

Elder abuse

Executive summary & evaluation report



Kaya!

Ciao Dzień Dobry ЗДРАВО

Hello Bonjour

Hola Guten Tag **Olà**

Namaste سلام

こんにちは Ūdv Ahoj

你好 Γειά σου

Shalom Selamat Siang

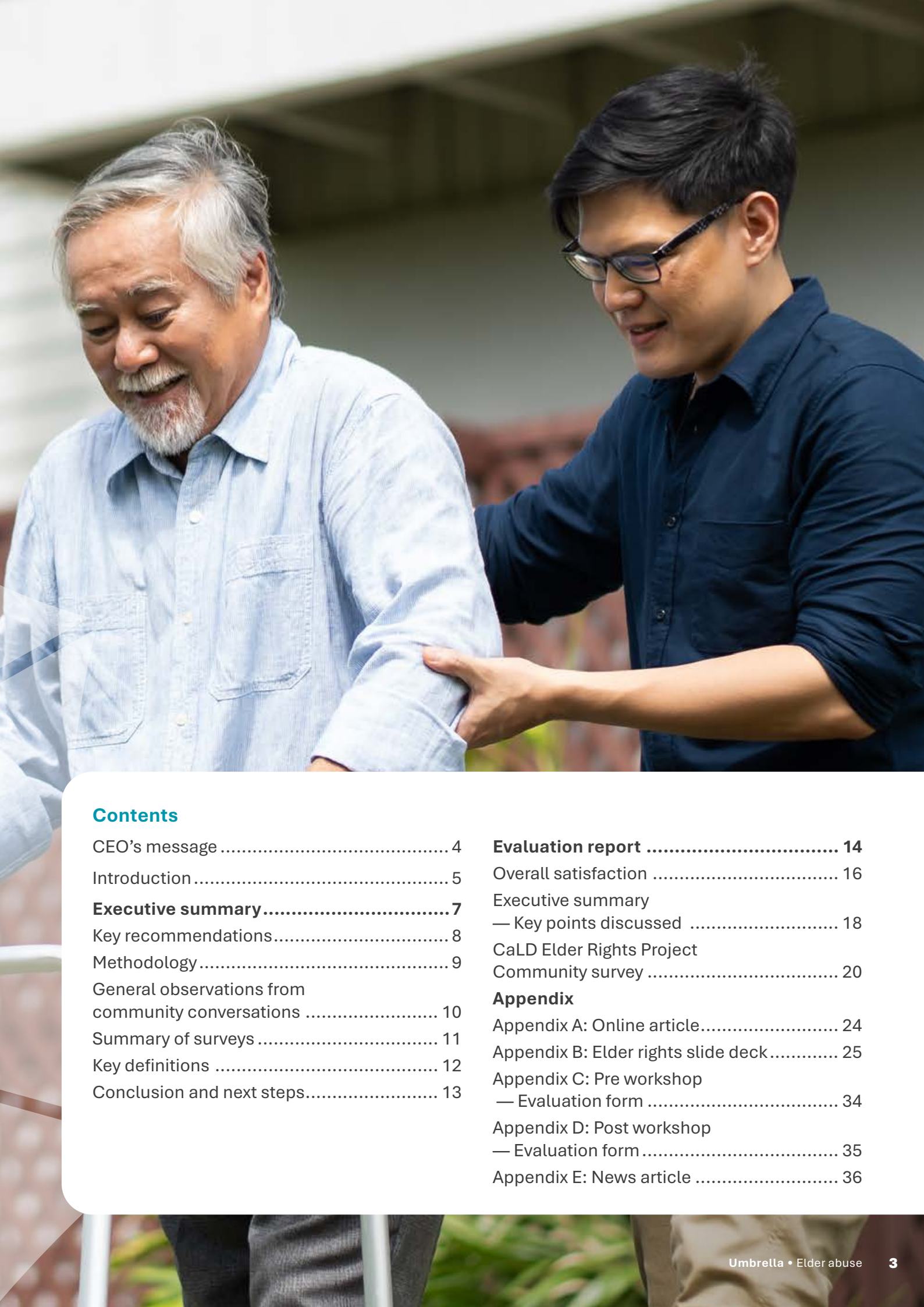
Salve **Merhaba**

Acknowledgment

We acknowledge the Noongar nation and the Whadjuk people as the traditional custodians of the land on which our services are based. We pay our respects to their elders past, present and emerging.

We acknowledge the LGBTIQ+ elders and we express our gratitude for the recognition and acceptance that the LGBTIQ+ community receives today.

We also acknowledge the elders of the multicultural, multilingual and multifaith communities who serve as the inspiration for our mission and values. As we stand on their shoulders today, we celebrate diversity and continue to promote respect and inclusion for all.



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CEO's message

As we conclude the Elder Rights Project, we celebrate the collective efforts that have made this initiative a success. This report reflects our unwavering commitment to championing elder rights, ensuring that every individual we serve is supported with dignity, respect, and CARE.

We extend our heartfelt gratitude to the Department of Communities of Western Australia for their generous funding, which enabled us to address the pressing issues faced by elders from culturally and linguistically diverse (CaLD) backgrounds. To LegalAid, your invaluable expertise and support enriched the project and strengthened its impact. Your initiative has been a true inspiration, motivating us to delve deeper into understanding elder rights in CaLD communities. To Kirsten Soon from the Reed Collective, thank you for your empathy, determination and patience in leading this project. Your passion for working with community groups is evident in the way you facilitated each session.

Our deepest thanks go to the community members, organisation's, and groups who collaborated with us. Your guidance in facilitating workshops with cultural sensitivity ensured that the sessions were meaningful and responsive to each unique community. To the participants who shared their stories and perspectives, your voices illuminated the complexities of elder care in multicultural settings and shaped the outcomes of this project.

