



together making change

5TH NATIONAL ELDER
ABUSE CONFERENCE
19-20 FEBRUARY 2018



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WELCOME

Seniors Rights Service is delighted to host the 5th National Elder Abuse Conference. The 2018 Conference comes at a pivotal moment in terms of Australia's response to elder abuse. In mid-2017 the Australian Law Reform Commission reported on its findings from one of Australia's largest public inquiries into elder abuse. Also, in recent years there has been a number of high profile elder abuse cases that have received national media attention, as well as reports of systemic neglect of older people.

Those working on the frontline providing elder abuse prevention and support programs know these familiar stories all too well. However the conversation is broadening – increasingly more stakeholders across multiple sectors are focussing on minimising the risk and stopping elder abuse within our society. We look forward to bringing these people together to exchange ideas and experiences so that the delegates of the 2018 Conference can be part of making change happen.

CONFIRMED SPEAKERS



HON KEN WYATT AM MP
Commonwealth Minister
for Aged Care



HON TANYA DAVIES MP
NSW Minister for Ageing



ANNA BLIGH AC
CEO, Australian Bankers
Association



HON DR KAY PATTERSON AO
Age Discrimination
Commissioner, Human
Rights Commission



PROF KERRY ARABENA
Chair of Indigenous Health,
University of Melbourne



DR JANE BARRATT
Secretary General,
International Federation
on Ageing



PROF REBECCA MORGAN
Stetson University, FL,
U.S.



JANE CARO
Social Commentator,
Writer, Lecturer



**NICHOLAS COWDERY
AM, QC, BA, LLB,
HONLLD, FAAL**
Former Director of Public
Prosecutions and Human
Rights Promoter



VIRGINIA TRIOLI
Journalist, Author, Radio
and Television presenter



**HON MICHAEL KIRBY,
AC CMG**
Retired judge of High
Court of Australia; LGBTI
advocate



SUSAN SOMERS
Secretary General
International Network for
the Prevention of Elder
Abuse



DAY 1 : MONDAY 19 FEBRUARY 2018

8:00 Registration Open and coffee on arrival – Sofitel Sydney Wentworth

9:00 – 11:05 Opening Plenary

9:00 Welcome by MC: **Virginia Trioli**

9:10 Welcome to Country: **Aboriginal Elder**

9:20 Introduction to **Ellen Fanning's** role at the conference and what the delegation wants to achieve by the closing plenary

9:25 **The Hon Ken Wyatt AM, MP**, Minister for Aged Care, Minister for Indigenous Health, Australian Federal Government

9:45 **The Hon Tanya Davies BAppSc (Phty) MP**, NSW Minister for Mental Health, Minister for Women, and Minister for Ageing

