

Steps to financial control

This fact sheet is for people who have an administrator appointed to make financial decisions for them. It might be the Public Trustee of Queensland (PTQ) or another person. At some point, it was decided that you did not have capacity to make certain decisions about your money or property.

Our Steps to Financial Control Program can provide legal advice and assistance to people under financial administration.

If you are not happy with the current situation, here are some options for you:

Option 1

Go straight to the Queensland Civil and Administrative Tribunal (QCAT)

If you think you have capacity to make financial decisions yourself and can demonstrate that to QCAT, all you need to do is:

1. Organise for a doctor or psychologist to complete a [Health Professional Report](#) about your capacity to make decisions for yourself.
2. Complete a [Form 11 – Application for a declaration about capacity](#).
3. File these forms with QCAT – information about the QCAT process and filing documents can be found [on their website here under Case Types, then Decision-making for Adults](#).

After you submit these forms, QCAT will organise a hearing to decide whether you can make your own decisions. It can take up to 6 months for your application to be listed for hearing.

Option 2

Work towards financial independence

If you do not have a health professional who is willing to say you have capacity, then you may want to consider showing your ability to make your own financial decisions in other ways.

To do this we recommend you:

1. Participate in the [PTQ's Financial Independence Pathway](#) for about 6 to 12 months. You can ask your trust officer to put you in this program.
2. Get your file from QCAT. We can use this information to give you advice about the types of things you need to address if you want the administrator to be removed.

Option 3

Appoint a different administrator

If you are not happy with your current financial administrator, or you think there is someone more suitable, you can ask QCAT to appoint someone else.

To do this you will need to:

- Find an appropriate person who agrees to be appointed as your administrator.
- Complete a [Form 10 – Application for review](#) and lodge it with QCAT.

We are here to help

If you have questions or concerns about the way the PTQ is handling your affairs or the way it is responding to your requests for information or explanations, we can also assist by:

- Asking the PTQ for information about the way your money is being handled.
- Asking the PTQ for information about the fees and other charges you are paying to have your finances managed.
- Making other requests on your behalf.
- Looking at the information and explanations provided and explaining them to you.
- Helping you to make a complaint.

QAI helps people under financial administration. Please contact us to discuss your concerns.