

Client Services Charter

The Client Services Charter is a document setting out the standard of service you can expect from us.

Your Rights

- To receive services which comply with and have adopted the National Privacy Principles contained in the Privacy Act 1988.
- To not have information about you provided to another party without your permission, unless there is an immediate threat to your or someone else's life.
- To have our staff treat you with respect.
- To be informed of your options within our area of expertise by appropriately trained workers.
- To receive information that is relevant, of high quality and culturally and linguistically appropriate.
- To receive services from us which observe the United Nations Principles for Older People.
- To have a say in the services we provide to you, including your right to participate in decisions concerning the type of assistance provided to you and the way it is provided.
- To express grievances and seek redress without fear that it could effect decisions in relation to the assistance you receive.
- To have access to interpreters for our service.

How You Can Assist Us

- Letting us know if you have a complaint at any time while we are working with you.
- Not asking us to act in illegal or unethical ways.
- Treating our staff with respect.
- Providing us with all the information we need to assist you.
- Letting us know what you have already tried.
- Providing feedback on our services.

What can you do if you are not happy with the service you receive?

If you think you are not receiving the right help, you should first talk to us. We will provide a feedback process which is fair and we will try to resolve your concerns.

If you would like to provide a compliment, complaint or feedback you can do this by calling 1800 008 993, by emailing feedback@ucommunity.org.au or you can fill out an online form at www.ucommunity.org.au/feedback

Elder Abuse



Elder Abuse Prevention Unit

Promoting the right of all older people to live free from abuse

1300 651 192

Service funded by



Queensland
Government



What is Elder Abuse?

Elder abuse is the mistreatment or exploitation of an older person by someone they know and trust. It includes:

Financial Abuse — the illegal or improper use of a person's money or property.

Psychological Abuse — causing mental anguish, fear of violence, feelings of shame, humiliation and powerlessness.

Physical Abuse — inflicting pain or injury. It includes hitting, slapping, restraining or over-medicating.

Sexual Abuse — sexual assault, rape, or any activity that makes an older person uncomfortable about their body or gender.

Social Abuse — preventing a person from having social contact with family and friends or accessing social activities.

Neglect — the intentional or unintentional failure by a carer to provide necessities of life to a person who depends on them.

Preventing Elder Abuse

- If in danger – call the police.
- Call the Elder Abuse Helpline for support, information and referrals.
- Seek independent legal and financial advice for informed decisions, and use accredited interpreters if needed.
- Plan for the future to retain control over your life and remain socially connected.
- Do not make major life changes at a time of crisis.

Who We Are & What We Do

The Elder Abuse Prevention Unit (EAPU) is a Queensland wide program provided by Uniting Care Community and funded by the Department of Communities. The EAPU works from a Human Rights perspective and provides:

- **A Helpline** for information, support and referrals to people who experience, witness or suspect elder abuse.
- **Training** for service providers and tertiary students (free for community based and educational institutions).
- **Awareness Raising and Information Sessions** for community groups to raise awareness of the issue and promote preventative strategies (free).
- **Peer Support Network (PSN)** for rural and remote workers; providing opportunities to participate in free professional training through teleconferences, information updates, newsletters etc.
- **Network participation and support** for service providers in communities and multicultural groups seeking to address elder abuse.

What We Do Not Do

- Investigate cases of elder abuse.
- Case manage elder abuse situations.

Contacting the EAPU

EAPU Helpline – the first port of call for confidential information, support and referrals concerning elder abuse and for booking Training and Awareness Raising Sessions.

1300 651 192

- Cost of a local call from landlines anywhere in Queensland.
- During business hours 9am – 5pm (after hours message bank).
- Callers may remain anonymous.
- Telephone Interpreting Service can be used for non-English speaking callers.
- Mobile or Interstate callers phone:

07 3867 2525*

(*normal charges will apply so please ask us to call you back)



For further information about any of the services listed, please call the EAPU Helpline or email

eapu@ucommunity.org.au

or visit our website at
www.eapu.com.au