



Client Service Charter

State Trustees

Easy Read version



How to use this document



We are State Trustees.

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [18](#).



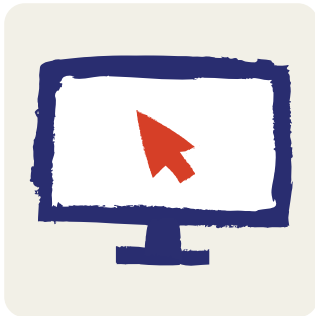
You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of our Client Service Charter.

It only includes the most important ideas.



You can find the other document on our website.

www.statetrustees.com.au/ourpromise

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Who we are



State Trustees is a company that helps people in Victoria.

We help people manage:



- their money



- some issues to do with the law.



We work with the Victorian Government to help people who are not able to make certain decisions for themselves.

Our promise to you



Our goal is to provide a good service to everyone who needs us in Victoria.

Working with you



We will work with you to make choices that support you.

This means we will:



- understand what you need



- make decisions that help you live your life how you want



- follow the rules and laws.

Treating you well



We are:

- honest
- fair
- careful.

This means we:



- will treat you well



- keep information about you safe.

Communicating with you



We share information in a way that works for you.

This means we:



- listen carefully to understand what you need



- clearly explain our services and what they cost



- let you choose how to get in touch with us.



For example, you can talk to us:

- in person
- in writing – by email or on our website
- on the phone.



You can also choose to have someone support you.

For example, an **interpreter**.



An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.



This also means we share information:

- in plain language
- when we said we would.

Accessible and inclusive services



We provide services that are **accessible**.



When a service is accessible, it is easy to:

- use
- understand.



We also provide services that are **inclusive**.



When something is inclusive, everyone:

- can take part
- feels like they belong.

This means we:



- make sure our services work for everyone



- change how we work with people who need something different



- make sure our services work in all parts of Victoria.

Making our work better



We keep trying to make our services better.

This means we:



- clearly explain our decisions



- admit and fix our mistakes



- keep checking that our services work well.



This also means we want your **feedback**.



When you give feedback, you tell someone what they:

- are doing well
- can do better.

What we ask from you



You can help us deliver the best services we can.



We ask you to:

- tell us the truth
- work with us
- show us respect.



We also ask you to tell us when something in your life changes.



And to share information with us at the right time.



You can tell us if you need help to understand our services.



We ask you to tell us if something is not working well.



Telling us about a problem early makes it easier for us to help you.

Your privacy



It is important that you can trust us with your personal information.



We are careful with your information.



And we only use it the right way.



You can read about how we keep your information safe on our website.

www.statetrustees.com.au/privacy

Your feedback



Your feedback helps us make our services better.



You can share your feedback in a private way.



We will treat you fairly when you give feedback.



You can give us feedback on our website.

www.statetrustees.com.au/feedback



You can email your feedback to us.

clientfeedback@statetrustees.com.au



You can call us.

1300 138 672

Word list

This list explains what the **bold** words in this document mean.



Accessible

When a service is accessible, it is easy to:

- use
- understand.



Feedback

When you give feedback, you tell someone what they:

- are doing well
- can do better.



Inclusive

When something is inclusive, everyone:

- can take part
- feels like they belong.



Interpreter

An interpreter is someone who:

- uses your language
- helps you understand what someone is saying.

Contact us



You can call us:

- Monday to Friday
- 8:30 am to 5 pm.

1300 138 672



You can send us an email.

clientfeedback@statetrustees.com.au



You can write to us.

GPO Box 1461
Melbourne VIC
3001



You can visit our website.

www.statetrustees.com.au



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