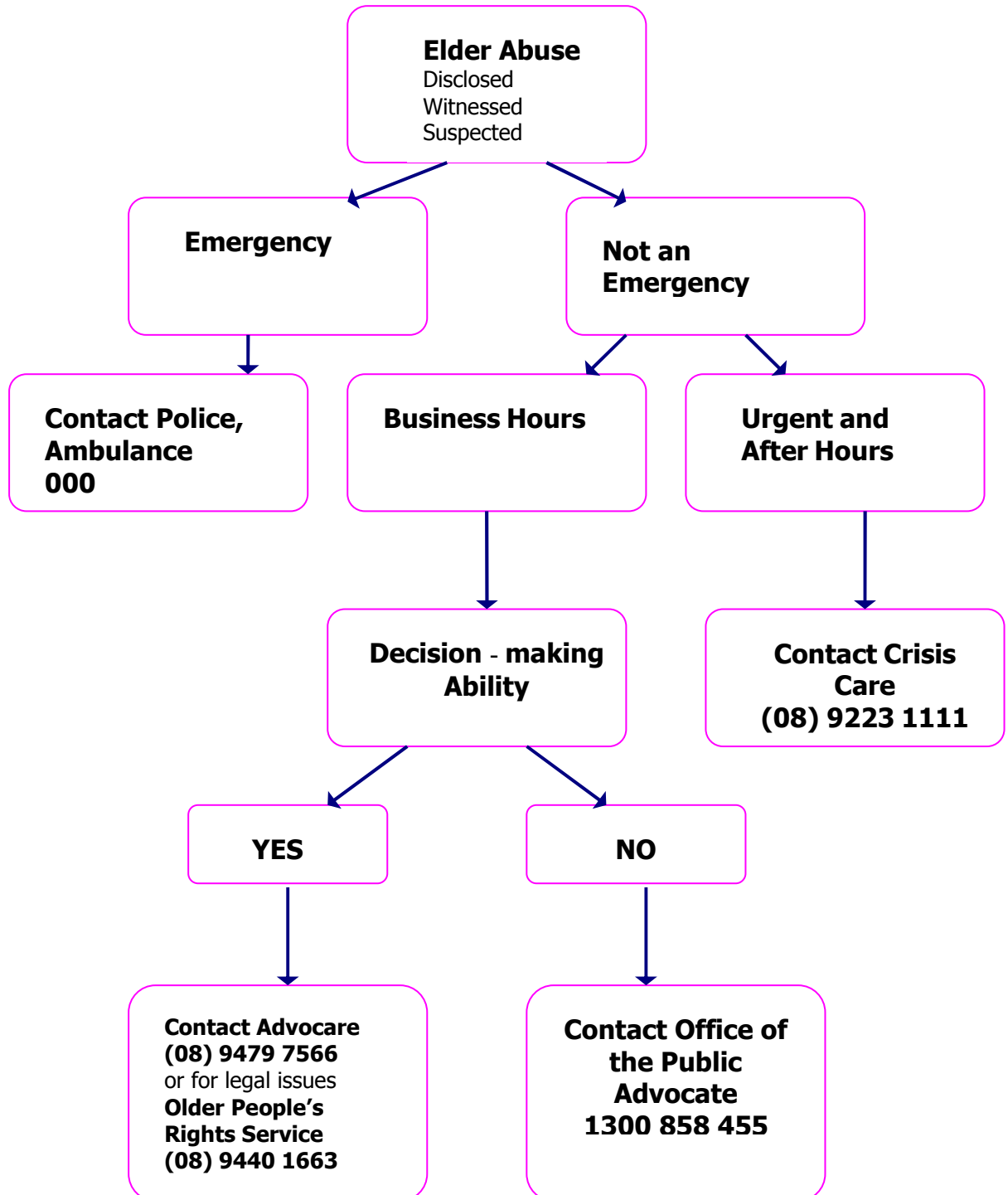


Elder Abuse Crisis Intervention

Elder abuse is any act which causes harm to an older person and occurs within an informal relationship of trust, such as family or friends. This may include:

