Senior Relationship Mediation Service (SRMS)

Senior Relationship Service

Leading support for Relationships AUSTRALIA · QLD

STAND UP, SPEAK OUT

Empowering the Voice of the Older Person

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What is Elder Mediation

Compass (page 7) 'Elder Mediation and Elder Abuse'

"Elder mediators take a holistic approach. They are educated and trained to screen for capacity and elder abuse, facilitate family (often larger) meetings and handle complex intergenerational and family dynamics."

What is Elder Mediation

Elder Mediation International Networks (EMIN)

'Code of Ethics for Elder Mediators' 2021

"Elder Mediation is based on a wellness model that promotes a person-centred approach for all participants (p.1).

Unlike other traditional forms of mediation,

Elder Mediation is a continuum from prevention to intervention and conflict may or may not be at the centre of the concern when first contact is made (p.5).

Senior Relationship Mediation Service

- *Free Counselling for the Older Person*
- *Couple Counselling for Older Persons*
- *Intake for all Family Members / Preparation*
- *Family Facilitated Meetings / Elder Mediation*
- *Case Management*
- *Information, Advice, Referral*
- *Community Education*

Reasons for engagement with SRMS?

Types of concerns an older person/s may wish to have a family meeting / counselling about may include:

- Health and wellbeing
- Living arrangements
- Family conflict
- Finances / financial arrangements
- EPOA disputes
- Care giver burnout and respite needs
- Future Care planning
- Emotional, financial, physical abuse, neglect
- Feeling disempowered regarding decision making arrangements
- Improving family dynamics and communication
- Family business arrangements
- Grandchildren access

Empowering The Voice of the Older Person

Where are the imbalances of power in the family dynamics?

Why is the Older Person's voice not being heard in the family?

How can we assist the older person to stand up, speak out and become empowered?

Continual risk assessment for all family members during intake and every contact.

Empowering The Voice of the Older Person

Navigating complex family relationships and staying independent and supportive to all family members is key, with the focus on empowering the older person.

With a family systems lens (all families operate differently; there is no definite pattern of interaction) difficult conversations can be had in a safe and supported space.

Empowering The Voice of the Older Person

A family facilitated meeting assists family members to shift negative, entrenched dynamics.

A core advantage of this holistic approach is its ability to help individuals understand their role in the family system and how their interaction / behaviour affects others.

Supporting the family to develop insight and respectful communication may alleviate distress, reduce anxiety and improve safety for the older person.

CASE STUDY

Referral: Community Hospital - Social Worker

Client Details: Eve – female, 85 years, European background. Eve had been deemed not to have capacity and was in poor physical health.

**** Social worker identified that there was high level conflict between the EPOA and the Carer who were Sisters.***

**** Carer sister was exhibiting high level carer fatigue and no longer able to care for the mother in her home.***

CASE STUDY

Process:

- ***Individual Intakes conducted with all sisters: EPOA, Carer and two other siblings.***
- ***Client's "voice" obtained by including all family members in the intake process. It was identified during the intake assessment /risk assessment process that speaking to the older person directly would have increased her distress.***

CASE STUDY

Identified Issues:

- **Conflict between EPOA and Carer. The EPOA controlled all of the financial decisions.**
- **Intergenerational living challenges - Eve lived with her Carer.**
- **Lack of trust between siblings/historic family relationship conflict.**
- **Little to no capacity to resolve conflict/problem solve.**

CASE STUDY

Family Facilitated Meeting Outcomes:

- **Agreed plan to organize the relocation of Eve from the Carer to the EPOA's Care**
- **Agreed time frame and process for the move.**
- **Agreed financial requirements for the move intrastate.**
- **Agreed family position that they did not want Eve to reside in an aged care facility.**
- **EPOA able to understand the Carer's stress and breaking point, therefore the need for the intervention.**

The Family were able to develop insight, they were able to share that they all had the best interests of their mother as their focus. This would

CASE STUDY

Family Facilitated Meeting Outcomes:

The Family were able to develop insight,

They shared and heard from each other that they all had the best interests of their Mother as their focus.

This outcome improved the quality of life and the safety for Eve.

SRMS Program Models & Interventions:

- *Life Span Development Theory*
- *Family Systems Theory*
- *Acceptance and Commitment Theory (ACT)*

Get in Touch

To contact the Senior Relationship Mediation Service,

please call **1300 063 232**

SRMS@raq.org.au

Hours:

Monday – Friday: 9am – 5pm

Closed weekends and public holidays

Thank you for participating today in understanding elder mediation!!!

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Together, we'll find a way to end the abuse of older people

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