



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

Dr Barbara Blundell & Ms Diedre Timms

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Sofitel Sydney Wentworth

Project funded by:



Government of Western Australia  
Department of Communities

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1

## Overview

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



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2

## 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
- Elder Abuse Protocols: Guidelines for Action (APEA: WA versions 2006, 2013, 2017)

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3

## 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

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4

## 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%

Participant Organisations	Focus Groups	Survey	Total
Health service provider	1	18	19
Aged care service	1	9	10
Government	4	5	9
Older person's advocacy	6	1	7
Other community service	1	5	6
Legal services and police	4	1	5
Peer volunteers	-	2	2
Policy organisation	2	-	2
(not specified)	-	2	2
Local government	-	1	1
<b>Total</b>	19	44	63

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5

## 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

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6

# Survey Findings

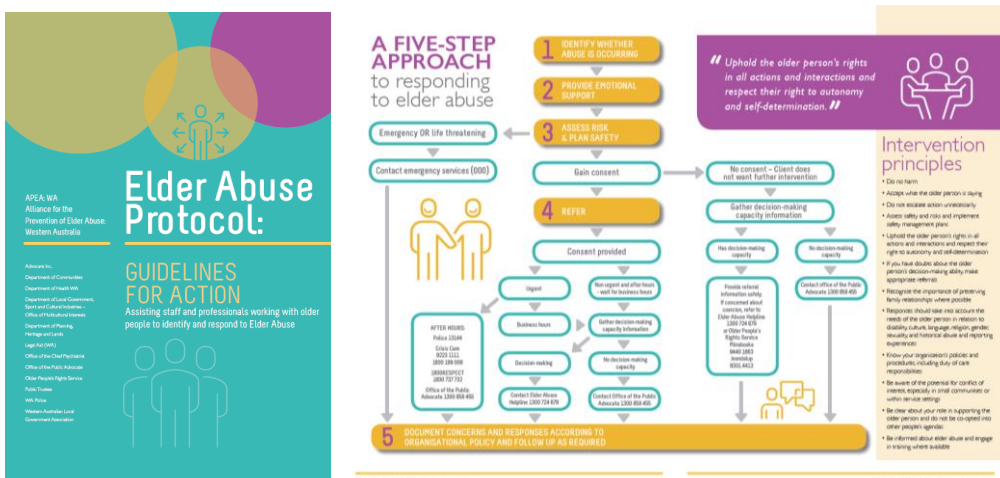
- Respondent's organisations with elder abuse policy, procedure or process:
  - Yes = 76%    No = 17%    Unsure = 7%
- Believed policy, procedure, process followed in 90% of cases
- 84% familiar with 2013 Elder Abuse Protocols
- 100% find it a useful document
- Suggestions
- Limitations

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7

## APEA:WA Elder Abuse Protocol (2017)



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8

## 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

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9

## Contact details

### Dr Barbara Blundell

Lecturer | School of Occupational Therapy,  
 Social Work & Speech Pathology  
 Faculty of Health Sciences

Curtin University

Email | [barbara.blundell@curtin.edu.au](mailto:barbara.blundell@curtin.edu.au)

Web | <http://curtin.edu.au>

### Ms Diedre Timms

Chief Executive Officer



WA Elder Abuse Helpline: 1300 724 769

E: [diedret@advocare.org.au](mailto:diedret@advocare.org.au)

W: [www.advocare.org.au](http://www.advocare.org.au)

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10

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11

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12