



Government  
of South Australia

Office of the Public Advocate

# Our information service

Easy Read fact sheet

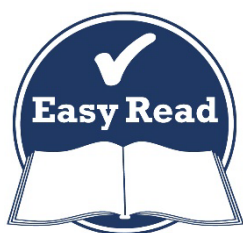


## How to use this fact sheet



The Office of the Public Advocate (OPA) wrote this fact sheet.

When you see the word 'we', it means OPA.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

Not bold  
**Bold**

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 14.



This Easy Read fact sheet is a summary of another fact sheet.

This means it only includes the most important ideas.



You can find the other fact sheet on our website.

[www.opa.sa.gov.au/information-service/fact-sheets](http://www.opa.sa.gov.au/information-service/fact-sheets)



You can ask for help to read this fact sheet.

A friend, family member or support person  
may be able to help you.

## About our information service



We have an information service.

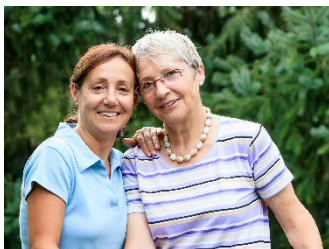


Our information service is for people in the community.

Our information service is for people who work in:



- health care



- aged care

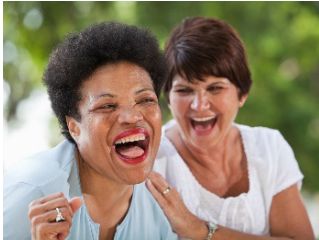


- disability services.

Our information service is also for:



- family members



- friends.

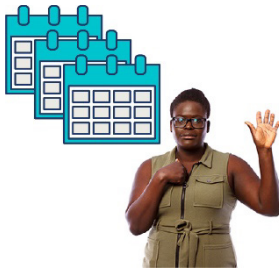
# What information can we give you?



We can give you information about **Advance Care Directives.**



An Advance Care Directive (ACD) is a legal document.



When you make an ACD, you talk about what you want:

- for your future
- if you can't make a decision on your own.

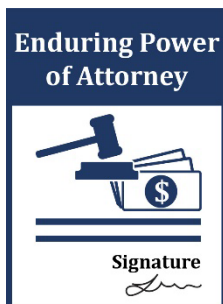


We can give you information about an **Enduring Power of Attorney (EPA).**

An EPA is a legal document.

It covers decisions about your:

- money
- things you own that have a lot of value
- legal matters.





We can give you information about **guardianship orders**.



A guardianship order:

- is a legal document
- tells someone they must have a **guardian**.

A guardian is someone who makes decisions for you about:



- your health
- where you live
- who you live with
- personal matters.



We can give you information about **administration orders**.



An administration order:

- is a legal document
- tells someone they must have an **administrator**.

An administrator is someone who makes decisions for another person about:



- their money
- things they own that have a lot of value
- legal matters.



We can give you information about the South Australian Civil and Administrative Tribunal (SACAT).



They help people fix problems and disagreements.





SACAT find ways to fix problems that:

- are fair
- follow the law.



We can give you information about giving **consent** to medical treatment.



When you give your consent, you say it is okay for someone to do something.

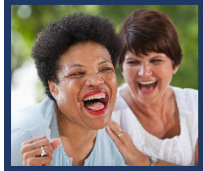


We can give you information about **informal arrangements**.



Informal arrangements are when you have someone close to you who:

- helps you make decisions
- makes decisions for you.



They might be a:

- family member
- carer
- friend.



You can find more information about these topics on our website.



[www.opa.sa.gov.au](http://www.opa.sa.gov.au)



Our information service does not give legal advice.

# What happens when you call our information service?

When you call our information service, we will ask for your:



- name



- phone number.



We need these for our records.

## Name



But you don't need to tell us your name if you really don't want to.



We will keep anything you tell us private.



This includes your personal information.



We only share information if we think someone might get hurt.



A member of our team will contact you.



This usually happens within 24 hours.

**24 hours**



We might tell you about other services that could help you if we can't.

## How do you contact our information service?



You can call our information service.



**1800 066 969**



You can send our information service an email.



**[opa@agd.sa.gov.au](mailto:opa@agd.sa.gov.au)**

## Word list

This list explains what the **bold** words in this document mean.



### **Administration order:**

An administration order:

- is a legal document
- tells someone they must have an administrator.

### **Administrator**

An administrator is someone who makes decisions for another person about:



- their money
- things they own that have a lot of value
- legal matters.

### **Advance Care Directive**

An Advance Care Directive (ACD) is a legal document.

When you make an ACD, you talk about what you want:



- for your future
- if you can't make a decision on your own.



## Consent

When you give your consent, you say it is okay for someone to do something.

## Enduring Power of Attorney

An Enduring Power of Attorney (EPA) is a legal document.



It covers decisions about your:

- money
- things you own that have a lot of value
- legal matters.

## Guardian

A guardian is someone who makes decisions for you about:



- your health
- where you live
- who you live with
- personal matters.



## Guardianship order

A guardianship order:

- is a legal document
- tells someone they must have a guardian.

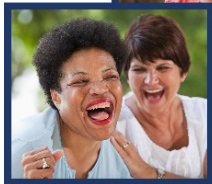
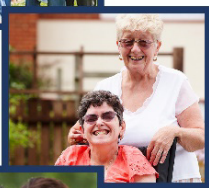
## Informal arrangements

Informal arrangements are when you have someone close to you who:



- helps you make decisions
- make decisions for you.

They might be a:



- family member
- carer
- friend.



## Contact us



**1800 066 969**



**opa@agd.sa.gov.au**



**www.opa.sa.gov.au**



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com). Quote job number 4130-G.