



centre
for better
relationships

Building on strong foundations: Enhancing Victoria's response to elder abuse

June 2026

By Tegan Linford

About us

Centre for Better Relationships

The Centre for Better Relationships is the research and policy arm of Better Place Australia. We work within complex social, economic, and political systems that shape the lives of our clients. Our aim is to generate knowledge that contributes to lasting and positive change for our clients and child and family services sector.

Better Place Australia

Better Place Australia provides a supportive place for individuals, couples, families and children. With approximately 140 employees, we serve over 10,000 clients each year. We have a range of services that help families understand and resolve conflict, manage their finances, improve communication and grow stronger as a result. Better Place Australia has a clear vision and purpose of empowering Australians towards resilience, well-being, and fulfilling futures.

Acknowledgement of Country

We would like to acknowledge the Traditional Owners of the lands on which we work, and recognise their continuing connection to Country, waters and community.

We pay respect to Aboriginal and Torres Strait Islander cultures and to Elders both past and present, and to their children and young people who are the future caretakers of this great land.

Use of artificial intelligence

Artificial intelligence (AI) was used to support the drafting, synthesis, and editing of this report. No personal information or identifiable client material were uploaded. All AI-generated outputs were verified through human review and the author retained full responsibility for the final content. AI was used in accordance with Better Place Australia's Artificial Intelligence Usage Policy.

Suggested citation: Linford, T. (2026) *Building on strong foundations: Enhancing Victoria's response to elder abuse*. Centre for Better Relationships, Better Place Australia, Melbourne.



Executive summary

Victoria has a strong foundation to address elder abuse, with specialist elder abuse services, helplines, legal and advocacy supports, mainstream family violence entry points, health and aged care providers, police, and community organisations already forming a substantial response system. However, as Victoria's population ages, with the proportion of people aged 65 and over expected to rise from 17% in 2021 to 21% by 2066, more older people will need support. The task now is to **build onto this base and strengthen the current system** to respond earlier and more effectively for older people, enabling timely support before harm escalates.

The current response system is multi-layered but can be difficult to navigate. There is no single pathway for older people to get help; instead, they may encounter numerous entry points across sectors. **This multi-entry system approach creates opportunities for intervention but also confusion about where to turn.** Many older people and families do not know who to call and may end up being passed between services. This complexity means vulnerable older people can disengage if the process feels too difficult or intrusive. Older people typically want practical support and advice that respects their autonomy and relationships, yet **early, family-inclusive options are limited**, making it more likely that abuse continues until a crisis forces a response.

The system is also under growing pressure. **Victorian services report increases in elder abuse cases:** police report, helpline calls, and support service clients have all risen by 10-30% in recent years. Specialist resources are stretched, so only the most severe cases receive immediate help. As a result, some older people with serious, but non-crisis situations struggle to get timely support and end up enduring abuse longer or disengaging.

Despite these challenges, the pathway forward is to **enhance the current response system** rather than reinvent it. By making the system **easier to navigate, building workforce capabilities, and expanding earlier, relational support options**, Victoria can ensure its elder abuse response system is more practical, person-centred, and coordinated. A strengthened system will intervene earlier, be more aligned with the will and preferences of older people, and provide safety and support while preserving dignity and connection. This is a timely opportunity to act on what we know now, so older people in Victoria can trust and rely on the support they deserve when they need it most.



Summary of recommendations

Recommendation 1: Establish a “no wrong door” elder abuse triage system, embedding specialist elder abuse expertise, secondary consultation, specialist brokerage access, and shared risk assessment at every primary entry point.

Recommendation 2: Expand specialist service models statewide to ensure a coordinated approach and equitable supports in every community, so older people have access to core services wherever they live.

Recommendation 3: Implement a comprehensive training and tools package to build elder abuse expertise across sectors. This should include updates to risk assessment frameworks to capture elder abuse dynamics and cross-sector protocols for consistent identification and referral.

Recommendation 4: Invest in early intervention by integrating elder abuse support into Family Relationship Centres and other community-based services, providing mediation and family support for older people where safe and appropriate, alongside specialist elder abuse services.

Recommendation 5: Implement timely support protocols, including a within-24-hours specialist response to consultation, assessment, and referral with proactive follow-up to maintain engagement and prevent vulnerable older people from dropping out of the system.

