

The Customer Advocate

Easy Read Version



What is in this guide

Help with this guide	2
About this guide	3
What is the Customer Advocate?	4
How the Customer Advocate can help	5
The Customer Advocate's 4 main jobs	6
Example: Tim's story	11
Contact us	13
Get help to speak to us	14

Help with this guide



You can ask 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 **bold**.

We write what the **bold** words mean.

About this guide



Sometimes people need extra help from Queensland Public Trustee.



The Customer Advocate gives extra support to customers who need it.



This guide explains how the Customer Advocate can help.

What is the Customer Advocate?



The Customer Advocate is a team at the Queensland Public Trustee (QPT).

They give extra help to customers who need support.



They may work with your family, friends and support workers.



They help make sure customers feel supported and **informed**.

Informed means having the information you need.

How the Customer Advocate can help



The Customer Advocate can help if you need extra support.



They may help with **complex** issues.

Complex means difficult or complicated.

They may help when you need more support than usual.



They can work with your **support network**.

A **support network** is the people who help you.

The Customer Advocate's 4 main jobs



The Customer Advocate is a team at the Queensland Public Trustee (QPT).

They give extra help to customers who need support.



These jobs help support Queensland Public Trustee customers.

The 4 jobs are:

- Advocacy
- Facilitation
- Escalation
- Review

Advocacy



The Customer Advocate helps customers be involved in decisions.



They help customers understand Queensland Public Trustee processes.



This is called **advocacy**.

Advocacy means helping people understand their options and have their say.

Facilitation



Facilitation means helping people work together.



The Customer Advocate can organise meetings.



This helps people share information and solve problems.

Escalation



Escalation means helping with urgent issues.



The Customer Advocate can help with urgent matters.



They may help people access accommodation or money more quickly.

Review



Review means looking at something carefully.



The Customer Advocate can look at customer issues.



They may suggest changes that help customers.

Example: Tim's story



Tim needed to sell his home and move into supported living.



He needed extra help to understand what was happening.



The Customer Advocate worked with Tim and his support network.

Example: Tim's story



They helped Tim understand important decisions.



Tim successfully moved into supported living.



He received the support he needed.

*Name changed for privacy.

Contact us



You can contact us if there is anything else you would like to know.



You can call us on [1300 360 044](tel:1300360044).

If you are already a customer, call us on [1300 687 778](tel:1300687778).



Visit our website at www.pt.qld.gov.au

Get help to speak to us



If you do not speak English use the free Translating and Interpreting Service or TIS.

You can call them on [131 450](tel:131450).



If you need help to speak or listen The National Relay Service (NRS) can help you make a phone call.

To use their service, you can:

- visit their website at www.accesshub.gov.au
- call them on [1800 555 660](tel:1800555660).