

WHO DO YOU CALL?

INNER WEST AND CANTERBURY LOCAL CONTACTS

Aboriginal Medical Service (Redfern)	9319 5823	Sydney Local Health Services:	
Marrickville Community Legal Centre	9559 2899	• Access Care Team (Aged Chronic Care & Rehabilitation Outpatient, Ambulatory & Community Based Services)	1300 722 276
Tenants Advice and Advocacy Service		• Drug Health Services	1800 793 466
• Marrickville	9559 2899	• Hospitals (Inpatient Social Work Department via switch)	
• Inner Sydney	9698 5975	- Royal Prince Alfred	9515 6111
Police Area Commands		- Concord	9767 5000
• Campsie	9784 9399	- Canterbury	9787 0000
• Leichhardt	9552 8099	- Balmain	9395 2111
• Inner West (Newtown, Marrickville)	9568 9299		
• Burwood (Ashfield)	9745 8499	• Sexual Assault Service	9515 9040
Redfern Legal Centre	9698 7277		

STATE CONTACTS

Police/Ambulance - Emergency	000	Centrelink - Older Australians	
Police - Non Urgent	131 444	• Social Work, Financial help	132 300
NSW Elder Abuse Helpline and Resource Unit	1800 628 221	• Multilingual	131 202
Seniors Rights Service	1800 424 079	Community Justice Centre	1800 990 777
Aged Care Assessment Team (My Aged Care)	1800 200 422	Link 2 Home (accommodation assistance)	1800 152 152
Carers NSW, Carer Line	1800 242 636	Mental Health Line	1800 011 511
		National Dementia Helpline	1800 100 500
		NSW Domestic Violence Line	1800 656 463
		Women's DV Court Advocacy Program	1800 938 227

Behaviours

Abuse Types

Signs

Threatening, coercing re: assets or Wills;
Taking control of the older person's finances against their wishes and denying access to their own money;
Abusing powers of attorney.

Financial

Significant bank withdrawals and/or changes to Will;
No money to pay for essentials for the home, including food, clothing, and utilities.

Name-calling, and verbal abuse;
Treating an older person like a child;
Engaging in emotional blackmail such as threatening to withdraw access to grandchildren, family, friends, services, or placement in an aged-care facility.

Psychological

Resignation, shame; depression, tearfulness;
Social withdrawal;
Worry or anxiety after a visit by specific person/people.

Failure to provide basic needs, e.g. food, adequate or clean clothing, heating, medicines;
Under- or over-medication;
Refusal to permit others to provide appropriate care.

Neglect

Inadequate clothing; complaints of being too cold or too hot;
Poor personal hygiene; unkempt appearance;
Unexplained weight loss; dehydration; poor skin integrity; malnutrition.

Pushing, shoving, or rough-handling;
Kicking, hitting, punching, slapping, biting, and/or burning;
Restraining: physical or medical.

Physical

Internal or external injuries (sprains, dislocations and fractures; pressure sores; unexplained bruises or marks on different areas of the body; pain on touching).

Non-consensual sexual contact, language or exploitative behaviour;
Rape and sexual assault;
Cleaning or treating the person's genital area roughly or inappropriately.

Sexual

Unexplained STD or incontinence (bladder or bowel);
Injury and trauma, e.g. scratches, bruises etc. to face, neck, chest, abdomen, thighs or buttocks;
Anxiety around the perpetrator.