Recommendation 6: Adopt family-inclusive interventions, including bifocal approaches that supports older people and their families by addressing underlying issues of the person using harm alongside the older person’s needs.



Contents

About us	1
Executive summary	2
Introduction	5
The current system landscape	7
System gaps in responding to elder abuse	12
Enhancing the system response to elder abuse.....	16
Conclusion	20
References.....	21



Introduction

Australians deserve to live later life with dignity, safety, and respect. As Victoria's population ages, there is a growing need for systems that can identify, prevent, and respond to elder abuse effectively. Victoria already has strong foundations, including specialist elder abuse services, legal and advocacy supports, helplines, mainstream family violence entry points, health services, police, aged care providers, and community organisations. The issue is not the absence of a response. It is that **the evidence base, prevalence data, and understanding of elder abuse are now much stronger** than when many parts of the broader response system were first designed.

National evidence now confirms that around **1 in 6 older Australians have experienced abuse**, and just **under one third reported that they had sought help or advice**.¹ These findings reinforce the need for systems that are visible, trusted, relational, and easier to access before harm escalates.

Australia's population is ageing, and this has important implications for how Victoria plans and delivers services. In 2021, people aged 65 and over made up around 17% of the population, and this is projected to increase to around 21% by 2066.^{2,3} **As the number of older Victorians grows, demand for timely and effective responses to elder abuse is likely to increase.**^{1,4}

Elder abuse is not a normal part of ageing. It often occurs within complex family and care relationships, shaped by dependency, co-residency, financial entanglement, fear, shame, and the wish to preserve connection where possible.⁵⁻⁸ Older people may want the abuse to stop while also wanting to maintain autonomy and avoid crisis-based responses if possible. This means elder abuse is both a safety and a relational issue. **The response system must be capable of more than referral and crisis escalation alone.**

This paper argues that Victoria has a strong base to build on. The opportunity now is to strengthen the system by drawing on improved evidence, deeper practice insight, and a more developed understanding how older people seek help and what supports



they are willing to engage with. While national policy developments provide important context, the focus of this paper is firmly on how Victoria can improve clarity, timeliness, capability, and continuity within its own elder abuse response system.



The current system landscape

In Victoria, elder abuse is recognised as a form of family violence under the *Family Violence Protection Act 2008* (Vic).⁹ This legislative inclusion reflects the understanding that **abuse of older people most commonly occurs within family or domestic settings** and involves relationships characterised by trust and power imbalance.¹⁰

No single pathway through the current system

Overview of how older people navigate the current system

Victoria's response to elder abuse operates across a combination of mainstream family violence services, specialist elder abuse services, information and referral channels, and universal service systems such as health, aged care, policing, and the financial sector. These services intersect at multiple points, with older people, families, and professionals entering the system through a range of contact points depending on urgency, risk, and awareness. Older people may seek help directly, or concerns may first be identified by a family member, professional, or other third party. As a result, there is **no single pathway through the system**. An older person's experience is often shaped by where they first present, how risk is recognised, and whether the service they contact has the expertise, confidence, and capability to respond effectively.

The multi-entry system can be a strength as it creates many opportunities for concern to be recognised. **Although this casts a broad net, it can also be difficult to navigate.** When roles, thresholds, and referral processes differ between services, or when first-contact professional lack elder abuse expertise, the burden can shift back to the older person. They may need to repeat their story, manage multiple referrals, or work out for themselves which part of the system is responsible.

Many older people want support that is practical, relational, and proportionate.^{11,12} They may want advice, support, and options without immediately entering a legal or crisis-based pathway. Where the **response is experienced as too intrusive or**



disconnected from the older person's will and preference, they may decide not to proceed. This makes the quality of first contact and system navigation critically important.

