



## Appendices

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## Corporate Governance

### Committees and Boards

#### ADVISORY COUNCIL

OPG and OPC's Advisory Council has a joint function providing advice to OPC and OPG. The council is able to give consistent and well balanced advice and comment on policies, service delivery and strategic direction. The Advisory Council meetings are held on a quarterly basis.

Members of the Advisory Council are:

#### **Noel Atkinson (resigned August 2007)**

Former Research Fellow at the Centre for Development Disability Studies with 35 years professional experience in the developmental disability field. Parent of a young woman who requires support to live and work in the community.

#### **Andrew Buchanan**

Andrew is a communications and media consultant based in Sydney offering broad assistance in 'communications' in working with individuals and organisations. He is also chairperson for the Disability Council of NSW and for Best Buddies Australia.

#### **The Hon. Brian Cohen, QC**

A Barrister for 24 years, appointed Master of Supreme Court of NSW in 1976 and Justice of that Court from 1983 to 1999.

#### **Lloyd Draney**

Retired Head of AMP Foundation. Previous AMP appointments included Group Financial Controller and Investment Manager. Also a Board member and Chairman of the Audit Committee of Sunnyfield.

#### **Phillip French**

A lawyer with extensive background in advocacy for people with disabilities. Works as a consultant in the areas of human rights, health and social policy.

#### **Sue Field**

Inaugural Public Trustee New South Wales Fellow in Elder Law at UWS and is a Ministerial Advisory Committee on Ageing representative.

#### **Jenny Green**

Former head of TAFE Disability Services and now senior lecturer in not-for-profit management at School of Management, University of Technology, Sydney.

#### **Janet Meagher AM**

Director of Development, Psychiatric Rehabilitation Association and Patron Australian Mental Health Consumer Network

#### **Barbara Squires**

General Manager, Ageing, The Benevolent Society, and Fellow of the Australian Association of Gerontology.

#### **Roger Stancliffe, Ph.D**

Over 30 years experience in the developmental disability field. Currently a senior research fellow at the Centre for Developmental Disability Studies.

#### INVESTMENT ADVISORY COMMITTEE

This Committee advises the Protective Commissioner on issues associated with the investment of clients' funds. OPC is represented on the Committee by the Protective Commissioner and the Director, Finance and Investment. External members are:

#### **Alan Bertram**

31 years experience in investment activities for AMP until retirement in 1999. Has undertaken advisory and consultative roles for AMP and Medibank Private.

#### **Susan Doyle**

(representing the Attorney General)

35 years experience in the funds management industry, including Commonwealth Funds management, Suncorp Investments and NRMA Investments. Member of the Board of Guardians for the Future Fund.

## **Ted Gifford**

41 years experience in a wide range of investment activities culminating in a senior management position in AMP until retirement in 2002.

## **Michael McGrath**

(representing the NSW Treasurer)

Principal Advisor Financial Liabilities, Crown Asset & Liability Management Branch, NSW Treasury

## **INTERAGENCY FORUM**

OPC has an interagency forum to foster better relationships and communication with the disability sector. The forum discusses developments within OPC and provides an ongoing mechanism for feedback.

The forum comprises representatives from disability groups that share a client base with OPC. The forum provides opportunities for members to raise difficulties their constituents may be experiencing in dealing with OPC and solutions can be discussed. The membership consists of representatives from the following organisations:

- > **Aged Care Rights Service Inc**
- > **Alzheimer's Australia**
- > **Association of Relatives and Friends of the Mentally Ill Inc (ARAFMI)**
- > **Brain Injury Association of NSW**
- > **Carers NSW**
- > **Council for Intellectual Disability (NSW)**
- > **Disability Council of NSW**
- > **Intellectual Disability Rights Service**
- > **Mental Health Advocacy Service**
- > **Mental Health Coordinating Council Inc**
- > **Multicultural Disability Advocacy Association of NSW**

## > **People with Disabilities Australia**

## > **Schizophrenia Fellowship of NSW**

The forum did not meet in 2007-2008. Meetings were temporarily put on hold while OPC prepared for the move to Parramatta in November and for changes to the structure which are due to take place in August 2008. Engagement with our stakeholders is crucial for the delivery of quality services and in the coming year OPC will work with members of the forum to review the best possible way to facilitate communication.

## Financial and service delivery performance

### Account Payment Performance

#### OPC

##### Payment Performance Indicators

Schedule of Accounts Payable	Qtr Ended Sept 2007 \$'000	Qtr Ended Dec 2007 \$'000	Qtr Ended March 2008 \$'000	Qtr Ended June 2008 \$'000
Current	-	-	-	133
Less than 30 days	-	-	-	-
Overdue 30-60 days	-	-	-	-
Overdue 60-90 days	-	-	-	-
Overdue more than 90 days	-	-	-	-
<b>Totals</b>				<b>133*</b>

\* Represents accruals at the end of the financial year; invoices received after cut-off date for payment of invoices.

Schedule of Paid on Time	Qtr Ended Sept 2007 \$'000	Qtr Ended Dec 2007 \$'000	Qtr Ended March 2008 \$'000	Qtr Ended June 2008 \$'000
Accounts paid on time	8,102	8,998	8,045	9,424
Total accounts paid	8,123	9,065	8,118	9,654
	%	%	%	%
Accounts paid on time	99.74	99.26	99.10	97.62
Target paid on time	99.90	99.90	99.90	99.90

#### OPG

During 2007/08, 642 relevant corporate payments were made with a total value of \$1,148,841. It is the policy of OPG that all claims for payment of accounts are paid within the time frame allowed by the terms set out in the suppliers' contracts. If no terms are set, payment is made by the end of the month following the month in which the invoice is received.

**Interest paid due to late payments OPC and OPG Nil**

## OPC Budget (Operating) 2008-2009

The Director General of the Attorney General's Department approves the OPC operating budget.

The amount of government funding for OPC services in 2007-2008 reporting period is \$2.825 million.

	2008-2009 Budget \$'000	2007-2008 Actual \$'000
<b>Operating Revenues</b>		
Investment Income	1,000	1,293
Private Management Fees	2,200	2,340
Income & Capital Commission (Note 1)	-	
Management Fees (Note 1)	14,400	15,952
Investment Fund Fees (Note 1)	5,800	6,479
Government Funding	2,825	2,825
Fees-additional services to clients		
Fee for provision of Taxation Services		
Financial Planning Fees		
OPC Services to OPG		
Profit on Sale of Assets		(25)
Transfer under Former Section 55 (1)(c) of the Protected Estates Act		
Miscellaneous Income		24
<b>Total Revenue</b>	<b>26,225</b>	<b>28,888</b>
<b>Operating Expenses</b>		
Salary & Related	20,990	19,591
Operating Expenses	7,294	6,780
Maintenance	300	408
Depreciation	2,042	2,796
<b>Total Operating Expenses</b>	<b>30,626</b>	<b>29,575</b>
Surplus/(Deficit)	(4,401)	(687)
Capital Revenues		
Transfers under Sect 55 (1)(c) of the Protected Estates Act		-
<b>Total Capital Revenue</b>		<b>-</b>
<b>Capital Expenditure</b>	<b>3,069</b>	<b>972</b>

## OPG Budget (Operating) 2008-2009

The Director General of the Attorney General's Department approves the OPG operating budget.

