

How we help you with your money

A guide for new financial administration clients

Easy Read version

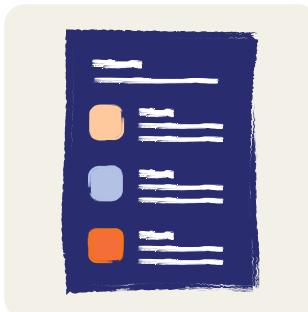


How to use this guide



We are State Trustees.

We wrote this guide for you.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page [27](#).



You can ask someone you trust for support to:

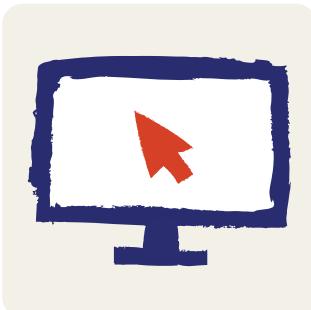
- read this guide
- find more information.

This is an Easy Read summary of a guide.



The guide is called Welcome to State Trustees – How we support you as a financial administration client.

This Easy Read summary only includes the most important ideas.



You can find the other guide on our website.

www.statetrustees.com.au/welcome

What's in this document?

Welcome to State Trustees	6
Who we are	7
How you got an administrator	9
What will happen next	10
How we will help you	15
Checking if you still need us	22
Protecting your information	23
Paying for our services	25
Tell us how we are doing	26
Word list	27
Contact us	29

Welcome to State Trustees



State Trustees is your new **administrator**.



An administrator is someone who manages:

- your money
- the things you own
- some issues to do with the law.



You might feel worried about what will happen next.



This guide will help you understand how we can help you.

Who we are

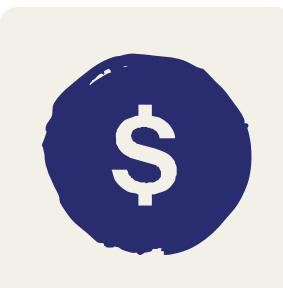


State Trustees is a company that helps people in Victoria.



We support around 9,000 people every year.

We help people manage:



- their money



- the things they own



- 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.



We follow a law called the Guardianship and Administration Act 2019.



This law guides us to:

- make decisions for you



- support you the way you need.

How you got an administrator

The **Victorian Civil and Administrative Tribunal (VCAT)** is an organisation that:



- helps to fix problems between people
- makes important decisions
- does what is best for people in Victoria
- decides what help you need
- decides who is best to help you.



Someone who cares for you asked VCAT to check if you need help to make decisions.



This might have been:

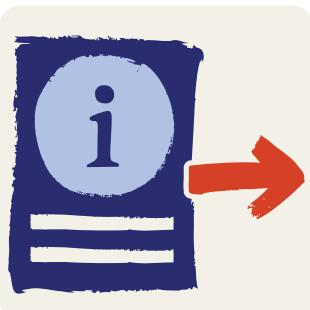
- a family member
- a support worker
- a neighbour.



VCAT decided you need an administrator.

They chose us to help you.

What will happen next



VCAT will send us your information.



We will tell government organisations that we are your administrator.

For example, Medicare.



We will start getting to know you.

Your first visit



We will call you to plan your first visit.

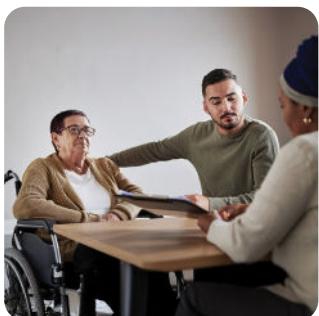


We will come to you.



We will visit you to:

- get to know you
- ask about what is important to you
- give you a welcome booklet.



You can have a support person at your visit.



We will need to check that you want this person to be there.

Your budget



A **budget** is a plan for how to save and spend your money.



After your first visit, we will create a budget to manage:

- your money
- the things you own.



We will think about:

- what you need
- what you said is important to you.



