

# What's in a name?

With the word “**public**” at the beginning of the name of three of the independent agencies involved Queensland’s guardianship and administration system, it can sometimes be difficult to know what the difference is, and what each agency does.

The Office of the Public Guardian, the Public Trustee and the Office of the Public Advocate are all independent statutory agencies who work together to protect and promote the rights of adults with impaired decision making capacity.



The Public Guardian acts as substitute decision maker of last resort for adults with impaired decision-making capacity in relation to **accommodation, health care, legal (not related to finance or property) and other personal matters**.

**The Public Guardian** is appointed by the Queensland Civil and Administrative Tribunal (QCAT) as a guardian.

The Public Guardian can also be appointed as attorney to make the above decisions through an enduring power of attorney document (EPA).

We also investigate allegations of abuse, neglect and exploitation of adults with impaired capacity. Find out more about us at [www.publicguardian.qld.gov.au](http://www.publicguardian.qld.gov.au) or phone 1300 653 187.



The Public Trustee acts as substitute decision maker for adults with impaired decision making capacity for their **financial matters**. The Public Trustee is appointed by the Queensland Civil and Administrative Tribunal (QCAT) as an administrator.

**The Public Trustee** can also be appointed as attorney for financial decisions through an enduring power of attorney.

The Public Trustee is self-funding and has been serving Queensland for 100 years. The Public Trustee delivers a range of services to Queenslanders including: free Will making, enduring powers of attorney, deceased estate administration, and other financial management services.

Find out more about us at [www.pt.qld.gov.au](http://www.pt.qld.gov.au) or phone 1300 360 044.

## Office of the Public Advocate

The Public Advocate protects and promotes the rights, autonomy and participation of Queenslanders with impaired decision-making capacity through **systemic advocacy**. We focus on influencing and changing the systems that impact on people with impaired capacity, including the legislative, policy and service aspects of those systems.

Unlike the Public Guardian or the Public Trustee, we do not investigate individual complaints or allegations. We are, however, interested in the experiences of people with impaired capacity to inform our systemic advocacy for legislative, policy or service change.

The work of the Office of the Public Advocate is not limited to people who are subject to guardianship or financial administration. Rather, we advocate for the inclusion of all people with impaired decision-making capacity in all aspects of community life.

Find out more about us at [www.justice.qld.gov.au/public-advocate](http://www.justice.qld.gov.au/public-advocate) or phone 07 3224 7424.