

What can CRS do?

The Conflict Resolution Service has been assisting Canberrans to resolve their disputes and differences for 30 years.

Unlike court, alternate dispute resolution processes aim to enhance relationships.

Engagement with CRS is always:

- Voluntary
- Confidential
- Impartial
- Non-judgemental
- Respectful

“It was great to be able to express my thoughts, feelings, and concerns and to ask questions and receive answers and explanations.”

About Us

The **Conflict Resolution Service** is a not for profit organisation established in 1988, to assist with the prevention, management, and resolution of all types of disputes.



Contact Us

Phone: (02) 6190 7100
Email: mediation@crs.org.au
Web: www.crs.org.au
Address: 3.10 Griffin Centre
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Canberra, ACT, 2601

Funded by



CONFLICT RESOLUTION SERVICE



CONFLICT RESOLUTION FOR SENIORS



Information about
Elder Abuse
in the ACT

What is Elder Abuse?

It is any act within a relationship of trust – between the older person and family member or carer – that causes harm or distress to that older person.

Cause for Concern

Often, Elder Abuse goes unnoticed and unreported. If you have witnessed behaviour towards an older person that made you concerned, then something should be said.

Some causes for concern include:

- The older person is having no say in important decisions in their life.
- An older person is not allowed to carry their own money or bank card.
- Someone is preventing an older person from seeing their friends, family members, or professionals.
- You notice an older person has bruising and marks on their face or hands.
- An older person tells you they do not feel safe when a particular person is around.
- You notice that an older person is unusually distressed or anxious before or after a visit.

CR4S

Conflict Resolution for Seniors (CR4S) is an ACT Government-funded trial service offered by the Conflict Resolution Service.

CR4S is designed to improve the awareness of older Canberrans, their families, and assisting professionals of the benefits of ADR for the prevention of intergenerational conflict and abuse.

Alternate Dispute Resolution processes can help Canberrans and their families to:

- Manage, prevent, and resolve problems and disputes with others
- Discuss difficult topics around ageing and the care of an older person
- Create plans for the future, e.g. health, finances, and living arrangements
- Avoid the financial cost and broken relationships of going to court
- Make their own decisions
- Preserve important family relationships

Finding Help

If you've seen an older person being mistreated, or you would like more information, there are organisations in the ACT that can help.

Conflict Resolution Service

Phone: (02) 6190 7100

Abuse Prevention Referral and Information Line (APRIL)

Phone: (02) 6205 3535

ACT Disability, Aged Care and Carer Advocacy Service

Phone: (02) 6242 5060

Council on the Ageing – ACT

Phone: (02) 6282 3777

Domestic Violence Crisis Service

Phone: (02) 6280 0900

Legal Aid ACT

Phone: 1300 654 314

Public Trustee and Guardian

Phone: (02) 6207 9800

Relationships Australia

Phone: (02) 6122 7100



“Excellent, unbiased, helpful guidance towards resolution.”