

Elder Abuse Response Service (EARS)

Elder Abuse Response Service (EARS) puts the victims of elder abuse first. The cornerstone of EARS is a free and confidential 24/7 helpline, 0800 32 668 65 (0800 EA NOT OK). Registered nurses will be on the other end of the phone to listen and advise anyone who needs information or support about elder abuse – whether they are the victim or someone who's concerned it might be happening to a friend or family member. Callers will then be referred to local elder abuse services to get the help they need.

With translation services available to the free 24/7helpline, and providers selected to ensure services are culturally responsive, the new service will be able to respond to the social, economic, political and spiritual values of our different cultures and ethnic groups, including Maori, Pasifika, Indian, Chinese and Korean communities.

Details of the selected EARS providers:

Northland

- Kaitaia & District Age Concern
- Age Concern Mid-North (based in Kerikeri)

Auckland

- Auckland Elder Abuse Response Service Consortium
- Age Concern Auckland
- Age Concern North Shore
- Age Concern Counties Manukau
- Vaka Tautua
- Shanti Niwas

Waikato and Coromandel

- Age Concern Midland consortium
- Age Concern Hamilton
- Age Concern Thames
- Age Concern Rotorua
- K'atue Pasifika Trust
- Otorohanga Support House Whare Awhina

Bay of Plenty and Taupo

- **Taupo and Whakatane** - Manaaki Ora Trust, Tipu Ora
- **Rotorua** – Family Focus Rotorua
- **Tauranga** – Whaioranga Trust
- **Opotiki** – Te Pou Oranga O Whakatohea
- **Kawerau and Edgcumbe** – Tuwharetoa Ki Kawerau Health, Education and Social Services

Gisborne/East Cape

Service still under negotiation – will be covered by local Age Concern until in place. MSD are working with them and other providers on a long-term solution.

Hawkes Bay

- Age Concern Hawke's Bay and Wairoa consortium
- Age Concern Hawke's Bay
- Age Concern Wairoa

Wanganui, Manawatu, Taranaki and Tararua

- **Wanganui, Manawatu and Taranaki** – Age Concern Consortium (Age Concern branches in Manawatu, Taranaki and Wanganui)
- **Tararua** – Currently under negotiation - MSD are working with local organisations on a long-term solution

Wellington, Kapiti and Horowhenua

- **Wellington, Porirua, Kapiti and Hutt Valley** – Wesley Mission
- **Wairarapa and Horowhenua** – Age Concern Wellington Consortium (including Wairarapa and Horowhenua)

South Island

All services provided by Age Concern branches.

Christchurch, Canterbury and the West Coast - Age Concern Canterbury, West Coast

Southland – Age Concern Southland, Invercargill, Queenstown

Otago – Age Concern Otago, Central Otago

Nelson, Tasman and Marlborough – Age Concern Tasman, Nelson, Marlborough