

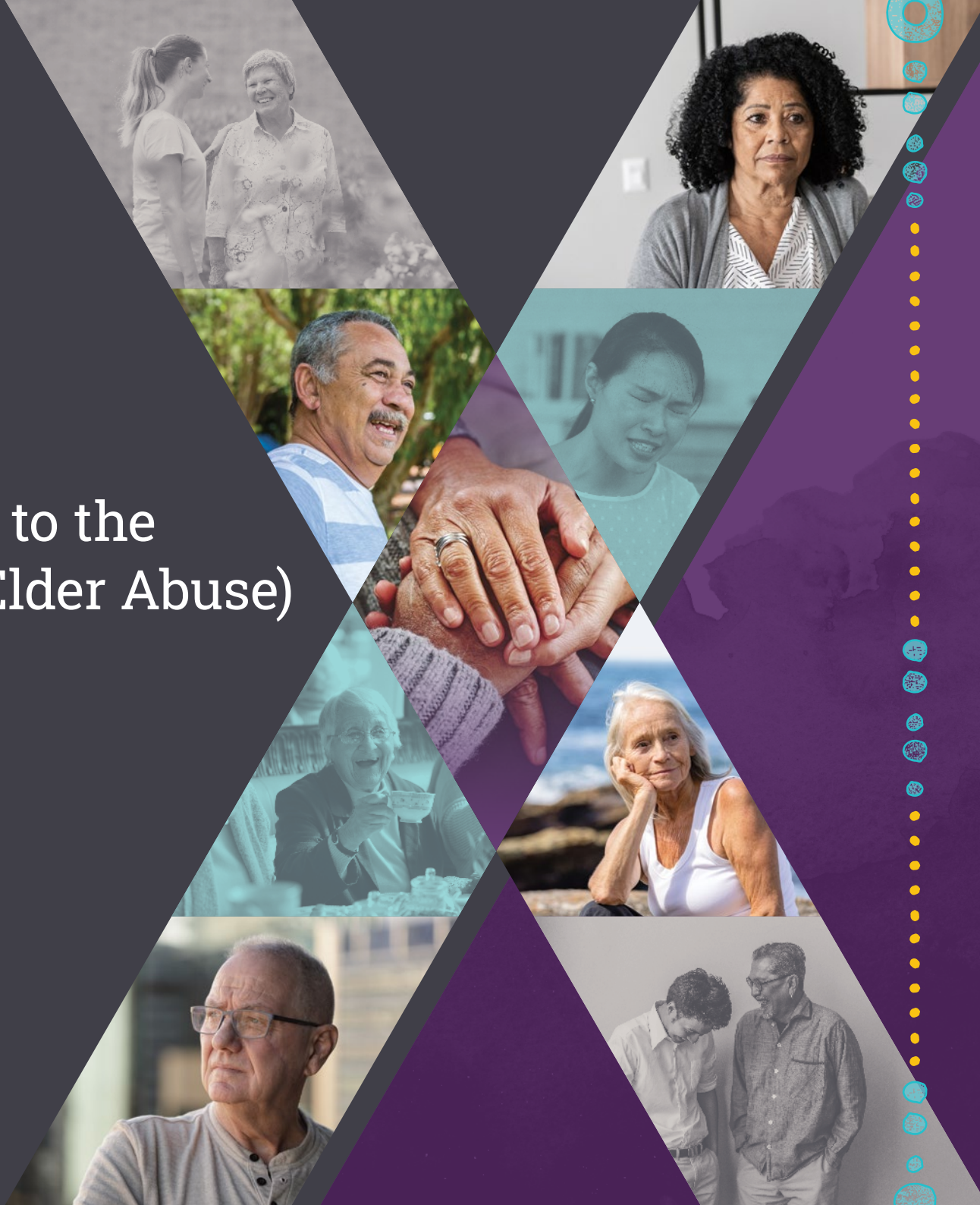


Government of Western Australia
Department of Communities



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

Progress Report 1 July 2024 to 30 June 2025



Ministers foreword



The 'WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019 to 2029' (The Strategy) was launched in November 2019 and aims to address all forms of elder abuse and the mistreatment of older people. The Strategy, the first of its kind in Western Australia, has the goal of ensuring that all older Western Australians are safe, respected, valued and live free from elder abuse.

While our knowledge of elder abuse is growing, we know that experiences of abuse are underreported. Estimates suggest that between two and 14 per cent of older Western Australians – between 7,000 and 49,000 people – are experiencing or have experienced, some form of elder abuse.⁶ This may involve many different forms of abuse and

⁶ Australian Government, Australian Institute of Family Studies, National Elder Abuse

mistreatment including financial, social, physical, sexual, psychological, and emotional abuse.

The Strategy sets out a whole of government plan for preventing and addressing elder abuse. It was informed by local, national and international evidence and best practice and reflects the National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019-2023 (to be superseded by the 'National Plan to End the Abuse and Mistreatment of Older People 2026-2036'). The Strategy is underpinned by an Action Plan detailing activities for the period 2022-2027.

This Action Plan Progress Report outlines progress against activities in the period 2024-2025. As at 30 June 2024, **36 actions** were already in planning and/or progress and/or completed across six State Government agencies and other organisations. I acknowledge the ongoing collaboration and partnerships between government, the community services sector, private sector and the wider community working towards eliminating elder abuse from our communities.

As the Minister for Aged Care and Seniors, I am committed to addressing the challenges presented by the abuse and mistreatment of older Western Australians and reaffirm the ongoing work of the government and broader community to identify and respond to elder abuse in the community.

Hon Simone McGurk MLA Aged Care and Seniors

Background

The World Health Organization defines the abuse and mistreatment of older people (elder abuse) as ‘a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.’⁷ One in six (14.8 per cent) of older people aged 65 years and over who live in the community (rather than in a residential care setting) have experienced elder abuse.⁸

The ‘WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019 to 2029’ (the Strategy) aims to address all forms of elder abuse⁹ and support older Western Australians to live free from elder abuse, and be safe, respected and valued. It was informed by local, national and international evidence and best practice. The Strategy can be found at [WA Strategy to Respond to the Abuse of Older People \(Elder Abuse\) 2019-2029](#).

The current ‘WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019 to 2029 Action Plan’ (the Action Plan) covers activities for the period 2022 to 2027 and is available at [WA Strategy to Respond to the Abuse of Older People \(Elder Abuse\) 2019 - 2029 Action Plan](#).

The Action Plan focuses on the development and delivery of key initiatives to be implemented to achieve the four Priority Areas of the Strategy:

- Priority Area 1: Raising awareness and early identification
- Priority Area 2: Prevention and early intervention

⁷ <https://www.who.int/news-room/fact-sheets/detail/abuse-of-older-people>, retrieved 10 July 2025.

⁸ Australian Government, Australian Institute of Family Studies, National Elder Abuse Prevalence Study: Final Report July 2021.