	2008-2009 Budget \$'000	2007-2008 Actual \$'000
Investment Income	198	237
Income & Capital Commission (Note 1)	-	
Investment Fund Fees (Note 1)		
Government Funding	7,183	7,008
Fees-additional services to clients		
Fee for provision of Taxation Services		
Financial Planning Fees		
OPC Services to OPG		
Profit on Sale of Assets		(1)
Transfer under Former Section 55 (1)(c) of the Protected Estates Act		
Miscellaneous Income		
<b>Total Revenue</b>	<b>7,381</b>	<b>7,244</b>
<b>Operating Expenses</b>		
Salary & Related	5,915	5,642
Operating Expenses	1,465	1,469
Maintenance		29
Depreciation	126	172
<b>Total Operating Expenses</b>	<b>7,506</b>	<b>7,312</b>
Surplus/(Deficit)	(125)	(68)
Capital Revenues		
Transfers under Section 55(1)(c) of the Protected Estates Act	-	-
<b>Total Capital Revenue</b>	<b>-</b>	<b>-</b>
<b>Capital Expenditure</b>	<b>100</b>	<b>287</b>

## Complaint Management and Reviews of Decisions

### OPC

We welcome feedback from clients and other interested parties. Clients and stakeholders are encouraged, and have a right, to express their views about the organisation and the service it provides. The restructure of OPC in August 2006 and the ongoing effect on service delivery has resulted in an increased number of complaints over the last two financial years.

On an individual basis the complaints process provides an opportunity for people to have issues related to their particular circumstances reviewed. On an organisational level the information received helps us to improve the service we provide to clients. For example the feedback received in this and the previous financial year has informed OPC in the development of a new structure due to be implemented in August 2008. As part of the development of the new structure a review of all policies and procedures has commenced and will be repeated on an annual basis.

Through our complaints handling process we aim:

- > to provide accessibility for clients and other stakeholders who want to give us feedback;
- > to have complaints and reviews of decisions resolved in an appropriate and timely manner; and
- > to provide statistics on the nature of the feedback received for evaluation and future planning purposes.

Clients and stakeholders can provide feedback in a variety of ways that best suits them. They may telephone or write to:

- > their Liaison Officer or their Private Management Support Officer; or
- > Write to Manager, Quality Service & Community Relations or the Protective Commissioner.

Listed below is a summary of the feedback received this year through the centralised complaint handling mechanism in comparison with previous years.

Type of feedback	04/05	05/06	06/07	07/08
Compliments	11	11	21	23
Complaints	163	199	305	249
Reviews of Decision	35	32*	34**	62***
Ministerials	48	62#	99##	86###

\*\*\* Of the 62 Internal reviews of decision carried out by OPC in 07/08, in accordance with the Administrative Decisions Tribunal (ADT) Act, 1997 26 were affirmed, 4 were varied, 31 were set aside and with review withdrawn.

\*\* Of the 34 Internal reviews of decision carried out by OPC in 06/07, in accordance with the ADT Act, 1997 22 decisions were affirmed, 5 were varied and 7 were set aside

\* Of the 32 internal reviews carried out by OPC in 05/06, in accordance with the ADT Act, 1997 21 decisions were affirmed, 4 were varied and 10 were set aside.

### Of the 86 ministerials received in this financial year 77 were complaints and 9 related to requests for information or clarification of the role of the office.

## Of the 99 ministerials received in the 2006/2007 financial year 89 were complaints and 10 related to requests for information or clarification of the role of the office.

# Of the 62 ministerials received in the 2005/2006 financial year, 57 were complaints and 5 related to requests for information or clarification of the role of the office.

A total of 17 decisions were externally reviewed by the ADT. Of those, 7 were either affirmed or dismissed by the ADT, 2 decisions set aside, 1 decision varied, 5 applications were withdrawn and 2 were settled between the parties with the ADT's consent.

### OPC Reviews of Decision in the 2007-2008 financial year

When informing clients and /or stakeholders of the outcome of a significant decision OPC provides details of its review of decisions process and the role of the ADT. OPC reviewed 62 of its decisions in the last financial year. Of these decisions 26 were affirmed, 31 were set aside and 4 were varied. Where a decision has been set aside or varied OPC may have been provided with additional information by the client or stakeholders involved or OPC has sought further professional advice to assist in reviewing the decision.

The types of decisions where a review is most frequently requested relate to the sale and purchase of real estate, and requests for additional funds. Given that these areas can have a significant impact on the clients estate and the ongoing ability of the estate to support the clients needs it is not surprising they are the focus of request for reviews of decision. Decisions relating to real estate are complex and frequently involve consideration of competing views from the client and involved family members.

### Complaints

Complaints statistics are categorised according to the nature of the feedback

For this financial year the two most prevalent complaints related to length of time to be served (48.5%) and dissatisfaction with a decision made by OPC. 24.4%

Other significant areas of complaint related to:

- > OPC's decision making procedure or the release of funds (25.9%)
- > The role of the Protective Commissioner; (5.6%) (a reduction of 21.3% from the previous financial year)
- > Dissatisfaction with the appointment of the Protective Commissioner(2%) (a reduction of 9.8% from the previous financial year)

The appointment and the role of the Protective Commissioner are issues largely outside OPC's control and often relate to family conflict or an unwillingness to accept the decision by a court of tribunal to appoint a financial manager.

We will continue to capture more information from clients and stakeholders through the complaints system to enable the office to improve its service to clients. OPC continues to look at ways to keep clients and stakeholders informed of their right to make a complaint or seek a review of decision. This has been demonstrated by the increasing amount of feedback the office receives.

It is encouraging to see that the number of compliments has also increased slightly during the 2007-2008 financial year. Although this is only based on a small sample size it indicates that clients and families valued the assistance we provided in the management of our clients' financial affairs.

The complexity associated with making substitute decisions in the overall best interests of clients cannot be overstated. OPC is only appointed in situations where a person is at risk of exploitation, abuse or neglect and/or there is no suitable alternative available. The expectations that some people may have about the role of the Protective Commissioner can sometimes lead to dissatisfaction.

## OPG

This year OPG received feedback from clients and stakeholders in the form of complaints, compliments, ministerials, requests for reviews of decision, and requests for reasons for decision.

OPG strives to inform stakeholders of their right to make a complaint or to request an internal review of a decision. This information is provided through the OPG website, publications, our telephone information service and community education. The majority of complaints this year (56 per cent) were made by relatives of the person under guardianship. Four people under guardianship also made complaints on their own behalf this year.

