

The Whys, Hows and Wows of Collective Impact

**NSW Elder Abuse Helpline &
Resource Unit**

Kerry Marshall and Christine Matthey

Why?

Helpline

Education

Awareness

Data
Collection

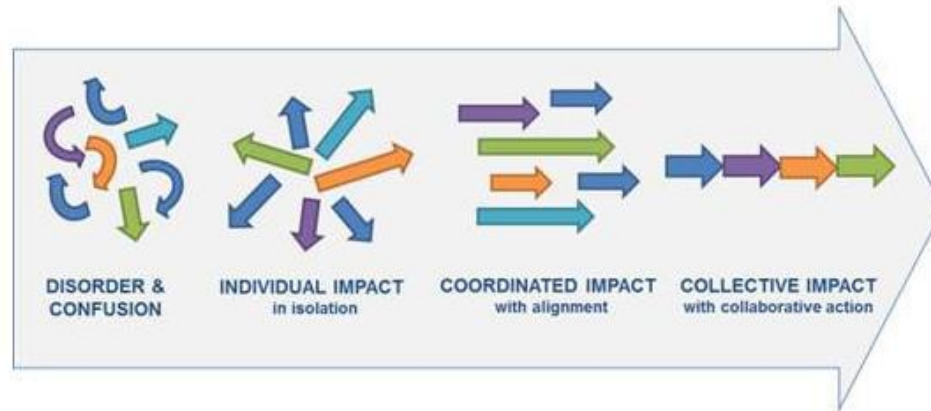
Interagency
Protocols

Policy

Resource
Development

Collective Impact

Collective impact brings people together, ^[L]_[SEP] in a structured way, to achieve social change.





It starts with a common agenda.



It establishes shared measurement.



It fosters mutually reinforcing activities.



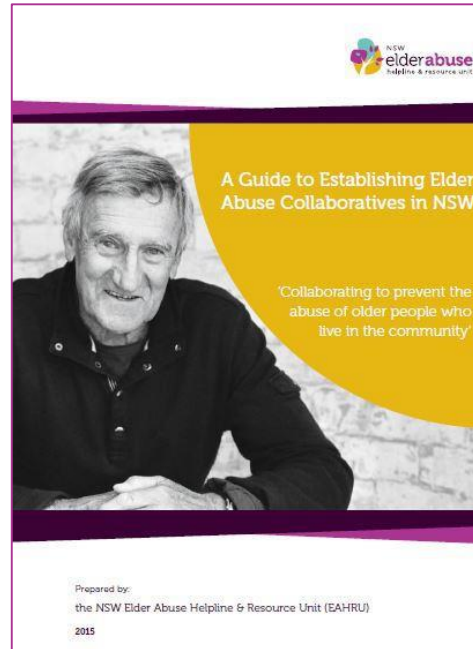
It encourages continuous communication.



And it has a strong backbone.

That means having a team dedicated to orchestrating the work of the group.

How?



The
 Hunter CaLD Elder Abuse
 Prevention Network
 presents

COMMUNITY EDUCATOR DAY

— Elder abuse identification and response —
 in CaLD communities



**Tuesday
 6 February 2018
 10am-3pm**

Northern Settlement Services Ltd
 8 Chaucer St,
 Hamilton NSW 2303

RSVP: John Biswas
 Sector Support and Development Officer,
 Hunter

Email: ssdo@nsservices.com.au
Free Call: 1800 813 205

#EveryoneDeservesRespect
 #KnowYourRights
 #HunterNewcastle

 **HunterCaLD**
 Elder Abuse Prevention
 Network

 **Health**
 Hunter New England
 Local Health District

 **ethnic
 Communities
 Council**
 Ethnic & Cultural Affairs NSW

 **WasteMate**

 **Ethnic Communities'
 Council of NSW Inc**

 **NORTHERN SETTLEMENT
 SERVICES LIMITED**

 **NEW
 elderabuse**
 helpline & resource unit

 **phn**
 Public Health Network
 NSW Health

 **Seniors Rights Service**

 **MCAA**


 **Central Coast & Hunter
 Elder Abuse Collaborative**

 **NSW Police Force**

Wow!