This completion is not an end but a stepping stone toward greater advocacy for elder rights. Together, we will continue to build a society where every elder feels valued, empowered, and supported. Thank you for your trust and collaboration, and I invite you to explore the outcomes and impact detailed in this report.

Henrietta Podgorska



Introduction

The Elder Rights Project represents a significant collaboration between Elders Rights WA and Umbrella Multicultural Community Care Services Inc., united in our commitment to addressing elder abuse within culturally and linguistically diverse (CaLD) communities. Supported by the Labor Government's funding initiative to combat elder abuse, this project is a vital step toward creating safer and more inclusive environments for elders from diverse cultural backgrounds.

We would also like to extend our gratitude to the Department of Communities for helping us work within these communities and gain valuable insight, share resources and contribute to a better future for aging Australians.



Government of **Western Australia**
Department of **Communities**

你去死 mamalay xrap benalu
dianggap merepotkan ocok
di-bully dicuekin မေသရာဝကားမ
dang-aabuso merepotkan
Issa Iza badtamzi pîra
ditelantarkan bicara naik
kunyanyasa



Executive summary

The Elder Rights Project started with two focus groups held at the Laguna Club WA and Hillview Intercultural Centre. These sessions brought together nearly 20 participants from a dozen diverse cultural backgrounds. Their shared insights and experiences were instrumental in identifying the unique challenges and barriers faced by culturally and linguistically diverse (CaLD) communities in reporting elder rights violations and instances of abuse.

Guided by this initial feedback, the project conducted 11 targeted workshops across various diverse communities. Each workshop was carefully designed to address specific cultural barriers, promote awareness of elder rights and abuse, and foster understanding of the support services available. Hosted and facilitated by the LegalAid representative and the Reed Collective, the workshops were supported by interpreters and senior community members. These sessions ensured cultural sensitivity, creating safe and inclusive environments for open and honest dialogue.

The workshops yielded significant outcomes, including enhanced awareness among participants about elder rights and elder abuse. Discussions also provided critical insights into family dynamics, cultural taboos, and the value of intergenerational education, all of which are essential for addressing elder abuse within these communities.

This report presents the findings, outcomes, and lessons learned from the Elder Rights Project, offering a pathway for continued collaboration and the development of culturally tailored resources to protect and empower elders in culturally diverse settings.





Key recommendations

1 Culturally sensitive and regular workshops

Conduct regular workshops with multilingual support to sustain and enhance awareness of elder rights and abuse across communities. These workshops must be culturally tailored to meet the specific needs of each group, ensuring they encourage participation and engagement from elders and their families.

2 Engagement of trusted community figures

Engage with trusted community figures, including religious leaders, healthcare professionals, and influential community members, to deliver education on elder rights and abuse. These individuals can guide culturally appropriate conversations within their communities and ensure information is effectively shared through trusted channels such as religious centres, community hubs, local media, and community networks.

3 Adopt a narrative-based approach

Design workshops that incorporate storytelling, real-life examples, and culturally tailored outreach methods. Use visual aids and multilingual materials to align with community preferences, fostering active participation, open dialogue, and the sharing of personal experiences in a supportive environment.

4 Training for community figures and multilingual educators

Provide specialised training for community leaders, multilingual educators, and other influential figures to equip them with the skills needed to facilitate discussions on elder rights and abuse. Training should include cultural sensitivity, effective communication strategies, and tools for engaging communities in meaningful and ongoing conversations.

5 Addressing barriers to reporting

Develop confidential and culturally appropriate mechanisms for reporting elder abuse, ensuring elders feel safe and supported in coming forward. Emphasise the importance of family education programs to reduce stigma and encourage open dialogue, recognising that many elders prefer addressing issues within the family. By educating families on elder rights, pathways for reporting can be expanded and made more accessible.

6 Youth and family education

Introduce school-based programs and youth outreach initiatives that focus on fostering intergenerational respect and understanding. Introduce school-based programs and youth outreach initiatives that focus on fostering intergenerational respect and understanding to teach younger generations the importance of elder rights and the value of caring for and respecting older family members.

7 Support and education

Strengthening peer support systems and ensuring accessible services are crucial for empowering elders, particularly those at risk of financial exploitation. Practical education on topics such as Enduring Power of Attorney (EPA), Enduring Power of Guardianship (EPG), and wills should be incorporated into workshops. These sessions should be delivered in accessible formats with multilingual support, enabling elders to understand and apply the information effectively.

Methodology

The Elder Rights Awareness Project employed a structured three-stage approach:

1. Information sessions with community leaders

The first two focus groups engaged CaLD community leaders to assess the initial understanding of elder rights and abuse, gathering insights on community-specific concerns.

2. Workshops

Tailored workshops for eleven CaLD communities incorporated language support, culturally relevant case studies, and interactive real life scenarios were used to initiate discussions. Topics included elder rights, signs of abuse, and referral processes, with multilingual community members and interpreters assisting participants with limited English proficiency.

3. Evaluation

Pre and post workshop evaluations captured participant insights and assessed the workshops' effectiveness in raising awareness, identifying abuse, and addressing cultural and language barriers. Findings informed recommendations for future education and support programs.

Overall workshop structure:

- **Introduction:** Welcoming participants and outlining project objectives.
- **Educational content:** Definitions, types of elder abuse, and legal resources provided by Elder Rights WA.
- **Interactive discussions:** Group reflections on cultural roles of elders, language-specific expressions of elder abuse, and solutions to share information effectively.
- **Empowerment:** Participants were encouraged to continue discussions within their communities, emphasising the right to safety and respect.

This method ensured that participants were active contributors to the conversation, enhancing their understanding of elder rights and encouraging community-driven solutions.

