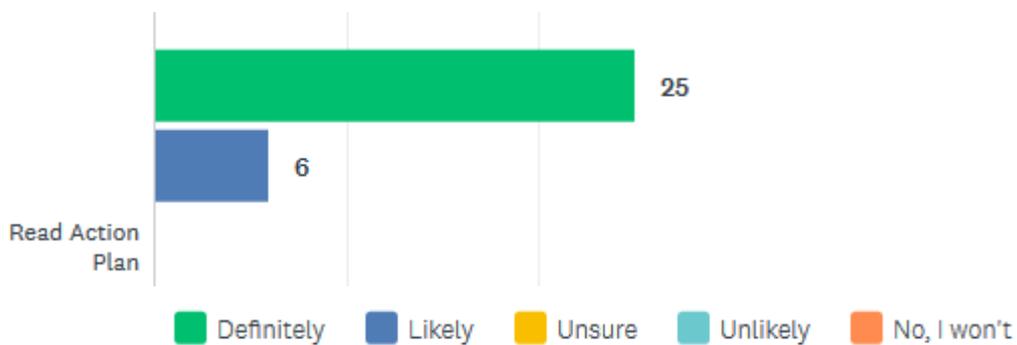


Figure 37: Will participate in the EAAA Knowledge Hub (n = 31)

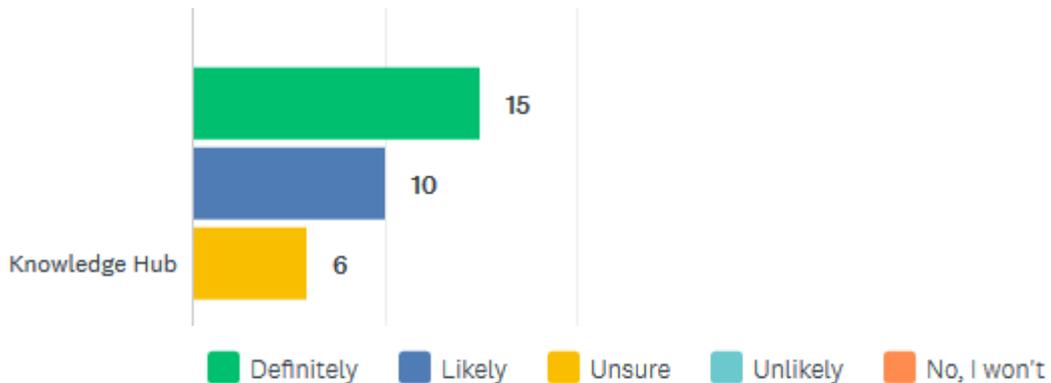


Figure 38: Will contribute to EAAA discussions (e.g. on the National Plan) (n = 31)

