



# Help us change our fees

Queensland Public Trustee



Easy English

## Help with this book



You can get someone to help you

- understand this book
  
- find more information.



Contact information is at the end of this book.

## Blue words



Some words in this book are **blue**.

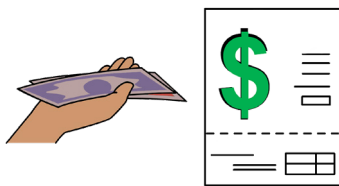
We write what the blue words mean.

## About this book



This book is from the Queensland Public Trustee.

This book is about our **fees**.



Fees are what you pay when we help you manage your money.



We want to change our fees in 2024.



We want to make sure the change is good.

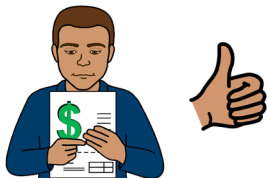


You can tell us what you think.

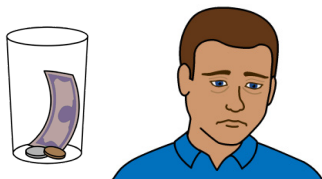
## Why do we change our fees?



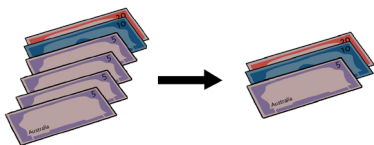
At the moment we have many different fees.



We want to make the fees easier to understand.



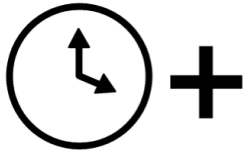
If you do not have much money we might give you a **discount**.



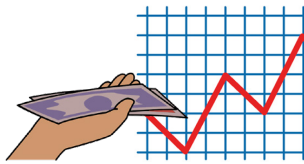
Discount means you pay less.



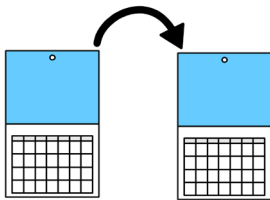
We want to make sure our fees are **not** more than the cost of giving our services.



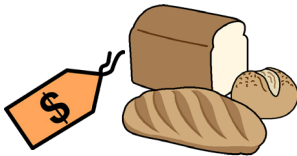
We also want to make sure our services last for a long time.



We need to make sure our fees go up when there is **inflation**.

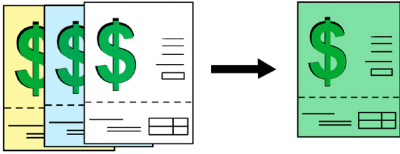


Inflation is when the cost of things goes up from one year to the next.



For example, the cost of bread.

## What will change for you?



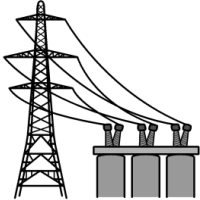
In the future there will only be 1 fee for most people.

The fee is called

### **Personal Financial Administration Fee.**

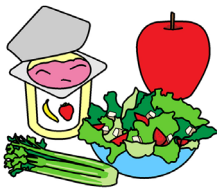


The fee is what you pay when we help you manage your money.



For example, we can manage your bills for

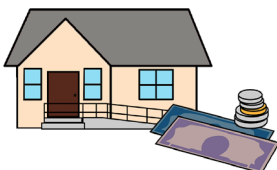
- electricity



- food



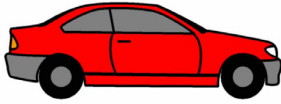
- medicine



- rent.



The fee also gives you up to 5 hours of our service each year to manage your **assets**.



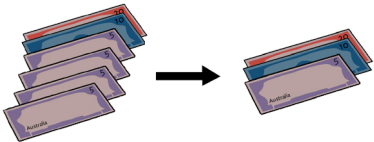
Assets are things you own.  
For example, a car.



Most people only need 5 hours of our help each year to manage their assets.

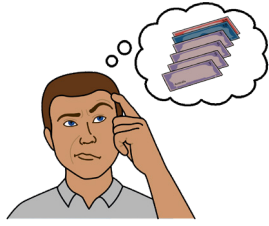


If you need **more** help to manage your assets you will pay us extra for each hour of service.