- Financial or material abuse
- Emotional or psychological abuse
- Physical abuse
- Sexual abuse
- Social abuse
- Neglect

Crisis Intervention Flowchart



**24 HOURS
Emergency Services**

Police

Ambulance

Fire

000

Agency	Contact	Assistance provided
<p>Carers WA Counselling Line</p> <p>Availability: (24 hrs)</p> <p>Counselling Line (face to face and email counselling available across WA)</p>	<p>1800 007 332 (Freecall)</p> <p>1800 242 636 (Freecall)</p> <p>1300 227 377 (Local call fee)</p>	<p>Only for carer related issues, including grief and loss.</p>
<p>Crisis Care</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>(08) 9223 1111 1800 199 008 (Freecall) (08) 9325 1232 (TTY) (Can be accessed through the Telephone Interpreter Service)</p>	<p>Free telephone information and counselling service for people in crisis needing urgent help.</p>
<p>Domestic Violence Advocacy and Support (DVAS)</p> <p>Availability: 9.00am-4.00pm Monday-Friday</p>	<p>(08) 9226 2370</p>	<p>Advocacy and support for people at risk or experiencing domestic violence. Legal Aid and counselling services available on site. Assistance with Violence Restraining Orders and Centrelink issues. Victim Support Service.</p>
<p>Family Helpline</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>(08) 9223 1100 1800 643 000 (Freecall) (08) 9325 1232 (TTY) (Can be accessed through the Telephone Interpreter Service)</p>	<p>A free confidential telephone counselling and information service for families with relationship difficulties.</p>

<p>Family Violence Service</p> <p>Availability: 8.30am-4.30 pm Monday-Friday</p>	<p>Fremantle Joondalup Midland Perth Rockingham</p>	<p>9431 0324 9400 0707 9250 0229 9425 2459 9592 4018</p>	<p>Our staff can help you: Talk about your specific situation and the options available. Assess the risk of further violence. Develop a safety plan. Apply for a violence restraining order Refer to other services</p>
<p>Health Direct</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>1800 022 222 1800 022 226 TTY (Nationwide)</p>		<p>A free, nationwide health advice line.</p>
<p>Lifeline 24 hour Telephone Counselling Service</p> <p>Availability: 24 hours a day, 7 days/week.</p> <p>Administration: 9am-5pm Monday-Friday</p>	<p>13 11 14</p> <p>(08) 9261 4444</p>		<p>24 hour telephone counselling.</p> <p>Dads @ Lifeline (Separated Fathers Support)</p> <p>Living Works (Suicide Intervention Training)</p>
<p>Men's Domestic Violence Helpline</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>(08) 9223 1199 1800 000 599 Freecall (country callers only)</p>		<p>Counselling, information and referral.</p>
<p>Mental Health Emergency Response Line</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>1300 555 788 1800 552 002 Freecall (country callers only)</p>		<p>Mental health advice and access to community services.</p>

<p>Office of the Public Advocate (OPA)</p>	<p>(08) 9278 7300 1300 858 455</p>	<p>Advice or assistance with cases of elder abuse where a person who may have a decision making disability is involved. Staff on call to help with after hours enquiries.</p>
<p>Police</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>000 (emergency only)</p> <p>131 444</p>	
<p>Samaritans</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>(08) 9381 5555 1800 198 313 Freecall (country callers only)</p>	<p>24 hour emotional support for suicidal, lonely and despairing people.</p>
<p>Salvo Care Line</p> <p>Crisis Counselling</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>(08) 9442 5777</p>	<p>An information and referral service for people without shelter. The Salvation Army provides an after hours service for homeless people. Advisory Service (5:00pm – 8:00am). This includes liaison with the Crisis Care Line, referral to a womens' refuge or hostel accommodation.</p> <p>24 hour / seven days a week crisis counselling and information service.</p>
<p>Sexual Assault Resource Centre (SARC)</p> <p>Availability: Crisis Line and Counselling: 24 hours a day 7 days/week.</p>	<p>(08) 9340 1828 (Mon-Fri 8.30am – 5.00pm)</p> <p>Freecall:1800 199 888 (country callers only)</p>	<p>Crisis Line - is answered by a person experienced in trauma counselling who assesses the caller's immediate medical needs. After hours, the call is diverted to Crisis Care and SARC is notified.</p>
<p>Suicide Crisis Line</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>(08) 9442 5750</p>	<p>Emotional support for suicidal, lonely and despairing people.</p>

