



It's all about Respect
Manaakitanga

Respect is about:

- **Dignity**
 - Being safe
 - Being valued and treated fairly
- **Care**
 - Receiving care and support when needed
- **Independence**
 - Making choices and decisions
- **Self-fulfilment**
 - Meeting physical, spiritual, cultural and emotional needs
- **Participation**
 - Being part of conversations
 - Being involved in decisions that affect your wellbeing



Respect is valuing a kaumātua / older person's uniqueness and upholding their rights to the same courtesies and considerations as other people.

What is elder abuse?

Behaviour or lack of **appropriate action**, occurring within a **relationship of trust**, which causes **harm** and/or **distress** to an older person/kaumātua.

How do I know if an older person/kaumātua is being abused or neglected?

- These signs MAY indicate an older person/kaumātua is being abused:
- Unexplained behaviour, sleeping or eating habits
 - Withdrawal and/or edginess
 - Fear of a particular person
 - Confusion
 - Unexplained injuries
 - Drowsiness (over-medication)
 - Recoiling from touch
 - Unusual withdrawals from bank accounts
 - Unpaid bills, lack of money for necessities
 - Increased isolation
 - Weight loss, poor hygiene, poor health.

What do I do if I suspect an older person/kaumātua is being abused or neglected?

TELL SOMEONE

Contact your Elder Abuse and Neglect Prevention Service:

AGE CONCERN WANGANUI
P.O. BOX 27033
WANGANUI
Ph. 06 346 1799

Visit www.ageconcern.org.nz for more information, or phone Age Concern New Zealand 0-4-801 9338

PSYCHOLOGICAL ABUSE

- Behaviour causing mental anguish, stress or fear, e.g.
- ridicule or threats
 - harassment or humiliation
 - preventing choice or decision making
 - withholding affection

FINANCIAL/MATERIAL ABUSE

- Illegal or improper use of money, property or other resources, e.g.
- unauthorised taking of money or possessions
 - misuse of power of attorney
 - failing to repay loans
 - use of home and/or utilities without contributing to costs

PHYSICAL ABUSE

- Infliction of pain, injury or use of force, e.g.
- hitting, pushing, rough handling
 - overmedicating
 - inappropriate use of restraints or confinement.

NEGLECT

- Not providing for physical, emotional or social needs, e.g.
- inadequate food, clothing, shelter
 - lack of social contact, support
 - health needs not attended to.

SEXUAL ABUSE

- Non-consensual sexual acts or exploitive behaviours, e.g.
- inappropriate touching
 - sexual acts with someone unable to give consent.

INSTITUTIONAL ABUSE

- A policy or accepted practice within an organisation that disregards the rights of or harms an older person, e.g.
- routines that do not respect a person's culture or customs
 - rationing of continence products.

Elder Abuse Prevention Services

Whangarei	09 438 8043
Rodney	09 426 0916
North Shore	09 489 4975
Auckland	09 820 0184
Māori	09 268 0174
Pacific	09 276 4596
Counties Manukau	09 279 4331
Tauranga	07 578 2631
Waikato	07 838 2266
Taupo	07 378 1199
Tairāwhiti	06 867 6533
Hawkes Bay	06 870 9060
Taranaki	06 759 7303
Wanganui	06 345 1799
Manawatu	06 355 2832
Horowhenua	06 367 2181
Wairarapa	06 377 0066
Kapiti Coast	04 298 8879
Wellington	04 499 6646
Nelson	03 544 7624
West Coast	03 789 7659
Canterbury	03 366 0903
South Canterbury	03 688 5029
Otago	03 477 1040
Southland	03 218 6351