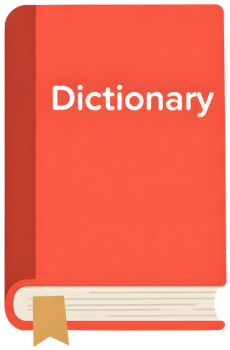
CENTRAL WEST Credit Union
Your local banking partner



Elder Financial Abuse

EASY

Easy to Read



This book may use words you do not know.

We will write those words in **Orange.**

We will write what those words mean.



Help with this book

You can get someone to

- help you read this book
- help you know what this book is about
- help you find more information

This book is written by **Central West Credit Union**

This book is about **Elder Financial Abuse.**



Elder financial abuse means stealing or wrongly using an older person's money, things, or home.

Elder financial abuse is when someone:

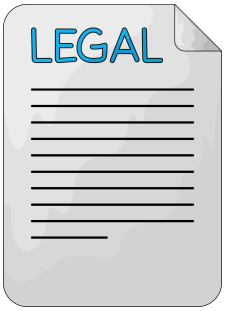


- **Takes your cash.**
- **Uses your bank card without asking.**
- **Makes you pay for their things.**



- **Forces you to sign papers.**
- **Asks you for money before they will help you.**

Types of Elder Financial Abuse



Abuse of **Power of Attorney**

A Power of Attorney is a **legal paper.**

It gives another person the power to look after your money and your things.

This includes your home, your car, your furniture, and your money.



Financial abuse can happen if the person in charge takes your money or your things.

Abuse of **Family Agreements**



A family agreement is a shared plan.

It is usually a plan between you and your family.

Example:

- You sell your home.
- You give the money to your children.
- They promise to look after you as you get older.



Financial abuse can happen if your family takes your money but does not give you a safe place to live.

It can also happen if they force you to leave.

Other Types of Elder Financial Abuse

💸 Types of Financial Abuse



- **Asking early**: People wanting your house or money before you die.
- **Making you sign:** Pressuring you to sign papers you do not want to sign.
- **Stealing:** Taking your cash or bank card without asking.
- **Guilt:** Making you feel bad so you give them your money.
- **Not paying back:** Borrowing your money and keeping it.



✅ What to Do



- **Say no:** Your money belongs to you for your whole life.
- **Keep PINs safe:** Never tell anyone your secret bank numbers.
- **Stop and think:** Do not sign papers if you feel rushed.
- **Talk in private:** Go to the bank by yourself to ask for help.

📞 Get Help



- **Tell someone:** Talk to a friend or a doctor you trust.
- **Call the helpline:** Phone the Elder Abuse Line on 1800 353 374.
- **Call the Police:** Dial 000 if you are in danger right now.

Scams and Fraud



A scam is a trick to steal from you.

Fraud is when someone lies or uses your details to take your money.

Strangers may call, text, or email you.

They want to steal your:

- Money
- Bank details and passwords
- ID documents (like your driver's licence or Medicare card)



This is financial abuse.

Never give your money, details, or ID to anyone you do not know.



Who Can be a Victim

- Any older person can be a victim.
- It can happen to men and women.
- It can happen if you live at home or in care.

Who is more likely to get hurt



Financial abuse can happen to anyone.

But it happens more to some people.

It is easier for people to take your money if you:

- Need help to shop or move.
- Let other people do your banking.
- Live far away in the country.
- Are lonely and live by yourself.
- Are sick or have a bad memory.
- Have been treated badly before.
- Do not speak or read English well.
- Are an Aboriginal person.
- Are part of the LGBTIQ+ community.





Are you a Victim

Signs to watch out for:

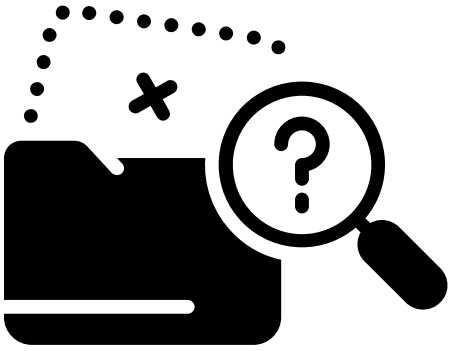
Someone;

- Takes your cash.
- Uses your bank card.
- Makes you pay for their things.
- Borrows money and keeps it.
- Forces you to sign papers.
- Demands money to care for you.
- Wants your house before you die.
- Stops you from seeing family.
- Stops you from seeing your bank statements.



If you said yes, you can get help.





Signs of Financial Abuse

Do you notice these changes in your life?

- You do not have enough money for food or bills.
- Money is missing from your bank account.
- Your cash or bank cards disappear.
- Your things go missing from your home.
- You get letters saying you have not paid your bills.
- You are asked to sign papers you do not understand.
- A new friend asks you for money.
- You feel scared or stressed about your money.
- Someone will not let you see your own bank statements.

If you see these signs, you can get help.



Stay Safe

Get Help First: Talk to an expert before you sign anything or change your money.



🔎 Where to Get Help

Emergency

Call 000 if you are in danger right now.

National Elder Abuse Line

Call 1800 353 374 for free advice.

NSW Ageing and Disability Abuse Helpline

Call 1800 628 221 on weekdays for local support.

National Debt Helpline

Call 1800 007 007 for money and debt help.

CWCU

Call CWCU to talk about any concerns you have.

Trusted People

Talk to a doctor, a friend, or a support worker you trust.



More Information

Hearing or Speech Help

Contact the **National Relay Service (NRS)** if you find it hard to hear or speak on the phone.

NRS Help Phone

Call **1800 555 660**

To get help making a call.

NRS Voice Relay Phone

Call 1300 555 727

To use your own voice but need an officer to repeat your words clearly to the person you are calling.

NRS Website

Visit www.accesshub.gov.au/about-the-nrs to use their online chat service.

CENTRAL WEST | Credit Union

Your local banking partner

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