

## 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](mailto:mediation@crs.org.au)  
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## Funded by



## CONFLICT RESOLUTION SERVICE



# CONFLICT RESOLUTION FOR SENIORS



Information for  
Older Canberrans

## What is Elder Abuse?

It is any act within a relationship of trust that causes harm or distress to an older person.

## Cause for Concern

Often, the mistreatment of Older People goes unnoticed and unreported. If you have experienced any of the behaviours below, it may be Elder Abuse.

Some causes for concern include:

- You have no say in important life decisions.
- A carer or family member holds your bank card, and does not allow you to carry your own money.
- Your carer does not let you see your friends, or relatives.
- Someone looking after you physically grabs you, pushes or slaps you to control what you do.
- You feel threatened, or unsafe, while the person caring for you is around.

## 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 the mistreatment of older people.

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 care
- Create plans for the future, e.g. health, finances, and living arrangements
- Make independent decisions
- Preserve important family relationships

## Finding Help

If you're experiencing mistreatment, or you would like more information, there are other 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.”*