

# How we can help

### I can't access or make decisions about my money

- Does someone else make decisions about your money on your behalf?
- Do you need help understanding why you are not allowed to manage your own money or make financial decisions?
- Would you like to manage your own money but do not know how?

This fact sheet is to let you know how Queensland Advocacy for Inclusion (QAI) can help.

### Someone else makes decisions about my money, what do I do?

If you would like to know more about why someone (a friend or relative) or the Public Trustee manages your money, please contact us for an advice appointment with one of our lawyers.

- 📞 You can call us on [1300 130 582](tel:1300130582)
- ✉️ You can email us on [qai@qai.org.au](mailto:qai@qai.org.au)
- 🌐 You can visit our website on [qai.org.au](http://qai.org.au) and request our help.

### What will happen when I contact QAI?

- 1 QAI's client services team will go through intake with you to see how we can best help you. This means they will ask you for some basic personal information and details about your situation. If you make an online enquiry or email us, our client services team will contact you to complete the intake process.
  - 2 Once you have done intake, if we can help you with your problem, we will book you in for an advice appointment with one of our lawyers. We will send you a confirmation email or text, which will have the date and time you will talk with a QAI lawyer. We will also send you a reminder text message before your appointment.
- ♿️ We make sure our advice appointments meet your accessibility needs. Your appointment can be over the phone, by video chat or in person at our office. If you need other support for your appointment, like an interpreter, please let us know so we can plan for this.

If we are unable to assist you, we will give you contact details for other services that may be able to help you. We can help you to make contact with those services if you need extra support.

## What will happen during my advice appointment with a QAI lawyer?

### Contact you

Our lawyer will contact you on the day and time that was booked. Please make sure you are in a quiet and private space so you can discuss your situation with our lawyer in confidence. You may have a support person with you if you want to.

### Talk with you

During the advice appointment our lawyer will talk with you and listen to you. They will ask you questions to find out more information about your situation and the problem you are having, so they can work out the best way we can help you.

### Give advice

Our lawyer will give you advice on what your options are and some steps you can take, so you have the right information to help you solve your problem.

### Follow up

If needed, we will follow up with you again either by phone, in person or in writing.

## What will help us to help you?

It is helpful to have as much information as possible about your situation. If you have any of these documents or details, please send us a copy before your appointment:

- QCAT Order appointing an Administrator
- Your Annual Budget from the Public Trustee
- Public Trustee Statement Of Assets
- Public Trustee Financial Statement
- Details about any expenses you pay on your own (rent, food, phone bill, electricity)
- Details of your treating doctor/s (if you have one)
- Details of any other orders you are on, like a Guardianship Order or Treatment Authority
- Details of any person/s you would like to help you instead of the Public Trustee (family, friend) if you need help to manage your money.

If you would like more information about your money and how we can help you, please see our other fact sheets and resources, which you can find on our website at [qai.org.au/qpt](http://qai.org.au/qpt).

This fact sheet has been written by Queensland Advocacy for Inclusion (QAI). This publication is for general information only. It must not be relied on as legal advice. You must seek legal advice about your own particular circumstances.