

## **NSW Trustee & Guardian Information Session Transcript (15 September 2021)**

*Please note the transcript starts at the beginning of the video.*

00:05:58.342 --> 00:06:01.452

I'd like to start by acknowledging the traditional custodians.

00:06:01.452 --> 00:06:04.972

of the various lands on which we work today and the Aboriginal.

00:06:04.972 --> 00:06:08.272

and Torres Strait Islander people participating in this online.

00:06:08.272 --> 00:06:11.572

event. I pay my respects to elders past.

00:06:11.572 --> 00:06:14.632

present and emerging and celebrate the diversity.

00:06:14.632 --> 00:06:17.972

of Aboriginal peoples and their ongoing cultures.

00:06:17.972 --> 00:06:21.172

and connections to the lands and waters of New South Wales.

00:06:21.172 --> 00:06:21.172

00:06:22.982 --> 00:06:26.542

Thank you for joining us tonight. My name is Leanne Carter.

00:06:26.542 --> 00:06:29.692

and I'm a manager in New South Wales. Trustee and Guardian's people.

00:06:29.692 --> 00:06:32.782

and culture team. Our team works across New South.

00:06:32.782 --> 00:06:35.862

e and Guardian, providing support across the.

00:06:35.862 --> 00:06:38.942

human resource is spectrum. This includes learning and.

00:06:38.942 --> 00:06:42.062

development and of course recruitment which is what we're all.

00:06:42.062 --> 00:06:45.182

here for tonight. NSW trustee and.

00:06:45.182 --> 00:06:48.482

Guardian is growing and we have a number of opportunities.

00:06:48.482 --> 00:06:51.882

coming up in the next few months as well as current vacancies.

00:06:51.882 --> 00:06:53.662

So before we start.

00:06:53.782 --> 00:06:55.412

Just a few housekeeping rules.

00:06:56.542 --> 00:06:59.682

If you have any questions, please feel free to pop them.

00:06:59.682 --> 00:07:03.062

in the chat and we'll get to those in the Q&A section.

00:07:03.062 --> 00:07:04.882

Will also try to get.

00:07:06.182 --> 00:07:09.552

Through as many as we can tonight if you and if we don't.

00:07:09.552 --> 00:07:13.162

post someone our website along with the recording of the broadcast.

00:07:13.162 --> 00:07:13.162

00:07:14.542 --> 00:07:17.692

Also, the job ads, if you haven't already seen them along with.

00:07:17.692 --> 00:07:21.152

contact details of hiring managers and a contact.

00:07:21.152 --> 00:07:24.572

for my team in the people and culture area will be posted.

00:07:24.572 --> 00:07:25.732

at the end of the event.

00:07:26.362 --> 00:07:29.752

So the agenda, what are we going to talk about tonight first?

00:07:29.752 --> 00:07:33.152

I'll give you a quick overview of New South Wales trustee.

00:07:33.152 --> 00:07:36.392

and Guardian, then Anna Gouchie who's?

00:07:36.392 --> 00:07:39.592

our New South Wales public Guardian, will give you a rundown.

00:07:39.592 --> 00:07:42.852

on the public Guardian area and what they do.

00:07:42.852 --> 00:07:46.252

on a day to day basis. We've got. Deb simpson.

00:07:46.252 --> 00:07:48.132

he's the director of a state management.

00:07:48.962 --> 00:07:52.052

And then we've got two employees from those areas to.

00:07:52.052 --> 00:07:55.332

actually tell you what it's like to work on a day to day.

00:07:55.332 --> 00:07:59.302

basis in public guardian and in financial management then.

00:07:59.302 --> 00:08:02.412

we'll talk a little bit about the application process.

00:08:02.412 --> 00:08:05.092

And then, of course, the question and answer section.

00:08:06.172 --> 00:08:09.972

So a bit of an overview of trustee and Guardian so.

00:08:09.972 --> 00:08:13.012

our purpose in New South Wales Trustee and Guardian is.

00:08:13.012 --> 00:08:16.592

to protect, promote and support the rights dignity.

00:08:16.592 --> 00:08:19.812

choices and wishes of the people of New South Wales.

00:08:19.812 --> 00:08:23.712

And we do this by providing a range of multidisciplinary.

00:08:23.712 --> 00:08:27.202

services including will making estate planning.

00:08:27.202 --> 00:08:27.202

00:08:28.112 --> 00:08:31.542

Executorship Trustee financial management.

00:08:31.542 --> 00:08:33.262

t and guardianship services.

00:08:33.902 --> 00:08:37.042

The agency supports the chief executive officer.

00:08:37.042 --> 00:08:40.662

and the public guardian to provide customer centered services.

00:08:40.662 --> 00:08:43.942

to the people of New South Wales, and it includes some of the states.

00:08:43.942 --> 00:08:45.322

most vulnerable people.

00:08:46.362 --> 00:08:49.482

So we write more than 13,000 estate planning.

00:08:49.482 --> 00:08:52.662

documents each year supporting over 47.

00:08:52.662 --> 00:08:55.982

000 customers annually, and we manage over 6.

00:08:55.982 --> 00:08:59.122

billion in customer assets. We are.

00:08:59.122 --> 00:09:02.642

a statutory NSW government agency within.  
00:09:02.642 --> 00:09:05.702  
the stronger Communities cluster and we have linkages to.  
00:09:05.702 --> 00:09:07.682  
the Department of Communities and Justice.  
00:09:08.442 --> 00:09:12.172  
We employ over 700 people across a range of disciplines.  
00:09:12.172 --> 00:09:15.312  
and how people are experts in wills and estate.  
00:09:15.312 --> 00:09:18.792  
planning, legal, taxation and financial planning.  
00:09:18.792 --> 00:09:21.892  
We have specialists in property, estate admin, and.  
00:09:21.892 --> 00:09:25.692  
rusts, professionals in financial management, guardianship.  
00:09:25.692 --> 00:09:29.312  
and corporate services, so our services help protect.  
00:09:29.312 --> 00:09:32.592  
and support people at critical moments in their lives.  
00:09:32.592 --> 00:09:32.592  
00:09:34.472 --> 00:09:37.682  
Now all of the service we provide is based on how customer.  
00:09:37.682 --> 00:09:41.182  
excellence principles. This helps us deliver our purpose.  
00:09:41.182 --> 00:09:44.222  
and where guided by our customer excellence principles or.  
00:09:44.222 --> 00:09:47.482  
our values. The principles expressed the quality.  
00:09:47.482 --> 00:09:49.982  
of service customers can expect from us.  
00:09:50.642 --> 00:09:54.012  
And through their mouth customer needs are at the center of our philosophy.  
00:09:54.012 --> 00:09:57.752  
operations and ideas. So what are our customer?  
00:09:57.752 --> 00:10:01.912  
excellence principles? They are insightful.  
00:10:01.912 --> 00:10:05.352  
empathy, personalized, convenient.  
00:10:05.352 --> 00:10:09.132  
and timely value and overall satisfaction.  
00:10:09.132 --> 00:10:12.342  
So now I'm going to pass you over to Anna and she's going to.  
00:10:12.342 --> 00:10:15.072  
talk to you a little bit more about the public guardian.  
00:10:19.122 --> 00:10:22.332  
Thanks Lee ann. Hi everyone, my name is Anna.  
00:10:22.332 --> 00:10:25.532  
Gouchie and I'm the acting NSW public guardian.  
00:10:25.532 --> 00:10:28.872  
I've been with New South Wales trusting guardian for 20.  
00:10:28.872 --> 00:10:32.212  
years and having held positions as an estate manager.  
00:10:32.212 --> 00:10:35.272  
The Guardian Information Officer manager and.  
00:10:35.272 --> 00:10:38.502  
Assistant public guardian. I have a background in working.  
00:10:38.502 --> 00:10:41.792  
with Ngos with people with cognitive psychosocial.  
00:10:41.792 --> 00:10:44.832

and physical disabilities and people with complex behaviors.  
00:10:44.832 --> 00:10:48.032  
and I also have qualifications in occupational therapy.  
00:10:48.032 --> 00:10:50.532  
Personally I'm very passionate about.  
00:10:50.592 --> 00:10:53.822  
Advocating for and representing the rights of people with disabilities.  
00:10:53.822 --> 00:10:56.842  
in particular ensuring that they have access to.  
00:10:56.842 --> 00:11:00.662  
the same opportunities as any other citizen I've.  
00:11:00.662 --> 00:11:03.982  
been with the organization for so long because this is a strong value.  
00:11:03.982 --> 00:11:07.162  
held by our organization and we're in a unique position.  
00:11:07.162 --> 00:11:08.192  
to achieve this.  
00:11:09.032 --> 00:11:12.242  
So I want to take some time to tell you about what the public.  
00:11:12.242 --> 00:11:15.732  
guardian does. The public adding can be appointed.  
00:11:15.732 --> 00:11:19.132  
by a court or a tribunal to make health and lifestyle.  
00:11:19.132 --> 00:11:22.752  
decisions for people with disability that affects their capacity.  
00:11:22.752 --> 00:11:26.072  
to make decisions. For example, weak people with intellectual.  
00:11:26.072 --> 00:11:29.732  
disability, mental illness, dementia, and brain injury.  
00:11:29.732 --> 00:11:29.732  
00:11:30.712 --> 00:11:33.942  
We are considered the guardian of last resort when there's no other.  
00:11:33.942 --> 00:11:37.062  
option or appropriate person to make decisions for.  
00:11:37.062 --> 00:11:40.162  
the person. That may be because the person has.  
00:11:40.162 --> 00:11:43.512  
no one in their life who can take on that role or.  
00:11:43.512 --> 00:11:47.082  
because there's conflict about what's in the interests of that person.  
00:11:47.082 --> 00:11:47.082  
00:11:48.252 --> 00:11:51.632  
When were appointed, a guardianship order will detail.  
00:11:51.632 --> 00:11:54.812  
the authority that the public guardian has so that.  
00:11:54.812 --> 00:11:58.112  
can include the authority to make decisions about where the person.  
00:11:58.112 --> 00:12:01.512  
lives, their health care, restrictive practices.  
00:12:01.512 --> 00:12:04.992  
the services they receive, and who they have contact with.  
00:12:04.992 --> 00:12:04.992  
00:12:06.082 --> 00:12:09.252  
We also have an inherent advocacy function in that.  
00:12:09.252 --> 00:12:12.412  
we promote the rights and best interests of all the people that.  
00:12:12.412 --> 00:12:13.432  
we represent.  
00:12:14.742 --> 00:12:17.952

While the New South Wales public Guardian is part of New South Wales, trusting.

00:12:17.952 --> 00:12:21.022

d Guardian, I hold a statutory role as.

00:12:21.022 --> 00:12:24.412

does our CEO and we are governed by our own Act.

00:12:24.412 --> 00:12:27.632

the Guardianship Act. This is to ensure.

00:12:27.632 --> 00:12:31.352

that decisions about a represented person are made independently.

00:12:31.352 --> 00:12:34.472

so no one person has complete.

00:12:34.472 --> 00:12:37.652

control over all elements of a person's life.

00:12:37.652 --> 00:12:40.692

and as public guardian. I delegate my.

00:12:40.692 --> 00:12:43.792

decision making authority onto our guardians.

00:12:43.792 --> 00:12:47.172

so that they can then make decisions for represented people.

00:12:47.172 --> 00:12:47.172

00:12:47.232 --> 00:12:48.282

In their caseload.

00:12:49.192 --> 00:12:52.492

We have a team of about 80 staff and most of these.

00:12:52.492 --> 00:12:55.612

are guardians. We also have a small.

00:12:55.612 --> 00:12:59.652

guardian support unit who provide information advice.

00:12:59.652 --> 00:13:03.392

and support to private and in during guardians service.

00:13:03.392 --> 00:13:05.372

providers and the wider community.

00:13:06.782 --> 00:13:10.172

So I'll take some time now to tell you a little bit about the.

00:13:10.172 --> 00:13:11.652

role of Guardians and what they do.

00:13:11.702 --> 00:13:15.432

Right, so the role of a guardian is to understand.

00:13:15.432 --> 00:13:18.572

who the represented person is and what's important.