Detailed slide deck is available in the appendix.



General observations from community conversations

Cultural perspectives on care and abuse

In the cultures we assessed, elders are expected to care for grandchildren and maintain family harmony, often creating a sense of obligation. This can lead to feelings of being undervalued or disrespected and perpetuate silence around mistreatment or abuse.

Language and communication barriers

The assessed cultures struggle to identify elder abuse as a result of not having the exact terms or understanding to identify it.

Intergenerational relationships

The intergenerational rift between older and younger family members can widen as a result of differing values, expectations and cultural norms. These differences may foster feelings of disrespect or isolation, complicating elders' ability to address or report abuse.

Barriers to reporting abuse

Elders face significant obstacles when reporting abuse, including:

- Fear of family estrangement.
- Language barriers limiting communication with support services.
- Cultural taboos discouraging discussions of family issues outside the home.

Preference for family solutions

Many elders prioritise resolving conflicts within the family to preserve harmony. Strong familial bonds and cultural norms often lead elders to deny or downplay abuse, with some cultures lacking terms to conceptualise “elder abuse” altogether.

Need for awareness and education

Community education is essential to address the complexities of elder abuse, including verbal mistreatment and the importance of mutual respect across generations. Resources in multiple languages are critical to empowering elders to seek help.



Summary of surveys

Throughout the series, roughly 200 people attended the workshops. A pre and post workshop evaluation suggests an estimated 30% increase in the understanding and awareness of elder abuse. Feedback was gathered through evaluation forms, facilitator observations, and verbal input from participants during community conversations. While not all participants provided written evaluations, verbal feedback and facilitator insights were instrumental in capturing participant experiences.

The sessions were well-received, with verbal feedback indicating that participants found the topic highly relevant and important. Active discussions and thought-provoking questions highlighted the community's engagement and interest in the subject matter.

The pre and post workshop surveys demonstrated a significant improvement in participants' knowledge and awareness of elder rights, elder abuse, and available support services. The results underscore the program's effectiveness in educating and empowering individuals to better support elders in their communities.



Key definitions

Understanding of elder rights

Refers to the awareness and comprehension of the legal, social, and ethical protections afforded to elders. Elder rights also include their right to safety, dignity, autonomy, and respect within family and community contexts.

Awareness of elder abuse

Involves recognising the various forms of elder abuse—physical, emotional, financial, sexual, and neglect—and understanding the signs, risk factors, and consequences of such abuse within familial and societal environments.

Awareness of support services

Denotes familiarity with and knowledge of the resources, organisations, and mechanisms available to assist elders experiencing abuse or needing help, including legal advice, counselling, and community-based support programs.

The understanding of elder rights increased by 26% following the attendance of the workshop.

The awareness of elder abuse increased by 29% and the awareness of support services increased the most, by 36%.



Conclusion and next steps

The Elder Rights Project has achieved significant progress in raising awareness and educating elders from Culturally and Linguistically Diverse (CaLD) communities about their rights and protections against elder abuse. Feedback from participants highlights the importance of addressing cultural dynamics and creating meaningful engagement to tackle these issues effectively. Many elders revealed an absence of awareness about available services, highlighting the critical need for culturally appropriate resources that resonate with their unique experiences and beliefs.

Underreporting of elder abuse remains a major challenge in CaLD communities due to fears of family estrangement, cultural stigmas, and limited understanding of abuse.

To build on this foundation, the following steps are essential to ensure continued progress:

- **Culturally competent facilitation:** Workshops must be led by facilitators who understand the cultural nuances of each community, fostering trust and encouraging open dialogue while avoiding content heavy presentation styles.
- **Accessible community engagement:** Conduct workshops in familiar and welcoming environments, such as community centres or places of worship, to ensure elders feel safe and respected. Providing transportation and reducing logistical and physical barriers to participation will enhance accessibility.
- **Strengthen peer support networks:** Establish networks that connect vulnerable elders, creating safe spaces for sharing experiences and reducing isolation while fostering a sense of community.

By prioritising these actions and incorporating the valuable insights gathered from community conversations, the Elder Rights Project can continue to empower CaLD elders and contribute to a safer, more informed, and supportive environment for seniors.

Looking ahead, Umbrella is committed to continue engaging city councils and stakeholders expressed interest in future sessions with their seniors.



Evaluation report



Participants

17 attendees from diverse backgrounds including Indian, Japanese, Tamil, Iranian, Singaporean, Malaysian, Chinese, Burmese, Italian, Hungarian, Hazara and Eritrean communities.

Objective

The Community Leaders Session on elder rights aimed to gather input, facilitate discussion, and identify culturally and linguistically diverse (CaLD) issues and barriers related to reporting elder rights and abuse and to better inform how future workshops/materials can be best targeted to the CaLD communities.

