



CHARLESTOWN CARING GROUP

IDENTIFYING ABUSE TYPES & BEHAVIOUR SIGNS

| Behaviours | Abuse Types | Signs |
|--|----------------------|---|
| <p>Threatening, coercing re: assets or Wills;</p> <p>Taking control of the older person's finances against their wishes and denying access to their own money;</p> <p>Abusing powers of attorney.</p> | Financial | <p>Significant bank withdrawals and/or changes to Will;</p> <p>No money to pay for essentials for the home, including food, clothing, and utilities.</p> |
| <p>Name-calling, and verbal abuse;</p> <p>Treating an older person like a child;</p> <p>Engaging in emotional blackmail such as threatening to withdraw access to grandchildren, family, friends, services, or placement in an aged-care facility.</p> | Psychological | <p>Resignation, shame; depression, tearfulness;</p> <p>Social withdrawal;</p> <p>Worry or anxiety after a visit by specific person/people.</p> |
| <p>Failure to provide basic needs, e.g. food, adequate or clean clothing, heating, medicines;</p> <p>Under- or over-medication;</p> <p>Refusal to permit others to provide appropriate care.</p> | Neglect | <p>Inadequate clothing; complaints of being too cold or too hot;</p> <p>Poor personal hygiene; unkempt appearance;</p> <p>Unexplained weight loss; dehydration; poor skin integrity; malnutrition.</p> |
| <p>Pushing, shoving, or rough-handling;</p> <p>Kicking, hitting, punching, slapping, biting, and/or burning;</p> <p>Restraining: physical or medical.</p> | Physical | <p>Internal or external injuries (sprains, dislocations and fractures; pressure sores; unexplained bruises or marks on different areas of the body; pain on touching).</p> |
| <p>Non-consensual sexual contact, language or exploitative behaviour;</p> <p>Rape and sexual assault;</p> <p>Cleaning or treating the person's genital area roughly or inappropriately.</p> | Sexual | <p>Unexplained STD or incontinence (bladder or bowel);</p> <p>Injury and trauma, e.g. scratches, bruises etc. to face, neck, chest, abdomen, thighs or buttocks;</p> <p>Anxiety around the perpetrator.</p> |



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WHO DO YOU CALL?

POLICE NSW LOCAL AREA COMMANDS

| | | | |
|--|------------------|------------------|------------------|
| Newcastle City | 4926 6600 | Cessnock | 4991 0199 |
| Belmont | 4922 8899 | Maitland | 4934 0200 |
| Toronto | 4950 3699 | Singleton | 6578 7499 |
| Raymond Terrace | 4983 7599 | Muswellbrook | 6543 1018 |
| Hunter Community Legal Centre | | 4040 9121 | |
| Women's Domestic Violence Court Advocacy Service Newcastle | | 4940 8766 | |
| Women's Domestic Violence Court Advocacy Service Hunter | | 4936 2906 | |

STATE CONTACTS

| | |
|--|---------------------|
| Police / Ambulance | 000 |
| NSW Elder Abuse Helpline & Resource Unit | 1800 628 221 |
| NSW Rape Crisis | 1800 424 017 |
| Domestic Violence Line | 1800 656 463 |
| Seniors Rights Service | 1800 424 079 |
| TIS [language interpreters] | 13 14 50 |
| My Aged Care [assessment for services] | 1800 200 422 |
| Carer Gateway | 1800 422 737 |
| National Dementia Helpline | 1800 100 500 |

Flow chart: responding to the abuse of older people

Note: the older person being abused could be the carer

