

What is a community visitor?

Office of the Public Guardian



EasyRead

About this book



This book is from the Office of the Public Guardian in Queensland.

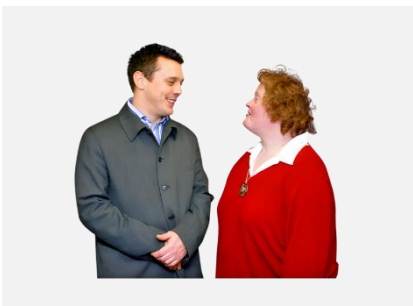
We will say OPG for short.



OPG is there to protect people who need help making choices.



This book is about OPG community visitors.



It talks about who they are and how they help adults with disability.

What is a community visitor?

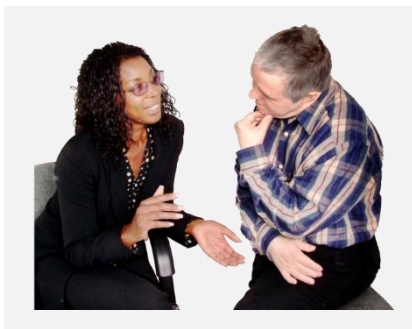


A **community visitor** is someone who visits you where you live.



They check to make sure where you live is

- Clean
- Safe.



They check on you to make sure you are getting the care you need.

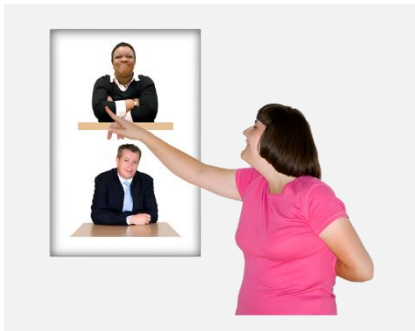


They also make sure you know your rights.



You have the right to

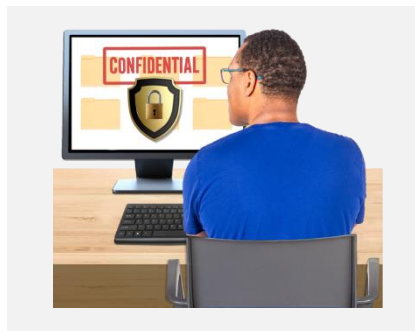
- Be treated with respect and fairness



- Make your own choices and get help if you need it



- Feel safe where you live



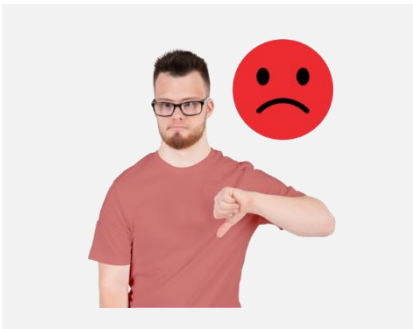
- Keep your information safe



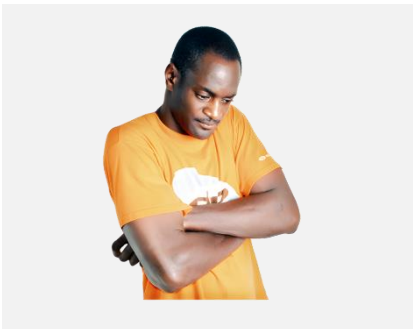
- Speak up if something is wrong.



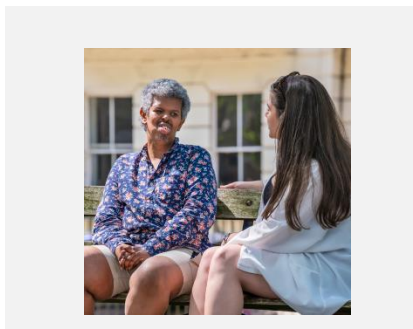
If you are worried about something, they will speak to the right person to fix it.



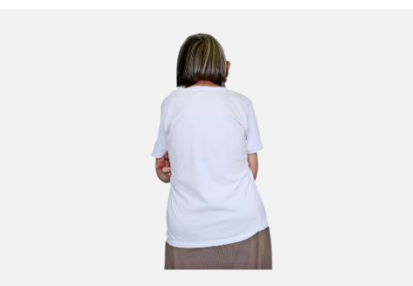
They can also help you raise a **complaint** if you need to.



A complaint is when you are not happy with a service.



They talk to you in private so no one else can hear what you are saying.



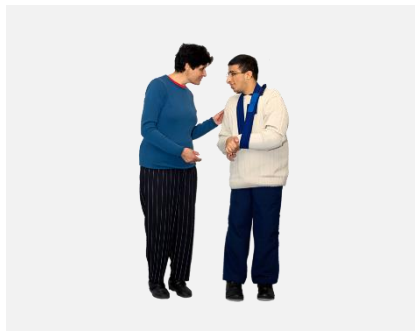
It is okay if you do not want to talk to them. You do not have to.



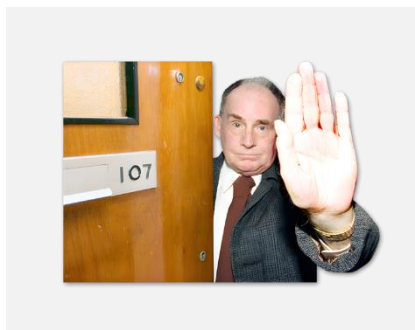
Community visitors visit you 1 or 2 times a year.



But you can request a visit anytime if you want to see someone sooner.



You can ask for one yourself or get someone else to ask for you.



If you do not want a community visitor to visit you anymore let them or OPG know, and they will stop.

More information



You can ask the Office of the Public Guardian for more information.



You can call us on **1300 653 187**.



You can go to our website
publicguardian.qld.gov.au

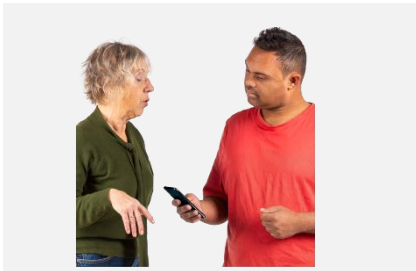


You can also email us at
publicguardian@publicguardian.qld.gov.au

If you need help with English

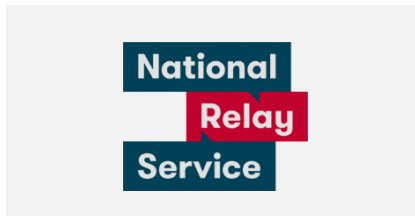


Use the free Translating and Interpreting Service to make a phone call.



Call them on **131 450** and give the TIS officer the phone number you want to call.

If you need help to speak or listen



To get support from the National Relay Service you can



- Call them on **1800 555 660**



- Go to their website at **accesshub.gov.au/nrs-helpdesk**



Contact us

T 1300 653 187

E publicguardian@publicguardian.qld.gov.au
www.publicguardian.qld.gov.au

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Acknowledgement of Country

The Office of the Public Guardian acknowledges and pays our respects to the Traditional Custodians over the lands, seas and waterways throughout the state of Queensland in which we work and live and pay our respects to their Elders, past, present and emerging.

Photosymbols®

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