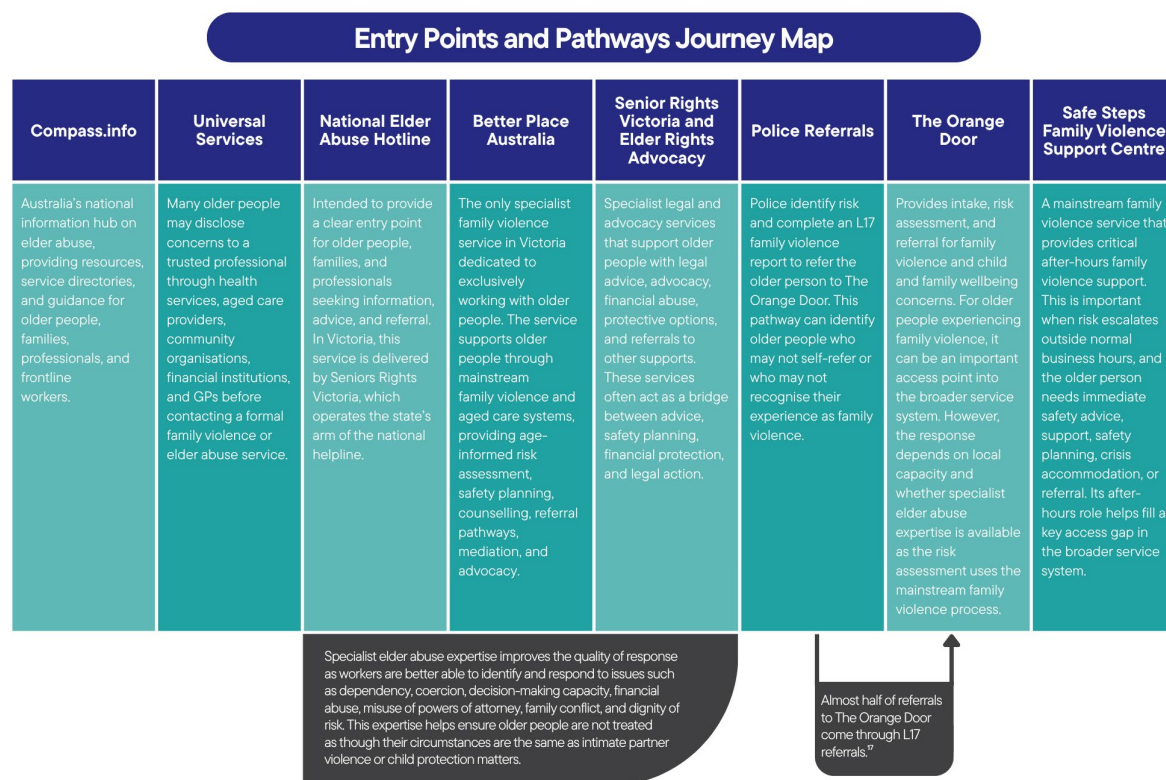


Figure 1. Overview of current entry points and pathways

Current system challenges and pressures

A difficult system to navigate, combined with the demand for elder abuse services stretching current capacity, can lead to older people and their families disengaging with services or unable to access the limited support available.^{12–14}

Common drop-off points in the elder abuse response system

The key points at which older people commonly disengage from the elder abuse response system, from initial help-seeking through to intervention planning is illustrated in Figure 2.