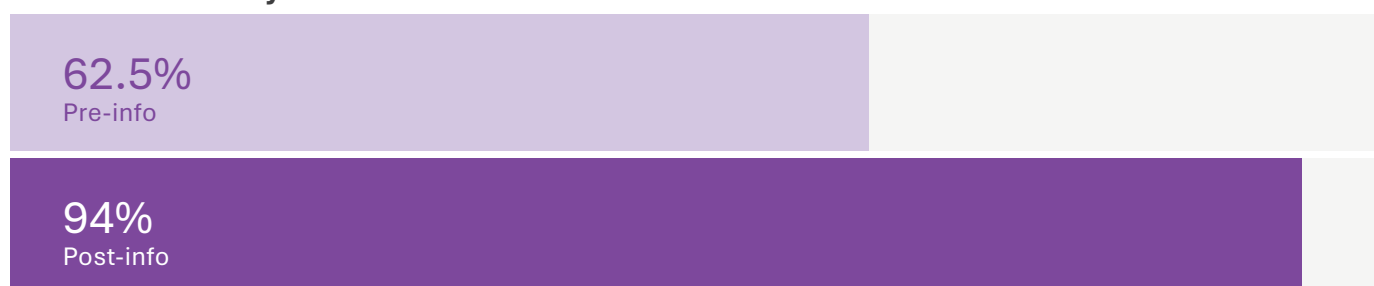
Key points

- Total of 17 community leaders attended (both sessions).
- Total of 16 survey respondents – 1 participant did not complete as she left early.
- This report does not include all of the comments and feedback as specific comments have been selected and repetition has been minimised to give a clear picture of the respondents' feedback.
- The raw data is recorded and available in spreadsheet.
- Chart on the following page illustrates the percentage change observed in participants' ratings before and after the elder rights presentations conducted over two sessions, comparing their pre workshop and post workshop ratings.
- Each participant's ratings are compared, showcasing the percentage change observed after attending the workshops.
- Knowledge of Available Services: Participants demonstrated a significant improvement in their knowledge of available services for the elderly. Participants had a moderate level of understanding or awareness of the elder services and support available to them. This suggests that they may have been somewhat informed but lacked comprehensive knowledge or may not have been fully aware of the range of services and support options.
- These results highlight the positive impact of the elder rights workshops on participants, indicating a substantial increase in understanding, awareness enhancing participants' knowledge and awareness of elder services and support available to them so that they can make more informed decisions and access the resources they need to support themselves or their communities.

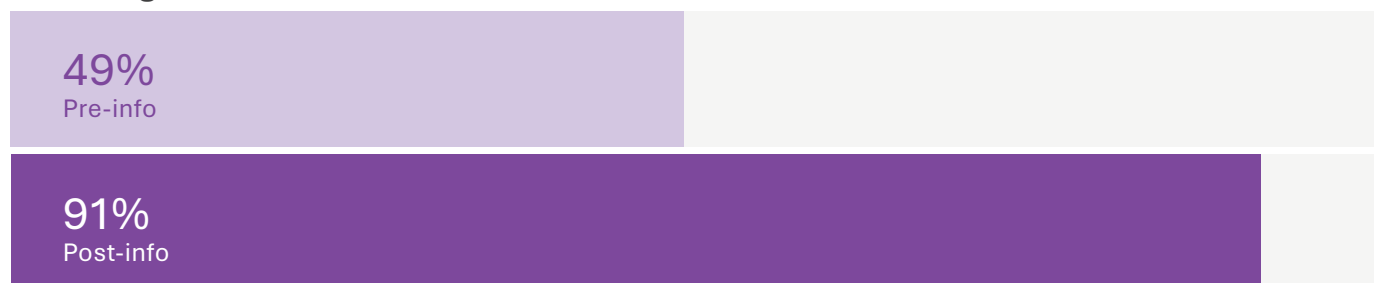
Understanding of elderly rights



Awareness elderly abuse



Knowledge of available services



How helpful was the workshop



Quality of presentation



Overall satisfaction

Overall, 95% of the respondents rated the helpfulness of the workshop very highly, with ten out of sixteen respondents rating it '9' (Very Good), and five respondents rating it '8' (Good), and one participant who rated it '7'. Besides the ratings, some respondents elected to leave some additional comments, which are listed in relevant categories below:

Positive comments

- I'm feeling empowered to assist the Elders in my community.
- I am grateful for all the care and efforts that you put for elders. I feel more hopeful towards my far future when I become an adorable elderly!
- My understanding has improved. Learnt new information.
- Thank you so much for providing this service.
- I learnt that I can get help to provide information to our elderly people.
- Nice progression from overview down to developing a plan!

Increased understanding of elder rights/elder abuse issues

- Yes, at least I know where I can direct a senior to get help.
- Free legal support available.
- My understanding has improved. Learnt new information.
- Understanding what are the different types of abuses, but financial + caring.
- The barriers and ways around cultural standpoints in communicating elder rights.
- Enhanced awareness and understanding of the issues, target audiences, tools, processes and procedures, education, multi-language needs, developing cultural awareness also in the young and community at large.

What they found most interesting about the session

- There is help around.
- Education of elderly abuse to young generation might be helpful. Community to monitor.
- The range of available schemes and services for the elders and elder abuse prevention.
- Sharing + perspectives from different cultural practices.
- The conversation among the multi-cultured participants.
- To promote elder rights to within our community.
- Case study.
- That different communities face the same issues – how a lot of our cultures are very similar – meaning our challenges might be quite similar hence we can overcome and form strategies that will be applicable across the communities.



What they would like more information about and aspects to improve

- Advocacy for the elder people.
- Materials to share with our seniors in our community.
- Running small workshops in different languages.
- Topics could include community legal education – EPA, EPG, AHD (who can assist to prepare them).
- Explain services in details.
- Resources in different languages. I'm from Tamil culture, and resources which is culturally sensitive with images. Less wording.
- There are wonderful benefits and support available. We need to continue to discuss about outreach and access.
- About abuses within family.
- Service types available.
- Bring in personal stories — voices from the elders.
- Longer sessions — more detailed slides.
- Have a number two workshop to go in details more.
- Timing-break at the stipulated time and end at the designated time.
- More contact with different community of ideas about different community.
- Make the relationships and connections between the participants past session.

How they will share this information with your community

- Newsletter, educate staff to pass information to our clients and families.
- Through posts in social media and community events.
- I'll share during my social events and share in children community.
- Email if available.
- Through talks or invitation to organisation to come + give a speech or education to elders.
- Newsletter.
- Speaking up about this topic in community gatherings.
- Bring this up at our seniors events.
- I will address this at different meetings.
- Conduct workshops.
- Brochures available on stands.