<p>Victim Support Service</p> <p>Availability: Monday-Friday 8.30am- 4.30pm</p>	<p>(08) 9425 2850</p> <p>1800 818 988 (Freecall)</p>	<p>Victim Support Service provides support information and counselling to victims of crime; Assistance in the preparation of victim impact statements; Court support and witness preparation.</p>
<p>Women's Domestic Violence Helpline</p> <p>Availability: 24 hours a day, 7 days/week.</p>	<p>(08) 9223 1188</p> <p>1800 007 339 (Freecall)</p>	<p>Free telephone support and counselling for women experiencing family and domestic violence.</p>
<p>Metropolitan Hospitals</p>		
<p>Armadale/Kelmscott Hospital</p>	<p>(08) 9391 2000</p>	
<p>Bentley Hospital</p>	<p>(08) 9334 3666</p>	
<p>Fremantle Hospital</p>	<p>(08) 9431 3333</p>	
<p>Hollywood Private Hospital</p>	<p>(08) 9346 6000</p>	
<p>Joondalup Health Campus</p>	<p>(08) 9400 9400</p>	
<p>Joondalup Private Hospital</p>	<p>(08) 9400 9999</p>	
<p>Kalamunda Hospital</p>	<p>(08) 9257 8100</p>	
<p>Osborne Park Hospital</p>	<p>(08) 9346 8000</p>	
<p>Rockingham/Kwinana Hospital</p>	<p>(08) 9592 0600</p>	
<p>Royal Perth Hospital</p>	<p>(08) 9224 2244</p>	
<p>Sir Charles Gairdner Hospital</p>	<p>(08) 9346 3333</p>	
<p>Swan District Hospital</p>	<p>(08) 9347 5244</p>	
<p>Rural Hospitals</p>		
<p>Albany Regional Hospital</p>	<p>(08) 9892 2222</p>	
<p>Broome District Hospital</p>	<p>(08) 9192 9222</p>	
<p>Bunbury Regional Hospital</p>	<p>(08) 9721 4911</p>	
<p>Carnarvon Regional Hospital</p>	<p>(08) 9941 0555</p>	
<p>Derby Regional Hospital</p>	<p>(08) 9193 3333</p>	
<p>Geraldton Regional Hospital</p>	<p>(08) 9956 2222</p>	
<p>Kalgoorlie Regional Hospital</p>	<p>(08) 9080 5888</p>	
<p>Kununurra Regional Hospital</p>	<p>(08) 9166 4222</p>	
<p>Narrogin Regional Hospital</p>	<p>(08) 9881 0385</p>	
<p>Nickol Bay Regional Hospital</p>	<p>(08) 9143 2333</p>	
<p>Northam Regional Hospital</p>	<p>(08) 9690 1300</p>	
<p>Port Hedland Regional Hospital</p>	<p>(08) 9158 1666</p>	

