

# Let's talk about the financial abuse of older people

Contact us

📞 1300 360 044

🌐 [www.pt.qld.gov.au](http://www.pt.qld.gov.au)

Queensland Public Trustee (QPT) works with government agencies and community organisations to raise awareness of the financial abuse of older people. Sadly, this is a complex issue that is easily hidden and often difficult to identify.

At QPT, we manage the finances of thousands of vulnerable Queenslanders with reduced decision-making capacity, and advocate on behalf of those who have fallen victim to the misappropriation of funds.



## What does the financial abuse of older people mean?

The financial abuse of an older person is the misuse or theft of their money or assets including:

- forcing an older person (even your mum or dad) to sign over their property or assets
- misusing or taking an older person's money or credit cards
- using undue influence or deception to change the terms of an older person's Will or enduring power of attorney
- forging an older person's signature.



### Who is at risk?

In many cases, older people can experience abuse at the hands of someone close to them, such as a family member, carer or friend.

Sometimes family members can become dependent on an older person for financial support. A family member can have strong influence by caring for and protecting the older person.

Older people most at risk of financial abuse are those experiencing social or physical isolation, and those who are largely dependent on others, such as those with deteriorating health or reduced capacity for decision-making.

Financial abuse can happen to those who have a lot of money and to those whose only income and asset is the aged pension. It can happen to older people living in care facilities, as well as those living at home.

### What are the signs?

#### Is an older person you know:

- Showing unusual bruises or other injuries that they struggle to explain?
- Afraid of someone close to them?
- Anxious or nervous but unable to articulate why?
- Not answering their own phone anymore?
- Deferring to another person to speak on their behalf?
- Struggling to pay for bills, medication or necessities when they didn't previously?
- Showing significant changes in their appearance in ways that make you worry for their health and wellbeing?

### What do I do if an older person I know is experiencing abuse?

If you suspect that an older person you know is being abused, or if you are experiencing abuse yourself, call the Elder Abuse Helpline. Anyone can make the call, and you can remain anonymous if you prefer. The Elder Abuse Helpline provides confidential information, support and referrals to appropriate services including legal, community support and advocacy services.

The helpline is available from 9am – 5pm, Monday to Friday to assist vulnerable older Queenslanders.

Phone the **Elder Abuse Helpline** on **1300 651 192**  
[www.eapu.com.au](http://www.eapu.com.au)

**If you witness violence or are worried that an older person is at immediate risk, call the police on triple zero (000).**

Visit [www.families.qld.gov.au/campaign/stop-elder-abuse](http://www.families.qld.gov.au/campaign/stop-elder-abuse) for more information and support services.

Visit the Office of the Public Guardian on how they may investigate allegations of abuse of adults with impaired decision-making capacity.

[www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au).