Executive summary

Key points discussed

1. Cultural Perspectives on elder rights

Participants shared insights from their respective cultural backgrounds regarding elder care and rights. Participants shared insights into how seniors are regarded in different communities, emphasising values such as respect, intergenerational care, and communal living. Family dynamics and relationships play a significant role in elder care and support. There is an expectation for familial support, particularly in Asian cultures, where multigenerational households are common. However, it is also noted that cultural and economic shifts have led to changes in traditional caregiving dynamics, with some seniors experiencing isolation and neglect.

2. Barriers to reporting elder abuse

Through interactive discussions, barriers to reporting elder rights violations within CaLD communities were explored. Language barriers, lack of awareness of rights, and fear of consequences hinder seniors' ability to seek help or report abuse. Existing support systems, such as My Aged Care, may be challenging to navigate. Refugees and migrants, in particular, face vulnerability and dependence on family support, which can exacerbate situations of abuse and exploitation.

3. Solutions and Strategies to engage CaLD seniors

Participants actively engaged in brainstorming solutions and strategies to overcome identified barriers. Recommendations included culturally sensitive outreach programs, community-led education initiatives, and enhancing support networks for vulnerable elders.

Findings and Recommendations

Language Access: To ensure effective communication and accessibility, it is imperative to provide interpreters who can facilitate language access for participants from diverse linguistic backgrounds. Additionally, resources and legal aid information should be made available in different languages to better serve CALD communities.

Educational Initiatives: There is a recognised need to educate both elders and youth about elder rights and abuse prevention, utilising culturally appropriate strategies and community-based approaches. Suggestion included integrating discussions on elder rights into school curriculum and engage youth to educate and foster intergenerational understanding.

Technological Literacy and Access: Technology presents both opportunities and challenges for seniors, with concerns about elder abuse and isolation stemming from digital illiteracy and reliance on technology for communication and access to services.



Creative strategies and suggestions

Utilise Visual Aids: Incorporate pictures and graphics into informational materials to enhance accessibility and comprehension for seniors with varying literacy levels.

Language Support: Offer conversations with translators for seniors who may struggle with language barriers, particularly those who speak dialects or have limited literacy skills.

Community Engagement: Create a supportive environment by organising informal gatherings in a circle format, fostering trust and encouraging participation from reluctant elders who may find formal info sessions too confronting or intimidating.

Promote Health Checks: Provide free medical and health checks for elders living at home, incorporating questions around possible abuse to facilitate early detection and intervention.

Community Outreach: Initiate visits by community leaders to conduct informal welfare checks on seniors, utilising a volunteer system similar to that in Switzerland, and targeting places of worship as platforms for providing information on elder rights.

School Engagement: Utilise schools as channels for disseminating information on elder rights, offering informational sessions during drop-off and pick-up times and engaging grandparents who are often involved in school activities.

Next Steps

1. World Elder Abuse Awareness Day (15 June):

Utilise this event as an opportunity to disseminate information and engage with communities on elder rights issues.

2. Community Events and Advocacy:

Host joint events with partners and community leaders, leverage social media platforms for outreach, and involve political representatives in advocacy efforts.

3. Education and Awareness:

Continue efforts to normalise discussions on elder rights in a casual and safe setting/space through community initiatives/outreach and have brochures/info at accessible public places such as clinics or hospitals.

Conclusion

The Elder Rights presentation in consultation with community leaders highlighted the complex challenges faced by seniors, particularly within CaLD communities, and emphasised the importance of collaborative, community-driven approaches to address elder abuse and promote elder rights awareness.

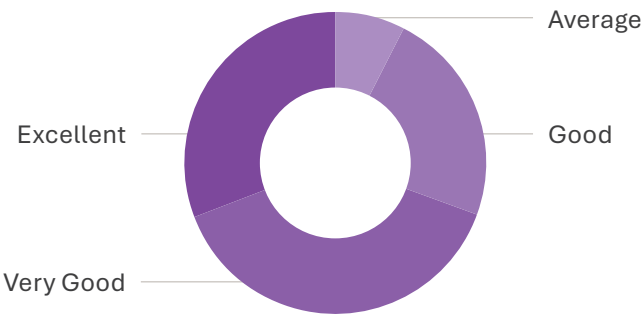
CaLD Elder Rights Project

Community survey

The survey results from the Hazara Chaand Raat Festival Community Markets held on Sunday, April 7th, gathered responses from 13 participants (12 female, 1 male non-Hazara ethnicity). Here is a summary of the key findings:

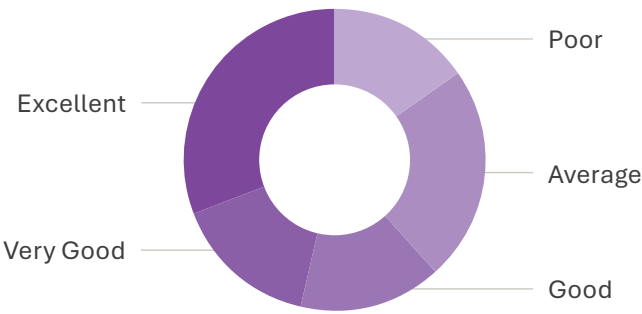
1. Understanding of elder rights

While 30.77% (5 out of 13 respondents) rated 9 – Excellent for this question, the high ratings for understanding of elderly rights may have been influenced by receiving explanations or information while at the stall.



