

On 17th November 2013 after a Guardianship Tribunal hearing, the tribunal appointed the Public Trustee as financial manager for my Mum, [REDACTED], for 12 months.

In the hearing it was agreed by all parties including the Tribunal members that a residential serviced apartment at the [REDACTED] Country Club would need to be sold .

This was purchased with Mum's funds by my brother, who was Power of Attorney at the time, only a few months earlier, taking out a \$200,000 loan. It was an unsuitable choice as Mum has dementia and was not capable of living in an independent living situation but needed more support. After less than 3 months living there the facility manager told my brother that alternate living arrangements would have to be made for Mum as their type of facility was not able to cater to her needs.

So Mum was unable to live in this unit and the Country Club rules forbid it being rented out. It was therefore an obvious decision that the unit needed to be sold ASAP.

The problem is that it took the Public Trustee 6 months to also come to this decision.

I had called at least a half dozen times to find out what was going on with this decision and never received calls back from the Property Department. I spoke with the financial manager assigned to Mum's case many times and he said he would get them to call me which they never did. I understand that some processes would need to be followed but if these processes are to take 6 months for a clear and simple decision then they need to be changed.

If there was some incompetence on behalf of staff then this also needs to be investigated and changed. Having the unit unoccupied for such a long time was and still is costing money.

While the decision for the Public Trustee took 6 months to come to it still is not sold. In fact it is still in the process of being put on the market as the contract of sale has not been drawn up yet. This is all taking a ridiculously lengthy period of time and has become a very frustrating situation.

To add more stress to the situation, during this time Mum was living with me and I was told by the trustee Mum's expenses were more than they had expected and they might have to reduce the amount of money I received to look after Mum. This was told to be by the acting financial manager, when [REDACTED] was away. I was relieved that this did not actually happen but highlighted the waste of funds going to support this unit until it is sold.

I have no issues with the way [REDACTED] has Managed Mum's affairs. I believe the property department that was in charge of the decision around the [REDACTED] Country Club unit and is a separate department.

The financial management order is to reviewed in November this year. It is highly unlikely that you would choose this as a paid service if you had a choice not to accept it.