



Implementation Plan

to support the **National Plan
to Respond to the Abuse of
Older Australians** 2019-2023



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www.ag.gov.au/ElderAbuseNationalPlan

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An elderly couple is walking up a set of stone steps in a park. The man is on the left, wearing a blue denim jacket, light-colored trousers, and a blue flat cap. The woman is on the right, wearing a light-colored cardigan and blue jeans. They are both looking towards the right, and the man has his arm around the woman's shoulder. The background is filled with cherry blossom trees in shades of pink and white, with green grass and trees in the distance.

The National Plan provides a framework for coordinated action across Commonwealth and state/territory governments over the next four years from 2019 to 2023 and reflects the commitment of all governments to act now to support the rights of older Australians.

National Plan Context

The National Plan sets out five priority action areas for the attention of governments:

- I Enhancing our understanding
- II Improving community awareness and access to information
- III Strengthening service responses
- IV Planning for future decision-making
- V Strengthening safeguards for vulnerable older adults.

The companion document to the National Plan—*Everybody's business: Stocktake of elder abuse awareness, prevention and response activities in Australia*—showcases the breadth and depth of efforts to prevent, support and respond to the abuse of older Australians. However, governments have agreed that they can do more. In finalising the National Plan, all governments agreed to identify further activities which could be undertaken to support the five priority action areas.

This Implementation Plan sets out the specific activities which will be prioritised by governments in line with each of the five priority action areas, commencing from 2019.

While the Implementation Plan sets out tangible outcomes, there will continue to be discussions within and between elected officials, governments and interested sectors in relation to the outcomes and recommendations of various national and jurisdictional reviews which continue to shape the growing response to elder abuse across Australia.

Over the life of the National Plan new initiatives may be developed which will contribute to broader efforts to combat the abuse of older Australians. While this Implementation Plan forecasts activity and priorities to 2023 it may be revised from time to time.

Elder abuse is everyone's business.

Acronyms

Acronym	Jurisdiction	Agency
AGD	Cwlth	Attorney-General's Department
AHRC	Cwlth	Australian Human Rights Commission (Age Discrimination Commissioner)
CHS	ACT	Canberra Health Services
Communities	Tas	Department of Communities
Cwlth	Cwlth	Commonwealth
DCDSS	Qld	Department of Communities, Disability Services and Seniors
DCSYW	Qld	Department of Child Safety, Youth and Women
DHHS	Vic	Department of Health and Human Services
DHS	Cwlth	Department of Human Services
DJAG	Qld	Department of Justice and Attorney-General
DJCS	Vic	Department of Justice and Community Safety
DOC	WA	Department of Communities
DOH	WA	Department of Health
DOJ	WA	Department of Justice
DSS	Cwlth	Department of Social Services
FACS&J	NSW	Department of Families and Community Services and Justice
Health	Cwlth	Department of Health
Justice	Tas	Department of Justice
NSWPF	NSW	New South Wales Police Force
OPA	Vic, Qld, WA	Office of the Public Advocate
OPG	Qld	Office of the Public Guardian
Qld PS	Qld	Queensland Police Service

Overview

This Implementation Plan demonstrates the breadth and depth of the commitment of the Commonwealth and state and territory governments to support a range of actions to reduce the prevalence and impact of instances where older Australians are abused by people they trust.

While each jurisdiction can, and does, have its own priorities, there are a number of key areas of alignment, where the majority of governments are focussing efforts in similar areas, including:

- Using key research data, such as the outcomes of the national prevalence study, to refine policies, practices and interventions (see priority area 1.1).
- Working together to prioritise future research efforts to address key gaps in our understanding (see priority area 1.2).
- Working across and outside of government to share information and the responsibility of increasing community awareness and access to information (see priority areas 1.3 and 2.1), including in related areas such as family violence (see priority areas 2.1 and 3.2).
- Expanding the body of material available to raise awareness of elder abuse and the capacity of a wide range of front-line contact staff to identify and appropriately respond to potential cases of abuse, including through referrals to targeted support services (see priority areas 1.3, 2.1, 3.1 and 3.2).

- Building support networks for those who need decision-making assistance (see priority areas 3.2 and 4).
- Reviewing legislation, policy and practice to strengthen safeguards for vulnerable older adults (see priority area 5).

The Implementation Plan also demonstrates the connections required across and between governments to provide a comprehensive response to elder abuse, given that those experiencing the negative impacts of physical, emotional, financial, sexual abuse and neglect can seek support through a wide variety of entry points. The required support and response can be complex and is often broader than the boundaries of any single agency or program.

By working between and across various sectors, and governments, a stronger safety net for older Australians will be created.

The Council of Attorneys-General acknowledges the commitment of the many people in a variety of roles, with a wide range of responsibilities, who will work together to ensure that the commitments and actions outlined in this Implementation Plan are pursued and their progress reported on.

PRIORITY AREA 1 ENHANCE OUR UNDERSTANDING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
1.1	Conduct a national prevalence study on abuse of older people					
1.1.1	Undertake Australia's first national study into the prevalence of elder abuse across Australian society, including specifically considering the views of older people and the general community.	Cwlth AGD	✓	✓		
1.1.2	As part of 1.1.1, conduct a sub-study into the experience of elder abuse for those from a culturally and linguistically diverse background.	Cwlth AGD	✓	✓		
1.1.3	Draw on the results of the prevalence study to inform future policy considerations and/or service provision.	All			✓	✓
1.2	Develop an agreed set of national research priorities					
1.2.1	Contribute to the development of an agreed set of national research priorities through participation on the Research and Data Priorities Working Group.	All	✓	✓	✓	✓
1.2.2	Use de-identified data on the number of calls received through the National elder abuse redirection phone line 1800ELDERHelp (1800 353 374) or directly to state and territory help lines to contribute to the national data picture on elder abuse.	All	✓	✓	✓	✓
1.2.3	Utilise the agreed national research priorities to inform state based research and data collection activities to ensure that data collection and research activities are maximised at a state level.	All	✓	✓	✓	✓
1.2.4	Identify which organisations and government agencies have the capacity to collect data on elder abuse and work with them to determine data collection criteria, processes and protocols.	WA DOC	✓	✓		

