



HELPLINE 1300 368 821

## Including someone in the decision

If you're appointed to make decisions for someone, then you must make the decision you believe they would make if they could. This may not necessarily be what you think is best for them.

Wherever possible try to involve them in the decision for example by:

- Providing an interpreter if their first language isn't English
- Ensuring they understand the decision
- Understanding their wishes and values
- Considering past decisions they may have made
- Communicate with them at the best times:
  - When they are most alert
  - Ensuring that their hearing aid has batteries/that they have their glasses
  - Are in a calm, quiet environment
  - At an appropriate time relative to medical procedures or taking medication



A COTA Victoria Program

Helpline 1300 368 821  
[seniorsrights.org.au](http://seniorsrights.org.au)  
10am–5pm, Monday–Friday.

*For more information, refer to  
the Seniors Rights Victoria flyers titled  
'It's ok to say no' and 'Family Agreements.'*

## **Useful contacts:**

Office of the Public Advocate

Phone: 1300 309 337

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

Victorian Civil and Administrative  
Tribunal (VCAT)

To appoint a guardian or administrator to  
add to the VCAT Guardianship List, visit  
[www.vcat.vic.gov.au](http://www.vcat.vic.gov.au) and follow the  
links to 'case types' then select either  
'Powers of Attorney' or 'Guardianship &  
Administration'

1300 01 8828

Federation of Community Legal Centres

The Federation is the peak body for  
Victoria's Community Legal Centres and  
Aboriginal Legal Services. To find your  
local Community Legal Centre visit [www.fclc.org.au](http://www.fclc.org.au)  
and click "Find a CLC" or call  
1300 792 387