

Commissioner for Senior Victorians



# *Elder abuse is everyone's business*

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Presentation on behalf of  
**Gerard Mansour**  
**Commissioner for Senior Victorians**  
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# *Commissioner for Senior Victorians role*

- Advise Government on policy issues
- Identify key advocacy issues
- Actively engage with older people and stakeholders
- Public and community education
- Referral of individual matters

# *Reflections- Commissioner Listening Tour*

- Listening tour re isolation and loneliness
- Seniors 'life experiences' vary significantly
- Journey through ageing can be journey of 'disconnection'
- Desire for 'independence' can mean reluctance to seek help
- Changing nature of aged services – greater frailty in home
- High reliance on family, friends, neighbours
- Low level understanding of 'community services, support'

## *Some critical success factors*

- Clarity of role, purpose and meaning in life
- Critical importance of referral pathways
- Vital importance of 'enhanced' communication strategies
- Plan when there is cognitive capacity, e.g. powers of attorney
- Have the important conversations – friends, family
- Best practice approach guidelines needed
- Elder abuse prevention must become 'everyone's business'