

National Plan to End the Abuse and Mistreatment of Older People 2026–2036

Easy Read version





Acknowledgment of Country



First Nations people are the First Peoples of Australia.



They have always looked after Country.

Country means the land, water, sky and everything within them.



We respect the important connection that First Nations have with Country.



And we respect their Elders from the past and now.

How to use this plan



We are the Australian, state and territory governments.

We wrote this plan.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on [page 28](#).



You can ask someone you trust for support to:

- read this plan
- find more information.



This is an Easy Read summary of another plan.

It only includes the most important ideas.



You can find the other plan on our website.

www.ag.gov.au/rights-and-protections/publications/national-plan-end-abuse-and-mistreatment-older-people-2026-2036

What's in this plan?

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About the National Plan



We wrote a plan to stop older people from experiencing **abuse**.

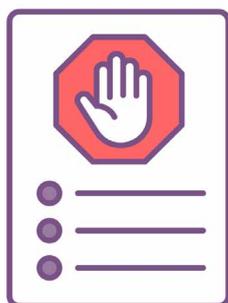
Abuse is when someone:

- hurts you
- scares you
- controls you.



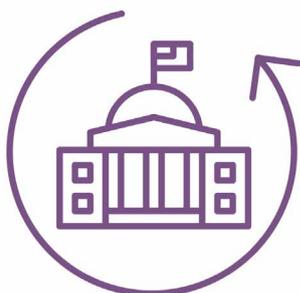
Abuse is when someone treats you badly.

We also call this **mistreatment**.



This plan is called the *National Plan to End the Abuse and Mistreatment of Older People 2026–2036*.

We also call it the National Plan.



All governments in Australia will work together to support the National Plan.

The National Plan will make sure older people are:



- safe



- important

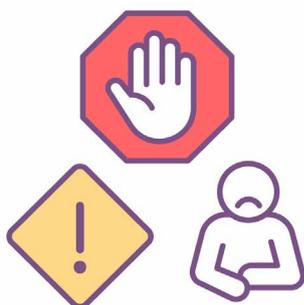


- heard

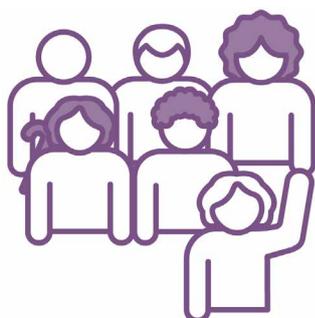


- respected.

Why we need the National Plan



We need the National Plan to help stop older people experiencing abuse.



We know that **1 in 6** people **over 65 years old** experience different types of abuse.



This can include **psychological abuse**.



Psychological abuse is when someone uses words or actions to:

- scare you
- upset you
- make you feel bad about yourself.



This can include **financial abuse**.

Financial abuse is when someone:

- takes your money
- controls how you spend your money.

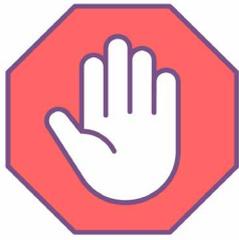


We need the National Plan to better support older women who experience abuse because of their age.



This can include **neglect**.

Neglect is when someone doesn't take care of you in the way that you need.



We need the National Plan to help stop **ageism**.



Ageism is when someone treats you unfairly because of your age.



We need the National Plan to help stop abuse in:

- the community
- **aged care homes.**



An aged care home is where older people live when they can't live in their home anymore.



We need the National Plan to help stop older people from experiencing abuse from people they trust.

For example, family members or friends.

Our goals in the National Plan



The National Plan has **4** important goals.

On the following pages we explain:



- our goals



- what we will do to achieve our goals.

Teach the community what they can do

Our goal



We want everyone in the community to help stop older people experiencing abuse.

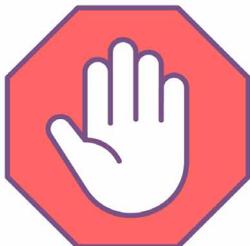
We want to help everyone understand:



- what ageism is



- what abuse is



- how to stop them from happening.



