

DIRECTORY

ELDER ABUSE REFERRAL RESOURCES

Organisation Name	Northern Suburbs Community Legal Centre - Older People's Rights Service (OPRS)
Organisation Contacts	<p>If you need an interpreter, call on 131 450</p> <p>T: Joondalup 08 9301 4413</p> <p>T: Mirrabooka 08 9440 1663</p> <p>E: info@nsclegal.org.au</p>
Organisation Website	W: https://www.nsclegal.org.au/
Overview of Services Provided (Including any fees)	A Client centred service which provides legal information and advice, advocacy, and support to Older Australians experiencing or at risk of experiencing elder abuse from family, friends, and informal carers.
A definition of whom the service is relevant to	<p>Future planning documents:</p> <ul style="list-style-type: none"> ▪ Enduring Powers of Attorney. ▪ Enduring powers of Guardianship. ▪ Deeds of Family Agreement. <p>Legal Advice and Support in relation to</p> <ul style="list-style-type: none"> ▪ Operation of Enduring powers of Attorney and Enduring powers of Guardianship. ▪ Concerns over accommodation for care arrangements (granny flats). ▪ Unsecured loans – recovery of debts owed. ▪ Removal of family, friends and informal carers and their personal property from older persons home. ▪ Reviewing alterations to certificate of titles by family, friends and informal carers.

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Organisation Name	Legal Aid WA – Seniors Rights and Advocacy Service
Organisation Contacts	<p>Infoline: 1300 650 579</p> <p>Infochat: on the Legal Aid WA website</p> <p>In person at Level 1, 32 St Georges Terrace, Perth or at any Regional Office</p> <p>E: seniorsrights@legalaid.wa.gov.au</p>
Organisation Website	W: www.legalaid.wa.gov.au
Overview of Services Provided (Including any fees)	<p>The types of matters that we can provide advice and assistance on include:</p> <ul style="list-style-type: none"> ▪ Planning for the future (Enduring Powers of Attorney, Enduring Powers of Guardianship, guardianship and administration orders and Advance Health Directives). ▪ Providing legal assistance when someone lacks decision making capacity (guardianship and administration). ▪ Recovering money or property. ▪ Family disputes. ▪ Granny flats and moving in with family. ▪ Family law and issues involving grandchildren. ▪ Protection from violence or abuse.
A definition of whom the service is relevant to	We always prefer to speak to the older person. <u>Depending on the circumstances we may only be able to provide legal information, rather than legal advice, if the person contacting us is not the older person.</u>

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Organisation Name	Relationships Australia WA Peel Senior Relationship Service
Organisation Contacts	T: 08 6164 0173 E: peelsrs@relationshipsaustralia.org.au
Organisation Website	W: www.relationshipsaustralia.org.au
Overview of Services Provided (Including any fees)	Case Management and Mediation Free support This service is provided at no cost as part of the Federal Government's National Plan to Respond to the Abuse of Older Australians
A definition of whom the service is relevant to	The Peel Senior Relationship Service is a case management and mediation service supporting older people and their families residing in the Peel region to find solutions to ageing-related issues. Support can help to <ul style="list-style-type: none"> ▪ Prevent or resolve family conflict. ▪ Facilitate difficult conversations. ▪ Plan for the future (including medical, health, financial or living arrangements). ▪ Make decisions that protect the interests, rights and safety of the older person. ▪ Reduce the risk of elder abuse, including emotional and financial abuse. <p>You can attend the services on your own, with your partner, a carer or advocate, as a family, or your children or parent(s) can come by themselves.</p>

Relationships Australia WA

What is case management?

Case management supports a person to assess immediate, short and long term needs and develop a plan to achieve goals. The plan considers an older person's capacity, current relationships and any other significant issues. Our case managers help people to access appropriate support, ensure adequate progress and advocate on an older person's behalf where appropriate.

Why mediation?

Mediation can be used in the early stages of family conflict or to resolve specific ageing- related disputes such as financial concerns, planning for the future or legal issues.