Fifty one complaints were received from clients and stakeholders this year, which is over double the numbers from the last financial year. OPG's rate of resolution for complaints has maintained a high level with most complaints being closed. Only 2 complaints were unresolved and one still open at the end of the financial year. This year the OPG also responded to 19 ministerial enquiries.

The most common complaint related to communication (23 complaints), and 17 complaints related to guardianship decisions. Another 17 complaints were about decision making processes (some complaints contained more than one issue). As a result of the complaints received, practice recommendations were made to OPG staff about clarifying communication expectations with our stakeholders, ensuring staff always seek the views of significant parties prior to making decisions and that all information used to make decisions is accurately recorded and filed in a timely manner.

The OPG received 14 compliments this year, mostly about the quality of the decision-making and support provided by OPG staff for people under guardianship and their families. Compliments were also received about the service provided by the Private Guardian Support Unit including the *Onguard* publication, and community information sessions.

The *Administrative Decisions Tribunal (ADT) Act 1997* sets out the ways in which decisions made by the Public Guardian can be reviewed. If an interested party disagrees with a decision that has been made by the Public Guardian they can request an internal review (subject to time limitations). This year 14 requests for internal review were received by the OPG, which is an increase of four from last year. Thirteen of these decisions were accommodation decisions, and the remaining decision related to access. Eight of these decisions were upheld on review. Four requests for review were declined and two were set aside.

If a person is still unhappy with the decision after it has been reviewed internally, they can make an application to the Administrative Decisions Tribunal (ADT) for an external review. The Public Guardian is also informed by the ADT of reviews involving decisions by the Guardianship Tribunal to appoint the Public Guardian. This year, a total of ten notices of review were received by the OPG, which is a reduction of three from the previous year. Three of these notices related to reviews of the Public Guardian's decisions, and the ADT affirmed one decision while the other two applications were withdrawn or dismissed. Seven reviews were about decisions of the Guardianship Tribunal to appoint the Public Guardian.

## Client and stakeholder surveys

### OPC

The OPC conducted a survey of 119 randomly selected directly managed clients, families, carers and or key service providers, to establish if systems in place in their opinion have been helpful or not when contacting this office. The clients selected had a range of disabilities, with the predominant group experiencing psychiatric disabilities.

The survey for 2007-2008 was conducted in a green friendly manner by telephone, to provide a paperless eco friendly platform to support the environmental philosophy of the Attorney General Department.

The survey results established that 65% of the clients surveyed are satisfied with the OPC generally, however provided essential feedback regarding a number of facets of our services. Issues included protracted waiting times in phone queues, perceived depersonalisation and inconsistency of service, and a perception that on occasions some staff may not be familiar with working with client's with certain disabilities .

It was very evident that the primary means of contact for clients is by telephone, with 81% of the clients surveyed advising telephone contact had been made with the office within the last 12 months. Clients with age related disabilities may not have access to or the ability to use modern computer technology further underscoring a continued reliance on telephones as the primary means of communication.

The survey data reinforces the view of clients that the OPC is considered an essential service, however consumers were frustrated by time taken to achieve a decision or general review of a client circumstances. This frustration was directly linked to the 2006 change in the client management system. The consistent response from clients surveyed was the preference of a single staff member managing their estate that was familiar with individual client issues, and was in a position to facilitate and coordinate the decision making process on behalf of clients in a timely manner.

The survey feedback has been reviewed by management, and has contributed to the new structure for client services due to be implemented in August 2008. Further surveys will be undertaken at regular intervals and in particular to provide feedback on the future structure of OPC services.

### OPG

No surveys were carried out by OPG for this financial year.

## Ethnic Affairs Priority Statement (EAPS)

OPC and OPG are committed to providing appropriate services to meet the individual needs of all clients.

OPC manages clients' finances to meet their individual needs. This means that a client's cultural requirements are integral to the task of making substitute financial decisions. OPG makes decisions about lifestyle or medical matters as guardian of last resort for people unable to make these decisions for themselves. In addition to considering the EAPS, the principles of the *NSW Guardianship Act* support the promotion of the cultural and linguistic background of people under guardianship. OPG takes these principles into account when making decisions, and also when promoting information to the community by providing education sessions and translated fact sheets to CALD communities.

To support and further develop OPC's commitment to EAPS OPC has implemented a number of strategies throughout the 2007-2008 financial year.

To more clearly identify the needs of CALD clients and stakeholders, OPC has modified its Estate Information Form to incorporate CALD information. This data will help inform OPC's management when updating policies and procedures relating to client financial management needs.

The OPC has engaged in community education sessions, addressing the needs of the CALD communities in the last 12 months. The use of interpreters has assisted with community groups developing a greater understanding and knowledge of the office's role and how the office can assist them in the community.

As part of the CALD Access Plan, the OPC has developed additional OPC Fact Sheets in Arabic, Turkish, Vietnamese and Cantonese. The fact sheets are also available on the OPC website.

On a six monthly basis, newsletters are forwarded to clients of the OPC and service providers. This includes CALD service providers. The newsletters aim to inform clients and service providers as to any changes or updates as to the provision of effective financial management services. Meetings are held with peak disability services to discuss any major changes to ensure clients and service providers have the opportunity to provide feedback or discuss changes affecting them directly.

The office will continue to liaise with culturally diverse community groups and work with them to address CALD needs as they arise.

The OPC has an active community education program that will continue to work with the CALD communities conveying information about the office and the services provided to the community. Programs will continue to be adapted to suit individual community groups. The office will continue to develop the relationship with the Multiculturally Diverse Advocacy Association (MDAA) to assist in providing effective community education programs.

### Staff training on Cultural Diversity

As part of our induction program the cultural and linguistic needs of clients are incorporated into the following modules:

- > *What is OPC? – Guardianship Principles*
- > *Who are Our Clients – Communication Handbook*
- > *Decision making in OPC*
- > *Making and communicating Decisions*

Our staff are also encouraged to participate in the AGD “Client Service Skills” Training, and “Cross Cultural Communication skills” which incorporates the cultural and linguistic diversity among clients.

In 2008 a number of staff participated in a new program – “Improving service delivery to Aboriginal Clients”. Later in 2008 the ideas generated from the

training will be used as the basis for project aimed at developing a service delivery strategy for Aboriginal Clients.

### Language services and information provided to the diverse community of NSW.

To aid in delivery of services to a culturally diverse client group OPC and OPG have ten staff receiving the Community Language Allowance. OPC can offer language assistance in thirteen community languages.

OPC and OPG offered language assistance using different methods of contact such as the Telephone Interpreter Service (179), professional interpreters to interpret and translate for clients and their family members (51), document translation (26 documents), as well as other services including the sign-deaf service (eight times).

During 2007-2008 OPC used interpreter and translation services for its clients and stakeholders on 264 occasions. OPG used these services on 27 occasions for communication with people under guardianship and stakeholders.

OPC has continued to encourage clients and others to seek interpreting assistance if required by including a panel in 21 community languages on brochures, the back of our letterhead, the website and the Annual Report.

