

24 March 2025

Committee Secretary
Education, Arts and Communities Committee
Parliament House
George Street
Brisbane QLD 4000

Via email: eacc@parliament.qld.gov.au

Inquiry into Elder Abuse in Queensland

Dear Committee Secretary

Thank you for the opportunity to provide input into the Committee's Inquiry into Elder Abuse in Queensland.

As members of the Committee are aware, as the Public Advocate for Queensland, I undertake systemic advocacy to promote and protect the rights and interests of Queensland adults with impaired decision-making ability.¹ There are several conditions that may affect a person's decision-making ability, including intellectual disability, acquired brain injury, mental illness, neurological disorders (such as dementia) or alcohol and drug misuse. While not all people with these conditions will experience impaired decision-making ability, many of them will at some point in their lives. For some, impaired decision-making ability may be episodic or temporary, requiring intensive supports at specific times, while others may require lifelong support with decision-making and communicating their wishes and preferences.

Older adults with cognitive impairments, including impaired decision-making ability, may be at particular risk of abuse and mistreatment by people whom they trust,² resulting in what is commonly referred to as elder abuse.

The impact of elder abuse has been a motivating factor in much of the adult safeguarding work I have undertaken, including my Churchill Fellowship work that looked at responding to harms faced by at-risk adults, and more recently, a two-volume report on Adult Safeguarding in Queensland that I completed in 2022, which was tabled in the Queensland Parliament.

Elder abuse was also the focus of an inquiry by the Australian Law Reform Commission (ALRC), for which I was a member of the expert advisory panel. This inquiry resulted in the publication of a report titled *Elder Abuse — A National Legal Response*, which made a number of recommendations to strengthen protections against, and responses to, elder abuse.

A key recommendation from the ALRC's report was for the introduction of adult safeguarding agencies,³ which will be discussed further below.

The report also recommended that a national prevalence study be conducted to facilitate a better understanding of this issue and enable evidence-informed responses.⁴

¹ *Guardianship and Administration Act 2000* (Qld) s 209.

² R. Kaspiew, R. Carson, and H. Rhoades, *Elder abuse: Understanding issues, frameworks and responses*, Australian Institute of Family Studies, Melbourne, 2016.

³ Australian Law Reform Commission, *Elder Abuse – A National Legal Response*, ALRC report 131, (2017), p. 377, recommendation 14-1.

⁴ Australian Law Reform Commission, *Elder Abuse – A National Legal Response*, ALRC report 131, (2017), p. 93, recommendation 3-5.

The *National Elder Abuse Prevalence Study* was undertaken by the Australian Institute of Family Studies (AIFS), and the final report was published in 2021.

The study estimated that 14.8% of people aged 65 and older who lived in the community had experienced elder abuse in the past year.⁵ The most common type of abuse reported was psychological abuse (11.7%).⁶ Other types of abuse reported included neglect (2.9%), financial abuse (2.1%), physical abuse (1.8%), and sexual abuse (1%).

The study found that, overall, the perpetrators of elder abuse were most commonly the older persons' sons or daughters (18.0%), friends (11.6%), and spouses/partners (10.4%). However, there were some differences in perpetrator groups depending on the type of elder abuse.⁷

Worryingly, the study also reported that 62% of people who had experienced abuse did not 'seek help or advice from third parties'.⁸

It should be noted that this study focused on individuals living in the community who were able to participate in a phone conversation. It therefore did not capture elder abuse amongst people living in residential aged care, or adults with significant cognitive disability.

Nonetheless, the National Elder Abuse Prevalence Study provides critical insights into elder abuse and highlights the widespread nature of this issue in Australia.

In Queensland, the Elder Abuse Prevention Unit (EAPU), which operates Queensland's Elder Abuse Helpline, publishes data on the calls that it receives.

In the 2023-2024 financial year, the EAPU received 2,674 notifications of abuse.⁹ Similar to the results of the national AIFS study, the most frequently reported type of abuse was psychological abuse (75.9% of calls received). The EAPU also received reports about financial abuse (65% of calls received), social abuse (31.3%), neglect (24%), physical abuse (12.6%) and sexual abuse (1.1%).¹⁰ The abuse was most frequently reported to have been perpetrated by the adult's children (70.2%), which also corresponds with the findings from the AIFS study.¹¹

The EAPU data provides critical insights into elder abuse from a Queensland perspective, though of course this data only captures information that comes because of someone taking an active step to contact the EAPU (it is therefore only of partial use in determining prevalence). Moreover, differences in the way that relevant data is collected, recorded and categorised by the agencies and services involved in preventing and responding to elder abuse in Queensland present a challenge to fully understanding this issue.¹²

⁵ L. Qu, R. Kaspiew, R. Carson, D. Roopani, J. De Maio, J. Harvey, and B. Horsfall, *National Elder Abuse Prevalence Study: Final Report*, research report, Australian Institute of Family Studies, Melbourne, 2021, p. 30.

