

## Presentation on



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TRANS SAFE Centre



## Scope of Presentation

- History of TRANS Family Services (TFS)
- Mission and Goals of TFS
- Programmes and Services of TFS
- Role of TRANS SAFE Centre
- Adult Protection Team
- Definition of Elder Abuse
- Types of Abuse and Indicators
- Risk Factors of Elder Abuse
- Management of Elder Abuse – Legal Recourse
- Contact Information



## TRANS FAMILY SERVICES Milestones

- Began in 1979 as Bedok Outreach Project
- Developed into a Family Service Centre in 1994
- Set up another Family Service Centre and Students' Care Centre in Toh Yi Estate, Bukit Timah, in 2000
- Set up SAFE@TRANS in January 2007
- Corporate Rebranding – TRANS Family Services



## Mission Statement

To provide a social service for children, youths and families in need of assistance to cope with a crisis or social problem to help them to move to more effective social functioning through community resources



## OUR GOALS

- To identify the needs of children, youths and families and establish appropriate programmes to meet identified needs.
- To provide developmental, preventive and remedial services with competent and professional staff and volunteers.
- To liaise closely with community organisations and galvanise resources for effective services.



## SERVICES FOR FAMILIES

Casework & Counselling

Information and Referral Service

Family Life Education





**Area of Work**

- Casework & Counselling for Spousal & Elder Abuse Cases
- Risk / Needs Assessment
- Individual / Couple / Family Counselling
- Family Mediation
- Application for Protection Orders
- Facilitate Application for Maintenance
- Case Management

**Area of Work**

- Referral to Crisis Shelter / Sheltered Home / Nursing Home
- Referral for Financial Assistance / Community Support Services
- Support for Caregivers / Other Family Members

## Area of Work

- **Group Work Programmes:**

Children  
Elderly

- **Public Education & Outreach**

Road shows  
Elder abuse talks for elderly / families

- **Training for Para / Professionals**

Social Workers  
Medical / Allied Health Professionals  
Police



## Management of Cases

- Social workers conduct investigation and assessment of all cases referred
- Geriatric and/or psychiatric assessment arranged where necessary
- Every elder abuse case referred will be discussed at the Adult Protection Team Meeting.



## Adult Protection Team (Multidisciplinary Team)

- Geriatricians
- Psychiatrists
- Lawyers
- Psychologist
- Occupational Therapist
- Medical Social Workers / Social Workers
- Police Representative
- MCYS Representative



## Adult Protection Team

- Assessment of risk and abuse in the cases
- Development of a holistic intervention and care plan
- Involvement of the different professionals in the intervention and care plan of the elderly and family
- Available to social workers from other agencies



## What is Elder Abuse?

**Elder Abuse is generally defined as...**

- any action or inaction, perpetrated by a person in a position of trust, which jeopardizes the health or well being of an elderly person



## Types of Abuse

- **Physical Abuse**
- **Sexual Abuse**
- **Financial Abuse**
- **Emotional/Psychological Abuse**
- **Neglect**
- **Abandonment**



## What is Elder Abuse?

### 1. Physical Abuse

Infliction of physical pain and injury to an older person.

- Direct aggressive behaviours such as hitting, punching, slapping, pushing, kicking or burning.
- Use of physical force to restrain or force-feed, and the use of any physical punishment that results in bodily injury or impairment.



## What is Elder Abuse?

### • Indicators of Physical Abuse:

- Wounds, cuts or bruises. Visible scars of old wounds and multiple injuries at different stages of recovery.
- Broken bones, fractures, sprains or skull injuries, and pain on touching.
- 'Unnatural' injuries such as black eyes, rope/gag marks, cigarette burns, and any signs of restraint/punishment.
- Broken eye glasses, hearing aid or walking aids.
- The older person is not allowed visitors.
- Any sudden change of the older person's behaviours.



## What is Elder Abuse?

### 2. Sexual Abuse

A non-consensual sexual contact with an older person.

- Sexual contact with an older person who is not capable to give consent.
- Sexual contact includes molestation, rape, explicit sexual photography or any other forms of sexual assaults.



