

19/6/03

Mr Ken Gabb
Protective Commissioner,
Office of the Protective Commissioner
133 Castlereagh Street
Sydney

Dear Mr Gabb

Thank you for providing the Mental Health Co-ordinating Council (MHCC) with the opportunity to contribute to the review of the Estate Management Service Standards of the Office of the Protective Commissioner (OPC). MHCC is the state peak body for non-government organisations (NGOs) working for mental health throughout NSW. MHCC represents the views and interests of over 100 NGOs in the formation of policy and acts as a liaison between the government and non-government sectors. Our member organisations specialise in the provision of services and support for people with a disability due to mental illness.

MHCC strongly supports the provision of information to clients of OPC and welcomes the further development of standards in this area.

General Comments

- The information is presented in a clear, accessible manner.
- The standards address areas of interest and concern for clients and other stakeholders in a comprehensive manner.
- The provision of fact sheets, which explain the role, processes and powers of the OPC for new clients is commended.
- The provision of the above information on OPC's website is a useful strategy in making the information more accessible to a range of stakeholders.
- The use of electronic file notes to record contacts with the client and decisions that are made is a helpful initiative in keeping accessible and up to date records.
- Staff development in flexible service delivery; issues relating to specific disabilities; and effective communication skills is welcome.



*Working For
Mental Health*

Mental Health
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*MHCC is the peak
Body for mental health
Organisations in NSW*

Specific Comments

- The initiative of requiring staff to notify people of significant decisions in writing is welcomed, however, it would be helpful if an explanation and some examples of significant decisions were included. This would help to clarify what is meant by a significant decision.
- Standards 4.10 and 4.11 are missing from the 2003 list of proposed standards. Standard 4.10 refers to ensuring that all relevant government benefits and subsidies are received by the person and that these accurately reflect their estate. Standard 4.11 refers to the release of funds and security items from a deceased person's estate within two working days of receipt of the appropriate authority provided that all documentation is in order. Both these standards are very important and need to be included.

In general, these standards provide clear, helpful information, however, the issues raised above need to be addressed.

If you would like to clarify any points in this submission, please do not hesitate to contact Ann MacLochlainn on (02) 9555 8388. MHCC would be happy to review any further drafts.

Thank you for considering this feedback.

Yours sincerely,

Jenna Bateman
Executive Officer
Mental Health Co-ordinating Council

