



Disability services. Putting you first.

Help with my money



It is written in an easy to understand way.

We use pictures to explain things.





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This is where



**What does Aruma want to
help me do?**



Starts



What does Aruma want to help me do?



Keep your money safe.



Do all people need help?



No.

Some people can look after their own money.



Others know about their money but need a little bit of help from Aruma.



Others will need a guardian and Aruma to help look after all of their money.



What can Aruma do to help me?

Write a budget with you.

The budget will say how much money you have to pay bills, save and spend.



Make sure you get all the money you should.

For example, your pension.



Teach you how to use money.



Help you save money.



**What are Aruma staff never
allowed to do**



Take your money or lend it to
someone else.



How will staff keep my money safe?



Lock it in the office if you need.



Count it to make sure none is missing.



This is where



**What else can staff at Aruma
help me with?**



Starts



What else can staff at Aruma help me with?



Contact an advocacy service. They will make sure you are listened to.



Talk to you and people close to you about making a Will.



A Will tells everyone what you want done with your money and things if you die.



How can I ask for help from
Aruma?



You can talk to someone who
works for Aruma.



You can ring Aruma.

Phone: (02) 9451 1511



Or you can send an email to
Aruma.

feedback@aruma.com.au



This is where



**What other services can
help me?**



Starts



What other services can help me?



People with Disability Australia

They give information about your rights and can help you with advocacy.

Phone: 1800 422 015

Web: www.pwd.org.au



NSW Ombudsman

They make sure we are doing our job properly.

You can make a complaint to them if you are unhappy about what Aruma has done.

Phone: 02 9286 1000 (Sydney)
or Toll Free: 1800 451 524

Email:

nswombo@ombo.nsw.gov.au

Web: www.ombo.nsw.gov.au



Queensland Civil and Administrative Tribunal

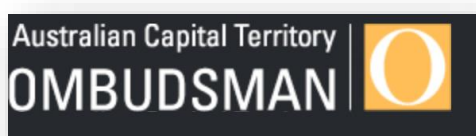
They allow Aruma to use restrictive practices.

They also help to work things out when there is a disagreement.

Phone: 1300 753 228

Email: enquiries@qcat.qld.gov.au

Web: www.qcat.qld.gov.au



ACT Ombudsman

You can make a complaint and they will help to work it out.

Phone: 1300 362 072

Email:

ombudsman@ombudsman.gov.au

Web: ombudsman.act.gov.au