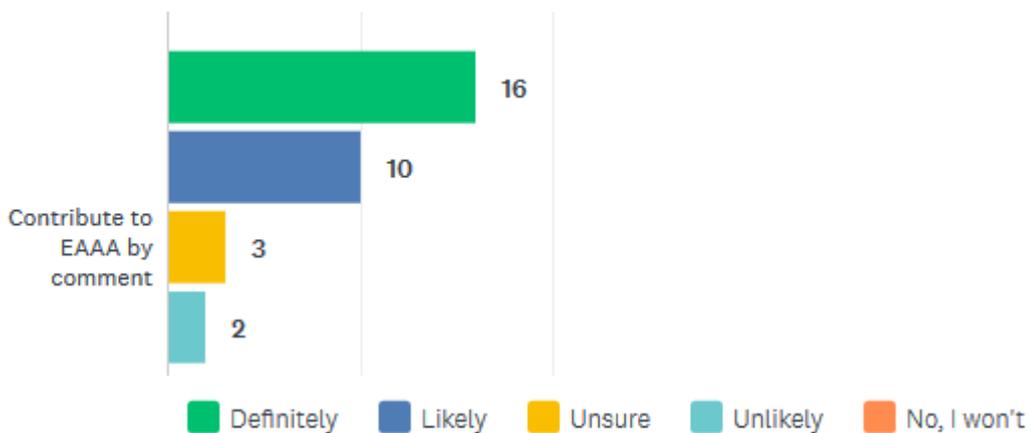
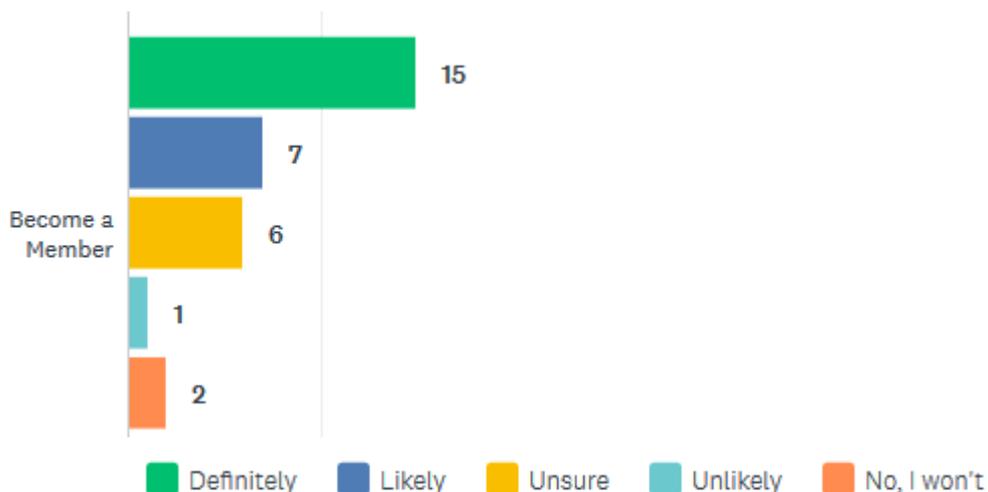


Figure 39: Will become a Member of EAAA (n = 31)



2.2.3.6 EAAA: Final Comments

- A big bouquet to the working group & all those who have assisted them
- Unsure about the KH and suggest people visit the Canadian elder abuse K.H
- {Member} subject to Board approval
- Interesting setting up new service. Don't re-invent the wheel
- Need runs on the board quickly - show government EAAA can deliver -> be ready to consult and respond to the national plan!!!
- Disappointed govt orgs cannot be members. Q. different types of membership?
- - it is important to have representative from CALD and Aboriginal communities who would actively engage in those issues & foster positive change- make sure that without those [??community??] representation, create action plan for those communities. It should come from themselves.
- {unsure} because I work for legal and so government agency
- It was a great effort to bring together key people to start these very important conversations
- Wide range of interpretations of consultation tasks. Agenda /time managed well

2.2.4 Conference Social Event

No data available

2.2.5 Elder Abuse Helplines' Networking Breakfast (invite only)

- Excellent general feedback – decided we all need to talk about initiatives, successes, struggles etc. regularly (which we have commenced)
- Group would like to have another networking opportunity with other helpline staff from around the country. We can share commonalities, but also differences. This includes what each state and territory is doing in terms of responding, and how other agencies are addressing the issue. This includes police, health etc

2.2.6 Older Persons Legal Service Network Networking Breakfast

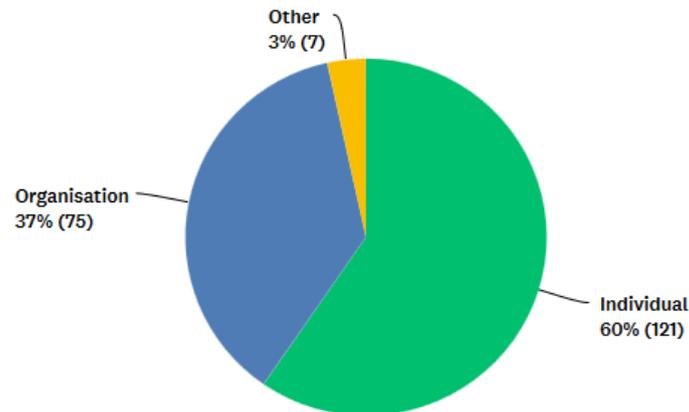
- “We had a good turn-out for our network meeting. It generally meets face-to-face only once a year at the National Community Legal Centre conference, so it was a great opportunity for another meeting”.
- “In terms of feedback ... the facilities were first class and the breakfast was excellent (thank you Clayton Utz and SRS for organising)”

2.2.7 Elder Abuse, Community Led Strategies for Change (21 Feb invite only)

No data available on the 21st February event.