Advice, Assistance and Advocacy	
Aboriginal Legal Services	(08) 9265 6666 1800 019 900 (country callers)
Aboriginal Medical Services	(08) 9421 3888
Advocare Inc	(08) 9479 7566 (Belmont) (08) 9964 4877 (Geraldton) 1800 655 566 Freecall (country callers)
Aged Care Advocacy (Department of Health and Ageing)	1800 700 600 (Freecall)
Aged Care Information Line (Department of Health and Ageing)	1800 500 853 (Freecall)
Alcohol & Drug Information Service (ADIS)	(08) 9442 5000
Commonwealth Respite and Carelink Centre	1800 052 222
Carers' Support Groups	
Contact local shire or city councils or remote hospitals for details of local carer's groups.	
Alzheimer's Association	(08) 9388 2800
Association for Relatives & Friends of the Mentally Ill (ARAFMI)	(08) 9427 7100 1800 811 747 (Freecall)
Carers WA	1300 227 377 24 hour carer counselling line 1800 007 332 (Freecall)
Headwest	(08) 9330 6370
Red Cross Carer Respite Services	(08) 9325 5111 1800 052 222
The Samaritans	(08) 9381 5555 (Careline) 1800 198 313 (Countryline) (08) 9382 8222 (TTY)
Centrecare Marriage & Family Centre	(08) 9325 6644
Citizens' Advocacy	
South Metro	(08) 9356 2814
Eastern Suburbs	(08) 9371 7537
Perth West	(08) 9322 5999
Commonwealth Department of Veterans Affairs	(08) 9366 8222
Community Legal Centres Association	(08) 9221 9322

COTA (WA)	(08) 9321 2133
Court of Petty Sessions Inquiry Line	(08) 9425 2266
Crisis Care (24 hour service)	(08) 9223 1111 1800 199 008 Freecall: (country callers)
Domestic Violence Legal Unit	(Perth) (08) 9261 6254
Metropolitan	
Fremantle	(08) 9335 7108
Infoline	1300 650 579
Perth	(08) 9261 6222
Perth Duty Lawyer Service	(08) 9425 2288
Midland	(08) 9274 3327
Rockingham	(08) 9261 6488
Rural	
Christmas/Cocos Islands	(08) 9164 7529
East Kimberley	(08) 9166 5800
Goldfields	(08) 9091 3255
Great Southern	(08) 9892 9700
Midwest and Gascoyne	(08) 9921 0200
Pilbara	(08) 9172 3733
Southwest	(08) 9721 2277
West Kimberley	(08) 9195 5888
Wesley Community Services	(08) 9481 1077
Women's Health Care Centre	(08) 9227 8122
Fremantle Migrant Resource Centre	(08) 9335 9588
Gosnells Community Legal Centre (Inc)	(08) 9398 1455
Health Consumers' Council (Inc)	(08) 9221 3422
Kinway (Counselling Service)	(08) 9263 2050 1800 812 511 (Freecall)
Livingstone Foundation - Life Line	(08) 9421 1114
Lockridge Community Group	(08) 9279 1133
Midland Information Debt and Legal Advocacy Service (MIDLAS)	(08) 9250 2123
Mirrabooka Community Health Centre	(08) 9345 3800
Multicultural Services Centre	(08) 9328 2699
Nollamara, Uniting Aid (Tues & Fri am only)	(08) 9344 3840
Northern Suburbs Community Legal	(08) 9440 1663

Centre Inc	
Office of Health Review	(08) 9323 0600
Office of the Public Advocate	(08) 9278 7300 / 1300 858 455
Peel Community Legal Services	(08) 9581 4511
People With Disabilities (WA)	(08) 9386 6477
Public Trustee	(08) 9222 6777
Rockingham Community Legal Service (SCALES)	(08) 9261 6488
Salvo Care Line	(08) 9442 5777
State Administrative Tribunal	(08) 9219 3111
Sussex Street Community Law Service	(08) 9470 2676
WA Legal Pty. Ltd	(08) 9219 0111
Welfare Rights & Advocacy Service TTY	(08) 9328 1751 (08) 9328 6069

List prepared by Advocare (Inc.) and the Alliance for the Prevention of Elder Abuse
APEA: WA.

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