



Government of Western Australia
Department of Communities



WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019-2029

2019-2021 Progress Report Summary

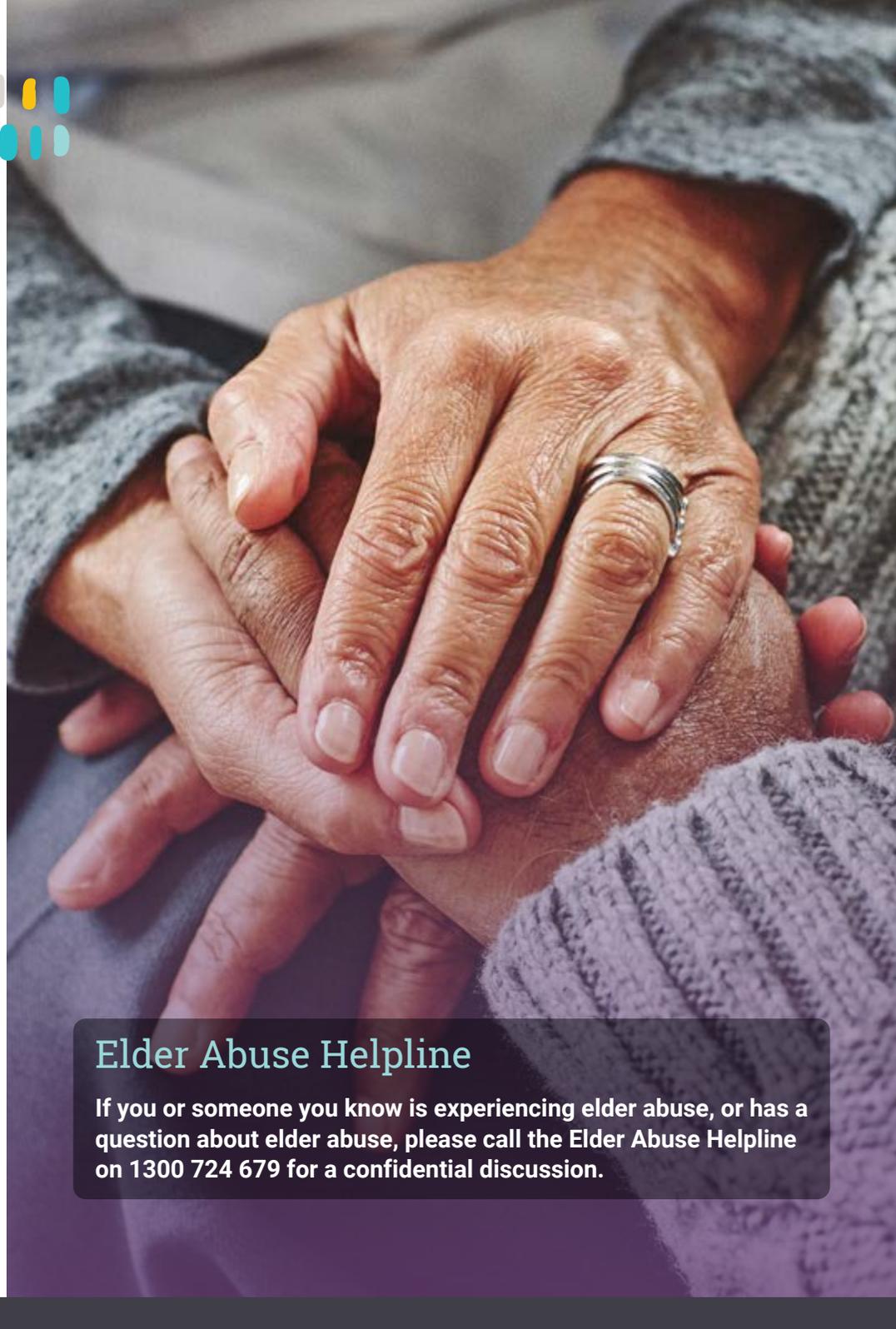


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Elder Abuse Helpline

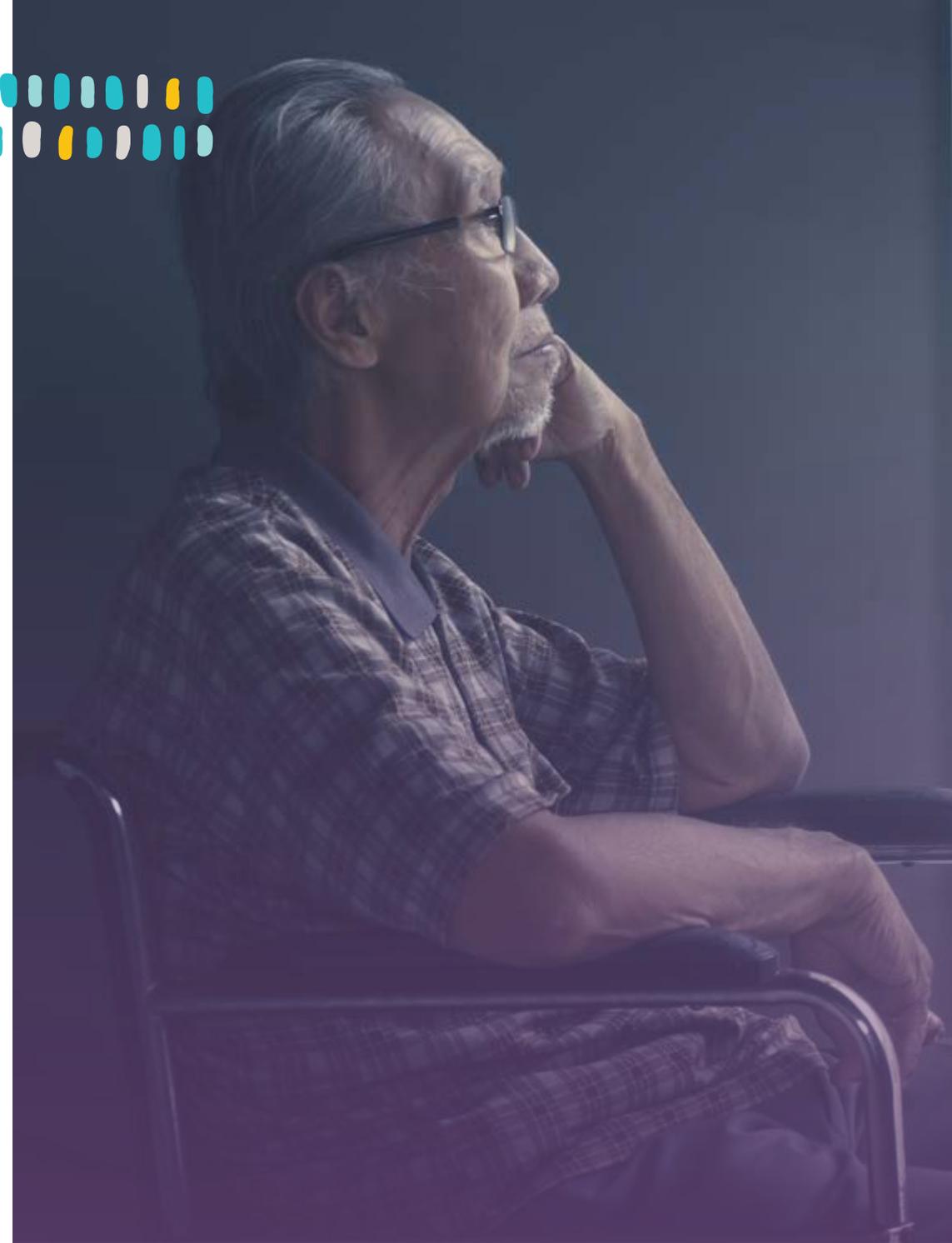
If you or someone you know is experiencing elder abuse, or has a question about elder abuse, please call the Elder Abuse Helpline on 1300 724 679 for a confidential discussion.



Acknowledgement of Country

The Western Australian Government proudly acknowledges the Traditional Owners and recognises their continuing connection to their lands, families and communities. We pay our respects to Aboriginal and Torres Strait Islander cultures and to Elders past, present and emerging.

The first step in living alongside and working with the Aboriginal community is built upon establishing respectful relationships. Crucial to these respectful relationships is acknowledging the history of Aboriginal people and recognising the importance of connection to family, culture and country.





Hon Don Punch MLA
Minister for Seniors
and Ageing

Minister's Message

The *WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019-2029* (the Strategy) was released in November 2019. Since its release, significant progress has been made to achieve the Strategy's goal of ensuring all older Western Australians are safe, respected, valued and live free from elder abuse.

Elder abuse is a complex social, health and human rights issue. It also has profound effects on victims, their families and the broader community. The abuse of older people takes many forms, including financial, psychological, physical, sexual and emotional abuse.

The COVID-19 pandemic has seen older people at greater risk of experiencing loneliness and social isolation, which in turn increases the susceptibility of seniors to elder abuse.

As the Minister for Seniors and Ageing, I am working hard to address these challenges and to confront the abuse of older people in Western Australia. It is necessary to continue working together to identify and respond to elder abuse in the community.

The Progress Report, together with the Strategy, show the work being done by the McGowan State Government, the community services sector and private sector to address and prevent elder abuse. It will be updated every two years to ensure the Strategy's outcomes are achieved. This also ensures future actions are responsive to new challenges, opportunities, priorities, and emerging evidence.