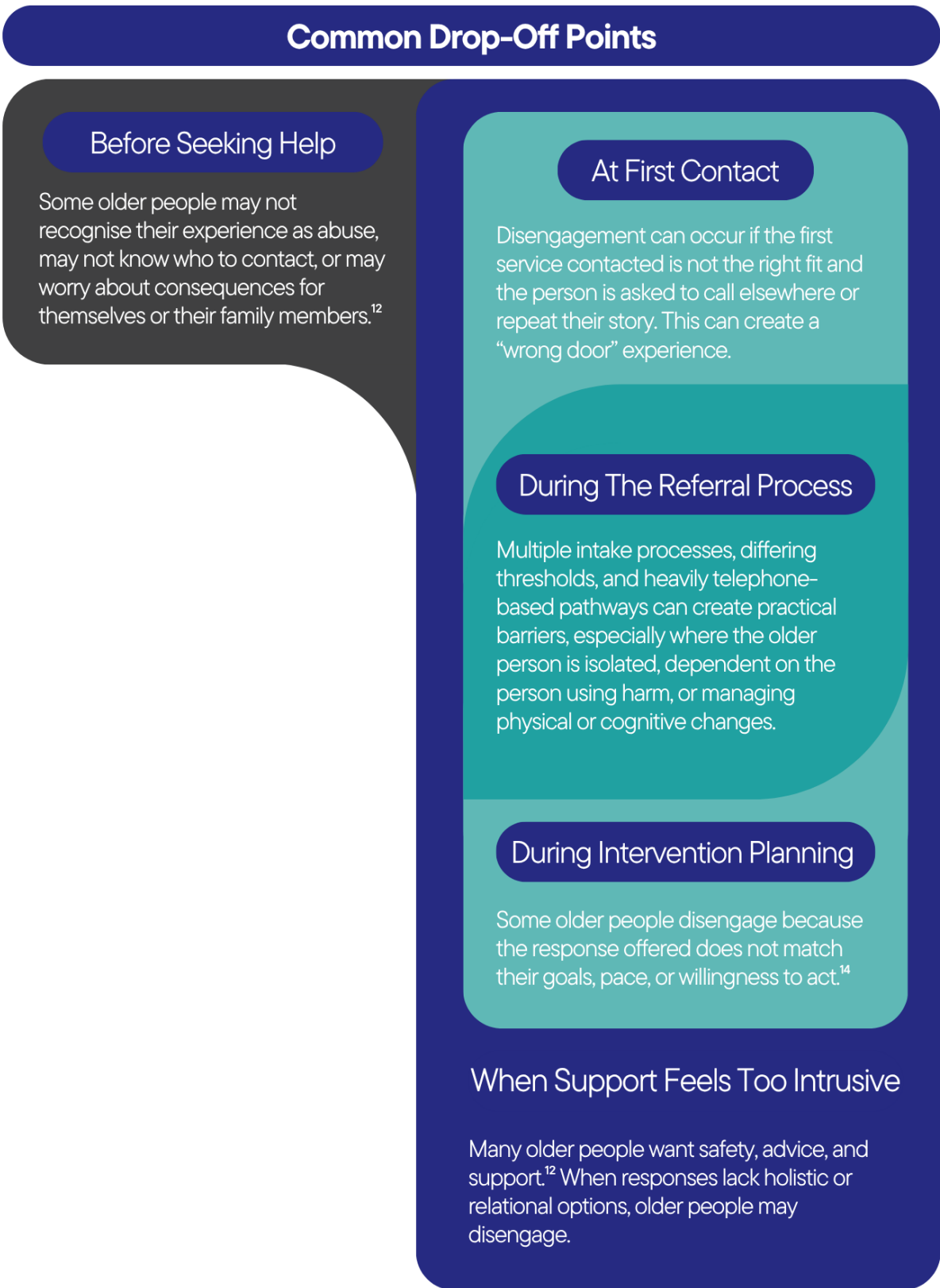


Figure 2. Common drop-off points in the elder abuse response system

These drop-off points show that elder abuse responses need more than information and referral. **They need trust, follow-up, flexible options, and specialist**



understanding that align with older people's will and preferences. When these elements are missing, older people are more likely to disengage or delay seeking help.

The response system is under demographic pressure

The response system is operating in the context of both population ageing and rising demand across family violence and related services. National research shows that elder abuse is a significant issue affecting older Australians, while mainstream family violence system reporting confirms that demand continues to increase across key services and justice settings across Victoria.^{4,15,16}

Pressure at key entry points

Across Victoria, key entry points are experiencing rising demand, placing pressure on services responsible for crisis support, assessment, and referral. While state prevalence data is limited, applying the national estimate to Victoria indicates that **approximately 160,000 older Victorians may be affected by elder abuse each year.** This growing demand is reflected in service data:

- In 2024-25, Victoria Police received **more than 7,000 reports of elder abuse.** Over the past five years, **reported elder abuse cases have increased by 29%.**¹⁷
- The number of older people accessing The Orange Door continues to rise. In 2024-25, **6,540 clients aged 65 and over** received support, a **10% increase from the previous year.**¹⁷
- Demand is also rising for helplines. Senior Rights Victoria's elder abuse hotline received 13,203 calls in 2024-25, a **12% increase** on the previous year.¹⁸ Safe Steps **calls increased by 17%** in 2024-25.¹⁹ Victims of Crime helpline also supported 1,505 unique clients aged 65 and over, which **increased by 7%** from the previous year.¹⁷

Together, these figures show that demand is rising across key entry points, while many older people affected by elder abuse may still remain outside formal support.