OPG has translated the Enduring Guardianship flyer into ten community languages. These flyers are available on request or via the website. OPG and OPC provides information to CALD communities by providing information in 21 community languages on the back of all correspondence, advising of the availability of translation services.

### The year ahead:

The priorities of OPC and OPG in the next financial year include:

- > The continuation of OPG’s education campaign promoting enduring guardianship to CALD communities
- > OPC community education to target Cantonese, Vietnamese and Arabic speaking communities.

## Freedom of Information

The *Freedom of Information Act 1989* provides a formal mechanism for members of the public to access particular information about government bodies.

The Director, Assets, Corporate and Legal, OPC has the role of Freedom of Information Coordinator for OPC and OPG. This position was chosen to fulfill this role due to its independence from decision-making concerning both clients and private managers.

No requests for internal review of FOI decisions have been made under the Act.

Members of the public who would like to make a Freedom of Information application may contact the FOI Co-ordinator.

A full report of activities compared with the previous reporting period is shown below:

Freedom Of Information (FOI) Requests	2005-2006	2006-2007	2007-2008
New (including transferred in)	62	39	38
Brought forward	1	0	1
Total to be processed	63	39	39
Completed	63	39	39
Withdrawn	Nil	Nil	Nil
Total processed	63	39	39
Unfinished	Nil	1	Nil
<b>Result of FOI Requests</b>			
Granted in full	46	35	36
Granted in part	8	3	1
<b>Ministerial Certificates Issued</b>	Nil	Nil	Nil
<b>Number of Requests Requiring Formal Consultation</b>	2	1	Nil
<b>Notation of Personal Records</b>	Nil	Nil	Nil
<b>FOI Requests Granted in Part or Refused</b>	16	4	4
Basis of disallowing or restricting access			Document not held
All Completed Requests - FOI fees Received	\$1512.50	\$727.50	\$780.00
<b>Type of Discount</b>			
Financial hardship, pensioner, public interest	33	21	24
<b>Days to Process - Elapsed Time</b>			
0-21 days	63	39	33
22-35 days	-	-	3
Over 35 days	-	-	3
<b>Total</b>	<b>63</b>	<b>39</b>	<b>39</b>
<b>Processing Hours</b>			
0-10 hours	61	39	39
11-20 hours	2	-	-
21-40 hours	-	-	-
Over 40 hours	-	-	-
<b>Total</b>	<b>63</b>	<b>39</b>	<b>39</b>

## Guarantee of Service

OPC's commitment to service is to ensure that clients have a carefully and professionally planned financial future - one that meets their lifestyle needs and is within their available financial resources. We strive to provide a high level of service and our staff members are committed to:

- > maintaining the highest ethical standards of integrity, equality and confidentiality,
- > serving our clients' needs with the best that our professional skills and experience can offer,
- > respecting different cultures,
- > upholding the principles of the *Guardianship Act, 1987* in every aspect of our work.

OPC recognised that the restructure of August 2006 has had a negative impact on service delivery over the last two financial years. To address current service delivery issues OPC has developed a new structure which will be implemented in August 2008. As part of the development of the new structure a review of OPC's service standards, policies and procedures has commenced and will be repeated on an annual basis.

OPC aims to respond to phone calls within two working days and correspondence within 15 working days.

OPG has six guardianship standards which identify minimum requirements a person under guardianship, and other interested parties, can expect of guardianship staff. These cover areas such as providing information, seeking the views of the person under guardianship and others, recording information and making decisions. The standards complement position statements and procedures, which are already in place to guide and direct the decision-making and advocacy of staff of the Office of the Public Guardian. People affected by the decisions of the Public Guardian can access internal and external complaints and review processes. Information on these processes is readily available on the website or by talking to Information and Support staff.

Staff of both offices are bound by a range of government requirements, including a Code of Practice relating to areas such as appropriate professional behaviour, privacy and confidentiality, conflict of interest and ethical work practices.

## Our people

### Disability Plan

OPC and OPG have continued to implement the AGD Disability Plan. With the relocation of the OPC and OPG Offices to Parramatta reasonable workplace adjustments for all staff with a disability were reviewed. These adjustments included provision of appropriate ergonomic equipment and modifications to the workplace based on the advice of the Commonwealth Rehabilitation Service. In total 67 minor workstation adjustments were made. Three major workplace assessments were conducted and reasonable adjustments made to accommodate disability. Two staff members were provided with offices due to reasonable adjustment purposes and in addition two formal assessments were arranged.

Initiatives developed through the Flexible Service Delivery project have become OPC and OPG's general practice.

### The Spokeswomen's Program in OPG and OPC

The Spokeswomen's Program aims to improve equality in the workplace for women in the NSW public sector. This year OPG and OPC Spokeswomen coordinated activities to meet the areas of interest of female staff. These activities included celebrating International Women's Day with the Honourable Linda Burnie MP, the first indigenous female minister in NSW. Ms Burnie gave an inspirational speech about her experiences as a woman and as a female parliamentarian. Also included in the IWD event were OPC and OPG staff who spoke about a woman who inspired them. This spokeswomen's event embraced history, ideas and experience to provide food for thought to all women in their future directions.

Other events included presentations from high level inspirational women including the Protective Commissioner, Acting Deputy Protective Commissioner and the Director of Human Resources for NSW Attorney General's Department. Spokeswomen have also provided information about planning for the future, tools for achieving a balance between life and career, human resource options and career pathing. All events have been well attended and women from OPG and OPC continue to support strongly events organised for the Women's Network by the Spokeswomen.

### Action Plan for Women

The Action Plan states that all areas of NSW Government must take responsibility for women's full economic and social participation in a fair society, by integrating the needs and concerns of women into agencies' every day work. OPC and OPG aims to have equitable representation amongst staff and on council and committee positions. The positions of Protective Commissioner and Public Guardian and Deputy Protective Commissioner are for the first time both held by women. 57% of OPC staff and 74% of OPG staff are women.

Our clients gender is an intrinsic part of who they are and our services are tailored to the individual needs of each client. Accordingly decision-making, client and financial plans for the services required by a female client are personalised according to her identified needs.

Four of the nine OPC and OPG's Advisory Council members are women and one member of the Investment Advisory Committee. When council and committee positions become vacant in future we will be actively seeking appropriately experienced women for these positions.

### Code of Conduct and Ethics

OPC and OPG are covered by the NSW Attorney General's Department (AGD) Code of Conduct and Ethics. There were no changes to the AGD Code of Conduct and Ethics in 2007-2008.

The AGD's Code of Conduct and Ethics sets out the obligations and standards of ethical behaviour. It assists staff to identify and deal with maladministration or corruption. It identifies internal systems for detection preliminary investigation, reporting and prevention of such behaviour. All departmental staff must comply with the Code, which is based on the Independent Commission Against Corruption Act 1988, Public Sector Employment and Management Act 2002, Public finance and audit Act 1983 and Privacy and Personal Protection Information Act 1998.