## What is Elder Abuse?

### • Indicators of Sexual Abuse:

- Signs and symptoms include genital diseases or urinary irritation.
- Unexplained injuries or bruises at breast or genital areas.
- Intense fear of a particular person or have strong refusal to bathing or any specific procedures that involve the pelvic area.



## What is Elder Abuse?

### 3. Financial Abuse

Exploitation and/ or misuse of funds or resources belonging to the older person.

- Unauthorized withdrawal or stealing of the older person's funds, valuables, or assets.
- Coercing or using deceitful ways to obtain the older person's funds or assets (eg. signing any documents, contracts or wills).
- Any form of exploitation of the older person's resources for any personal benefits as a care provider.



## What is Elder Abuse?

### • Indicators of Financial Abuse:

- Sudden loss of funds or possessions, unusual banking activities such as inclusion of names or signatures to older person's bank account.
- The older person reported to having signed documents that he/she cannot understand.
- No freedom or access to the older person's personal bank books/cards.
- There are unpaid bills or lack of amenities (radios, tv or fans) despite the availability of sufficient funds.
- An unusual interest by family members in the older person's assets.
- An implausible explanation on the older person's finances by the caregiver, elder or both



## What is Elder Abuse?

### 4. Emotional / Psychological Abuse

The use of verbal or non-verbal acts that would generate distress or fear.

- May involve verbal assaults, threats, intimidation or humiliation.
- Withdrawing the older person from his/her social activities and isolating them from any contacts with family or friends.



## What is Elder Abuse?

### • Indicators of Emotional/Psychological Abuse:

- The older person is withdrawn, neglectful of self, depressed, non-responsive, fearful or anxious.
- Lack of eye contact, cowering, trembling or clinging.
- Difficulty in sleeping, headaches, chest pains.
- Express wish to die or is suicidal.



## What is Elder Abuse?

### 5. Neglect

Deliberate refusal to meet the basic needs of an older person.

- The failure to provide food, shelter, clothing, medical needs or financial help.
- Refusal to ensure safety or to fulfill any responsibilities as the care provider.



## What is Elder Abuse?

### • Indicators of Neglect:

- Poor maintenance of the older person's appearances, hygiene, soiled or inappropriate clothing.
- Dehydrated or underweight/malnourished.
- Unattended medical needs (Unexplained Fractures, Sprains, Pressure Sores).
- Unsanitary, unclean or unsafe living conditions.
- Consistent lack of supervision, especially in dangerous activities or for long periods.



## What is Elder Abuse?

### 6. Abandonment

Deliberate attempt to desert an older person.

- Any person who resigns their responsibilities of care by leaving an older person unattended at a public place (eg. Shopping complex, MRT stations or bus-stops) or at a hospital, and nursing home.



## What is Elder Abuse?

### • Indicators of Abandonment:

- No visitors during hospitalization, or in nursing home or similar institutions.
- Older person's complaint of possible abandonment by caregiver.



## Risk Factors of Elder Abuse

- Psychopathology (Victim or Perpetrator)  
Victim or Perpetrator may be suffering from severe mental illness, personality disorder and or addiction
- Longstanding Dysfunctional Relationships  
History of violence  
Permissive Parenting

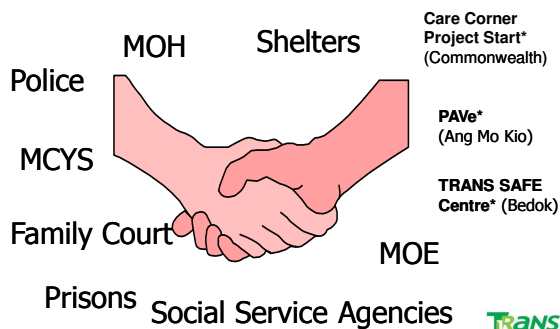


## Risk Factors of Elder Abuse

- Caregivers' Stress  
Caregiver receives little formal or informal support  
Knowledge and skill deficit in caregiving  
Lack of commitment to care
- Family Stressors  
Unemployment and financial problem  
Poor marital relationship



## Management of Family Violence



## Recourse Available for Elder Abuse

- Legal Recourse
- Police
- Hospitals
- Family Service Centers
- Shelters
- VWOs ( Day Care, Home Help, Home Nursing, Senior Activity Centre)



## Legal Recourse

- Women's Charter
- Maintenance of Parents Act
- Penal Code
- Mental Capacity Act



## Women's Charter

- Family Violence defined in the Women's Charter as:
- Causing hurt wilfully or knowingly
  - Wilfully placing or attempting to place one in fear of hurt
  - Wrongful confinement or restraint
  - Continual harassment which causes anguish
- But does not include any force used lawfully in self-defence, or by way of correction towards a child below 21 years of age.