Constrained specialist capacity and the impact on non-crisis cases

Where specialist capacity is constrained, services are often forced to prioritise the most acute matters. This can leave **fewer options for older people whose situations are serious but not yet at immediate crisis point**. In practice, this narrows the window for early intervention and increases the chance that some older people only receive help once harm has become more entrenched within the family dynamic.^{4,18}

This is particularly significant because **elder abuse often does not present as a single crisis event**. It may develop over time through ongoing family conflict, coercion, financial misuse, dependency, or changing care arrangements. A system that is strongest at responding to acute risk, but less equipped to offer earlier, relational forms of support, may miss critical opportunities to intervene before situations become more complex.



System gaps in responding to elder abuse

Older people need responses that are easy to find, easy to trust, and able to respond to the relational, legal, financial, and care-based dynamics of elder abuse. The current system does not consistently provide this level of response.

A fragmented system can limit access and coordination

Victoria has strong foundations for responding to elder abuse. Specialist services, mainstream family violence entry points, legal and advocacy supports, helplines, health services, aged care providers, police, and financial institutions all play an important role. However, from the perspective of an older person, family member, or carer, these services may not feel like a clear and connected system.

The issue is less about whether relevant parts of the system exist, and more about whether **they connect in a way that makes sense to older people**. Where pathways lack clarity, people may delay seeking help, withdraw from support, or be left managing risk largely on their own.

Services for older people are fragmented and it is hard to know where to go.¹²

Multiple entry points and referral pathways

Victoria's elder abuse response involves many possible entry points (Figure 1), reflecting the cross-sector nature of elder abuse. However, it also **creates confusion about where to seek help and increases the risk of "wrong door" experiences**. Older people, family members, and professionals may be unsure which service is best placed to respond when elder abuse is suspected or disclosed, particularly in the absence of a clear and accessible entry point.^{12,20} A lack of awareness of key services can further complicate help-seeking and delay access to support.¹²

Elder abuse hotline needs to be advertised more. I had no idea of this before doing this survey and I tried to find information online but it never came up on google.¹²



Each additional referral or handoff increases the risk that an older person will disengage, especially if they feel uncertain about seeking help. This is especially concerning because many older people do not seek help from specialist services first. Universal services, such as health services or financial institutions, are often well placed to identify abuse. However, if these first-contact services are not supported to recognise and respond, opportunities for early intervention may be missed.⁴

Missing relational pathways

A clear gap in the current landscape is the **absence of visible relational pathways for older people** experiencing family conflict, coercion, or harm.²¹ While family relationship support is available for many other forms of family conflict and separation, older people do not always have the same clear pathway to support that sits between no response and entry into a legal or crisis-driven system. This suggests that current service arrangements do not always fully recognise the familial and relational nature of elder abuse.

This does not mean that every situation should be addressed through counselling or family support. Safety must remain central. However, **where it is safe and appropriate, the system would benefit from having more relational options that allow older people to address risk while preserving dignity, autonomy, and connection**. Too often, older people are left to navigate a fragmented system with little guidance about where to turn for help that addresses these family dynamics.

Geographic inequities to specialist service access

The geographic disparity to specialist elder abuse services has created a support situation where access depends partly on where a person lives, rather than their level of need.^{13,16} When specialist expertise is not available, the window of opportunity for early support can close quickly

In some parts of Victoria, older people can access specialist elder abuse support through The Orange Door, with five of the 18 hubs having this specialist family violence elder abuse prevention service delivered by Better Place Australia. This leaves many older people in other regions without access.



Where specialist elder abuse services are unavailable, older people and families may be referred to mainstream family violence services. While these services play an important role, **they are not designed specifically for elder abuse and may lack the expertise required to respond** to parent-adult child relationships, caregiving dependence, cognitive and decision-making issues, and financial abuse.

The design and location of the specialist support was based on limited understanding of the prevalence, nature, and nuances of elder abuse at the time. In the 2017 Royal Commission into Family Violence, only five of the 242 recommendations related to elder abuse.²² Knowledge has greatly deepened since then, however these prior decisions continue to result in inequitable access, delayed support, and a greater reliance on crisis pathways.

The current system can be too slow for non-crisis situations

The current system is still largely crisis-driven, with many older people only receiving support once harm has escalated.^{10,23} For older people needing timely support, that can mean living with harm for longer than they should have to.