2.2.7.1 Community Led Strategies for Change: Individual or Organisations Responding

Figure 40: Individuals and Organisations Responding (n = 203)



2.2.7.2 Community Led Strategies for Change – Individual: Area of Interest

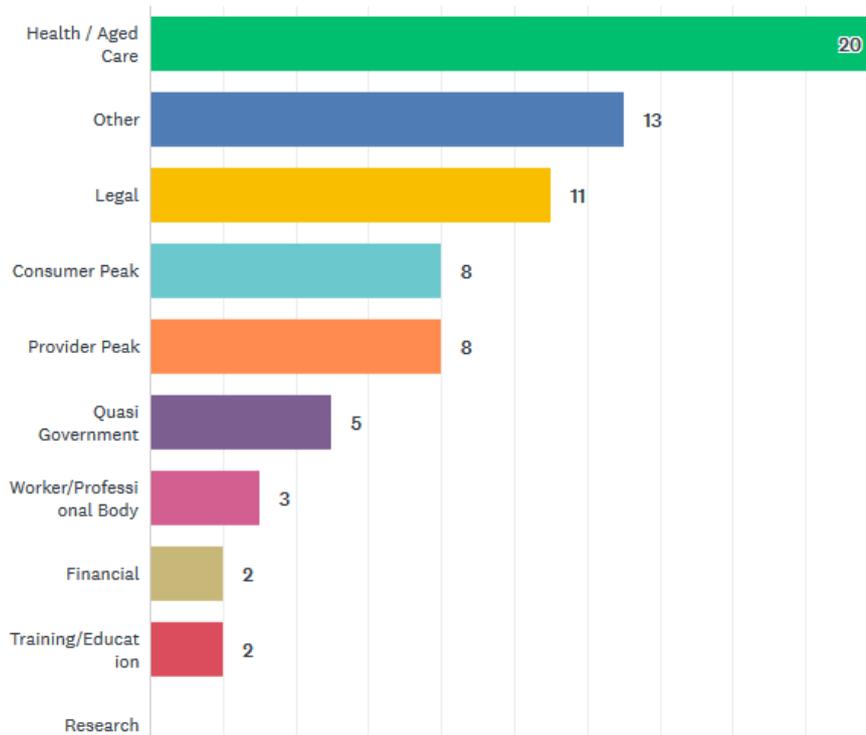
- Lawyer / former Lawyer = 10
- Researcher / research contributing to policy = 5
- Aged care manager / coordinator = 5
- Policy officer = 3
- Law reform / law policy = 2
- Social Worker = 2
- Elder abuse helpline worker = 2
- Aboriginal Elder working for the Older Persons Program Qld and looking for greater Aboriginal representation in this issue
- Aboriginal Elders rights
- Elder Abuse of First Nations Peoples
- Aged Care Assessor
- Advocate
- Carer for elderly parent, Board member Seniors Rights Service
- Older person, NGO governance, local government advisory
- Educator in disability and aged care sector
- Officer of a government agency
- Welfare Officer in an ex service organisation which primarily cares for elderly widows
- Welfare Officer in an Ex-service Organisation which caters for the elderly widows and family of those who served their country -very relevant
- mental health practitioner, CALD perspective, acquisition laws
- Family Mediator
- Discharge planning nurse
- I have been working with older people experiencing abuse since 1997. I have an absolute

passion to make a positive difference in this area.

