

Welcome to the Office of the Public Advocate.

The South Australian Civil and Administrative Tribunal (SACAT) has appointed the Public Advocate as your guardian to help you with decisions in particular areas of your life.

This letter tells you about the Public Advocate and the Office of the Public Advocate (OPA). A friend, family member or support person can help you read this letter. You can talk to us on 1800 066 969 if you want to know more.

SACAT may have decided to appoint the Public Advocate as your guardian with someone else. This is called joint guardianship. When this happens, the Public Advocate and the other person who is your private guardian will work together to help you with decisions about your life.

Your SACAT order details the types of decisions your guardian can help you with. These decisions can be about:

- medical and health care
- where to live
- who supports you and how
- who visits you
- keeping you safe
- services from the National Disability Insurance Scheme (NDIS)
- services from My Aged Care if you are over 65 years old
- services from mental health providers.

You can have a copy of your SACAT order and you can ask your guardian to help you read it.

The Public Advocate does not make decisions about your money. The Public Trustee can help people with their money.

The OPA staff will help you with decisions based on what you tell them. OPA staff may also speak with other people in your life before making a decision. These may be:

- Your family
- Your friends
- Your support staff
- Hospital staff.

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The OPA staff may sometimes need to make a decision to help keep you safe.

What happens next:

- The OPA staff will contact you from time to time to make sure you are OK.
- You can speak to OPA staff on 1800 066 969 if you have concerns or are facing a big decision.
- You can tell people in your life that you have a guardian who helps you with big decisions.
- You can tell them to speak to the OPA about important decisions for you.

We want to make sure people are happy with our service. If you are not happy with our service, we want you to tell us. You can ask a friend, family member or support person to help you with this.

You can:

- speak to us on 1800 066 969
- write to us at GPO Box 464 ADELAIDE SA 5001
- email us at opamailbox@sa.gov.au; or
- visit our Welcome Pack page at opa.sa.gov.au for more information about how we address the National Public Guardianship Guidelines.

Yours sincerely

Public Advocate

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Office of the Public Advocate word list	
Advocate	A person who speaks up about people's rights.
Appointed	Appointed means that SACAT has picked someone to help you make important decisions.
Joint guardianship	When more than one person is made a guardian by SACAT. This can be the Public Advocate and some other person like a relative. This other person is called a Private Guardian.
National Disability Insurance Scheme	Also known as the NDIS. Most OPA clients aged under 65 can get help with their disability support needs from the NDIS.
NDIS	National Disability Insurance Scheme.
OPA	The Office of the Public Advocate
Private Guardian	A relative or friend who SACAT says can help you to make decisions.
Public Advocate	The Public Advocate is the head of the Office of the Public Advocate (OPA). SACAT can say the Public Advocate will help you with your decisions, and the Public Advocate has staff who help with this work.
SACAT	South Australian Civil and Administrative Tribunal. SACAT makes decisions about guardianship.
SACAT order	A document that tells a guardian what decisions they can help you with.
South Australian Civil and Administrative Tribunal	This is the full name for SACAT. SACAT make decisions about guardianship.