

The Office of the Public Guardian after-hours service Contact Guide

Guardianship applications

The Northern Territory Civil and Administrative Tribunal has jurisdiction for the appointment of guardianship for adults with impaired decision-making capacity. The appointment of the Public Guardian is a last resort appointment. The Public Guardian delegates decision-making authority to the Adult Guardianship Officers who work for the Office of the Public Guardian.

Office of the Public Guardian office hours

The Office of the Public Guardian is open between 8.00am and 4.21pm weekdays. Outside of these hours the Office of the Public Guardian provides an emergency phone service for urgent after hours decisions and information requests that cannot wait until normal business hours.

General information about a person with a guardianship order appointing the Public Guardian can be left via a phone message or email. The delegated Adult Guardianship Officer will receive this information the next working day.

After hours contact options

For non-urgent matters

Send an email to public.guardian@nt.gov.au or call 1800 810 979 and leave a message by selecting option 1 and including the following information:

- Your full name
- Direct contact number
- Full name of the adult under guardianship
- Brief detail for reason of call.

These matters will be followed up during business hours.

Examples of where a voice message or email is preferred

The adult under the authority of the Public Guardian is:

- Admitted to hospital and no treatment decision is required
- Attends the Emergency Department and is not admitted
- Brought in by the Police
- Deceased
- Whereabouts unknown (Agency missing person guideline to be followed)

For urgent matters

Call 1800 810 979 and press 2. This will provide the caller with the option to leave a message, which should contain:

- Your full name
- Direct contact number
- Full name of the adult under guardianship
- Brief detail for reason of call.

The Adult Guardianship Officer on duty will return your call within 1 hour.

Examples of an emergency decision or urgent information request

- Consent for Health Care or medical treatment that does not meet the criteria under the *Emergency Medical Operations Act 1973*
- Family contact details
- Residential address of the adult
- Restrictive Practice – applicable to non NDIS provider: seeking NTCAT consent
- Absconding/self-discharge from hospital against medical advice


Discharge Summaries and Incident Reports


The Office of the Public Guardian requests that, Discharge Summaries for all patients under the healthcare decision-making authority of the Public Guardian who are admitted to hospital or present to the emergency department and all incident reports be emailed to public.guardian@nt.gov.au.


Further information about guardianship and the role of the Office of the Public Guardian, is available on the Office of the Public Guardian website <http://publicguardian.nt.gov.au/#>

Office of the Public Guardian

for guardianship information and support


 **1800 810 979** (8 am to 4 pm weekdays)


 public.guardian@nt.gov.au

 www.publicguardian.nt.gov.au


Northern Territory Civil and Administrative Tribunal (NTCAT)

for guardianship orders, applications and changes


 **1800 604 622** (8.45 am to 4 pm weekdays)

 agd.ntcat@nt.gov.au


 www.ntcat.nt.gov.au

 **08 8922 7201**

NTCAT's Darwin office

 The Met Building, CASCOM Building 5, Casuarina Village, Level 1, 13–17 Scaturchio Street Casuarina NT 0811

NTCAT's Alice Springs office

 Westpoint Building, 1 Stott Terrace, Alice Springs NT 0870