

Our ideas.

**They are for the Victorian
Office of the Public Advocate.**



We are VAGO. Our long name is the Victorian Auditor General's Office.

We are **not** the Victorian Government.



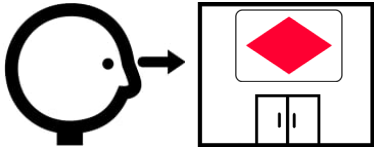
We check government services.

It is only in Victoria.



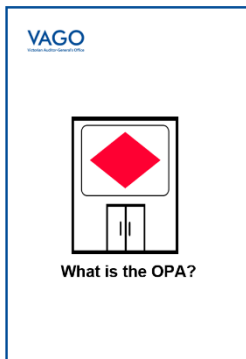
We look at how services work. We check

- do they help you?
- are there problems?
- what can be better?



We checked the

- OPA. Their long name is the Office of the Public Advocate
- Department of Justice and Community Safety.



Read

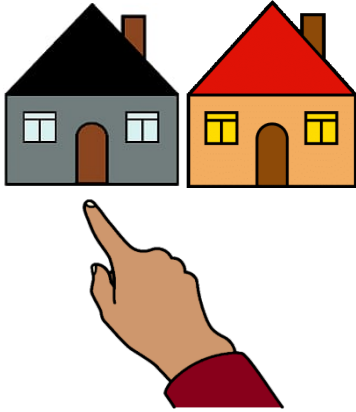
What is the OPA?



We checked how they work. Like do they

- listen to you
- respect your rights
- do things in good time?

Like you do **not** wait long to hear from them.



OPA makes big choices for you.

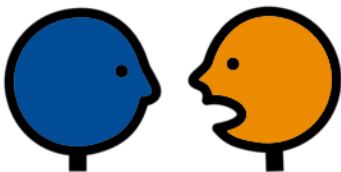
Like where you live.



OPA must

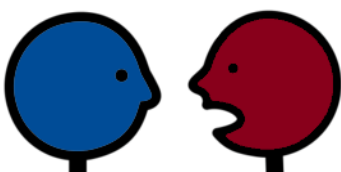
- ask what you want
- think about what you say.

It helps them make the best choice for you.

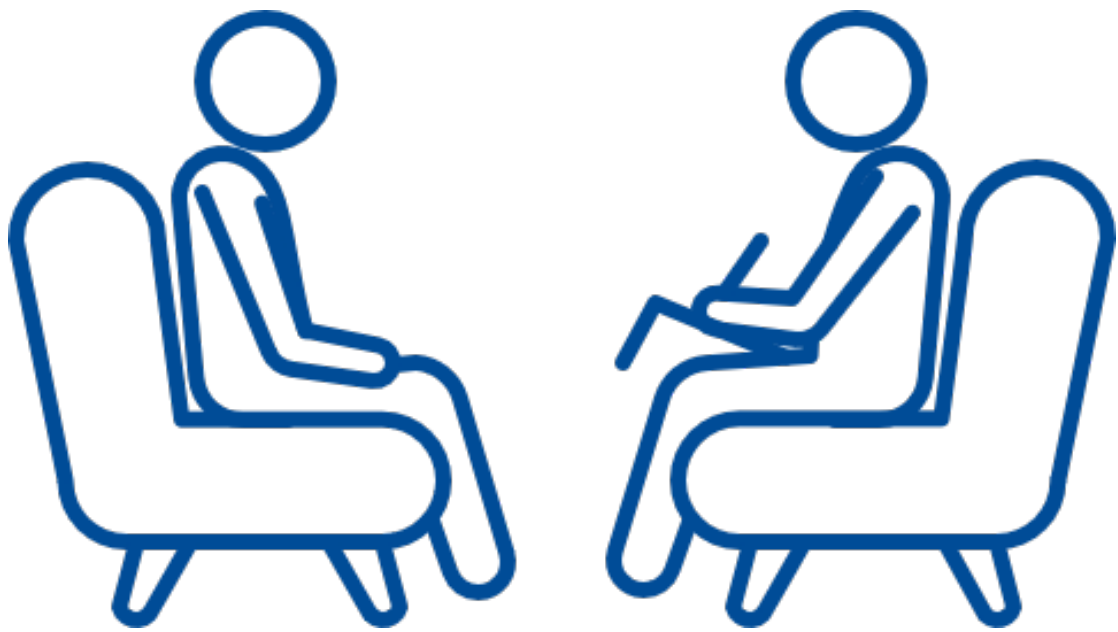


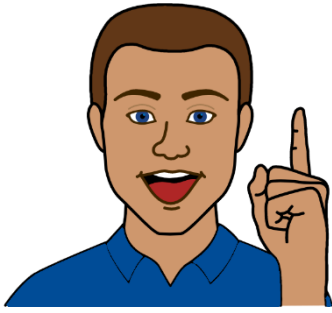
We talked to people who get help.