10:05 **Person with a lived experience of elder abuse**

10:20 **Matt Corrigan**, Australian Law Reform Commission

10:35 **Prof Rebecca Morgan**, Stetson University, Florida, USA

10:50 **Dr Jane Barratt**, Secretary General, International Federation of Ageing

11:05 - 11:25 Morning tea



**5TH NATIONAL
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DAY 1 CONTINUED: MONDAY 19 FEBRUARY 2018

CONCURRENT DISCUSSION GROUPS

<p>11:25 – 12:30 Human Rights and Elder Rights. What are they and what is the relationship between the two? Chair: Kay Patterson Moderator: Stephen Etkind</p>	<p>Elder Abuse and Policing: What is best practice? Chair: Susan Somers</p>	<p>Protecting the Rights of Older Australians Initiative. Chair & Presenters: J Rae Kaspiew, Australian Institute of Family Studies. Briony Dow, National Ageing Research Institute</p>	<p>Why are local responses important to international processes? Chairs: Jane Barratt and Kim Boettcher</p>
<p>This interactive Q&A style session will ask: What are ‘human rights’ and what are ‘elder rights’ and what is the relationship between the two?</p> <p>Panelists include:</p> <ul style="list-style-type: none"> • Nick Cowdrey, AM, QC • Jill Wilson, UQ • Pauline Vamos, super industry • Marlene Krasovitsky, Benevolent • Dana Beiglari, Legal Aid (NSW) 	<p>Cross Jurisdictional Police Panel</p> <ul style="list-style-type: none"> • NSW Police • Victorian Police: Libby Murphy, Superintendent, Family Violence Command. Victoria Police • Queensland Police 	<p>The Australian Institute of Family Studies and the National Ageing Research Institute will co-host this interactive workshop. Collectively participants will be asked to consider the implications of the working definition for policy and practice. This definition will inform the development of other parts of the national research program and tools for elder abuse research and analysis.</p>	<p>A panel of grass root prevention from a number of locations around the world talk about their efforts and discuss how they can contribute to shaping national and international efforts. Panelists will include:</p> <ul style="list-style-type: none"> • Marcus Riley, Chairman of The Global Ageing Network • GAROP Australia • Krishna Gautam, Ageing Nepal <p>There is need for policy makers to combat elder abuse</p> <p>Richard Semanda, Geriatric Respite Care Foundation, Uganda</p> <p>Taking a stand against ageism. The state, NGOs and the community: evidence from Uganda</p> <p>Frederick Ouma Bwire & Fred Were Wataga, Uganda Reach and Age Association, Uganda</p>



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DAY 1 CONTINUED: MONDAY 19 FEBRUARY 2018

12:30 – 1:20 Lunch

INFORMAL BREAKOUT SESSIONS DURING LUNCH BREAK

12:30 – 1:20 Room #1

‘Untold Stories’ Barbara O’Neill — a DVD regarding Aboriginal elders will be played and then a Q&A discussion will follow
 Loddon Mallee — Aboriginal Land in Regional Victoria: Elder Abuse Responses, Robert Russell and Margaret Clarke, VCAACD

CONCURRENT SESSIONS

1:20 – 2:30	LEGAL	HEALTH	SOCIAL	POLICY
	<p>Preventing sexual abuse of older women. Chair: Virginia Trioli</p>	<p>Preventing Abuse in Aged Care: Engaging Advocacy Services and/or Complaints Commission Early. Chair: Geoff Rowe</p>	<p>Elder Abuse Prevention in Aboriginal Communities. Chair: TBC</p>	<p>General Abstracts – Chair, TBC</p>
	<p>A panel of advocates, legal experts and community representatives will address the issue of sexual abuse of older women. A case study will be presented.</p>	<p>A case study will be presented with representatives from the Older Persons Advocacy Network and the Aged Care Complaints Commission on the panel. The audience will be encouraged to participate in the discussion.</p>	<p>Working with Elders in a Respectful Way Graham Aitken, Aboriginal CC SA</p> <p>Stolen Generations Reparations Scheme Joshua Scotland, Legal Aid</p> <p>Preventing discrimination against Aboriginal and Torres Strait Islander Felicity Huntington, ADB NSW</p> <p>Elder Abuse Prevention in Aboriginal Communities Louise Herft, ARAS</p>	<p>Privacy in aged care: the use of cameras in resident’s rooms Sophie Andritsos, Paralegal</p> <p>Elder abuse and understaffing in residential aged care settings: the case for staff to resident ratios Ellis Blaikie, Combined Pensioners and Superannuates Association</p> <p>The need for coronial reform to address institutional elder abuse in Australia Bill Mitchell, Townsville Community Legal Service</p> <p>Financial Abuse and the Important Role Banks Can Play in Educating Older Customers Melissa Clare, Commonwealth Bank</p>



