



Easy Read



Welcome

Office of the Public Advocate



OFFICE OF THE PUBLIC ADVOCATE SOUTH AUSTRALIA

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Welcome to the Office of the Public Advocate



This booklet will tell you information about the Office of the Public Advocate.



The Office of the Public Advocate is also known as OPA.

When you see 'we' or 'us' that means OPA.



You can ask OPA or someone you trust to help you read this booklet.



You have this booklet because you are now with the Office of the Public Advocate.



This means that we will help you with important decisions in your life.



We will explain more about what this means.

What is the Office of the Public Advocate



The Office of the Public Advocate helps people who need support to make decisions in their life.

The Public Advocate is the person who runs the OPA.



OPA staff work for the Public Advocate to help people make decisions.

The **South Australian Civil and Administrative Tribunal** is also known as SACAT.

SACAT makes big decisions about people's lives and the law.



SACAT can make decisions about **guardianship**.

Guardianship is when a person makes decisions about someone's life when they cannot do it themselves.



SACAT has **appointed** the Public Advocate as your guardian.

Appointed means that the Public Advocate has been chosen to help you make important decisions about your life.



SACAT might decide you have **joint Guardianship**.

Joint Guardianship means that the Public Advocate and someone else becomes your guardian.



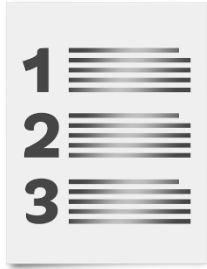
The other person is a **Private Guardian**.

A private guardian is someone like a:

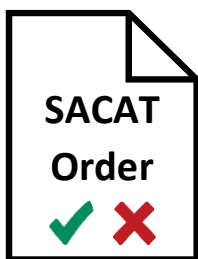
- Family member.
- Close friend.
- Carer.



The Public Advocate and the Private Guardian help you make decisions about your life.



SACAT will tell your guardian what decisions they can help you make.



This information will be written in a **SACAT Order**.

A SACAT Order is a document that tells you what decisions a guardian can and cannot help you with.



You can have a copy of your SACAT order.

You can ask your guardian to help you read it.



OPA does not make decisions about your money.

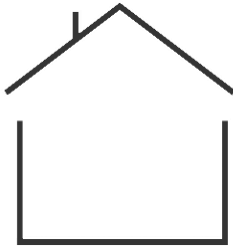
What decisions can OPA help people make

OPA can help people to make important decisions in their life about:



- Medical and health care.

- Where to live.



- Who supports them and how.

- Who visits them.



- Keeping people safe.

- Services from the:

- National Disability Insurance Scheme.

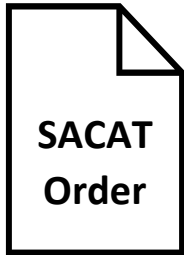
This is also known as NDIS.

- My Aged Care for people over 65.

- Mental health care providers.



What OPA will do for you



OPA can help you understand your SACAT order.



OPA help people to make important life decisions.



OPA staff will:

- Talk to you about what needs to be decided.
- Ask what you want.



OPA will help you with decisions based on what you tell them you want.



OPA might speak with other people in your life before making a decision.



Other people could be:

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



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

What happens next?



OPA will contact you to check in.

OPA will contact you from time to time.



You can contact OPA if you:

- Have concerns.
- Have a big decision to make.



You can call OPA on 1800 066 969.

What can you do to help the OPA



You can help the OPA by telling the people in your life that:

- You have a guardian from the OPA.



- The OPA helps you to make big decisions.



- They can speak to OPA about important decisions for you.

How to make a complaint



We want to make sure people are happy with our service.



If you are not happy with our service or staff, you can:



Call us on **1800 066 969**



Email us at **OPAMAILBOX.sa.gov.au**



Go to our website www.opa.sa.gov.au



Send us a letter to
GPO Box 464
Adelaide SA 500

Hard word list

Appointed Appointed means that the Public Advocate has been chosen to help you make important decisions about your life.

Guardianship Guardianship is when someone makes decisions about someone's life when they cannot do it themselves.

Joint guardianship Joint guardianship means that the Public Advocate and someone else becomes your guardian.

NDIS NDIS is the National Disability Insurance Scheme.
The NDIS helps people with disability to get support.

OPA OPA is the Office of the Public Advocate.
OPA helps people to make important decisions.

Private Guardian A private guardian is someone that helps you to make decisions and is a:

- Family member.
- Close friend.
- Carer.

SACAT SACAT is the South Australian Civil and Administrative Tribunal

SACAT makes decisions about guardianship.

SACAT Order A SACAT Order is a document that tells you what a guardian can and cannot help you with.

Contact Office of the Public Advocate

If you need help or want more information about
OPA contact us:



Call us on **1800 066 969**



Email us at **OPAMAILBOX.sa.gov.au**



Go to our website www.opa.sa.gov.au



Send us a letter to
GPO Box 464
Adelaide SA 5001

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