We will check your budget every year.



This is because life can change.

And you might need different things.



We will talk with you to make sure your budget still works well for you.

Visit us



You can visit our offices in:

- Melbourne
- Bendigo.

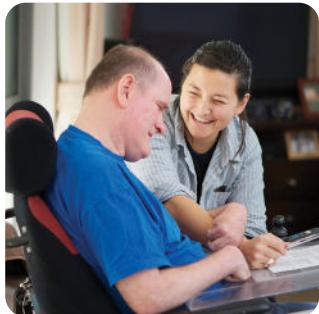


You can call us to book a time.



This will help us make sure there is someone there who can help you.

Your daily support



After we create your budget, we keep helping you with your daily needs.



Please tell us if something in your life changes.

We might need to change how we support you.

You can contact us if you have any questions.



You can call:

- Monday to Friday
- 8.30 am to 5 pm.



Phone:

1300 138 672

How we will help you



Our job is to look after your money so you don't have to worry.



We do this by managing:

- your money
- the things you own
- some issues to do with the law.

This includes understanding what money you:



- earn



- have saved



- owe to other people.



It also includes understanding the things you own.

Paying your bills



We will use your money to pay your bills.



We will pay your bills on time.

Buy or sell things



We can help you:

- buy things you need
- sell things you don't need anymore.



For example, selling a home or car.



We will work with you to:

- understand what you need
- support your decisions.

Support you where you live



We will use your money to pay the costs of any type of home where you live.



For example:

- your own home
- a home where you get support
- an **aged care home**.



An aged care home is where older people live when they can't live in their own home anymore.



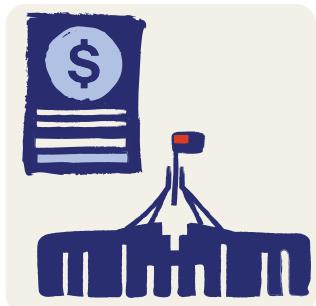
We can also help you move into an aged care home.

We can fill out the forms for you.

Check you are getting all the money you can



We will work with you to find out if you are getting all the money you can.



For example, if you can get a **pension**.

A pension is usually a payment from the government to help with your daily living costs.



We will make sure your money goes into your bank account.



We will also check if there are any ways you could pay less for things.

For example, any discounts you could get.

Check your insurance



We will check any **insurance** you have.



Insurance is when you pay money to a company to help cover the costs if something happens that you don't expect.



We will make sure you are getting a good deal from your insurance.

Manage the money you owe



We will help you manage the money you owe to other people.

Even if it is a lot.



We can:

- talk to anyone you owe money to
- ask them for a discount
- make a plan to pay it back.

Help with issues to do with the law



We can help you deal with issues to do with the law.

For example:



- dealing with insurance after a car accident
- if you get hurt at work
- if a crime happens to you.



Please tell us if you have any issues with the law.

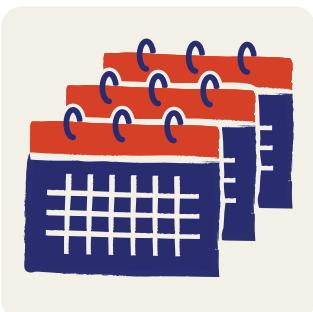


We can get an expert to help you.

Checking if you still need us



VCAT will check if you still need an administrator.



They will usually check every 3 years.



But you can ask for them to check sooner.

Protecting your information



We protect information about your money and the things you own.



We also protect the personal information you give us.

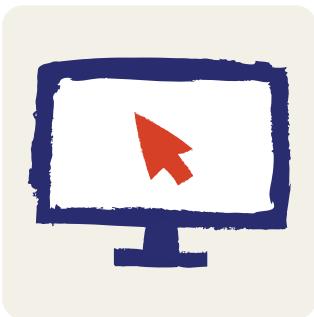


This includes information you give us:

- over the phone
- in an email
- on the internet.



It also includes information about you that we get from other people.



