Useful resources

1800 ELDERHelp — national elder abuse phone line

Free national line on 1800 353 374 for information, support and referral to the relevant state or territory service. The single number to give a client, or to call yourself about a situation you are unsure of.

Older Persons Advocacy Network (OPAN)

Free independent advocacy for people using government-funded aged care, including support to speak up and to attend meetings. Often the most useful single referral where the client needs someone independent of both family and provider.

Compass — Financial abuse of older people

Plain-language description of what financial abuse looks like and who tends to perpetrate it, plus a directory of supports in every state and territory. A good first stop and safe to share with a client or family member.

ASIC Moneysmart — Protect your money in retirement

Warning signs, practical protective steps and referral options, written for the consumer. Useful to work through in a review meeting without framing it as an accusation.

Australian Institute of Family Studies — Elder abuse research

Prevalence, risk factors, and research on how enduring powers of attorney are used and misused. Use where you need evidence-based context for a file note, a paper or a licensee discussion.

Law Council of Australia — Best practice guide on elder financial abuse (2023)

Clarity, capacity and independence principles: take instructions directly from the client, meet privately at least once, and stay alert to undue influence. Relevant whenever an attorney or adult child is driving the engagement.

Financial Services Council — Guide to the prevention of elder financial abuse (2019)

Industry guidance for financial services providers: process controls, staff awareness and handling suspected abuse at firm level. The benchmark to point to when drafting or reviewing a vulnerable client policy.

Parliamentary Joint Committee — Financial abuse: an insidious form of domestic violence (2024)

Inquiry findings and recommendations, including on superannuation death benefit nominations and misuse of SMSF structures. Also the best indicator of where policy is heading.

Australian Financial Complaints Authority — AFCA Approaches

How AFCA approaches complaints involving financial abuse of older people and what it expects of firms. The external standard your conduct would be measured against.

Attorney-General's Department — Protecting the rights of older Australians

Commonwealth policy framework and the list of specialist elder abuse services, including health-justice and legal partnerships. Use to identify the right service in the client's state or territory.

My Aged Care — Understanding your rights and how to raise concerns

The consumer complaints pathway and a plain statement of rights under the aged care framework. For when the client or family wants to raise something themselves.

Aged Care Quality and Safety Commission — Serious Incident Response Scheme

SIRS in residential and home services, including which incidents are reportable and the provider's obligations. Relevant where the concern is connected to the aged care service itself rather than the family.