PRIORITY AREA 1 ENHANCE OUR UNDERSTANDING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
1.3	Improve our ability to share learnings from existing programs, in order to better target future programs					
Information Exchange						
1.3.1	Support the ongoing National Elder Abuse Conference series.	All	✓	✓	✓	✓
1.3.2	Seek input from the Older Persons ACT Legal Service and Relationships Australia to contribute to the identification of current trends, gaps in services, law reform and systemic advocacy initiatives, with a view to targeting future programs.	ACT Government	✓	✓	✓	✓
1.3.3	Participate in the ACT Elder Abuse Prevention Network as an avenue to access learnings from existing programs to better target future programs.	ACT Government	✓	✓	✓	✓
1.3.4	Share learnings from any improvement activity or projects implemented in relation to elder abuse in CHS.	ACT Government CHS	✓	✓	✓	✓
1.3.5	Age Discrimination Commissioner to engage with stakeholder groups to foster connections between organisations to encourage evaluation and sharing of existing programs and best practice.	Cwlth AHRC	✓	✓	✓	
1.3.6	Leverage jurisdictional meetings to share information on elder abuse, including: Ageing Interdepartmental Committee; Global Access Partners; NSW Steering Committee on the Prevention of Abuse of Older People; Ministerial Advisory Council on Ageing.	NSW FACS&J	✓	✓	✓	✓
1.3.7	Share learnings from existing programs across commands and regions to inform service delivery.	NSWPF	✓	✓	✓	✓
1.3.8	Share information and knowledge about issues, trends, research and best practice approaches with Queensland stakeholders via the Elder Abuse Prevention Unit Reference Group to improve understanding, responses and awareness.	Qld (all stakeholders)	✓	✓	✓	✓

PRIORITY AREA 1 ENHANCE OUR UNDERSTANDING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
1.3.9	Seek opportunity for an annual, statewide Symposium, to share national and state learnings, which can be utilised by key stakeholders to inform future program development.	Tas Communities	✓	✓		
1.3.10	Develop a dedicated, stand alone, website, which will be a platform for sharing information of both national and state interest and which can be readily located and utilised for the development of future programs. Consider appropriate linkages of information to the Commonwealth Elder Abuse Knowledge Hub.	Tas Communities	✓	✓	✓	✓
1.3.11	Share learnings from the following programs in Victoria: <ul style="list-style-type: none"> • Integrated model of care including single session therapy training provided by the Bouverie Centre. • Prevention networks—10 local agency networks addressing primary prevention of elder abuse. • Study on awareness of elder abuse among financial counsellors conducted by the Financial Consumer Rights Council. • Information booklet for families and friends concerned about elder abuse. • The funded work of the Ethnic Communities Council of Victoria (ECCV) to deliver culturally appropriate messages about elder abuse, its prevention and pathways to support culturally diverse communities. 	Vic DHHS	✓	✓		

PRIORITY AREA 1 ENHANCE OUR UNDERSTANDING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
Data/research						
1.3.12	Improve systemic data capture capabilities to better understand the prevalence of abuse of older people.	NSWPF	✓	✓	✓	✓
1.3.13	Support the Australian Research Council Linkage Project on 'Effective Decision-making Support for People with Cognitive Disability' led by Professor Christine Bigby through La Trobe University.	NSW Trustee and Guardian Qld OPA Qld OPG Qld Mental Health Commission Qld Public Trustee Vic OPA	✓	✓	✓	✓
1.3.14	Explore options for improving data collections and datasets held by state government agencies and services to improve information on elder abuse.	Qld DCDSS	✓	✓	✓	✓
1.3.15	Continue to work with the Elder Abuse Prevention Unit to improve Helpline data collection, reporting and analysis of the data.	Qld DCDSS	✓	✓	✓	✓
1.3.16	Partner with University of SA to undertake an analysis of the practical interaction between adult safeguarding legislation with the <i>Coroners Act 2003</i> and <i>Criminal Law Consolidation Act 1935</i> and share findings with the IEG.	SA Office for Ageing Well	✓	✓		
1.3.17	Utilise the findings of a research project into elder abuse being funded by the Office for Women in the Department of Premier and Cabinet to inform the development of a set of national research priorities. This participatory action research project—Research into Primary prevention of intimate partner violence against older women will explore the opportunities and challenges for increasing the engagement and capacity of relevant agencies in preventing intimate partner violence against older women.	Vic DPC		✓		

PRIORITY AREA 1 ENHANCE OUR UNDERSTANDING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
Policy/practice						
1.3.18	Work with relevant stakeholders to identify learnings to incorporate into development of the next iteration of the DHS Family and Domestic Violence Strategy (2020-23), and training and resources for staff and customers.	Cwlth DHS	✓	✓		
1.3.19	Consideration of the inclusion of older people who have experienced sexual violence (historical or recent) as part of the Queensland Sexual Violence Prevention Framework.	Qld DCSYW	✓			
1.3.20	Advocate on behalf of older persons with impaired capacity through consultation with key stakeholders; participation in various committees, reference groups, forums and conferences aimed at addressing elder abuse.	Qld OPA	✓	✓	✓	✓
1.3.21	Work with the Alliance for the Prevention of Elder Abuse Western Australia (APEA WA) to support inter-agency collaboration to prevent elder abuse.	WA DOC WA DOJ WA Police WA DOH	✓	✓	✓	✓
1.4	Evaluate and report on the effectiveness of this implementation plan through monitoring and review					
1.4.1	Within the first twelve months of the Plan's operation, the Implementation Executive Group will design and initiate a program to measure and monitor progress on actions and outcomes.	All	✓			
1.4.2	The Implementation Executive Group will Report annually to the Council of Attorneys-General on progress under the National Plan to Respond to the Abuse of Older Australians.	All	✓	✓	✓	✓

