

# Talking to your administrator



This fact sheet is for people who have someone appointed to make financial decisions for them. This person is called a financial administrator.

## Things to do before you talk to your administrator

Sometimes it can be hard to talk to the person who handles your money, especially if you don't agree on how this should happen.



Try to remember your administrator has been appointed by a court or Tribunal and they have a role to fulfil under the law.



If you are finding it hard to talk to your administrator, you could think about having a support person help you. This could be a friend, family member or support worker.



It might be a good idea to plan what you want to talk to your administrator about before you speak to them. This might mean writing a list of your questions, requests or concerns.

Your administrator, whether it's the Public Trustee of Queensland, or someone else, has to follow certain rules. [You can read more about those rules here.](#)



## If your administrator is the Public Trustee

Try to remember Public Trustee staff have a job to do.

Public Trustee staff are government employees and have certain codes of conduct that all government employees need to follow. This is as well as the rules administrators have to follow.

## If your administrator is someone else

It's important you have a good relationship with the person who manages your money.

If you don't think you can work together, you might think about asking the Queensland Civil and Administrative Tribunal (QCAT) to appoint someone else. This might be someone else you know, or it might be the Public Trustee.


## We are here to help

Our lawyers may be able to:

- Help you talk to your administrator
- Give you advice about changing administrators
- Help you make a complaint about your administrator.

No matter who your administrator is, you should always be treated with dignity and respect. If you feel you are not being treated this way, we may be able to help you.

Please contact us.

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