



**You are not happy  
with your guardian**





You are **not** happy. It is with

- your guardian
- or
- the Office of the Public Guardian.

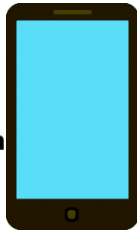


It is different things. Like your guardian

- does **not** understand how you live
- does **not** know who is important to you
- does **not** listen to you.



**What can you do?**



Call us. 1800 810 979.



We will listen to you.



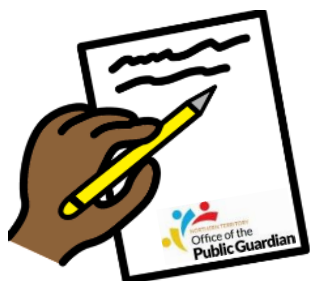
We will try to understand.

You are happy now.

or



You are still **not** happy. That is OK too.



You need to write to the Public Guardian.



You can ask for help to write your letter.



Email

[public.guardian@nt.gov.au](mailto:public.guardian@nt.gov.au)

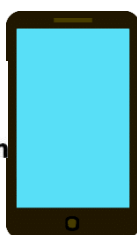
or



Send your letter to the  
Office of the Public Guardian.  
GPO Box 1722  
Darwin NT 0801



You can **not** write. That is OK.



You can

- call us again 1800 810 979

or



- meet with us. We can meet you in our
  - Darwin office
- or**
- Alice Springs office.

You can bring a person you trust.




Tell us why you are **not** happy. Can you tell us

- who made you **unhappy**?
- what made you **unhappy**?
- do you know when it happened?
- do you know where you were?



Tell us

- what you want us to do?
- what will fix the problem?



Office of the  
Public Guardian

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

## What will the Office of the Public Guardian do?



Sun	Mon	Tue	Wed	Thur	Fri	Sat

We write to you.

It tells you we have your letter.

This may take 2 weeks.

This is the same as 14 days.



We will look at your problem.

We may talk to

- you
- staff
- people in your community.





We write to you.

Sun	Mon	Tue	Wed	Thur	Fri	Sat

It may take 4 weeks to tell you.

It is the same as 28 days.



We tell you

- we agree with you
- what we will do

or



- we do **not** agree with you.



You are still **not** happy. That is OK.



Call the NT Health and Community Services  
Complaints Commission. Some people call it the  
NT HCSCC.

Call            1800 004 474.



## More information



**You do not agree with your legal paper.**

**What can you do?**



**What is a Guardian?**



**You do not agree with a decision.**

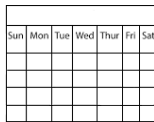
**You are not happy. What can you do?**

## Images

We have used images from



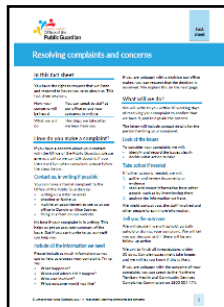
- Inspired images
- Picto-Selector



- SocialBuzz
- Tobii-Dynavox.



We can use the HCSCC logo.



This fact sheet is based on facts in the Resolving complaints and concerns. Office of the Public Guardian 2017.



Access  
Easy English

Access Easy English wrote the Easy English.

June 2021.