



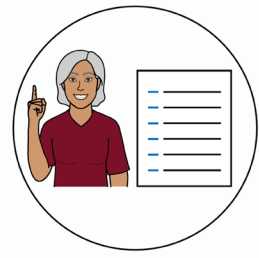
# Elder financial abuse

Westpac



Easy English

## Hard words



This guide has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

## You can get help with this guide



You can get someone you trust to help you

- read this guide
- know what this guide is about
- find more information.



## About this guide



This guide is from Westpac.



This guide is about **elder financial abuse**.



Elder financial abuse is **financial abuse** that happens to older people.

Financial abuse means someone uses your money

- when you tell them **no**



- when you do **not** want them to



- to control you.

## Types of elder financial abuse



Older people often need family, friends and support workers to help them with daily needs.

For example, help to pay bills.



Elder financial abuse can happen when someone thinks they have a right to the older person's money.

For example



- a child
- a family member
- a carer
- someone with **Power of Attorney**.

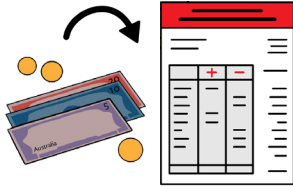


Power of Attorney means a person is in charge of your money or **assets**.



Assets are things you own that are worth money.

For example, your car or house.



People that the older person trusts might

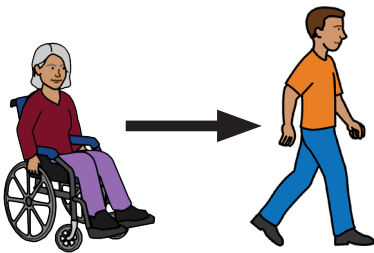
- move money to their own personal account



- use the older person's credit card or accounts without permission



- ask for money or gifts.



People that the older person trusts might also

- threaten to stop looking after them if they do **not** do what the person wants



- make the older person sign a new **Will** when they do **not** want to.



A Will says what to do with a person's money and assets when they die.

## Signs of elder financial abuse



You can protect yourself from elder financial abuse when you know what the **warning signs** are.

Warning signs are small clues that make you think something bad is happening.



We can help you look for warning signs and show you where to get help.



Signs of elder financial abuse might be

- someone uses your money when you do **not** want them to



- someone makes you change your Will or Power of Attorney



- the person named in your Power of Attorney does **not** do what you ask them to.

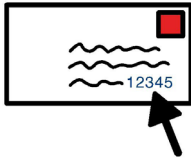


Signs of elder financial abuse might be when

- someone else pretends to be you and writes your signature on bank or legal documents



- someone has **not** paid your bills when you have asked them to



- you do **not** get your mail anymore because someone has changed your address details.



Signs of elder financial abuse might also be when

- someone does **not** let you see or talk to your family and friends anymore



- things you own are taken from you or stolen

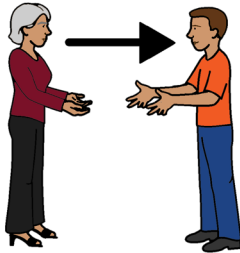


- you are made to feel bad if you do **not** give someone money.

## Elder financial abuse can happen to anyone



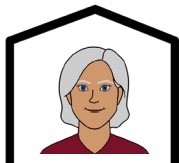
Older people often need more help from others.



Some people use the trust of older people to commit elder financial abuse.



Any older person can have elder financial abuse happen to them.



It can be more likely to happen to people who

- live alone



- have a disability



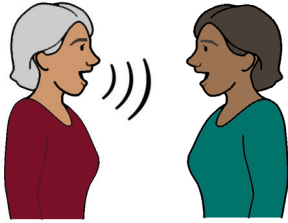
- do **not** speak English as a first language



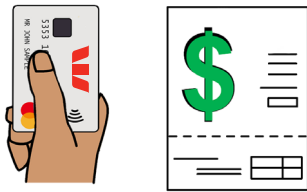
- need others for care.



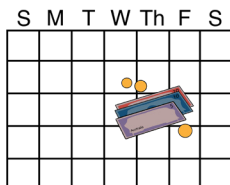
## How to protect yourself from elder financial abuse



If someone asks for money, talk to a trusted family member or friend first.



