

2016-17 in review

Our results

- We made **32,749** visits to **8025** children and young people in care, which is the highest in OPG history and **14%** more than last year.
- We raised **19,007** issues on behalf of children and young people, which is **60%** more than last year and the highest amount since the inception of the child guardian function.
- We visited **6542** adults at **1305** disability services, mental health units and hostels.
- This year **3112** adults were under the guardianship of the Public Guardian, which is **2%** more than last year.
- We had **818** new people come under the Public Guardian's guardianship, which is also **2%** more than last year.
- We gave **1151** health care consents.
- Child advocate-legal officers opened **339** new issues and went to court **450** times to advocate for children and young people, which is **17%** more attendances than last year.
- We opened **270** investigations into reports of abuse, neglect and exploitation, which is **27%** more than last year.
- **98%** of all guardianship decisions were made in consultation with the client.

What we have done this year



Helped more children and young people than ever before to have a voice in the systems that care for them.



Made it easier to complain about us, or the services of other departments, and made sure staff share information.



Changed the way we make decisions so that clients have more say.



Protected more people from elder abuse than ever before.



Made advocacy the focus of everything we do.



Made our decision-making more transparent to clients and the community.



What we will be doing next year



Helping staff and other people understand the trauma that many of our clients have experienced.



Working extra hard to reduce the use of restrictive practices for people who are at risk of harming themselves or others.



Making sure all our staff learn ways to interact with people who have difficulty talking or reading.



Supporting our staff to be resilient to trauma.

What we do

Community visitors

Community visitors protect and promote the rights and interests of the adults, children and young people that they visit. They look and listen to what is happening in places that care for these people and speak up if there is a problem.

Guardianship

Guardians make decisions for people who do not have the capacity to do this themselves. Wherever they can, they make these decisions together with the person. Guardians speak up for their clients and encourage them to have a say in decisions about their lives.

Investigations

Our investigators look into complaints about decision-making arrangements to make sure they are okay and legal. They do this to make sure adults are not being neglected, exploited or abused by their decision-makers.

Legal child advocacy

We help children and young people not only by visiting them, but also by giving them legal help. Legal child advocates protect and promote the rights and interests of all children and young people in the child protection system. We make sure their wishes are heard and help them to participate when decisions are being made about them.

Policy and reporting

When issues come up that impact on our clients, we get involved in state and federal government policy and law reform discussions to speak up for our clients. We also report on how well the OPG is doing each year.

Corporate

Our corporate team provide help to all the other business areas to make sure they can do their jobs.