Resources



- NSW Elder Abuse Helpline (09 4382 2221)
- elderabuse@nsw.gov.au
- Email: elderabuse@nsw.gov.au
- Emergency contact 000
- Interpreting services 13 455


WEEAAD 15 June

World Elder Abuse Awareness Day

Statistics

- Research suggests that as many as 55,000 older people in NSW may have experienced some form of abuse.
- It is estimated that only one in five cases of elder abuse is reported.
- The majority of alleged abusers are trusted family members, neighbours, friends or paid carers.

Central Coast & Hunter Elder Abuse Collaborative



The Central Coast & Hunter Elder Abuse Collaborative aims to galvanise the efforts of relevant local agencies and public agencies to identify, respond to and prevent abuse of older people.

"Alone we struggle but together we can make a change."

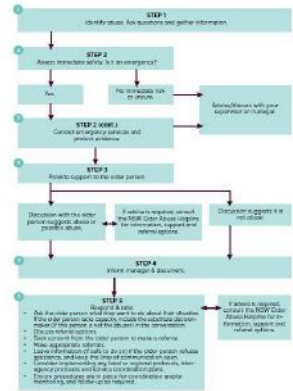
Contact us at

Ageing and Disability Officer
Lake Macquarie City Council
P: 02 4923 1600

| WHO DO YOU CALL? | | |
|--|--------------|------------------------|
| POLICE NSW LOCAL AREA COMMANDS | | |
| Newcastle City | 4926 6600 | Cessnock 4991 8199 |
| Sydney | 4922 8899 | Maitland 4934 0200 |
| Toronto | 4956 3499 | Singleton 4678 7499 |
| Raymond Terrace | 4953 7599 | Muswellbrook 6543 1018 |
| Hunter Community Legal Centre | | 4048 9123 |
| Women's Domestic Violence Court Advocacy Service Newcastle | | 4949 8756 |
| Women's Domestic Violence Court Advocacy Service Hunter | | 4924 2906 |
| STATE CONTACTS | | |
| Police / Ambulance | | 000 |
| NSW Elder Abuse Helpline & Resource Unit | 1800 428 221 | |
| NSW Rape Crisis | 1800 424 017 | |
| Domestic Violence Line | 1800 654 463 | |
| Seniors Rights Service | 1800 424 079 | |
| TIS (language interpreters) | 13 14 56 | |
| My Aged Care (assessment for services) | 1800 206 422 | |
| Carer Gateway | 1800 422 737 | |
| National Dementia Helpline | 1800 106 500 | |

Flow chart: responding to the abuse of older people

NOTE: the older person being abused could be the carer




My Wellbeing Checklist

A checklist for older Australians

- I know how much money I have in my bank account
- I have the freedom to spend my money
- I have regular contact with my family and friends
- I attend social activities
- I receive medical advice when I need it, and have a copy of my healthcare plan and treatment
- My personal care needs (showering, dressing, hygiene etc) are being cared for
- I am treated respectfully by my family and friends
- I feel safe at home

Think about your responses:

If you have any concerns about your situation, you may wish to talk with someone you trust such as a family member or friend, a doctor, your lawyer, or you can call the NSW Elder Abuse Helpline & Resource Unit.

If you need an interpreter, please call TIS on 13 14 56.

1800 628 221




A Dynamic Education Event for a stock spot camp in the community

Identifying & Responding to Abuse of Older People

The FRAC event is for community aged care services providers & health professionals who want to learn to:

- Learn how to deal with real life scenarios with the master of the hypothetical, Gus Corbett
- Discover a new tool to help you identify abuse
- Take away Elder Abuse Helpline & Resource Unit (EABRU) information & resources

Tuesday 27 July 2017, 10 am - 1 pm
Club on Esplanade, 7 East Parade Gibraltar

Bookings by Friday 21 July - needed to guarantee your seat

Free of charge

Partners: NSW Government, ptn, ACSA, BEREES, NSW Elder Abuse Helpline & Resource Unit

