

INTRODUCTORY MODULE

1 OF 1

1

2

3

4

5

OVERVIEW

This module introduces the **Financial Abuse Awareness Training Program** (the training program).

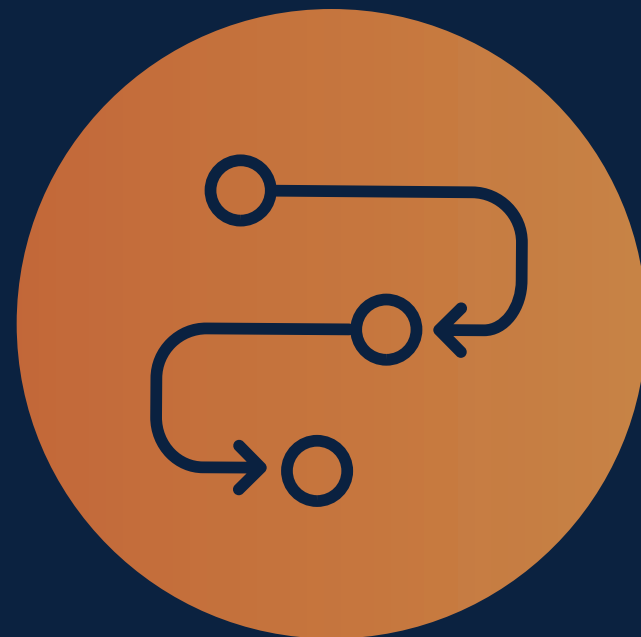
This introductory module sets out:



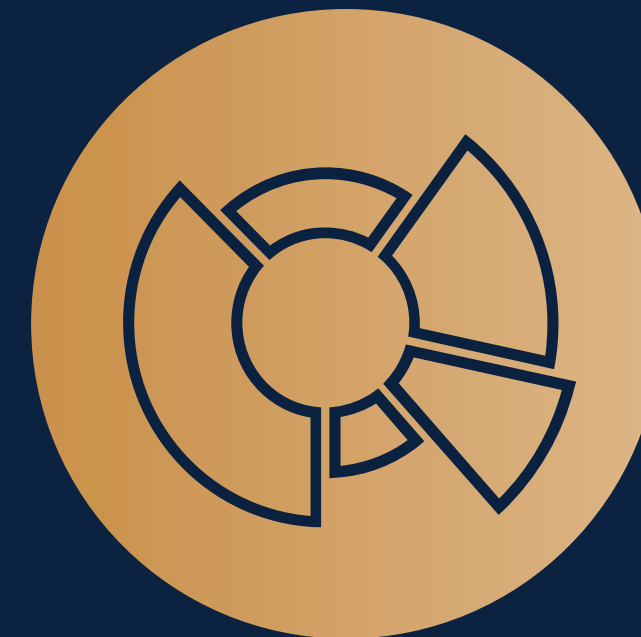
THE INTENDED
AUDIENCE



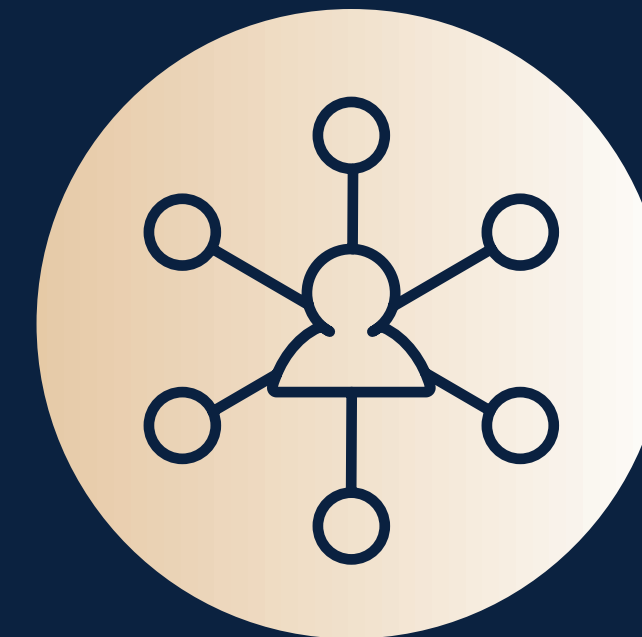
HOW THE
TRAINING
PROGRAM
WORKS



THE RATIONALE
FOR THE
TRAINING
PROGRAM



THE COMPONENTS
OF THE TRAINING
PROGRAM



THE INDIVIDUAL
PARTICIPANT
OUTCOMES OF
THE TRAINING
PROGRAM

INTENDED AUDIENCE

The training program's **intended audience** includes:

- Financial counsellors
- Financial resilience workers and Good Money Store workers
- Peer to peer program providers
- Financial advisers
- Accountants
- Other relevant providers or financial industry professionals.

The collective term 'adviser' is used throughout the training program.

The materials are currently designed for a Queensland audience only.

HOW THE TRAINING PROGRAM WORKS

The **training program** is aimed at advisers in 'for profit' and 'not for profit' sectors:

- For profit includes accountants and financial advisers
- Not for profit includes financial counsellors and financial resilience workers

The training program is **designed to have broad application** for those working with older persons at risk of financial abuse. The training program uses an Open Learning Methods (voice-over webinars and downloadable materials) and self-directed learning (links for further reading) to enhance awareness of financial abuse and develop skills in detecting and responding to financial abuse.

The training program **gives participants** the opportunity to learn at their own pace and, as they go, reflect on how the training program relates to their own occupational and professional environment and their own individual practice. The reflective aspects are low-key and are not time consuming.