00:13:18.572 --> 00:13:21.992

to them in their life. And as far as possible, make.

00:13:21.992 --> 00:13:25.292

decisions that they would have made if they had decision making ability.

00:13:25.292 --> 00:13:25.292

00:13:26.662 --> 00:13:29.792

It's about considering the guardianship principles.

00:13:29.792 --> 00:13:32.932

of the guardianship act like ensuring the persons.

00:13:32.932 --> 00:13:36.392

welfare and interests are maintained and weighing this.

00:13:36.392 --> 00:13:39.732

against other factors such as the will and preference.

00:13:39.732 --> 00:13:42.812

of the person, and seeking evidence to support the decision.

00:13:42.812 --> 00:13:43.612

making process.

00:13:44.642 --> 00:13:47.732

Sometimes that means guardians have to make decisions that.

00:13:47.732 --> 00:13:50.892  
are ethically challenging, but they make them because.  
00:13:50.892 --> 00:13:54.032  
it's about ensuring that the person's welfare interests.  
00:13:54.032 --> 00:13:56.132  
and rights are maintained.  
00:13:57.762 --> 00:14:01.462  
The types of decisions made include accommodation.  
00:14:01.462 --> 00:14:02.882  
so where the person lives.  
00:14:03.522 --> 00:14:06.632  
The services that people receive personal care.  
00:14:06.632 --> 00:14:10.592  
house cleaning, shopping and therapy medical.  
00:14:10.592 --> 00:14:14.152  
and dental treatment and other health care services.  
00:14:14.152 --> 00:14:15.292  
and who will provide them.  
00:14:16.022 --> 00:14:19.072  
Decisions about access, so that's who the person.  
00:14:19.072 --> 00:14:22.012  
has contact with Ethan. The conditions of that contact.  
00:14:22.812 --> 00:14:26.222  
Decisions about legal services and also decisions about restricted.  
00:14:26.222 --> 00:14:29.582  
practices, which are restraints that are used to control.  
00:14:29.582 --> 00:14:32.762  
a person's behavior to prevent harm to themselves.  
00:14:32.762 --> 00:14:33.522  
or others.  
00:14:34.692 --> 00:14:37.962  
The Guardian role can be challenging some.  
00:14:37.962 --> 00:14:41.122  
people and family aren't always happy.  
00:14:41.122 --> 00:14:44.162  
that we've been appointed as a person, guardian, or they.  
00:14:44.162 --> 00:14:46.172  
disagree with the decisions that we have made.  
00:14:47.432 --> 00:14:50.572  
As a guardian, you also have to navigate service providers.  
00:14:50.572 --> 00:14:53.692  
and balance the different views, for example family.  
00:14:53.692 --> 00:14:57.312  
and medical practitioners may not always see eye to eye, but.  
00:14:57.312 --> 00:15:00.472  
it's also really rewarding work knowing that.  
00:15:00.472 --> 00:15:03.712  
you're representing the rights for someone that doesn't have a voice.  
00:15:03.712 --> 00:15:06.822  
and we do that by collecting and considering all.  
00:15:06.822 --> 00:15:10.092  
the relevant views and evidence to make the best decisions.  
00:15:10.092 --> 00:15:10.972  
for that person.  
00:15:12.892 --> 00:15:15.992  
So I'm going to tell you a little bit about what.  
00:15:15.992 --> 00:15:19.882  
New South Wales Trust saying Guardian can offer you if you worked here so.  
00:15:19.882 --> 00:15:23.352

we've recently NSW trusting in Guardian have received funding.  
00:15:23.352 --> 00:15:26.502  
which is allowing us to employ approximately 100.  
00:15:26.502 --> 00:15:29.852  
rolls across our entire organization.  
00:15:29.852 --> 00:15:32.932  
for the public guardian. That means we have a number.  
00:15:32.932 --> 00:15:36.112  
of guardian roles available which we're we're currently.  
00:15:36.112 --> 00:15:37.572  
recruiting as a talent pool.  
00:15:38.842 --> 00:15:42.132  
A talent pool is valid for 18 months, and it's a great.  
00:15:42.132 --> 00:15:45.762  
way to be considered for vacancies as they arise there.  
00:15:45.762 --> 00:15:49.022  
are a variety of roles available. Summer ongoing.  
00:15:49.022 --> 00:15:51.582  
some temporary full time and part time.  
00:15:52.842 --> 00:15:56.172  
We're supportive of whole of government initiatives for.  
00:15:56.172 --> 00:15:59.532  
regional employment, so roles are available in various.  
00:15:59.532 --> 00:16:02.532  
locations including regional NSW.  
00:16:03.672 --> 00:16:07.132  
Salary for guardians range from 70.  
00:16:07.132 --> 00:16:10.372  
000 to 81,000 plus.  
00:16:10.372 --> 00:16:14.632  
superannuation and annual leave loading there's.  
00:16:14.632 --> 00:16:18.192  
also a range of benefits working for a New South Wales government agency.  
00:16:18.192 --> 00:16:21.092  
which people and culture will tell you more about shortly.  
00:16:22.812 --> 00:16:26.042  
Now some of the day to day responsibilities of our guardians.  
00:16:26.042 --> 00:16:29.142  
include having the delegated authority to.  
00:16:29.142 --> 00:16:32.902  
make decisions that best serve. The interests are represented.  
00:16:32.902 --> 00:16:35.502  
people, which is a huge responsibility.  
00:16:36.452 --> 00:16:39.632  
They provide decision making support to resolve issues.  
00:16:39.632 --> 00:16:43.002  
facing customers, being both a liaison to the customer.  
00:16:43.002 --> 00:16:46.062  
and various stakeholders that we deal with they.  
00:16:46.062 --> 00:16:49.282  
develop decision making plans with the guidance of our.  
00:16:49.282 --> 00:16:52.582  
supervisor and their regional manager and.  
00:16:52.582 --> 00:16:55.802  
they prepare guarding sheep related case reports for.  
00:16:55.802 --> 00:16:58.922  
the guardianship division of the New South Wales civil and.  
00:16:58.922 --> 00:17:00.142  
Administrative Tribunal.

00:17:02.322 --> 00:17:05.512  
So who are we looking for? And let me tell.  
00:17:05.512 --> 00:17:08.612  
you a bit about this. One of the most.  
00:17:08.612 --> 00:17:11.892  
rewarding aspects about working for us is our work.  
00:17:11.892 --> 00:17:14.992  
has real purpose. We want people to join.  
00:17:14.992 --> 00:17:18.272  
us who are equally passionate about championing.  
00:17:18.272 --> 00:17:22.202  
championing the rights of people with disabilities people.  
00:17:22.202 --> 00:17:25.292  
who provide insightful, empathetic and.  
00:17:25.292 --> 00:17:28.412  
timely customer service. We won't great.  
00:17:28.412 --> 00:17:31.532  
communicators who work collaboratively on complex.  
00:17:31.532 --> 00:17:32.872  
and sensitive matters.  
00:17:33.602 --> 00:17:36.742  
People who can build strong relationships with customers when.  
00:17:36.742 --> 00:17:40.542  
making important decisions about their life so.  
00:17:40.542 --> 00:17:43.962  
if you have a keen interest in social justice and.  
00:17:43.962 --> 00:17:46.992  
advocating for people, I believe you will find the work we.  
00:17:46.992 --> 00:17:50.122  
do interesting, challenging and very rewarding.  
00:17:50.122 --> 00:17:50.122  
00:17:51.062 --> 00:17:54.082  
Ideally, we're looking for people with a degree in.  
00:17:54.082 --> 00:17:57.962  
social health or behavioral sciences, or.  
00:17:57.962 --> 00:18:00.712  
related discipline or relevant experience.  
00:18:01.662 --> 00:18:05.012  
Also, you need to be available to travel throughout NSW.  
00:18:05.012 --> 00:18:05.012  
00:18:05.872 --> 00:18:09.032  
So if that sounds like you and you want to be part.  
00:18:09.032 --> 00:18:12.782  
of something bigger, we really encourage you to apply I.  
00:18:12.782 --> 00:18:15.922  
look forward to receiving your application and I'll answer.  
00:18:15.922 --> 00:18:19.242  
any questions that you may have at the end are.  
00:18:19.242 --> 00:18:22.462  
I'll now Passover to Deb Simpson to talk a bit more about.  
00:18:22.462 --> 00:18:25.242  
our state management division. Thanks, Deb.  
00:18:25.352 --> 00:18:35.352  
00:18:36.322 --> 00:18:39.692  
Thanks, Anna and welcome everybody to the information in session.  
00:18:39.692 --> 00:18:42.702  
This evening I'm Deb Simpson and.  
00:18:42.702 --> 00:18:45.842  
I'm the director of a state management division at New South.



00:18:45.842 --> 00:18:48.982  
e and Guardian. I joined New South.  
00:18:48.982 --> 00:18:52.522  
e and Guardian in September 2019.  
00:18:52.522 --> 00:18:55.762  
so I've been with the organization for almost two years.  
00:18:55.762 --> 00:18:55.762  
00:18:56.822 --> 00:19:00.052  
A bit about me. I have extensive experience in seeing.  
00:19:00.052 --> 00:19:03.202  
human service roles in the New South Wales government.  
00:19:03.202 --> 00:19:06.452  
not for profit sector and other non non government.  
00:19:06.452 --> 00:19:10.352  
agencies. My career has afforded afforded.  
00:19:10.352 --> 00:19:13.692  
me the opportunity to support children young adults.  
00:19:13.692 --> 00:19:16.992  
and their families who encounter the criminal justice system.  
00:19:16.992 --> 00:19:20.532  
Those in out of home care people with disability.  
00:19:20.532 --> 00:19:24.052  
refugees and people seeking asylum and.  
00:19:24.052 --> 00:19:26.962  
people who are seeking this port of disability.  
00:19:27.052 --> 00:19:30.102  
Payment services I'm really motivated by.  
00:19:30.102 --> 00:19:33.272  
NSW Trustee and Guardian social justice and.  
00:19:33.272 --> 00:19:36.402  
humanitarian work. I'm also highly.  
00:19:36.402 --> 00:19:39.602  
committed to providing a service that is not only customer.  
00:19:39.602 --> 00:19:42.682  
focused but ensures our customers are.  
00:19:42.682 --> 00:19:45.802  
supported in a dignified way. We.  
00:19:45.802 --> 00:19:49.382  
are the holders of people stories and that is a privilege that.  
00:19:49.382 --> 00:19:50.462  
should be respected.  
00:19:52.162 --> 00:19:54.282  
So a little bit about estate management.  
00:19:55.572 --> 00:19:58.852  
The division delivers Harley in Thetic, customer centered.  
00:19:58.852 --> 00:20:02.472  
inancial management services to some of the most vulnerable.  
00:20:02.472 --> 00:20:03.992  
people in New South Wales.  
00:20:04.682 --> 00:20:08.442  
While the public guardian can be appointed by court or tribunal.  
00:20:08.442 --> 00:20:11.502  
to make health and lifestyle decisions for people.  
00:20:11.502 --> 00:20:15.422  
with a disability that affects their capacity to make decisions.  
00:20:15.422 --> 00:20:15.422  
00:20:16.692 --> 00:20:19.702  
NSW Trustee and Guardian could also be appointed as.  
00:20:19.702 --> 00:20:22.712

financial manager to make financial decisions.  
00:20:22.712 --> 00:20:25.952  
if there is no one willing or able to or.  
00:20:25.952 --> 00:20:27.752  
where there are conflicts of interest.  
00:20:28.642 --> 00:20:31.992  
We also support and oversee people who've been appointed.  
00:20:31.992 --> 00:20:35.782  
privately managed person finances that maybe a family.  
00:20:35.782 --> 00:20:39.322  
member or a friend. This is referred to as private.  
00:20:39.322 --> 00:20:40.412  
financial management.  
00:20:42.052 --> 00:20:45.582  
We are also bound by legislation in particular.  
00:20:45.582 --> 00:20:48.942  
section 39 of the New South Wales Trustee and Guardian.  
00:20:48.942 --> 00:20:52.102  
at the principles that guide our work are.  
00:20:52.102 --> 00:20:55.472  
the welfare and interests are people with impaired decision.  
00:20:55.472 --> 00:20:59.102  
making ability should be given paramount consideration.  
00:20:59.102 --> 00:21:02.162  
their freedom of decision and freedom of.  
00:21:02.162 --> 00:21:05.462  
action should be restricted as little as possible.  
00:21:05.462 --> 00:21:05.462  
00:21:06.292 --> 00:21:09.752  
They should be encouraged as far as possible to live a normal.  
00:21:09.752 --> 00:21:12.792  
life in the community. Their views should be.  
00:21:12.792 --> 00:21:15.912  
taken into consideration. The importance of.  
00:21:15.912 --> 00:21:19.272  
preserving family relationships and particularly.  
00:21:19.272 --> 00:21:23.232  
cultural and linguistic environments should be recognized.  
00:21:23.232 --> 00:21:23.232  
00:21:23.982 --> 00:21:27.112  
They should be encouraged as far as possible to be.  
00:21:27.112 --> 00:21:30.472  
self-reliant in matters relating to their personal domestic.  
00:21:30.472 --> 00:21:32.112  
and financial affairs.  
00:21:33.312 --> 00:21:36.482  
They should be protected from neglect, abuse and.  
00:21:36.482 --> 00:21:37.502  
exploitation.  
00:21:39.292 --> 00:21:42.522  
In short, we make financial decisions that are under.  
00:21:42.522 --> 00:21:45.652  
in a person's best interests. We currently.  
00:21:45.652 --> 00:21:49.012  
represent over 16,000 people across.  
00:21:49.012 --> 00:21:49.872  
NSW.  
00:21:50.882 --> 00:21:54.002  
Sometimes we work together with the public guardian as.

