



Independence

Our policy of consultation and open communication involves our clients in the administration process as much as possible. We seek our clients' views on important matters. Our clients' wishes are considered throughout and implemented where possible. As appropriate clients are encouraged and assisted to become capable of administering their estates.

Expertise

The expertise available to the FTL Judge and Papaleo Pty Ltd team includes:

- Client Managers with significant experience in Administration Services
- Legal practitioners with specialist accreditations
- Financial and Investment advisory services
- Social work skills
- Tax and accounting practitioners

Regarding investment matters, FTL Judge and Papaleo Pty Ltd is responsible for the investment of the client's funds. The FTL Group sets the ground rules and broad investment philosophy, and an individual investment strategy is developed for the client administering their own estate.

Communication

Our Trustmaster Administration System provides accurate reporting of the details of the client's accounts.

Clients are provided with superior service in respect to funds management and investment.

Our team has extensive experience working with people with disabilities. They aim to stay focused whilst working through what are often difficult circumstances. FTL Judge and Papaleo Pty Ltd values the development of a positive relationship with our clients, their families and other care providers. This relationship is the basis for the administration process. Having a good relationship with open communication is important in managing the day to day issues.

We try to adopt processes in all instances that ensure our team provides the best possible service to our clients.

We understand that changes in life such as ageing, illness, accident and disability can create confusion and anxiety for families.



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Administration Order

What is it?

An Administration Order is a decision made by the Victorian Civil and Administrative Tribunal appointing an Administrator. The Order is made in certain circumstances to protect and manage the estate of a person aged 18 years or over who, as result of a disability, is unable to make reasonable decisions about his or her financial and legal affairs. An Order is made where necessary and where there is no less restrictive option available to the Tribunal.

“Disability” in this context means:

- intellectual impairment
- mental disorder
- brain injury
- physical disability
- dementia

The law refers to the person in respect of whom the Order is made as the Represented Person.

What does it do?

The Administration Order gives the Administrator the authority and responsibility to make decisions about financial and legal matters for the Represented Person.

Flexible

How does it protect the Represented Person?

The Administrator must act in the best interests of the Represented Person. The Administrator manages assets to ensure the Represented Person has the best lifestyle possible in their circumstances.

Prompt administration of your requirements minimises unnecessary anxiety.

The process of having an Administrator appointed can be difficult for both the Represented Person (our client) and his/her family. Often there are difficult legal and financial problems that may have developed over many years and which remain unresolved. The key to the success of our service is flexibility and early attention to the issues.

The capable and caring staff members at FTL Judge and Papaleo Pty Ltd take the time to learn about our client and his or her situation. Each person is different and each set of circumstances is considered carefully with the aim of delivering a sensitive, flexible and tailored service to our client.

Protecting the vulnerable

What happens when FTL Judge and Papaleo Pty Ltd is appointed as Administrator?

Working from the written information provided by VCAT, and early contact with interested parties, our team makes a very early initial assessment of the client's situation to identify financial and legal issues.

An appointment is scheduled to meet our client, family members and care providers where appropriate. At this meeting more information is gathered about our client's particular circumstances and requirements.

This assists our team to:

- form a relationship with the client
- identify issues
- establish the expenditure needs of the client
- identify income and assets belonging to the client
- set a budget
- search for lost money, superannuation and other assets
- contact creditors (overdue accounts, loans etc)
- prepare the Financial Statement and Plan required by VCAT
- consider and investigate any legal issues
- consider referral to financial and investment services

This process happens in close consultation with the client and the family, where appropriate, with the goal of securing and protecting the client's financial position quickly and to take necessary action in relation to legal issues.