



The different ways we can help you

Queensland Public Guardian



Easy English

Help with this book



You can get someone to help you

- understand this book
- find more information.



About this book



This book is from the Public Guardian of Queensland.

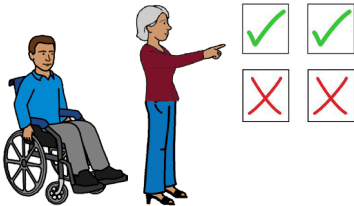


This book is about the different ways we can help people in Queensland.

Who is the Public Guardian?



The **Public Guardian** helps to protect people in Queensland.

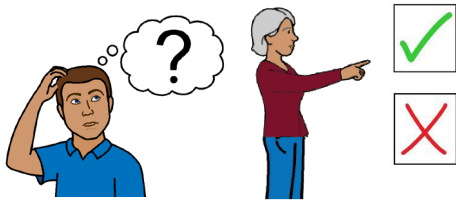


We can

- be your guardian
- visit your home to check you get good care
- help if someone harms you
- help keep you safe
- help you know your rights.



Who do we help?



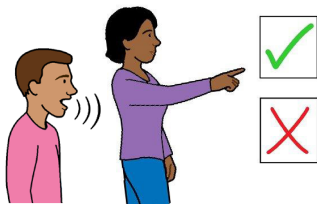
We help if you do **not** have full **capacity** to make decisions yourself.

Capacity means



- you understand what is happening

- you understand the choices you have



- you can make a decision **without** someone else telling you what to do



- you can communicate the decision.



You might **not** have capacity because

- you are very sick



- it is hard to tell others what you think.

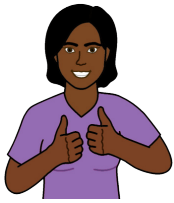
What we want for you



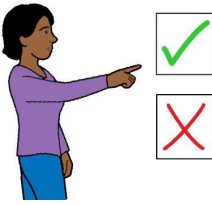
We want you to be safe.



We want you to do the things you want.



We want you to live a good life.

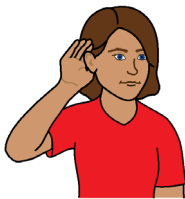


We want you to make your own decisions.

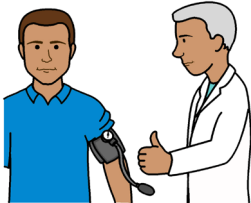


We want to make sure

- people understand you are important

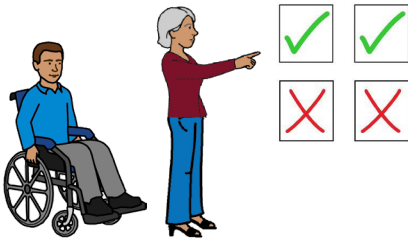


- people listen to you



- people give you good care.

We can be your guardian



A **guardian** is someone who can help you make personal and health decisions.



The law says we **must** be your guardian if there is no one else who can help you.

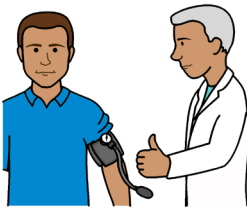


Personal and health decisions can be about

- where you live



- who you can have safe contact with

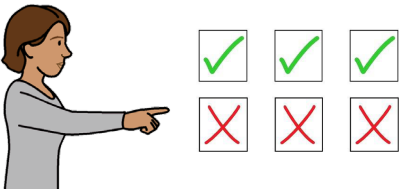


- what health care you get

- who can give you support services



- problems to do with the law.



We can also help decide if **restrictive practices** are right for you.

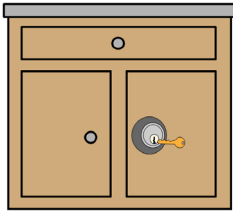


Restrictive practices is when someone limits what you can do, to keep you and others safe.

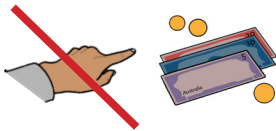


For example, someone might

- give you medicine to make you calm



- lock sharp knives in a drawer.



We **cannot** help you with decisions about money.



Other people can help you with decisions about money.

How do we help with decisions?



When we help with decisions we will

- listen to what you want



- try to do what you want.



We will sometimes ask people who know you about what they think.



For example, we can ask

- a family member or good friend



- your doctor or other medical workers.



We can also help when people **do not** agree about a decision for you.

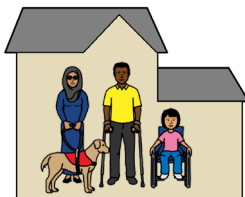
For example, family members.

We can visit you to check you get good care



We have **community visitors**.

Community visitors are people who can visit places for



- groups of people with disability

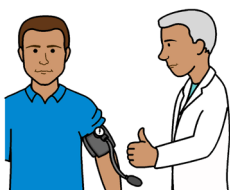


- people with mental illness.



When we visit we check that

- you know your rights



- you get good care



- **nobody** harms you.

We can help if someone harms you



We can **investigate** if someone harms you.

Investigate means we get information to help understand what happened.



The person who harms you might

- hurt you



- make you feel afraid



- steal your money or things



- use your money in ways you do **not** want.



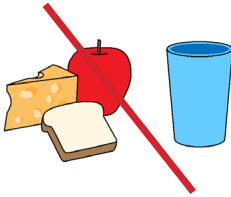
The person might make decisions that only help them.



The person who harms you might control you.



The person who harms you might **not** give you the support you need.



For example, not give you

- food or drink



- medication.



We can tell the police.



We can ask other people to help you.



We can tell you what you can do next.



We can help you be safe.



More information

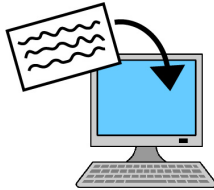
For more information contact the
Public Guardian of Queensland.



Call 1300 653 187

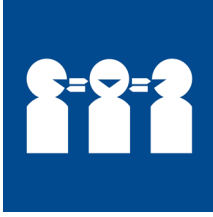


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publicguardian@publicguardian.qld.gov.au



If you need help with English

Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Call 1800 555 660



Website accesshub.gov.au/nrs-helpdesk

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