00:21:54.002 --> 00:21:57.122  
a person can be under a guardianship and a financial.  
00:21:57.122 --> 00:22:00.302  
management order at the same time. However, as.  
00:22:00.302 --> 00:22:04.012  
Anna said earlier, there is a clear separation in our functions.  
00:22:04.012 --> 00:22:07.302  
So decisions by either the public guardian or.  
00:22:07.302 --> 00:22:09.922  
trustee services are made independently.  
00:22:11.112 --> 00:22:14.142  
In a state management we have quite a large team.  
00:22:14.142 --> 00:22:17.202  
There are approximately 130 staff.  
00:22:17.202 --> 00:22:20.322  
in our Directum private financial management teams.  
00:22:20.322 --> 00:22:20.322  
00:22:21.612 --> 00:22:25.202  
He was setting the first by Leanne that we are growing.  
00:22:25.202 --> 00:22:28.452  
We have approximately 15 roll 50.  
00:22:28.452 --> 00:22:31.512  
rolls in total available across.  
00:22:31.512 --> 00:22:35.092  
a state management sometime within the next six months.  
00:22:35.092 --> 00:22:35.092  
00:22:36.402 --> 00:22:39.772  
So as a client service officer, what are the roles?  
00:22:39.772 --> 00:22:41.812  
What are the responsibilities of that role?  
00:22:42.962 --> 00:22:46.082  
So client service officers are responsible for looking after.  
00:22:46.082 --> 00:22:49.112  
a person's financial and legal affairs, the.  
00:22:49.112 --> 00:22:52.132  
decisions made about a person's financial situation.  
00:22:52.132 --> 00:22:55.472  
aimed to promote their independence, increase their quality.  
00:22:55.472 --> 00:22:58.602  
of life, and maintain their relationships where possible.  
00:22:58.602 --> 00:22:58.602  
00:22:59.622 --> 00:23:02.722  
Depending on a customer circumstances and the terms of the.  
00:23:02.722 --> 00:23:06.082  
financial management order, there are many ways we provide.  
00:23:06.082 --> 00:23:09.122  
support, including consulting directly with.  
00:23:09.122 --> 00:23:12.642  
the customer. Always family and friends were making decisions.  
00:23:12.642 --> 00:23:15.962  
making a budget and savings plan, and.  
00:23:15.962 --> 00:23:19.862  
aying bills or purchasing items for the customer managing.  
00:23:19.862 --> 00:23:22.942  
incomes, superannuation, debts and tax.  
00:23:22.942 --> 00:23:26.242  
returns. We manage assets like real estate.  
00:23:26.242 --> 00:23:29.702  
vehicles and shares will liaise with financial.

00:23:29.702 --> 00:23:33.422  
institutions and other third parties such as Centrelink.  
00:23:33.422 --> 00:23:33.422  
00:23:33.952 --> 00:23:37.322  
That his providers and even chemists and supermarkets.  
00:23:37.322 --> 00:23:39.702  
for those day-to-day needs that people have.  
00:23:40.702 --> 00:23:43.842  
To support our operational teams, NSW trustee and.  
00:23:43.842 --> 00:23:47.722  
Guardian has dedicated property and tax specialists.  
00:23:47.722 --> 00:23:50.352  
financial planning teams and illegal T.  
00:23:51.472 --> 00:23:54.832  
The public guardian. The role does come with challenges.  
00:23:54.832 --> 00:23:57.872  
For example, decisions we make sometimes.  
00:23:57.872 --> 00:24:01.562  
may be at odds with the wishes of the family. These.  
00:24:01.562 --> 00:24:05.152  
can be emotional, sensitive and complex situations.  
00:24:05.152 --> 00:24:08.452  
While we gather views from many people and.  
00:24:08.452 --> 00:24:11.772  
attempt to find solutions to meet everyone's needs, our.  
00:24:11.772 --> 00:24:15.152  
primary responsibility is to the person we represent.  
00:24:15.152 --> 00:24:16.412  
and what is best for them.  
00:24:17.272 --> 00:24:20.462  
While there are days that are challenging for the most part.  
00:24:20.462 --> 00:24:23.832  
we are privileged to serve some of the most vulnerable.  
00:24:23.832 --> 00:24:26.932  
people in our community, and we're extremely proud.  
00:24:26.932 --> 00:24:29.972  
to work with people to support them in regaining.  
00:24:29.972 --> 00:24:31.572  
their financial independence.  
00:24:33.032 --> 00:24:36.342  
So what is New South Wales trustee and guardian offer if you?  
00:24:36.342 --> 00:24:39.822  
join us within a state management as.  
00:24:39.822 --> 00:24:42.942  
I said, we have a number of client service vacancies to which we.  
00:24:42.942 --> 00:24:46.342  
are recruiting as well as we want to create a talent pool.  
00:24:46.342 --> 00:24:49.602  
for future roles similar to the public guardian.  
00:24:49.602 --> 00:24:52.742  
We have ongoing temporary full time and part.  
00:24:52.742 --> 00:24:56.182  
time roles available. Roles are also available.  
00:24:56.182 --> 00:24:59.202  
in Sydney and Regional NSW. The.  
00:24:59.202 --> 00:25:02.262  
salary ranges from 74,002.  
00:25:02.262 --> 00:25:04.242  
two \$81,000 per annum.

00:25:04.382 --> 00:25:06.602  
Plus superannuation annual leave.  
00:25:08.352 --> 00:25:12.712  
Who we looking for in our youth, right person, we're really.  
00:25:12.712 --> 00:25:16.432  
looking for passionate people who care about supporting the vulnerable.  
00:25:16.432 --> 00:25:19.692  
at the core, people who care about making.  
00:25:19.692 --> 00:25:22.752  
difference. You need to be committing committed.  
00:25:22.752 --> 00:25:26.292  
to providing insightful, timely customer service.  
00:25:26.292 --> 00:25:28.252  
on often sensitive matters.  
00:25:29.112 --> 00:25:32.392  
You should be able to communicate with people of all abilities.  
00:25:32.392 --> 00:25:36.342  
patiently explaining complex situations, someone.  
00:25:36.342 --> 00:25:39.822  
who nurtures relationships with both customers.  
00:25:39.822 --> 00:25:43.152  
and their support people to achieve optimal outcomes.  
00:25:43.152 --> 00:25:46.602  
Where after people who can demonstrate high levels.  
00:25:46.602 --> 00:25:49.702  
of empathy and emotional intelligence, who can?  
00:25:49.702 --> 00:25:53.422  
walk in the shoes of the people there supporting lived.  
00:25:53.422 --> 00:25:56.722  
experience with disability or working in the disability.  
00:25:56.722 --> 00:25:58.362  
sector is desirable.  
00:25:59.122 --> 00:26:02.492  
Qualifications in social health or behavioral sciences.  
00:26:02.492 --> 00:26:05.612  
or budgeting experience is desirable, but not.  
00:26:05.612 --> 00:26:06.232  
ssential.  
00:26:07.402 --> 00:26:10.712  
There are a couple of operational needs that you need to consider.  
00:26:10.712 --> 00:26:13.732  
You will be willing to be part of a rotating.  
00:26:13.732 --> 00:26:16.852  
phone roster with morning and afternoon shifts between.  
00:26:16.852 --> 00:26:19.582  
9:00 and five, 9:00 AM and 5:00 PM.  
00:26:20.982 --> 00:26:24.302  
No, that you should know that our calls and emails are monitored.  
00:26:24.302 --> 00:26:27.882  
for quality assurance and coaching purposes so.  
00:26:27.882 --> 00:26:30.912  
if you're interested in the work we do, and it sounds like a.  
00:26:30.912 --> 00:26:33.692  
good fit, we welcome your application.  
00:26:34.932 --> 00:26:38.622  
I'll now Passover to Joe, who is one of our principle guardians.  
00:26:38.622 --> 00:26:42.002  
Joe will talk about the work that she does in the field.  
00:26:42.002 --> 00:26:43.052

as a guardian.

00:26:44.472 --> 00:26:45.232

Thanks Joe.

00:26:51.512 --> 00:26:54.592

Thanks, Deb, good afternoon everyone. My name is.

00:26:54.592 --> 00:26:57.602

Joanne and I am a principal guardian in the public.

00:26:57.602 --> 00:27:00.642

Guardian Southern team. I started working.

00:27:00.642 --> 00:27:03.762

at the New South Wales Trustee and Guardian over 10 years ago.

00:27:03.762 --> 00:27:07.062

because I wanted to engage in a different and more serious.

00:27:07.062 --> 00:27:10.522

direction of my career. I wanted to work and study.

00:27:10.522 --> 00:27:13.662

and this was supported by the New South Wales Trustee and Guardian.

00:27:13.662 --> 00:27:13.662

00:27:14.262 --> 00:27:17.422

During the years of working for the New South Wales Trustee and Guardian, I.

00:27:17.422 --> 00:27:20.742

realized that I loved working in the disability sector.

00:27:20.742 --> 00:27:23.942

and developed a passion for helping the elderly and people who face.

00:27:23.942 --> 00:27:25.382

drug and alcohol addiction.

00:27:26.312 --> 00:27:29.332

This job has allowed me to make a difference and give hope.

00:27:29.332 --> 00:27:32.552

to our customers and their families when they feel they have no other.

00:27:32.552 --> 00:27:33.272

options.

00:27:34.302 --> 00:27:37.402

As a public guardian, my role is to make substitute.

00:27:37.402 --> 00:27:40.592

decisions for our customers who cannot do this alone and.

00:27:40.592 --> 00:27:43.912

do not have anyone else in their life as a guardian.

00:27:43.912 --> 00:27:47.212

We collect and analyze information and evidence.

00:27:47.212 --> 00:27:50.382

to formulate our decisions. We put ourselves in.

00:27:50.382 --> 00:27:53.502

the shoes of our customers. We act as advocates and we.

00:27:53.502 --> 00:27:57.012

ensure these decisions reflect our customers will and preferences.

00:27:57.012 --> 00:27:59.632

and overall being and best interests.

00:28:00.462 --> 00:28:03.662

Some of my daily tasks include obviously.

00:28:03.662 --> 00:28:06.672

making decisions in line with the person's guardianship.

00:28:06.672 --> 00:28:10.012

order, managing phone calls and emails.

00:28:10.012 --> 00:28:13.212

recording all communications, and of course, those.

00:28:13.212 --> 00:28:16.272

ecisions in our systems. Sending reports to the.

