

Video transcript: State Trustees' Financial Administration Services

About this audit

Some Victorians can't manage their own money due to disability, dementia or mental illness.

When there's no one else to help, they rely on State Trustees.

State Trustees has more than 9,000 clients. Seventy-one per cent receive a disability pension and 21 per cent are in nursing homes or aged care.

If State Trustees doesn't claim their Centrelink benefits or pay their rent, these people may run out of money or be left homeless.

We did this audit to see if State Trustees supports the right of people with disability to have a voice in how they spend their money.

What we concluded

We concluded that State Trustees supports its clients' rights and looks after their money.

There are 3 key reasons for this.

Key reason 1

State Trustees effectively claims clients' Centrelink benefits and mostly pays their bills on time. It also has strong safeguards for selling clients' homes.

Key reason 2

State Trustees has consulted 95 per cent of clients about how they want to spend their money. It's also starting to visit clients more often due to increased funding.

Key reason 3

State Trustees usually follows clients' wishes and approves most of their requests for extra money. However, when it declines these requests, the reasons are not always clear.

What we recommended

We made 3 recommendations to State Trustees about:

- continuing to reach out to clients to understand their wants and needs
- better explaining to clients why it declines their requests for money
- making sure the reasons for declining requests fulfil the rights of people with disability.

More information

For more information, or to read our full report, go to audit.vic.gov.au.