

# Hard words

## Easy Read Glossary





This is an easy read factsheet.

This means we use pictures to help explain words.



The Office of the Public Advocate (OPA) wrote this factsheet. When you see the word 'we' it means the people who work at OPA.

**bold**

Hard words are **bold**.

not bold



You can ask someone to help you read this factsheet.

You can read our Hard Word factsheet if you need more help.



This factsheet is different from the others.  
It tells you what hard words mean.

## How to use the Hard word factsheet



Sometimes we have to use hard words to explain how something works.



This factsheet puts all the hard words together in alphabetical order from A-Z.



Sometimes a hard word has more than one name.

We tell you what the other names are.

The extra names are **bold** and **orange**.



Sometimes a hard word can be shortened to letters.

We tell you what the letters are and how to say them.

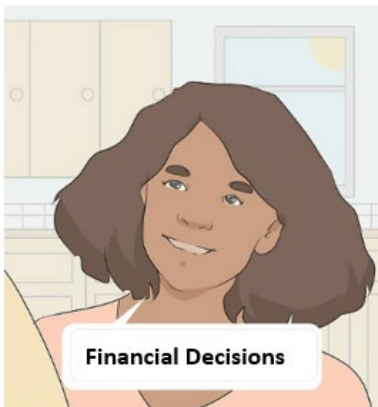
The letters are **bold** and **blue**.



## Administration

Is a way of legally letting a responsible person make financial decisions for someone who can't make their own decisions.

The person making these financial decisions is called an administrator.



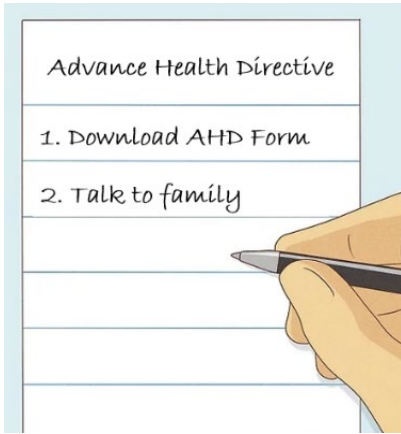
## Administrator

A person who makes financial decisions for someone who can't make their own decisions.

An administrator can be a friend, a family member or the Public Trustee.

## Other names

An administrator working for the Public Trustee can also be called a **Trust Manager**.



## Advance Health Directive

Is a form that you can only fill out when you have full capacity.

It tells doctors what treatment you want if you can no longer tell the doctor yourself.

### Short name

**AHD**

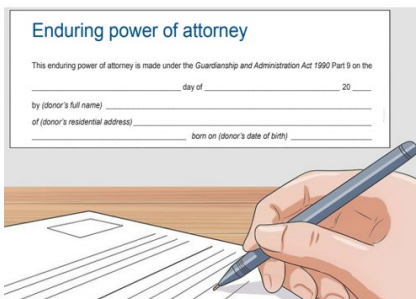
Say: 'A. H. D.'

## Decision making disability



When you can't make a decision for yourself.

This could be for a number of reasons, such as having an intellectual disability, mental illness, dementia or an acquired brain injury.



## Enduring Power of Attorney

A form that you can only fill out when you have full capacity.

It names the person/s you would like to make decisions about your finances if you could no longer make your own decisions.

### Short name

**EPA**

Say: 'E. P. A.'

## Enduring Power of Guardianship

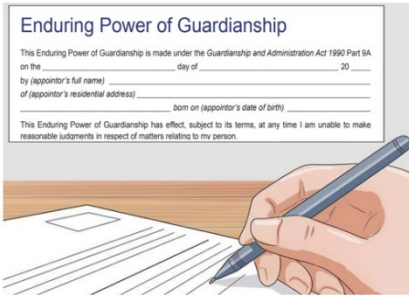
A form that you can only fill out when you have full capacity.

It names the person/s you would like to make decisions about your lifestyle and medical treatment, if you could no longer make your own decisions.

### Short name

**EPG**

Say: 'E. P. G.'



### Financial decisions

Decisions that are about money, selling things and paying bills.