00:28:16.272 --> 00:28:19.412

guardianship division of end cut participating in.  
00:28:19.412 --> 00:28:22.732  
case conferences and meetings visiting our clients.  
00:28:22.732 --> 00:28:24.162  
and daily advocacy.  
00:28:24.942 --> 00:28:28.022  
What I find most challenging about being a public.  
00:28:28.022 --> 00:28:31.662  
guardian is we are managing extremely emotional.  
00:28:31.662 --> 00:28:34.782  
and sensitive situations. We are making major.  
00:28:34.782 --> 00:28:37.842  
decisions that impact on people's lives. We are.  
00:28:37.842 --> 00:28:40.922  
often faced with a lot of family conflict and differing views.  
00:28:40.922 --> 00:28:44.262  
on cases which can create difficult circumstances.  
00:28:44.262 --> 00:28:47.482  
for negotiating positive outcomes for our customers.  
00:28:47.482 --> 00:28:50.742  
the role of the public guardian is to be able to balance.  
00:28:50.742 --> 00:28:53.842  
all this up and way up. What is the best decision for.  
00:28:53.842 --> 00:28:54.622  
our customer?  
00:28:55.022 --> 00:28:58.112  
A big factor that makes our job challenging is the lack.  
00:28:58.112 --> 00:29:00.462  
of resources and understanding about our role.  
00:29:01.572 --> 00:29:04.962  
And this means that we need to be able to provide a lot of education.  
00:29:04.962 --> 00:29:08.292  
to our customers, service providers and families.  
00:29:08.292 --> 00:29:11.502  
These challenges, however, have helped me to grow.  
00:29:11.502 --> 00:29:14.642  
both personally and professionally, knowing that I.  
00:29:14.642 --> 00:29:18.022  
can make a difference and give hope to our customers and their families.  
00:29:18.022 --> 00:29:21.082  
is what keeps me so focused and passionate.  
00:29:21.082 --> 00:29:24.962  
about this organization as well. When we make decisions.  
00:29:24.962 --> 00:29:28.082  
that create positive outcomes for our customers and being.  
00:29:28.082 --> 00:29:31.782  
able to educate people about our organization, it is so satisfying.  
00:29:31.782 --> 00:29:31.782  
00:29:31.942 --> 00:29:34.992  
And this gives me the strength to take on any challenge we.  
00:29:34.992 --> 00:29:35.772  
are faced with.  
00:29:36.542 --> 00:29:39.642  
Being a part of the New South Wales Trustee and Guardian means a lot to me.  
00:29:39.642 --> 00:29:42.652  
as an organization. There is many opportunities to move in.  
00:29:42.652 --> 00:29:45.802  
between different roles and advance your professional development.  
00:29:45.802 --> 00:29:49.082

and over the years I have been supported to do this.  
00:29:49.082 --> 00:29:53.142  
I was able to complete a university degree I.  
00:29:53.142 --> 00:29:56.462  
started working at the New South Wales trustee in the financial side.  
00:29:56.462 --> 00:29:59.502  
where I was in. HRI was in the switch then.  
00:29:59.502 --> 00:30:02.562  
I moved over to the switchboard in the public guardian and.  
00:30:02.562 --> 00:30:05.922  
from there I progressed into guardianship where I was a guardian.  
00:30:05.922 --> 00:30:06.942  
senior guardian.  
00:30:07.002 --> 00:30:10.452  
And now principal got him. There is always opportunities.  
00:30:10.452 --> 00:30:13.522  
for external learning and developing your skill sets for.  
00:30:13.522 --> 00:30:16.602  
example, I've recently participated in a mental health first aid.  
00:30:16.602 --> 00:30:19.822  
course, and I've done lots of leadership courses for supervision.  
00:30:19.822 --> 00:30:23.012  
We have development plans to address our career development.  
00:30:23.012 --> 00:30:26.142  
and goals that we want to engage in. We also are.  
00:30:26.142 --> 00:30:29.192  
able to engage in internal working parties such.  
00:30:29.192 --> 00:30:31.802  
as the one I am involved in at the moment with the NDA.  
00:30:32.582 --> 00:30:35.612  
So if you're a passionate person who champions the rights of.  
00:30:35.612 --> 00:30:38.752  
people with disabilities, I'd highly recommend you apply for these.  
00:30:38.752 --> 00:30:41.932  
opportunities. Some of the things I would recommend you consider.  
00:30:41.932 --> 00:30:45.192  
when applying for a job with the New South Wales Trustee and Guardian is.  
00:30:45.192 --> 00:30:48.502  
to most importantly make sure you understand the job application.  
00:30:48.502 --> 00:30:51.982  
procedure. The process of applying requires thorough.  
00:30:51.982 --> 00:30:55.212  
written applications and this should not and this should be done.  
00:30:55.212 --> 00:30:58.332  
in line with the organizations focus capabilities.  
00:30:58.332 --> 00:31:01.632  
is really important to know what focus capabilities.  
00:31:01.632 --> 00:31:02.632  
apply to the role.  
00:31:02.932 --> 00:31:06.002  
You are applying and show examples of how you.  
00:31:06.002 --> 00:31:09.042  
meet those capabilities in your application. Look at.  
00:31:09.042 --> 00:31:12.162  
our website and read the acts that govern our organisations.  
00:31:12.162 --> 00:31:15.602  
Be familiar with the services that support people with disabilities.  
00:31:15.602 --> 00:31:18.662  
and make sure you are prepared for the interview process.



00:31:18.662 --> 00:31:21.672  
and look at those behavioral questions on our website that.  
00:31:21.672 --> 00:31:24.142  
are aligned with the job that you are applying for.  
00:31:24.852 --> 00:31:27.992  
Most importantly, advocate for yourself and sell yourself.  
00:31:27.992 --> 00:31:31.172  
Tell us what you can bring to the role and the organization.  
00:31:31.172 --> 00:31:34.442  
Thank you so much for taking time to join us, I hope.  
00:31:34.442 --> 00:31:37.832  
I have given you some insight into working as a public guardian and.  
00:31:37.832 --> 00:31:41.112  
I will now pass you over to Sarah who is one of our state.  
00:31:41.112 --> 00:31:41.852  
managers.  
00:31:50.152 --> 00:31:53.332  
Thanks joe. Hi everyone, my name is Sarah and I'm in principle.  
00:31:53.332 --> 00:31:56.812  
client service officer in the estate management team I.  
00:31:56.812 --> 00:32:00.492  
started working for New South Wales Trustee and Guardian as a contract during two.  
00:32:00.492 --> 00:32:03.632  
Having returned from overseas travel.  
00:32:03.632 --> 00:32:06.652  
At that time I didn't really know much about what the organization.  
00:32:06.652 --> 00:32:09.042  
was or what we did. I just wanted a job.  
00:32:10.352 --> 00:32:13.562  
Fit in the 15 years since I first started, I've held various.  
00:32:13.562 --> 00:32:16.942  
roles within a state management as a client service officer as.  
00:32:16.942 --> 00:32:20.462  
well as holding senior and principal client service officer roles.  
00:32:20.462 --> 00:32:20.462  
00:32:21.372 --> 00:32:24.402  
There have been many changes during that time and as.  
00:32:24.402 --> 00:32:27.432  
the world continues to change with a focus on the rights and needs.  
00:32:27.432 --> 00:32:30.772  
of people with disabilities, I enjoy watching our agency change.  
00:32:30.772 --> 00:32:33.792  
and adapt with it. I continue to work at NSW.  
00:32:33.792 --> 00:32:36.832  
Trustee and Guardian after all this time because I want.  
00:32:36.832 --> 00:32:40.492  
to make a difference to people's life speaking.  
00:32:40.492 --> 00:32:43.542  
generally as a client service officer, I'm responsible.  
00:32:43.542 --> 00:32:46.562  
for making substitute financial decisions for customers who.  
00:32:46.562 --> 00:32:49.632  
are unable to make those decisions and decisions themselves.  
00:32:49.632 --> 00:32:51.532  
due to an injury or disability.  
00:32:52.142 --> 00:32:55.242  
What I like most about my job is really taking the time to get.  
00:32:55.242 --> 00:32:58.262  
to know my customers and their families to assist in.

00:32:58.262 --> 00:33:01.622  
the decision making process asking those questions.  
00:33:01.622 --> 00:33:04.982  
to identify what they need to go about their everyday life, what.  
00:33:04.982 --> 00:33:08.022  
their future needs or wishes maybe, and what I can do to help.  
00:33:08.022 --> 00:33:08.862  
them achieve that.  
00:33:09.822 --> 00:33:12.982  
The type of support I provide can include general day-to-day matters.  
00:33:12.982 --> 00:33:16.312  
such as organizing accommodation, paying household bills.  
00:33:16.312 --> 00:33:19.592  
working to reduce a debt, and helping customers.  
00:33:19.592 --> 00:33:22.852  
learn how to budget themselves. It can also include.  
00:33:22.852 --> 00:33:25.922  
more complex matters, such as the sale of property to transition.  
00:33:25.922 --> 00:33:29.232  
into aged care or organizing legal representation.  
00:33:29.232 --> 00:33:29.232  
00:33:30.282 --> 00:33:33.572  
It's not always easy. Relying on someone else to help him manage your money.  
00:33:33.572 --> 00:33:36.672  
Some of our customers are vulnerable, some are more capable.  
00:33:36.672 --> 00:33:39.952  
than others. But regardless of the personal situation, I.  
00:33:39.952 --> 00:33:43.012  
advocate for them. I can be a voice for those that don't.  
00:33:43.012 --> 00:33:46.072  
have one, and that's important to me by really taking.  
00:33:46.072 --> 00:33:49.232  
the time to get to know my customers and working together I.  
00:33:49.232 --> 00:33:52.392  
helped to ensure that they live in unrestricted life in the community.  
00:33:52.392 --> 00:33:52.392  
00:33:53.812 --> 00:33:57.072  
There are obviously some challenges that come with the role our.  
00:33:57.072 --> 00:34:00.092  
customers can get frustrated with us when they are, when we are.  
00:34:00.092 --> 00:34:04.032  
unable to make certain decisions or when they don't.  
00:34:04.032 --> 00:34:07.332  
necessarily understand that we're trying to help them, we.  
00:34:07.332 --> 00:34:10.392  
also regularly have to deal with conflict between family members.  
00:34:10.392 --> 00:34:13.412  
over larger financial decisions and roadblocks from.  
00:34:13.412 --> 00:34:16.452  
getting the right support from external organizations.  
00:34:16.452 --> 00:34:19.492  
So having really good communication skills.  
00:34:19.492 --> 00:34:23.272  
is paramount here so that we can help manage those relationships.  
00:34:23.272 --> 00:34:23.272  
00:34:24.572 --> 00:34:27.642  
Knowing that I'm making a difference is rewarding and it really has been.  
00:34:27.642 --> 00:34:31.022  
a privilege so far to be able to continue or and to continue.