- Project Manager for Safeguarding Project in a not for profit organisation
- Sector Support Development Officer

2.2.7.3 Community Led Strategies for Change: Sector You Represent

Figure 41: Sector You Represent (Organisations n = 72)



“Other” responses provided the following comments to clarify:

- Ethno-specific community service provider
- Both - Victorian aboriginal health peak body & Victorian aboriginal community controlled health org, Echuca
- Not for profit community agency
- Guardianship organisation
- Individual advocacy organisation
- Service provider - support for carers
- Peak body for aged care advocacy agencies
- Community organisation
- Peak body for independent advocacy services
- Local government
- International NGO
- Advocacy organisation
- Service provider - community service

2.2.7.4 Community Led Strategies for Change: Working / Not Working

- Respondents were provided with a list of 11 statements drawn from the themes of the ALRC report and were asked to rate whether they were “working; working a little; not working; or unsure”. An option of “other” and “comment” was also provided.
- Research and building an evidence base showed the highest “working” rate, although only 8% said it was working.
- Banking and financial sector’s role in preventing elder abuse received 0% response to “working”, and the highest “not working” response (49%)
- The most frequent responses to all items (except banking and financial sector’s role) were to indicate that they were “working a little”.
- Areas showing the highest “not working” responses were:
 - ♦ Banking and financial sector’s role in preventing elder abuse (49%)
 - ♦ Community awareness of elder abuse and where to get help (43%)
 - ♦ Respect for the older person's views and/or decisions (43%)

2.2.7.5 Community Led Strategies for Change: Working / Not Working – Organisational Responses from the ‘Top 3’ Sectors

- The three sectors most significantly represented by organisational respondents were: Aged Care (for this question n=13); Advocacy (for this question n=12); and Legal Services (for this question n=12). Points to note in comparing their results:
- Aged Care gave the highest “not working” response to “Banking and financial sector’s role in preventing elder abuse” (46%), followed by “Community awareness of elder abuse and where to get help” (39%).
- Advocacy gave the highest “not working” response to “Respect for older person’s views” (50%), followed by “Banking/financial sector’s role” (42%) and “Community awareness of elder abuse” (42%).
- Legal services gave the highest “not working” response to “Respect for older person’s views” (50%), followed by “Respect for older person’s views”, “Aged care services’ prevention”, “Health sector’s role in prevention” and “Referral Pathways” (all 19%).

2.2.7.6 Catering to Diverse Communities

- Eight (8) of the organisational respondents specialise in delivering services to people with diverse needs and 19 describe themselves as “services that generalist service and have specific programs or workers to assist people with special needs”. These organisations (n=8) rated the following not working:
 - ♦ “Banking/financial sector’s role” (50%)
 - ♦ “Community awareness of elder abuse and where to get help” (50%)
 - ♦ “Referral pathways responding to elder abuse” (50%)
- These organisations (n=8) rated the following as “Working a little”
 - ♦ “Legal sector’s role in prevention / response” (63%)
 - ♦ “Guardianship or financial administration” (63%)
 - ♦ “Enduring appointments” (63%)
- Six (6) individual respondents indicated an interest in the topic of elder abuse, specifically from a perspective of addressing the needs of diverse communities. Their description of their interest was: (1) Aboriginal Elder working for the Older Persons Program Qld and looking for greater Aboriginal representation in this issue; (1) Aboriginal Elders rights; (1) Elder Abuse of First Nations Peoples; (1) Aboriginal Aged Care Worker; (1) Mental health practitioner

CALD perspective; (1) LGBTIQ educator. Some points to note:

- ♦ Individuals indicating they are an Aboriginal Elder or work with Aboriginal people stated that “Health sector’s role”; “Respect for older people” and “Research and building an evidence base” were “Not Working”.
- Comments by Individual and Organisational respondents include:
 - ♦ To answer this in full it is too long and our Aboriginal Elder Abuse presentation at the Elder Abuse conference will explain why Elders in our communities do not always recognise Elder abuse as it is.
 - ♦ Considering traditional Aboriginal cultural works well for communities built on a sharing and community kinship, Elder Abuse in Victorian Aboriginal communities is a very complex issues
 - ♦ Develop community led solutions, responses and awareness for ATSI Elders and older peoples
 - ♦ Responses to CALD communities as language is huge barrier for access and support, and cultural differences impacting decision-making
 - ♦ Mobilising influential community members such as religious leaders in CALD communities to recognize and respond to elder abuse and take a role in educating others and influencing cultural attitudes.
 - ♦ Developing and implementing a range of initiatives to reinforce the unacceptability especially in the special needs groups.