The Progress Report outlines the key work being done through this period. The learnings from this work will inform future updates to the associated Action Plan.

I acknowledge the strong, continuing collaboration and partnership government has with the community services sector, private sector and wider community in working to eliminate elder abuse from our communities. I commend all involved on their contribution and collective effort to safeguard and promote the health and wellbeing of older Western Australians.



Introduction

The *WA Strategy to Respond to the Abuse of Older people (Elder Abuse) 2019-2029* (the Strategy) guides whole of community action to prevent and address elder abuse. Its goal is to ensure that all older Western Australians live free from elder abuse, are safe, respected and valued.

The Strategy's implementation through to 2029 will be supported by Action Plans. These Plans will be updated every two years to effectively respond to outcomes achieved, new challenges, opportunities, priorities, and emerging evidence.

The Action Plans will encapsulate the activities that will be undertaken by a range of stakeholders. Action Plans will align with the Strategy's four priority areas, anticipated outcomes and strategies: a single action is likely to deliver on multiple strategies. Furthermore, the Action Plans will be underpinned by the Strategy's principles:

- 1.** Dignity, autonomy and freedom from abuse are human rights.
- 2.** All older Western Australians are entitled to be equally valued and respected regardless of race, ethnicity, gender, sexuality, religion or impairment.
- 3.** All responses to elder abuse prioritise the safety, wellbeing, dignity and autonomy of all older Western Australians, regardless of where they reside.
- 4.** An older person's choices and preferences are fundamental and should be respected.
- 5.** Responses empower older people to make informed choices and decisions about their future.
- 6.** Responses to elder abuse are evidence informed, outcomes focused, best practice and person centred.
- 7.** Preventing and addressing elder abuse is everyone's responsibility.





Influences on the Strategy's implementation

Elder abuse remains a significant issue with growing momentum for action. The WA government is committed to ensure the Strategy's implementation is informed by the collective work done to understand and prevent elder abuse. Most notably, the 'WA Legislative Council Select Committee Inquiry into Elder Abuse 2018', the 'Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability' and, the 'Royal Commission into Aged Care Quality and Safety'.

The Strategy's implementation also supports the delivery of the State Government's Stopping Family and Domestic Violence policy. The *Path to Safety Western Australia's strategy to reduce family and domestic violence 2020-2030* sets out a whole-of-government and community plan for reducing and responding to family and domestic violence in Western Australia.

Collaboration with the Commonwealth Government and, other State and Territory Governments, is underway to support the implementation of the *National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019-2023* – implementation is being coordinated

by the Commonwealth Attorney-General's Department. Western Australia's responses to address elder abuse align with the National Plan's five priority areas. These are: enhancing our understanding, improving community awareness and access to information, strengthening service responses, planning for future decision making and strengthening safeguards for vulnerable older adults.

Older people are more vulnerable to the impacts of the COVID-19 Pandemic (COVID-19). It was anticipated older people would be at a greater risk to loneliness, social isolation, poor mental health and lower quality of life. Moreover, pre-existing risk factors for elder abuse were anticipated to become amplified due to COVID-19.





Our progress in delivering the Strategy

Summary of highlights

Since the launch of the Strategy in November 2019, the State Government has committed more than \$6 million for elder abuse initiatives. Highlights include:

- \$2.3 million to:
 - establish the first Vulnerable Seniors Peak in Western Australia;
 - continue the WA Elder Abuse Helpline and Information Service;
 - provide state-wide advocacy and legal services;
 - raise awareness and deliver education programs; and
 - undertake research into the prevalence of elder abuse and the mistreatment of older Aboriginal people in Western Australia.
- An additional \$4 million to Legal Aid WA over four years to establish 'Elder Rights WA' to support seniors and combat elder abuse. The service will be delivered State-wide.

The specifics

During 2019-20, \$2.3 million was allocated to address elder abuse. This enabled continued funding for the WA Elder Abuse Helpline and Information Service (delivered by Advocare), the delivery of state-wide advocacy and legal support services, and to initiate a range of inclusion, participation, education activities, elder abuse awareness resources and research.

Throughout 2019-2021, a key focus was on responding to COVID-19, consolidating the work already underway, and to broaden our knowledge and understanding to enhance responses that address elder abuse in Western Australia (WA). Learnings from the actions will inform the priority areas of work and delivery of future Action Plans.

Strong partnerships and leveraging the expertise of the community services sector and other government agencies play a critical role in realising the Strategy's long-term outcomes – this was especially relevant during COVID-19.

Under the WA Recovery Plan (COVID-19 Response) an additional \$250,000 was provided to deliver the Age-friendly Communities Social Connectivity Grants Program 2020-21, and \$180,000 to expand elder abuse support services, including education.

