

# Role of the Customer Advocate?

For more information,  
contact us:

 **1300 360 044**

 **[www.pt.qld.gov.au](http://www.pt.qld.gov.au)**

**The Customer Advocate** is a team at the Queensland Public Trustee (QPT) that gives extra help to customers who need more support.

They work with customers, their families, friends, service providers, and others to make sure customers feel supported and informed.

## The Customer Advocate has four main jobs:



### Advocacy

Helping customers understand QPT processes and making sure they are included in decisions that affect them.



### Facilitation

Organising meetings for complicated situations or when many people are involved, to make communication easier.



### Escalation

Speeding up urgent matters, like helping a customer who might need urgent help with their accommodation or access to money.



### Review

Looking into customer issues or patterns to suggest changes that can help all QPT customers.

## How the Customer Advocate Helps:

The Customer Advocate doesn't replace your QPT Trust Officer but provides extra support when needed.

### They can help in situations like:

- When you find it difficult to understand QPT's processes.
- If you're dealing with complex issues and need more help.
- In unusual cases that fall outside standard QPT processes.

The Customer Advocate also works with advocacy groups, service providers, and others in your support network to improve your well-being.

## Think you might need the help of the Customer Advocate?

If you're a customer, or supporting a customer with QPT appointed for their financial affairs, you can reach out to the Customer Advocate if you need assistance.

For more information, contact us:

[customer.advocate@pt.qld.gov.au](mailto:customer.advocate@pt.qld.gov.au)



### Supporting Tim

Tim\* faced a challenging transition when he needed to sell his property and move into a supported living facility. While he understood the need for this change, his capacity fluctuated and, at times, he became unclear about QPT's involvement in his financial affairs.

Tim's trust officers recognised that Tim needed extra support, so they asked the Customer Advocate for assistance. Working with his trust officers and his support network, the Customer Advocate helped to guide Tim through the process, and facilitated meetings where information was shared and Tim could ask questions. It was important to make sure that Tim understood each decision and the reasons behind them.

Through this tailored support, Tim was able to navigate the transition with greater confidence. He successfully completed his move to supported living and received the care and stability he wanted.

\*Name changed for privacy.