Mediation helps to resolve disputes, build trust and reconcile the interests of parties, helping to sustain healthy family relationships.

In many cases, early intervention with case management support can mean mediation may not be required.

The decisions you make are not legally binding. If you would like to put your arrangements in writing, your practitioner can assist you.

Our staff

Our Senior Relationship Service team have professional qualifications and experience in social work, psychology, mediation, law and/or counselling. Staff providing services receive professional supervision and ongoing specialist training in the area of elder abuse and ageing- related issues. They are also trained in elder mediation and specialised counselling.

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Organisation Name	Advocare
Organisation Contacts	<p>Advocare WA Elder Abuse Helpline Free call 1300 724 679 E: rights@advocare.org.au</p> <p>Advocare Aged Care Advocacy and Information T: 08 9479 7566 Free call 1800 655 566 E: rights@advocare.org.au</p> <p>Advocare Community Visitor Scheme T: 08 9479 7566 E: volunteer@advocare.org.au</p> <p>If you speak a language other than English, we can arrange assistance via the Translating and Interpreting Service.</p>
Organisation Website	W: https://www.advocare.org.au/
Overview of Services Provided (Including any fees)	<p>Supporting and protecting the rights of older people in Western Australia through independent, free and confidential, advocacy information and education.</p> <p>Confidential and Free WA Elder Abuse Helpline</p> <p>If you are experiencing any type of elder abuse, Advocare can work with you to resolve the situation. With your consent, we can also work with a family member or another representative who is working in your best interests, to resolve the situation.</p> <p>www.advocare.org.au/understanding-elder-abuse/</p> <p>Confidential and Free Aged Care Advocacy information and advocacy about aged care services at home or in residential care. www.advocare.org.au/aged-care-advocacy/</p> <p>Advocare Community Visitor Scheme Volunteers provide companionship for isolated older people in their home and in residential aged care.</p> <p>www.advocare.org.au/volunteer-with-us/</p>

<p>A definition of whom the service is relevant to</p>	<p>ADVOCARE</p> <ul style="list-style-type: none"> ▪ If you, or someone you know, <u>is experiencing or at risk of experiencing Elder Abuse</u> in any form, Advocare operate the WA Elder Abuse Helpline 1300 724 679. Our advocates will support you by: <ul style="list-style-type: none"> - Listening to your needs and concerns; - Helping you to fully explore the options available to address the issue; - Providing comprehensive resources and information; - Supporting you with any conversations or actions you need to take; and referring you to free legal services and supports. - It's important to note that we will not intervene or take any action without your consent. Nor do we carry out any investigations. - Our services are free and confidential, and you can choose how much you would like us involved in resolving the issue. ▪ Receiving aged care services can reduce vulnerability to Elder Abuse. <u>If you would like to access aged care or have issues with aged care services</u>. Advocare provide free and confidential Aged Care Advocacy – we provide information to all and advocacy for anyone eligible to receive aged care services in both residential and home care settings (or their legally recognised decision maker) ▪ Advocare provide free and independent Aged Care Navigation involving face-to-face information and support to assist you to access and navigate aged care services in Perth, the Mid West, The Kimberley and the Pilbara. This free service is available to people in these areas who are eligible for, but not accessing aged care services. ▪ Advocare also provide free Community Education about aged care rights and access to community members and residents of aged care facilities and their families and
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	<p>carers – call Advocare if you would like to arrange a community education session or one for residents in your aged care facility.</p> <ul style="list-style-type: none"> ▪ Advocare also provide free Community Education on how to identify, prevent and respond to Elder Abuse to community members, service provider staff (may incur a fee) and other professionals. ▪ Social isolation increases the risk of Elder Abuse; Advocare is a provider of the Community Visitor Scheme with over 100 volunteers throughout metropolitan Perth – <u>we can assist you if you would like to would like to be connected with a volunteer or to volunteer</u> to provide companionship to an older person who may be isolated or lonely in their home or in residential aged care.
<p>Please note: Advocare information provided 27 August 2020.</p>	