⁹ The abuse of older people takes many forms, including financial, psychological, physical, sexual and emotional abuse.

- Priority Area 3: Integrated and coordinated response
- Priority Area 4: Data and evidence.

The Action Plan is informed by a holistic and multidisciplinary approach to addressing all forms of elder abuse and sets out a whole of government plan for preventing and addressing elder abuse and the mistreatment of older people throughout Western Australia (WA). The Strategy and Action Plan aligns with the United Nations declaration that 2021–2030 is the Decade of Healthy Ageing and the State Government’s:

- ‘An Age-Friendly WA: State Seniors Strategy 2023-2033’: The first State Seniors Strategy to support ‘Western Australian seniors feel valued, safe, and empowered to lead happy and fulfilling lives in age-friendly communities’.
- ‘Path to Safety: Western Australia’s strategy to reduce family and domestic violence 2020–2030’, a long-term plan for a WA where all people live free from abuse:
 - » Work with Aboriginal people to strengthen Aboriginal family safety.
 - » Act now to keep people safe and hold perpetrators to account.
 - » Grow primary prevention to stop family and domestic violence.
 - » Reform systems to prioritise safety, accountability and collaboration.

Furthermore, the State Government contributed to the development of the ‘National Plan to End the Abuse and Mistreatment of Older People 2026-36 (National Plan) as a member of the Drafting Group.

A total of six State Government agencies are featured in the Action Plan as lead or partner agencies:

1. Department of Communities (Communities)
2. Department of Health (Health), including the WA Country Health Service
3. Department of Justice (Justice), including Court and Tribunal Services, Office of Public Advocate (OPA) and the Public Trustee
4. Department of Primary Industries and Regional Development (DPIRD)
5. Legal Aid Commission of WA (Legal Aid WA), including the Elder Rights WA (ERWA) legal service
6. Western Australia Police Force (WAPF).

In addition to the six State Government agencies, there are multiple businesses, community organisations, Commonwealth departments and universities that have committed to action as the lead or partner organisation and/or supported agencies to progress actions. They include:

- Alliance for the Prevention of Elder Abuse WA (APEA WA)
- Bankwest
- Commonwealth Attorney-General's Department
- State Government funded elder abuse services including Advocare and Northern Suburbs Community Legal Centre (NSCLC)
- Community sector financial providers, project working groups and public libraries
- Carers WA
- Edith Cowan University Social Ageing Futures Lab (ECU SAGE Lab)
- Local Government Professionals Australia WA (LG Pro WA)
- Western Australian Local Government Association (WALGA)
- World Health Organization (WHO).





Overview of priority areas, action areas and initiatives



There are four priority areas of the Strategy: raising awareness and early identification; prevention and early intervention; integrated and coordinated responses; and data and evidence.

These priority areas set out the high-level direction to achieve the outcomes of the Strategy and detail key initiatives (see diagram 1) that will support Western Australia to prevent and respond to elder abuse and the mistreatment of older people. Under these four priorities are 26 action areas and 36 initiatives.

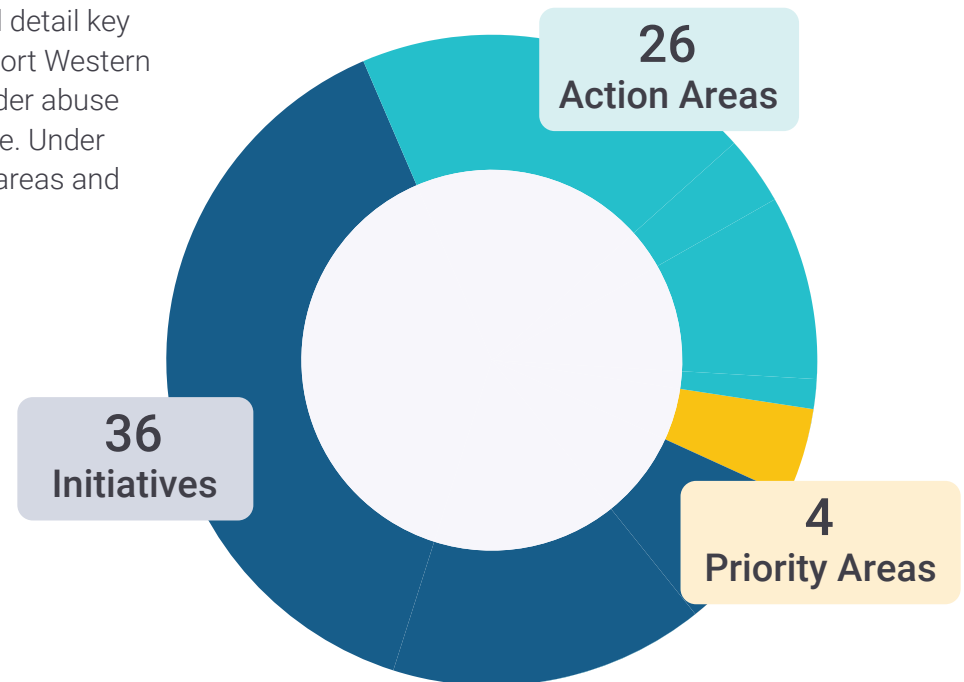


Diagram 1: Breakdown of Priority Areas, Action Areas and Initiatives

Overview of Progress Report (the Report)



This report provides an update for the period 1 July 2024 to 30 June 2025 on the 36 initiatives undertaken by participating lead agencies as featured in the Action Plan.

An overview of the status of the initiatives is provided in Diagram 2 and Table 1. Initiative statuses fall within four categories:

- **Completed:** Initiatives that have reached the specified end date.
- **Completed and ongoing:** Initiatives that are completed and are continuing. This includes business as usual activities that do not have a specified end date.
- **Ongoing:** Initiatives that have commenced and are progressing.
- **On track:** Initiatives that are scheduled to commence in the next financial year.

The timing of these initiatives was identified in the Action Plan as:

- **Short:** Initiatives to commence within the first one-two years.
- **Medium:** Initiatives to commence within the three-five years.
- **Ongoing:** Initiatives which are currently underway and/or will be continuously undertaken.

Previous Progress Reports can be found at:

- 'WA Strategy to Respond to the Abuse of Older People (Elder Abuse): 2019 to 2021 Progress Report Summary', [WA Strategy to Respond to the Abuse of Older People \(Elder Abuse\) 2019-2029 – 2019-2021 Progress Report Summary](#).

- 'WA Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019-2029: Progress Report for the period from 2022 to 30 June 2024', [WA Strategy to Respond to the Abuse of Older People Action Plan progress report](#).

