

THE NSW
PUBLIC GUARDIAN
Making Decisions
for You

Answers
to your questions



Public Guardian
Attorney General &

The Public Guardian

The Guardianship Tribunal has appointed the Public Guardian as your guardian. It is our job to make decisions about your life. This might include decisions about where you live, what help you need or decisions about your health. We do not make decisions about your money or property.

We want to make the best possible decisions for you.

This book will answer some of the questions you might have.

If you want to speak to your guardian, or about a decision or to get more information you can call (02) 8688 2650 or toll free 1800 451 510.

WHY HAS THE PUBLIC GUARDIAN BEEN APPOINTED?

The Guardianship Tribunal has appointed the Public Guardian as your guardian because there are some decisions in your life that need to be made. You may not be able to make these decisions for yourself. Your family, friends and carers might not be able to make these decisions either.




WHO IS THE PUBLIC GUARDIAN?

The Public Guardian is a public official appointed by the Guardianship Tribunal or the Supreme Court. The Public Guardian is part of the Department of Justice and Attorney General.

The Public Guardian makes health and life decisions for people who have a disability. The Public Guardian employs other people to help with this job. They are called guardians.

The Public Guardian does not make decisions about money or property.



HOW LONG WILL THE PUBLIC GUARDIAN BE YOUR GUARDIAN?

The Public Guardian is appointed by the Guardianship Tribunal for a set period of time. The guardianship order says how long you will have a guardian. Your guardian can also give you this information.


When your guardianship order ends the Guardianship Tribunal will meet again to decide if you still need a guardian to help you make decisions.

WHAT IF YOU DON'T WANT THE PUBLIC GUARDIAN TO BE YOUR GUARDIAN?

If you don't want the Public Guardian to be your guardian, you can ask the Guardianship Tribunal to review their decision to appoint a guardian for you.

The Guardianship Tribunal hears applications for the appointment of guardians and financial managers for adults with decision making disabilities. You can contact them on (02) 9556 7600 or toll free on 1800 463 928.

If the Guardianship Tribunal is not able to review the appointment, you can ask the Administrative Decisions Tribunal to look at the decision. The Administrative Decisions Tribunal reviews decisions made by government agencies in NSW. You can contact them on (02) 9377 5711.



WILL YOUR GUARDIAN COME AND SEE YOU?

A guardian will talk to you about what is happening in your life, how you feel about guardianship and what you think about the decisions which might need to be made. They will do this either by visiting you, talking to you on the phone or asking someone else to speak to you. You can talk to the guardian if you are worried about what is happening or think there is something the guardian should know.



WHAT IF YOU HAVE A COMPLAINT ABOUT YOUR GUARDIAN?

If you have a complaint about your guardian you can talk to the guardian or the Regional Manager. You can also talk to the Public Guardian's Complaints Support Officer who can help you with making a complaint.

You can contact the Complaints Support Officer on (02) 8688 6070 or toll free on 1800 451 510.



HOW DOES THE PUBLIC GUARDIAN MAKE A DECISION?

To make a decision the Public Guardian needs information about what is happening in your life, what decisions are needed, what choices there are for you and whether the decisions will be a good thing for you.

We will ask you what you think about the decisions we need to make and what you want or need.

We will also ask people who care for you and help you to give us information and to give us their opinion on what would be a good decision for you.

It might take a bit of time to get all the information from you and the people in your life.

When we have this information and have thought about all the choices, we will make a decision.



WHAT DOES THE PUBLIC GUARDIAN THINK IS IMPORTANT WHEN MAKING A DECISION?

We want to make the decision that we think you would make yourself if that was possible. We think it is important that you be as independent as possible. We think it is important that you are happy where you live and have people around you that you like. We think it is also important that you are healthy and that you get good care if you need it.



WHAT YOU SAY MATTERS

What you say and think is very important to us, even when this is different to what other people might have to say. The Guardianship Act says that we must listen to what you say and make decisions that will be in your best interests.



CAN YOU ASK WHY THE PUBLIC GUARDIAN MADE A DECISION?

The guardian will explain why a decision was made for you. You can also ask for the reasons for a decision to be written down and given to you.

WHAT IF YOU DON'T LIKE THE DECISION THE PUBLIC GUARDIAN HAS MADE?

If you don't like or disagree with a decision that the Public Guardian has made, you can speak to the guardian about it. You can also tell the Regional Manager or the Complaints Support Officer that you are unhappy with the decision and want it changed. We call this a review of a decision. If you want to ask for a review of a decision you should do this within 28 days of receiving the reasons for decision.

If you are still not happy you can ask the Administrative Decisions Tribunal to look at the decision and to decide if it is the best decision for you. You can ask a friend to help you do this. You can also contact the Complaints Support Officer on (02) 8688 6070 or toll free on 1800 451 510 if you need more information about your right to ask for a decision to be changed.



IS YOUR INFORMATION KEPT PRIVATE?

Anything you tell us will be kept private. We will not give other people any information about you unless:

- you tell us we can; or
- we need to give that information to make a decision for you; or
- we are required by the law to do so.

NSW PUBLIC GUARDIAN CONTACT DETAILS

Head Office
Western Regional Team
Admin/Registry Team
Private Guardian Support Unit
Information and Support
Complaints Support Officer
Level 7, Parramatta Justice Precinct
160 Marsden Street
Parramatta NSW 2150
Telephone 02 8688 2650
Country Callers 1800 451 510
Facsimile 02 8688 9797
www.lawlink.nsw.gov.au/opg

Southern Regional Office
Level 2, Downing Centre
143-147 Liverpool Street
Sydney NSW 2000
Telephone 02 9287 7660
Country Callers 1800 451 428
Facsimile 02 9287 7355

Northern Regional Office
Level 3, 4 Watt St
Gosford NSW 2250
Telephone 02 4320 4888
Country Callers 1800 451 694
Facsimile 02 4320 4818

USEFUL CONTACT DETAILS

Guardianship Tribunal
2A Rowntree Street,
Locked Bag 9,
Balmain NSW 2041
Telephone 02 9556 7600 or Freecall
1800 463 928
www.gt.nsw.gov.au

Administrative Decisions Tribunal
Level 10, John Maddison Tower 86
Goulburn Street
Sydney NSW 2000
Telephone 02 9377 5711
Facsimile 02 9377 5723
TTY 02 3977 5859
www.lawlink.nsw.gov.au/adt

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This information is available on our website and can be provided in alternative formats such as Braille, audiotape, large print or computer disk. Please contact the Public Guardian on 02 8688 6070 (voice), 1800 882 889 (TTY – for people who are deaf or have a speech impairment) or email informationsupport@opg.nsw.gov.au

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