

Retirement Living Elder Abuse Prevention and Response Strategy

Whiddon

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Elder Abuse Response and Prevention Strategy

DEFINITION

The World Health Organisation defines elder abuse as 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.

Elder abuse can take various forms such as physical, psychological or emotional, sexual and financial misconduct. It can also be the result of intentional or unintentional neglect.

In NSW, data indicates that the most common forms of elder abuse are psychological and financial, and the most common perpetrators are the children of the older person.

Whiddon delivers high quality, focussed services to all its residents and as part of those services aim to identify and assist those residents who staff believe are at risk of elder abuse. Research indicates that barriers in identifying or assisting residents in this area include:

- Victims of elder abuse can be reluctant to speak to staff about elder abuse;
- Not all staff have the knowledge and skills to effectively identify and respond to elder abuse; and
- Older people do not always know their legal rights and where to find help.

What we want to achieve	Actions requiring implementation	Delivery date
Awareness – To raise awareness with Staff and Residents about the nature of elder abuse.	To review the Elder Abuse strategy and policy and continue staff training and discussion and resident awareness	May 2026
	Develop resources and tools to support the further education and training of village staff	
	Continue to publish the Elder Abuse Policy on the Village Website	Ongoing
	Raise this topic for discussion at resident meetings	AMM Oct each year
Action: For village Staff to improve their knowledge and skills to effectively identify and respond to elder abuse and where to refer residents for legal help	Provide training to staff on elder abuse particularly in respect of recognising elder abuse	Ongoing
	Provide information to staff and residents detailing support and referral pathways, and how to identify legal issues for older people (for example: the NSW Elder Abuse Hotline and Resource Unit (EAHRU)).	