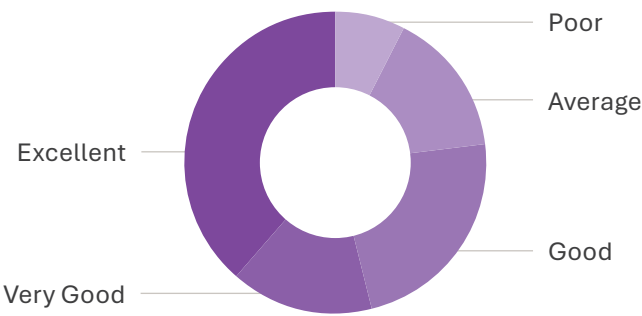
2. Awareness of elderly abuse

There is a notable percentage who rated their awareness as “Poor” (15.38%) or “Average” (23.08%). This indicates the importance of further education and outreach efforts to address this issue effectively.



3. Knowledge of available services for elderly abuse

While a considerable portion of respondents rated their knowledge of available services as “Excellent” (38.46%) or “Very Good” (15.38%), there are still individuals who rated their knowledge as “Poor” (7.69%) or “Average” (15.38%). It highlights the need for increased knowledge regarding support services for elderly individuals experiencing abuse.



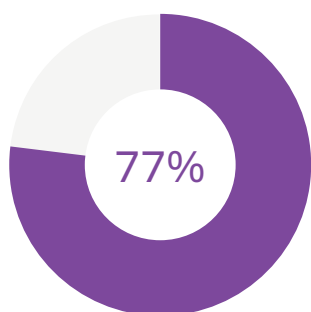


4. Awareness of elder rights

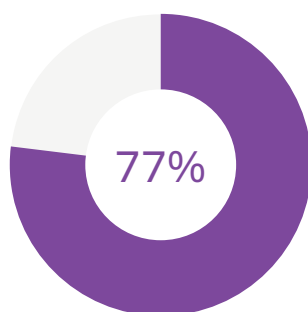
The majority of respondents demonstrated awareness of various rights of the elderly, particularly the rights to health care and dignity/respect, both rated at 76.92%. However, there is slightly less awareness regarding rights to autonomy/decision-making (46.15%) and protection from abuse/neglect (53.85%). This highlights potential areas for targeted education and advocacy efforts.

Q. Are you aware of the rights that elders are entitled to? (Select all that apply)

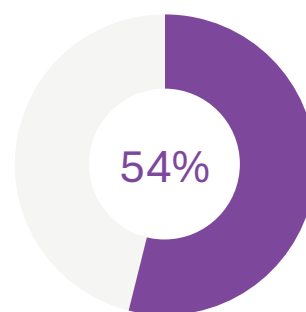
Right to health care*



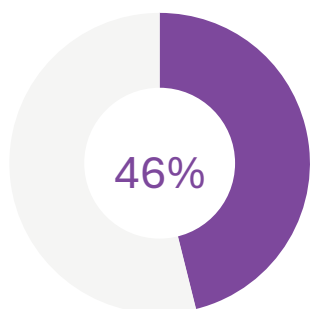
Right to dignity and respect*



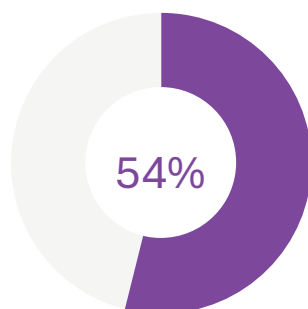
Right to financial security*



Right to autonomy and decision-making*



Right to protection from abuse and neglect*



*Figures for the graph have been rounded.

5. Personal experience with elder abuse

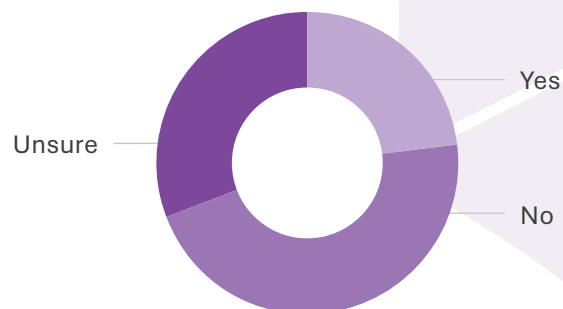
Q. Do you know an elder who is suffering or has suffered abuse? Please briefly describe the abuse if you feel comfortable. No names are required.

Most respondents skipped this question, only two comments were received, who indicated “yes” and “my uncle, he is disabled”.

6. Community perception on elder rights education

Q. Do you believe enough is being done to educate communities about elder rights.

The high number of respondents indicating that they believe not enough is being done to educate communities about elder rights suggests a concerning gap in awareness and education on this issue. Lack of knowledge of their rights or available support services could leave mean that the seniors in this community would be less equipped to protect themselves or seek assistance when needed.



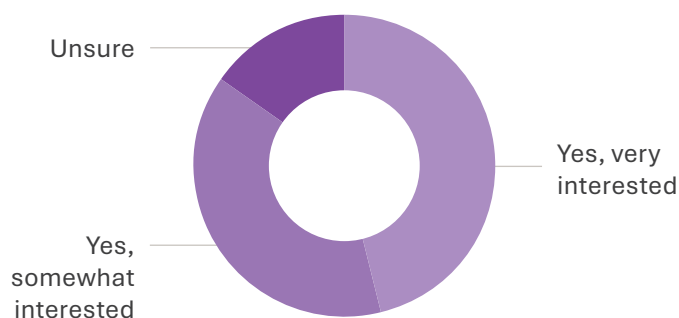
7. Suggestions for improving awareness of elder rights (Six respondents)

- Give more information to people.
- Awareness sessions.
- More workshops for awareness.
- So much! But I am not sure what.
- TV, social media and local newspaper.
- Through ads and seminars.

