



**Our report. About
NSW Trustee and Guardian.**



This report is for you.



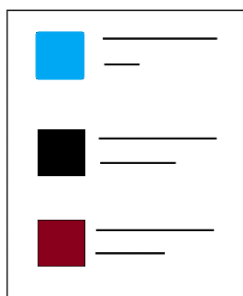
You may be a person who

- does **not** read much
- do **not** think you can read



You may speak a bit of English.

You speak a different language too.



This report is in Easy English.

It has some of the ideas from a long report.



About us.



We are the Audit Office of New South Wales.

We are **not** NSW Trustee and Guardian.



We check government services.

It is only in New South Wales.



We look at how services work. We check

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



About this report



This report is about
NSW Trustee and Guardian.



We checked NSW Trustee and Guardian.

We looked at

- what were their plans?
- what did they do?
- did they follow the rules?



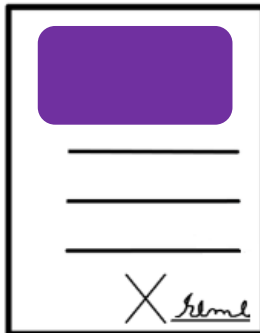
NSW Trustee and Guardian may

- look after your money.



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.



They can agree to your services.

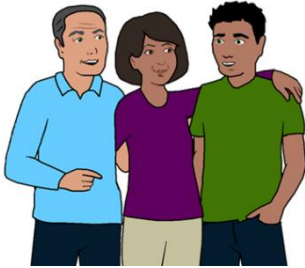
Like a service to help you shop.



We talked to people that get help.

We may have talked to you.

We talked to other people that get help.



We may have talked to

- people who know you. Like family

and



- other people. Like disability services.



What did people tell us?



Some things are good.



Some people said

- their money is safe
- their bills are paid
- staff understand them.

Staff make good choices.



More things are **not** good.



It may be how staff talk to you.

Staff may **not** listen to you.

You think staff do **not** care about you.



You may need to talk to staff.

They can **not** talk to you.



It may be staff made choices for you.

Like where you live.

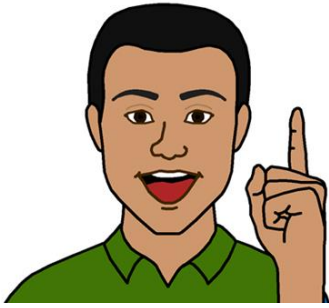
You did **not** understand their choices.



It may be about your money.

Like staff do **not** understand

- what you need
- how you want to spend your money.



People gave us ideas.



You want staff to listen more. It is about

- what you want to do
- your choices. Like where you want to live
- what you need your money for.



Some people want more face to face meetings.



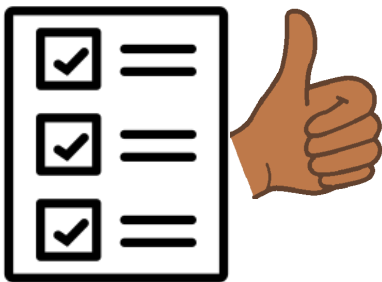
Some people like video meetings.



We checked

NSW Trustee and Guardian.

What did we find out?



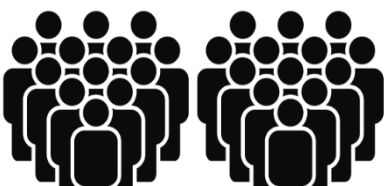
NSW Trustee and Guardian follow the rules.

This is good.

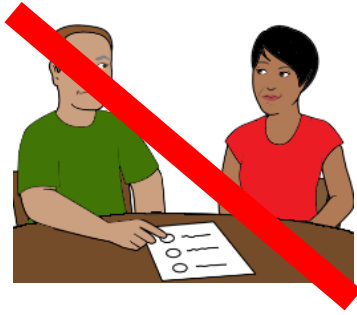


Lots of people get help.

But



More people need help.



Staff can **not** meet each person face to face.

