

Secondary consultations

Please do not hesitate to call **1300 325 200** to speak to a member of the ROSE team about:

- potential referrals
- concerns about a client
- ROSE and the services we provide
- supporting your client when they do not consent to a referral to ROSE or another service

Collaboration

ROSE works in collaboration with service providers wherever possible, in order to create continuity, maintain an older person's connection to the wider community and to ensure a wrap-around service.

Education

ROSE and Eastern Community Legal Centre are committed to delivering up-to-date community education and professional development, training and capacity building on Elder Abuse. The team can tailor sessions for community members, service providers and community workers. Please call **0429 697 960** to discuss tailoring a session to your needs with a member of the ROSE team.

Eastern Community Legal Centre (ECLC)

ECLC is a multidisciplinary legal service that works to prevent problems, progress fair outcomes and support the wellbeing and resilience of communities and community members in Melbourne's East.

It provides free and confidential advice and assistance to people who live, work or study in Boroondara, Manningham, Whitehorse, Knox, Maroondah and Yarra Ranges.

ECLC has extensive experience in preventing and responding to elder abuse and other forms of family violence.

**Phone. 0429 697 960
or 1300 325 200**

Email. eclc@eclc.org.au

Web. www.eclc.org.au/rose

National Information: www.compass.info

Free interpreter service 131 140*

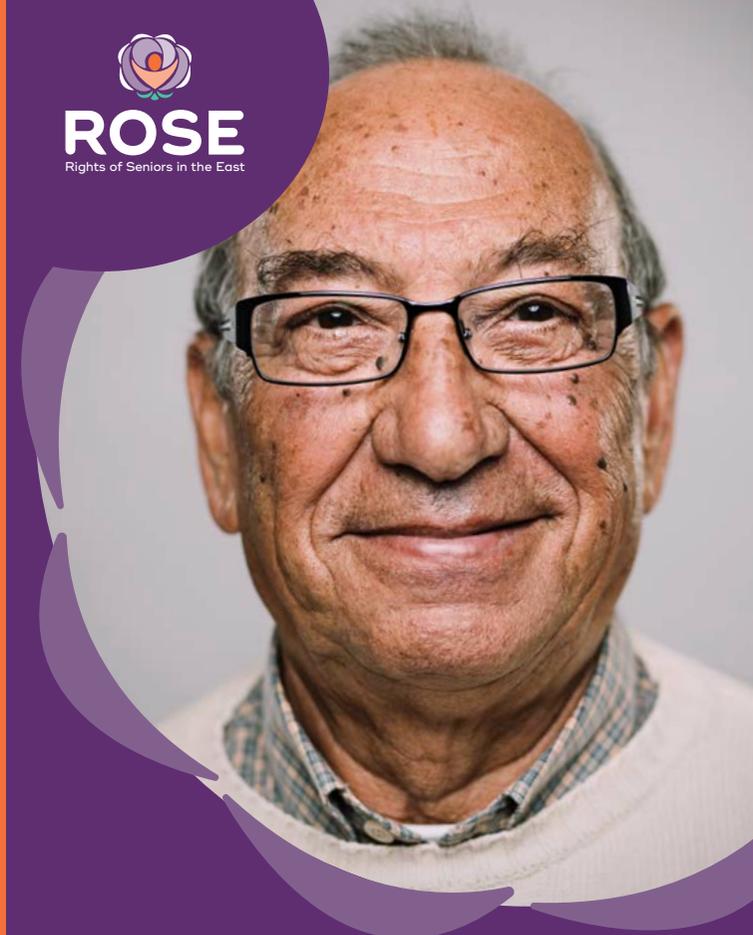
*Ask to call: (03) 9285 4822

Funded by:



Australian Government
Attorney-General's Department

ECLC acknowledges the Wurundjeri people of the Kulin Nation, the traditional custodians of the land across ECLC's region. We pay our deep respects to the Elders past, present and emerging.



FOR COMMUNITY WORKERS

An intensive, multi-disciplinary response to elder abuse.

A Partnership between Eastern Community Legal Centre and Oonah Belonging Place



What is Elder Abuse?

Elder Abuse is any act which causes harm to an older person and is carried out by someone they know and trust. Often that person is a family member or carer, but it could be a friend or neighbour who they depend on.

The abuse can be financial, psychological, emotional, physical or sexual. It can also involve deliberate social isolation or neglect.

Examples include:

- misusing a power of attorney or guardianship;
- pressuring someone to sell their property;
- pressuring them to change their will or power of attorney;
- threatening to hurt anyone, including their pet;
- of attorney; threatening to hurt anyone, including their pet; neglect of caring responsibilities;
- neglect of caring responsibilities;
- accessing their bank account without permission.

A multi-disciplinary response

ROSE is a multi-disciplinary team that provides intensive legal, financial counselling and social support to people at risk of or experiencing elder abuse

How can ROSE help your client?

The **Community Lawyer** can provide legal advice about a person's rights and options, and conducts legal casework and advocacy.

Legal issues ROSE can assist with include:

- family violence;
- family care arrangements;
- issues with powers of attorney, and guardianship and administration orders;
- theft and misuse of assets;
- fines; and
- property transfers without consent.

The **Advocate** can provide information and support with:

- ongoing risk assessments and helping to develop a comprehensive safety plan
- referrals to specialist services;
- ongoing case management support;
- advocacy; and
- emotional and practical support and linkages.

The **Financial Counsellor** can assist your client with:

- a holistic assessment of their financial situation;
- information about their consumer legal rights and obligations;
- options to address their debt issues;
- advocacy and negotiation. For example, banks, payday lenders, telecommunication providers, utility providers, and dispute resolution bodies.

Referrals

If you believe your client has experienced or is at risk of elder abuse, you can speak to them about making a confidential referral to the ROSE team. Your client's consent is required to make a referral. A referral can then be made by completing the form on our website (www.eclc.org.au/rose) and emailing it to: rose@eclc.org.au.

ROSE WILL ASSIST ONLY IF YOUR CLIENT WANTS IT TO – NOTHING HAPPENS WITHOUT THEIR CONSENT. THEY ARE IN CONTROL AT ALL TIMES.

Who is eligible for assistance:

Someone who is experiencing or is at risk of experiencing Elder Abuse and:

1. Is 50 years and over and identifies as a member of the ATSI Community; or
2. Is 65 years and over and not a member of the ATSI Community; and
3. Is seeking assistance for a legal or financial counselling issue; and
4. Needs or is likely to need support or assistance from an elder abuse advocate and/or financial counsellor; and
5. The client lives in Melbourne's eastern region.