Early intervention is important because elder abuse often occurs over time. There is frequently a window in which practical and relational support, legal advice, safety planning, or financial advocacy may reduce harm before higher risk responses become necessary.^{16,23} If the window of opportunity is missed, services are left responding further downstream, with fewer support options remaining.¹⁶

“We need to re-think how we can access older people and identify when elder abuse may be emerging and what we can offer such as mediation or family counselling. Otherwise, this window of opportunity is lost and down the track risk is too serious to offer these interventions.
Better Place Australia Practitioner”

Mainstream family violence frameworks are not a neat fit for elder abuse

While older people receive important support through mainstream family violence services, **the broader response system was not originally built around the full relational dynamics of elder abuse.**^{4,15} The unique dynamics of elder abuse do not



always align neatly with service models designed primarily around intimate partner violence, child protection, or immediate risk escalation.^{20,24}

This does not diminish the value of existing family violence frameworks or settings. Rather, it highlights the **need for greater tailoring and visibility of elder abuse risk factors within the broader family violence system**. As understanding of elder abuse continues to develop, responses must better reflect its distinct patterns and contexts.

Implications for reform

Victoria does not need to start from scratch. It needs to strengthen how older people can access, move through, and experience the system. The evidence and practice insights in this paper point to a practical reform agenda focused on making the system easier to access and navigate, more relational in practice, more capable across sectors, and more consistent in the support it provides once a person has disclosed abuse.

National policy developments provide important context for this work. The draft *National Plan to End the Abuse and Mistreatment of Older People 2026–2036* highlights priorities such as prevention and early intervention, person-centred responses, workforce capability, and stronger evidence.²³ These priorities reinforce the issues identified in this paper. The following section concentrates on how existing settings in Victoria can be strengthened to respond more clearly, consistently, and effectively to the needs of older people experiencing abuse.



Enhancing the system response to elder abuse

These strategies aim to make support easier to find and navigate, provide help earlier before conflicts escalate, and ensure responses are more relational and aligned to older people's will and preferences. They build on Victoria's existing strengths and focus on practical reforms that improve how the system responds to elder abuse.

Systems should be built around people, not programs

Elder abuse-specific triage: a no “wrong door” pathway

A stronger response begins with clearer and more consistent triage.^{15,20} **Older people should be able to disclose abuse and be connected to the right support without navigating multiple service systems or needing to know which part of the system is responsible.**^{12,20} A universal “no wrong door” approach requires stronger integration, more consistent triage processes, shared understanding of risk, and easier access to elder abuse expertise across existing services.

In Victoria, this means improving how key entry points connect with each other and how services support older people to move into the right help quickly and with less repetition. It also means **ensuring access options align with the preferences of older people**, including phone and face-to-face options where possible.¹²

As part of a “no wrong door” approach, **older people should be able to access statewide support regardless of where they live.** Achieving this will require consideration of a tiered system structure that is consistent enough to ensure equity, but flexible enough to respond to local needs, cultural context, and community access barriers.^{7,25} In Victoria, delivering equitable access means ensuring that elder abuse specialists are available via phone or through face-to-face support for every Orange Door location. This could be either secondary consultations as a triage step or brokerage support for elder abuse specialists.



Recommendation 1: Establish a “no wrong door” elder abuse triage system, embedding specialist elder abuse expertise, secondary consultation, specialist brokerage access, and shared risk assessment at every primary entry point.

Recommendation 2: Expand specialist service models statewide to ensure a coordinated approach and equitable supports in every community, so older people have access to core services wherever they live.

Building elder abuse expertise across sectors

Elder abuse is often identified in many places long before a specialist elder abuse services becomes involved. That means **stronger capability needs to sit across the system, not just within specialist services**. GPs, nurses, aged care professionals, community workers, police, bank staff, and legal services all need practical confidence, cross-sector referral protocols, and tools to identify and respond to elder abuse.

This work builds on broader service system improvements already underway in Victoria. The Department has supported The Orange Door through integrated practice training, guidance, and tools to strengthen coordination across the family violence response.²⁶ Enhancing elder abuse capability within these broader service settings is in progress; however, **deeper and more consistent embedding may be required to support a full case response**. This represents a logical step in the continued development of the system.