Key actions progressed since 2019 include:

- The Financial Elder Abuse Roundtable, co-hosted by Bankwest and the Department of Communities on 23 October 2019. The roundtable brought together WA's financial services, corporate, government and community sectors to raise awareness of the scale and impact of financial elder abuse and share best practice.
- The development of a National Register of Enduring Power of Attorney (Financial) to safeguard against financial abuse, led by Department of Justice, working with Landgate and the Commonwealth Government.
- Ongoing delivery of community education by the Office of the Public Advocate and the Public Trustee. Focus areas included: the proper making and operation of planning for the future documents (Enduring Powers of Attorney and Enduring Powers of Guardianship).
- Legal Aid WA continued delivery of the Seniors Rights and Advocacy Service, providing confidential legal services to older people experiencing elder abuse. The Service includes community legal education, and representation in certain guardianship and administration matters in the State Administrative Tribunal.



- To support prevention and early intervention, WA Police have increased education on elder abuse and the vulnerabilities in Police Recruit Training. This aligns with our key strategy ensuring professionals can recognise the signs of elder abuse.
- Commissioned research to grow the evidence base on elder abuse prevalence in WA, including a better understanding of the mistreatment of older Aboriginal and Torres Strait Islander people. Our partners are the University of Western Australia and the Indigenous Professional Services Pty Ltd (IPS) Management Consultants.
- In response to COVID-19, expedited the establishment of a Vulnerable Seniors Peak Body. Delivered by the Council on the Ageing WA (COTA WA) the Peak advocates for and represents the interests of vulnerable older Western Australians. Opportunities to sustain a Peak Body are being explored.
- Continued delivery of the WA Elder Abuse Helpline and Information Service by Advocare. This ensures vital support, such as free, specialised advocacy and information services are accessible to older people.
- Expansion of the Older People's Rights Service (OPRS) operated by the Northern Suburbs Community Legal Centre to increase its reach across the Perth metropolitan area. OPRS is a critical elder abuse support service that providing free legal, social and educational assistance to older people. In response to COVID-19 the OPRS' hours of operation were extended between October 2020 to October 2021 to respond to a potential increase in elder abuse as a hidden impact of COVID-19.
- Funded the Northern Suburbs Community Legal Centre to deliver the Elder Abuse Peer Education Scheme over two years. The Scheme connects older volunteers to older people at risk of elder abuse, provides opportunities for connecting and participating in the community, and reduce ageism.
- Delivered a state-wide public awareness campaign on elder abuse awareness, positive ageing, and COVID-19 information at the end of 2020, led by COTA WA. The key campaign messages were developed in collaboration with the community sector.

Further action to support the safety and rights of older people from mid-2021

The McGowan Government:

- In July, dedicated \$210,000 to the COTA WA to continue the Vulnerable Seniors Peak Body's representation and advocacy, and promotion of older people's wellbeing and rights.
- In August, allocated \$12 million to re-establish the Seniors Safety and Security Rebate for WA Seniors Card members.

Communities continues to maintain inter-agency collaboration through active membership of the Alliance for the Prevention of Elder Abuse WA, promoting a whole-of-government policy framework, and an integrated and coordinated approach to address and prevent elder abuse.



Implementation activities

Raising awareness and early identification

Strategy

- 1.1** Build and enhance public awareness and understanding of elder abuse and its causes.
- 1.2** Develop and implement initiatives to improve early detection and self-identification of, and self-protection against, abuse.
- 1.3** Co-design targeted early detection, self-identification and awareness raising initiatives that meet the needs of diverse communities and people from marginalised and vulnerable groups.
- 1.4** Provide and promote avenues for inquiring about or reporting elder abuse.
- 1.5** Advertise a clear and simple pathway for anyone wanting information or help.

Item no.	Actions	Strategy	1.1	1.2	1.3	1.4	1.5	Lead Organisation	Partners	Timing
1a	Develop training packages and modules for professionals who are frequently in contact with older people.		●	●		●		Department of Communities	Advocare, Financial Counsellors Association WA	Complete
1b	Educate doctors, medical staff and social workers as a precursor to the possibility of funding a health-justice partnership.		●	●	●	●		Department of Communities	Department of Health, WA Country Health Services, Legal Aid WA, Northern Suburbs Community Legal Centre	On Track/Ongoing
1c	Deliver or sponsor public forums or roadshows for greater awareness of elder abuse, social isolation and age-friendly communities.		●			●	●	Department of Communities	Advocare	Complete