⁶ L. Qu, R. Kaspiew, R. Carson, D. Roopani, J. De Maio, J. Harvey, and B. Horsfall, *National Elder Abuse Prevalence Study: Final Report*, research report, Australian Institute of Family Studies, Melbourne, 2021, p. 33.

⁷ L. Qu, R. Kaspiew, R. Carson, D. Roopani, J. De Maio, J. Harvey, and B. Horsfall, *National Elder Abuse Prevalence Study: Final Report*, research report, Australian Institute of Family Studies, Melbourne, 2021, p. 71.

⁸ L. Qu, R. Kaspiew, R. Carson, D. Roopani, J. De Maio, J. Harvey, and B. Horsfall, *National Elder Abuse Prevalence Study: Final Report*, research report, Australian Institute of Family Studies, Melbourne, 2021, p. 83.

⁹ A. Gillbard, *Elder abuse statistics in Queensland: Year in review 2023-24*, Elder Abuse Prevention Unit, UnitingCare, Brisbane, 2024, p. 5.

¹⁰ A. Gillbard, *Elder abuse statistics in Queensland: Year in review 2023-24*, Elder Abuse Prevention Unit, UnitingCare, Brisbane, 2024, p. 5.

¹¹ A. Gillbard, *Elder abuse statistics in Queensland: Year in review 2023-24*, Elder Abuse Prevention Unit, UnitingCare, Brisbane, 2024, p. 18.

¹² B. Blundell, J. Clare, E. Moir, M. Clare and E. Webb, *Review into the prevalence and characteristics of elder abuse in Queensland*, Curtin University, Perth, 2017.

On 9 November 2023, my office, along with Caxton Legal Centre, ADA Australia, and the Department of Child Safety, Seniors and Disability Services (now the Department of Families, Seniors, Disability Services and Child Safety), held a forum on elder abuse. This forum was attended by key stakeholders in the sector, including government agencies, the Queensland Police Service, community organisations, aged care service providers, advocates and community legal services. The topics discussed included current practice in relation to elder abuse, data and evaluation, and opportunities for reform.

During this forum, Dr Rae Kaspiw, from the AIFS, presented some Queensland-specific data from the National Elder Abuse Prevalence Study. The committee may wish to contact the AIFS for further information about this data.

With regard to addressing elder abuse in Queensland, I would like to put forward the following ideas for consideration by the committee.

Adult Safeguarding in Queensland

The adult safeguarding work that I have undertaken during my time as the Queensland Public Advocate provides a Queensland perspective on the ALRC's recommendations relating to adult safeguarding.¹³

As noted above, I have published a two-volume report on Adult Safeguarding in Queensland. *Adult safeguarding in Queensland, Volume One: Identifying the gaps* (please see attached) discussed a range of issues and gaps in the current safeguarding system, including in relation to elder abuse.

These issues were identified through consultation with a broad range of stakeholders, who attended roundtables held in Townsville, Mount Isa, Rockhampton, Toowoomba, Caloundra, Southport and Brisbane. Stakeholders at the roundtables included representatives from the guardianship and administration, emergency services, advocacy, aged care, disability, health, and legal sectors. Discussions were also held with people with lived experience of disability, dementia, and carers or family members of people with dementia.

The second volume, *Adult safeguarding in Queensland, Volume Two: Reform recommendations* (please see attached), was tabled in the Queensland Parliament on 8 December 2022 and makes 17 recommendations to improve safeguards for at-risk adults based on the issues identified by stakeholders.

This includes two key recommendations relating to the introduction of an Adult Safeguarding Commissioner in Queensland (recommendation 1), and Adult Safeguarding Networks (recommendation 10).

I have also written about the need for safeguarding reforms in an article titled 'Supporting and safeguarding at-risk adults', in a publication produced by the University of Queensland and the Winston Churchill Memorial Trust (see attached).