8. Interest in attending information sessions or workshops

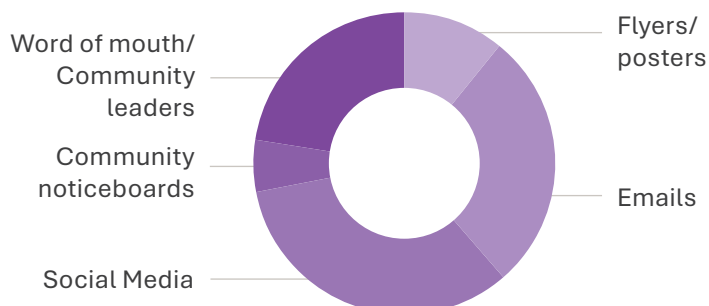
Q. Are you interested in attending information sessions or workshops about elder rights?

There is a high level of interest (11 out of 13 respondents) in attending information sessions or workshops on elder rights, indicating a willingness to engage with educational opportunities in this area. This highlights a greater need for community engagement and education.



9. Preferences for receiving information about events

Q. How do you prefer to receive information about upcoming events or sessions? (Select all that apply)





Appendix A

Online article

www.wa.gov.au (click to access online article)

Elder Rights WA launched to protect seniors' rights across WA

A new State-wide service to protect seniors' rights has commenced with the launch of Elder Rights Western Australia, run by Legal Aid WA.

- Elder Rights WA is a complete 'wraparound' service for those experiencing elder abuse.
- Fulfilling \$4 million McGowan Government election commitment to establish Elder Rights WA.
- State-wide network of offices from Kununurra to Albany to serve all WA seniors.

A new State-wide service to protect seniors' rights has commenced with the launch of Elder Rights Western Australia, run by Legal Aid WA.

Elder Rights WA will be a State-wide 'wraparound' service providing legal advice and support to older Western Australians experiencing elder abuse.

The State Government will provide funding for Legal Aid WA of \$4 million over four years to establish and deliver Elder Rights WA.

The service model for Elder Rights WA has been developed by Legal Aid WA in partnership with the Department of Communities.

Elder Rights WA will build on Legal Aid WA's Seniors Rights and Advocacy Service, which provides legal advice and representation regarding elder abuse and other legal matters.

Elder Rights WA will provide legal assistance to older people experiencing all forms of elder abuse, and will safeguard and advocate for the rights of older people.

The service will utilise Legal Aid WA's State-wide InfoLine as a single-entry point and triage service.

As part of Elder Rights WA, Legal Aid WA's offices across the State, including Bunbury, Albany, Kalgoorlie, Geraldton, South Hedland, Broome and Kununurra, will provide legal advice and support for people experiencing elder abuse or seeking guidance on other legal matters.

A network of 14 'virtual offices' will also provide virtual face-to-face appointments with Legal Aid WA's civil lawyers working from other locations at Citizens Advice Bureaus across metropolitan Perth as well as the Peel region, Esperance, Karratha, Leonora, Fitzroy Crossing and Jurien Bay.

Legal Aid WA will also partner with Advocare to deliver information and community education in Albany, Bunbury, Busselton, Geraldton and Broome.

Comments attributed to Seniors and Ageing Minister Don Punch:

"Elder abuse continues to be a scourge on society and it too often remains hidden or goes unreported.

"That needs to change, and victims of elder abuse need to know they can come forward and have access to legal advice and representation should they need it.

"Through the delivery of this \$4 million election commitment to establish Elder Rights WA as a comprehensive, State-wide service, the McGowan Government is supporting our seniors to be protected and safe."

Comments attributed to Attorney General John Quigley:

"Elder Rights WA will be a complete 'wraparound' service for those experiencing elder abuse in Western Australia, providing security to those needing to access legal services.

"The significant McGowan Government election commitment funding provided to Legal Aid WA to expand our Seniors Rights and Advocacy Service will help protect more vulnerable elderly Western Australians."

Appendix B

Elder rights slide deck



CaLD Elder Rights Community Workshop



Acknowledgement of country

EVERYONE IS WELCOME UNDER OUR UMBRELLA

We acknowledge the Whadjuk people of the Noongar Nation as the traditional custodians of the land on which we meet and we pay our respects to their elders past, present and emerging.

We acknowledge our LGBTQ+ elders and express our gratitude for the acceptance their community members experience today.
We also acknowledge the elders of the culturally and linguistically diverse communities we serve.

We celebrate and continue to promote respect and inclusion for all.

Appendix B (continued)

Elder rights slide deck



CaLD Elder Rights Pilot Project

- ✓ Examine perceptions of elderly abuse amongst the target communities
- ✓ Assess the use of language regarding elder rights and abuse within various community groups
- ✓ Goal is to ultimately facilitate the development of targeted community legal education resources



This session will address:

- ❖ Case study within the community
- ❖ Discussion
- ❖ Understanding Elder Rights and Elder Abuse
- ❖ Cultural Interpretations
- ❖ Resources, Support and Help

Appendix B (continued)

Elder rights slide deck



Video/Case Study:

The *Within My Walls* video series was produced by ECCV in partnership with Seniors Rights Victoria.

The short film series is a community education resource that explores the lives of older people in suburban Melbourne who have been impacted by mistreatment by their family.



What is the role of the grandparent in your community?

Appendix B (continued)

Elder rights slide deck



What could this person do in this situation?



Does the grandma need help in her situation, and if so, who can help her (son, friend, outside support services)?

Appendix B (continued)

Elder rights slide deck



Elder abuse can be defined as ‘a single, or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust which causes harm or distress to an older person’.



Types of elder abuse



Based on the National Elder Abuse Prevalence Study, 1 in 6 older Australians (15%) experience abuse. The most common form is emotional and psychological (12%).

Appendix B (continued)

Elder rights slide deck



Cultural perspectives on elder rights



Discussion

Q1: In your language, are there **specific words** used to describe when older people are treated unfairly or their rights are not respected?



