

Deceased estate guide for beneficiaries

Easy Read version



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Help with this guide



You can get someone to help you:

- understand this guide
- find more information.



Contact information is at
the end of this guide.



Some words in this guide are **blue**.

We write what the blue words mean.

About this guide



This guide is from the Queensland Public Trustee.

It explains what happens when someone you know dies and we manage their **estate**.



An estate is all the things that belong to the deceased person.

This might be things like:

- their money
- their house
- their car
- furniture or other things they own.

What is a Will



A **Will** says what someone wants to happen with their estate when they die.



A Will is a **legal document**. Legal document means people must follow what it says.

The person who has died is called the **deceased**.



If someone leaves you something in their Will, it means you are a **beneficiary**.

What is an Executor or Administrator



The executor or administrator is someone who makes sure the instructions in the Will are followed.



Queensland Public Trustee can be the executor or administrator.

What Queensland Public Trustee can do



When Queensland Public Trustee is executor or administrator, we will:

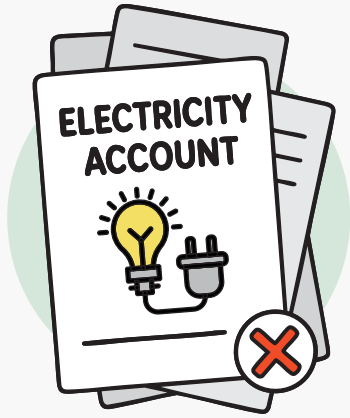
- contact all people who are named in the Will
- tell you what will happen next and when
- get the ok from the court to deal with the things in the Will.



Before we can give people the things from the Will we need to:

- make a list of all the things in the Will
- pay off any **debts**.

Debts are things the deceased owes money to.



We will cancel or end any **accounts**.

Accounts are bills for things like telephone, insurance or electricity.



We will pay **taxes**.

Tax is money owed to the government.



We will sort out who gets the deceased person's **belongings**.

Belongings can include a house, car, money, furniture or jewellery.

How long it takes



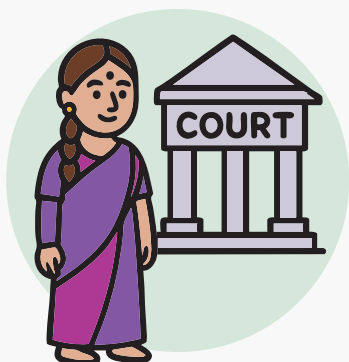
It can take some time until you get the things from the Will.

Most of the time it takes about 12 months.



It can take longer if:

- there are lots of things in the Will
- the house of the person who died needs to be sold
- some of the beneficiaries can't be found
- someone is unhappy with the Will and takes it to court.



What Queensland Public Trustee does



We:

- look after all the things in the Will until we can give them to you
- give you updates every few months
- listen to you and answer your questions
- be fair if there are any issues.



At the end, we send all beneficiaries a letter that says all the things we did.

What does it cost



Queensland Public Trustee gets paid from the estate to deal with a Will.



The amount of fees we charge depends on the amount of work we need to do.



To see our list of fees go to

www.pt.qld.gov.au/customers

- click on the Deceased Estate services page
- then click on the Fees and Charges page
- this website is not in Easy Read.

You might want to read it with a support person.

Other support



We try to give services in ways that works well for everyone.

Tell us what you need. We will try to help.



You can bring a support person if you meet with us.

Contact us

You can contact us to get more information.

There are many ways to contact us.



Call us

[1300 360 044](tel:1300360044)



Visit our website

www.pt.qld.gov.au/customers

If you do not speak English



Use the free Translating and Interpreting Service or TIS

Call 131 450

If you need help to speak or listen



The National Relay Service can help you make a phone call.

Use the National Relay Service (NRS)

Go to the National Relay Service website

www.accesshub.gov.au

Call 1800 555 660

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