Referrals, Secondary Consultations, and Education

If you believe your patient has experienced or is at risk of elder abuse, you can speak to them about making a confidential referral to the ELSA team. The patient's consent is required to refer them to ELSA.

To make a referral, please send the referral form (located on Eastern Health's Sharepoint) to ELSA@eclc.org.au or call ELSA on 0429 492 747. The ELSA Community Lawyer, Advocate, and Financial Counsellor can discreetly meet with your patient at the hospital or another location.

ELSA strongly recommends that a referral to The Orange Door or other Specialist Family Violence Service is completed alongside a referral to ELSA, in accordance with Eastern Health policies. ELSA is not a crisis service and is not prescribed under MARAM. ELSA does not have the same information sharing, risk management, or case management abilities as a Specialist Family Violence Service.

Secondary consultations

If you would like an anonymous and confidential discussion about suspected elder abuse or related issues, or if you have any questions about ELSA, making a referral, or supporting your patient where they do not consent to a referral, please do not hesitate to contact ELSA.

Education

ELSA offers free and tailored education, professional development, and capacity building sessions for Eastern Health staff and patients. Please contact ELSA to discuss.

Eastern Community Legal Centre (ECLC)

ECLC is a multi-disciplinary legal service that provides free and confidential advice and assistance to people who live, work or study in Melbourne's east.

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. ELSA@eclc.org.au
Web. www.eclc.org.au
Information about elder abuse:
www.compass.info

Free interpreter service 131 140*
*Ask to call: 1300 32 52 00

Funded by:

Australian Government
Attorney-General's Department

ECLC OFFICE LOCATIONS

Box Hill	Suite 3, Town Hall Hub, 27 Bank St, Box Hill VIC 3128
Boronia	Suite B, 6 Floriston Rd, Boronia VIC 3155
Healesille	Healesville Community Link, 110 River St, Healesville VIC 3777

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.

Eastern Health

eastern community legal centre

FOR EASTERN HEALTH STAFF
An early intervention, multidisciplinary approach to elder abuse

ELSA

Engaging & Living Safely & Autonomously

A Health Justice Partnership between
Eastern Community Legal Centre and Eastern Health.

About ELSA

The ELSA (Engaging & Living Safely & Autonomously) program is a health justice partnership between Eastern Community Legal Centre and Eastern Health.

ELSA provides early intervention and support to patients who are at risk of or experiencing elder abuse.

This includes:

- Client-centered legal information and advice.
- Risk assessments and safety planning, wellbeing support, emotional and practical support, and referrals to specialist services.
- Financial counselling and specialist advice about credit and debt issues.
- Trauma-informed services.

Where is ELSA?

ELSA is located on-site at a number of Eastern Health locations.

ELSA can meet Eastern Health staff and patients at any Eastern Health site, an ECLC office, or another location of the patient's choice.

ELSA works closely with Eastern Health staff to provide free and confidential professional advice and support in a discreet manner.

What is Elder Abuse?

Everybody has the right to live in safety, to be treated with dignity and respect, and to make their own decisions. Some older people are denied these rights, often by the people who are closest to them.

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 whom an older person depends on.

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

Examples include:

- Calling you names
- Using your money or resources in a way you don't agree with
- Stopping you from seeing friends or family
- Physically harming or threatening you
- Pressuring you to change your will or power of attorney

Who is eligible for ELSA?

Someone is eligible for a referral to ELSA if they are:

1. Experiencing or at risk of experiencing elder abuse
2. 50 years and over and identify as a member of the Aboriginal or Torres Strait Islander Community; or 65 years and over if they are non-Indigenous;
3. Seeking assistance for at least one legal issue; and
4. An Eastern Health community patient or inpatient (or recently discharged). *Note: ECLC's other Elder Abuse Response Program ROSE (Rights of Seniors in the East) can assist clients who are experiencing or at risk of elder abuse who are not patients of Eastern Health.*