The Code incorporates three principles:

- > public confidence
- > responsibility to the government of the day
- > the rights of employees.

The public has the right to expect that public sector organisations demonstrate the highest integrity and competence, treating all citizens fairly, reasonably and equitably. The government of the day is entitled to expect its employees to provide impartial and accurate advice and to implement its policies promptly, efficiently and effectively. Public sector employees enjoy the same rights as private sector employees. They have additional protection under some legislation, such as the Protected Disclosures Act 1994 and the Anti-Discrimination Act 1977.

## Equal Employment Opportunity (EEO)

**Table A. OPC Trends in the Representation of EEO Groups<sup>1</sup>**

EEO Group	Benchmark or Target	% of Total Staff <sup>2</sup>			
		2005	2006	2007	2008
Women	50%	57%	57%	54%	57%
Aboriginal people and Torres Strait Islanders	2%	2.6%	1%	2.5%	1.5%
People whose first language was not English	20%	16%	12%	30%	23.90%
People with a disability	12%	8%	6%	11%	5.09%
People with a disability requiring work-related adjustment	7%	7.8%	3%	10.8%	2.03%

**Table B. OPG Trends in the Representation of EEO Groups<sup>1</sup>**

EEO Group	Benchmark or Target	% of Total Staff <sup>2</sup>			
		2005*	2006	2007	2008
Women	50%	n/a	77%	78%	74%
Aboriginal people and Torres Strait Islanders	2%	n/a	0%	0%	0%
People whose first language was not English	19%	n/a	0%	8%	9.2%
People with a disability	12%	n/a	11.5%	9%	9.2%
People with a disability requiring work-related adjustment	7%	n/a	7.7%	5%	5.3%

\*OPG demographic data for previous years was not available as they were amalgamated with AGD staffing figures in previous reports.

**Table C. OPC Trends in the Distribution of EEO Groups<sup>1</sup>**

EEO Group	Benchmark or Target	Distribution Index <sup>3</sup>			
		2005	2006*	2007	2008
Women	100	90	-	89	91
Aboriginal people and Torres Strait Islanders	100	N/A	N/A	N/A	N/A
People whose first language was not English	100	97	-	89	83
People with a disability	100	N/A	-	106	N/A
People with a disability requiring work-related adjustment	100	N/A	-	106	N/A

\*Data for distribution trends of EEO group members was not available from Premier's Department at time of printing.

**Notes:**

1. Staff numbers are as at 30 June 2008
2. Excludes casual staff
3. A Distribution Index of 100 indicates that the centre of the distribution of the EEO group across salary levels is equivalent to that of other staff. Values less than 100 mean that the EEO group tends to be more concentrated at lower salary levels than is the case for other staff. The more pronounced this tendency is, the lower the index will be. In some cases the index may be more than 100, indicating that the EEO group is less concentrated at lower salary levels. The Distribution Index is automatically calculated by the software provided by ODEOPE.
4. The Distribution Index is not calculated where EEO group or non-EEO group numbers are less than 20.
5. Staff numbers as at 30 June. With the exception of the category 'Total' and 'Women', figures are weighted. The weighted figure is the 'actual' figure upwardly adjusted in accordance with the response rate. The response rate is the percentage of total staff who have supplied their EEO statistics. For 2008, percentages are derived by dividing the response rate (83.02% for OPC and 57% for OPG) and multiplying by 100.

OPC and OPG's employment equity strategies are detailed in the EEO Strategic Management Plan of the Attorney General's Department.

The outcomes to be achieved through this plan fall into nine areas:

1. Sound information base
2. Employee views are heard
3. Integration of EEO outcomes into our planning
4. Non discriminatory policies and procedures
5. Needs based programs for EEO groups – OPC and OPG encourage staff to participate in groups established by the department such as the staff with Disabilities Network, Women's Network and the Cultural Diversity Network
6. Managers and employees informed, trained and accountable
7. Workplace culture displaying fair practices and behaviour
8. Improved employment access and participation by EEO Groups
9. A diverse and skilled workforce

The AGD Management Plan categorises activities to achieve these outcomes into:

### 1. Ongoing Programs and Practices – Things we will continue to do well

- > OPC and OPG continue to provide all existing staff with the opportunity to comment on their employment experiences at OPC by means of exit questionnaires and/or interviews.
- > OPC and OPG staff were encouraged to update their personal details on the Aurion payroll system in order to improve the EEO data available to enable OPC and OPG to monitor EEO outcomes.
- > Flexible Working Practices are available to all staff to promote and support EEO outcomes and assist staff in balancing their work and family commitments.

- > OPC has four Aboriginal and Torres Strait Islander (ATSI) staff. These staff are supported in their active membership of the Department's Equity Network and meetings/conferences.
- > A range of communication and consultation strategies (including staff forums and workshops) were implemented as part of OPC's restructure to ensure that the needs of staff including EEO groups were heard and addressed.
- > Additional support in training in job seeking was provided to ensure that EEO group members were not disadvantaged in the recruitment process.
- > All OPC managers have specific EEO responsibilities included in their position descriptions.
- > OPC continues to monitor, analyse and report on grievances lodged by staff.
- > OPC continues to promote the Community Language Allowance Scheme.
- > OPC and OPG continue to implement reasonable adjustment to promote the employment of suitably qualified staff with disabilities.

### 2. Building on Our Achievements - New Initiatives in Equity & Diversity

- > Staff and managers have been trained in the prevention of workplace bullying and harassment and procedures for investigating harassment within the workplace.
- > Any complaints raised by staff are investigated in line with the Attorney General's Department's policy and procedures.

## Employment Reporting

### Number of Employees by Category - OPC

		30 June 2005			30 June 2006			30 June 2007			30 June 2008		
		Men	Women	Total Staff	Men	Women	Total Staff	Men	Women	Total Staff	Men	Women	Total Staff
Permanent	full-time	94	118	212	87	104	191	101	113	214	87	106	193
	part-time	3	7	10	4	16	20	4	13	17	5	10	15
Temporary	full-time	4	21	25	18	22	40	8	11	19	7	10	17
	part-time	nil	2	2	nil	5	5	nil	3	3	1	3	4
Contract	SES	2	nil	2	2	nil	2	1	nil	1	nil	1	1
	non-SES	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil
Training		nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil
Casual		nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil
<b>Total</b>		<b>103</b>	<b>148</b>	<b>251*</b>	<b>111</b>	<b>147</b>	<b>258@</b>	<b>114</b>	<b>140</b>	<b>254</b>	<b>100</b>	<b>130</b>	<b>230#</b>

\* This figure excludes 29 vacancies filled on short term basis by staff employed by employment agencies.

@ This figure excludes 28 temporary staff employed by employment agencies to fill vacancies on a short term basis.

# This figure excludes 60 temporary staff employed by employment agencies to fill vacancies on a short term basis.

OPC has two positions identified in the Client Services Division for Aboriginal and Torres Strait Islanders. These positions are currently filled.

