Examining the use and effectiveness of Elder Abuse Protocols: a Western Australian case study

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Overview

• Background and context
• Aims and objectives
• Research process and demographics
• Findings
• 2017 Elder Abuse Protocol
• Next steps
Background and Context

Advocacy for older West Australians
Elder Abuse Helpline
1300 724 679
Elder Abuse awareness & education

APEA: WA
Alliance for the Prevention of Elder Abuse: Western Australia

High level policy group – government and non-government
Aims and Objectives

Aim: to review, evaluate and update the Elder Abuse Protocols: Guidelines for Action (APEA: WA, 2013)

Objectives:

- To gather data about the usefulness and effectiveness of the previous version of the Elder Abuse Protocols as well as stakeholder suggestions for improvement
- To review relevant literature and other similar documents in relevant jurisdictions and use this to inform an updated document
Research Process and Demographics

- Reviewed similar documents
- 3 Focus Groups (n=19)
  - APEA:WA (n=7)
  - Advocare (n=5)
  - WANPEA (n=7)
- Online Survey (n=44)
  - Frontline Worker 54%
  - Supervisor/Coordinator 20%
  - Senior Management 31%

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<th>Focus Groups</th>
<th>Survey</th>
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Focus Group Themes

- **Document design and amendments:** target, purpose, design, other information and resources to include, future articulations

- **Effectiveness and usage of previous APEA: WA Protocols (2013)**

- **Elder abuse responses:** policies and procedures, reporting, organisational and service responses

- **Education:** support policies and procedures with education and training
Survey Findings

- Respondent’s organisations with elder abuse policy, procedure or process:
  
  Yes = 76%  
  No = 17%  
  Unsure = 7%

- Believed policy, procedure, process followed in 90% of cases

- 84% familiar with 2013 Elder Abuse Protocols

- 100% find it a useful document

• Suggestions

• Limitations
APEA:WA Elder Abuse Protocol (2017)
Next Steps

Advocare, supported by the WA Department of Communities:

- Develop new protocols
- Deliver protocol workshops to inform relevant stakeholders
- Target audience – those that interact with older people
  - Service providers
  - Universities
  - WA Police
  - Emergency services
  - Local government authorities
  - Government departments
  - Community organisations
Contact details

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References


References