You can visit our website to find out how we protect your information.

www.statetrustees.com.au/privacy



We also protect the information we have about you and keep it safe.



You can also visit our website to find out how we keep information safe online.

www.statetrustees.com.au/cybersafety

Paying for our services



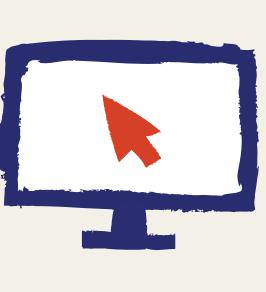
The Government pays some of the cost to provide our services to you.



You also pay for some of the cost for these services from your accounts.



You can ask us how much of the cost will come from your accounts.



You can also find out what our services cost on our website.

www.statetrustees.com.au/fees

Tell us how we are doing



We want to hear from you about how we are doing.



This includes what we:

- are doing well
- could do better.

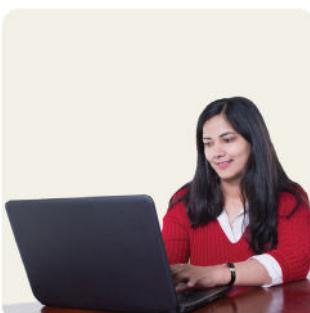


You don't have to tell us your name.



You can call our Feedback Team.

03 9667 6200



You can also write to us on our website.

www.statetrustees.com.au/contact

Word list

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

Administrator



An administrator is someone who manages:

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Aged care home

An aged care home is where older people live when they can't live in their own home anymore.



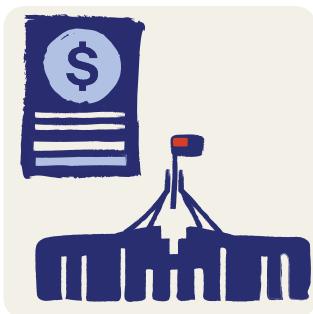
Budget

A budget is a plan for how to save and spend your money.



Insurance

Insurance is when you pay money to a company to help cover the costs if something happens that you don't expect.



Pension

A pension is usually a payment from the government to help with your daily living costs.

Victorian Civil and Administrative Tribunal (VCAT)



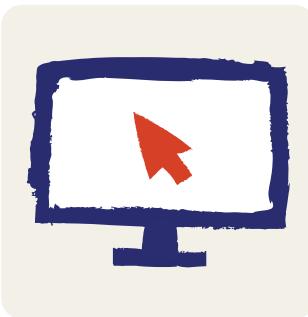
VCAT is an organisation that:

- helps to fix problems between people
- makes important decisions
- does what is best for people in Victoria
- decides what help you need
- decides who is best to help you.

Contact us



We have more information for people who are new to our services.



You can find more information on our website.

www.statetrustees.com.au/welcome



You can call us:

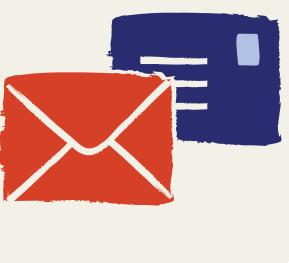
- Monday to Friday
- 8.30 am to 5 pm.

1300 138 672



You can send us an email.

FAsupport@statetrustees.com.au



You can write to us.

GPO Box 1461
Melbourne VIC
3001



You can use our Live Chat feature at the bottom of our website to ask for more money.

www.statetrustees.com.au

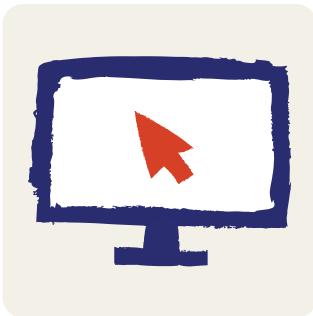


You can use an interpreter to talk to us.



An interpreter is someone who:

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



You can find an interpreter on the NAATI website.

www.naati.com.au



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**State
Trustees**
For all Victorians

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