### Number of Employees by Category - OPG

		30 June 2006			30 June 2007			30 June 2008		
		Men	Women	Total Staff	Men	Women	Total Staff	Men	Women	Total Staff
Permanent	full-time	12	39	51	10	36	46	10	30	40
	part-time	5	15	20	5	19	24	4	18	22
Temporary	full-time	1	7	8	1	6	7	3	5	8
	part-time	nil	2	2	nil	1	1	1	2	3
Contract	SES	1	nil	1	1	nil	1	1	nil	1
	non-SES							nil	nil	nil
Training								nil	nil	nil
Casual								nil	nil	nil
<b>Total</b>		<b>19</b>	<b>63</b>	<b>82</b>	<b>17</b>	<b>62</b>	<b>79</b>	<b>19</b>	<b>55</b>	<b>74</b>

Comparative figures are not available for years prior to 2006 as they were amalgamated with AGD staffing figures.

### Movement in salaries during 2007-2008

A 4% Public Sector award salary increase came into effect in July 2007.

### Personnel policies and practices

OPC and OPG staff are employed under the provisions of the *Public Sector Employment and Management Act, 2002* and the Crown Employees (Public Service Conditions of Employment) Award 2006. OPC and OPG staff are employees of the Attorney General's Department.

OPC and OPG staff have online access, via an Intranet, to a comprehensive range of personnel policies provided to all administrative units of the Attorney General's Department. Staff can access a range of flexible working arrangements to accommodate disabilities or work/life balance.

The Employee Assistance Programme offers a confidential counselling and trauma debriefing service to staff.

### Industrial relations policies and practices

No industrial dispute resulting in work stoppage occurred during the year.

OPC and OPG management continue to meet regularly with staff to discuss industrial matters via a Joint Consultative Committee. The committee comprises representatives of the Public Service Association, OPC and OPG Workplace Committee representatives and OPC and OPG management.

### Senior Executive Service positions

As at 30 June 2008, there were three Senior Executive Service positions within OPC and OPG.

- > **Protective Commissioner & Public Guardian, SES Level 5** – Mark Orr BSc, BSc (Hons), Grad Dip Spec Ed, Grad Cert Finance & Investment, MHSM, SAFin, MAPS, Registered Psychologist – Acting Protective Commissioner & Public Guardian - resigned 27 July, 2007.
- > Imelda Dodds, B.Soc.Sc (Social Work) M.A. Public Policy, Accredited Social Worker, Adjunct Professor of Social Work, University of Sydney commenced 20 August 2007.
- > **Deputy Protective Commissioner and Director, Clients Services, SES Level 2** - Rosemarie Guerin B.Bus(Acct), Dip.Law, LL.M, CA - Acting Deputy Protective Commissioner and Director, Clients Services from 1 July, 2007 to 9 May, 2008
- > Kevin Robinson, Dip Law (LPAB), Grad Dip Legal Practice (W'gong), BA (Syd), Solicitor of Supreme Court of NSW – Acting Deputy Protective Commissioner and Director, Clients Services from 26 May 2008.
- > **Director, Office of the Public Guardian SES Level 1** – held by Graeme Smith, BSocSc. BLegSt, for the entire reporting period.

### Statement of Performance

The statement of performance for the Protective Commissioner is reviewed by the Director General of the Attorney General's Department.

Imelda Dodds

Protective Commissioner and Public Guardian  
SES Level 5

Appointed 20 August 2007.

Total remuneration package as at 30 June 2008  
\$219,710

Mark Orr Acting Protective Commissioner and  
Public Guardian  
resigned on 27 July 2007.

OPC and OPG continued to face many challenges this year:

- > Increase in client numbers requiring a refining of structures of both OPC and OPG to provide a contemporary service that meet client needs.
- > Moved to Parramatta Justice Precinct.
- > Managing unforeseen technical problems arising out of the relocation process.
- > Workplace planning to minimise the loss of knowledge to both organisations as a result of the move.
- > Dissemination of paper and web-based communications to clients and other stakeholders leading up to and since the move.

- > Developing and obtaining approval to restructure the OPG and Direct Management Services in the OPC.
- > Preparing to implement both restructures.
- > Ensuring the professional development needs of staff was maintained during the move and restructure process.
- > Developing a proposal to restructure Private Management services of OPC.
- > Commencing a review of OPC Fees.
- > Managing the impact of global economic trends on the investments of OPC clients.
- > Commitment to staff professional development demonstrated with all but six staff (who were either on long term leave or absent) receiving at least five days training.
- > OPG continued its education campaign, which aims to disseminate information to Culturally and Linguistically Diverse communities about enduring guardianship. This year OPG extended the campaign to focus on member of the Gay, Lesbian, Bi-sexual and Transgender community.
- > Participated in the government working party on Ageing 2030.
- > Participated in the AGD working party that developed the Capacity Toolkit.
- > Provided submissions to the Special Commission of Inquiry into Child Protection Services in NSW, The ALRC Review of Australian Privacy Law, and the House of Representatives Standing Committee on Family, Community, Housing and Youth's Inquiry into Better Support for Carers.
- > Working with staff of the Government Chief Information officer and Guardianship Tribunal of NSW to develop improved electronic communication systems between the Tribunal OPC & OPG.

During the year the Office of the Protective Commissioner and/or the Office of the Public Guardian were involved in:

- > Promoting the work of both offices in a range of forums.
- > Homelessness project.
- > In August 2006, following an independent review by NSW Treasury, a new structure was introduced at OPC aimed at trying to improve the service provided to OPC clients through greater specialisation. An evaluation of the restructure was conducted by Deloitte and together with staff and stakeholder feedback informed the development of a new client service delivery structure to be implemented in August 2008.
- > A submission to the Independent Pricing and Regulatory Tribunal (IPART) Inquiry into the fees levied by the OPC was developed to inform the review of fees on direct and private management estates.
- > Finalised work with Victims Services explaining the Charter of Victims Rights. The resource is specifically for people with decision making disabilities.
- > OPG and OPC have been working with the Department of Housing on a MOU to manage tenancy issues for people under guardianship
- > The OPG is working with the NSW Police and Ambulance Service of NSW to develop a MOU regarding circumstances where the Police and Ambulance may required to assist with the transport of persons against their wishes or their return to a place of abode.

## Training

### OPC

OPC staff were required to complete 5 days training during the year. This was mandatory requirement set by the Director General of the Attorney General's Department.

At the end of June 2008 99.5% of OPC staff met or exceeded this requirement.

The training staff participated in ranged from on the job training, technical skills training, professional development and continuing education and specific training to skill staff to undertake their specialist roles in OPC.

The mandatory training requirement for staff in 2008/2009 is 5 days.

### OPG

#### Professional Development - Staff Seminars

OPG remains dedicated to promoting staff access to training and development. 'All Staff Day' seminars were held in October 2007 and March 2008 providing information and training opportunities to staff.