Recommendation 3: Implement a comprehensive training and tools package to build elder abuse expertise across sectors. This should include updates to risk assessment frameworks to capture elder abuse dynamics and cross-sector protocols for consistent identification and referral.

The need for earlier support before conflict becomes crisis

Expanding early intervention pathways is essential

A key opportunity is to strengthen early intervention options. This includes counselling, mediation, conflict de-escalation, family relational support, legal advice, and financial advocacy where safe and appropriate.^{16,21} These should not be seen as alternatives to specialist elder abuse responses, but as **complementary**



pathways that allow older people to seek help earlier, before situation become acute.^{13,20}

A Victorian reform agenda should consider **how existing community-based and relational service platforms might be better used to support earlier responses to elder abuse**. For example, consideration of partnering with the Federal Attorney-General's Department to integrate an elder abuse family response into the existing Family Relationship Centre network by utilising current relational and family dispute resolution services.

Recommendation 4: Invest in early intervention by integrating elder abuse support into Family Relationship Centres and other community-based services, providing mediation and family support for older people where safe and appropriate, alongside specialist elder abuse services.

Timely responses and continuity of care

Older people are more likely to remain engaged when support is timely and continuous. When responses are delayed, or referrals are not followed up, the process can feel overwhelming, difficult to sustain, and diminish trust. A stronger system must therefore **prioritise prompt support and continuity of care**, so older people are not left disengaging or enduring harm because accessing help feels too hard.

This highlights the importance of warm referrals, active follow-up, and clearer management of the older person's journey through the system. Older people should not have to carry the burden of navigating multiple services once they have found the courage to disclose abuse.

Recommendation 5: Implement timely support protocols, including a within-24-hours specialist response to consultation, assessment, and referral with proactive follow-up to maintain engagement and prevent vulnerable older people from dropping out of the system.



Family policy must reflect families are they are

Family-inclusive and person-centred approaches

A stronger response must align with the **realities of older people's lives and relationships**. Many older people want responses that are supportive, relational, and proportionate, rather than purely legal or crisis-driven. They want support that helps them stay safe while preserving dignity, autonomy, and where possible, important family relationships.²⁰ This requires responses that are **shaped by the older person's will and preferences and that understand the ongoing relational context** in which abuse often occurs.

Where safe to do so, **family-inclusive and bifocal responses** can support this. These bifocal approaches recognise that sustainable change may require work with both the older person and the person using harm, especially where there are intersecting issues such as caregiving pressure, financial strain, dependency, mental health, or substance use.^{4,5,11}

Recommendation 6: Adopt family-inclusive interventions, including bifocal approaches that supports older people and their families by addressing underlying issues of the person using harm alongside the older person's needs.



Conclusion

Victoria has a strong base to build on. Specialist elder abuse services, helplines, legal and advocacy supports, mainstream family violence entry points, health and aged care services, and community organisations already form part of a substantial response system. **The task now is not to replace that system, but to strengthen it** – drawing on clearer evidence, deeper practice insight, and a more informed understanding of how older people seek help, navigate services, and experience harm within family and care relationships.

A more effective system would be **easier to navigate, better connected across sectors, and more capable of delivering relational and person-centred responses**. It would provide older people with a clear and trusted entry point, timely and coordinated support, and confidence that they can seek help without immediately losing control over what happens next. Importantly, it would intervene earlier, before harm escalates, and respond in ways that respect dignity, autonomy, and meaningful connection.

By building on existing strengths and addressing the gaps identified in this paper, Victoria can shape an elder abuse response system that older people can understand, trust, and rely on when they need it most.



