



Government of **Western Australia**  
Department of Justice



Public Trustee

# How do I contact my Trust Manager at the Public Trustee?



Disclaimer: We only collect the information we need to meet our obligations and do everything to keep your personal information safe. For more information see our Information Privacy Statement on our website.

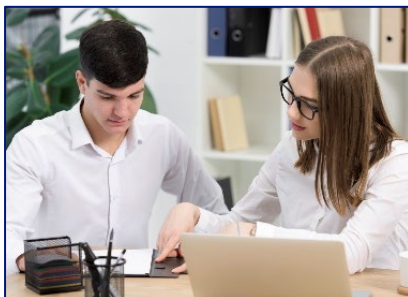


## About this booklet

This booklet is written by the Public Trustee of Western Australia. When you see the word **we** it means Public Trustee of Western Australia.



This booklet is written so it is easy to read. The first time we use hard words we write them in **blue**. Then we explain what the word in **blue** means.



You can get someone to help you:

- read this booklet
- know what this booklet is about.



You can ask for more information.

## What is a Trust Manager?



When the Public Trustee is made your **plenary administrator, a Trust Manager** will be given your case file.



A plenary administrator is a person or organisation who looks after money for someone who can't do it themselves.



A Trust Manager is someone who looks after your money, assets and any property you own.



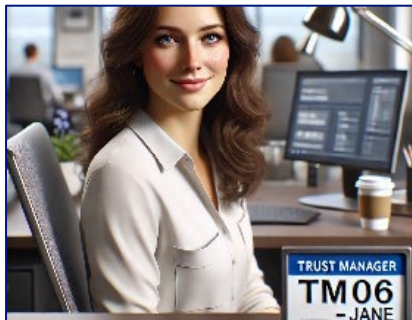
Trust Managers work for the Public Trustee and follow important rules.



We collect your income, and your Trust Manager plans for your money, pays your bills and gives you an allowance – money you can afford to spend.



The Trust Manager will be known as a TM, followed by a number. It might look like TM06.



You will also know their first name.

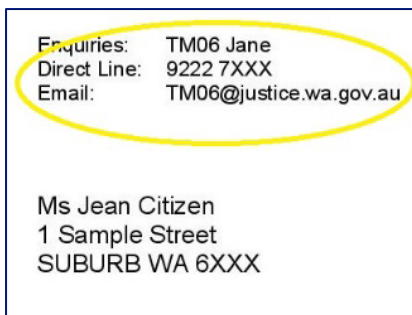


The Trust Manager might sometimes contact you by email, letter or phone.

## How do I contact the Trust Manager?



You can contact the Trust Manager if you need something or have questions about your money.



Their contact details – including their name, phone number and email – are on the top left of any letter sent to you. If the Trust Manager emails you, their contact details will be in the email.

## What is the best way to contact my Trust Manager?



Trust Managers are very busy as they look after many people just like yourself.



It is best if you email the Trust Manager if you can. This means we have a copy of what you wrote.



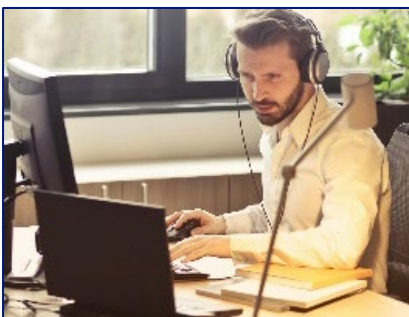
If you can't email, you can phone the Trust Manager and leave a message with your name, phone number and why you are calling.



Trust Managers cannot always respond as quickly as you would like.



Emailing and phoning many times on the same day will not make the Trust Manager reply faster. You only need to email or phone once.



The Trust Manager will get back to you as soon as they can. They will try to help but they cannot give you money you do not have.

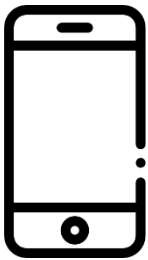
## Contact Us



Your Trust Manager's email or  
[public.trustee@justice.wa.gov.au](mailto:public.trustee@justice.wa.gov.au)



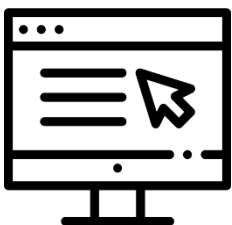
GPO Box M946  
PERTH WA 6843



Your Trust Manager's phone number or  
1300 746 212



Fax: (08) 9222 6617



You can learn more about what the  
Public Trustee does at  
[www.publictrustee.wa.gov.au](http://www.publictrustee.wa.gov.au)