PRIORITY AREA 2 IMPROVING COMMUNITY AWARENESS AND ACCESS TO INFORMATION

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
Policy/practice						
2.1	Develop a communication strategy that integrates the views of older people, including diverse groups of older people, to increase understanding and awareness of abuse of older people in the community					
National campaigns/activity						
2.1.1	Contribute to the development of a national approach to raising awareness of elder abuse and the value of older people through participation in the National Information and Awareness Raising Working Group.	All	✓	✓		
2.1.2	Conduct of an inter-jurisdictional Seminar for World Elder Abuse Awareness Day on 15 June 2019 to increase awareness of the issue, improve inter-jurisdictional collaboration and to identify and implement possible solutions at a local level. Support the national and ACT communication strategy with area specific communication for both consumers and staff. Work with relevant areas to develop or review and update the associated CHS policy documents, to ensure staff are aware of older Australian abuse, how to identify it and strategies for addressing it.	ACT Government CHS	✓	✓	✓	✓
2.1.3	Age Discrimination Commissioner/ AHRC to continue to raise understanding and awareness of elder abuse among older Australians through community engagement and distribution of resources.	Cwlth AHRC	✓	✓	✓	
Jurisdictional elder abuse campaigns/awareness raising activity						
2.1.4	OPALS to continue to raise awareness of abuse of older people in the community and conducts consultation as appropriate. OPALS to conduct a consultation with the Aboriginal and Torres Strait Islander community regarding elder abuse in the ACT.	ACT Government	✓	✓	✓	✓

PRIORITY AREA 2 IMPROVING COMMUNITY AWARENESS AND ACCESS TO INFORMATION

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
2.1.5	Continue to work across ACT Government, including through an elder abuse campaign during 2019 World Elder Abuse Awareness Day, to increase awareness of elder abuse ¹ .	ACT Government	✓			
2.1.6	Develop customised products and awareness campaigns on identifying, reporting and responding to abuse of older people.	NSWPF	✓	✓		
2.1.7	NSW Police Force's Elder Abuse Prevention Officers and other liaison officers will work to improve community awareness about abuse of older people and to enhance access to services.	NSWPF	✓	✓	✓	✓
2.1.8	Deliver the annual state-wide elder abuse prevention and awareness campaign including domestic and family violence as a specific aspect of the state-wide elder abuse campaign.	Qld DCDSS	✓	✓	✓	✓
2.1.9	Participate in public and stakeholder education initiatives, arising from recommendations of the 'Not Now Not Ever' report which highlighted the need for innovative programs to address family violence in Indigenous communities. These initiatives enhance the community's understanding of elder abuse and the services and supports available, including the Public Guardian's investigations and protective functions for people with impaired capacity.	Qld OPG	✓	✓	✓	✓
2.1.10	Support the 2019 state-wide elder abuse prevention and awareness campaign, including through developing targeted materials for the public on the Public Trustee's website.	Qld Public Trustee	✓			
2.1.11	SA will continue to run its annual and ongoing Stop Elder Abuse campaigns, designed in consultation with older people, carers, volunteers and diverse communities and share its annual evaluation findings with the IEG through the National Information and Awareness Raising Working Group.	SA Office for Ageing Well	✓	✓	✓	

PRIORITY AREA 2

IMPROVING COMMUNITY AWARENESS AND ACCESS TO INFORMATION

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
2.1.12	The Office for Ageing Well funds COTA SA, Aged Rights Advocacy Service, a number of culturally and linguistically diverse (CALD) aged care service providers and the Multicultural Communities Council of SA to raise awareness about rights, safeguards to prevent abuse, and where to access information and support, including about elder abuse. This work focuses on older people from LGBTIQ, Aboriginal and CALD backgrounds, as well as those living in regional and rural South Australia. The outcomes of this approach will be shared with the IEG.	SA Office for Ageing Well	✓	✓	✓	
2.1.13	As a key area of the Communication Strategy, develop a dedicated, stand-alone website, which will be the platform for sharing information on a state level.	Tas Communities	✓	✓		
2.1.14	A new re-branded campaign will be launched, supporting front line services, and utilising a range of media options to build awareness within communities.	Tas Communities	✓	✓		
2.1.15	Work with the network of Neighbourhood Houses to better reach older people within communities, including provision of training for House staff, and provision of campaign collateral to the Houses.	Tas Communities		✓	✓	✓
2.1.16	The Victorian Government is currently developing a public awareness raising campaign and learnings may be shared to inform the development of a communication strategy to increase understanding of prevention of abuse of older people in the community.	Vic DHHS	✓	✓		

Advice and resources

2.1.17	Utilise advice from the Ministerial Advisory Council on Ageing and the Elder Abuse Prevention Network to ensure work to address elder abuse in the ACT integrates the views of older people, including diverse groups of older people.	ACT Government	✓	✓	✓	✓
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PRIORITY AREA 2 IMPROVING COMMUNITY AWARENESS AND ACCESS TO INFORMATION

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
2.1.18	Utilise the findings received through the consultation that the Older Persons ACT Legal Service is conducting with Aboriginal and Torres Strait Islander community regarding elder abuse in the ACT to shape the Government's future initiatives and reforms.	ACT Government	✓			
2.1.19	Support the Older Persons ACT Legal Service ² to develop elder abuse resources, undertake community and professional education, and to attend forums and other events such as World Elder Abuse Awareness Day and the ACT Seniors Expo, to raise awareness of abuse of older people in the community.	ACT Government	✓	✓	✓	✓
2.1.20	Address information gaps by expanding existing Commonwealth government family violence resources to include information about abuse of older Australians.	Cwlth AGD	✓	✓	✓	✓
2.1.21	As part of incorporating elder abuse into the next iteration of the Department of Human Services' Family and Domestic Violence Strategy (2020-23), the department will raise awareness of elder abuse by updating current resources, identifying gaps in information and taking opportunities to develop new and mutually useful resources for staff and customers highlighting support available. Relevant stakeholders will be involved in this process where appropriate.	Cwlth DHS	✓	✓		
2.1.22	Leverage the expertise and insights of the Ministerial Advisory Council on the Aged and work with peak advocacy bodies to build communication strategies and increase awareness of elder abuse.	NSW FACS&J	✓	✓		
2.1.23	NSW Police Force's Elder Abuse Prevention Officers and other liaison officers will work to improve community awareness about abuse of older people and to enhance access to services.	NSWPF	✓	✓	✓	✓
2.1.24	The new SA Adult Safeguarding Unit will raise awareness about elder abuse, its signs and potential safeguards, through community and professional education.	SA Adult Safeguarding Unit	✓	✓	✓	✓