The All Staff Day in October 2007 was the opportunity for the staff to meet the recently appointed Public Guardian, Ms Imelda Dodds, and to have some discussion regarding the vision and goals of the organisation. The proposed restructure was also discussed with staff followed by a session on change management. In March 2008 OPG staff were provided with an update at the All Staff Day regarding the restructure and facilitated discussion was held around the issues.

#### ATSI Training

During the year 17 OPG staff members participated in a pilot training package developed by the Attorney General's Learning and Development Unit. The aims of the training package are to improve access to quality services for Aboriginal and Torres Strait Islander clients by developing the knowledge and skills of staff to work effectively and respectfully

with Aboriginal and Torres Strait Islander clients and communities. The project also aims to promote innovation and leadership within AGD to better meet the needs of ATSI communities.

#### Other Training

This year OPG staff participated in a broad range of training in topics such as dementia care, dementia and intellectual disability, mental health first aid, cross-cultural communication skills; web authoring, project management and conflict resolution. 95% of staff met or exceeded the Attorney General's target of 5 days training for full time staff.

## Participation in external committees and conferences

### OPC

This financial year the OPC was represented on the following external committees:

- > Inner Sydney Chronic Homelessness & Complex Needs Project,
- > Australian Guardianship and Administration Council,
- > Public Trustees Audit and Risk Committee,
- > Guardianship Service Delivery Pilot - Joint Guardianship Tribunal/OPC/OPG and GCIO committee to oversee a pilot information sharing initiative,
- > Right to Dignity at Work Committee of AGD,
- > Planning for Later Life Forum,
- > Towards 2030 Planning for Our Changing Population,
- > Social Workers in Brain Injury Interest Group,
- > Social Worker in Aged Care Interest Group,
- > Mental Health Social Workers Interest Group,
- > DADHC Shared Equity Workshop,
- > Metro South Region Boarding House Reform Team, DADHC.

## OPG

This financial year the OPG was represented on the following external committees:

- > The Hunter Residences Lifestyle and Participation Workshops,
- > Central Coast Primary Dementia Care Network - Legal issues working party,
- > JGOS - NSW Joint Guarantee of Service for People with Mental Health Problems and Disorders living in Aboriginal, Community and Public Housing,
- > DADHC - Boarding House Expert Advisory Group,
- > Criminal Justice Support Network meetings (CJSN),
- > Integrated Services State Reference Group,
- > Statewide Advisory Committee for ADAHPS (AIDS Dementia & HIV Psychiatry Service, NSW Health).

## Conferences

### The Australian Guardianship and Administration Council (AGAC) Meetings

Both the Protective Commissioner and Director of the OPG attended the Council meetings which are held twice a year rotating through Australian Jurisdictions. In 2007 – 2008 the Council meetings were held in Sydney in October and Darwin in April. The Council provides a national forum for the discussion of guardianship issues, and an opportunity to look at ways that other states and territories guardianship organisations operate, review international trends, respond to relevant inquiries plus address issues of common concern.

### Ageing 2030

The Protective Commissioner represented the Attorney Generals Department at the NSW state government forum on the ageing population, held at Parliament House in October 2007. She has since represented the department on the whole of government implementation committee

## Presentations at Conferences

The Protective Commissioner and Public Guardian has given presentations at eight conferences/seminars. Participants at these events included Tribunal members, stakeholder disability groups and legal professionals.

## Health and Safety

The Occupational Health and Safety Committee consisted of elected employee representatives and management representatives. The committee met twice in 2007 before it was disbanded following the move of OPC to Parramatta in November, 2007. OPC now form part of the Attorney General's Justice Precinct Office OH&S Committee. Prior to the office moving to Parramatta the former committee undertook a range of activities to promote staff awareness in OHS and risk management. The main issues dealt with included inspection of the new offices in Parramatta prior to the move and reporting any issues to management and the unions. The committee also reviewed incident reports within the organisations to minimise any risks, workplace inspections, maintenance of first aid facilities, workplace violence, security and cleaning.

Workplace accidents are reported in Risk Management and Insurance on page 52. There were no prosecutions.

## Consultants

OPC and OPG did not engage any consultants this reporting period.

## Electronic Service Delivery

OPC is continuing to expand information available to clients and private managers via OPC's website. The Private Managers Handbook has been re-designed into a web accessible format. It is anticipated the handbook will be available online in August 2008.

OPC is also continuing its investigations into the electronic lodgment of Private Managers' accounts. The accounts form has been redesigned into a user friendly format which will be used for electronic lodgment when the necessary systems are in place.

OPC continues to use electronic means to purchase and communicate with suppliers in the administration of the organisation.

### Guardianship Service Domain Project

During 2007-2008 OPC, OPG and the Guardianship Tribunal (GT) of NSW with the assistance of the Government Chief Information Office (GCIO) commenced a major initiative aimed at enabling key documents to be lodged and downloaded electronically by the three organisations through a shared internet hub or portal. Such documents include financial management and guardianship orders, reasons for decisions, reports to the Guardianship Tribunal, applications and review schedules. Stage I of this initiative is due for completion during the first half of 2008-2009. Stage II if progressed will involve each of the three organisations being able to streamline the collection and updating of their client information databases through a controlled shared access to basic data.

### Grants

There were no grants made to any non-government community groups during the year.

### Land Register

OPC and OPG do not own land and no land owned by OPC or OPG was sold or disposed of this year.

### Legal Changes

There have been no significant legal changes during the reporting period.

### Overseas Trips

No OPC or OPG staff member undertook an overseas trip during 2007-2008.

### Privacy Management

The relationship OPC has with clients in managing their financial affairs means we collect and maintain a wide range of personal information regarding their lifestyle choices, significant relationships, health care needs and living arrangements. For many clients financial management orders may be in place or

renewed on an ongoing basis for the rest of their lives and their records are maintained to answer inquiries regarding expenditure.

We respect the privacy and confidentiality of that information. Depending on how the information is collected the OPC has to follow the Information Protection Principles set out in the *Privacy and Personal Information Protection Act 1998* or the Health Privacy Principles set out in the *Health Records and Information Privacy Act 2002*.

OPC needs the information it collects to enable it to understand the person's needs and to plan for the management of their estate. We sometimes have to share information with other government agencies and service providers to ensure the person is appropriately supported and gets the right income.

OPC provides clients and stakeholders with privacy information through our Privacy Fact Sheet and a privacy page on our website.