Raising awareness and early identification

Item no.	Actions	Strategy	1.1	1.2	1.3	1.4	1.5	Lead Organisation	Partners	Timing
1d	Commission an audit into the quantum of funding to examine which agencies and community organisations are funded to raise awareness and provide elder abuse education.			●	●			Department of Communities	Advocare, Northern Suburbs Community Legal Centre, Alliance on the Prevention of Elder Abuse WA	Not Started
1e	<p>Delivery of community education initiatives, by the Office of the Public Advocate, to community members and relevant service providers regarding:</p> <ul style="list-style-type: none"> The proper making and operation of planning for the future documents (Enduring Powers of Attorney and Enduring Powers of Guardianship); The guardianship and administration system including how, and when it may be appropriate, to make an application to the State Administrative Tribunal for the appointment of a guardian and/or investigator; and Who to contact if there is a concern that elder abuse is occurring. 		●	●		●	●	Office of the Public Advocate	Service Providers (in Health, Disability, Financial, Aged Care sectors)	On Track/Ongoing

Raising awareness and early identification

Item no.	Actions	Strategy	1.1	1.2	1.3	1.4	1.5	Lead Organisation	Partners	Timing
1f	Delivery of free education sessions, by the Public Trustee, 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.		●			●		Public Trustee		On Track/ Ongoing

Timing Description:

Complete

Action has been implemented and results will inform the continued delivery of the Strategy.

On Track/Ongoing

Action has been implemented (on track) and is operating as intended over an extended period.

Commenced

Action has been partially implemented and or is currently being developed.

On Hold

Specify reason.

Delayed

Specify reason.

Not Started

Action has not commenced.

Raising awareness and early identification

Item no.	Actions	Strategy	1.1	1.2	1.3	1.4	1.5	Lead Organisation	Partners	Timing
1g	Provision of accessible internet web-based information through WA Police on elder abuse to promote safety, including development of a Safety advice for senior's booklet online (and hard copy).		●	●		●	●	WA Police	Advocare, Department of Communities, Department of Aboriginal Affairs, Department of Health, Disability Services Commission, Legal Aid WA, Office of the Public Advocate, Public Trustee, Western Australian Local Government Association	On Track/ Ongoing
1h	Develop training modules for staff in the Learning Management System. <ul style="list-style-type: none"> Abuse of the Older Person – Manager Module (AOP2 EL2) Abuse of the Older Person – Direct Care Worker Module (AOP1 EL2). 			●	●			WA Country Health Service	Commonwealth Department of Health (Aged Care)	Complete



Prevention and early intervention

Strategy

- 2.1 Promote positive views of ageing, and counter ageism in all its forms.
- 2.2 Recognise and celebrate older peoples’ contributions to the community.
- 2.3 Support older people to remain active and included in their community.
- 2.4 Encourage and support the building of age-friendly and inclusive communities, through the use of the World Health Organisation Age-friendly Cities Framework.
- 2.5 Ensure older people from all backgrounds can easily access information and support services.
- 2.6 Ensure family members, carers and professionals have access to information about elder abuse.
- 2.7 Work with carers organisations to co-design responses to address carer stress as a risk factor in the occurrence of elder abuse.
- 2.8 Work with sectors and professional organisations in frequent contact with older people, their families and carers to recognise the signs of elder abuse and respond appropriately.
- 2.9 Work with relevant sectors, industries and agencies to plan and build socially and physically inclusive communities.

Item no.	Actions	Strategy	2.1	2.2	2.3	2.4	2.5	2.6	2.7	2.8	2.9	Lead Organisation	Partners	Timing
2a	Deliver a peer and community education program that provides information, assistance and support to older people and increases participation of older people in the community - based on the Older People’s Peer Education Scheme (OPPES). Service includes: <ul style="list-style-type: none"> • GENIE project • Purple Road Project • Seniors at Risk at Home Register (SARaH) 		●	●	●		●	●				Department of Communities	Northern Suburbs Community Legal Centre, Southern Communities Advocacy and Legal Education Service	On Track/ Ongoing

Prevention and early intervention

Item no.	Actions	Strategy	2.1	2.2	2.3	2.4	2.5	2.6	2.7	2.8	2.9	Lead Organisation	Partners	Timing
2b	Increase funding to Advocare to provide and promote the WA Elder Abuse Helpline, where callers can access help or support if they are experiencing, or at risk of experiencing, elder abuse.		●				●	●		●		Department of Communities	Advocare	On Track/ Ongoing
2c	Produce elder abuse awareness resources, particularly for Culturally and Linguistically Diverse people and Aboriginal and Torres Strait Islander people.		●				●	●				Department of Communities		On Track/ Ongoing
2d	Develop and deliver a public advertising (awareness) campaign, including countering ageism.		●	●			●	●				Department of Communities	Council on the Ageing WA, Lush Media	Complete
2e	Administer Age-friendly and Dementia-friendly Communities grants program.		●	●	●	●					●	Department of Communities	WA Local Government, Community Organisations	Delayed Some activities were delayed due to COVID-19.
2f	Age-friendly Communities Social Connectivity Grants Program 2020-21, as part of the Western Australian (WA) Recovery Plan.		●	●	●	●					●	Department of Communities	WA Local Government, Community Organisations	Complete