Think about setting up **direct debit** for your regular bills.



Direct debit means money comes out of your account when your bill or payment is due.



Make sure only people you trust can help you with your money and bank accounts.

Do **not** tell anyone your PIN.



Do **not** make fast financial decisions.

Ask for details in writing and get a second opinion or independent advice.



You have the right to say **no** to people when they ask for your money.



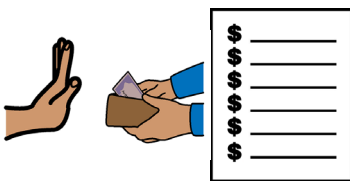
Trust yourself. If something does **not** feel right it may **not** be right.



Check your bank statements regularly to make sure **no** money has moved without your ok.



Ask us to help you check your **credit report** for anything unexpected.



A credit report is a free summary of how you have handled your credit accounts.



Open your own mail if you can.

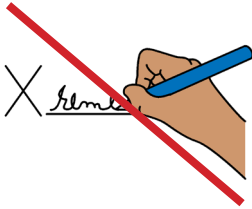


Talk to the people you trust and care about often.



If you choose to give money to someone

- write an agreement letter or email about how and when they must pay it back
  
- get legal advice.



Do **not** sign a document or make a large financial decision unless you understand what is happening.

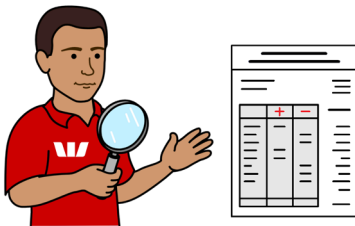


Talk to a lawyer and get advice if you need help to understand.

## How we can help

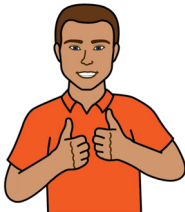


We understand it can be hard to talk about or do something to stop elder financial abuse.



When you tell us you think elder financial abuse is happening to you, we might

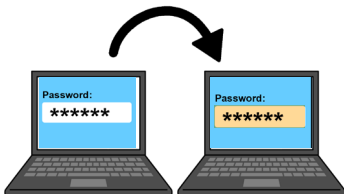
- check your bank accounts



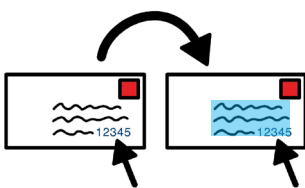
- check that the person using your money is doing the right thing



- help you to understand your accounts with us



- help you to change your online banking sign in details and PINs to protect your money and information



- help you to change the address for mail that we send to you.

## Who you can talk to



If the abuser controlling your money becomes violent you should call the police straight away.

Call            000



You can get help from our Priority Assist team if you are in financial difficulty or are worried about the money you owe to Westpac.

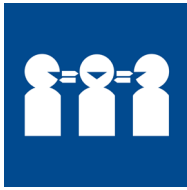
Call            1800 063 509



You can get free help for elder financial abuse at 1800ELDERHelp.

Call            1800 353 374

## You can get help to talk to us



If you do **not** speak English you can call us and ask for an **interpreter**.



Call            132 032

An interpreter gives your message from one language to another.

For example

- English to Auslan
- English to Mandarin.



If you need help to speak or listen you can use the National Relay Service to contact us.

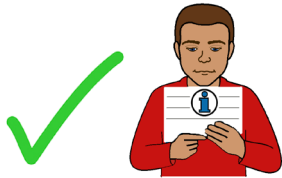


Call            1800 555 660

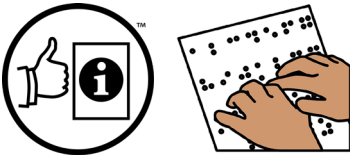


Website

[communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)



We can help you with information that is **accessible**.



Accessible means

- you can get the information in different ways
- everyone can understand the information.



Call us to ask about our accessible information.

Call 132 032



Go to our website to find accessible information.

[westpac.com.au/web-accessibility](https://westpac.com.au/web-accessibility)

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