Initiatives	Priority Area 1	Priority Area 2	Priority Area 3	Priority Area 4	Total
Completed	-	2	1	2	5
Completed and ongoing	6	9	9	3	27
Ongoing	-	-	1	-	1
On track	-	-	3	-	3
Total	6	11	14	5	36

Table1: Status of all Action Plan Initiatives by Priority

Focus area 1: Raise awareness and early identification

Action area		Outcome				
1	Build and enhance awareness and understanding of elder abuse and its causes.	People are aware that elder abuse is a serious problem affecting our community and requires collective action. Older people from all backgrounds are empowered to protect themselves from abuse. Our community will be able to recognise the signs of elder abuse and respond in ways that protect the rights of the older person.				
2	Improve early detection, self-identification and self-protection.					
3	Co-design targeted early detection, self-identification and awareness raising initiatives for diverse groups.					
4	Advertise a clear and simple pathway for anyone wanting information or help.					
5	Provide and promote avenues for inquiring about or reporting elder abuse.					
No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Status	For the period 1 July 2024 to 30 June 2025
1i	Conduct a review into the quantum of elder abuse funding to examine which agencies and community organisations are funded to raise awareness and provide elder abuse education.	2, 3	Department of Communities (Communities)	Alliance for the Prevention of Elder Abuse WA (APEA WA)	Completed and ongoing	<ul style="list-style-type: none"> Communities conducted desktop research to identify agencies and funded services that raise awareness and provide elder abuse education. <ul style="list-style-type: none"> » Consultation with APEA WA to maintain currency of this table will be ongoing.



No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Status	For the period 1 July 2024 to 30 June 2025
1 ii	Deliver community education initiatives to community members and relevant service providers regarding planning-for-the-future documents, the guardianship and administration system, and who to contact about elder abuse concerns.	1, 2, 4, 5	Office of the Public Advocate (OPA)	Northern Suburbs Community Legal Service (NSCLC) ¹⁰ , Legal Aid WA, Department of Health, Disability, Financial and Aged Care	Completed and ongoing	<ul style="list-style-type: none"> The OPA delivers an ongoing community education program including online and face-to-face education sessions for community members and key service providers regarding the guardianship and administration system, including the ability for adults with capacity to complete enduring powers of attorney (EPA), enduring powers of guardianship (EPG) and advance health directives. In addition to education sessions, OPA provides a comprehensive suite of publications and information on its website and runs an advisory service during business hours for community members and service providers. In 2024/25, OPA delivered a total of 31 education sessions to community members and professionals from the health, social work, mental health, disability, legal institutions and aged care sectors, as well as banks, financial institutions and Aboriginal Community Controlled Organisations. Total attendance figures increased from 1,675 people in 2023/24 to 1,729 in 2024/25. OPA participated in the Seniors Recreation Council of WA 'Have a Go Day' in November 2024. The event was well attended enabling representatives to meet with community members and relevant service providers, providing them with information on enduring powers of attorney and guardianship. In 2024/25, OPA's advisory service received 4,924 contacts (an increase of five per cent from 4,698 in 2023/24). The advisory service addressed 6,230 different enquiries by telephone in 2024/25. In some instances, enquirers sought advice on multiple topics. Enquiries regarding EPAs accounted for 36 per cent of all enquiries received during the year, with EPG enquiries accounting for 28 per cent. In 2024/25 OPA disseminated over 2,700 EPA and EPG kits, plus 5,900 brochures, flyers and other material.

¹⁰ On 1 October 2025, Northern Suburbs Community Legal Centre (NSCLC) changed their name to Encompass Legal and Community Services Inc. During this reporting period the official name of the organisation was Northern Suburbs Community Legal Centre, therefore NSCLC is reflected throughout this Report.

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Status	For the period 1 July 2024 to 30 June 2025
1 iii	Continue to provide accessible online information on elder abuse to promote community awareness and safety.	1, 2, 4, 5	Communities	WA Police Force (WAPF), Advocare, Council on the Ageing WA (COTA WA), Legal Aid WA, NSCLC, OPA, Public Trustee, APEA WA, Department of Health, Western Australian Local Government Association	Completed and ongoing	<p>Communities</p> <ul style="list-style-type: none"> • Strategy to Respond to the Abuse of Older People (Elder Abuse) 2019-2029 Action Plan is available at Elder Abuse and the Mistreatment of Older People • Communities have developed and/or funded a range of resources to raise awareness of elder abuse, including as per below. The resources are available at Elder abuse support services and resources: <ul style="list-style-type: none"> » The Mistreatment of Older Aboriginal Australians 2022 Report » Mistreatment of Older Aboriginal People infographic » Everyone’s Business: Research into responses to the abuse of older people (elder abuse) in Western Australia » Best practice guidelines for interviewing older people at risk » Easy Read fact sheets (2025) » Everything you’ve ever wondered (and more) about Elder Abuse and the mistreatment of older people (revised edition 2025) » Seniors Information Resource (launched Nov 2024) has a section allocated to providing information on services providing support for elder abuse and the mistreatment of older people. Available at Seniors Information Resource 2024-25 » Embracing age diversity: A Guide to inclusive language, available at Embracing age diversity: A guide to inclusive language <p>OPA:</p> <ul style="list-style-type: none"> • Easy Read Documents: Development of a growing suite of Easy Read publications since 2022, to assist people with a cognitive impairment, those with lower literacy levels and those for whom English is not their first language, to more easily understand a range of concepts and processes regarding guardianship, administration and the role of the OPA and related agencies.

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Status	For the period 1 July 2024 to 30 June 2025
						<ul style="list-style-type: none"> » In November 2024, to mark International Day of People with Disability (IDPwD), the OPA developed and launched five new Easy Read factsheets focusing on accessibility. In June 2025, to observe World Elder Abuse Awareness Day (WEAAD) the 16th Easy Read factsheet was launched – How to Plan for the future. This takes the total number of factsheets to 17 including the 'Hard Words Glossary' factsheet. • First Nations Audio Translations: OPA continues to develop First Nations audio translations of OPA publications into key Aboriginal languages, so that Aboriginal clients and family members are more easily able to understand a range of concepts and processes regarding guardianship, administration and the role of OPA and related agencies. <p>Public Trustee: The Public Trustee has developed accessible online information on recognising financial elder abuse and how to protect yourself which is available via Financial Elder Abuse: Public Trustee.</p>
1iv	Continue to promote and fund initiatives for World Elder Abuse Awareness Day (WEAAD) to raise awareness about elder abuse and address ageism.	1, 3, 4, 5	Communities	Advocare, COTA WA, Legal Aid WA, NSCLC, APEA WA, local governments, community sector (including Bankwest)	Completed and ongoing WEAAD is 15 June annually	<ul style="list-style-type: none"> • The WEAAD Collaborative Group (established in 2022) is led and chaired by Communities and includes representatives from NSCLC, Advocare, Legal Aid WA, COTA WA, Local Government Age-friendly Communities Network and Bankwest to plan a coordinated approach to WEAAD annually. • In 2025, over 40 people attended a free event in the Perth CBD, hosted by Bankwest, with Communities and elder abuse service providers actively supporting and contributing to the program. The event brought together providers who offer support for senior's safety and provided seniors with the tools to recognise concerning signs and outline supports available. • Funding of \$60,000 (ex-GST) per annum is available for the WEAAD Regional Grants Program until 30 June 2027. • The 2024-25 WEAAD Regional Grants Program provided grants to 18 organisations (five were Aboriginal organisations) to host events and activities in regional locations to raise awareness of elder abuse.

