

# Welcome to State Trustees. Here's what to expect next.

The Victorian Civil and Administrative Tribunal (VCAT) has chosen us to help you manage your financial and legal affairs. We are here to support you every step of the way.



## VCAT has appointed State Trustees to help you

This happens when someone who knows you applies to VCAT with evidence that you may no longer be able to manage your own financial, property or legal affairs.

Personal decisions like where you live, the services you use or your medical care, are your choice, or your guardian's if VCAT has appointed one.

We work with your guardian (if you have one) and with groups like the National Disability Insurance Scheme (NDIS) and Centrelink to make sure you get the support you need.

## About State Trustees

We are backed by the Victorian Government and have been helping the Victorian community for over 85 years. Each year, we help around 9,000 Victorians like you manage their financial, property and legal matters through our Financial Administration service.

## Giving you the help you need

Our job is to help manage your financial and legal affairs so that they are in good order.

We follow a law called the *Guardianship and Administration Act 2019*, which guides how we make decisions for you and what we need to do to support you.

We will help you make decisions based on your wishes and what is important to you. This is known as your 'will and preferences'.

Turn the page to read about the next steps



## What happens next

### 1. VCAT sends us your details

After your VCAT hearing, VCAT will send us your details so that we can get to know you and start supporting you as your financial administrator.

### 2. We will call you

As soon as we receive your details from VCAT, we will call you to organise a time to visit you. It can take around two weeks after your VCAT hearing for us to receive this information.

### 3. We may call others close to you

We may call the people who support you, like family or support workers, to help us understand your needs.

### 4. We will contact Centrelink

If you are currently receiving payments from Centrelink, we will notify them that we are looking after you and they will start sending your payments to us. We will then work with you to access your money.

### 5. We will visit you

During our visit, we will give you a welcome pack and explain how we will support you, including any fees and charges for our service.

We will also ask you questions about your needs and wants so we can work together to create your personal budget.

### 6. We will answer your questions

We understand you might feel unsure or worried about what will happen next. Give us a call on **1300 138 672**. We're here to help you and we will do our best to answer your questions while we get to know you.



### How to access your money

Once you become a client, your income, like Centrelink payments, will be paid to State Trustees. We'll then transfer money into your regular bank account to cover your living costs, so you can keep using your account to access your money.

## Contact us

### Your journey starts here

Information about how you will be supported through your journey with State Trustees is available at [www.statetrustees.com.au/welcome](http://www.statetrustees.com.au/welcome) You will also find information in languages other than English.



#### Talk to us

For anything urgent, please call us on **1300 138 672** Monday to Friday 8.30am–5pm.



#### Email us

For less urgent enquiries email us at

**FAsupport@statetrustees.com.au**

Please include your full name and client number in the subject line.



#### Visit us by appointment

If you would like to visit us in our Melbourne or Bendigo offices, please contact us first to make an appointment so a consultant can be available to help you.



When you become our client, we will give you a client number. You will need to use this number whenever you contact us.