**5TH NATIONAL
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CONFERENCE**

DAY 1 CONTINUED: MONDAY 19 FEBRUARY 2018

CONCURRENT SESSIONS

2:30 – 3:30	LEGAL	HEALTH	SOCIAL	POLICY
	<p>General Abstracts – Chair, TBC</p>	<p>General Abstracts – Chair, TBC</p>	<p>General Abstracts – Chair, TBC</p>	<p>New Initiatives Creating Change Chair: Virginia Trioli</p>
	<p>Unconscious Bias in the Legal System and how it Impacts on Older People Lee-May Saw & Kim Boettcher, Barristers, Frederick Jordan Chambers.</p> <p>Informing and enhancing policing responses to elder abuse Dahni Houseman, Victoria Police.</p> <p>Targeted prevention of elder abuse in the Australian context: Applying an criminological framework Emily Moir, Griffith Criminology Institute, Griffith University, Joseph Clare, School of Law, Murdoch University, Barbara Blundell, School of Occupational Therapy & Social Work, Curtin University & Michael Clare, School of Population & Global Health, The University of WA.</p> <p>Lessons from a decade of elder abuse in regional Queensland Jane Andreassen & Anna Cody, Townsville Community Legal Service.</p>	<p>Simulation and coaching to prevent aggression in aged care settings Nicky Baker & Prof Sue Gordon, Flinders University</p> <p>Addressing elder abuse in general practice: Attitudes of GPs and older Australians Mike Franklin, University of New England</p> <p>Rapidly responding to elder abuse situations – Southcare Outreach Service (SOS) Kylie Dutton, The Sutherland Hospital</p> <p>Elder abuse in residential aged care – A workforce perspective Helen Macukewicz, NSW Nurses and Midwives Association</p>	<p>‘Conflict resolution & interpersonal relationships’: Panel discussion with Q&A:</p> <ul style="list-style-type: none"> • Paula Mance, Relationships Australia, ACT • Jenni Dickson, FMC Mediation and Counselling Australia • Angela Dupuche, LifeWorks Relationship Counselling and Education Service • Simon Curran, Relationships Australia, Victoria • Jemima Petch, Relationships Qld <p>Living a Positive Life Toolkit: An innovative strategy to prevent elder abuse Doris Gioffre, Aged Rights Advocacy Service Inc</p>	<p>This panel discussion will spotlight new and emerging responses that are taking shape to prevent exploitation and abuse of older people.</p> <ul style="list-style-type: none"> • OPAN elder abuse projects • EAAA vision for the future • Review of RVs in NSW • Men’s Sheds and their growing role in preventing elder abuse
3:30 – 3:50	Afternoon tea			



**5TH NATIONAL
ELDER ABUSE
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DAY 1 CONTINUED: MONDAY 19 FEBRUARY 2018

CONCURRENT SESSIONS - END OF DAY ONE

3:50 – 5:00 Interactive Forum

‘Protection or Empowerment – If, when and how should elder abuse interventions occur?’

Sponsored and hosted by Caxton Legal Centre

Interactive Forum

LGBTI Elders and the subtle abuse experienced

This ‘Jeopardy-style’ quiz game will be hosted by Russ Gluyas, ACON and Samantha Edmonds, LGBTI National Health Alliance

6:00 – 8:00 Conference Networking & Social Event, Water at Pier One, Walsh Bay, Sydney

MC: **Virginia Trioli**

Guest Speaker: **The Hon Kay Patterson**, Age Discrimination Commissioner, Human Rights Commission

Light Entertainment: **Shauna Jensen**



DAY 2: TUESDAY 20 FEBRUARY 2018

7:30 – 8:30 Breakfast Events for Specific Networks (locations TBC – likely Law Society, Baker McKenzie, Clayton Utz)

8:00 Registration Open and coffee on arrival - Sofitel Sydney Wentworth

8:45 – 10:30 Opening Plenary, Day Two

8:45 Welcome by MC of Day Two: **Jane Caro**

8:55 **Professor Kerry Arabena**, Chair of Indigenous Health, University of Melbourne

9:10 **Gerard Mansour**, Victoria's Commissioner for Seniors and Ambassador for Elder Abuse Prevention (TBC)

9:20 **Dr Elsie Yan**, Associate Professor, Hong Kong Polytechnic University

9:40 **Anna Bligh**, CEO, Australian Bankers' Association

9:55 **Hon Michael Kirby, AC CMG**, retired judge of High Court of Australia, LGBTI advocate

10:10 **Susan Somers**, Secretary General International Network for the Prevention of Elder Abuse

