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Administrative Assistant  
H of R Legal and Constitutional Affairs Committee  
Parliament House  
Canberra

Submission No.....	128
Date Received.....	

RECEIVED  
15 JUN 2007  
BY: LACA

Dear Melita,

Further to your email of 1 June 2007 and our telephone conversation of yesterday, I have attached a copy of the MACA Hansard for 22 May 2007 with some corrections and comment.

Also attached [Attachment B] is a summary of calls received in the 12 months to May 2007 at the ACT Elder Abuse Information and Referral Telephone Line, as promised in response to a question from Mr Kelvin Thomson at foot of page LCA 12 and top of next page.

On that same page the Chairman asked me how many retirement villages there are in the ACT. I indicated that I thought it was 18 or 19. I have since checked on this and the following summarises the ACT situation:

There are now 18 providers who have 24 villages of varying sizes plus one in construction. Of these providers, 15 are not-for-profit providers and 3 are for-profit providers, with 9 of the former being associated with and/or backed by a church/religion. 2 of the former are associated with a specific ethnic group (Italian and Croatian) but do not restrict residents to their ethnicity.

I hope this is helpful to the Committee and its deliberations and would be happy to provide any other information or assistance they may require.

Yours sincerely

Brendon Kelly

15 JUNE 2007

**ACT Elder Abuse Information and Referral Telephone Line**

**Summary of Calls Received from May 2006 to May 2007**

A total of 131 calls were received during the 12 months about:

- Requests for information on elder abuse (47 calls);
- Mistreatment (26 calls);
- Financial abuse (18 calls);
- Emotional abuse (15 calls);
- Physical abuse (14 calls);
- Neglect and safety concerns (12 calls);
- Verbal abuse (3 calls).

Most of the above calls required no action apart from the provision of information. However, there were a number of formal and informal referrals made as follows:

- 12 were referred to the Office of the Public Trustee;
- 13 were referred to community based service providers;
- 3 were referred to Police;
- 3 were referred to the Conflict Resolution Service;
- 3 were referred to the Human Rights Commission;
- 3 were referred to the new Aged Care Complaints service;
- 3 were referred to the Aged Care Assessment Team; and
- 2 were referred to Housing ACT.

Please note: the above figures cannot be added because some calls related to more than one type of abuse, and some were referred to more than one agency.

ACT Office for Ageing

13 June 2007