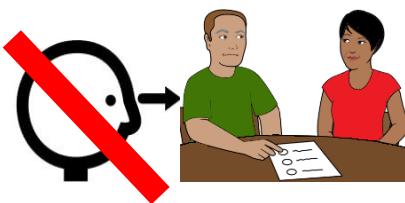
Staff can **not** have time with every person.

Staff can **not** get to know each person.



NSW Trustee and Guardian staff

help you.



NSW Trustee and Guardian

do **not** check this help.



They do **not** ask what you think.

Like Do staff give good help?

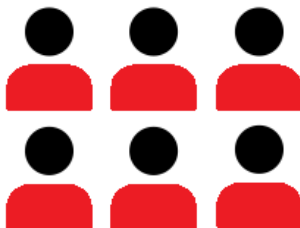


The NSW government gives money to
NSW Trustee and Guardian.

And



They may get some money from you.
These are your fees.



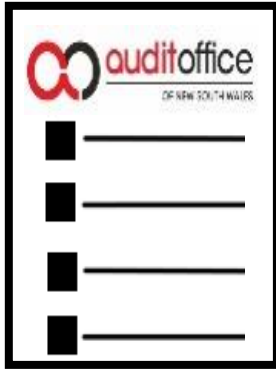
They use the money.
They got more staff. It was in 2022.

But

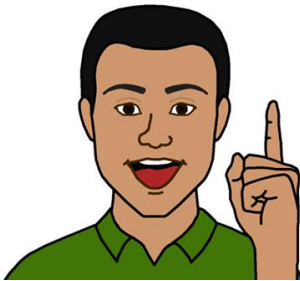


They do **not** know how much money they need

- to pay staff
- to help you.



What must NSW Trustee and Guardian do?



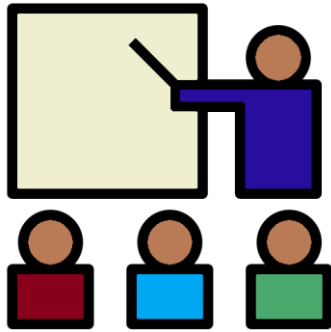
They must ask for ideas. It is about how
NSW Trustee and Guardian works.
They must ask people they help.

And



Groups who speak for

- people with disabilities
- Aboriginal people
- people that speak a different language
- the LGBTQI+ community.



Staff must learn some new things. Like

- about different disabilities
- the best way to help you.



They need to know how to work with

- Aboriginal people

and



- people that speak a different language.

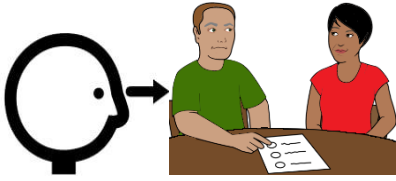


Staff must get to know you.



They must ask

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



Staff make choices for you.

NSW Trustee and Guardian must check the choices. Like

- do staff follow rules?
- is it the best choice for you?



They must tell people about the help they give.

Like they write a report.

They may do this each year.



The report must say

- what is good
- what is **not** good
- how they will fix the problems.



Our report

We wrote a long report. It looks like this.

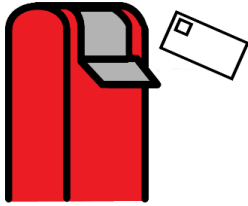


We sent the report to the NSW Parliament.

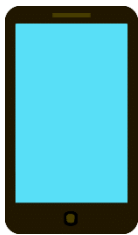


You can get the long report.

It is **not** Easy English.



You want a copy of the long report.
We can post it to you. Ask for a copy.



Call

02 9275 7100.

Or



Email

mail@audit.nsw.gov.au



The report is on our website.

Go to

<https://bit.ly/42JzpeL>



Do you have a problem now?



Is it with NSW Trustee and Guardian?



Call NSW Trustee and Guardian.

1300 109 290.



Or



Call NSW Ombudsman

1800 451 524.

This information is based on the Audit Office of NSW **Report Highlights** for the report of the audit called Managing the affairs of people under financial management and/or guardianship orders. Published May 2023.
This Easy English version has some of the ideas from the long report. It should not be used for quotes.

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 the logos.

Access Easy English wrote the Easy English. June 2023.