



Interim Report on Culturally Responsive Elder Abuse Prevention Forums

Overview

Ethnic Communities' Council of Victoria (ECCV) is the auspice body for resource allocation from the Office of Senior Victorians (OSV) for the delivery of six forums on elder abuse prevention in multicultural communities in 2009 -2010.

The community education sessions are supported by the Victorian Government and jointly conducted in partnership with ECCV, ethnic welfare and community service agencies, multicultural organisations and Seniors Rights Victoria (SRV).

The forums are arranged and hosted in partnership with ethno-specific agencies that are members of the ECCV Elder Abuse Working Group, a sub-committee of the ECCV Aged Care Policy Committee. Four forums are planned across the northern, western, eastern and southern metropolitan regions of Melbourne, as well as two forums in rural and regional areas, hosted by regional Ethnic Communities' Councils (ECCs) and multicultural organisations in Shepparton and Ballarat.

Report on Shepparton Forum

A joint presentation was conducted on 1 October 2009 in Shepparton in collaboration with the Australian Greek Welfare Services (AGWS); ECCV; Seniors Rights Victoria (SRV) and hosted by the Shepparton Regional Information and Advocacy Council (RIAC).

Participants completed pre-and-post effectiveness surveys and satisfaction surveys about the actual session.

The participants represented at the forum consisted of HACC Cultural Diversity Officers, CALD (Culturally and Linguistically Diverse) Liaison Officers, Police Officers, local council case managers, HACC assessment officers, community councillors, community service organisation managers, and a range of allied health and community representatives. A total of 20 participants attended the forum.

Feedback from evaluation surveys

Participants indicated the major benefits they gained from the forum were:

- A better understanding of the role of support agencies related to elder abuse prevention
- Improved understanding of problems related to elder abuse in ethnic communities

- Increased knowledge and awareness of elder abuse
- Increased awareness of elder abuse in relation to culturally diverse communities
- Increased knowledge of Commonwealth and State legislation

Typical participants' comments were, "The forum was very informative on elder abuse issues." They said they found the following aspects of the forum useful:

- Working through practical case scenarios to highlight operational issues
- The actual case studies with a culturally diverse focus and outcomes
- Clear and concise information

As a result of attending the forum participants said they had gained:

- Good resources
- Printed material to share with work colleagues

After attending the forum participants felt they were able to

- Access support for those effected by elder abuse
- Access the appropriate facility for problems related to elder abuse
- Review their policies and procedures in relation to culturally competent elder abuse prevention

General feedback

- As managers and workers in the rural and regional area of Shepparton, participants commented that the session provided them with "topical and appropriate training" in the area of culturally responsive elder abuse prevention and awareness
- In particular participants at the forum appreciated having metropolitan presenters come to the country region.

Handout provided at the forum

Victorian Government Elder Abuse Prevention Strategy (attached)

Other resources recommended:

- Two translated factsheets on elder abuse prevention and definitions produced by the OSV and additional resources accessible at ECCV website www.eccv.org.au
- "With respect to age – 2009" - Victorian Government practice guidelines for health services and community agencies for the prevention of elder abuse

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