PRIORITY AREA 2 IMPROVING COMMUNITY AWARENESS AND ACCESS TO INFORMATION

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
Sector development						
2.1.25	Include elder abuse content as part of the ACT's Domestic and Family Violence frontline worker training to equip ACT Government workers with the ability to recognise and respond to potential domestic and family violence and refer on to relevant domestic and family violence supports.	ACT Government	✓	✓	✓	✓
2.1.26	Rollout foundation frontline worker training for all ACT public servants, including content on the barriers to disclosure for older people subject to domestic and family violence.	ACT Government	✓	✓	✓	✓
2.1.27	Include specific elder abuse information as part of enhanced (Tier 2) frontline worker targeted training to cater to services which deal with domestic and family violence, particularly for occupational groups that work with older people on a regular basis.	ACT Government	✓	✓	✓	✓
2.1.28	ACT Health to implement Strengthening Hospital Responses to Family Violence training that will include a specific module related to elder abuse. ³	ACT Government	✓	✓	✓	✓
2.1.29	Age Discrimination Commissioner/AHRC to encourage <ul style="list-style-type: none"> development of elder law education in both undergraduate and postgraduate courses, and continuing professional development. the legal profession to develop an elder law specialty group. 	Cwlth AHRC	✓	✓	✓	
2.1.30	Age Discrimination Commissioner/AHRC to work with stakeholders across various industries, such as health and finance, to increase workforce understanding and awareness of elder abuse.	Cwlth AHRC	✓	✓	✓	
2.1.31	State and territory officials have primary responsibility for housing and homelessness services, which are well placed to help older Australians at risk of abuse. The Department of Social Services can facilitate discussions with relevant state officials on how they can consider implementing aspects of the Plan through their funded services.	Cwlth DSS	✓	✓	✓	✓

PRIORITY AREA 2 IMPROVING COMMUNITY AWARENESS AND ACCESS TO INFORMATION

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
2.1.32	Deliver education and information to specific occupational groups and the wider community through the Elder Abuse Prevention Unit.	Qld DCDSS	✓	✓	✓	✓
2.2	Start building a National Knowledge Hub to consolidate information and resources about abuse of older people in one online location					
2.2.1	Build and maintain a national Elder Abuse Knowledge Hub.	Cwlth AGD	✓	✓	✓	✓
2.2.2	Contribute appropriate resources to the Elder Abuse Knowledge Hub to ensure that it can act as a comprehensive information Hub for a wide range of users.	All	✓	✓	✓	✓
2.2.3	ACT Government will continue to provide information on local developments and resources in relation to elder abuse for the National Knowledge Hub. OPALS will supply resources and information it acquires to the National Knowledge Hub.	ACT Government	✓	✓	✓	✓
2.2.4	Establish a community-led group to report to government on how older people who cannot, or choose not to, use the internet prefer to access information, in order to improve accessibility of information on elder abuse.	Cwlth AGD	✓			
2.2.5	Investigate opportunities for improving accessibility of high quality information resources for diverse groups of Australians, for example by translating into other languages or utilising other non-written forms of media (such as videos or imagery).	Cwlth AGD	✓	✓		

PRIORITY AREA 3 STRENGTHENING SERVICE RESPONSES

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
3.1	Establish and evaluate front-line support services for older people experiencing abuse in a range of locations across the country					
New or enhanced services						
3.1.1	Analyse CHS data to identify which older Australians currently access CHS, why they access CHS, what their needs are and any potential gaps to help inform the development of services for older people at CHS.	ACT Government CHS	✓	✓	✓	✓
3.1.2	A Memorandum of Understanding for a Health Justice Partnership between Canberra Health Services and Legal Aid is being finalised to assist vulnerable older people, especially those at risk of elder abuse, and also provide community legal education on issues relevant to older people, carers and professionals. Collect and analyse data to evaluate any support services initiated or in existence at CHS.	ACT Government CHS	✓	✓	✓	✓
3.1.3	Fund and manage the national ELDERHelp phone line (1800 353 374) which has been established in collaboration with states and territories.	Cwlth AGD	✓	✓	✓	✓
3.1.4	Fund and evaluate trials of specialist elder abuse units, health-justice partnerships and case management and mediation services.	Cwlth AGD Jurisdictions	✓	✓	✓	✓
3.1.5	Identify opportunities to address elder abuse through the National Plan to Reduce Violence Against Women and their Children 2010-22 including through the 1800RESPECT national sexual assault, domestic and family violence counselling service to support victims of domestic, family and sexual violence and abuse including older victims.	Cwlth DSS	✓	✓	✓	✓

PRIORITY AREA 3 STRENGTHENING SERVICE RESPONSES

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
3.1.6	The Australian Government will roll out a range of new early-intervention services for Australia's unpaid carers in 2019. These new services will focus on providing carers with access to early-intervention, preventative and skill building supports, to improve carers well-being and long-term outcomes. The new supports and services will be available through Carer Gateway and will include online educational resources, peer support, coaching services as well as a new phone-based counselling service. These services will provide useful information on a range of topics, including legal matters, which may assist carers who are in, or entering into, roles where they are required to make decisions on another person's behalf.	Cwlth DSS	✓	✓	✓	✓
3.1.7	Establish NSW Police Elder Abuse Prevention Officer positions across NSW, with a pilot of six officers commencing from 1 July 2019. These police officers will enhance the organisation's strategies to prevent and investigate abuse of older people.	NSWPF	✓	✓	✓	✓
3.1.8	Provide funding to establish and operate the specialist financial protections advice service to prevent financial abuse of older people.	Qld DCDSS	✓	✓		
3.1.9	Advocate for adequate long-term funding and advocacy supports for older people, particularly those who experience impaired decision-making capacity.	Qld OPA	✓	✓	✓	✓
3.1.10	Advocate for improved policies, service standards and care of older Australians with impaired decision-making capacity.	Qld OPA	✓	✓	✓	✓
3.2	States and territories continue to provide and strengthen front-line responses to emerging need					
Help lines						
3.2.1	Collect and provide information and agreed data to Commonwealth AGD to assist with evaluation, monitoring and reporting of the national ELDERHelp phone line.	All	✓	✓	✓	✓

