



ELDER ABUSE POLICY

Policy Objective	<p>Policy document to assist with prevention and detection of elder abuse in a retirement village.</p> <p>As an operator we have a responsibility to prevent, identify and report elder abuse cases.</p>
Policy Procedure	<p>Have a clear strategy in regards to elder abuse, including examples, through the following:</p> <ul style="list-style-type: none"> • Elder abuse policy • Information provided to residents and staff. • Ageing and Disability Hotline clearly displayed.
Policy Procedure	<p>Staff Education</p> <ul style="list-style-type: none"> • Provide information on common forms of abuse of older people, as well as specific examples in relation to retirement villages. • How to identify abuse of older people, including signs and symptoms. • Retirement village staff to be provided with NSW Elder Abuse Toolkit to read through and acknowledge understanding. • Training session set up to discuss what they can do in their particular roles and how they would report it.
Policy Procedure	<p>Resident Education</p> <ul style="list-style-type: none"> • Provide appropriate information on common forms of abuse of older people, as well as specific examples in relation to retirement villages. E.g. Simple information and hotline number displayed on noticeboard. • Elder Abuse Helpline – 1300 651 192 • Ageing and Disability Abuse Helpline – 1800 628 221 (Monday – Friday 9-5)
	<p>Policy updated July 2021</p>