00:34:31.022 --> 00:34:34.082  
to give a voice and protection to vulnerable people in society.  
00:34:34.082 --> 00:34:37.092  
It's equally wonderful to help customers to develop.  
00:34:37.092 --> 00:34:40.282  
their own skills to manage their money and eventually they?  
00:34:40.282 --> 00:34:43.322  
can also seek a revocation of the financial management order.  
00:34:43.322 --> 00:34:46.482  
where they no longer need the assistance of the trustee and guardian and.  
00:34:46.482 --> 00:34:47.862  
can live independently.  
00:34:49.092 --> 00:34:52.392  
There have been a rising number of customers on financial management orders.  
00:34:52.392 --> 00:34:55.502  
due to New South Wales aging population and I'm excited.  
00:34:55.502 --> 00:34:58.582  
to see that our team will be growing to meet this demand I.  
00:34:58.582 --> 00:35:01.902  
would be keen to work with like minded people who are passionate about making.  
00:35:01.902 --> 00:35:04.942  
a difference in someone's life so you so if.  
00:35:04.942 --> 00:35:06.302  
your customer focused.  
00:35:07.002 --> 00:35:10.172  
And somebody who communicates well and has great decision.  
00:35:10.172 --> 00:35:13.332  
making skills. Trustee and Guardian could have the right role.  
00:35:13.332 --> 00:35:16.642  
for you as an employee. We have access to a great.  
00:35:16.642 --> 00:35:19.832  
variety of flexible working opportunities like everyone.  
00:35:19.832 --> 00:35:22.892  
else. We've been affected by Covid and.  
00:35:22.892 --> 00:35:26.022  
are working remotely. The agency has been supportive.  
00:35:26.022 --> 00:35:29.112  
in providing the tools that we need to work from home and making.  
00:35:29.112 --> 00:35:32.212  
provisions to allow us to schedule work around other commitments such.  
00:35:32.212 --> 00:35:35.782  
as family and studies and that really ensures.  
00:35:35.782 --> 00:35:37.852  
that we have a healthy work life balance.  
00:35:38.372 --> 00:35:41.942  
There are a number number of generous flex benefits which.  
00:35:41.942 --> 00:35:45.142  
people in culture will address in a moment, but I.  
00:35:45.142 --> 00:35:48.462  
hope I've given you a good insight into a career in a state management at.  
00:35:48.462 --> 00:35:51.542  
NSW Trustee and Guardian and I look forward to working.  
00:35:51.542 --> 00:35:54.692  
with some of you in the future. Now I'll pass back to Leanne to talk.  
00:35:54.692 --> 00:35:57.682  
more about the recruitment process and some of those benefits.  
00:36:04.402 --> 00:36:06.502  
Thank you everyone for that information.  
00:36:07.722 --> 00:36:10.982

I don't know whether you can tell from the people that were speaking, but everybody.  
00:36:10.982 --> 00:36:14.092  
in trusting in Guardian is passionate about the words that.  
00:36:14.092 --> 00:36:17.422  
at the work that they do. I haven't been with trustee and.  
00:36:17.422 --> 00:36:20.442  
Guardian for very long, only since October last year and.  
00:36:20.442 --> 00:36:24.102  
I absolutely love it. I've worked in a number of government agencies.  
00:36:24.102 --> 00:36:27.202  
and I just feel like I've fallen into the right place where.  
00:36:27.202 --> 00:36:31.022  
people have the same beliefs and understandings that I do, but.  
00:36:31.022 --> 00:36:34.502  
aside from that, there are actually benefits of working for the government we.  
00:36:34.502 --> 00:36:37.812  
have some generous conditions we offer competitive.  
00:36:37.812 --> 00:36:38.522  
benefits.  
00:36:38.682 --> 00:36:41.992  
And various opportunities to employees and they include.  
00:36:41.992 --> 00:36:45.132  
being part of something bigger. So our work has.  
00:36:45.132 --> 00:36:48.422  
real purpose and you'll be making a real difference in the lives of vulnerable.  
00:36:48.422 --> 00:36:51.432  
people in our community. We have the flexible.  
00:36:51.432 --> 00:36:54.612  
work arrangements as Sarah mentioned that includes part.  
00:36:54.612 --> 00:36:58.332  
time job sharing, the flex time and.  
00:36:58.332 --> 00:37:01.632  
compressed work weeks and what that means is some people choose.  
00:37:01.632 --> 00:37:05.452  
to work the hours of a five day week over 4 days.  
00:37:05.452 --> 00:37:05.452  
00:37:06.592 --> 00:37:09.762  
We have health and well being processes in place, so we have.  
00:37:09.762 --> 00:37:13.142  
ccess to the fitness passport and when that six sessions.  
00:37:13.142 --> 00:37:16.412  
a year for you and your immediate family with our.  
00:37:16.412 --> 00:37:19.642  
plot employee assistance provider we.  
00:37:19.642 --> 00:37:21.562  
have ongoing career development.  
00:37:22.302 --> 00:37:25.682  
We want you to grow and I think if you heard Joe Joe went.  
00:37:25.682 --> 00:37:30.042  
was with trustee and Guardian when she went through and did her. You need agree we want.  
00:37:30.042 --> 00:37:33.482  
you to enjoy what you're doing and we want you to move forward in your career.  
00:37:33.482 --> 00:37:37.222  
There are a range of learning and development programs.  
00:37:37.222 --> 00:37:40.622  
so comment and acting opportunities and a dedicated.  
00:37:40.622 --> 00:37:42.482  
performance development framework.  
00:37:43.572 --> 00:37:47.102

We value diversity and inclusion, and we're committed to reflecting.  
00:37:47.102 --> 00:37:50.392  
the diverse community we serve and creating an inclusive.  
00:37:50.392 --> 00:37:53.552  
workplace for all people where everyone feels valued.  
00:37:53.552 --> 00:37:53.552  
00:37:54.332 --> 00:37:57.342  
Staff also have access to a range of professional.  
00:37:57.342 --> 00:38:00.742  
networks. We support whole of government initiatives.  
00:38:00.742 --> 00:38:03.642  
and we proudly support the events throughout the year.  
00:38:04.572 --> 00:38:07.592  
There are generous leave entitlements so they include.  
00:38:07.592 --> 00:38:10.652  
15 days sick leave are in the 1st.  
00:38:10.652 --> 00:38:13.802  
t year, though that's prorated 14 weeks parental.  
00:38:13.802 --> 00:38:17.512  
leave for primary caregivers and leave for special circumstances.  
00:38:17.512 --> 00:38:18.772  
such as jury duty.  
00:38:19.592 --> 00:38:22.802  
And of course, we've mentioned regional employment, the.  
00:38:22.802 --> 00:38:26.402  
New South Wales Government is committed to supporting regional communities.  
00:38:26.402 --> 00:38:29.632  
and that's by providing job opportunities in those locations.  
00:38:29.632 --> 00:38:32.702  
We know that not everyone lives along the coast of new.  
00:38:32.702 --> 00:38:35.752  
South Wales, and certainly our customers are from across the.  
00:38:35.752 --> 00:38:38.802  
state, so our service should reflect our customer.  
00:38:38.802 --> 00:38:41.982  
base so the roles that were advertising now.  
00:38:41.982 --> 00:38:45.942  
a number of those will have the ability to work in regional locations.  
00:38:45.942 --> 00:38:45.942  
00:38:47.242 --> 00:38:50.512  
So recruitment processes and tips again.  
00:38:50.512 --> 00:38:53.622  
I think Sarah and Joe were really good in telling you need to tell us.  
00:38:53.622 --> 00:38:56.682  
why this job is for you. We need we want you to.  
00:38:56.682 --> 00:39:00.022  
submit your application online through the I work for.  
00:39:00.022 --> 00:39:01.322  
New South Wales website.  
00:39:02.152 --> 00:39:05.242  
We want you to provide a copy of your resume, which is a maximum.  
00:39:05.242 --> 00:39:08.452  
of five pages and a brief cover letter.  
00:39:08.452 --> 00:39:11.722  
which is a maximum of a 2 pages and then.  
00:39:11.722 --> 00:39:15.502  
answer any of the targeted questions on a separate document.  
00:39:15.502 --> 00:39:18.602  
Now Joe mentioned the focus capabilities.

00:39:18.602 --> 00:39:21.742  
They're on the role descriptions that are attached.  
00:39:21.742 --> 00:39:25.502  
to the job adverts online download.  
00:39:25.502 --> 00:39:29.042  
them, have a look and focus on the focus capabilities.  
00:39:29.042 --> 00:39:32.102  
They'll tell you what we're looking for those.  
00:39:32.102 --> 00:39:32.942  
role descriptions.  
00:39:33.002 --> 00:39:36.092  
Also show you what the essential requirements are for.  
00:39:36.092 --> 00:39:39.112  
the role. Now if you progress to the.  
00:39:39.112 --> 00:39:42.232  
next stage, you may be asked to complete up to.  
00:39:42.232 --> 00:39:45.392  
three different types of assessments. One of those will be.  
00:39:45.392 --> 00:39:48.852  
attending an interview. Some of the others might be providing.  
00:39:48.852 --> 00:39:52.412  
a work sample or completing a psychological assessment.  
00:39:52.412 --> 00:39:56.132  
and in some cases we might even ask you to do a role play.  
00:39:56.132 --> 00:39:56.132  
00:39:57.742 --> 00:40:00.422  
So what happens next well?  
00:40:01.402 --> 00:40:04.542  
We will let the outcome of your of your.  
00:40:04.542 --> 00:40:07.882  
recruitment action will complete any reference and.  
00:40:07.882 --> 00:40:11.282  
pre employment checks and successful candidates.  
00:40:11.282 --> 00:40:14.302  
will need to complete a criminal records records check.  
00:40:14.302 --> 00:40:17.442  
and a working with children clearance. Then if your.  
00:40:17.442 --> 00:40:20.502  
success, if you're unsuccessful, we encourage you to.  
00:40:20.502 --> 00:40:24.922  
ask for feedback for areas to focus on in future applications.  
00:40:24.922 --> 00:40:24.922  
00:40:26.332 --> 00:40:30.082  
Some other tips in your application outline.  
00:40:30.082 --> 00:40:33.642  
how your skills and experience relate to the capabilities.  
00:40:33.642 --> 00:40:36.672  
in that role description. I think we've all mentioned that a bit.  
00:40:36.672 --> 00:40:39.932  
and that's because it's really important we.  
00:40:39.932 --> 00:40:43.242  
encourage employment of women, people with disability.  
00:40:43.242 --> 00:40:46.882  
Aboriginal and Torres Strait Islanders, LGBT.  
00:40:46.882 --> 00:40:51.022  
IQ, and people from culturally and linguistically diverse backgrounds.  
00:40:51.022 --> 00:40:51.032  
00:40:51.752 --> 00:40:54.892  
If you require reasonable adjustment during the recruitment.

00:40:54.892 --> 00:40:58.412  
process or in the workplace, just let us know.  
00:40:58.412 --> 00:40:58.412  
00:40:59.412 --> 00:41:02.652  
The I work for New South Wales website has additional guides.  
00:41:02.652 --> 00:41:05.822  
to help you with writing your application. Now the other.  
00:41:05.822 --> 00:41:08.832  
thing I'd like to say is if you've heard all this information and you.  
00:41:08.832 --> 00:41:12.072  
think it sounds like you but you don't have the experience.  
00:41:12.072 --> 00:41:15.272  
yet or the qualifications, maybe it's something you can work.  
00:41:15.272 --> 00:41:18.332  
towards. Maybe this is the career you want and we've given.  
00:41:18.332 --> 00:41:21.652  
you the idea is you need for the study.  
00:41:21.652 --> 00:41:23.232  
or the path you want to take.  
00:41:23.812 --> 00:41:27.052  
We really are passionate about the work we do and we want.  
00:41:27.052 --> 00:41:29.032  
like minded people to work with us.  
00:41:29.942 --> 00:41:33.692  
So now we've got some questions and answers so.  
00:41:33.692 --> 00:41:36.592  
let me just see what questions we've got. We've had a few.  
00:41:37.462 --> 00:41:40.542  
Our first question. I'm going to hand this one over.  
00:41:40.542 --> 00:41:44.222  
to Anna. There are a number of we talk.  
00:41:44.222 --> 00:41:47.402  
about qualifications required different types of degree.  
00:41:47.402 --> 00:41:50.722  
holders. Another experience, so that would be for our Guardian.  
00:41:50.722 --> 00:41:53.112  
role. So Anna would you like to speak to that?  
00:41:54.422 --> 00:41:57.552  
Sure, thanks leanne. So I can tell you that.  
00:41:57.552 --> 00:42:01.282  
at the public guardian we have people with really.  
00:42:01.282 --> 00:42:04.582  
varying backgrounds. We have social.  
00:42:04.582 --> 00:42:08.172  
workers, teachers, Ots.  
00:42:08.172 --> 00:42:11.752  
Like myself. We have people with psychology backgrounds.  
00:42:11.752 --> 00:42:14.852  
people with legal backgrounds as well who.  
00:42:14.852 --> 00:42:17.982  
work in guardianship. So really as everyone has.  
00:42:17.982 --> 00:42:21.172  
said, the key when you're applying.  
00:42:21.172 --> 00:42:24.062  
for these roles is to show that you have.  
00:42:24.172 --> 00:42:25.562  
The relevant experience.  
00:42:26.132 --> 00:42:29.212  
That you do that you can meet the.