Focus area 1: Raise awareness and early identification

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Status	For the period 1 July 2024 to 30 June 2025
1v	Raise awareness of what constitutes mistreatment of older Aboriginal people and where to access support through localised initiatives in regional areas.	1, 2	Communities	Funded elder abuse services	Completed and ongoing	<ul style="list-style-type: none"> As stated in 1iii, Communities funded the following research report and resource in partnership with Indigenous Professional Services (IPS) Management Consultants: <ul style="list-style-type: none"> » The Mistreatment of Older Aboriginal Australians 2022 Report » Mistreatment of Older Aboriginal People infographic.
1vi	Support the building of a National Knowledge Hub (to consolidate information and resources about abuse of older people in one online location, including for diverse groups of older people) by contributing appropriate resources.	4, 5	Communities	APEA WA	Completed and ongoing	<ul style="list-style-type: none"> Communities have elder abuse research reports available on the Compass Knowledge Hub.



Case Study 1 Department of Communities Easy Read Elder Abuse resources

Easy Read makes information easier to understand and accessible, which is important for everyone. Easy Read documents use simple language, pictures and formatting to meet the needs of people with different reading abilities as everyone has the right to access information, make choices and be included in their community.

The Department of Communities has developed two Easy Read resources on elder abuse and the mistreatment of older people, these are:

- What is Elder Abuse?
- How to call the Elder Abuse Helpline.

These resources can be found at [Elder abuse support services and resources](#).



Case Study 2 World Elder Abuse Awareness Day

World Elder Abuse Awareness Day (WEAAD) is commemorated on 15 June each year. On this day people are encouraged to take a stand against all forms of abuse against older people in our global communities.

Communities undertakes a range of initiatives to raise awareness of WEAAD. In 2025, a week of events were undertaken from 9 to 17 June including (but not limited to):

- Facilitating and chairing the WEAAD Collaborative Group with key stakeholders including Advocare; Northern Suburbs Community Legal Centre, Older People's Rights Service; Legal Aid WA,

Elder Rights WA; Council on the Ageing WA; Bankwest; and LG Professionals WA – Age-friendly Communities Local Government Network.

- Facilitating the WEAAD Collaborative Group event, hosted by Bankwest, held on 10 June 2025. The morning consisted of an information session to help keep seniors safe online, in their relationships and in the community. The presenters provided tools to recognise concerning signs of elder abuse and what support is available. The program also explained the significance of Enduring Power Attorneys and Guardianships and provided information about the WA Seniors Card discounts and benefits.

- Distributing funding to 18 organisations to hold elder abuse awareness raising events in regional areas of WA through the WEAAD Regional Grants Program, delivered in partnership with Communities and Northern Suburbs Community Legal Service.
- Distributing over 23,000 elder abuse resources statewide.
- Coordinating the Landmarks Alight Campaign which saw 41 metropolitan and regional locations lit up in purple, in support of WEAAD 2025. This initiative promotes community awareness of elder abuse in WA.
- Promoting WEAAD via social media static posts and videos (Facebook, Instagram and LinkedIn).
- Managing an online WEAAD events calendar to provide a central location for members of the public to access information about elder abuse awareness events in their area.

The tagline, 'Wise Up, Rise Up against elder abuse', was developed and adopted in collaboration with Communities' elder abuse service providers. This refers to how everyone in the community can:

- Wise Up – find out more about elder abuse, recognise the signs, and where to access support
- Rise Up – take action individually and in communities to stop elder abuse from taking place and to support older Western Australians.



WEAAD community information event presenters

Focus area 2: Prevention and early intervention

Action area	Outcome
1 Promote positive views of ageing, and counter ageism in all its forms.	<p>Older people are respected, valued and socially included.</p> <p>Older people are informed and supported.</p> <p>Carers of older people are informed and supported.</p>
2 Recognise and celebrate older people’s contributions to the community.	
3 Support older people to remain active and included in their community.	
4 Encourage and support the building of age-friendly and inclusive communities, through the use of the World Health Organization Age-friendly Cities Framework.	
5 Ensure older people from all backgrounds can easily access information and support services.	
6 Ensure family members, carers and professionals have access to information about elder abuse.	
7 Work with carers organisations to co-design responses to address carer stress as a risk factor in the occurrence of elder abuse.	
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.	
9 Work with relevant sectors, industries and agencies to plan and build socially and physically inclusive communities.	

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
2i	Continue to deliver and promote the WA Elder Abuse Helpline.	1, 5, 6, 8	Communities	Advocare	Completed and ongoing	<ul style="list-style-type: none"> • The current contract is funded at \$180,000 per annum from 1 January 2025 to 30 June 2029. • The WA Elder Abuse Helpline and Information Service (Helpline) received 1,676 calls between 1 July 2024 and 30 June 2025. • Initiatives to promote the Helpline are ongoing and include: <ul style="list-style-type: none"> » information on Advocare and Communities’ websites » WEAAD events and promotion: In 2025, over 23,000 elder abuse resources were distributed state-wide in the lead up to World Elder Abuse Awareness Day including: <ul style="list-style-type: none"> » 6,200 elder abuse brochures » 2,800 elder abuse posters » 600 Seniors Action Plans » 600 Seniors Strategies » 300 Human Rights bookmarks » 20 Seniors Toolkits and » 12,500 elder abuse bookmarks. » Advocare’s attendance at community events and delivery of education sessions » Communities’ elder abuse presentations » The Seniors Information Resource (launched November 2024) contains information on the Helpline. In this reporting period, over 60,000 copies were distributed Statewide. » The ‘WA Seniors Card Directory’ contains information on the Helpline. 70,000 copies were distributed statewide.

Focus area 2: Prevention and early intervention

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
2ii	<p>Produce and distribute elder abuse awareness resources for:</p> <ul style="list-style-type: none"> people from culturally and linguistically diverse backgrounds (CaLD), including material translated into other languages Aboriginal and Torres Strait Islander people people who are deaf or hearing-impaired, i.e. an Auslan video on Department of Communities website. 	5, 6	Communities	<p>Communities to liaise with relevant stakeholders.</p> <p>Local governments, public libraries, community resources centres.</p> <p>Department of Primary Industries and Regional Development (DPIRD) and other appropriate organisations to distribute resources.</p>	Completed	<ul style="list-style-type: none"> As stated in 1iii, Easy Read fact sheets were developed and released in 2025. Specific elder abuse awareness resources have been developed and released for Aboriginal, CaLD, and hearing-impaired people. Resources are available at Elder abuse support services and resources
2iii	Fund the Age-friendly Communities grants program.	1, 2, 3, 4, 9	Communities	<p>Local governments</p> <p>Community</p>	Completed and ongoing (funded until 30 June 2025)	<ul style="list-style-type: none"> In 2024, 16 organisations received a share of \$220,000 funding through the Age-friendly Communities Connectivity Grants Program. Of these, seven were from regional WA and received a total of \$97,650. The Grants Program was delivered in two streams, one to support local governments to progress applications to join the World Health Organisation's Global Network of Age-friendly Cities and Communities (GNAFCC) and the second for local governments and incorporated not-for-profit community organisations to implement age-friendly, active and positive ageing initiatives. The Age-friendly Communities Connectivity Grants Program is funded until 30 June 2025.

