

Practice Bulletin

Guardianship and Administration

Purpose

This practice bulletin provides important information for Endeavour Foundation frontline staff to follow regarding the submission of all applications for Guardianship and Financial Administration.

Overview

For adults with impaired decision-making capacity, their rights can be protected via the formal appointment of a Guardian and/or Financial Administrator. Endeavour Foundation is committed to ensuring the rights, interests and wellbeing of our customers are met.

The Complex Support Team are responsible for the submission of all applications for Guardianship / Financial Administration on behalf of our customers.

***Frontline staff should refer all concerns regarding customers requiring Guardianship and/or Financial Administration to the Complex Support Team.*

What is Guardianship and Financial Administration?

Guardianship is a formal process for ensuring important decisions relevant to an adult's life are made, such as:

- Personal Decisions - including where the adult lives, with whom they live, and the provision of services (including NDIS services), and health decisions
- Consent regarding Restrictive Practice

Financial Administration is a formal process for ensuring the financial affairs of an adult is protected, and they are not exposed to exploitation or neglect. A Financial Administrator ensures that the adult receives the correct income, their accounts are paid, and a budget is maintained.

People appointed to the role of Guardian or Financial Administrator can either be a person who has an existing relationship with the adult or could be someone formally appointed from an independent statutory office.

Role of Civil and Administrative Tribunals

All applications for Guardianship and / or Financial Administration are heard within a Civil and Administrative Tribunal that exists in each state and territory.

- Queensland – [Queensland Civil and Administrative Tribunal](#)
- New South Wales – [NSW Civil and Administrative Tribunal](#)
- Victoria – [Victorian Civil and Administrative Tribunal](#)

Practice Bulletin

Steps for establishing formal guardianship / administrative arrangements for a customer

When we have concerns about a customer's ability to make decisions, and there are decisions that need to be made, the following steps will be followed:

1. Check if an existing order is in place for this customer. Call the Office of the Public Guardian to confirm on 1300 653 187.
2. If Guardianship and / or Financial Administration arrangements are not in place, please contact Complex Support Team by completing the Referral Form.
3. Social Workers within the Complex Support Team lead all application processes for customers requiring Guardianship and Financial Administration. The Team will work with family members, treating Doctors, NDIS stakeholders etc in the completion of the application.
4. Complex Support Team will liaise with frontline staff prior to submission to confirm details are correct and will communicate once a hearing date has been scheduled by the Tribunal.
5. Frontline staff will support customers to attend hearings and will be supported by Social Workers within the Complex Support Team prior to and during hearings.
6. Formal documentation regarding Guardianship and/or Financial Administration matters will be uploaded to Carelink.

Further assistance

Please contact the Complex Support team for advice by completing a [referral form](#) and submitting to ComplexSupport@endeavour.com.au

Prepared by: Yasmin Thomas	Contact: 0437 230 364
Approved by: Andrew Jeffery	Contact: 0417 632 058