These are decisions that an administrator/trust manager can make



### Guardian

A person who makes lifestyle decisions for someone who can't make their own decisions.

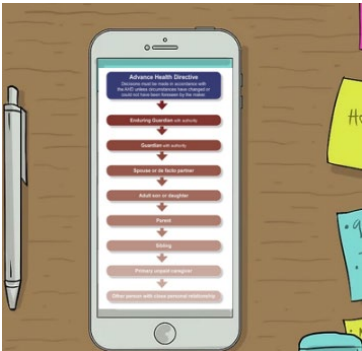
A guardian can be a friend, a family member or the Public Advocate.



## Guardianship

Is a way of legally letting a responsible person to make lifestyle decisions for someone who can't make their own decisions.

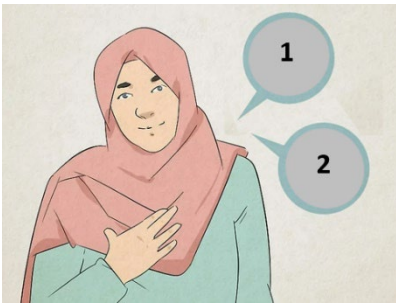
The person making these lifestyle decisions is called a guardian.



## Hierarchy of Decision Makers

This is a list of people who can make treatment decisions for someone else.

If the person at the top of the list doesn't work. The doctor moves down to the next person on the list. They keep moving down until they find a person that does work.



## Interpreter

Someone who speaks two or more languages.

If you have a meeting with OPA and you need an interpreter, OPA can arrange this.



## Investigation

What an investigator does when working out whether a person needs a guardian or administrator.

They speak to lots of people to work out what's best for that person.



## **Investigator**

A person who gets information to work out whether a person needs a guardian or administrator.

### **Other name**

**Investigator advocate**



## **Lifestyle Decisions**

Decisions that are about things like where you live, your medicine, health and services.

These are decisions that a guardian can make.



## Office of the Public Advocate

The office where the Public Advocate, guardians and investigators all work.

### Short name

**OPA**

Say: 'owe-per'



## Public Advocate

The Public Advocate is a person.

She is in charge of people who work at the Office of the Public Advocate.



## Public Trustee (Office)

The office where the Public Trustee and trust managers work.

The office has the same name as the person in charge.

### Short names

**PT** or **PTO**

Say 'P. T.' or 'P. T. O.'



## **Public Trustee (person)**

The Public Trustee is a person.

He is in charge of people who work at the Public Trustee office.

He has the same name as the office.

### **Short name**

**PT**

Say 'P. T.'



## **State Administrative Tribunal**

The place where decisions are made, including whether someone needs a guardian or administrator.

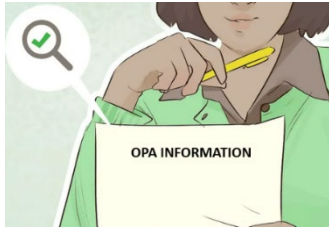
### **Other names**

**The Tribunal**

### **Short name**

**SAT**

Say: 'sat' – rhymes with 'cat'



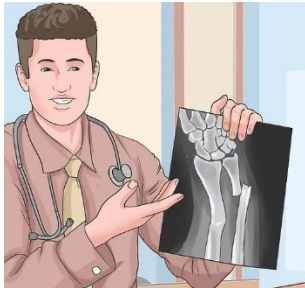
## **Translated publication**

OPA has lots of information that tells you things about OPA.



These are called publications.

A translated publication is the same thing, written in a different language.



## **Treatment**

The medical care given to someone for a health issue, illness or injury.



### **- Urgent Treatment**

A type of treatment that can save someone's life or stop someone having lots of pain or distress.



### **- Non-urgent treatment**

A treatment that is not urgently needed to save someone's life or stop pain and distress.

## Contact information:



The **Office of the Public Advocate** protects the rights of adults with decision-making disabilities and is appointed under the *Guardianship and Administration Act 1990* (WA).



[www.publicadvocate.wa.gov.au](http://www.publicadvocate.wa.gov.au).



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(08) 9278 7300

or

The telephone advisory service number is  
1300 858 455

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