00:42:29.212 --> 00:42:32.342  
capabilities, the focus capabilities of the role.  
00:42:32.342 --> 00:42:35.732  
and show how your experience can next to those.  
00:42:35.732 --> 00:42:38.962  
capabilities. So just because I've listed those.  
00:42:38.962 --> 00:42:42.202  
particularly qualifications doesn't mean that there aren't other.  
00:42:42.202 --> 00:42:45.212  
qualifications out there that wouldn't be relevant, so you.  
00:42:45.212 --> 00:42:48.242  
need to show us how your experience and your qualification.  
00:42:48.242 --> 00:42:49.442  
is relevant to the role.  
00:42:53.302 --> 00:42:55.012  
OK question 2.  
00:42:57.252 --> 00:43:00.482  
Can you explain how you deal with family members who?  
00:43:00.482 --> 00:43:03.492  
are not happy with the fact that you're appointed as a guardian on?  
00:43:03.492 --> 00:43:04.932  
behalf of their loved ones?  
00:43:05.662 --> 00:43:07.172  
And I think that's you again.  
00:43:08.642 --> 00:43:11.792  
So that is probably a really that's a really.  
00:43:11.792 --> 00:43:14.852  
good question, because it's really common. And as I said.  
00:43:14.852 --> 00:43:19.072  
earlier, that we're often appointed when.  
00:43:19.072 --> 00:43:22.222  
someone has nobody in their life to make these substitute decisions for.  
00:43:22.222 --> 00:43:24.352  
them, or when the people in their life.  
00:43:24.862 --> 00:43:28.812  
In conflict, and there's that fractured.  
00:43:28.812 --> 00:43:32.312  
situations they are. So what's really important?  
00:43:32.312 --> 00:43:36.092  
as a guardian is that you're really upfront and transparent.  
00:43:36.092 --> 00:43:39.382  
about all the processes that are involved in making.  
00:43:39.382 --> 00:43:43.152  
a decision. And we can't always make people.  
00:43:43.152 --> 00:43:43.152  
00:43:43.452 --> 00:43:46.592  
Grey or happy with our involvement.  
00:43:46.592 --> 00:43:49.792  
in the persons life, but we can inform them and that's  
00:43:49.792 --> 00:43:53.102  
a really crucial part of our role and decision.  
00:43:53.102 --> 00:43:56.482  
making process. So we provide information in various.  
00:43:56.482 --> 00:44:00.242  
formats that might be through meetings or through our publications.  
00:44:00.242 --> 00:44:03.622  
and fact sheets or referring people to our website, but.  
00:44:03.622 --> 00:44:06.722  
the key is that we're always refer informing people.



00:44:06.722 --> 00:44:09.922  
about what our role is, what they can expect.  
00:44:09.922 --> 00:44:12.942  
from our role, and the legislation that we work with in.  
00:44:12.942 --> 00:44:14.092  
So we're trying to interpret.  
00:44:14.142 --> 00:44:17.252  
All that in the best way possible for the people that we're.  
00:44:17.252 --> 00:44:20.512  
dealing with. The other key thing is that we're also.  
00:44:20.512 --> 00:44:23.552  
informing people of their rights in regards to how.  
00:44:23.552 --> 00:44:26.592  
to make a complaint, and for instance, how they can.  
00:44:26.592 --> 00:44:29.932  
seek a review of decision. So again, we're being really upfront.  
00:44:29.932 --> 00:44:31.912  
and honest and transparent with people.  
00:44:35.302 --> 00:44:38.362  
Thanks Anna, that's great next question.  
00:44:38.362 --> 00:44:41.492  
I think we covered it during our talk, but it.  
00:44:41.492 --> 00:44:44.542  
is an interesting question as to why we have so many positions.  
00:44:44.542 --> 00:44:47.712  
coming up in the next six months. And does that mean?  
00:44:47.712 --> 00:44:50.862  
there's a high turnover of employees? I think I'll pass.  
00:44:50.862 --> 00:44:52.862  
that one over to Deb to explain.  
00:44:55.122 --> 00:44:55.882  
Thanks, Leanne.  
00:44:55.942 --> 00:44:59.102  
I mean, there are a large number of roles.  
00:44:59.102 --> 00:45:02.352  
available in the next six months because we've.  
00:45:02.352 --> 00:45:03.762  
been fortunate enough.  
00:45:04.402 --> 00:45:07.532  
Come to be able.  
00:45:07.532 --> 00:45:10.762  
to build our workforce, we in fact have very low.  
00:45:10.762 --> 00:45:13.802  
turnover rates of our staff, so this is a.  
00:45:13.802 --> 00:45:17.312  
really exciting period of growth for both a.  
00:45:17.312 --> 00:45:20.642  
state management and the public guardian and.  
00:45:20.642 --> 00:45:23.782  
both have relatively low turnover rates of staff so.  
00:45:23.782 --> 00:45:26.932  
I hope that's been helpful. The information.  
00:45:28.722 --> 00:45:32.382  
We will go up in the questions and I believe it was also.  
00:45:32.382 --> 00:45:35.482  
in the ad, so I hope that was helpful.  
00:45:35.482 --> 00:45:35.482  
00:45:37.142 --> 00:45:37.862  
Thanks Deb.

00:45:38.662 --> 00:45:39.762

So the next question.

00:45:41.082 --> 00:45:44.142

Is from someone who says I'm a mature age person with over.

00:45:44.142 --> 00:45:47.542

20 plus years of customer service both face to.

00:45:47.542 --> 00:45:50.682

face and contact centers with a few degrees. Who's looking?

00:45:50.682 --> 00:45:54.112

for a change of career? Any tips for me in the recruiting?

00:45:54.112 --> 00:45:56.702

process? Well, I might just cover that off quickly.

00:45:56.752 --> 00:45:59.822

With a little bit of information, then hand over to Deb and maybe.

00:45:59.822 --> 00:46:03.282

Another expand, we don't ask.

00:46:03.282 --> 00:46:06.742

you to put your age on your application, we're looking for people.

00:46:06.742 --> 00:46:09.922

who fit the role description who meet those focus.

00:46:09.922 --> 00:46:13.312

capabilities and can demonstrate that they want to work.

00:46:13.312 --> 00:46:16.962

and support the vulnerable people of New South Wales.

00:46:16.962 --> 00:46:20.122

So my tip would be to make it clear.

00:46:20.122 --> 00:46:24.002

in your application about how you meet those focus capabilities.

00:46:24.002 --> 00:46:27.302

in providing that customer service.

00:46:27.912 --> 00:46:30.942

I don't know. I've seen a range of people.

00:46:30.942 --> 00:46:34.762

across trustee and guardian of various ages, ethnicities.

00:46:34.762 --> 00:46:38.142

We are a diverse and inclusive culture and we welcome.

00:46:38.142 --> 00:46:41.742

applications from everybody irrespective of their background.

00:46:41.742 --> 00:46:44.802

their age or the culture that they come from.

00:46:44.802 --> 00:46:47.942

A deb, I think maybe you'd like to add something to that.

00:46:47.942 --> 00:46:47.942

00:46:49.592 --> 00:46:52.692

Yeah, thanks leanna. I'll just add that it's.

00:46:52.692 --> 00:46:55.812

really important to read the both.

00:46:55.812 --> 00:46:59.332

the ad and particularly the role description.

00:46:59.332 --> 00:47:02.912

in detail. The role description outlines.

00:47:02.912 --> 00:47:06.072

if there are any essential requirements. The role.

00:47:06.072 --> 00:47:09.292

description also talks about you.

00:47:09.292 --> 00:47:12.852

and the type of person we're looking for it.

00:47:12.852 --> 00:47:15.912

really is your guide to whether or not you.

00:47:15.912 --> 00:47:17.182  
should apply for this role.  
00:47:20.162 --> 00:47:23.252  
Did you want to add anything? Anna? No i.  
00:47:23.252 --> 00:47:26.632  
think that is spot on. I can just completely.  
00:47:26.632 --> 00:47:28.392  
agree with everything you just said.  
00:47:30.852 --> 00:47:32.232  
So the next question.  
00:47:32.852 --> 00:47:35.882  
Is 4 Deb and it's is there any?  
00:47:35.882 --> 00:47:38.922  
travel involved in a state management?  
00:47:38.922 --> 00:47:38.922  
00:47:41.602 --> 00:47:44.712  
So the simple answer is not as a rule.  
00:47:44.712 --> 00:47:44.712  
00:47:45.632 --> 00:47:49.212  
However, to support our staff if.  
00:47:49.212 --> 00:47:52.842  
we have staff who are employed in regional areas.  
00:47:52.842 --> 00:47:56.162  
we would support those.  
00:47:56.162 --> 00:47:59.782  
staff to be able to come in and be with their team.  
00:47:59.782 --> 00:48:02.882  
We are looking to recruit the best.  
00:48:02.882 --> 00:48:06.062  
candidates so the only real.  
00:48:06.062 --> 00:48:09.282  
travel would be about getting together with the team.  
00:48:09.282 --> 00:48:12.342  
If you were based in a location.  
00:48:12.342 --> 00:48:15.552  
where there wasn't a large number of staff.  
00:48:15.552 --> 00:48:16.182  
from a state.  
00:48:16.242 --> 00:48:16.852  
Management.  
00:48:19.512 --> 00:48:20.292  
Thanks Deb.  
00:48:21.172 --> 00:48:24.642  
Yeah Joe, you've got a question directly for you.  
00:48:24.642 --> 00:48:24.642  
00:48:25.432 --> 00:48:28.112  
How do you manage conflicting priorities?  
00:48:29.582 --> 00:48:32.802  
So I saw a I think the most.  
00:48:32.802 --> 00:48:35.852  
important thing about this is we as a guardian we have.  
00:48:35.852 --> 00:48:38.952  
standards within our practice, so this is.  
00:48:38.952 --> 00:48:42.112  
the first and foremost thing that I think is going to be able.  
00:48:42.112 --> 00:48:45.492  
to guide anyone with those kind of competing priorities.  
00:48:45.492 --> 00:48:48.892  
as well. It's about being organized.

00:48:48.892 --> 00:48:51.902  
it's a highly. It's a very busy job.  
00:48:51.902 --> 00:48:55.032  
and often wear very reactive.  
00:48:55.032 --> 00:48:58.132  
because there's lots of things that we can't foresee, so it needs to.  
00:48:58.132 --> 00:49:00.612  
be really, really. You need to be really, really organized.  
00:49:00.792 --> 00:49:04.132  
And that's utilizing our systems, making sure that we you.  
00:49:04.132 --> 00:49:07.422  
you. I guess. Good record keeping.  
00:49:07.422 --> 00:49:10.522  
where organized in terms of our diaries using our.  
00:49:10.522 --> 00:49:13.562  
calendars and liaising with our supervisors. We're really.  
00:49:13.562 --> 00:49:16.682  
lucky to have great supervision opportunities.  
00:49:16.682 --> 00:49:19.732  
which is also really helpful at managing those competing.  
00:49:19.732 --> 00:49:23.302  
priorities, and I think it's about making.  
00:49:23.302 --> 00:49:26.362  
sure that you tick things.  
00:49:26.362 --> 00:49:29.762  
off and you just do it in a really organized and structured way.  
00:49:29.762 --> 00:49:31.642  
That's the only way that you could.  
00:49:31.782 --> 00:49:35.172  
Manager because it is a busy job and it is a very reactive busy job.  
00:49:37.662 --> 00:49:38.382  
Thanks Joe.  
00:49:39.982 --> 00:49:43.112  
So the next question is how do you explain?  
00:49:43.112 --> 00:49:46.372  
how your office decides on a candidate in terms of someone?  
00:49:46.372 --> 00:49:49.492  
who has over five years experience in a client?  
00:49:49.492 --> 00:49:53.052  
service role in a state planning or a state administration?  
00:49:53.052 --> 00:49:55.592  
Or someone who has completed a degree.  
00:49:56.472 --> 00:49:59.662  
So I'll get there banana to provide some, maybe Debs.  
00:49:59.662 --> 00:50:02.972  
ome information on. But firstly, I'd say it's more about how.  
00:50:02.972 --> 00:50:06.542  
you address those focus capabilities and how you meet the requirements.  
00:50:06.542 --> 00:50:09.662  
of the role. The essential requirements are the things.  
00:50:09.662 --> 00:50:13.212  
you need to cover off, but Deb can provide some more information.  
00:50:13.212 --> 00:50:13.652  
on that.  
00:50:17.352 --> 00:50:20.562  
What I would say to that is it's not an essential.  
00:50:20.562 --> 00:50:23.742  
requirement. A degree is not an essential.  
00:50:23.742 --> 00:50:26.902

