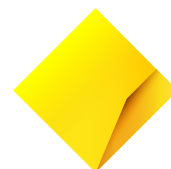


A guide to help you stay in control






What is financial abuse?

Financial abuse occurs when money is used to gain power and control over another person. Anyone can be vulnerable to financial abuse. However, older people and people with cognitive impairment are at higher risk of being taken advantage of financially.

Common forms of financial abuse

Financial abuse can take many forms, and can include repeated or once-off actions, threats or even a lack of action. Here are some of the most common methods of abuse which may impact older people or people experiencing cognitive decline:

 Abusing a Power of Attorney Attorneys who do not act in your best interests and/or not act with honesty, care and diligence.	 Improper use of funds Unlawfully gaining access to your money and using it for purchases that are not in your best interests.	 Failure to provide promised care Withholding funds required for medical appointments, treatment and medication that are vital to your health.
 Account draining Transferring large sums of money out of your account without your consent.	 Pressure, threats and coercion Trying to force you into signing over assets or denying you access to your own money.	 Inheritance impatience When adult children (or other family members) feel entitled to your money and assets, and assume it to be theirs already.

Spotting the warning signs:

- Unusual transactions on your account, including large outgoing transfers
- Feeling pressured by a family member or friend to withdraw cash at an ATM
- Having unpaid bills if a family member or friend has agreed to pay them for you using your money, but your bills remain unpaid
- Feeling pressured to provide access to your internet banking by a family member or friend
- Having support payments withheld from you - for example, NDIS support payments
- A family member or friend withholding important medication from you



Financial abuse can affect anyone, and can be perpetrated by those we trust the most, such as family members, friends, carers and support workers.

The tool on the next page has been created to help you work out who could be part of your support team and important contacts. It is designed to assist you and your loved ones to have clear and healthy money conversations, and to safeguard your money into the future.



Your support team
(trusted contacts)



Healthcare
contacts



Superannuation
contacts



Banking and
accounting contacts



Solicitor and
attorney contacts



If you or someone you know is experiencing financial abuse, there are free services you can access. If it's an emergency or if you're not feeling safe, always call 000.

The **CommBank Next Chapter** team provides specialised support to help ensure the financial safety and wellbeing of people impacted by domestic and family violence, financial abuse and/or problem gambling – no matter who you bank with.

The team is available on **1800 222 387** or for customers via our online chat facility (CEBA) in the CommBank app, Monday to Friday from 9am to 6pm AEST, excluding public holidays. If you need an interpreter, the CommBank Next Chapter team can arrange one for you.

To find a branch or specialist near you, head to: <https://www.commbank.com.au/digital/locate-us>

Other support services are also available.



Elder abuse phone line - 1800 353 374

The elder abuse phone line (also known as 1800 ELDERHelp) connects callers seeking information and advice on elder abuse with the phone service in their state or territory. The elder abuse phone line is not a crisis support service and operating hours and services vary across jurisdictions.



National Dementia Australia Helpline - 1800 100 500

Free and confidential emotional support, expert information and 24/7 advice for individuals living with dementia, their carers and their loved ones.