Prevention and early intervention

Item no.	Actions	Strategy	2.1	2.2	2.3	2.4	2.5	2.6	2.7	2.8	2.9	Lead Organisation	Partners	Timing
2g	Participate in the World Health Organisation (WHO) Global Network for Age-friendly Cities and Communities.		●	●	●	●					●	Department of Communities	World Health Organisation	On Track/Ongoing
2h	Increase awareness of elder abuse and the vulnerabilities in Police Recruit Training		●									WA Police	Advocare, Department of Communities, Department of Aboriginal Affairs, Department of Health, Disability Services Commission, Legal Aid WA, Office of the Public Advocate, Public Trustee, Western Australian Local Government Association	On Track/Ongoing

Timing Description:

Complete

Action has been implemented and results will inform the continued delivery of the Strategy.

On Track/Ongoing

Action has been implemented (on track) and is operating as intended over an extended period.

Commenced

Action has been partially implemented and or is currently being developed.

On Hold

Specify reason.

Delayed

Specify reason.

Not Started

Action has not commenced.



Integrated and coordinated response

Strategy

- 3.1** Work with the Commonwealth and other Australian jurisdictions to implement the National Plan to Respond to the Abuse of Older Australians.
- 3.2** Monitor and progress findings and recommendations arising from relevant State and Australian Parliamentary Committees.
- 3.3** Monitor and respond to findings and recommendations arising from relevant Royal Commissions and other relevant State and Commonwealth inquiries.
- 3.4** Improve legal and justice responses to elder abuse.
- 3.5** Enact amendments to the *Guardianship and Administration Act 1990*.
- 3.6** Ensure services are culturally safe, responsive, physically accessible, person centred and consistent with best practice.
- 3.7** Investigate the development of perpetrator behaviour change programs and support services.
- 3.8** Explore options to develop a common framework for information sharing and risk assessment for relevant government agencies and community organisations, that includes measures to ensure confidentiality.

Item no.	Actions	Strategy	3.1	3.2	3.3	3.4	3.5	3.6	3.7	3.8	Lead Organisation	Partners	Timing
3a	Fund a metro-wide elder abuse legal and advocacy service (referred to as: Older People’s Rights Service (OPRS)). Service includes: <ul style="list-style-type: none"> • Legal advice, information and support to older people at risk of, or experiencing elder abuse • Guidance with Advance Planning documents • Community of Practice (Elder Abuse Legal) • Community Legal Education state-wide 				●			●			Department of Communities	Northern Suburbs Community Legal Centre	On Track/ Ongoing

Integrated and coordinated response

Item no.	Actions	Strategy	3.1	3.2	3.3	3.4	3.5	3.6	3.7	3.8	Lead Organisation	Partners	Timing
3b	Expand elder abuse support services as part of the WA Recovery Plan.					●		●			Department of Communities	Northern Suburbs Community Legal Centre (OPRS)	On Track/Ongoing
3c	Engage with the banking sector to develop safeguards and processes to reduce the risk of older people experiencing financial elder abuse.									●	Department of Communities	Bankwest	On Track/Ongoing
3d	Establish a peak body to advocate for and represent the interests of vulnerable older Western Australians.							●		●	Department of Communities	Council on the Ageing WA, Community Sector	Complete
3e	Participate in advisory groups and national intergovernmental forums to collaborate on and deliver on strategic outcomes to address elder abuse, including implementation of the National Plan to Respond to the Abuse of Older Australians 2019-2023 and, strategic responses to health and well-being issues to support older people in the community and residential care setting.		●	●	●						Department of Communities	Commonwealth Attorney-General's Department, State and Territory Government departments, Community Sector, Alliance for the Prevention of Elder Abuse WA	On Track/Ongoing