¹³ See Australian Law Reform Commission, *Elder Abuse – A National Legal Response*, ALRC report 131, (2017), chapter 14.

Adult Safeguarding Commissioner

Recommendation:

The Queensland Government should establish the office of the Adult Safeguarding Commissioner with the legislative role of supporting and safeguarding at-risk adults.¹⁴

The introduction of an Adult Safeguarding Commissioner would align with the ALRC's recommendation regarding the introduction of an adult safeguarding agency.¹⁵ It would also enable Queensland to implement the safeguarding recommendations made by the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission)¹⁶ and the Independent Review of the NDIS, both of which supported this reform trajectory.¹⁷

An Adult Safeguarding Commissioner would be able to receive reports about, and investigate, suspected abuse, neglect and exploitation of 'at-risk adults'.

'At-risk adults' was the term recommended by the ALRC and includes adults who may be experiencing, or are at risk of experiencing, abuse, neglect or exploitation, and are unable to protect themselves due to their care and support needs.¹⁸

While the focus of the Adult Safeguarding Commissioner would be broader than elder abuse alone, the prevention of, and responses to, elder abuse would form a significant component of their work.

I have recommended that the proposed Queensland Adult Safeguarding Commissioner adopt a model like the one used by the Ageing and Disability Commissioner in New South Wales. In this model, the independent commissioner is the central point of contact for relevant safeguarding issues, including elder abuse.

The NSW Ageing and Disability Commission includes a Helpline, which can provide early intervention support such as information, advice, and referral.¹⁹ The Commission also has a Community Support and Investigation Team, which can make further enquiries, conduct investigations, work with the adult and other parties involved to address risks and support improved outcomes, and make referrals to other agencies, as required.

Elder abuse often involves complex situations where an at-risk adult may need to engage with multiple systems, agencies, or services to ensure that their concerns are fully addressed, and their safety and rights are protected. It is often unclear which agency or service has responsibility for responding to concerns, or for coordinating an appropriate safeguarding response. This can result in a fragmented response that does not fully meet the needs of the at-risk adult.

The navigation of these systems can also be confusing and challenging, particularly for at-risk adults, which can deter reporting and result in disengagement from services.

¹⁴ See Public Advocate (Qld), *Adult Safeguarding in Queensland, Volume 2: Reform recommendations*, November 2022, Recommendation 1, p. 37.

¹⁵ Australian Law Reform Commission, *Elder Abuse – A National Legal Response*, ALRC report 131, (2017), p. 377, recommendation 14-1.

¹⁶ Commonwealth Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, *Independent oversight and complaint mechanisms*, Final report, Volume 11, (2023), p. 47, recommendation 11.1.

¹⁷ Independent Review into the National Disability Insurance Scheme: Final Report, 2023, p. 206, recommendation 16.

¹⁸ Australian Law Reform Commission, *Elder Abuse – A National Legal Response*, ALRC report 131, (2017), p. 387, recommendation 14-3.

¹⁹ New South Wales Ageing and Disability Commissioner, *Our response to reports*, 22 August 2023, <<https://ageingdisabilitycommissioner.nsw.gov.au/about-us/reporting/our-response-to-reports.html>>; New South Wales Ageing and Disability Commission, *Annual report 2023-2024*.

The introduction of an Adult Safeguarding Commissioner in Queensland would assist in addressing these issues by providing a clear point of contact for safeguarding concerns, including elder abuse, with the ability for referrals to be made to other services (e.g., the Queensland Police Service, agencies that manage complaints, advocacy, and legal services) as required. Under the proposed model, the Commissioner would also have a role in coordinating the response, where this is required.²⁰

Calls from Queenslanders to the National Elder Abuse phone line, 1800 ELDERHelp, which redirects callers to the relevant phone service in their state or territory, could also be directed to the Queensland Adult Safeguarding Commissioner.

An Adult Safeguarding Commissioner would address the 'investigation gap' that exists in the current safeguarding system, which references the current limitation in the power and willingness of agencies to investigate adult safeguarding concerns, including elder abuse. The current investigative powers and responses of key agencies, and the gap that exists, are explored in greater detail in my adult safeguarding report.²¹

During the roundtables held as part of my Queensland adult safeguarding work, stakeholders also identified complex family dynamics as one of the challenges in adequately responding to elder abuse situations. People can be reluctant to report this type of abuse as they do not want the perpetrator, who is often a family member, to face adverse consequences, or they may be concerned about how reporting the abuse would affect their family dynamics. The perpetrator of the abuse may also be someone on whom the older person is reliant for support, which can complicate the identification and resolution of instances of elder abuse.