RATIONALE FOR THE TRAINING PROGRAM

The training program was **co-designed** by [Caxton Legal Centre, Townsville Community Legal Service](#) and the Queensland Government's [Department of Communities, Disability Services and Seniors](#).

The project arose out of a [Queensland Parliamentary Inquiry into the Adequacy of Existing Financial Protections for Queensland's Seniors](#).

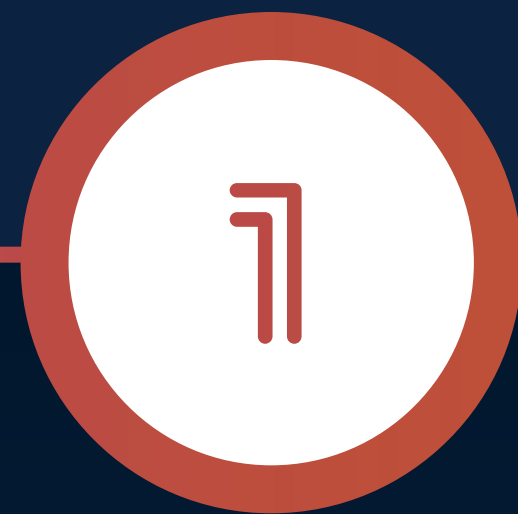
It is part of the **Financial Protections Project** which includes this training program alongside a newly developed **Financial Protections Service**.

A **range of literature** supports the use of educational programs for financial industry professionals in the area of elder abuse. [Storey \(2018\)](#) notes that the education and training of professionals who encounter vulnerable older persons is an effective way to improved identification, reporting, and investigation of suspected financial abuse.



THE COMPONENTS OF THE TRAINING PROGRAM

The training program comprises three (3) areas of Continuing Professional Development (CPD). Each area has a set number of modules to be completed:



INTRODUCTION
1 Module



ETHICS
1 Module



KNOWLEDGE
8 Modules



SKILLS
8 Modules



RECAP
1 Module

TOTAL = 19 MODULES


UNDERTAKING THE TRAINING PROGRAM

Modules include reflective exercises at the beginning and end of each module. Reflective exercises at the **beginning of each module** highlight the forthcoming subject matter of the module and pose big picture, framing or contextual issues that underpin the content.

Reflective exercises at the **end of each module** challenge participants to **think** about how they will apply what they have learned.

No pre-reading is required. Links are given to references to facilitate post-program reading.

Participants should **allocate adequate time** to complete the training program. Suggested session order and timeframes are included next.



Participants will **download and listen** to each webinar in the suggested listening order.

SUGGESTED SESSION ORDER

20-25 MINUTE SESSIONS

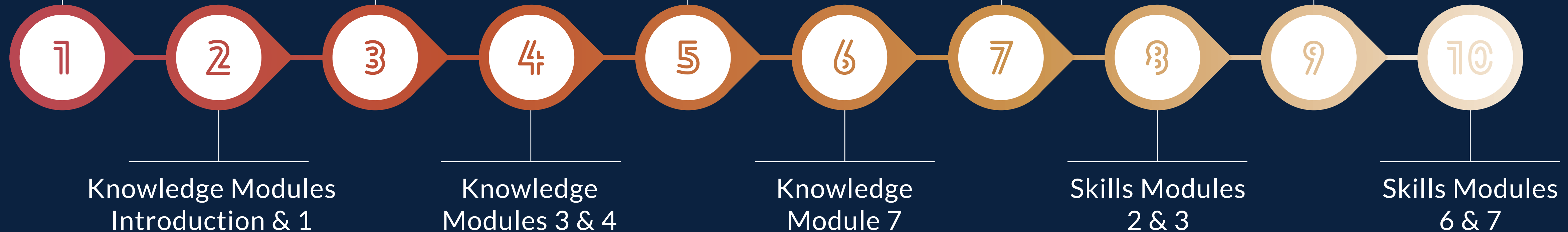
About the FPS,
Introductory
Module, Ethics
& Standards

Knowledge
Module 2

Knowledge
Modules 5 & 6

Skills Modules
Introductory & 1

Skills Modules
4 & 5



10 SESSIONS X 20-25 MINUTES EACH

HOW DESIRED OUTCOMES ARE ACHIEVED

The training program aims to **achieve the following outcomes:**



Raise awareness of financial abuse through **knowledge modules** so participants can ensure their own actions are not abusive or are complicit in financial abuse perpetrated by third parties such as intermediaries or persons of trust, and



Use **skills modules** to give participants the know-how and tools to detect and respond to financial abuse within their own occupational or professional environment.

Understanding how relevant professional or organisational **ethical values and standards** relate to financial abuse is essential to prevent it from occurring.

Key ethical values and standards **already encourage** professionals to actively work to prevent financial abuse or locate appropriate interventions when financial abuse is already occurring.

THE INDIVIDUAL PARTICIPANT OUTCOMES OF THE TRAINING PROGRAM

The **individual participant outcomes** of the training program are set out in brief learning outcomes within each module. These are complemented by a range of industry-based and community-based examples for additional reflection. The outcomes involve:

- Increasing professional knowledge and skills around financial abuse and
- Encouraging appropriate, ethical and professional approaches and responses to financial abuse

In terms of **accepted outcomes** of CPD, the training program will:

- Assure competence and develop personal qualities
- Enhance professional and technical skills and broaden professional knowledge
- Expand and help fulfil potential
- Maintain quality and relevance of professional services
- Develop and enhance practice
- Prepare for changing roles and expectations in service delivery. ([Allsop, 2000](#))