We may have talked to you.



We talked to OPA. We looked at their files.





What did we find out?



OPA helps lots of people.



OPA makes big choices. Like

- where you live
- what help you get.





OPA must

- listen to you
- think about what is best for you.



You may get other help. Like

- NDIS
- aged care
- a place to live
- help to live in your own place.



OPA must talk to these places. It helps them

- know about you
- make choices for you.



We saw some things that are **not** good.



There are 3 main things.



1. OPA takes too long to do some things.

They may take a long time

- to get you a guardian
- to talk to you
- to make choices for you.



It may be

- you do **not** get to say what you want
- you do **not** talk to them for a long time
- you think they do **not** listen.



2. OPA do **not** know some things.

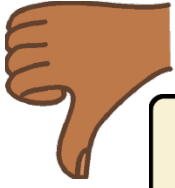
It is about how they do their work. Like

- how many staff they need
- how much work they have.

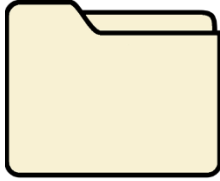


They need to

- know this
- do this in a better way.



3. OPA do **not** always keep good files.



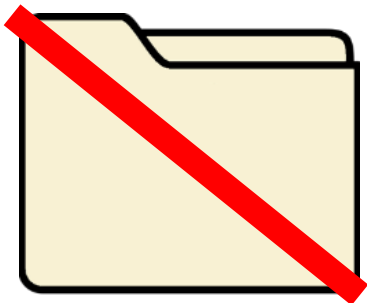
The information may be

- old
- not there.



They may **not**

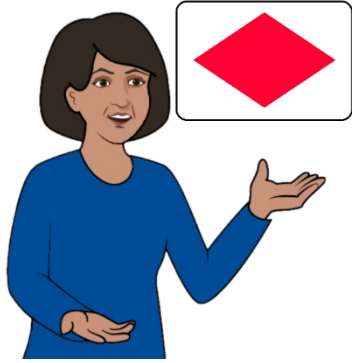
- write down how they think about your rights
- check for mistakes
- do it the same way each time.



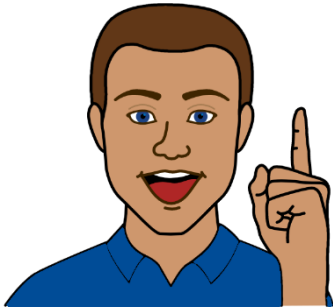
They do **not** write down some things.

Like something you told them.

It is **not** in your file.



Our ideas for OPA



We have lots of ideas. They are to

- fix the things we found
- help OPA work better.



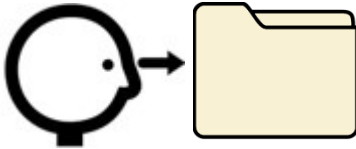
OPA must know

- how much work they do
- how long it takes
- how many staff they need
- what things they need. Like computers.



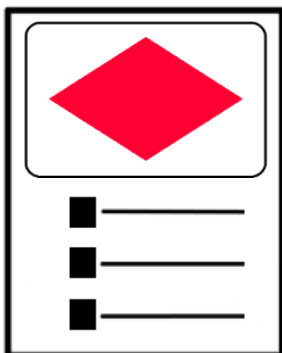
OPA helps lots of people.

They must have the right number of staff.



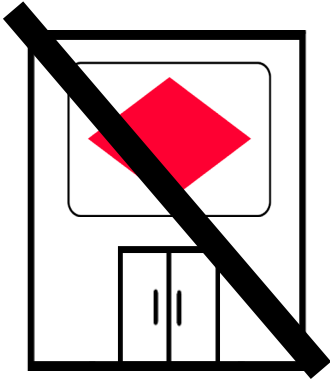
They must check their files. It is to check

- they do a good job
- they keep good notes.



