



# How our Customer Advocate can help you

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 our **Customer Advocate**.



The Customer Advocate is a special team in our organisation that

- helps customers who need extra support
- makes sure our service is fair.



This book says how our Customer Advocate can help you.

## Why do we have a Customer Advocate?



Sometimes you might need extra support when you use our service.



For example

- when you need more time to understand something



- when you need more support to say what you want



- when there is problem that our regular staff **cannot** fix alone



- when you think a decision we made is **not** fair.



We want you to feel safe when you use our service.



Our Customer Advocate can give you the extra support you need.



The Customer Advocate also checks that the decisions we make are fair.

## How can the Customer Advocate help you?



Our Customer Advocate will take time to listen to you.

Our Customer Advocate will **advocate** for you.

Advocate means

- speak up for you
- help you say what you want



- help you understand information



- help you make your own choices



- help you to get your rights.



## How the Customer Advocate can help after 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.



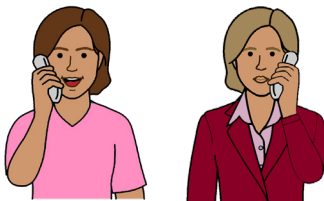
We will try to help you right away.



If you are **not** happy with our answer you can ask us for an **internal review**.



Internal review means another staff member will check if you got the best possible outcome.



If you are still **not** happy after the internal review you can ask the Customer Advocate for help.

## What is an independent review?



The Customer Advocate can start an **independent review**.

Independent review means

- another person will check your complaint again
- the person will **not** take sides
- the person will check if you got the best possible outcome.



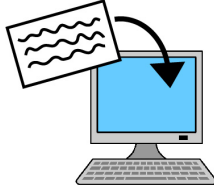
The Customer Advocate will tell us what we can do better.





## How to contact us

### Customer Advocate



Email

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



You can read more on our website.

Website

[pt.qld.gov.au/other-services/customer-advocate](http://pt.qld.gov.au/other-services/customer-advocate)



### Queensland Public Trustee



Call 1300 360 044



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

## 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.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)



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