

Financial abuse of older people

Easy Read Version



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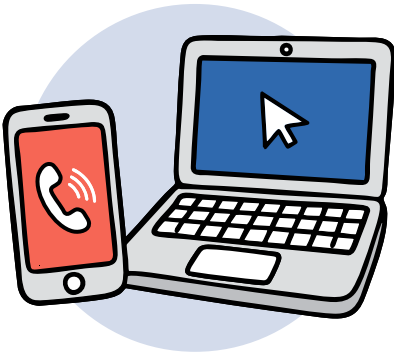
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Help with this guide



You can get someone to help you:

- understand this guide
- find more information.



Contact information is at the end of this guide.



Some words in this guide are **bold**.

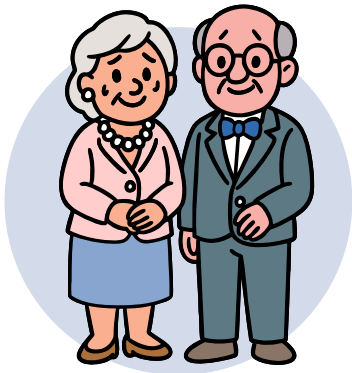
We write what the **bold** words mean.

About this guide



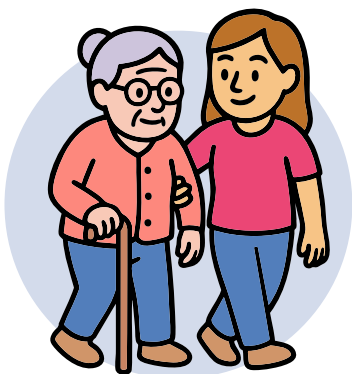
This guide explains **financial abuse**.

Financial abuse is when someone takes or controls a person's money or property without asking.



In this guide, we talk about:

- people who might be more likely to be hurt
- signs of abuse
- what to do if you are worried about financial abuse.



Financial abuse can happen to anyone.

Older people can be more at risk.

At risk means more likely to be hurt.

What financial abuse can look like



Financial abuse can happen when someone takes or controls a person's money or things without asking.



Sometimes, they might:

- trick a person into handing over their money
- make a person feel guilty if they don't.



Financial abuse can be when someone:

- stops a person from using their own money
- takes money or credit cards
- forces a person to sign over property or things they own
- makes a person change their Will or power of attorney
- signs another person's name without permission.

People who may be more at risk



Some older people may be more at risk.

This includes people who:

- need help with daily care or managing money
- feel lonely or cut off from others
- have health problems like trouble remembering things.



Financial abuse can happen to people who:

- have a lot of money or property
- receive a pension
- have only a little money.



Financial abuse can happen anywhere.

It can happen to people in:

- their own home
- a family member's home
- an aged care home.

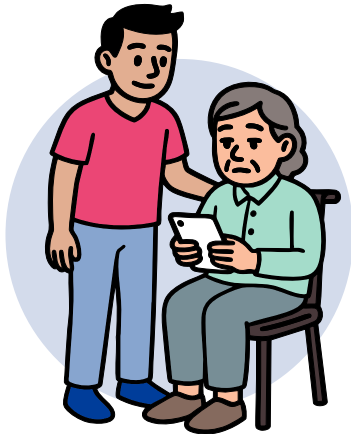
Signs of financial abuse



Some signs of financial abuse may be when a person:

- lets someone else speak for them all the time
- seems scared or nervous around someone they know
- stops answering their phone
- looks untidy or changes how they look
- has bruises or injuries that do not make sense
- suddenly has trouble paying their bills
- has money taken from their bank for no clear reason
- has sudden changes to their Will, power of attorney or other important papers.

What you should do if you are worried



If you think someone is being abused:

- ask if they are OK
- let them know you want to help
- talk to someone you trust, like a friend or family member
- talk to a support service.



If you are worried about financial abuse, you can get help from:

- The Elder Abuse Helpline can offer advice and support on [1300 651 192](tel:1300651192)
- a trusted community organisation or service.



If the older person is in danger, call [000](tel:000) right away.

Contact us



You can contact us if there is anything else you would like to know.



You can call us on [1300 360 044](tel:1300360044).

If you are already a customer, call us on [1300 687 778](tel:1300687778).



Visit our website at www.pt.qld.gov.au

Get help to speak to us



If you do not speak English use the free Translating and Interpreting Service or TIS. You can call them on [131 450](tel:131450).



If you need help to speak or listen The National Relay Service (NRS) can help you make a phone call.

To use their service, you can:

- visit their website at www.accesshub.gov.au
- call them on [1800 555 660](tel:1800555660).