10:30 – 11:00 Morning tea



**5TH NATIONAL
ELDER ABUSE
CONFERENCE**

DAY 2 CONTINUED: TUESDAY 20 FEBRUARY 2018

CONCURRENT SESSIONS

11:00 – 11:45 LEGAL	SOCIAL #1	SOCIAL #2	POLICY
<p>General Abstracts – Chair, TBC</p> <p>The problem with elder financial abuse? The Law Brian Herd, CRH Law</p> <p>The journey of older women and the Women’s Domestic Violence Court Advocacy Services of NSW Renata Joy Field</p> <p>Identifying and helping victims of financial elder abuse Philip Field, Financial Ombudsman Service Australia</p> <p>Identifying the ‘elder abuse’ in failed family accommodation arrangements Teresa Somes, Macquarie University</p>	<p>Elder Abuse Identification in CALD Communities: Diverse Responses and Experiences Chair: Keith Suter</p> <p>An expert panel of community, legal and professional representatives from diverse backgrounds will present their current projects and experiences in working with elder abuse.</p> <ul style="list-style-type: none"> • Nalika Padmasena, SRS • Sonia Di Mezza, ADACAS • Terri Leoleos, ECCNSW • Jenny Bray, SRS CALD Project • John Biswas, Northern Settlement Services • Mary Gurgone, Fortis Consulting WA 	<p>Older Women and the Disproportionate Risks of Elder Abuse Chair: Jane Caro</p> <p>An interactive discussion led by Jane Caro along with a diverse panel of women. Audience participation is encouraged. Panel members include:</p> <ul style="list-style-type: none"> • Mary Patetsos, FECCA • Hon Kay Patterson, HRC • Kerry Arabena, Uni Melbourne • Marnie Fitzpatrick, OWN • Tracey McDonald, ACU • Sally Goldner, Transgender Victoria, Bisexual Alliance Victoria and Transfamily 	<p>Financial Abuse: How we can help protect vulnerable customers Chair: (TBC)</p> <p>Panelists from the banking and financial services industry will discuss existing arrangements, challenges and potential reforms to help prevent financial abuse. Panelists include:</p> <ul style="list-style-type: none"> • Jo McKinstry, ANZ Bank



**5TH NATIONAL
ELDER ABUSE
CONFERENCE**

DAY 2 CONTINUED: TUESDAY 20 FEBRUARY 2018

CONCURRENT SESSIONS

11:45 – 12:45 LEGAL	HEALTH	SOCIAL	POLICY
<p>Progressing the Law Reform Agenda: Can we Achieve National Consistency?</p> <p>Chair: Keith Suter (TBC)</p>	<p>General Abstracts – Chair, TBC</p>	<p>General Abstracts – Chair, TBC</p>	<p>Local Governments: What is their role and what are they doing?</p> <p>Chair: Margaret Duckett</p>
<p>This panel discussion will reflect on the ALRC findings and consider what next and how do we achieve consistent reforms across all jurisdictions.</p> <p>Panelists include:</p> <ul style="list-style-type: none"> • John Chesterman, Office of the Public Advocate, Victoria • Darryl Browne, Facilitator, Law Society NSW’s Elder Abuse Working Group • Melissa Chaperlin, Seniors Rights Service • Jilly Field, Ashursts Legal, Sydney • Matt Corrigan, ALRC • Nola Ries, University of Technology, Sydney 	<p>Elder Abuse as Perceived through a Sudanese Cultural Lens</p> <p>Sonia Di Mezza, ACT Disability, Aged and Carer Advocacy Service (ADACAS)</p> <p>Together making change: tackling the issue of elder abuse from within the CALD communities</p> <p>John Biswas, Northern Settlement Services Ltd</p> <p>Importance of culturally responsive practice in addressing elder abuse</p> <p>Dimitri Bouras, PRONIA</p> <p>Elder abuse in CALD communities – how can we raise awareness within multicultural context</p> <p>Yvonne Santalucia, Chau Nguyen, Edilia Porcu, Marial Sabry & Lucyna Urbanski, South Western Sydney Local Health District</p>	<p>Collective impact via collaboration: successfully achieving social change via collaborative practice</p> <p>Shelly Harpur, Christine Matthey & Kerry Marshall, The NSW Elder Abuse Helpline and Resource Unit</p> <p>Window of Opportunity: Vulnerable Older Persons Coordination and Response Group</p> <p>Meagan O’Brien and Lisa Braddy, St Vincent’s Hospital Melbourne</p> <p>Circles of transformative social education</p> <p>Dr Amrit Versha, SWSi TAFE & Nalika Padmasena, Senior Rights Service NSW</p> <p>Integrated Model of Care for Responding to suspected Elder Abuse</p> <p>Antionette Liberton, Department of Health and Human Services, Victoria</p>	<p>This panel discussion will include representatives from five local government areas. Local responses to elder abuse will be highlighted and the panel will discuss what role all local governments have and how to advocate for local responses.</p> <p>Panelists will include representatives from:</p> <ul style="list-style-type: none"> • Melville, WA • Port Macquarie, NSW • Kiama, NSW • St Marys, NSW • Inner West, NSW • SA LGA <p>(Yet to be finalised)</p>



