

4 July 2025



Important Information for Referrers of Older Persons where there is **suspected/confirmed** Elder Abuse present

Service update

Due to the increasing complexity, intensity and volume of cases, BPA is temporarily closing new referrals for a period of 4 weeks. This decision is necessary to ensure the safety and wellbeing of our current clients and to allow our practitioners to work within safe practice limits.

What referrers need to know

During this period, please be aware of the following:

- **Current Clients:** We are focusing on providing adequate case time to our existing clients to ensure their safety and prevent premature discharges.
- **Waitlist Management:** Our waitlists have grown too high, and we need to manage the high-risk clients we currently have whilst building up the capacity to take on new referrals again.

What to do if you have an older person referred to you?

If you have an older person who needs support during this period, please redirect them to the appropriate services listed below:

- **Commonwealth Funded Aged Care Services:** Elder Rights Advocacy (ERA) supports older people, their families, and representatives in Victoria, 1800 700 600
- **Male victim survivors:** refer to Victims of Crime, 1800 819 817
- **Older people with decision making capacity who are willing to be contacted:** refer to SRV Helpline, 1300 368 821
- **Financial abuse:** refer to Crime Stoppers, 1800 333 000
- **Suspected sexual abuse:** refer to SECASA <https://secasa.org.au/contact-secasa/>
- **Legal issues:** refer to the Community Legal Centre (CLC) in the catchment, for example, PCLC https://www.fclc.org.au/find_a_community_legal_centre
- **Active crime:** refer to 000.

Each of the service systems navigators at the 5 Orange Doors, currently funded for support, will be briefed on the cessation period and the mitigation measures.

Thank you for your understanding and cooperation during this time. If you have any questions or need further assistance, please do not hesitate to contact us: 03 9556 5333.