PRIORITY AREA 3 STRENGTHENING SERVICE RESPONSES

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
3.2.2	Operate a state-wide telephone helpline which offers specialised advice including information, support and referrals to people who experience, witness or suspect elder abuse.	All	✓	✓	✓	✓
Services						
3.2.3	Support Legal Aid ACT to provide the Older Persons ACT Legal Service to deliver front-line support services for older people experiencing abuse in the ACT. ⁴	ACT Government	✓	✓	✓	✓
3.2.4	ACT Human Rights Commission to continue to refer cases of suspected elder abuse to the ACT Public Advocate and Children and Young People Commissioner for investigation. ⁵	ACT Government	✓	✓	✓	✓
3.2.5	Continue to fund DVConnect to deliver the state domestic and family violence and Sexual Assault Helpline and specialist domestic and family violence and sexual violence support services.	Qld DCSYW	✓	✓	✓	✓
3.2.6	Continue to fund services that provide: <ul style="list-style-type: none"> individualised support, information, advice, referral and legal services to seniors experiencing or at risk of abuse. information on a wide range of topics of interest to seniors including on scam and fraud protection. 	Qld DCDSS	✓	✓		
3.2.7	Continue to fund integrated service responses that target and support victims and children of domestic and family violence from priority population groups including older Queenslanders, while also ensuring their perpetrators are held accountable for their violent actions.	Qld DCSYW	✓	✓	✓	✓
3.2.8	Continue to seek advice from relevant elder abuse stakeholders including the Elder Abuse Prevention Unit (as appropriate) to inform responses to high risk cases of domestic and family violence reviewed by the High Risk Teams.	Qld DCSYW	✓	✓	✓	✓

PRIORITY AREA 3 STRENGTHENING SERVICE RESPONSES

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
3.2.9	Continue to administer the community visitor program which monitors and advocates for the rights, interests, and standard of services being provided to adults with impaired capacity, or with an impairment, who live or receive services at a visitable site. This includes any matter that might relate to elder abuse.	Qld OPG	✓	✓	✓	✓
3.2.10	The Queensland Public Guardian conducts investigations into the decision-making arrangements of adults to ensure that they are appropriate and adequate and that the adult is protected from abuse, neglect or exploitation. Approximately 80% of these investigations relate to adults aged 65 years or over.	Qld OPG	✓	✓	✓	✓
3.2.11	The Queensland Police Service has a dedicated police officer within the Domestic, Family Violence and Vulnerable Persons Unit to promote elder abuse prevention in the Queensland community.	Qld PS	✓	✓		
3.2.12	The SA Adult Safeguarding Unit will commence operation in late 2019. The service will respond to reports or suspicions of elder abuse and provide tailored safeguarding support to the person experiencing the abuse, in line with their wishes. A summary of annual evaluation findings will be shared with the IEG.	SA Adult Safeguarding Unit	✓	✓	✓	✓
3.2.13	The Victorian Government is funding a trial of the Integrated model of care for responding to suspected elder abuse in Victoria in five Victorian health services, funded to 2020. The Integrated model of care aims to strengthen responses and support within Victorian health services, creating multiple entry points for older people and their carers and families to access specialist support services to address suspected elder abuse, including family-counselling and mediation and financial counselling. The Integrated model of care is being evaluated.	Vic DHHS	✓	✓		

PRIORITY AREA 3 STRENGTHENING SERVICE RESPONSES

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
3.2.14	<p>The Victorian Government will strengthen front-line responses through:</p> <ul style="list-style-type: none"> the development of specialist training modules for financial counsellors to build workforce capacity to identify and respond to suspected cases of abuse of older people. continued delivery of online training on identifying and responding to elder abuse. delivery of training by the Bouverie Centre to build workforce capacity in the community, health, aged care sectors and elder abuse prevention networks participating in the Integrated model of care. 	Vic DHHS	✓	✓	✓	✓

Capabilities

3.2.15	Establishment and implementation of an Elder Abuse guideline for clinicians.	ACT Government CHS	✓	✓	✓	✓
3.2.16	Continue to enhance staff capability to better respond to the abuse of older people, including victim support and follow up.	NSWPF	✓	✓	✓	✓
3.2.17	Provide training to frontline police and investigators in relation to elder abuse. ⁶	NSWPF	✓	✓	✓	✓
3.2.18	Work with other NSW-based agencies to update, develop and make available training materials that will assist police in identifying and responding to the abuse of older Australians.	NSWPF	✓	✓	✓	✓
3.2.19	Share information and knowledge about issues, trends, research, initiatives and best practice approaches with front-line services to improve responses and awareness via the Elder Abuse Prevention Unit Reference Group.	Qld (all elder abuse stakeholders)	✓	✓	✓	✓