2.2.7.7 Key Messages to Governments (# 1 Priority)

- Act NOW!
- Invest in anti-ageism and elder abuse awareness in the broad community
- Invest in prevention and early intervention supports
- Invest in practical help for older people wanting to address elder abuse
- Apply the law (prosecute) and strengthen the law

2.2.7.8 Areas of Action that Would Make a Difference

- Respondents were asked to prioritise a list (1 to 4) according to what would “make the most difference”. The top two areas of action are clearly: Respect for older person’s views and/or decisions; and Community awareness of elder abuse and where to get help. Community education on planning ahead for older age was a frequent response, but with priority split across 1 to 4. ‘Other’ comments mostly indicated the difficulty of ranking when all were of importance.
- The results in the chart below are displayed as weighted averages. A table with the response frequency for each follows the chart.

APPENDIX

About the Satellite Events

LGBTI Community Event – Saturday 3 February

**HERE
FOR
AGEING**



**Planning For Your Future:
A FREE Community Event
for LGBTI people 55 plus**



Glebe Town Hall, 10:30am for 11am start to 4.30pm

Information on how to navigate the aged care system, LGBTI inclusive aged care and costs, legal rights, and Advanced Care Directives. Community Q&A and presentations by service providers, health professionals and legal services. Delivered as a community event to “Talk, share and learn in a safe space about ageing gracefully.”

Sponsors: City of Sydney and supported by the Seniors Rights Service.

RESPECT – YOU DESERVE IT Community Event 18th February



Penrith Panthers, 1pm to 4pm. Activities consisted of entertainment by Queenie van De Zandt. high tea, quiz, lucky door prizes, guest speakers and facilitated discussions. Some of the discussion were presented on video at the 5th national Elder Abuse Conference on the following two days 19 -20th February.

Elder Abuse Action Alliance Networking Event, 18 February



Elder Abuse Action Australia is a growing network of organisations and individuals that work in elder abuse prevention and support services around Australia.

EAAA held a networking event with consultation on Sunday evening February 18 from 5.30 to 8pm at the conference venue (Sofitel, Wentworth, Sydney). Attendees contributed to the first Action Plan for the new organisation.

Social Event, 19 February

Sydney Harbour and Sydney Harbour Bridge, the social event held at Water @ Pier One, Walsh Bay, Sydney.

The Hon Kay Patterson, Age Discrimination Commissioner, Human Rights Commission was guest of honour at the Conference social event. Master of Ceremonies at the event was Virginia Trioli with entertainment by Shauna Jensen.

Event offered networking with Conference peers from 6pm to 8pm on the evening of the first day of the Conference.

Elder Abuse Helplines' Networking Breakfast, 20 February



Edwin Flack room at the Sofitel Sydney Wentworth, 7:30am to 8:30am

Hosted by the NSW Elder Abuse Helpline & Resource Unit this event was an invitation only breakfast event on Tuesday morning, February 20. The networking breakfast was designed as an opportunity for staff who work on elder abuse helplines across the country to meet each other, network and build stronger working relationships.

Older Persons Legal Service Network Networking Breakfast, 20 February

Meeting rooms of Clayton Utz legal firm, Sydney, 7:30am to 8:30am

Free networking breakfast.

Elder Abuse, Community Led Strategies for Change, 21 February

Sofitel, Wentworth, Sydney, 9am to 4:30 pm. (invite only)

Invited stakeholders from across multiple sectors to develop and document an elder abuse prevention strategic framework. To inform this process in the lead up to the conference, input was sought from delegates (via on-line survey and CLSC Exhibit Table) led to a final Conference Statement. This information, as well as a discussion paper, was circulated to the event invitees.

The Event then worked on developing a set of recommendations to which leaders from a range of community organisations attending the event will be invited to sign their agreement. This work is ongoing at time of publication of this Evaluation Report.