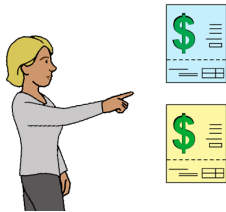


Most people we support will still get a discount.

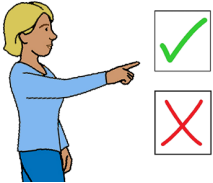
## Tell us what you think



We are still thinking about what the new fee should be.



We have 2 options.

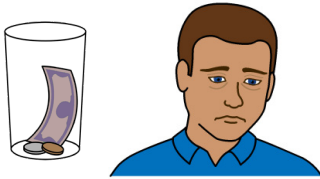


You can tell us which option you like best.

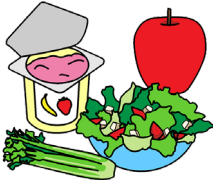


## Option 1

### We keep fees low for everyone



We know it is already hard to pay for everyday things at the moment.



For example, food.



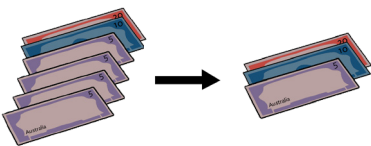
We do **not** want to make life harder for you.

With option 1 your new fees will be

- the same money plus inflation

or

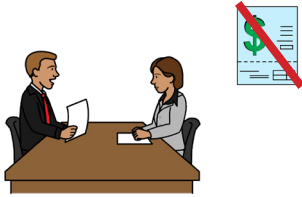
- less money.



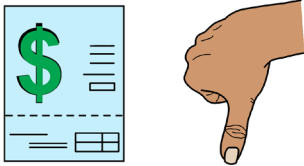
This is the option we like best.

## Option 2

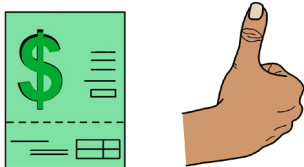
### We let some fees go up



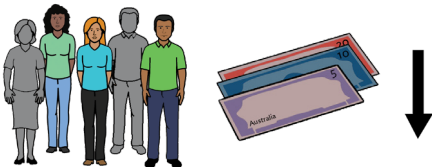
Right now some fees do **not** match the cost of our service.



Some fees are too low.

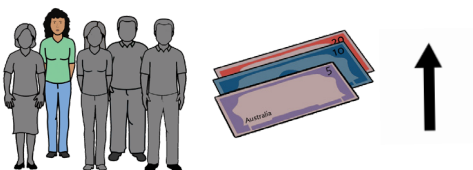


We could make sure that our new fees match the cost of our service better.



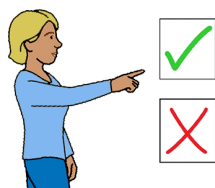
With option 2

- almost all people will pay less money



- a few people will pay more money.

## How to have your say



Tell us which fee option you like best.



Call us.

Call 1300 360 044



**Email us**

[feesandchargesproject@pt.qld.gov.au](mailto:feesandchargesproject@pt.qld.gov.au)



**Write to us** Fees and Charges Project  
Queensland Public Trustee  
PO Box 1449  
Brisbane QLD 4001

The Office of the Customer Advocate can help you write to us.



Call 07 3858 9805



You must tell us by

**Wednesday 8 May 2024.**



You can ask a support person to help you.

For example, a friend.



There is more information on our website.

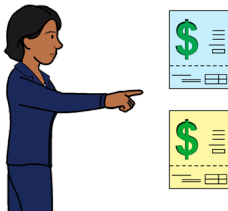
## When will the fees change?



We will listen to what people tell us about our fees.



We will talk to the Queensland Government.



The Queensland Government will decide how our fees should change.



We will tell you later this year what happens.



## More information

For more information contact the Queensland Public Trustee.



Call            1300 360 044



Website    [pt.qld.gov.au](http://pt.qld.gov.au)

You can also talk to an officer you already know.

## If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)

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