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
2iv	Participate in and support the work of the LG Professionals WA (LG Pro WA) Age-friendly Communities Local Government Network to promote the creation of age-friendly communities.	1, 2, 3, 4, 9	LG Pro WA	Communities Local governments	Completed and ongoing	<ul style="list-style-type: none"> • Communities’ regularly attended meetings with LG Pro WA, including the Age-friendly Communities (AFC) Local Government Network. • Communities contributed \$50,000 as a one-off contribution for the Age-friendly Australia National Forum (6-8 December 2024) and had a representative on the Planning Committee. • Communities and LG Professionals WA, with support from the World Health Organization (WHO), hosted this flagship event which brought together over 250 local government officers, policymakers, researchers, and community sector leaders from across the world to share insights, international frameworks, and local age-friendly practices. • Prior to the conference, WA hosted an in-person meeting of affiliate members of the WHO’s Global Network of Age-friendly Cities and Communities. This is the first time the annual in-person meeting was held in Australia and the Western Pacific Region.
2v	Participate in the World Health Organisation (WHO) Global Network for Age-friendly Cities and Communities (GNAFCC).	1, 2, 3, 4, 9	Communities	WHO	Completed and ongoing	<ul style="list-style-type: none"> • Communities: <ul style="list-style-type: none"> » regularly attend WHO GNAFCC meetings » assisted with onboarding new WHO member affiliates » provided feedback and testing to WHO on a new online platform for affiliate member planning and reporting » participated as a mentor and delivered a guest lecture on age-friendly planning as part of the third English edition of the Age-friendly Environments (AFE) ECHO Program hosted from 15 October to 10 December 2024 » facilitated an online workshop as part of the Fostering Age-friendly Environments: Cross-sectional collaboration with an entrepreneurial lens hosted by Kanagawa Prefecture, Japan in February 2025 » facilitated the connection with the WHO GNAFCC Secretariat Office and LG Pro WA to inform planning for the 2024 Age-friendly Australia National Forum » presented at the WHO GNAFCC Affiliate meeting held in Perth in December 2024 on the topic of evaluation » planned and chaired an Age-friendly Communities meeting with WHO and the National Adult Safeguarding Roundtable members on 11 April 2025.

Focus area 2: Prevention and early intervention

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
2vi	Continue to raise awareness of elder abuse through funding and supporting Seniors Week and the WA Seniors Awards.	1, 2, 3, 7	Communities	Communities funded elder abuse services	Completed and ongoing	<ul style="list-style-type: none"> Communities funded COTA WA to deliver the Seniors Week Community Grants Program and the WA Seniors Awards in November 2024. Lotterywest matched Communities funding for the Grants and Awards. In 2024, grant funding of \$80,000 was awarded to: <ul style="list-style-type: none"> » 76 organisations. Of these, 51 were from regional WA (a total of \$51,130). WA Seniors Awards: The 2024 awards ceremony was held on 12 November 2024, there were 15 finalists across five categories and five winners as below: <ul style="list-style-type: none"> » WA Senior of the Year – Metropolitan: Suresh Rajan » WA Senior of the Year – Regional: Irene Davey (Aunty Irene) » WA Age-friendly Business of the Year: Switched on Seniors » WA Age-friendly Local Government of the Year: City of Bayswater » WA Seniors Advocate of the Year: Christine Zambonetti, Advocare Communities promotes positive views of ageing in promotional materials such as social media and other advertising. Under 'An Age-friendly WA: State Seniors Strategy 2023-2033, Action Plan 2023 to 2027', there is an action to deliver a public campaign to address ageism in WA. With allocated funding of \$400,000 over two years (2023-24 and 2024-25), the project includes innovative approaches to raise awareness of ageism, such as the 'Life in Picture's short film competition (completed); a statewide media campaign over multiple media platforms (completed); a Language Guide (completed); and a focus on older Aboriginal people (to be delivered in 2025-26).
2vii	Continue to ensure elder abuse is identified and officer awareness is improved through police recruit training.	1, 8	WAPF	Advocare, Departments of Communities and Health, Legal Aid WA, NSCLC, OPA, Public Trustee, Western Australian Local Government Association	Completed and ongoing	<ul style="list-style-type: none"> WA Police Force (WAPF) was a member of the drafting group for the 'Best practice guidelines for interviewing older people at risk.' This document is available on the WAPF intranet for staff. Communities has provided elder abuse resources to WAPF. WAPF have reviewed their online, face to face and scenario training to ensure it addresses the needs of vulnerable persons, including as older people.

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
2viii	Establish regular meetings with Carers WA to collaborate on targeted early detection, self-identification and awareness raising of elder abuse, as carer stress and burnout is a risk factor for elder abuse.	6 7 8 9	Communities	Carers WA	Completed and ongoing	<ul style="list-style-type: none"> Communities met with Carers WA in 2023 and arranged for the Carers WA Chief Executive Officer to be invited to become a member of APEA WA to maintain regular meetings and discuss issues related to carers with Communities and the wider WA elder abuse providers.
2ix	Promote awareness about the mistreatment of older Aboriginal people - connect with Community Resource Centres, other locations which are accessible to older Aboriginal people, and places where they already frequent, to promote awareness.	5 8 9	Communities	DPIRD, APEA WA in advisory capacity	Completed and ongoing	<ul style="list-style-type: none"> 'The Mistreatment of Older Aboriginal Australians 2022 Report' 'Mistreatment of Older Aboriginal People infographic' Resources are available at Elder abuse support services and resources In June 2025, Communities distributed elder abuse resources for WEAAD by post to more than 500 services including Aboriginal Community Controlled Organisation (ACCOs), Community Resource Centres (CRCs) and Local Governments across WA.
2x	Support service providers to assist isolated older people to socially connect with the broader community.	1 3 4 9	Communities	APEA WA	Completed and ongoing	<ul style="list-style-type: none"> There were three seniors grants programs that assisted isolated older people to socially connect with the broader community during the reporting period including Age-friendly Communities Connectivity Grants (2iii), Seniors Week Grants (2vi) and WEAAD Regional Grants (1iv). Communities delivered presentations/provided updates on the Elder Abuse Strategy at sector meetings including APEA WA.
2xi	Develop a Strategic Plan to guide the direction of APEA WA.	9	APEA WA	APEA WA members	Completed	<ul style="list-style-type: none"> The development of the APEA WA Strategic Plan was undertaken collaboratively with APEA WA members and finalised in 2023.

