

Support when making decisions about selling your property

For more information, contact us:

 1300 687 778

 www.pt.qld.gov.au/customers

Independent support is available

As your financial administrator, we are here to support you in making decisions that suit your financial needs and personal circumstances. Sometimes, this may include discussing the possible sale of a property to help meet your financial needs.

We understand that selling a property is a big decision. That's why we work with you using a Supported Decision-Making approach to ensure that:

- you understand the decision being considered
- your views, wishes and preferences are heard and respected
- you have the support you need to participate in the decision-making process.



Independent Support and Advocacy

If we are discussing the possible sale of your property, you can choose whether you would like support from Queensland Advocacy for Inclusion (QAI). QAI provides free, independent and confidential support to help you understand the decision being considered and express your views and preferences. QAI is independent from Queensland Public Trustee (QPT). Their role is to support you to understand your options and make sure your voice is heard throughout the process.

About QAI

QAI offers free and confidential advocacy services for people making important decisions that affect their lives.

QAI's team includes advocates and lawyers who can:

- provide independent advice and support
- help you understand why the sale of your property is being considered
- assist you to communicate your views and preferences
- support you throughout the decision-making process.

How to contact QAI

- Call QAI on **1300 130 582**
- Ask a QPT staff member to assist you with a referral to QAI



QPT's Customer Advocate

Our Customer Advocate Team provides additional support for customers who may need extra assistance. The team works with you and, where appropriate, your support network to help ensure you feel informed, supported and heard throughout the decision-making process.

The Customer Advocate Team can:

- help you understand the process
- support communication between you and other parts of QPT
- ensure your views are considered
- help you raise concerns or escalate matters when needed.

How to contact the Customer Advocate

- Call on **1300 360 044**
- Email: customer.advocate@pt.qld.gov.au

What happens next?

1. We will discuss the possible sale of your property with you and explain why it is being considered.
2. You may choose to receive support from QAI and/or the Customer Advocate Team.
3. We will consider your views, preferences and circumstances before a decision is made.
4. We will continue to work with you throughout the process and keep you informed.

We are here to help

We are committed to supporting you to understand your options and participate in decisions that affect your life. If you have any questions or would like more information, please call us on **1300 687 778**.