

Authorised Visitors

We recognise the rights of our clients when making substitute decisions. This is based on best practice financial management principles and sound knowledge of the person, their wishes, their circumstances, needs and the nature of their disability.

To enable this, section 123 of the *NSW Trustee and Guardian Act 2009* allows NSW Trustee & Guardian to appoint an authorised visitor to visit and report on the needs of a client where required.

The role of an authorised visitor

An authorised visitor is an independent professional who is engaged by NSW Trustee & Guardian to assist in the planning and decision making for the client. They may be a social worker, psychologist, doctor, occupational therapist or similar professional who has experience in providing services to people with decision making disabilities. The authorised visitor is independent of NSW Trustee & Guardian. This enables them to make recommendations and to report on any area of concern.

We have a panel of appropriately qualified and experienced professionals selected by our Disability Advocacy Unit from which we appoint authorised visitors.

The role of an authorised visitor

The role of an authorised visitor is to provide NSW Trustee & Guardian with:

- a comprehensive assessment of the client's living environment, quality of life, social interactions, health status and needs
- an understanding of the client and, where relevant, their family's views about management of their estate, their needs and wishes and any particular decision under consideration
- a professional opinion on which NSW Trustee & Guardian staff can base their decisions
- recommendations which address unmet client needs, or enhance their quality of life, within available financial resources
- identify any issues for individual advocacy.

Authorised visitor fees

There is a fee charged for visits from authorised visitors. The fee for the visit is paid from the client's funds.

Release of authorised visitor reports

Authorised visitor reports are confidential documents prepared for NSW Trustee & Guardian. Requests for release will be considered under certain circumstances.

Questions, complaints and feedback

Any questions, concerns or feedback relating to authorised visitors should be referred to your financial administration team.