Case Study 3 Building an Age-friendly WA



Western Australia is **one of two** World Health Organisation Global Network of Age-friendly Cities and Communities Affiliate members in Australia.

In December 2024, the State Government funded and partnered with LG Professionals WA to host the

Age-friendly Communities National Forum

Communities and LG Professionals WA, with support from the World Health Organization (WHO), hosted this flagship event which brought together over 250 local government officers, policymakers, researchers, and community sector leaders from across the world to share insights, international frameworks, and local age-friendly practices.

Delegates travelled internationally from Slovenia, Brunei, New Zealand, Switzerland, Ireland, United States of America and from Queensland, New South Wales and Victoria to exchange, share and learn about the opportunities of age-friendly communities.



Members of the Conference Planning Committee together with representatives from the Department of Communities, World Health Organisation, New Zealand Office for Seniors and La Trobe University Centre for Rural Ageing Research.



Sue Fielding, Director Inclusion Department of Communities presented at the meeting of the Global Network of Age-friendly Cities and Communities Affiliate meeting on age-friendly evaluation.

Prior to the conference, WA hosted an in-person meeting of affiliate members of the WHO's Global Network of Age-friendly Cities and Communities. This is the first time the annual in-person meeting was held in Australia and the Western Pacific Region.

Case Study 3 Building an Age-friendly WA



In 2024,

16 organisations

received a share of

\$220,000

funding through

the Age-friendly Communities
Connectivity Grants Program.

Of these, seven were from regional

WA and received

a total of

\$97,650.



National Safeguarding Round table special meeting

A special meeting for the Adult Safeguarding Roundtable was facilitated and hosted by the Department of Communities on 11 April 2025 to raise awareness of the benefits of the affiliate membership to the World Health Organization (WHO) Global Network for Age-friendly Cities and Communities (GNAFCC).

Thiago Herick de Sa, Technical Officer for Age-friendly Environments World Health Organization, delivered a fabulous presentation on the WHO GNAFCC. The meeting was attended by 27 people representing government agencies across all jurisdictions.

Focus area 3: Integrated and coordinated response

Action area	Outcome
1 Work with the Commonwealth and other Australian jurisdictions to implement the National Plan to Respond to the Abuse of Older Australians.	<p>Older people are protected and can recover from abuse.</p> <p>Services and responses are accessible and appropriate to people from all backgrounds.</p> <p>Alleged perpetrators change their behaviour.</p> <p>The service and response systems are integrated.</p>
2 Monitor and progress findings and recommendations arising from relevant State and Commonwealth Parliamentary Committees.	
3 Monitor and respond to findings and recommendations arising from relevant Royal Commissions and other relevant State and Commonwealth inquiries.	
4 Improve legal and justice responses to elder abuse.	
5 Enact amendments to the Guardianship and Administration Act 1990.	
6 Ensure services are culturally safe, responsive, physically accessible, person centred and consistent with best practice.	
7 Investigate the development of perpetrator behaviour change programs and support services.	
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.	

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
3i	Deliver a metro-wide Northern Suburbs Community Legal Centre (NSCLC) and Older People’s Rights Service (OPRS), including state-wide Purple Road initiatives.	4, 6	Communities	NSCLC	Completed and ongoing	<p>Actioned.</p> <ul style="list-style-type: none"> The current contract is funded at \$699,446 per annum from 1 July 2024 to 30 June 2029. OPRS provides free legal advice and representation, crisis intervention and short-term counselling, support and advocacy to older people at risk of, or experiencing, elder abuse. OPRS delivered 794 services to 244 clients in Perth in 2024-25 and 130 of these people (53%), were over 80 years old. NSCLC is an active collaborative partner and worked with Communities on the promotion of World Elder Abuse Awareness Day, specifically through its Purple Road initiative. In 2024, the collaborative purple road artwork reached 100 meters. The occasion was marked with a display and event at Parliament House.
3ii	Deliver the Elder Rights WA (ERWA) service.	4, 6	Communities	Legal Aid WA	Completed and ongoing	<ul style="list-style-type: none"> \$1 million annually (recurrent funding) to Legal Aid WA to establish and deliver ERWA to support seniors and combat elder abuse. Data: Elder Rights WA delivered 2,454 services to 411 clients across WA in 2024-25. The most common client concerns were guardianship and administration matters, financial abuse, and other property claims.
3iii	Work with the banking sector to develop and implement measures to reduce the risk of financial elder abuse.	8	Communities	Bankwest	Completed and ongoing	<ul style="list-style-type: none"> Communities have engaged with the banking sector to raise awareness of financial elder abuse. Bankwest is an active member of the WEAAD Collaborative Planning Group (since 2022): <ul style="list-style-type: none"> » In 2025, over 40 people attended WEAAD event hosted by Bankwest and supported by Communities and elder abuse services. See 1iv. Also refer to 1iv Re: WEAAD initiatives.

Focus area 3: : Integrated and coordinated response

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
3iv	Maintain funding for a Vulnerable Seniors Peak until June 2024.	6, 8	Communities	COTA WA	Completed	<ul style="list-style-type: none"> The Vulnerable Seniors Peak ceased on 30 June 2024. A new Seniors Peak (under the State Seniors Strategy) commenced 1 July 2024 (delivered by Advocare). <ul style="list-style-type: none"> » Funded at \$250,000 per annum from 1 July 2024 to 30 June 2027.
3v	Participate in advisory groups and national intergovernmental forums related to the implementation of the National Plan to Respond to the Abuse of Older Australians 2019-2023 (and future National Plans) and advocate on issues of Commonwealth responsibility.	1, 2, 3	Commonwealth Attorney-General's Department	State and Territory Government departments, Community Sector, APEA WA	Completed and ongoing	<ul style="list-style-type: none"> Communities is a member of the following National Committees: <ul style="list-style-type: none"> » Joint Implementation Executive Group and sub committees (Australian Government Attorney-General's Department) » Second National Elder Abuse National Plan Drafting Group, Communities has actively engaged with stakeholders to promote opportunities for feedback. Communities coordinated feedback from relevant WA State Government Departments for the Draft Second Elder Abuse National Plan.
3vi	Enact recommended amendments to the <i>Guardianship and Administration Act 1990</i> arising from the 2015 Statutory Review to improve safeguarding provisions.	5	Justice	OPA, State Administrative Tribunal, Public Trustee, Department of Health	On track	<ul style="list-style-type: none"> The Law Reform Commission of WA (LRCWA) is reviewing the <i>Guardianship and Administration Act 1990</i> in accordance with terms of reference sent to it by the previous Attorney General. Public submissions were open from 20 December 2024 to 17 April 2025. LRCWA is due to report to the Attorney General in 2025.
3vii	Investigate restraining order options applicable to an older person in a position to apply for / respond to a family violence restraining order.	4	Justice	WA Police Force, Court and Tribunal Services, Legal Aid WA, NSCLC	On track	<p>Coercion and Control</p> <ul style="list-style-type: none"> WA's consideration of a standalone coercion and control offence will give due regard to the circumstance of elder abuse. <p><i>Restraining Orders Act 1997</i> (WA)</p> <ul style="list-style-type: none"> Improve the use of the <i>Restraining Orders 1997</i> (WA) for older persons in circumstances of family violence.