Integrated and coordinated response

Item no.	Actions	Strategy	3.1	3.2	3.3	3.4	3.5	3.6	3.7	3.8	Lead Organisation	Partners	Timing
3f	Liaise with key stakeholders (e.g. Office of the Public Advocate) to gain understanding of initiatives and approaches aimed to safeguard older people from elder abuse to inform options to improve legal, justice and program responses in WA.					●			●		Department of Communities	Office of the Public Advocate, Alliance for the Prevention of Elder Abuse WA	On Track/ Ongoing
3g	Develop a National Register of Enduring Power of Attorney (Financial) in collaboration with the Australian Government and Landgate, to safeguard older people from financial abuse.		●	●	●						Department of Justice	Department of Communities, Landgate, Commonwealth Attorney-General's Department	On Track/ Ongoing
3h	Amend the <i>Guardianship and Administration Act 1990</i> to implement the recommendations of the 2015 Statutory Review of the Act.						●				Department of Justice	Office of the Public Advocate, State Administrative Tribunal, Public Trustee, Department of Health	On Hold
3i	Research and analyse the proposal to broaden the circumstances of aggravation for property offences in the Criminal Code where the victim is aged 60 years or more.			●							Department of Justice		On Track/ Ongoing

Integrated and coordinated response

Item no.	Actions	Strategy	3.1	3.2	3.3	3.4	3.5	3.6	3.7	3.8	Lead Organisation	Partners	Timing
3j	Restraining orders applicable to an older person in a position to apply for a family violence restraining order. Many forms of elder abuse will constitute 'family violence' as defined in s.5A of the <i>Restraining Orders Act 1997</i> .					●					Department of Justice	WA Police Force, Court and Tribunal Services, Legal Aid WA	On Track/Ongoing
3k	Investigations carried out, by the Office of the Public Advocate, referred by the State Administrative Tribunal, and investigate complaints or allegations that an adult with a decision-making disability may be at risk of abuse, exploitation or neglect and may be in need of a guardian or administrator or is under an inappropriate guardianship order.					●					Office of the Public Advocate	State Administrative Tribunal, Public Trustee	On Track/Ongoing
3l	Delivery of the Seniors Rights and Advocacy Service to provide confidential legal services to support older people experiencing elder abuse. The Service includes community legal education and, representation in certain guardianship and administration matters in the State Administrative Tribunal.					●		●			Legal Aid WA	Community Legal Centres, Advocare	On Track/Ongoing

Integrated and coordinated response

Item no.	Actions	Strategy	3.1	3.2	3.3	3.4	3.5	3.6	3.7	3.8	Lead Organisation	Partners	Timing
3m	June 2021, the McGowan Labor Government committed an additional \$4 million to Legal Aid WA (over four years) to establish the State-wide Elder Abuse Advocacy Service.					●					Legal Aid WA		Commenced

Timing Description:

Complete

Action has been implemented and results will inform the continued delivery of the Strategy.

On Track/Ongoing

Action has been implemented (on track) and is operating as intended over an extended period.

Commenced

Action has been partially implemented and or is currently being developed.

On Hold

Specify reason.

Delayed

Specify reason.

Not Started

Action has not commenced.



Data and evidence

Strategy

- 4.1** Support and fund further research on elder abuse prevalence, drivers and experiences, including specific research and data collection on the experiences of more marginalised, vulnerable and diverse cohorts.
- 4.2** Support and fund research on carer stress and its relationship with elder abuse.
- 4.3** Improve and facilitate data collection and sharing, in accordance with existing State Government and agency policies on data confidentiality.
- 4.4** Support and contribute to the National Research Agenda on Elder Abuse, which commenced in 2019.

Item no.	Actions	Strategy	4.1	4.2	4.3	4.4	Lead Organisation	Partners	Timing
4a	Determine which organisations and government agencies should be collecting data on elder abuse.		●		●	●	Department of Communities	Commonwealth Attorney General, State and Territory Government	On Track/ Ongoing
4b	Commission research into prevalence and forms of elder abuse experienced by Aboriginal and Torres Strait Islander older people and the unique challenges faced by Aboriginal and Torres Strait Islander older people.		●			●	Department of Communities	Indigenous Professional Services Pty Ltd (IPS) Management Consultants	On Track/ Ongoing
4c	Commission research to design and undertake quantitative and qualitative research into elder abuse prevalence, drivers and protective factors in WA.		●			●	Department of Communities	University of Western Australia, Northern Suburbs Community Legal Centre	On Track/ Ongoing



Support Services

The following support services are available to older people experiencing or at risk of experiencing elder abuse:

Elder Abuse Helpline 1300 724 679

Advocare assists older people to understand their rights and provides free confidential information and support to older people who are at risk or experiencing elder abuse.

Northern Suburbs Community Legal Centre (NSCLC) (08) 9440 1663

NSCLC provides the Older People's Rights Service which provides legal advice, information and support to those at risk or experiencing elder abuse. In addition, NSCLC's Elder Abuse Peer Education Scheme aims to connect specially trained volunteers with older people in the community.

Office of the Public Advocate (OPA) Telephone Advisory Service 1300 858 455

OPA works to promote and protect the human rights of Western Australian adults with decision-making disabilities. The Office can provide information about Enduring Power of Attorney and Enduring Power of Guardianship.

