

Financial Administration



Sometimes in life an adult is unable to make important decisions because of disability. When these decisions involve everyday financial and legal affairs, the Public Trustee can help.

The Public Trustee has practical experience in managing the financial affairs of thousands of Tasmanians. This professional experience is combined with the personal care of experienced Client Account Managers, who are familiar with our clients' circumstances and support networks.

The Public Trustee can help



When the Public Trustee is appointed by the Guardianship and Administration Board as your Administrator, it is our responsibility to manage your financial affairs. We ensure that your best interests are promoted and your financial well-being is protected for the long term.

Public Trustee
Every moment counts

Your money will be held in a separate account at the Public Trustee and we will only use your money to pay for your expenses. Where possible we will encourage and assist you to become capable of managing your own money.

The Public Trustee has been appointed – what happens next?



One of the first things we will do is arrange a meeting to introduce you and/or your support person to your own Client Account Manager. They will be supported by a range of professionals to achieve the best possible outcomes for you. This may include experts in investments, financial planning, property management, taxation and legal matters.

In this meeting we will:

- talk about our role and responsibilities;
- explain the administration process, including investment of funds and managing any potential legal issues that may arise;
- discuss an affordable budget, and
- explain our fees and charges.

The Administration Order is effective immediately. However, it does take time for us to ensure everything is set up to manage your financial affairs. We will need to re-direct your income to us, confirm your assets and liabilities, and establish budget arrangements. This can take up to six weeks.

What the Public Trustee can do for you

This includes but is not limited to:



- Develop a budget to help pay your bills (as long as they are agreed in advance with the Public Trustee).
- Transfer money to and from your bank account and use your money to pay your bills.
- Talk to Centrelink for you and organise Centrepay deductions.
- Redirect your income and have your pension paid directly to the Public Trustee.
- Deal with your foreign pension if you are entitled to one.
- Complete your Income and Assets Assessment for your admission to aged care.
- Identify whether anyone owes you money and request that it be paid.

- Deal with Aurora, Telstra, TasWater and other companies for you.
- Organise the insurance and sale or rental of any real estate you may own.
- Contact anyone you owe money to and work out a plan for repayment.
- Provide you with a financial statement setting out all of your income, assets and expenses at least once a year.
- Complete your income tax return and deal with any other investment needs, including shares or other investments.
- With your permission, talk with your support person/s and staff about your financial matters.
- Investigate any legal issues to do with your finances.

What the Public Trustee cannot do for you

- We cannot make your lifestyle (e.g. personal or health care) decisions. That is the role of a Guardian or a person responsible.
- We cannot decide where you are going to live (though we can say whether you can afford it or not).
- While we can approve payment for services, we cannot organise the services themselves – you or your support person/s will still need to make your appointments, get your own quotes for purchases and do your own shopping.

What the Public Trustee expects from you



- If you need to meet your Client Account Manager, you will contact them in advance to organise a time. We will not be able to meet with you unless you have arranged an appointment.
- If you need extra money from the Public Trustee to pay for a purchase, you will need to discuss this with your Client Account Manager **before** you buy it.
- You will let us know if you change your phone number, address or name.
- You will let us know if you receive a bill or request for payment.
- You will be polite when you contact us. Swearing, yelling and threatening behaviour will not be tolerated.

Things you cannot do while the Public Trustee is your Administrator



- You **cannot** take out any loans. This includes but is not limited to loans from Centrelink, (unless the Guardianship and Administration Board has stated you are to manage your own pension) a bank, credit union or personal finance companies.
- You **cannot** sign a hire purchase agreement.
- You **cannot** sign a lease for where you are going to live. This will need to be done by the Public Trustee.

How you can access your money



In many cases a personal budget will be set up for you and you may receive an allowance for personal spending. The allowance will generally be put into your bank account via Electronic Funds Transfer (EFT) so that you can access the funds directly.

How you and/or your support person can request money for a special purchase

You may wish to request money for a special purchase that was not included in your initial budget. You and/or your support person must tell us of any additional purchases you wish to make, **before** making them. We will then discuss the suitability of this purchase with you and/or your support person.

This is to ensure that each purchase is affordable for you. If the purchase is approved, we will then determine the best way for payment to be made. We usually pay the bill direct.

If necessary, we can reimburse any money that your support person may have spent. To do this, we will need evidence of the payment (such as receipts or a bank statement) before they can be reimbursed.

What ongoing support we provide

When managing your everyday finances, we work hard to ensure your best interests are supported. We will carefully consider all the requests you make.

We will send you a statement at least once a year showing all your transactions. If you have any questions about your finances please contact your Client Account Manager.

How long will the Public Trustee help you?

The Guardianship and Administration Board makes an order for a period of time (usually three (3) years). The Board will review the Order before it ends. At the review, the Board will check to see that your needs are being met and will decide if you still need our help.

How you can have an Administration Order reviewed



If you wish to have the decision made by the Guardianship and Administration Board to appoint the Public Trustee as your Administrator reviewed, you will need to contact the Board.

What you will pay for our Services



A Public Trustee Fees and Charges brochure is available at all our branches, or you can download a brochure or view 'Fees and Charges' on the Public Trustee website www.publictrustee.tas.gov.au or call 1800 068 784 to ask for a copy to be sent to you.

Where you can go if you have a concern



If you have any questions, please contact your Client Account Manager.

If you are dissatisfied with the response from your Client Account Manager, please go to our website to refer to our complaint process. Or contact the

Public Trustee office by mail at:

Public Trustee, GPO Box 1565, Hobart Tas 7001.

Alternatively you can contact The Registrar at the Guardianship and Administration Board.

Phone: (03) 6165 7500

Address: Level 2, 144 Macquarie Street, Hobart, Tas 7000

Email: guardianship@justice.tas.gov.au

Privacy Policy

As your Administrator, it may be necessary for the Public Trustee to collect personal information about you in order for the Public Trustee to carry out its functions and duties as Administrator.

The personal information we collect will be used for the primary purpose for which it is collected and may be disclosed to contractors and agents of the Public Trustee, if there is a need to disclose that information in order to obtain advice or a service for your benefit.

The Public Trustee is governed by the *Personal Information Protection Act 2004*, the *Public Trustee Act 1930* and the *Guardianship and Administration Act 1995*.

The Public Trustee is committed to providing professional service, delivered with integrity and understanding. For more information, or if you wish to provide feedback, visit www.publictrustee.tas.gov.au.



STATEWIDE

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Launceston

Ground Floor,

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Launceston, TAS 7250

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Devonport

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21 Best Street, Bass House

Cnr Edward and Best Streets

Devonport, TAS 7310

Phone: (03) 6430 3600

Burnie

22 Wilmot Street,

Columnar Court Complex

Burnie, TAS 7320

Phone: (03) 6430 3600