PRIORITY AREA 3 STRENGTHENING SERVICE RESPONSES

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
3.2.20	Work with the banking sector in Queensland and the Australian Banking Association to identify and leverage opportunities to enhance the knowledge and awareness of bank staff about the Public Guardian's investigation function. This will improve the identification of potential elder abuse and pathways for referral of such cases for investigation.	Qld OPG	✓	✓	✓	✓
3.2.21	Victoria Police will strengthen the frontline policing response to elder abuse by building capacity and capability through: <ul style="list-style-type: none"> improving operational awareness of and response to the complexities of elder abuse across the policing workforce, including through the introduction of an actuarial risk assessment tool and supporting training, Practice Guides and updated policy, and an Annual Elder Abuse Awareness Professional Development Forum. supporting specialist family violence investigation roles to manage complex elder abuse matters. By 2020, there will be approximately 230 trained specialist investigators and 32 intelligence analysts deployed across the state to identify and investigate high-risk family violence incidents. developing stronger collaborative partnerships with health and service support sectors, including through the trial of a new police response to responding to financial abuse (recommendation 155 of the Royal Commission into Family Violence). encouraging reporting and improving community awareness that elder abuse is an offence. 	Victoria Police	✓	✓	✓	✓
Review						
3.2.22	Collaborate with other NSW government agencies' specialist elder abuse units and services to improve service delivery.	NSWPF	✓	✓	✓	✓
3.2.23	Review the Department's funded front-line legal and support programs for older people experiencing or at risk of abuse.	Qld DCDSS	✓	✓	✓	✓

PRIORITY AREA 3 STRENGTHENING SERVICE RESPONSES

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
3.2.24	Continue to monitor the legislative, policy and practice aspects of Queensland's guardianship and administration system, and contribute to positive system changes.	Qld OPA	✓	✓	✓	✓
3.2.25	Utilise the prevalence study results to review the statewide telephone help line, and ensure that this service is reaching those who require the supports available.	Tas Communities		✓	✓	
3.2.26	Review referral pathways documents and processes based on the results of the prevalence study.	Tas Communities		✓	✓	

Policies

3.2.27	Develop and implement an ACT Age-Friendly City Plan which identifies areas of work towards the principles: <ul style="list-style-type: none"> The abuse of older people in any form is not tolerated. The protection of older people from any form of abuse is paramount. Older people are able to access health and wellbeing services that effectively support them to live a good life. 	ACT Government	✓	✓	✓	✓
3.2.28	Implement measures identified in the Age-Friendly City Plan which relate to elder abuse.	ACT Government	✓	✓	✓	✓
3.2.29	The NSW Government has developed an Interagency Policy on Preventing and responding to the abuse of older people. NSW will continue to report internally to the Interdepartmental Committee against this Interagency Policy.	NSW FACS&J	✓	✓		
3.2.30	Promote national and state policies and specific NSW Health policy and online training module to NSW Health staff. NSW Health Local Health Districts to develop local response protocols in alignment with the NSW Interagency Policy and the State-wide NSW Health policy.	NSW Health	✓	✓	✓	✓
3.2.31	Continue to deliver the Domestic and Family Violence Prevention Strategy 2016-2026 and action plans.	Qld DCSYW	✓	✓	✓	✓

PRIORITY AREA 3 STRENGTHENING SERVICE RESPONSES

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
3.2.32	Appointed by the Queensland Civil and Administrative Tribunal, or under an enduring power of attorney document, the Public Guardian can act as an attorney under an enduring power of attorney or guardian of last resort for older people with impaired capacity for personal matters, where there may be a risk to their wellbeing, or personal decisions are required and there is no one available or appropriate to make these decisions for them.	Qld OPG	✓	✓	✓	✓
3.2.33	The State Government has responded to the Final Report of the Legislative Council's Select Committee into Elder Abuse. An Elder Abuse Strategy is being developed and it is anticipated that two-year Action Plans will support implementation of the strategy.	WA DOC	✓	✓	✓	✓
3.2.34	As a WHO Global Network of Age-friendly Cities and Communities Affiliate, continue to advocate the development of age-friendly communities and encourage state agencies and local governments to embrace the WHO age-friendly communities approach of consulting, planning and implementing strategies to support the ageing of the community.	WA DOC	✓	✓	✓	✓
3.2.35	The WA Department of Health will be implementing a Responding to Elder Abuse Policy to assist relevant Health Service Providers to identify and respond to elder abuse, support the early detection of elder abuse and reduce incidences of elder abuse in Western Australia.	WA DOH	✓	✓	✓	✓
3.2.36	Develop two e-learning modules on elder abuse.	WA Country Health Service	✓			
3.2.37	WA Legal Aid will continue to deliver its Seniors Rights and Advocacy Service. The service provides free legal advice and assistance to older people who have experienced elder abuse or who are at risk of experiencing elder abuse, especially financial abuse. The Seniors Rights and Advocacy Service may also provide representation in certain guardianship and administration matters in the State Administrative Tribunal (SAT).	WA Legal Aid	✓	✓	✓	✓

PRIORITY AREA 4 PLANNING FOR FUTURE DECISION-MAKING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
4.1	States and territories consider developing options for harmonising enduring powers of attorney, particularly in relation to financial powers of attorney to achieve greater national consistency and report to CAG on progress					
4.1.1	Contribute to consideration in relation to the harmonisation of enduring powers arrangements through the Enduring Power of Attorney Working Group.	All	✓	✓	✓	✓
Improve information/process						
4.1.2	Fund the development of a national best practice resource to inform people about enduring appointments and the rights and responsibilities of parties to enduring documents, being developed by the Australian Guardianship and Administration Council.	Cwlth AGD	✓	✓		
4.1.3	Work with CALD peak bodies to support culturally sensitive community discussions about the risks and benefits of enduring powers.	Cwlth AGD	✓	✓	✓	✓
4.1.4	Explore options to encourage long-term financial planning and pro-active independent decision-making, including improved uptake of powers of attorney, advanced care directives and will making.	Qld DJAG and OPG	✓	✓	✓	✓
4.1.5	Participate in public and stakeholder education initiatives to promote planning for the future which focus on the informed use of enduring powers of attorney, advance health directives and wills. The work includes embedding of key messages in the Public Guardian's educational activities, as well as specific resources outlining the benefits of planning for the future.	Qld OPG	✓	✓	✓	✓
4.1.6	Provide face to face education programs to the South East Queensland community about the dangers of elder abuse and the importance of enduring powers of attorneys and wills in advance care planning.	Qld Public Trustee	✓	✓	✓	✓

