

Respecting Elders

Support & conflict resolution services

Ema isn't able to meet residential care facility payments. She was reported as having limited capacity.



Initial Contact

Referred to FMC by Residential care facility due to concerns about her financial situation.



Consultation

FMC Family Consultant undertook an assessment using an interpreter. Ema appeared to have good capacity, gave a good family history and was aware of her financial details.



Counselling

Ema revealed that she did not have access to funds for basics like clothing, toiletries and medication. Ema wanted Mirka to continue looking after her finances as she would take her to her club on a Saturday (her only social contact). Mirka agreed to be POA when Ema was in hospital.



Coaching

Initially in the beginning Ema insisted Mirka continue as POA - "How was she to get to the club?". Different options were then offered for transport. Ema was then able to agree to mediation to discuss her options for managing her finances. She became able to self advocate.



Engaging with the other parties

Initially her Power of Attorney (Mirka) had not returned calls from the Residential Care Facility. After being contacted by FMC, who she considered to be independent, she agreed to mediation to work out the best situation for managing Ema's finances.



Mediation

The mediator is neutral and does not act as an advocate. Mirka's POA was relinquished, Mirka agreed to continue to take Ema to the club. Post mediation counselling: Ema outlook had changed and she was able to look at broader options for how she wanted to live her life.

EMA, 75

Bosnian lady speaks no English, has no family in Australia. In Bosnia, Ema has 2 daughters and siblings who she's in regular contact with.

MIRKA

Mirka and Ema met through a social club on Saturday. They have been friends for 2 years. Mirka currently holds Ema's POA.

POST MEDIATION COUNSELLING

Ema's outlook had changed and she was able to look at broader options for how she wanted to live her life.

OUTCOMES

Ema was referred to a CALD advocacy service as she was considering returning to Bosnia as her siblings had offered accommodation. At follow up Ema was managing her own finances, had become more independent, was actively involved in her own decision making (financial and lifestyle), reported higher levels of happiness and had plans to reside in Bosnia.

SIGNIFICANCE

Ema's desire to remain connected with her community through the weekly Club outing was all encompassing. She relinquished financial control to gain certainty about her social outing. Mirka's neglect of her POA responsibilities to Ema was clear. Mediation provided the forum to reach a negotiated agreement about relinquishing the POA. Through counselling and coaching Ema was able to reduce her anxiety about her outings and assume control of her finances and plan for her future.