A strength of the proposed Adult Safeguarding Commissioner role would be the opportunity for the office to provide a 'supportive intervention' approach, which sees the person who is experiencing the abuse, and their rights and preferences, prioritised throughout the response. While there may be some situations that require an immediate response to ensure a person's safety, such as a referral to the Queensland Police Service, under the proposed model the Adult Safeguarding Commissioner's office would also be able to work with people over a specified period of time (for example, the NSW Ageing and Disability Commission can provide early case coordination over a period of up to 12 weeks).²² This would enable the Commissioner's office to fully understand the at-risk adult's situation, their preferences, and support them to take actions to improve their safety.

Further details about the reasons why I have recommended this model over alternative options, and recommendations about how the Adult Safeguarding Commissioner's office could operate, are discussed in volume two of my *Adult Safeguarding in Queensland* report.²³

²⁰ See Public Advocate (Qld), *Adult Safeguarding in Queensland, Volume 2: Reform recommendations*, November 2022, p. 40.

²¹ See Public Advocate (Qld), *Adult Safeguarding in Queensland, Volume 2: Reform recommendations*, November 2022, pp. 23-24 and Public Advocate (Qld), *Adult Safeguarding in Queensland, Volume 1: Identifying the gaps*, July 2022, pp. 68- 72.

²² New South Wales Ageing and Disability Commission, *Annual report 2022-2023*.

²³ Public Advocate (Qld), *Adult Safeguarding in Queensland, Volume 2: Reform recommendations*, November 2022.

Adult Safeguarding Networks

Recommendation:

The Queensland Government should establish local Adult Safeguarding Networks throughout Queensland, consisting of local service providers, advocates, people with lived experience of being 'at risk', relevant health and emergency services, and social care experts.²⁴

Situations of concern involving at-risk adults, including elder abuse, can be varied and complex, and will therefore require a broad suite of possible options for responding.

To complement the work that could be undertaken at a state-level by the Adult Safeguarding Commissioner, I have also recommended the establishment of local Adult Safeguarding Networks.

The Adult Safeguarding Networks would facilitate a place-based approach to adult safeguarding by bringing together experts and critical stakeholders to discuss complex situations in their local areas.

These networks could be developed based on geographical locations, and in some areas could also be grouped around the characteristics of marginalised groups (e.g., older Aboriginal and Torres Strait Islander peoples, older people from culturally and linguistically diverse backgrounds).

In addition to the discussion of complex safeguarding cases, the Adult Safeguarding Networks would work to promote local area knowledge and collaboration among members and undertake activities to enhance community knowledge about the prevention of, and responses to, safeguarding concerns, including elder abuse.

To facilitate the operation of the Adult Safeguarding Networks, funding for the networks could include the salary of a local project officer. This project officer could provide administrative and secretariat support for the local network. It is anticipated that this project officer would also have relevant skills and experience (e.g., a degree in social work or similar experience) to enable them to visit at-risk adults, where necessary, and to speak with the adult to better understand their situation and preferences in relation to any safeguarding response.

The potential role that Adult Safeguarding Networks could perform, and how they could be established, are discussed in further detail in my report *Adult Safeguarding in Queensland, Volume Two*.²⁵

Subsequent to the completion of my report, I have provided a suggestion as to how these safeguarding reforms, along with other reforms proposed by the Disability Royal Commission, could be implemented, through the introduction of an 'Adult Support and Safeguarding Act'. A brief document that sets out this idea has been attached to this submission.

The case study below provides an example (with identifiable details removed) of a recent call received by my office that demonstrates the gap in the current safeguarding system and the way in which an Adult Safeguarding Commissioner and Adult Safeguarding Networks could facilitate an improved response to a situation of likely elder abuse.

²⁴ See Public Advocate (Qld), *Adult Safeguarding in Queensland, Volume 2: Reform recommendations*, November 2022, Recommendation 10, p. 46.

²⁵ See Public Advocate (Qld), *Adult Safeguarding in Queensland, Volume 2: Reform recommendations*, November 2022, pp. 43-46.

