



onguard

A regular newsletter for guardians by the Office of the Public Guardian

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New NSW Public Guardian

NSW has a new Public Guardian, Andrew Gabriel. Andrew brings with him extensive experience and knowledge of the disability and aged care sector.

Welcome Andrew!

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NDIS Quality and Safeguards Commission

As of Sunday 1 July 2018, the NDIS Quality and Safeguards Commission (NDIS Commission) commenced operations in NSW and SA.

The NDIS Commission is a new independent government body that will regulate NDIS providers and resolve complaints about NDIS services. It will replace the various quality and safeguard arrangements that have been in place in states and territories. The NDIS Commission will work with providers to support continuous improvement and quality in the NDIS.

The Commission will be responsible for:

- registration and regulation of NDIS providers, including through the new NDIS Practice Standards and an NDIS Code of Conduct
- compliance monitoring, investigation and enforcement action in responding to concerns, complaints and reportable incidents, including abuse and neglect of a person with disability
- national oversight of behaviour support, including monitoring the use of restrictive practices within the NDIS with the aim of reducing and eliminating such practices
- leading collaboration with states and territories to design and implement nationally consistent NDIS worker screening
- facilitating information sharing arrangements with the National Disability Insurance Agency (NDIA), state and territory and other Commonwealth regulatory bodies

You can contact the NDIS Commission to make a complaint about a registered or unregistered NDIS provider or to notify of a reportable incident that occurred in connection with services provided by an NDIS provider. This includes the death of a person with disability in residential care.

For more information or to make a complaint call the NDIS Commission on 1800 035 544 or visit their website www.ndiscommission.gov.au

Maintaining Balance

While being a guardian for a person with a disability can be rewarding it can also be overwhelming and frustrating, particularly if there is conflict or if there are complex service systems to navigate. Being a guardian for someone can also bring many extra responsibilities on top of an already long list of things you need to do.

We've put together some suggestions that might help you find balance in your role as a guardian. These come from the professional experiences of people who work here at the Public Guardian.

- take one step at a time, especially with difficult issues
- be kind to yourself and reflect every now and then on what you have achieved
- give yourself a break and do something you enjoy
- there may be times when you are upset about an issue, and you might need to talk about it. See if you can establish a network of people you can talk to including the PGSU

Keeping Records

Keeping up-to-date records of your guardianship decisions, consultations and actions is a good way to make your role easier, particularly if you run into conflict. There might be times when you need to discuss your decisions, for example review hearings. Below are some suggestions on how you can keep records:

- keep all your guardianship information together in a book or folder
- make a note of your phone calls and meetings where you have sought someone's views to help in the decision-making process
- keep a copy of all incoming and outgoing emails and letters, including when you have notified someone of a decision
- for contentious or complicated decisions consider writing a brief summary of the reason for the decision and the people you consulted
- keep a record of medical and dental consents you provided
- keep records of when you have needed to escalate an issue or make a complaint

My Health Matters

My Health Matters is a folder that people with an intellectual disability (PWID) can take to medical appointments. The My Health Matters project was led by NSW Council for Intellectual Disability (CID) and the folder was co-developed by PWID and GPs. The project highlighted that "communication can and should be better between health professionals and PWID".

For more information and to order a folder contact CID on 1800 424 065 or go to

www.nswcid.org.au/my-health-matters.html



The Private Guardian Support Unit (PGSU) is a free and confidential information and support service for private guardians in NSW. PGSU is a branch of the Office of the Public Guardian and is part of the Department of Justice, and is not part of the NCAT Guardianship Division or NSW Trustee & Guardian. The PGSU publishes *Onguard* and *Now You're the Guardian*.

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