

Northern Rivers Elder Abuse information for service providers

Who do you call?



Local and regional

Northern Rivers Community Legal Centre 02 6621 1000
Free legal advice on financial abuse and family matters

Legal Aid Lismore 6621 2082
Free legal advice on financial abuse and family matters

Carer Gateway 1800 422 737
Carer support

Women's Domestic Violence Court Advocacy Services Northern Rivers
02 6621 1044 1300 720 606
Free advocacy and support for women experiencing domestic violence

DAISI Senior Services 1800 800 340
Freecall information and referral hotline for service providers and community members

Senior Rights Service Far North Coast NSW 1800 424 079
Legal, advocacy, education / dedicated elder abuse social worker

Momentum Domestic Violence 24/7 service 1300 355 305
Crisis, after hours and weekend support for women experiencing domestic or family violence

ACON 02 6622 1555
LGBTQI domestic and family violence

Northern New South Wales Local Health District 02 6620 2100
Health services, mental health, community health, health promotion

Lismore Police Station 02 6626 0599
Provide support and assistance at the scene. Can initiate applications for an ADVO (Apprehended Domestic Violence Order) or a provisional order can be applied for if urgent protection is needed.

Ballina Police Station (open 24/7) 02 6681 8699

Byron Bay Police Station (open 24/7) 02 6685 9499

Tweed Heads Police Station (open 24/7) 07 5506 9499

Police / Ambulance Emergency 000
NSW Ageing and Disability Abuse Helpline 1800 628 221
NSW Rape Crisis 1800 424 017
Domestic Violence Line 1800 656 463
TIS (language interpreters) 13 14 50
My Aged Care (assessment for service) 1800 200 422
Carer Gateway 1800 422 737
National Dementia Helpline 1800 100 500
LawAccess NSW 1300 888 529
NSW Trustee and Guardian 1300 364 103
Centrelink Financial Information Service 13 23 00
Health Direct free 24 hour health advice 1800 022 222
Council of the Ageing 1800 449 102
Older Persons Advocacy Network 1800 700 600
Aged Care Complaints Commissioner 1800 550 552

State and federal



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Other resources to consider

Ask the person if they have a regular GP.

A GP can assist them to access counselling support through a Mental Health Care Plan. Health direct lets you search for a GP by type and location of health services, bulk billing, accessibility, opening hours and more at www.healthdirect.gov.au/australian-health-services

Access Social Workers through Community Health.

Find and contact your local community health centre at www.nswlhd.health.nsw.gov.au/about/community-health

Contact the local neighbourhood or community centre to find out what they can offer.

They may be able to assist with facilitating access to counselling and other support and connecting people with activities in their community. You can find out the location of your nearest hospital at www.nswlhd.health.nsw.gov.au/about/hospitals/

A Regional Assessment Service assessor may be able to provide short term linking support to assist with referrals for services such as Social Work or Counselling. Contact **My Aged Care 1800 200 422**

If there are unwanted people, such as adult children, living in an older person's home homelessness services may be able to help find them alternative accommodation to move out
Link2Home 1800 152152

Connecting Home 1800 048310

Momentum 07 5536 2537

Online advice and resources available at

www.legalaid.nsw.gov.au/publications/factsheets-and-resources/adult-children-living-at-home

The local Domestic Violence Liaison Officer may assist with eviction or provide advice and can be contacted via police stations listed overleaf.

If it's a rental property, **Northern Rivers Tenancy Advice and Advocacy Service (NORTAAS)** may be able to offer advice. Call **66211022** or **1800 649135**

ACAT will provide a home visit (with client consent) and assessment, then introduction to services in an attempt to diffuse and monitor any situation. Depending on the nature of the circumstances there could be police involvement or application to the NCAT for financial management **(02) 6620 6222**

Access Ageing and Disability Commission resources

Service providers – download the free Toolkit, a resource for all agencies that work with and provide services to older people living in the community who may be at risk or who are experiencing abuse

www.ageingdisabilitycommission.nsw.gov.au/information-for-professionals

Older people & concerned family members – link to a range of resources to empower older people to understand their rights and options

www.ageingdisabilitycommission.nsw.gov.au/community-information

Social Futures offer a free 30 minute session for aged care workers: 'Recognising and Responding to Elder Abuse'. To book or learn more email linda.wirf@socialfutures.org.au

Compiled in collaboration with the Northern Rivers Community of Practice Ageing