Case Study

The current situation

The Public Advocate was advised by a service provider about a potential situation of abuse of an older couple. The couple have been assisted for some time by informal carers, who have also been appointed by the couple as their attorneys under their enduring powers of attorney. Over time, the care needs of the older adults have increased considerably, with some likely attendant cognitive decline being experienced by them.

The older adults receive aged care services. However, recently, the carers have been refusing the delivery of services to them. On a few previous occasions where a service provider has provided services to them, the older adults have made comments about how rare it is to have a proper shower and about how much they appreciate a good meal when they can get one.

The service provider has tried to engage with the family of the older adults to better understand the situation, however the family has not been receptive to these efforts and will not engage with the service provider.

The service provider suspects that the carers may be struggling to provide appropriate care due to the increasing support needs of the older people. However, they have not been able to find a way to see or speak with the couple to understand what is happening, what supports the older adults are (or are not) receiving, and whether this is a situation of abuse (either intentional or unintentional).

The service provider was unsure of who to call for assistance, as they did not think that it was at the point where a call to emergency services, such as the police or ambulance service, was required.

In the case at hand, the service provider had considered contacting an advocacy organisation, however they thought it was unlikely that advocates would be allowed by the carers to speak to the older adults.

The service provider also considered making an application to the Queensland Civil and Administrative Tribunal to have the Public Guardian appointed as a decision-maker for the older adults. This could enable the Public Guardian to make decisions about their care arrangements and the services that are provided to them. While this may offer some protections to the older adults and enable them to receive services, this would limit their rights to make decisions about their own lives.

In addition to providing adult guardianship services, the Queensland Public Guardian can investigate allegations of abuse, neglect, and misuse of enduring powers of attorney, but only where this relates to adults with impaired decision-making ability. Therefore, if it is found that the older adults can make their own decisions, the Public Guardian would not be able to investigate further.

The potential response of an Adult Safeguarding Commissioner

The introduction of an Adult Safeguarding Commissioner would provide a clear point of contact for people with concerns such as this one, which could facilitate timely reporting and earlier intervention.

Seeking to understand the views and wishes of the two older adults would be a key consideration in the response of the Adult Safeguarding Commissioner.

It is anticipated that an Adult Safeguarding Commissioner would have legislative power to gather information and investigate the situation of these 'at-risk adults'. Ideally this would occur with the consent of the older adults, however in some circumstances, namely where the adult is suffering serious harm, or is not able to be contacted, this would not be required.²⁶

The Adult Safeguarding Commissioner would take a 'supportive intervention' approach, whereby they would seek to understand the situation, identify what support services may be required, and coordinate these services where necessary. They would have power to provide relevant information to other services and agencies to assist those agencies to provide services, assist, and to take other relevant actions to secure the safety and wellbeing of the adults. This would include making referrals to the Queensland Police Service and other relevant agencies, where necessary.

If the Adult Safeguarding Commissioner determined that this was a complex case that required further information or action at a local level, it could also be referred to the local Adult Safeguarding Network for further discussion and advice.

Harmonisation of Enduring Powers of Attorney legislation

Recommendation:

The Queensland Government should work with other state and territory governments to harmonise financial enduring powers of attorney legislation.

Enduring powers of attorney, which enable people to appoint someone to make decisions on their behalf, provide one way in which people can protect themselves from elder abuse. This proposition was supported by the AIFS National Elder Abuse Prevalence Study, which found that:

Having an enduring power of attorney is associated with lower levels of abuse, especially financial abuse, physical abuse, and psychological abuse.²⁷

However, misuse of enduring powers of attorney, either intentionally or unintentionally (due to a lack of knowledge and understanding about these documents), can also amount to, or lead to, elder abuse.

A recent report by the Australian Human Rights Commission highlighted a concerning lack of knowledge about financial enduring powers of attorney amongst the general community and it pointed to the need for more education about these documents to reduce instances of misuse.²⁸

However, consistent national education on enduring powers of attorney is hampered by the variation that exists in enduring powers of attorney legislation across states and territories.

The ALRC, along with others, recommended the harmonisation of enduring powers of attorney legislation across Australia.²⁹

²⁶ See Public Advocate (Qld), *Adult Safeguarding in Queensland, Volume 2: Reform recommendations*, November 2022, Recommendation 5, p. 39.

