

INFORMATION AND SUPPORT SERVICE

The Public Guardian operates a free information service for the general community about guardianship. A guardian is legally appointed to make important health and welfare decisions on behalf of another person. The person under guardianship must be over the age of 16 and have a disability that affects their capacity to make their own health and welfare decisions.

Our Information and Support Service can assist you with your questions about guardianship (enduring, private and public), medical consents and the role of the Public Guardian. We provide a range of free publications and online information. If our information service is unable to assist you we will attempt to refer you to an agency or service that can.

Community Education

The Information and Support Service provides community education sessions for groups of 15 or more people, in regional and metropolitan areas within NSW. The sessions are presented by staff experienced in the areas of guardianship and disability and are generally provided without cost. Community education sessions are provided on the following topics:

- Guardianship
- Capacity and decision-making
- Planning ahead: Enduring guardianship, Wills and Enduring Powers of Attorney
- Person responsible and medical and dental consent
- The role of the Public Guardian
- The roles of the Guardianship Tribunal, the Public Guardian and the NSW Trustee and Guardian

Operating hours

The information service operates between 9am and 5pm Monday to Friday, except Public Holidays. Most enquiries can be answered by phone or email, or you can make an appointment to visit an information officer at our Parramatta office.

Phone: 02 8688 6070 or country callers 1800 451 510
Fax: 02 8688 9797
Email: informationsupport@opg.nsw.gov.au
Post: Public Guardian, Locked Bag 5116 Parramatta NSW 2124
Website: www.lawlink.nsw.gov.au/opg

Is English your second language?

You can contact the Public Guardian through the Translating and Interpreting Service (TIS) on phone: 131 450. TIS will organise for an interpreter in your language to be on the telephone when you contact us. TIS is a free and confidential service.