

## ► Neglect

Neglect is the failure of a carer, or other responsible person, to meet an older person's basic needs such as food or medical care. It can include, but is not limited to, providing inadequate food, drink or supervision, isolating the older person, allocating medication inappropriately and failing to meet physical needs (e.g. in relation to hygiene and skin care).

## Help is available

If you suspect elder abuse, don't wait for proof. Call the **Elder Abuse Helpline** on **1300 651 192**.

## What happens when I call?

A trained operator will speak to you about the situation and provide confidential advice and information about the help available.

## Other services


Legal and social support services:

Brisbane	<b>(07) 3214 6333</b>
Cairns	<b>1800 062 608</b> <b>(07) 4031 7688</b>
Hervey Bay	<b>(07) 4124 6863</b>
Toowoomba	<b>(07) 4616 9700</b>
Townsville	<b>(07) 4721 5511</b>

Call **1300 063 232** for services at:

- Bundaberg
- Gladstone
- Gold Coast
- Mackay
- Rockhampton
- Sunshine Coast

In an emergency call **000**.



Together we can stop elder abuse.

[www.qld.gov.au/stopelderabuse](http://www.qld.gov.au/stopelderabuse)

Elder Abuse Helpline **1300 651 192**

## What is elder abuse?

Elder abuse is a single or repeated act — or lack of appropriate action — occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.

## Forms of abuse

Elder abuse can take many forms including:

### ► **Psychological abuse**

Psychological or emotional abuse includes any act that causes emotional pain or injury to an older person. It can include insults or threats, humiliation or disrespect, and controlling behaviours such as confining or isolating the older person.

### ► **Financial abuse**

Financial abuse is the misuse or theft of an older person's money or assets. It can include, but is not limited to, using finances without permission, using a legal document such as an enduring power of attorney for purposes contrary to the interests of the older person, withholding care for financial gain, and selling or transferring property against the older person's wishes or without the person's knowledge.

### ► **Physical abuse**

Physical abuse is any act that causes physical pain or injury to an older person. It can include, but is not limited to, actions such as hitting, pushing and kicking. Inappropriate use of medical or physical restraints is also an example of physical abuse.

### ► **Sexual abuse**

Sexual abuse includes any sexual behaviour performed without an older person's consent. It includes sexual contact and non-contact acts of a sexual nature.