They need new rules for

- how much work they do
- how to check they do good work.



1. You are new to OPA.
You did not need OPA before.



OPA must tell you

- what they do
- how you can talk to them
- what will happen
- how you can complain.

Sun	Mon	Tue	Wed	Thu	Fri	Sat

They must do this in 14 days.

It is the same as 2 weeks.



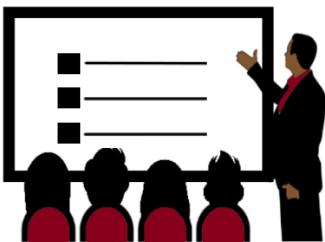
2. OPA staff need to know about

- your rights
- how to make big choices for you
- how to talk to you well.



You are **not** happy.

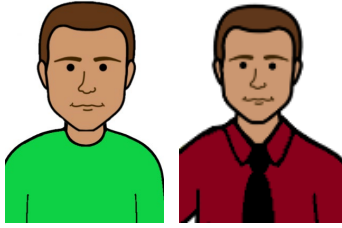
You tell OPA. They must know what to do.



Staff need to know the OPA

- rules
- good ways to work.

OPA must teach their staff.



3. VCAT asks OPA

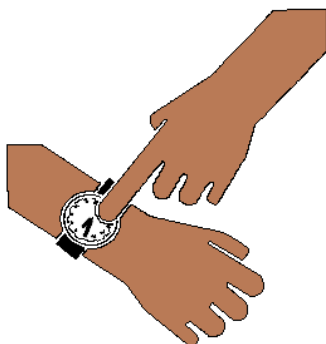
- do you need a guardian?
- who can be your guardian?



OPA must talk to you.

They ask you what you want.

They listen to what you say.



Some people need help **now**.

Like you are in danger. They must do things fast.



OPA must **try** to talk to you.

But



Some times OPA can **not** talk to you.

They must do things very fast.



4. OPA staff must take notes.

The notes are your file.



They keep your file on their computer.

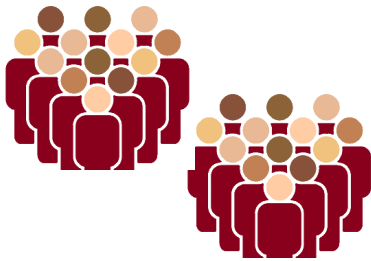
Your file must be

- true
- all there
- up to date.



5. OPA must think about the future. Like in

- 5 years
- 10 years.



They must know what the office may need. Like

- more staff
- new computers.

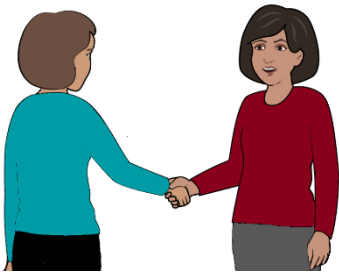


6. OPA may want more staff.

The Department of Justice and

Community Safety helps them find good people.

OPA must be able to choose the staff.



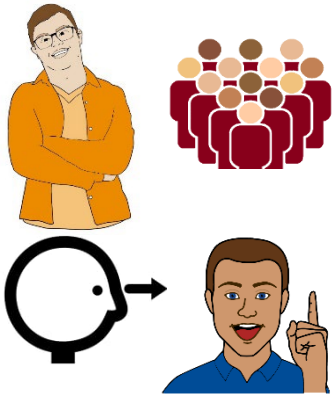
OPA and the Department of Justice and

Community Safety must

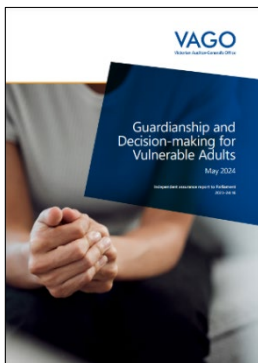
- work together
- plan for the future.

Images

We can use these images. They are from



- CHANGE changepeople.org
- The Noun Project
- Picto Selector
- Tobii-Dynavox.¹



Based on Guardianship and Decision-making for Vulnerable Adults.

Independent assurance report to Parliament.

Victorian Auditor-General's Office May 2024.



Access Easy English wrote the Easy English.

May 2024.

¹ We have included this because some images in this report need to be acknowledged when used.