PRIORITY AREA 4 PLANNING FOR FUTURE DECISION-MAKING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
Review jurisdictional arrangements						
4.1.7	Consideration of the NSW Law Reform Commission's Report 145: Review of the Guardianship Act 1987 (LRC Report), which makes recommendations for NSW to introduce formal supported decision-making structures; ensure that the will and preferences of people who need support making decisions is given effect and streamline powers of attorney and guardianship appointments.	NSW FACS&J	✓			
4.1.8	Review and update the approved Enduring Power of Attorney and Advance Health Directive Forms and develop explanatory guides to support the updated forms and capacity guidelines to assess a person's capacity for different types of matters.	Qld DJAG	✓	✓		
4.1.9	The Victorian Department of Justice and Community Safety will assess Victorian enduring power of attorney laws against the recommendations of the Australian Guardianship and Administration Council's Options Paper, Enduring powers of attorney (financial) (December 2018).	Vic DJCS	✓			
4.2	Investigate the feasibility of developing a national online register of enduring powers of attorney					
4.2.1	Develop a proof of concept register for enduring power of attorney documents (specifically focussing on financial decisions).	Cwlth AGD	✓	✓		
4.3	Better inform people of rights and obligations when entering into substitute decision arrangements					
4.3.1	Legal Aid ACT, through the Older Persons ACT Legal Service, will work to inform people of their rights and obligations when entering into substitute decision-making. ⁷	ACT Government	✓	✓	✓	✓

PRIORITY AREA 4 PLANNING FOR FUTURE DECISION-MAKING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
4.3.2	Fund supported decision-making projects including Advocacy for Inclusion and ACT Disability, Aged and Carer Advocacy Service to progress cultural change, training and use of supported decision-making across the ACT community.	ACT Government	✓	✓	✓	✓
4.3.3	Provide grant funding of \$80,000 annually through the ACT Seniors Grants Program for community organisations to conduct innovative projects in priority areas which include addressing elder abuse and promoting supported decision-making for older people.	ACT Government	✓	✓	✓	✓
4.3.4	Review and amend CHS policy documents for advance care planning to ensure they reflect the recommendations for enduring powers of attorney, especially financial powers of attorney. Review and amend consumer information and education to reflect these rights and obligations. Provide education and training to staff to ensure they are aware of patient rights and obligations.	ACT Government CHS	✓	✓	✓	✓
4.3.5	Ensure CHS policy documents, such as Consent and Treatment, provide information about supported decision making for older Australians.	ACT Government CHS	✓	✓	✓	✓
4.3.6	Age Discrimination Commissioner/AHRC to continue raising awareness of people's rights and obligations when entering substitute decision arrangements among older Australians and workforce in various sectors (e.g. health, finance, law).	Cwlth AHRC	✓	✓	✓	
4.3.7	Office for Ageing Well will continue to promote its Planning Ahead—Safeguard Your Rights initiative, in partnership with Legal Services Commission, Office of the Public Advocate, and Donate Life. This initiative raises awareness of the importance of completing Advance Care Directives, Wills, Enduring Powers of Attorney, wills and organ donation registration to safeguard future rights and to prevent elder abuse.	SA Office for Ageing Well	✓	✓	✓	✓

PRIORITY AREA 4 PLANNING FOR FUTURE DECISION-MAKING

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
4.3.8	The Office of the Public Advocate will continue to run free education sessions for community members and service providers to raise awareness of Enduring Powers of Attorney and Enduring Powers of Guardianship and assist people in planning for their future.	WA Office of the Public Advocate	✓	✓	✓	✓
4.3.9	The Public Trustee will continue to run free education sessions for community members and relevant professionals about planning for their future. The sessions promote the importance of planning tools such as Wills, Enduring Powers of Attorney and Enduring Powers of Guardianship, and also cover consideration of Family Provision Act claims, Guardianship and Administration orders, future aged care needs, preferences and costs and managing family expectations regarding finances, assets, loans and inheritance.	WA Public Trustee	✓	✓	✓	✓

PRIORITY AREA 5 STRENGTHENING SAFEGUARDS FOR VULNERABLE OLDER ADULTS

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
5.1	Review state and territory legislation to identify gaps in safeguarding provisions					
Review						
5.1.1	Legal Aid ACT, through its advice and casework practice, will continue to identify gaps in safeguarding provisions in territory legislation. ⁸	ACT Government	✓	✓	✓	✓
5.1.2	Consider the recommendations of the ALRC in relation to adult safeguarding laws.	Qld DCDSS			✓	✓
5.1.3	An evaluation of the Adult Safeguarding Unit service will be undertaken annually to determine quality improvements needed to ensure the service meets users' needs, with a review of the legislation and service undertaken in 2021 to determine if legislative changes are required. A summary of annual findings will be shared with the IEG.	SA Govt	✓	✓	✓	
5.1.4	Review Tasmanian legislation to identify gaps in safeguarding provisions and develop appropriate reforms aimed at preventing or responding to abuse, neglect or exploitation of older persons, including giving consideration to: <ul style="list-style-type: none"> • The Tasmania Law Reform Institute Review of the Guardianship and Administration Act 1995. • Recommendations of relevant Tasmanian Coroner's inquiries. • Safeguarding models that operate in other jurisdictions. • Recommendations of the ALRC's Report—Elder Abuse, A National Legal Response. • Recommendations of the Aged Care Royal Commission. 	Tas Justice	✓	✓	✓	✓
5.1.5	The Victorian Government will review existing legislation in response to the recommendations in Chapter 14 of the Australian Law Reform Commission's report, Elder Abuse—A National Legal Response, which relate to the enactment of laws to safeguard and support 'at-risk' adults.	Vic DJCS and DHHS	✓	✓		