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ELDER ABUSE
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DAY 2 CONTINUED: TUESDAY 20 FEBRUARY 2018

12:45 – 1:30 Lunch

INFORMAL BREAKOUT SESSIONS DURING LUNCH BREAK

12:45 – 1:30 Room #1

Interactive Online Lunch with “Seniors Creating Change” from Townsville Queensland. Join them for a chat.

Room #2

Older Women’s Network Choir – ‘Don’t Knock Your Granny’

CONCURRENT SESSIONS

1:30 – 2:15

CAPACITY BUILDING

General Abstracts – Chair, TBC

Elder financial abuse: legal liability
Jessica Latimer, Slater and Gordon
Lawyers

Selling the family home to move in with a child? Hope for the best but plan for the worst
Hagen Jewell, Wentworth Chambers

The many faces of elder abuse
Karen Williams, ADA Australia,
Brisbane

COMMUNITY APPROACHES

General Abstracts – Chair, TBC

Communication impairment: the effects on access, wellbeing and participation
Trish Johnson, Speech Pathology
Australia

Carers: Part of the solution. Carer inclusive strategies to prevent elder abuse

Carer inclusive strategies to prevent elder abuse
Felicity Rogers & Tom Hinton, Carers
NSW

Developing the Dignity in Care questionnaire
Louise Heuzenroeder & Prof Alison
Kitson, Flinders University & Dr Faizal
Ibrahim, Central Adelaide Local
Health Network

SOCIAL

General Abstracts – Chair, TBC

Loneliness and elder abuse: Identifying pathways out of both states
Charles Waldegrave, Family Centre
Social Policy Research Unit

Addressing Victorian priorities for elder abuse: An action plan
Kerry Hwang, Ellen Gaffy & Briony
Dow, National Ageing Research
Institute

Don’t call me ‘dear’ – why language matters and how to improve it
Anita Wynne, 50x50

RESPONSES TO FINANCIAL ABUSE

General Abstracts – Chair, TBC

Elder abuse and the Victorian Family Violence Reforms
Melanie Joosten, Seniors Rights
Victoria

Examining the use and effectiveness of elder abuse protocols: a Western Australian case study

Barbara Blundell, Curtin University &
Deborah Costello, Advocare Inc, WA

Response to elder abuse in Queensland

Karin Finsterle, Office for Seniors,
Department of Communities,
Child Safety and Disability Services