requirement for a client service officer, so.  
00:50:26.902 --> 00:50:30.022  
back to your point, Leanne. And to what I said earlier.  
00:50:30.022 --> 00:50:33.102  
read the role description ensure.  
00:50:33.102 --> 00:50:35.222  
that you answer the questions thoroughly.  
00:50:36.102 --> 00:50:39.412  
Because it won't come down to that, it comes down.  
00:50:39.412 --> 00:50:42.952  
to have your address focus capabilities.  
00:50:42.952 --> 00:50:46.052  
Have you answered the questions in a way that provides us?  
00:50:46.052 --> 00:50:49.332  
with sufficient information to be able to assess?  
00:50:49.332 --> 00:50:51.832  
you against all the other candidates?  
00:50:55.662 --> 00:50:56.332  
Thanks, \*\*\*.  
00:50:58.532 --> 00:51:01.892  
So the next thing we have is what support training.  
00:51:01.892 --> 00:51:04.902  
and mentorship is offered to employees now.  
00:51:04.902 --> 00:51:07.942  
I know all staff members have one.  
00:51:07.942 --> 00:51:11.092  
to one supervision meetings, team meetings.  
00:51:11.092 --> 00:51:14.122  
But for the specifics within the division, I.  
00:51:14.122 --> 00:51:17.682  
think though I might give that to an art to start with.  
00:51:17.682 --> 00:51:17.682  
00:51:19.172 --> 00:51:22.332  
Yes, I can say that in the public guardians.  
00:51:22.332 --> 00:51:25.772  
of vision we have a really strong supervision culture.  
00:51:25.772 --> 00:51:28.932  
so that would be for example, someone.  
00:51:28.932 --> 00:51:31.972  
like Joe who's a principal guardian would have.  
00:51:31.972 --> 00:51:35.272  
people that she supervises at a guardian.  
00:51:35.272 --> 00:51:38.452  
and senior guardian level. And that would mean that she.  
00:51:38.452 --> 00:51:41.892  
would go through with them and look at their caseload.  
00:51:41.892 --> 00:51:44.952  
and specific decisions or issues that are arising on that.  
00:51:44.952 --> 00:51:49.052  
caseload and guide her supervisees.  
00:51:49.052 --> 00:51:49.052  
00:51:49.332 --> 00:51:52.442  
Through that come and help them I.  
00:51:52.442 --> 00:51:55.762  
guess through her experience. Learn how to apply.  
00:51:55.762 --> 00:51:58.802  
policy and practice and legislation to meet the.  
00:51:58.802 --> 00:52:01.822  
challenges or different decision making issues that are coming up.

00:52:01.822 --> 00:52:03.002  
through their caseload.  
00:52:03.762 --> 00:52:07.342  
We also have, as Joe mentioned, lots.  
00:52:07.342 --> 00:52:10.362  
of opportunities for training through the New South.  
00:52:10.362 --> 00:52:13.562  
Wales trusting Guardian and we also have.  
00:52:13.562 --> 00:52:16.592  
performers development plans where you get.  
00:52:16.592 --> 00:52:20.122  
to work with your supervisor to.  
00:52:20.122 --> 00:52:23.322  
identify key goals, career goals and.  
00:52:23.322 --> 00:52:26.562  
performance development goals to help you stay.  
00:52:26.562 --> 00:52:29.802  
focused on developing yourself in your current role and.  
00:52:29.802 --> 00:52:32.422  
also for your ongoing career within.  
00:52:32.822 --> 00:52:34.872  
The department as.  
00:52:38.412 --> 00:52:41.522  
So Debbie said any different in estate management.  
00:52:41.522 --> 00:52:41.522  
00:52:44.192 --> 00:52:45.702  
No, it's not really any different.  
00:52:47.042 --> 00:52:50.442  
Leanne, and certainly with on boarding a.  
00:52:50.442 --> 00:52:53.982  
number of staff we will be having a more structured.  
00:52:53.982 --> 00:52:57.542  
induction program and then a structured professional.  
00:52:57.542 --> 00:53:00.582  
development program, particularly over the 1st 12.  
00:53:00.582 --> 00:53:04.482  
months when new candidates join us. We.  
00:53:04.482 --> 00:53:07.662  
are also going to create a buddy system.  
00:53:07.662 --> 00:53:10.962  
so that when new staff come on board we can buddy them.  
00:53:10.962 --> 00:53:13.102  
with more experience stuff.  
00:53:22.452 --> 00:53:25.502  
Thanks Lillian, sorry Deb, I saw a.  
00:53:25.502 --> 00:53:27.262  
question and it seems to have disappeared.  
00:53:28.692 --> 00:53:30.772  
I had a question for Sarah.  
00:53:33.082 --> 00:53:36.042  
Do you need resilience in the job that you're doing?  
00:53:42.862 --> 00:53:46.192  
Yes, I think we do, absolutely. We've got busy caseloads.  
00:53:46.192 --> 00:53:49.392  
and competing priorities. But we're always working.  
00:53:49.392 --> 00:53:52.532  
to ensure our clients you have.  
00:53:52.532 --> 00:53:55.672  
the best outcomes and not letting our personal.

00:53:55.672 --> 00:53:56.882  
views getting the way so.  
00:53:58.052 --> 00:54:01.502  
We don't by taking the time to consult.  
00:54:01.502 --> 00:54:04.532  
with everybody we don't have we.  
00:54:04.532 --> 00:54:07.662  
it's not our views that we're working towards.  
00:54:07.662 --> 00:54:11.082  
at the end of the day. Just because we don't agree with something.  
00:54:11.082 --> 00:54:14.312  
doesn't mean that it's not right and.  
00:54:14.312 --> 00:54:17.362  
it's just important, I think, to have empathy and keep.  
00:54:17.362 --> 00:54:20.722  
our customers needs at the forefront at the end of the day.  
00:54:20.722 --> 00:54:20.722  
00:54:21.982 --> 00:54:22.682  
Thanks, Leanne.  
00:54:23.582 --> 00:54:26.372  
Thanks Sarah, so the next question is around.  
00:54:27.872 --> 00:54:31.612  
Offering traineeships and do we have targeted Aboriginal positions?  
00:54:31.612 --> 00:54:34.872  
so there is an Aboriginal traineeship program.  
00:54:34.872 --> 00:54:38.952  
that the Public Service commission run, and we would leverage off that and.  
00:54:38.952 --> 00:54:38.952  
00:54:40.392 --> 00:54:43.552  
Take the traineeships so they do a recruitment for that.  
00:54:43.552 --> 00:54:46.662  
and do we have targeted Aboriginal positions?  
00:54:46.662 --> 00:54:46.662  
00:54:46.912 --> 00:54:49.982  
We are trying to identify and.  
00:54:49.982 --> 00:54:53.062  
attract candidates that reflect the customers that we.  
00:54:53.062 --> 00:54:57.222  
serve, and that's everybody in New South Wales. So we.  
00:54:57.222 --> 00:54:59.702  
are trying to build and we do want to build.  
00:55:00.352 --> 00:55:03.592  
The people in our organization who identify.  
00:55:03.592 --> 00:55:05.392  
as Aboriginal.  
00:55:06.162 --> 00:55:09.962  
We don't have positions targeted to those to those.  
00:55:09.962 --> 00:55:13.302  
people's. We do strongly encourage First Nations people.  
00:55:13.302 --> 00:55:16.862  
to apply for these roles. We are seeking to be.  
00:55:16.862 --> 00:55:19.942  
as diverse as the Community we live in and.  
00:55:19.942 --> 00:55:23.132  
as the customer base we serve and Deb would.  
00:55:23.132 --> 00:55:24.952  
you like to respond to that as well?  
00:55:27.632 --> 00:55:30.702  
I think your point was good one. We want to build.

00:55:30.702 --> 00:55:34.292  
a workforce that is reflective of our customers and.  
00:55:34.292 --> 00:55:37.322  
that's really important because then what we can do is engage our.  
00:55:37.322 --> 00:55:40.762  
customers in a culturally appropriate way.  
00:55:40.762 --> 00:55:40.762  
00:55:41.832 --> 00:55:44.962  
But we are always keen for people of.  
00:55:44.962 --> 00:55:48.142  
all cultures to apply at the moment.  
00:55:48.142 --> 00:55:51.522  
in trustee services. We do have some targeted.  
00:55:51.522 --> 00:55:55.342  
Aboriginal roles and also targeted.  
00:55:55.342 --> 00:55:57.422  
roles for people living with disability.  
00:56:00.642 --> 00:56:03.792  
Thanks Deb now and I think this role list next.  
00:56:03.792 --> 00:56:06.812  
question must be for you because it talks about how much travel is.  
00:56:06.812 --> 00:56:10.072  
involved and I know the Guardians do travel around a little bit.  
00:56:10.072 --> 00:56:12.072  
So I'm going to let you answer that one.  
00:56:13.342 --> 00:56:16.372  
I might actually save Joe would be willing to answer.  
00:56:16.372 --> 00:56:19.412  
that one if that's OK. Joe, yeah for sure.  
00:56:19.412 --> 00:56:22.692  
Thank you. I'm more than happy 'cause this is.  
00:56:22.692 --> 00:56:25.992  
interesting. 'cause what we have is we have different regions so.  
00:56:25.992 --> 00:56:29.212  
we have a northern region or Western region in the southern region.  
00:56:29.212 --> 00:56:32.362  
So depending on your team and your caseload.  
00:56:32.362 --> 00:56:35.932  
and your level your that will be very variant.  
00:56:35.932 --> 00:56:39.432  
We need to visit our clients.  
00:56:39.432 --> 00:56:43.292  
all our client, all our customers once a year so.  
00:56:43.292 --> 00:56:43.292  
00:56:43.442 --> 00:56:46.552  
That's that could be managed with.  
00:56:46.552 --> 00:56:49.612  
your supervisor and how you're going to meet those standards.  
00:56:49.612 --> 00:56:52.712  
so that it can be very varied, but.  
00:56:52.712 --> 00:56:56.192  
it's also about utilizing your skills in organization.  
00:56:56.192 --> 00:56:59.372  
and making sure that all our customers are getting.  
00:56:59.372 --> 00:57:02.732  
that face to face visit. So it's really.  
00:57:02.732 --> 00:57:05.972  
about managing that on within your caseload and at.  
00:57:05.972 --> 00:57:09.062



your level. And also there's obviously different.  
00:57:09.062 --> 00:57:12.342  
times where you might have to attend case conferences and.  
00:57:12.342 --> 00:57:13.232  
different meetings.  
00:57:13.732 --> 00:57:16.842  
But that would also. You'd have to obviously manage.  
00:57:16.842 --> 00:57:20.222  
that, as it as that would come about so.  
00:57:20.222 --> 00:57:23.612  
yeah, it's not really specifically timed in terms of exact.  
00:57:23.612 --> 00:57:26.972  
travel, it's more about making sure that you're meeting.  
00:57:26.972 --> 00:57:30.182  
those meeting those face to face visits once.  
00:57:30.182 --> 00:57:30.662  
a year.  
00:57:33.372 --> 00:57:34.302  
Great, thank you.  
00:57:36.232 --> 00:57:39.732  
So the next question is how quickly will we know if we are successful?  
00:57:39.732 --> 00:57:43.012  
Well, ideally we'd like to have this process.  
00:57:43.012 --> 00:57:46.222  
completed within about 8 weeks and everybody had the outcomes.  
00:57:46.222 --> 00:57:49.322  
by then. But if this is a really successful live.  
00:57:49.322 --> 00:57:52.592  
event and we get an avalanche of.  
00:57:52.592 --> 00:57:55.672  
applications, which would be fantastic for us but.  
00:57:55.672 --> 00:57:59.292  
those responses to you might be a bit slower, you can.  
00:57:59.292 --> 00:58:02.492  
always ring to find out where your application is up to or actually.  
00:58:02.492 --> 00:58:05.092  
email which we're going to give you at the end of this session.  
00:58:06.382 --> 00:58:09.552  
And then if you're placed in the talent pool, you'll get a letter.  
00:58:09.552 --> 00:58:12.692  
letting that you're in the talent pool that it's valid.  
00:58:12.692 --> 00:58:15.812  
for 18 months, and then we'll contact you when roles become.  
00:58:15.812 --> 00:58:18.852  
available, and then the next question after that.  
00:58:18.852 --> 00:58:22.072  
says, can we apply for more than one role? Absolutely.  
00:58:22.072 --> 00:58:25.172  
if you're fit, if you think this is a role for you and you fit the.  
00:58:25.172 --> 00:58:28.272  
description of what we're looking for, then yes, supply.  
00:58:28.272 --> 00:58:32.172  
we want people like we said, who?  
00:58:32.172 --> 00:58:32.172  
00:58:33.332 --> 00:58:36.382  
Passionate about supporting and providing.  
00:58:36.382 --> 00:58:39.422  
that service and that dedication to the vulnerable of.  
00:58:39.422 --> 00:58:40.602

New South Wales.

