



VICTORIA POLICE

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Chief Commissioner of Police

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Subject: Investigation into the death of [REDACTED] – Response to
Recommendations
Court reference: COR 2020 006390
Date of finding: 30 June 2025

Dear State Coroner Sanger,

This document provides the response to previous State Coroner Cain's recommendations to Victoria Police arising from the Finding into the death of [REDACTED] dated 30 June 2025.

Recommendations

The following recommendation was directed to Victoria Police:

- (i) That Victoria Police consider the importance of upskilling members in working with elderly people who experience family violence, as part of their review into family violence policies and procedures.

Response to Recommendation

This recommendation is accepted, and I consider that it has been implemented.

Victoria Police has enhanced awareness and focus on elder abuse in recent years by improving members understanding of what elder abuse is and educating members to ensure they can identify elder abuse and provide appropriate support to victims. Since the death of [REDACTED] in November 2020, Victoria Police has enhanced the elder abuse training and information available to members, with various resources now available to members to facilitate education and understanding about elder abuse.

In 2019, a learning hub quick guide about elder abuse and financial abuse was created. This e-learning package is accessible to all Victoria Police employees via the Victoria Police Learning Hub. The mandatory Family Violence Dynamics e-learn for all Victoria Police employees includes information making members aware of family violence against older people.

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Elder abuse and seniors' facts sheets, as well as myth busting information about dementia, have been published on the Victoria Police intranet page and can be accessed by all members.

There are also various intranet pages in addition to the above factsheets. The *Risk Factors for Elder Abuse* page was published in November 2023 and outlines individual, relationship, community and socio-economic risk factors for elder abuse as well as considerations for how to assist in these circumstances, which includes the consideration of culturally appropriate interventions. The *Financial Elder Abuse* page, published in June 2024, houses additional resources, case studies and educational links for all Victoria Police employees. The resources on this page include information about good practice in relation to the investigation of financial elder abuse, reporting pathways and 'Policing Points to Remember'. The *Senior Victorians* page functions as a guide to provide effective communication strategies and police service delivery in older communities. This page also acts as a hub to provide links to other resources including those outlined above.

Victoria Police's Family Violence Command (FVC), with support from Priority and Safety Communities Division (PSCD), developed a flowchart in relation to welfare checks and suspected abuse in relation to older people. This guide is available to all employees via the intranet. The guide outlines the two types of welfare checks that can be undertaken. A Standard welfare check can be done in circumstances where an older person has not been seen recently, cannot be contacted or even where they may have not kept an appointment. A Welfare Risk Assessment welfare check is more comprehensive and can be undertaken where there is information from an agency which may indicate that the older person is suffering from a form of abuse or neglect. The guide assists with outlining specific information that may assist police and can include a joint visit with another agency.

FVC and PSCD also hold an annual Elder Abuse Forum which all members are invited to attend as a professional development opportunity. The forum provides insight into the prevalence of elder abuse, exploration of prevention and intervention opportunities and how police and the community can work together to increase reporting and support of victims. First held in 2017, the forum features case studies from members and a range of external speakers from organisations who advocate for elder rights and the voices of older people.

FVC has also conducted a specific Financial Elder Abuse trial as a result of recommendation 155 of The Royal Commission into Family Violence. A significant outcome of this is the development of a partnership with Crimestoppers Victoria which allows third-party reporting of suspected elder abuse, including financial abuse, via the Crimestoppers website.

Yours sincerely,



Mike Bush CNZM
Chief Commissioner

29/9/25.