DAY 2 CONTINUED: TUESDAY 20 FEBRUARY 2018

CONCURRENT SESSIONS

2:15 – 3:15	LEGAL	HEALTH	SOCIAL	POLICY
	General Abstracts – Chair, TBC	General Abstracts – Chair, TBC	General Abstracts – Chair, TBC	General Abstracts – Chair, TBC
	<p>The role of the adviser in preventing elder abuse Darryl Browne, Facilitator, Law Society of NSW Elder Abuse Working Group</p>	<p>Elder abuse – Emerging Health Justice Partnership – Tips and Traps Lauren Adamson, Justice Connect and Robyn Williams, Jillian Freeman, and Georgia Tsaousidis, St Josephs Hospital</p>	<p>Older LGBTI people’s experiences of elder abuse – and their prevention strategies Dr Catherine Barrett, Celebrate Ageing</p>	<p>The code of banking practice and its role in protecting elderly Australians Donna Stevens, Banking Code Compliance Monitoring Committee</p>
	<p>Interviewing Maggie: What Professionals Can Learn from Mother and Son Lise Barry, Macquarie University</p>	<p>Getting behind closed doors Margaret Crothers, Seniors Rights Service & Kate Partington, Shoalhaven Elder Abuse Prevention Network (SEAPN)</p>	<p>Ethics, intimacy and end of life in aged care: creating non-discriminatory spaces Julie Letts, Letts Consulting</p>	<p>Can We Do Better? Improving the Australian Legal System’s Response to Financial Abuse Meagan King, Justice Connect, Victoria</p>
	<p>Interprofessional collaboration to improve elder abuse screening and response Nola Ries & Elise Mansfield, University of Technology Sydney</p>	<p>Gold Coast Elder Abuse Project – A grassroots approach to addressing elder abuse on the Gold Coast Deidre Venz, Mental Health Social Worker and Deanne Lawrie, Elder Abuse Prevention Unit, Child and Family Services, Uniting Care Queensland</p>	<p>Can Indicators Enable Abuse Prevention and Effective Response? Tracey T A McDonald, Australian Catholic University</p>	<p>The gift that keeps giving: Evidence and practice issues in bringing financial elder abuse claims Bernadette Maheandiran & Tabitha O’Shea, Senior Rights Victoria</p>
	<p>Recognising and Responding to Elder Abuse: A Simulation Teaching Package for Nursing and Other Health Professionals David Foley, University of Adelaide</p>	<p>It’s a matter of trust: Collaborative community education and awareness raising program in diverse communities Kate Gibson, Eastern Community Legal Centres</p>	<p>Shame, Stigma and Safe Havens for Older People Diana Bernard, Seniors Rights Service & Marnie Fitzpatrick, Older Women’s Network NSW (OWN)</p>	<p>Elder abuse and superannuation – a policy response to the ALRC’s elder abuse recommendations Jordan George, SMSF Association</p>



**5TH NATIONAL
ELDER ABUSE
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DAY 2 CONTINUED: TUESDAY 20 FEBRUARY 2018

3:15 – 3:40	Afternoon Tea
3:40 – 4:00	Closing MC: Jane Caro Closing plenary speaker (TBD)
4:00 – 4:30	Conference Rapporteur and Closing Summary – Ellen Fanning will sum up the key themes and central messages. Finalisation of a conference ‘Declaration’ or ‘Statement’ or ‘Key Principles’ – sector facilitator TBD and Keith Suter (TBC) Ms Fanning will announce the final ‘Conference Statement On Elder Abuse’
4:30	Close of event

ON DISPLAY IN BREAKOUT SPACES AT CONFERENCE VENUE

Poster – **Financial Elder Abuse: At What Cost?**, Luke Wright, State Trustees Limited

Short Film on rotation – **Age Appropriate**, Jane Polkinghorne, Seniors Rights Service and Jane Schneider, Script Writer, Producer and Director

Video presentation and Q&A Discussion – **Piano Forte – A Legal Theatre Education Project** – Toni Wills, Suncoast Community Legal Service Inc

WE WOULD LIKE TO THANK OUR PARTNERS FOR THEIR GENEROUS SUPPORT:

<p>DIAMOND PARTNER</p>  <p>Family & Community Services</p>	<p>EMERALD PARTNER</p>  <p>Australian Government Attorney-General’s Department</p>	<p>PLATINUM PARTNER</p>  <p>Australian Government Department of Health</p>	<p>SILVER PARTNER</p>  <p>NSW Trustee & Guardian</p>	<p>BRONZE PARTNER</p>  
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