We also want everyone to understand the **rights** of older people.



Rights are rules about how people must treat you:

- fairly
- equally.



For example, the rights of older people to make their own decisions about their life.

For example, where they want to live.

What we will do



We will check information we share with the community to make sure it's:

- clear
- easy to understand
- up to date.



We will also make sure this information helps the community understand how to stop older people from experiencing abuse.



We will support events and activities in the community that teach people:

- what abuse looks like
- what they can do to stop abuse
- how they can support older people who experience abuse.



We will work with older people who have a higher risk of experiencing abuse.

This includes:



- First Nations people



- people from different **cultures**.



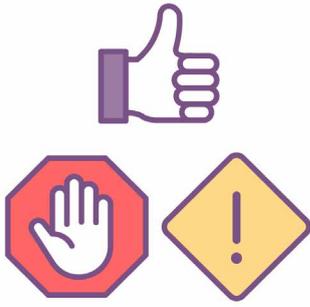
Culture is the way a group of people live and what they believe.



We will work with people from these groups to make sure we are communicating with them in the best way.



We will support older people to connect with the community.



We will find the best ways to stop older people experiencing abuse.



We will share these different ways with the community.



We will find out why older people experience abuse.



We will keep improving our Compass.info website that shares information and support.

www.compass.info

Improve laws and ways of working

Our goal



We want to make sure laws and ways of working:

- protect the rights of older people
- keep older people safe.

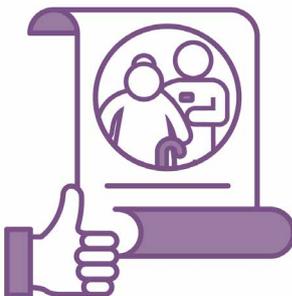


We want better ways to find out if an older person is experiencing abuse.



We also want better ways to manage what happens after we find out an older person is experiencing abuse.

What we will do



We will keep working to improve the laws that protect older people across Australia.



This includes the laws about **enduring power of attorney**



An enduring power of attorney is a legal document that says:

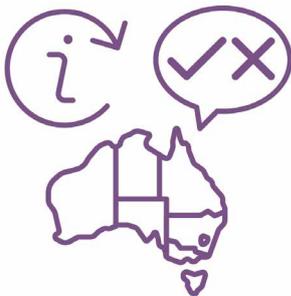
- a person can make decisions for you when you can't
- what decisions they can make.



We will help teach people why it's important to plan for making decisions as you get older.



For example, who would make decisions for you if you can't anymore.



We will update information about where and how an enduring power of attorney can be used in different states and territories.



We will look at what actions we can take from different **royal commissions**.



A royal commission is how the government looks into a big problem.

It helps us find out what:

- went wrong
- we can fix.



This includes the royal commissions into:

- disability
- aged care homes.



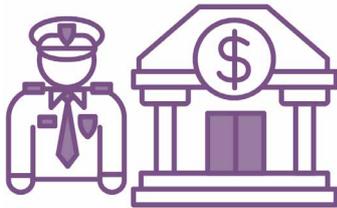
We will teach people how to report the abuse of older people.



We will make sure people understand when they must report abuse.



We will look at how different services can help stop older people experiencing abuse.



This includes police and banks.



We will look at how banks can help stop financial abuse.



We will keep supporting the rights of older people across the world.

Build more skills in services

Our goal



We want older people to get the right supports when they need them.



We want services to know what they should do if they find out about abuse.



We want services to have the right skills to support older people who experience abuse.

What we will do



We will work out the best ways for community legal services that protect older people experiencing abuse to do their work.



We will look for ways to make the 1800ELDERHelp support phone line better.



We will look at ways to make sure everyone can use support services for older people who experience abuse.



This includes making these services easier to find and use for people in different areas across Australia.

We will look at how staff in services for older people can learn more about supporting:



- people from different cultures



- people who have experienced **trauma**.