Appendix B (continued)

Elder rights slide deck



Q2: How can we effectively **share information** about elder rights and prevent mistreatment within your community?



Elder Rights WA

Elder Rights WA operates from Legal Aid WA's Perth office. Advice can be provided by phone, face to face and through community outreach.

Legal Aid WA also offers virtual offices, home visits and visits to retirement villages and aged care facilities.

To speak with a lawyer at ERWA:

Call: 1300 650 579

Email: ElderRightsWA@legalaid.wa.gov.au



Appendix B (continued)

Elder rights slide deck



Resources, Support, and Help



Q1: Where do older people in your community typically seek help when needed?

Q2: Why do you think some older people hesitate to ask for help when needed?



You have a right to be safe, protected, valued and respected.

You have a right to make your own decisions, such as about where you live and how you manage your finances.



Appendix B (continued)

Elder rights slide deck



Other useful contacts

- ❖ Council on the Ageing WA **9472 0104**
- ❖ Advocare Elder Abuse Helpline **1300 724 679**
- ❖ Elder Rights WA Legal Aid **1300 650 579**
- ❖ Northern Suburbs Community Legal Centre
9440 1663
- ❖ Office of the Public Advocate **1300 858 455**
- ❖ The Public Trustee **1300 746 212**



Thank you.



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Appendix C

Pre workshop — Evaluation form



UMBRELLA Multicultural Community Care Services Inc
Legal Aid CaLD Elder Rights Project 2024 - Community

PRE WORKSHOP- Evaluation Form



Please complete this part of the questionnaire before the workshop starts

Name (Optional)

Which one of these options best describes your role?

- | | |
|------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Community member | <input type="checkbox"/> Religious leader. |
| <input type="checkbox"/> Community leader and advocate. | <input type="checkbox"/> Active volunteer and community champion. |
| <input type="checkbox"/> President or board member of a multicultural group. | <input type="checkbox"/> Multicultural organisation worker |

How would you rate your understanding of elderly rights?

 1 2 3 4  5 6 7 8 9  Very good

How would you rate your awareness of elderly abuse and what it means?

 1 2 3 4  5 6 7 8 9  Very good

How would you rate your knowledge of available services for individuals experiencing elderly abuse?

 1 2 3 4  5 6 7 8 9  Very good

Any other comments?

Thank you for completing this part of the questionnaire

Appendix D

Post workshop — Evaluation form





UMBRELLA Multicultural Community Care Services Inc
Legal Aid CaLD Elder Rights Project 2024 - Community

POST WORKSHOP- Evaluation Form

Please complete this part of the questionnaire **after** the workshop has finished.

Please rate your understanding of elderly rights following this workshop.

Very poor 1 2 3 4 5 6 7 8 9 Very good

Please rate your level of awareness of elderly abuse following this workshop.




Very poor 1 2 3 4 5 6 7 8 9 Very good

Following this workshop, please rate your knowledge of the services available locally for individuals experiencing elderly abuse.

Very poor 1 2 3 4 5 6 7 8 9 Very good

Overall, how helpful was this workshop?

Very poor 1 2 3 4 5 6 7 8 9 Very good

Overall, how would you rate the quality of the presentation?

Very poor 1 2 3 4 5 6 7 8 9 Very good

Any other comments or questions?

Thank you!

Appendix E

News article

Appendix E

ELDER ABUSE AWARENESS DAY | LIFE

Champions of the elderly

BY HAZEL BRADLEY

A NEW project has begun to fight elder abuse and encourage elder rights in culturally and linguistically diverse (CaLD) communities.

Elder abuse affects one in six older Western Australians and is more prevalent for older people from culturally and linguistically diverse backgrounds, according to Seniors and Ageing Minister Don Punch, who announced the project.

The "Perceptions of Elder Abuse in Culturally and Linguistically Diverse Communities" initiative will develop a suite of culturally appropriate resources and training materials to help tackle a growing problem.

It is being run by Umbrella Multicultural Community Care Inc. in partnership with Elder Rights WA, a division of Legal Aid WA, and is funded by the Department of Communities.

Umbrella spokeswoman Kristen Soon said the project looks at community perceptions and levels of awareness of elder rights and abuse.

Two information sessions



Community champions at a CaLD elder rights information session held at Laguna Club in Dianella. Picture supplied by Umbrella Multicultural Community Care Services Inc.

have already been held attended by 17 community champions from different cultural and linguistic groups in the Perth area.

"We decided to call them champions because they or-

ganise and play a key role in each of their different communities," Kristen said.

"The community champions are from diverse backgrounds including Indian, Japanese, Tamil, Iranian,

Singaporean, Malaysian, Chinese, Burmese, Italian, Hungarian, Hazara and Eritrean communities."

Umbrella and Elder Rights WA will be running community workshops until Sep-

tember, with the project due for end by November.

Umbrella project manager Donna Gibson said workshops focused on gathering input and facilitate discussion to identify what the

HELP IS HERE

Need to talk to someone?

- Elder Rights WA 1300 650 579
- WA Elder Abuse Helpline and Information Service 1300 724 679
- World Elder Abuse Awareness Day (WEAAD) is on June 15.

“

We call them champions because they ... play a key role in each of their different communities.

Kristen Soon

cultural-linguistic barriers were in dealing with this sensitive issue.

"In the future, we can then present information and provide support in culturally appropriate ways that respect the sensitivities."





Phone:

(08) 9275 4411 – General enquiries

(08) 6155 6793 – Social Support Services



Email: enquiries@umbrellacommunitycare.com.au



Admin: 39 Abernethy Road, Belmont WA 6104

Home Support Services: 234 Great Eastern Highway Ascot WA 6104

Postal: PO BOX 311, Belmont WA 6984



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