



**Tell us what you think.**

**It is about the**

**NSW Trustee and Guardian.**



We are the Audit Office of New South Wales.

We are **not** the NSW government.



We check government services.

It is only in New South Wales.

We write NSW.



We look at how the services work. We check

- do they help you?
- are there problems?
- what can be better?

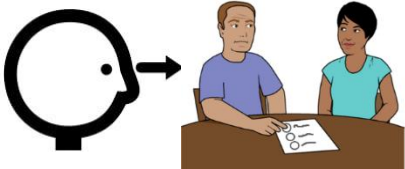


This time we will check the  
NSW Trustee and Guardian.



Do you get help from the  
NSW Trustee and Guardian?

Or



Do you know a person who  
gets help from them?



You can tell us what you think.



## How does the NSW Trustee and Guardian help you?

They may

- look after your money
- make choices for you.



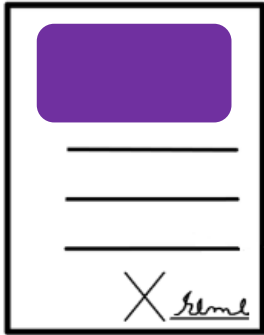
They may help with your money.

They are there to keep your money safe.



They can make big choices for you.

It can be about where you live.



It can be about the help you get.

Like you need a NDIS plan.

Your guardian talks to the NDIS.

**And**



They agree to the services to help you.

Like a service to help you shop.



NSW Trustee  
& Guardian

**What do we want to know?**

**It is about the**

**NSW Trustee and Guardian.**



Do the staff ask

- what do you need?
- what do you think?
- what do you want?



Do the staff give you time to think?

Do they wait for you?

Can you now tell them what you want?



Do the staff

- talk in a way you understand?
- tell you about the choice they make?
- tell you why they made this choice?



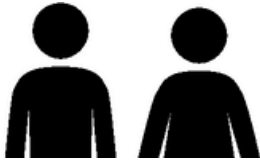
Do you want to talk to the staff?

Can you do that when you need to? Is it

- on the phone?



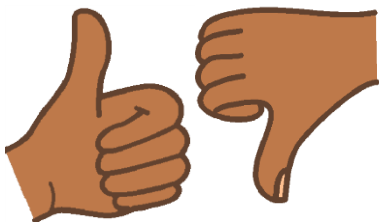
- in a meeting?



Think about the staff at  
NSW Trustee and Guardian.



NSW Trustee  
& Guardian



Some of the time you may be happy with  
what staff do.

Some of the time you may **not** be happy with  
what staff do.

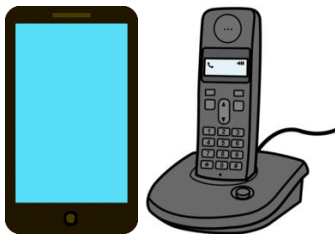
Can you talk to the staff about this?





**We are the Audit Office of NSW.**

**Tell us what you think.**



Call

02 9275 7100.



Email

[mail@audit.nsw.gov.au](mailto:mail@audit.nsw.gov.au)

December 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Tell us by Saturday 31 December 2022.



We listen to what you say.

We read what you say.



We write a report.

Any person can see the report.



We keep your information private.

We do **not** write

- your name
- your email.

We do **not** tell the NSW Trustee and Guardian what you say.



Do you want to know more?

Read **We keep your information private.**



We tell you when the report is finished.



## Do you have a problem now?

Is it with the NSW Trustee and Guardian?



You can call the NSW Trustee and Guardian.

1300 109 290.



Or



You can call the NSW Ombudsman

1800 451 524.



This information is based on an Audit Office of NSW webpage October 2022.

### **Images**

The pictures in this fact sheet came from different places. We are allowed to use them here.

- TheNounProject
- Picto-Selector
- Tobii-Dynavox
- Inspired Services
- 123rf.

We are allowed to use these logos.

Access Easy English wrote the Easy English. October 2022.