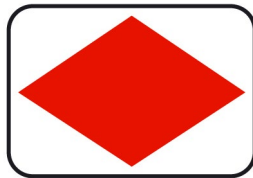


How we will work better

Office of the Public Advocate



Easy English

Some words in this book are **blue**.



We write what the blue words mean.

Help with this book



You can ask for help to

- read this book

- find out more.



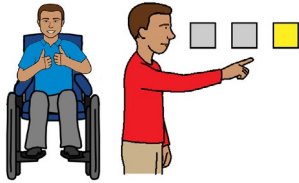
How to contact us is at the end.

We are the Office of the Public **Advocate**.



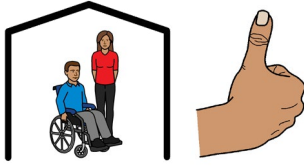
An advocate speaks up for you.

We are **guardians** for some people.



A guardian can make choices for you.

Why we want to work better



The Victorian Auditor General checks that services work well.



They checked to see if we do a good job.

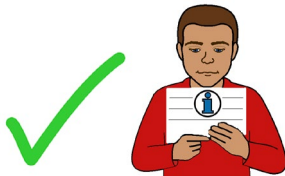


They said we

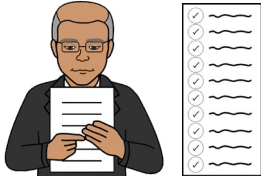
- can take too long to give guardians to people



- can work better with people



- can keep better notes about our work.



They made 10 **recommendations** for how we can do better.

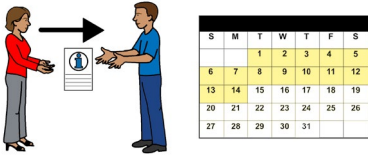
Recommendations means ideas.



We agree with the ideas.

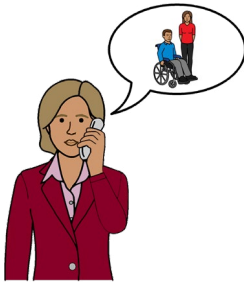


1. We will tell new clients about our work



We will do this in 14 days.

2. Some people need help to make choices



We will talk to them to check.

3. We will show staff



- how to work better

- how to make good choices for clients.

4. Staff must do training to learn



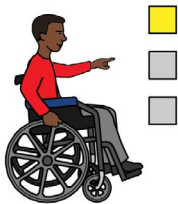
- what the law says they **must** do



- what to do when a client is **not** happy



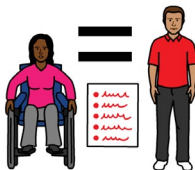
- how to talk to clients



- how to make sure clients can make choices



- how to focus on **human rights**.



Human rights are what people can do.

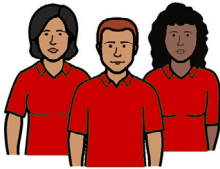
The law says everyone has human rights.

5. We will report on

- the work we do

	S	M	T	W	T	F	S
S							
M							
	6	7	8	9	10	11	12
6	13	14	15	16	17	18	19
13	20	21	22	23	24	25	26
20	27	28	29	30	31		
27	28	29	30	31			

- how long it takes to do work

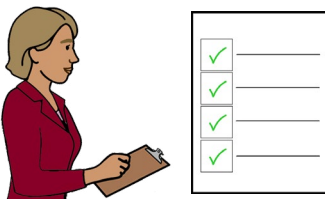


- how well we work



- staff training.

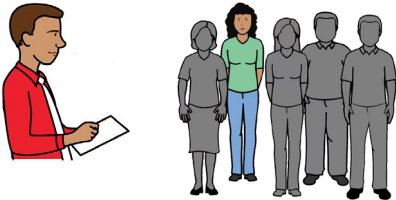
6. We will check our work every year



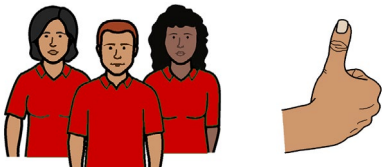
7. We will check how much work each case will be



We will share the work with staff.

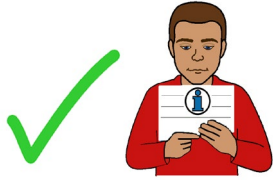


8. We will not give our staff too many clients



9. Our staff must be able to do their work well

10. We will make sure

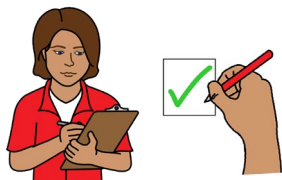


- we have notes when we need them
- we keep notes safe
- the notes we keep are true.

What we will do next



We will work to make the 10 ideas happen.



We will check how well we do.

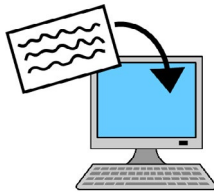
Contact us



Call 1300 309 337



Website publicadvocate.vic.gov.au



Email

publicadvocate@justice.vic.gov.au

**The full report is on the Victorian Auditor
General website.**

Website

audit.vic.gov.au/report/guardianship-and-decision-making-vulnerable-adults



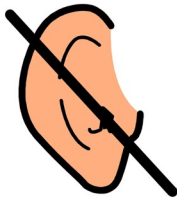
If you do not speak English

You can call in your language.



Call 131 450

Give the phone number you want to call.



If you need help to speak or listen

Use the National Relay Service to call.

You must sign up first.



Website accesshub.gov.au/nrs-helpdesk



Call 133 667

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