### OPC Publications

Publication	Format
Protective Commissioner and Public Guardian 2006-2007 Annual Report	Report
OPC 2006-2007 Annual Report Highlights	Brochure
<i>OPC News</i> (2 editions)	Newsletter
<i>Managing</i> (2 editions)	Newsletter
<i>Connect</i> (2 editions)	E Newsletter
Fact Sheet 1 What happens after an Order? (reviewed)	Fact Sheet/ Website
Fact Sheet 1 What happens after an Order? Arabic	Fact Sheet/ Website
Fact Sheet 1 What happens after an Order? Chinese	Fact Sheet/ Website
Fact Sheet 1 What happens after an Order? Vietnamese	Fact Sheet/ Website
Fact Sheet 1 What happens after an Order? Turkish	Fact Sheet/ Website
Fact Sheet 2 What are Substitute Decisions? Turkish	Fact Sheet/ Website
Fact Sheet 3 Reasons for Substitute Decisions Turkish	Fact Sheet/ Website



Fact Sheet 4 Facts on Fees (reviewed)	Fact Sheet/ Website
Fact Sheet 5 Complaints Feedback (revised)	Fact Sheet/ Website
Fact Sheet 5 Complaints Feedback Arabic	Fact Sheet/ Website
Fact Sheet 5 Complaints Feedback Chinese	Fact Sheet/ Website
Fact Sheet 5 Complaints Feedback Vietnamese	Fact Sheet/ Website
Fact Sheet 7 Review of Decisions Arabic	Fact Sheet/ Website
Fact Sheet 7 Review of Decisions Chinese	Fact Sheet/ Website
Fact Sheet 7 Review of Decisions Vietnamese	Fact Sheet/ Website
Fact Sheet 7 Review or Revocation Arabic	Fact Sheet/ Website
Fact Sheet 7 Review or Revocation Chinese	Fact Sheet/ Website
Fact Sheet 7 Review or Revocation Vietnamese	Fact Sheet/ Website
Fact Sheet 8 Financial Planning and Investment (reviewed)	Fact Sheet/ Website
Fact Sheet 10 Sale or Lease of Property (revised)	Fact Sheet/ Website
Fact Sheet 11 Purchase of Real Estate (revised)	Fact Sheet/ Website
Fact Sheet 12 Banker Arrangements (revised)	Fact Sheet/ Website
Fact Sheet 15 Financial Affairs of a Missing Person (revised)	Fact Sheet/ Website
Charter of Victims Rights	Brochure
Your Rights as a Victim of Crime	Booklet
Fact Sheet 1 Functions of the Protective Commissioner (revised)	Fact Sheet/ Website
Fact Sheet 2 Why become a Private Manager (revised)	Fact Sheet/ Website
Fact Sheet 3 Responsibilities of a Private Manager (revised)	Fact Sheet/ Website
Fact Sheet 4 Fees and Charges (revised)	Fact Sheet/ Website
Fact Sheet 5 Authorised Visitors (revised)	Fact Sheet/ Website
Fact Sheet 6 Power of Attorney, Wills and Estates (reviewed)	Fact Sheet/ Website

Fact Sheet 7 Review Process and Complaints (reviewed)	Fact Sheet/ Website
Fact Sheet 8 More sources of helpful information (reviewed)	Fact Sheet/ Website
Fact Sheet 9 Reviews by the ADT (reviewed)	Fact Sheet/ Website

## OPG Publications

Publication	Format
OPC and OPG Annual Report 2006-2007	Report
<i>Onguard!</i> (4 editions)	Newsletter
How will my guardian make an accommodation decision for me?	Electronic booklet
Position statement: determining whether to consent to a proposal concerning access to a person under guardianship	Fact sheet/website
Determining whether to consent to a proposal to move a person from domestic style accommodation	Fact sheet/website
Determining whether to consent to proposed medical intervention involving amputation	Fact sheet/website
Responding to proposals concerning a person living an "at risk" lifestyle	Fact sheet/website
Valuing the cultural, linguistic and religious background of a person under guardianship	Fact sheet/website
Determining whether to consent to intervention and support plan concerning a person's behaviour	Fact sheet/website
Determining whether to consent to the testing for and treatment of HIV or AIDS	Fact sheet/website
Determining whether to consent to contraception, menstrual regulation or menstrual suppression	Fact sheet/website
Determining whether to consent to treatment proposed for a person with an eating disorder	Fact sheet/website
Determining whether to consent to proposed medical or dental treatment	Fact sheet/website

Determining whether to consent to the use of restraint on an elderly person in a care facility	Fact sheet/website
Person responsible	Fact sheet/website
Does someone you support have a legal guardian?	Fact sheet/website
What is a guardian?	Fact sheet/website
What does a guardian do?	Fact sheet/website
How does the Public Guardian make decisions?	Fact sheet/website
The appointment of the Public Guardian	Fact sheet/website
Multilingual fact sheets on Enduring Guardianship (10 languages)	Fact sheet/website
Enduring Guardianship – your way to plan ahead	Booklet/Website
Information for family, friends and service providers	Booklet/website
Answers to your questions – information for people under guardianship	Booklet/website
After the hearing –an information guide for private guardians	Booklet/website
An information and support service for guardians	Brochure/website
What is a guardian – information for Aboriginal and Torres Strait Islanders	Brochure/website
Guardianship Standards	Brochure/website

## Risk Management and Insurance

### Workers' Compensation Insurance Claims 2007 - 2008

	04-05	05-06	06-07	07-08
No of Employees	252	340*	333	303
No of Claims	4	21	14	16
Total Cost of claims \$'000	15	105	79.2	130
Average Claims per employee	0.016	0.062	0.042	0.144
Average cost per employee \$	60	309	238	429

\* The increase in the number of staff is because OPG has 82 staff and these were not included in previous years.

### Motor Vehicle Insurance Claims 2007 - 2008

	04-05	05-06	06-07	07-08
No of Vehicles	7	14***	14**	13*
No of Claims	4	0	0	1
Total Cost of claims \$'000	5	0	3	1
Average Claims per vehicle	0.57	0	0.21	0.13
Average cost per vehicle \$	714	0	229.71	836.00

Note: OPC fleet has been reduced to 5

\* These figures include OPG vehicles (8) and OPC vehicles (5).

\*\* These figures include OPG vehicles (8) and OPC vehicles (6)

\*\*\* The increase in the number of vehicles from the previous year is because OPG has 7 vehicles and they were not included in previous years.

## Government Energy Management Policy (GEMP) and Waste Reduction and Purchasing Policy (WRAPP)

OPC and OPG's environmental goals are to:

- > Reduce energy usage in buildings
- > Improve waste management by paper recycling
- > Using "green" recycled products where cost effective

OPC & OPG continue to encourage staff to improve efficiency in the use of energy. Ways in which this is being achieved is by recycling all waste paper and cardboard, turning off lights when rooms are not in use, printing double sided whenever possible, not printing e-mails unless necessary, and turning off computers at the end of the day.

Savings have also been achieved by the gradual reduction in the use of laser jet printers as additional multi functional document centres have been installed. This has also seen the decrease in the number of toner cartridges supplied.

The number of OPC Motor Vehicles has been reduced to 5 and a majority of the fleet now consists of more fuel efficient vehicles. OPC is also considering the purchase of Hybrid vehicles.

OPC reduced the number of Annual Reports printed last reporting period and will continue to print minimal numbers. People are encouraged to access an electronic version of the report through the website.

### Works in Progress

OPC now capitalise all the Works in Progress is progressively being depreciated on a quarterly basis.