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
3viii	Investigate complaints and allegations that an adult with a decision-making disability may be at risk of abuse, exploitation or neglect and may require a guardian or administrator or is under an inappropriate guardianship order.	4	Department of Justice – Office of Public Advocate	WA Police Force, Court and Tribunal Services, Legal Aid WA, NSCLC	Completed and ongoing	<ul style="list-style-type: none"> In 2024/25, 2,833 new matters were referred to the Public Advocate for investigation by the State Administrative Tribunal. Of the 2,833 new investigations carried out during the year, allegations of abuse were identified in relation to 329 people, of which 174 of these people were 65 years of age or older. Of these alleged elder abuse cases, 86 per cent involved alleged financial abuse. This alleged abuse often occurred in the absence of a substitute decision-maker, by a person who saw the opportunity to exploit a vulnerable individual. Often this occurs where the victim is socially isolated or dependent on their family for support. In some instances, however, alleged abuse was perpetrated by a person with authority, including an enduring guardian appointed under an EPG or an attorney appointed under an EPA. The focus of the investigation is whether the person is in need of a substitute decision-maker. Investigator advocates look at the importance of balancing the person's right to autonomy, with the possibility of abuse and the need for the protection afforded by appointing someone to oversee the individual's decision-making. Please see www.publicadvocate.wa.gov.au
3ix	Explore the introduction of vulnerable older adults safeguarding options to ensure that their health and wellbeing are always put first.	1, 2, 3, 4	Communities	Communities will consult with relevant stakeholders	Completed and ongoing	<ul style="list-style-type: none"> Communities funds elder abuse services to support vulnerable older adults including Elder Rights WA, Older People's Rights Service and the WA Elder Abuse Helpline and Information Service. State Government agencies are members of the National Adult Safeguarding Roundtable and have participated in the Second Elder Abuse National Plan Drafting Group.
3x	Explore options to develop a Western Australian Charter of Rights for Older Persons. (UN Principles for Older Persons, 1991)	6, 8	Communities	APEA WA	Ongoing	<ul style="list-style-type: none"> Western Australia will align with the forthcoming legally binding United Nations Human Rights Council instrument on the human rights of older persons currently under development when released.

Focus area 3: : Integrated and coordinated response

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
3xi	Update the <i>Elder abuse protocol: guidelines for action</i> .	6, 8	APEA WA	Advocare, APEA WA	On track	<ul style="list-style-type: none"> The 'Elder Abuse protocol: guidelines for action' are guidelines to assist staff and professionals working with older people to identify and respond to Elder Abuse. The current version is available at Elder Abuse Protocol.
3xii	Review the <i>Responding to elder abuse policy</i> to assist relevant health services providers to identify and respond to elder abuse and support its early detection to reduce incidences in WA.	2, 3, 6	Department of Health	APEA WA	Completed and ongoing	<ul style="list-style-type: none"> WA's Department of Health has implemented the 'Responding to Elder Abuse Policy (the Policy)', first published in September 2019. The Policy remains current and can be viewed on the WA Department of Health Website at: https://ww2.health.wa.gov.au/About-us/Policy-frameworks/Clinical-Services-Planning-and-Programs/Mandatory-requirements/Aged-Care/Responding-to-the-Abuse-of-Older-People-Policy Preparatory work for a review of this Policy has commenced.
3xiii	Review the elder abuse e-learning modules in the aged care learning management system.	2, 3, 6	WA Country Health Service	Aged care providers	Completed and ongoing	<ul style="list-style-type: none"> WA Country Health Service has two programs available 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). Both programs are under the WACHS Aged Care Directorate.
3xiv	Continue to provide funding to facilitate APEA WA.	1, 2, 3, 8	Department of Health	Advocare	Completed and ongoing	<ul style="list-style-type: none"> The Department of Health WA has a funding agreement in place with Advocare for specified elder abuse activities until 30 June 2025. APEA WA members include the Departments of Communities, Health, Justice, WA Police Force and elder abuse service providers in WA.

Case Study 4 The Purple Road - Northern Suburbs Community Legal Centre, Older People's Rights Service

The Purple Road is a community project started by the Older People's Rights Service (OPRS) team at Northern Suburbs Community Legal Centre as a conversational approach to raising awareness of the important issue of elder abuse.

Funded by the Department of Communities, OPRS provides free legal and advocacy for older people in Western Australia who are at risk of or currently experiencing elder abuse. In addition, to legal and non-legal support the program is funded to provide peer-to-peer community education. The dedicated team of volunteer peer educators provides information, education and lived experience on serious topics facing older people. The unique approach of older people talking to older people provides invaluable connections that help break down barriers to seeking support.

The Purple Road aims to start these important conversations with older people in informal settings in craft and community groups. Each group who joins the Purple Road commits to raising awareness of older people by creating a 2 – 3 metre section. Each piece is made up of individual handmade crocheted or knitted purple flowers made by group members, with each flower symbolising an older person's unique story of ageing. Since starting, the volunteer peer educators have delivered hundreds of community education talks on elder abuse and currently there are over 40 community craft groups throughout Western Australia who have joined the Purple Road project.

The Purple Road groups stretch from Broome to Albany and many groups in the metropolitan area, with each group's piece when joined together, measuring over 100 metres of Purple Road sections across the state. On

completion of a section of the Purple Road, the groups use their pieces to raise awareness in local libraries, community centres and events during significant key dates including World Elder Abuse Awareness Day (WEAAD) in June and Senior's Week in November each year.

With one in six reported cases of elder abuse in Western Australia, we need to continue to raise awareness. The Purple Road provides a valuable way to reach older people in local communities to inform, educate and support older Western Australians who are at risk.



Case Study 5 Elder Rights WA

'G' is an older woman from a culturally and linguistically diverse background who migrated to Western Australia many years ago. In line with her cultural traditions, she entered a shared living arrangement with her youngest son. They purchased a home together, with ownership recorded as 80% to G and 20% to her son. For several years they lived together and jointly contributed to loan repayments and household costs.

Over time circumstances changed. G's son began a new relationship and had children of his own. Living together became increasingly difficult, and after a family dispute an interim family violence restraining order was taken out against G. Although the order was not upheld at final hearing, she was unable to remain in her home in the meantime. G spent two years staying with relatives and was unable to access her belongings.