00:58:42.062 --> 00:58:46.222

And another one on recruitment. Does a visa status matter can?

00:58:46.222 --> 00:58:49.292

we apply for this job if we're on a bridging visa and allowed to?

00:58:49.292 --> 00:58:52.512

work full time? Yes, you can certainly apply.

00:58:52.512 --> 00:58:55.692

but we can't appoint you to one of our ongoing roles.

00:58:55.692 --> 00:58:58.712

if you're on a visa, we can only place.

00:58:58.712 --> 00:59:01.872

you temporarily for the length of time your visa is.

00:59:01.872 --> 00:59:04.932

valid. You have to be a permanent resident or a.

00:59:04.932 --> 00:59:08.352

citizen of Australia to be able to apply.

00:59:08.352 --> 00:59:11.512

and obtain an ongoing role in the state government.

00:59:11.512 --> 00:59:11.512

00:59:13.332 --> 00:59:16.402

OK, next, how many clients would you take care of?

00:59:16.402 --> 00:59:19.222

as a guardian? So I'm gonna throw that state straight to Joe.

00:59:21.082 --> 00:59:24.202

Thanks, leanne. This is really dependent on.

00:59:24.202 --> 00:59:27.502

what level. If you're a guardian senior guardian.

00:59:27.502 --> 00:59:31.022

or principle, there's no set number and it and.

00:59:31.022 --> 00:59:34.102

in my experience, and if you're willing to put your hand.

00:59:34.102 --> 00:59:37.142

up and you've got that ability to take on more in your caseload.

00:59:37.142 --> 00:59:40.802

then that's always something that you can do that. So discuss with your supervisor.

00:59:40.802 --> 00:59:44.102

so it's about what's Kate what's.

00:59:44.102 --> 00:59:47.262

you're able to manage, and it's dependent on.

00:59:47.262 --> 00:59:50.742

your level, but if you were coming in as a guardian, there I.

00:59:50.742 --> 00:59:51.742

wouldn't be able to say.

00:59:51.802 --> 00:59:55.222

Exact numbers because it's not an it's. We don't play a numbers game.

00:59:55.222 --> 00:59:58.282

it's about each. Each team has different.

00:59:58.282 --> 01:00:01.582

in intake of files, so it's about our manager.

01:00:01.582 --> 01:00:04.622

weighing up your caseload and giving you that balance.

01:00:04.622 --> 01:00:07.842

and where and where you're at with that and what you're able to achieve.

01:00:07.842 --> 01:00:07.842

01:00:10.712 --> 01:00:11.362

Thanks Joe.

01:00:12.542 --> 01:00:13.082

So.

01:00:14.662 --> 01:00:17.712

There's people here that are also interested in leadership roles and.

01:00:17.712 --> 01:00:20.792

it they wanna know if trustee and Guardian are planning.

01:00:20.792 --> 01:00:23.982

on opening up leadership roles in the near future, so.

01:00:23.982 --> 01:00:27.502

I'm going to hand that to Deb who's part of our leadership team to respond.

01:00:27.502 --> 01:00:27.502

01:00:29.672 --> 01:00:33.182

Thanks again, Lee Ann. What I suggest to.

01:00:33.182 --> 01:00:36.972

people is that all of our roles are advertised.

01:00:36.972 --> 01:00:40.022

on. I work for New South Wales and.

01:00:40.022 --> 01:00:43.042

what we also are doing is advertising.

01:00:43.042 --> 01:00:46.162

or roles more broadly. At this point in.

01:00:46.162 --> 01:00:49.242

time there are no current leadership.

01:00:49.242 --> 01:00:50.142

roles available.

01:00:54.422 --> 01:00:55.162

Thanks Deb.

01:00:56.692 --> 01:00:57.762

Another one for Joe.

01:00:58.962 --> 01:01:01.262

Where do you normally meet your clients?

01:01:02.942 --> 01:01:06.032

So this is also again.

01:01:06.032 --> 01:01:09.072

a really important question because.

01:01:09.072 --> 01:01:11.002

this can be very variant.

01:01:11.472 --> 01:01:14.502

Sometimes we go to hospitals, sometimes we go to.

01:01:14.502 --> 01:01:17.522

service providers settings or we might actually.

01:01:17.522 --> 01:01:21.442

be visiting someone in their own home so visits can.

01:01:21.442 --> 01:01:24.662

vary and it can be very different depending.

01:01:24.662 --> 01:01:28.262

on the actual customer and the situation and the case.

01:01:28.262 --> 01:01:31.602

And it's really important actually to always.

01:01:31.602 --> 01:01:34.982

be mindful of our safety and when we do visit someone that.

01:01:34.982 --> 01:01:38.052

we're not putting ourselves in a position where we're visiting alone and if.

01:01:38.052 --> 01:01:41.562

we needed to, making sure that we're connecting with another service.

01:01:41.612 --> 01:01:42.842

Provider in that visit.

01:01:46.182 --> 01:01:49.282

OK, now we've got someone that's asking about this is.

01:01:49.282 --> 01:01:52.712

from Masood. Would like to know about the organizational.

01:01:52.712 --> 01:01:55.772  
culture. Well, I might be biased.  
01:01:55.772 --> 01:01:58.812  
but I love it. I absolutely loved trustee and guardian. I love the.  
01:01:58.812 --> 01:02:01.832  
vibe. I love the people. I love the passion. I'm.  
01:02:01.832 --> 01:02:04.842  
gonna ask Sarah to also respond to this.  
01:02:04.842 --> 01:02:07.942  
No, as zeros is.  
01:02:07.942 --> 01:02:10.332  
having issues with her Mike and is going to talk to it.  
01:02:12.042 --> 01:02:15.472  
Thanks, Leanne, I can honestly.  
01:02:15.472 --> 01:02:19.312  
hand on heart say that I would not have worked in an organization.  
01:02:19.312 --> 01:02:22.932  
for this long if I didn't believe that it.  
01:02:22.932 --> 01:02:26.012  
didn't have the values that I hold very closely.  
01:02:26.012 --> 01:02:30.292  
I am like I said in the beginning, really firmly.  
01:02:30.292 --> 01:02:33.512  
hold the values of committing to.  
01:02:33.512 --> 01:02:36.692  
advocating for people with disability and for social.  
01:02:36.692 --> 01:02:40.332  
justice as well. And I'm so happy to work for an organization.  
01:02:40.332 --> 01:02:41.992  
that holds those values as well.  
01:02:42.302 --> 01:02:45.642  
What I really also appreciate about this organization.  
01:02:45.642 --> 01:02:49.002  
is the opportunities it gives it staff for growth and.  
01:02:49.002 --> 01:02:52.522  
development, and I've been very fortunate.  
01:02:52.522 --> 01:02:56.852  
to have worked with leaders who have really you.  
01:02:56.852 --> 01:03:00.142  
sure that can happen and also.  
01:03:00.142 --> 01:03:03.552  
provided flexible work options for us and.  
01:03:03.552 --> 01:03:07.152  
we also within the department have opportunities.  
01:03:07.152 --> 01:03:10.672  
to provide feedback. So at the moment we have a people matters employment.  
01:03:10.672 --> 01:03:13.692  
Employee survey, which means that our staff can.  
01:03:13.692 --> 01:03:14.692  
give feedback.  
01:03:14.952 --> 01:03:18.062  
In an anonymous way to make sure that.  
01:03:18.062 --> 01:03:21.162  
as an organization, we know if there's any issues.  
01:03:21.162 --> 01:03:24.382  
that we as a leadership team, need to respond to, make sure.  
01:03:24.382 --> 01:03:28.162  
we're supporting our staff in the right way, and.  
01:03:28.162 --> 01:03:31.282

can also say for our.

01:03:31.282 --> 01:03:34.362

organization, I don't really think there's anyone that works.

01:03:34.362 --> 01:03:37.402

here who doesn't believe in this organization and what we do.

01:03:37.402 --> 01:03:40.322

again. And I'm saying that with complete honesty.

01:03:40.972 --> 01:03:42.742

I don't know if anyone wants to add anything there.

01:03:47.212 --> 01:03:50.292

They've all gone quiet, but I can honestly say as.

01:03:50.292 --> 01:03:53.832

Anna said, it's a fabulous place to work. It really is now.

01:03:53.832 --> 01:03:56.972

We've almost gone over time. I do see.

01:03:56.972 --> 01:03:59.992

one more question that I think is really important and.

01:03:59.992 --> 01:04:03.172

is probably something that I'm quite passionate about.

01:04:03.172 --> 01:04:07.332

e about and it says would being a wheelchair user affect an applicant's ability.

01:04:07.332 --> 01:04:10.132

Is the Guardian role for visiting clients?

01:04:11.182 --> 01:04:11.772

And I.

01:04:13.562 --> 01:04:16.712

I don't think that that's an issue we will.

01:04:16.712 --> 01:04:20.032

make the adjustments that are needed for people and.

01:04:20.032 --> 01:04:23.152

again, it's about if you are a really strong.

01:04:23.152 --> 01:04:26.212

candidate who is successful in the recruitment process.

01:04:26.212 --> 01:04:29.372

and can show that you meet their capabilities and have.

01:04:29.372 --> 01:04:32.522

the and can meet the essential criteria of the role.

01:04:32.522 --> 01:04:32.522

01:04:34.062 --> 01:04:37.462

Regardless, if you're in a wheelchair or not, that's

01:04:37.462 --> 01:04:40.002

not something that would stop us from recruiting you.

01:04:42.242 --> 01:04:45.862

OK, thank you everybody for joining us tonight.

01:04:45.862 --> 01:04:49.002

Thank you for the staff from Trustee and Guardian have taken.

01:04:49.002 --> 01:04:52.582

the time out to come and give you some information.

01:04:52.582 --> 01:04:55.862

and thank you all for attending. I hope it's piqued your interest.

01:04:55.862 --> 01:04:58.922

We will be recorded. We've recorded the session and we.

01:04:58.922 --> 01:05:02.062

will be loading it up onto the our website and.

01:05:02.062 --> 01:05:05.522

also the FAQ the FA cues.

01:05:05.522 --> 01:05:08.642

So if you did ask a question and you didn't get an answer.

01:05:08.642 --> 01:05:09.162

tonight.

01:05:09.892 --> 01:05:13.112

Go to that page and have a look. The answer may be there and.

01:05:13.112 --> 01:05:16.152

again go back to the role descriptions. Go look at go look at the job.

01:05:16.152 --> 01:05:18.252

ads and justice.

01:05:19.552 --> 01:05:22.722

Frame your application to sell.

01:05:22.722 --> 01:05:26.382

how you fit the role and meet those focus capabilities.

01:05:26.382 --> 01:05:29.472

Why are you passionate to join Trustee and Guardian? But if?

01:05:29.472 --> 01:05:32.322

you are we want you. Thanks everybody.

01:05:32.432 --> 01:05:42.432

01:05:42.432 --> 01:05:50.502