## Women's Charter

Family member is defined by the Court as:

- spouse or former spouse
- child (including adopted child or step- child)
- parents
- in-laws
- siblings
- any other relative or incapacitated person who can be regarded as a family member by the Court



## Women's Charter

- Persons (21 years old and above) can apply to the Court for:
  - 1) Expedited Order (EO),
  - 2) Personal Protection Order (PPO),
  - 3) Domestic Exclusion Order (DEO), against a family member
- The order is issued based on "a balance of probabilities"
- The Court can impose an additional order for mandatory counselling (CGO).



## Mandatory Counselling Programme

The Family Court can issue an order when a PPO is given for those involved to attend counselling.

Failure to attend counselling is punishable as contempt of court.



## Mandatory Counselling Programme

The objectives of the programme are

- To prevent and stop the recurrence of violence in perpetrators
- To enhance the safety and protection of the victims and vulnerable members of the family



## Breach Of Protection Order

- An arrestable offence
- Penalty for first conviction:  
Fine not exceeding S\$2000 or imprisonment not exceeding 6 months or both
- Penalty for second or subsequent conviction: Fine not exceeding S\$5000 or imprisonment not exceeding 12 months or both



## Legal Recourse

### Maintenance of Parents Act



## Maintenance of Parents Act

- Any person 60 years and above, domiciled and resident in Singapore, and unable to maintain himself adequately can claim maintenance from their children, who are capable of supporting him but are not doing so
- A person below 60 can also apply if he is suffering from infirmity of mind or body which prevents him or makes it difficult for him to maintain himself



## Maintenance of Parents Act

- Apply in person at the Tribunal at the Family Link@Lengkok Bahru
- The elderly must be able to provide the last known address or the IC number of the child



## Maintenance of Parents Act

- Tribunal's Consideration
  - 1) Older Person's Income and Expenditure
  - 2) Older Person's History (Responsible Parent?)
  - 3) Children's Income (Others – Health / Social Concerns?)



## Penal Code

For non-grievous hurt:

Police report & medical report

Magistrate's complaint/private summons at the Criminal Registry of the Subordinate Court (1 Havelock Square)

For grievous hurt:

Police report & medical report



## Penal Code

Provisions for cheating, impersonation, and fraud under law



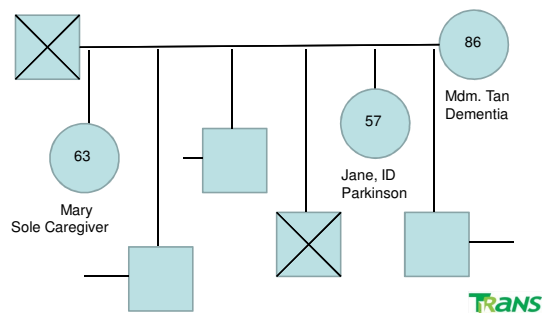
## Mental Capacity Act

- Individual can create a Lasting Power of Attorney beforehand
- Parents of a child with intellectual disabilities can make provisions for the child's future
- Provides protection against liabilities for caregivers
- Provides safeguards for persons without capacity through the Office of the Public Guardian





## Case Study 1



## Case Study 1

- Member of Public witnessed Mary losing her temper, scolding and slapping Mdm. Tan, Contacted TRANS SAFE
- Assessment – Mary admitted to scolding and hitting Mum and Sis – No bruises seen - Caregiver's Stress ? (No Collateral Information)
- Intervention – Step up monitoring, Support Services (initial), Use of Legislation – Women's Charter (PPO), MCA



## Case Study 2

Social Worker from a Family Service Centre called TRANS SAFE for assistance  
**"A very thin elderly was sighted at home!"**



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**Thank You**

