



How we help manage your money

Queensland Public Trustee



Easy English

Help with this book



You can get someone to help you

- understand this book

- find more information.



Contact information is at the end of this book.

Blue words

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

We write what the blue words mean.

About this book



This book is from the Queensland Public Trustee.



This book is about what happens if we become your **financial administrator**.

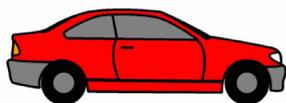


A financial administrator helps you manage

- your money

- other things you own like
 - a house

 - a car.



Why do we manage your money?



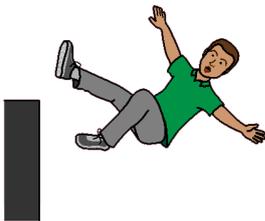
A court has decided that you need help to manage your money.



The court may have been the **Queensland Civil and Administrative Tribunal** or QCAT.



We **must** do what the court says.



The reason you need help could be

- you had an accident



- you are ill



- you have a disability.

What will happen next?



We will meet with you and the people who support you.



We will find out

- what you want



- what you need.

We will talk about how we can help you best.



We will make a **budget** together.

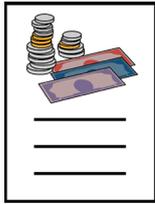
A budget is a plan about how we will manage

- your money and things



- your bills.





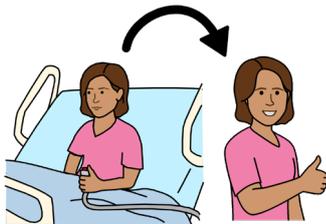
We can also make an **investment plan** with you.



An investment plan says how to save money for the future.



We will always make plans together with you.



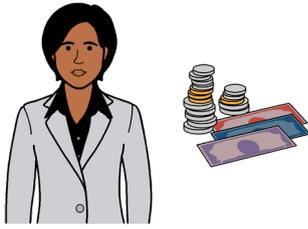
You can ask to change your plans if something in your life changes.

For example, your health.



We will check each year if the plans still work for you.

What is a trust officer?



A **trust officer** is someone from our team who will help you manage your money and things.



The trust officer can talk to other people to help you.



The people can help the trust officer find out

- how to support people with disability best

- how to help you understand your rights

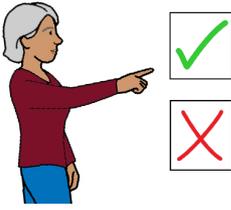


- how to sell a home



- how to save money.

What we will do



We will help you make your own decisions if you can.



We **must** make decisions that are good for you.



We will tell you what we do.



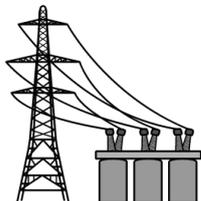
We **must** be fair and honest.



We **must** keep records about what we do.

We will help you pay your bills

The bills can be for anything in your life.



For example

- electricity



- food



- medicine



- rent.

We will help you manage your income



We will ask people to pay you if they owe you money.



You might get money from

- work
- Centrelink
- people who rent a house you own
- the tax office.



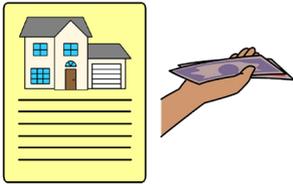
If you own a home



We can help you to keep your house in good condition.



If something is broken we can get people to fix it.



We can pay bills for the house.

For example, insurance.



We can help you if you want to sell the house.

What we cannot do



We can only help you with decisions about money and things you own.



We **cannot** help you with other life decisions.



Other life decisions can be about things like

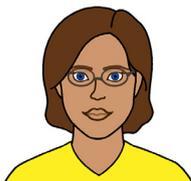
- where you should live
- what doctor you need.



You can ask someone to be your **guardian**.



A guardian is a person who can help you with life decisions.



A court can find a guardian for you.

How much does it cost?



We will tell you at the start how much money our service will cost.



The cost depends on how much support you need.



We will make sure the cost is **not** too high.



You can read about our current cost online.



Website

[pt.qld.gov.au/financial-administration/
fees-and-charges](http://pt.qld.gov.au/financial-administration/fees-and-charges)

If you are not happy with us

You can make a **complaint**.



A complaint is when

- you are **not** happy with our service



- you tell us the reason why



- you tell us to do something about it.



The best way to make a complaint is to contact an officer you already know.



You can read more in our Easy English book

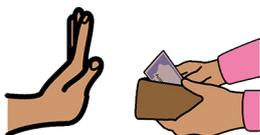
How to make a complaint.

Other people who can help you

Queensland Ombudsman



The Queensland Ombudsman is a service that helps people with complaints.



The service is free.



Call 1800 068 908

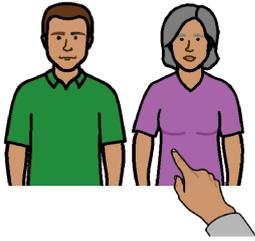


Website ombudsman.qld.gov.au



Write to Queensland Ombudsman
GPO Box 3314
Brisbane QLD 4001

QCAT



QCAT is a type of court that can

- decide who should manage your money



- tell us to stop managing your money



- find a guardian for you.



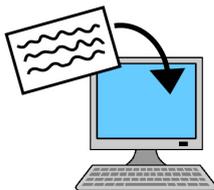
You can contact QCAT if you do **not** want us to manage your money.



Call 1300 753 228



Website qcat.qld.gov.au



Email enquiries@qcat.qld.gov.au

More information



For more information contact the Queensland Public Trustee.



Call 1300 360 044



Website pt.qld.gov.au

If you want to make a complaint



Call 1800 014 536



Email complaints@pt.qld.gov.au



Write to The Public Trustee
GPO Box 1449
Brisbane QLD 4001

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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