The Public Trustee 1300 746 212

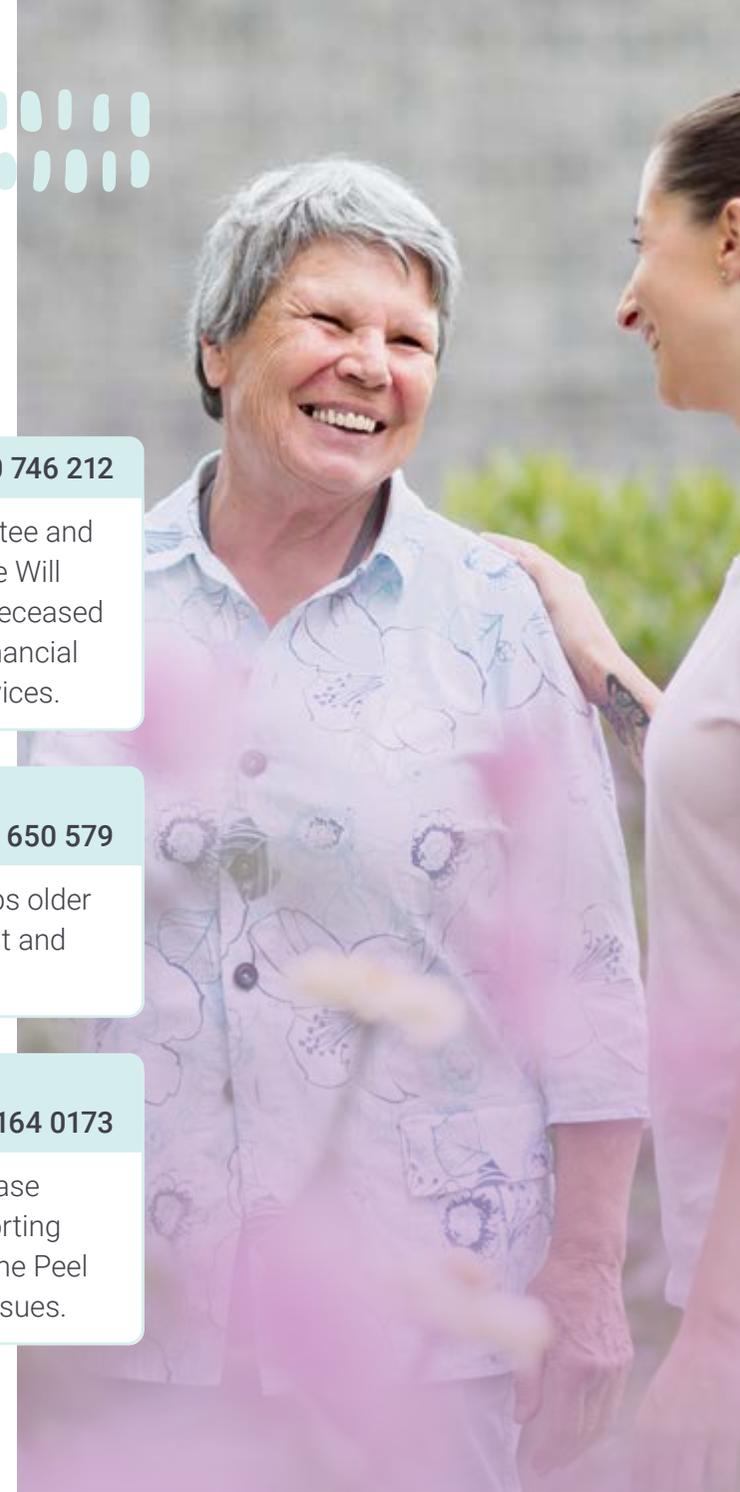
The Public Trustee offers independent trustee and asset management services. These include Will and Enduring Power of Attorney drafting, deceased estate administration, executor support, financial administration and trust management services.

Senior's Rights Advocacy Services (SRAS) Infoline 1300 650 579

SRAS is operated by Legal Aid WA and helps older Western Australians to safeguard their right and prevent elder abuse.

Relationships Australia WA Peel Senior Relationship Service (08) 6164 0173

The Peel Senior Relationship Service is a case management and mediation service supporting older people and their families residing in the Peel region to find solutions to ageing-related issues.



Department of Communities

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Telephone: 1800 176 888

Email: enquiries@communities.wa.gov.au

Website: www.communities.wa.gov.au

Translating and Interpreting Service (TIS) – Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service. For more information visit: www.communications.gov.au/accesshub/nrs

This publication is available in other formats that can be requested at any time.

Elder Abuse Helpline

If you or someone you know is experiencing elder abuse, or has a question about elder abuse, please call the Elder Abuse Helpline on 1300 724 679 for a confidential discussion.