References

1. Qu, L. *et al.* Elder abuse prevalence among older people living in the community in Australia. *Aust J Social Issues* **59**, 164–185 (2024).
2. Australian Bureau of Statistics. *Census of Population and Housing, 2021*. (ABS, Canberra, 2021).
3. Australian Bureau of Statistics. *Population Projections, Australia (2017–2066)*. (ABS, Canberra, 2018).
4. COTA Victoria & Senior Rights Victoria. *Submission to the Inquiry into Capturing Data on Family Violence Perpetrators in Victoria*. (COTA Victoria and SRV, Melbourne, VIC, 2024).
5. Gillbard, A. & Leggatt-Cook, C. *Elder Abuse Statistics in Queensland: Year in Review 2021-2022*. (Elder Abuse Prevention Unit, UnitingCare, 2022).
6. Eastern Community Legal Centre. *Safe, Valued and Heard? Eastern Community Legal Centre's Submission to the Draft National Plan to End the Abuse and Mistreatment of Older People 2024-2034*. (2025).
7. Elder Abuse Action Australia (EAAA). *National Plan to End the Abuse and Mistreatment of Older People (2024 – 2034) Public Consultation Draft*. (EAAA, 2025).
8. Kaspiw, R., Carson, R. & Rhoades, H. *Elder Abuse: Understanding Issues, Frameworks and Responses*. (Australian Institute of Family Studies, Melbourne, 2016).
9. *Family Violence Protection Act 2008* (Vic).



10. Senior Rights Victoria. *Submission to the Royal Commission into Victoria's Mental Health*. (SRV, Melbourne, VIC, 2019).
11. Linford, T., Westaway, G. & Marko, S. *Respecting Dignity and Reducing Harm: The Need for a Tiered Response to Elder Abuse*. (Centre for Better Relationships, Better Place Australia, Melbourne, 2026).
12. Marko, S. *Older Victorians Preferences for Elder Abuse Services: Findings from a Community Survey*. (The Centre for Better Relationships, Better Place Australia, Melbourne, 2025).
13. Relationships Australia. *National Plan to End the Abuse and Mistreatment of Older People 2024-2034 – Public Consultation Draft*. (2025).
14. Storey, J. E., Fraga Dominguez, S. & Perka, M. R. No, thank you: reasons for withdrawal from older adult abuse support services. *Journal of Elder Abuse & Neglect* **37**, 73–81 (2025).
15. Eastern Community Legal Centre, Justice Connect, & Peninsula Community Legal Centre. *An Elder Abuse Perspective on 'Strong Foundations. Building on Victoria's Work to End Family Violence'*. (ECLC, 2024).
16. Better Place Australia. *Submission in Response to the National Plan to End the Abuse and Mistreatment of Older People*. (Better Place Australia, Melbourne, 2025).
17. Crime Statistics Agency Victoria. Family violence dashboard.
<https://www.crimestatistics.vic.gov.au/family-violence-data/familyviolence-dashboard> (2025).
18. COTA Victoria & Senior Rights Victoria. *Annual Report 2024-25*. (COTA Victoria and SRV, Melbourne, VIC, 2025).



19. Safe Steps Family Violence Support Centre. *Impact Report*. (Safe Steps, Melbourne, VIC, 2024).
20. Dow, B., Gaffy, E. & Hwang, K. *Elder Abuse Community Action Plan for Victoria*. (National Ageing Research Institute, 2018).
21. Australian Human Rights Commission. *Consultation on the Draft National Plan to End the Abuse and Mistreatment of Older People (2024-2034): Submission to the Attorney-General's Department*. (AHRC, Sydney, NSW, 2025).
22. Australian Law Reform Commission. *Elder Abuse - A National Legal Response: Final Report*. (2017). https://www.alrc.gov.au/wp-content/uploads/2019/08/elder_abuse_131_final_report_31_may_2017.pdf.
23. Australian Government. *National Plan to End the Abuse and Mistreatment of Older People 2026 – 2036*. (Commonwealth of Australia, Canberra, 2026).
24. Dow, B. & Brijnath, B. Elder abuse: Context, concept and challenges. in *Australian's welfare 2019 data insights* (ed. Australian Institute of Health and Welfare) (National Ageing Research Institute, Canberra, 2019).
25. McEwen, J., Carson, R., Kaspiew, R., De Maio, J., Horsfall, B., Brijnath, B., Feldman, P., & Muoio, R. *Findings from the Evaluation of the National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019–2023*. (Australian Institute of Family Studies & National Ageing Research Institute, Melbourne, 2024) <https://aifs.gov.au/research/research-snapshots/findings-evaluation-national-plan-respond-abuse-older-australians-elder>.
26. Victorian Auditor-General's Office. *The Orange Door: Follow-Up*. (VAGO, Independent assurance report to Parliament, 2025).





centre
for better
relationships

www.betterplaceaustralia.com.au/research