During this period the home loan fell into arrears, raising the risk of repossession by the bank. G's son also began to dispute her majority ownership share in the property. These events left G at risk of losing both her housing security and her financial investment.

G first attended Legal Aid WA's domestic violence unit, which assisted her in successfully defending the restraining order. She was then referred to the Elder Rights WA service for help with the property and financial issues. The service provided ongoing support through a combination of legal and social work assistance. This included:

- negotiating with her son and his lawyer towards an agreement for sale of the property and distribution of proceeds
- advocating with WA Police to enable G to collect her personal belongings
- lodging a complaint with the Australian Financial Complaints Authority, which delayed repossession proceedings and allowed time to reach agreement
- liaising with G's bank to secure extensions under hardship arrangements
- providing social work support, including information about accommodation options and community services.

Through these steps, G and her son ultimately agreed to sell the property. A Deed of Agreement was prepared to set out the terms of sale and the division of proceeds. The property was sold, enabling G to protect her financial interest and secure a more stable future.

This matter shows the value of coordinated legal and social support. G was able to avoid homelessness, resolve her property dispute, and maintain financial stability despite a highly stressful family breakdown.

Priority Area 4: Data and evidence

Action area					Outcome	
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.	Elder abuse policies, programs and services are evidence based. The effectiveness of policies and programs can be measured and evaluated.				
2	Support and fund research on carer stress and its relationship with elder abuse.					
3	Improve and facilitate data collection and sharing, in accordance with existing State Government and agency policies on data confidentiality.					
4	Support and contribute to the National Research Agenda on Elder Abuse.					
No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
4i	Determine which organisations and government agencies should be collecting data on elder abuse.	1, 3, 4	Communities	Commonwealth Attorney General, State and Territory Governments	Completed and ongoing	<ul style="list-style-type: none"> As stated in 1i, Communities conducted a review into the quantum of elder abuse funding. Data collection on elder abuse was considered as part of this review. During this reporting period, data has been collected from Elder Abuse Helplines nationally on a quarterly basis (ongoing). Data is provided by all Communities funded elder abuse services through annual contract reporting (ongoing).

No.	Activity/Initiative	Action Area	Lead Organisation	Partners	Timing	For the period 1 July 2024 to 30 June 2025
4ii	Complete research into forms of mistreatment experienced by Aboriginal and Torres Strait Islander older people and the unique challenges faced by Aboriginal and Torres Strait Islander older people.		Communities	Indigenous Professional Services (IPS) Management Consultants	Completed	<ul style="list-style-type: none"> Communities funded the following: <ul style="list-style-type: none"> » 'The Mistreatment of Older Aboriginal Australians 2022 Report', completed. » 'Mistreatment of Older Aboriginal People infographic,' completed. Resources are available at Elder abuse support services and resources
4iii	Complete research into elder abuse drivers and protective factors in WA.	1, 4	Communities	University of Western Australia (UWA), NSCLC and Project Working Group	Completed	<ul style="list-style-type: none"> Communities funded the following: <ul style="list-style-type: none"> » 'Everyone's Business: Research into responses to the abuse of older people (elder abuse) in Western Australia,' completed. Available at Elder abuse support services and resources
4iv	Continue to contribute to the development of an agreed set of national research priorities through participation on a national working group.	3, 4	Commonwealth Attorney General	All jurisdictions, with Communities being the WA representative	Completed and ongoing	<ul style="list-style-type: none"> Communities represents the WA Government on the following National Elder Abuse committees: <ul style="list-style-type: none"> » Joint Implementation Executive Group and sub committees (Australian Government Attorney-General's Department) » Research and Data Priorities Working Group » Second Elder Abuse National Plan Drafting Group » National Adult Safeguarding Roundtable. Communities attended meetings with Elder Abuse Action Australia.
4v	Continue to contribute to the national data picture on elder abuse.	3, 4	Communities	Advocare, Communities will consult with other relevant stakeholders	Completed and ongoing	<ul style="list-style-type: none"> Communities is a member of National Committees that address a national data picture on elder abuse as listed above (4iv). Communities have supported all Communities funded elder abuse services regarding reporting requirements and data collection through bimonthly meetings and phone and email contact. Communities, Health, Justice, WAPF, Legal Aid WA and State Government funded elder abuse services are all members of APEA WA and provide updates to the members at meetings.

Case Study 6 Elder abuse data and elder abuse services funded by the Department of Communities



Elder abuse affects **one in six**

older Western Australians and may involve many different forms of abuse including financial, social, physical, sexual, psychological, and emotional abuse.⁶



Two-thirds

of older people do not seek help when they are abused.⁷



One in six (14.8 per cent)

of older people aged 65 years and over who live in the community (rather than in a residential care setting) have experienced elder abuse.^{8,9}



Prevalence rates are slightly higher for women than for men.¹⁰



Estimates suggest that between 2 and 14 per cent of older Western Australians – between

7,000 and 49,000 people

– are experiencing or have experienced, some form of elder abuse.¹¹

⁶ Qu L, Kaspiew R, Carson R, Roopani D, De Maio J, Harvey J, Horsfall B. (2021). National Elder Abuse Prevalence Study: Summary Report.

⁷ Ibid.

⁸ Qu L, Kaspiew R, Carson R, Roopani D, De Maio J, Harvey J, Horsfall B. (2021). National Elder Abuse Prevalence Study: Final Report.

⁹ Ibid.

¹⁰ Ibid.

¹¹ Kaspiew, R., Carson, R., & Rhoades, H. (2016). Elder abuse: Understanding issues, frameworks and responses.

Case Study 6 Elder abuse data and elder abuse services funded by the Department of Communities

In 2024-25, the Department of Communities funded the following
(total elder abuse funding provided in 2024-25 was \$1.939 million)



WA Elder Abuse Helpline
and Information Service:

1,676 calls



Older People's Rights Service:

794 services to 244 clients

in Perth and
130 of these people (53%),
were over 80 years old. In addition,
there were

191 education sessions

attended by

4,480 people

and survey responses showed

an approval rating of 98%.



Elder Rights WA:

2,454 services to 411 clients

across WA. ERWA also delivered

68 community education
sessions.

ERWA lawyers and social workers
engaged with hospital social work
departments, geriatricians, and
other allied health professionals to
deliver training on safeguarding the
rights and safety of older people.



World Elder Abuse
Awareness Day (WEAAD)
Regional Grants Program,
delivered in partnership
with Communities
and Northern Suburbs
Community Legal Service:

Distributed funding to

18 organisations

to hold elder abuse awareness
raising events in regional areas of
WA through the week of WEAAD.

Department of Communities

Postal Address: Locked Bag 5000, Fremantle WA 6959

Telephone: 1800 176 888

Email: seniors@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.accesshub.gov.au/about-the-nrs