PRIORITY AREA 5 STRENGTHENING SAFEGUARDS FOR VULNERABLE OLDER ADULTS

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
Inform						
5.1.6	Continue to educate the community about the extensive powers of the Queensland Public Guardian to investigate allegations of neglect, exploitation and abuse of adults with impaired capacity. Raising awareness about the investigations function ensures that others can reliably and accurately refer allegations to the Public Guardian.	Qld OPG	✓	✓	✓	✓
5.1.7	Share elder abuse and crime prevention information and advice with seniors, as well as information on programs and services, through for example, Older Wiser Safer Forums and supporting material produced by the Domestic, Family Violence and Vulnerable Persons Unit of the Queensland Police Service.	Qld PS	✓	✓	✓	✓
5.1.8	The Victorian Government will consider options to implement recommendation 6.1 of the Australian Law Reform Commission's report, Elder Abuse—A National Legal Response, that a state tribunal should have jurisdiction to resolve family disputes involving residential property under an 'assets for care' arrangement.	Vic DJCS		✓	✓	

PRIORITY AREA 5

STRENGTHENING SAFEGUARDS FOR VULNERABLE OLDER ADULTS

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
Respond						
5.1.9	Continue to provide a range of legal advice, duty lawyer and legal representation services to financially disadvantaged older Queenslanders in the areas of family and domestic violence, consumer rights, family law, and discrimination.	Qld Legal Aid	✓	✓	✓	✓
5.1.10	NSW will establish an Ageing and Disability Commissioner from 1 July 2019. The Commissioner will have investigative functions and powers to investigate the abuse, neglect and exploitation of people with disability and older Australians. It is expected that the Commissioner will have a key role in addressing existing safeguarding gaps in NSW, and will have a continuing role to assess any gaps in safeguarding across NSW. The establishment and ongoing role of the Commissioner will be supported by agencies across NSW Government including the NSW Police Force.	NSW Ageing and Disability Commissioner	✓	✓	✓	✓
5.1.11	Implement reforms enacted in the Guardianship and Administration and Other Legislation Amendment Act 2019 which enhance safeguards and protections for older persons with impaired capacity.	Qld DJAG	✓	✓		
5.1.12	Amend the Guardianship and Administration Act 1990 to implement the recommendations of the 2015 Statutory Review of the Act.	WA DOJ	✓	✓		
5.1.13	SA Health will conduct an Australian-first trial embedding CCTV cameras in bedroom and common areas in a number of state-run aged care facilities to strengthen the safeguards in place for our older population, promote greater transparency, and engender greater peace of mind for residents' families. Consent is required by residents and families for the placement of CCTV cameras in bedrooms. Footage is monitored 24/7 by clinical experts who will escalate action upon detection of any issues. Subject to approval, the Project Evaluation report will be shared with the IEG.	SA Health	✓	✓	✓	

PRIORITY AREA 5 STRENGTHENING SAFEGUARDS FOR VULNERABLE OLDER ADULTS

Ref.	Activity Description	Jurisdiction/ Agency	2019	2020	2021	2022
5.2	Continue to reform the Commonwealth's regulatory framework for aged care to protect and enhance the safety, health, well-being and quality of life of aged care consumers					
5.2.1	The new Charter of Aged Care Rights to apply from 1 July 2019 includes the right of all consumers to live without abuse and neglect, regardless of the type of Commonwealth subsidised care and services they receive.	Cwlth Health	✓	✓	✓	✓
5.2.2	The new Aged Care Quality Standards to apply from 1 July 2019 includes the requirement for aged care providers to identify and respond to abuse and neglect.	Cwlth Health	✓	✓	✓	✓
5.2.3	The 2019-20 Budget is funding further preparatory work to introduce a Serious Incident Response Scheme, requiring reporting of a wider range of incidents. The Scheme's introduction, including more powers to monitor, investigate and take action, would be subject to the passage of legislation and future funding for implementation.	Cwlth Health	✓			
5.2.4	The Quality of Care Principles 2014 have been amended to bring into effect specific provider responsibilities to minimise the inappropriate use of restraints. In addition a clinical indicator on the use of physical restraint will be mandated for collection by providers from 1 July 2019.	Cwlth Health	✓	✓	✓	✓

End Notes

- 1 Activities directed to the ACT Public Service and the broader ACT community, in order to prevent elder abuse and to provide information on support available for those who experience it.
- 2 OPALS works closely with diverse groups of older people to include and integrate their views with any promotional work it does.
- 3 The SHRFV training program will be an adaptation of the SHRFV training delivered in Victoria.
- 4 OPALS frontline services include:
 - Community education sessions to older people in the ACT.
 - Resources designed for older people which are available online and in hard copy.
 - Providing information and referral services, legal advice and legal representation to older people.
 - Providing information and referral services to concerned third parties.
 - Conducting legal outreach at locations where older people regularly frequent.
 - Working collaboratively with health and other community services in providing assistance to older clients.
 - Undertaking secondary consultations to professionals working with older people.
- 5 Advocacy can be provided and a Management Assessment Panel can be convened, if appropriate.

Older people who are victims of elder abuse are eligible to obtain help and support through Victims Support ACT (VSACT). VSACT has commenced work to improve access for these clients and to be able to respond appropriately to victims of elder abuse.

One aspect to this work is VSACT is actively working to make connections with a range of agencies who would be able to refer clients, recognising that appropriate referrals are most likely the best way to target victims of elder abuse.

The Discrimination, Disability, Health Services Commissioner handles age discrimination complaints and takes complaints about services for older people.

The President/Human Rights Commissioner has a role in promoting all rights under the Human Rights Act (2004). This includes advising government on rights and intervening in legal proceedings.
- 6 NSWPF elder abuse training includes investigative interviewing techniques, information gathering, Power of Attorney vs fraud offences, legal issues and intervention options to prevent elder abuse.
- 7 To be achieved through:
 - Professional education sessions to frontline workers supporting older people.
 - Community education sessions to older people in the ACT.
 - Resources designed for older people which are available online and in hard copy.
 - Information and referral services, legal advice and legal representation to older people.
 - Information and referral services to concerned third parties.
 - Law reform initiatives to assist older people better access justice.
- 8 Legal Aid ACT has prepared detailed submissions in relation to various law reform initiatives and has staff on relevant ACT Law Society Committees, where it advocates for reforms to existing laws.