²⁷ L. Qu, R. Kaspiew, R. Carson, D. Roopani, J. De Maio, J. Harvey, and B. Horsfall, *National Elder Abuse Prevalence Study: Final Report*, research report, Australian Institute of Family Studies, Melbourne, 2021, p. 4.

²⁸ Australian Human Rights Commission, *Empowering futures: A national survey on the understanding and use of financial enduring powers of attorney*, Australian Human Rights Commission, Sydney 2024.

²⁹ Australian Law Reform Commission, *Elder Abuse – A National Legal Response*, ALRC report 131, (2017), p. 181, recommendation 5-3.

I have recently co-authored an article with the Australian Age Discrimination Commissioner, Robert Fitzgerald, which discusses the need for harmonised financial powers of attorney laws.³⁰

As a way of progressing this work, in collaboration with other key stakeholders, I have also drafted a model financial enduring powers of attorney law, which is also attached to this submission.

In September 2023, the Commonwealth Attorney-General's Department released a consultation paper, *Achieving Greater Consistency in Laws for Financial Enduring Powers of Attorney*, which was open for comment until the end of November 2023.

Submissions made to the consultation have been published on the Department's website (with permission) and are currently being considered in 'further detail in collaboration with State and Territory Governments'.³¹

Responses to the abuse of older people also remains a standing item on the agenda of the Standing Council of Attorneys-General, with ongoing work on achieving greater national consistency in financial enduring powers of attorney laws noted in the Council's Communique released on 22 November 2024.³²

State-wide Elder Abuse Prevention and Response Panel

To facilitate continued connections between critical stakeholders and promote innovation in the sector, the Education, Arts and Communities Committee could also consider recommending the establishment of a State-wide Elder Abuse Prevention and Response Panel.

The key roles of the panel could include:

- identifying state-wide reform priorities,
- discussing practice innovations and ideas, and
- considering educational initiatives and needs across the sector.

This group could provide advice to government and could also operate as a sector-led forum for sharing ideas and practices, as well as providing networking opportunities.

The chairing of this panel would be a role that could be performed by the proposed Adult Safeguarding Commissioner.

Confidentiality in the guardianship system

Another piece of work completed by my office that may be of interest to the Committee during this inquiry relates to confidentiality within the guardianship system. The report, *Public accountability, private lives: Reconsidering the Queensland guardianship system's confidentiality requirements*, makes three recommendations, including that section 114A of the *Guardianship and Administration Act 2000 (Qld)* be repealed to enable people to speak publicly about their guardianship experiences.³³

³⁰ Chesterman, J and Fitzgerald, R, Why Australia needs harmonised financial powers of attorney laws, in *Australia Ageing Agenda*, <<https://www.australianageingagenda.com.au/executive/why-australia-needs-harmonised-financial-powers-of-attorney-laws/>>, 8 January 2025.

³¹ Australian Government, Attorney-General's Department, *Achieving greater consistency in laws for financial enduring powers of attorney, published responses*, <https://consultations.ag.gov.au/families-and-marriage/epoa/consultation/published_select_respondent>, n.d.

³² Standing Council of Attorneys-General (SCAG), *Communique*, <https://www.ag.gov.au/sites/default/files/2024-11/scag-national-access-to-justice-partnership-communique_22-november-2024.pdf>, 22 November 2024.

³³ Public Advocate (Qld), *Public Accountability, private lives: Reconsidering the Queensland guardianship system's confidentiality requirements*, August 2022.

The Victorian Law Reform Commission has recently published a report titled: *'I want to tell my story', The Guardianship and Administration Confidentiality Law*, which explored the views of community members about the corresponding laws in Victoria.³⁴

Thank you for the opportunity to contribute to this inquiry. Should you require any clarification on the issues raised in this submission, or would like to discuss any of them further, please do not hesitate to contact my office on 07 3738 9513 or public.advocate@justice.qld.gov.au.

Yours sincerely



John Chesterman (Dr)
Public Advocate

Encl.

Attachment 1:	Adult Safeguarding in Queensland: Volume 1
Attachment 2:	Adult Safeguarding in Queensland: Volume 2
Attachment 3:	Policy Futures Article
Attachment 4:	Proposal for Adult Support and Safeguarding Act
Attachment 5:	Model Financial Powers of Attorney law

³⁴ Victorian Law Reform Commission, *'I Want to Tell My Story': The Guardianship and Administration Confidentiality Law*, Spotlight papers no. 1, (2025).