



## Tool 5.2: Key financial support agencies

### Possible referrals

#### Australian Bankers' Association (ABA)

The [ABA](#) website has useful information for consumers about:

- Financial literacy programs
- Industry guidelines about protecting vulnerable clients
- Preventing financial abuse

The banking industry is concerned about financial abuse and crimes such as fraud. Banks have industry standards in place and a bank manager can discuss a range of options to prevent further abuse and safeguard an older person's money. The association's website also has a range of fact sheets and other useful information for consumers and can be contacted on (02) 8298 0417.

#### Centrelink

[Centrelink](#) can support older people at risk of financial abuse by organising separate partner payments, arranging bill payments through Centrepay, carer's payments and loans. Centrelink can be contacted on 13 23 00.

#### Gambling help

A free and confidential [Gambling Helpline](#) is available. Anyone can call 24 hours a day by phoning 1800 858 858 and this number will provide a gateway to other support as well as telephone counselling and self-help information.

#### Financial Rights Legal Centre (incorporating the Credit and Debt Hotline)

The [Financial Rights Legal Centre](#) is a community legal centre specialising in financial services, particularly individual cases and policy issues related to consumer credit, banking and debt recovery. The centre has a particular focus on issues that affect low income and disadvantaged consumers. Also provided is financial counselling information, advice and referral services to individual consumers in NSW on credit, debt and banking issues. This service can be contacted on 1800 007 007.

#### NSW Trustee & Guardian

[NSW Trustee & Guardian](#) provides professional and independent trustee services such as writing Wills, acting as Executor in deceased estates, administering trusts and Powers of Attorney and delivering financial management services. The NSW Trustee & Guardian can be contacted on 1300 364 103 and has a contact person if someone needs to enquire about their role as a private Power of Attorney as well as a range of publications and resources such as *A Guide for Powers of Attorney*.

#### Get it in Black & White

This website about [Planning Ahead Tools](#) lists a range of information for consumers and service providers in plain English about future legal and financial decisions such as: advanced care planning, Powers of Attorney, Guardianship, and Wills.