

## Social abuse

Forcing someone to become isolated by restricting their access to others including family, friends or services. This can be used to prevent others from finding out about the abuse.

## Neglect

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 or someone you know is experiencing elder abuse, call the Elder Abuse Helpline on **1300 651 192**. If an older person is in clear and present danger of harm, call triple zero (000).

## 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.

## Do I need proof?

You don't need to have proof to seek help.

For more information on services available across Queensland, visit [qld.gov.au/stopelderabuse](https://qld.gov.au/stopelderabuse)



**Some things  
never grow old.**

**Respect, dignity, and feeling  
safe never grow old.**

Elder abuse help or information  
1300 651 192  
[qld.gov.au/stopelderabuse](https://qld.gov.au/stopelderabuse)

**Respect, dignity, feeling safe – the simple things people of all ages have a right to.**

### **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**

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 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**

An 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**

Any sexual behaviour performed without an older person's consent. It includes sexual contact and non-contact acts of a sexual nature that cause an older person to feel uncomfortable or threatened, or cause physical hurt. It includes sexual contact and non-contact acts of a sexual nature.