Trauma is a very bad experience that can affect how someone feels or behaves for a long time.



We will look at how we can work together more with First Nations organisations.



We will look for ways to improve training for services in the community that support older people.

For example, doctors.



We will make sure this training gives services the tools they need to stop older people experiencing abuse.



We will help police better understand:

- what abuse looks like
- what police can do to stop it
- what services police can use.



We will work with education providers to make it easier for people to learn:

- about ageism
- how to stop older people experiencing abuse.



We will find ways to stop older people experiencing abuse:

- as early as possible
- before it gets worse.



We will look at how services can work with people who harm older people to stop the abuse.

Collect more data and work better together

Our goal



We want to collect more **data** to support our work for the National Plan.

Data includes information and facts we collect to help us learn about something.



Data helps us find out the best ways to stop older people experiencing abuse.



Data will also help us know if the National Plan is working well to stop older people experiencing abuse.



We also want governments and the community to work better together to stop older people experiencing abuse.

What we will do



We will use data to create guidelines to help stop:

- ageism
- older people experiencing abuse.

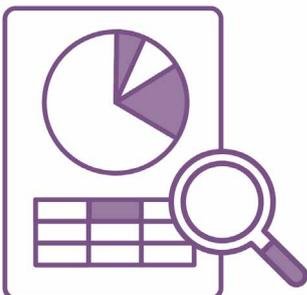


We will create a way to check how well the National Plan is working.



We will check our data to make sure we are collecting:

- the right data
- enough data
- data in the best way.



We will find out what other data we need to better understand older people experiencing abuse.



This data will also help us better respond to older people experiencing abuse.



We will look at ways to make sure governments and the community can work together to stop:

- ageism
- older people experiencing abuse.

This includes:



- supporting groups where people can share ideas



- making sure people who experienced abuse are part of these groups.



We will help governments and the community to work together to support older people.

Word list

This list explains what the bold words in this plan mean.



Abuse

Abuse is when someone:

- hurts you
- scares you
- controls you.



Aged care home

An aged care home is where older people live when they can't live in their home anymore.



Ageism

Ageism is when someone treats you unfairly because of how old you are.



Culture

Culture is the way a group of people live and what they believe.



Data

Data includes information and facts we collect to help us learn about something.



Enduring power of attorney

An enduring power of attorney is a legal document that says:

- a person can make decisions for you when you can't
- what decisions they can make.



Financial abuse

Financial abuse is when someone:

- takes your money
- controls how you spend your money.



Mistreatment

Mistreatment is when someone treats you badly.



Neglect

Neglect is when someone doesn't take care of you in the way that you need.



Psychological abuse

Psychological abuse is when someone uses words or actions to:

- scare you
- upset you
- make you feel bad about yourself.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



Royal commission

A royal commission is how the government looks into a big problem.

It helps us find out what:

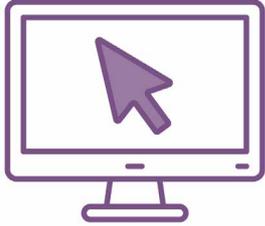
- went wrong
- we can fix.



Trauma

Trauma is a very bad experience that can affect how someone feels or behaves for a long time.

More information



You can visit our website for more information.

[www.ag.gov.au/rights-and-protections/
protecting-rights-older-australians](http://www.ag.gov.au/rights-and-protections/protecting-rights-older-australians)

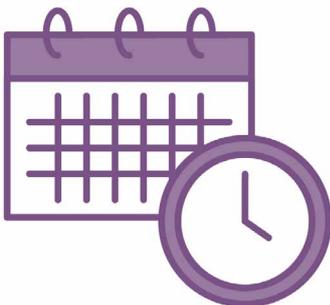
Support for you



There are people you can call for support.



1800ELDERHelp supports older people who have experienced abuse.



You can call them.

1800 353 374



1800RESPECT supports people who experience abuse.



You can call them any time.

1800 737 732



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