

# Getting Started

There are several steps to formalising a private manager's authority.



## Step 1 Appointment

You will usually receive a financial management order appointing you as private manager following a hearing before the Supreme Court of NSW or Guardianship Division, NCAT. Before you can commence duty as a private manager, we must issue you with a document called Directions and Authorities.

## Step 2 Directions and Authorities document issued

The Directions and Authorities document sets out your powers as a private manager. It is based on information provided in the financial management order. It will include a number of standard powers, such as the ability to receive income and pay day-to-day expenses and a list of directions from us.

The Directions and Authorities can be changed as circumstances require. If you need authorisation to do something that is not detailed in the document, you must contact your client service team and ask for approval. Your client service team will be able to clarify whether or not you have the authority to take a particular course of action.

Where the Guardianship Division, NCAT makes a financial management order with a review or expiry date, the Directions and Authorities document will include this date. The order may need to be renewed after this date. If the order is renewed you will receive new Directions and Authorities.

**We work with private managers to assist them in fulfilling their role.**

### Step 3

#### Complete Private Manager's Plan

One of your first responsibilities is to complete a Private Manager's Plan. This plan provides us with a full picture of the managed person's estate including forecast income and expenditure. The Private Manager's Plan form is included in your welcome pack and it can also be downloaded from [www.tag.nsw.gov.au/PMforms](http://www.tag.nsw.gov.au/PMforms) or obtained by contacting your client service team.

**All private management forms**

**can be downloaded from**

**[www.tag.nsw.gov.au/PMforms](http://www.tag.nsw.gov.au/PMforms)**

**A sample letter that you can adapt**

**to tell people of your appointment**

**is included in this handbook in**

**Appendix 1. If you still encounter**

**difficulty having your authority**

**recognised, call or email your client**

**service team for further help.**

### Step 4

#### Relevant people informed

You will need to inform the people and organisations that you will deal with that you are the private manager of the managed person's affairs. These organisations could include:

- banks and financial institutions where the managed person has funds invested
- Centrelink
- Department of Veterans' Affairs
- Australian Taxation Office, if tax returns are to be lodged
- Revenue NSW, if land tax is applicable
- insurance companies
- professional advisors such as the managed person's solicitor and accountant
- nursing home/hostel or other accommodation where the managed person lives
- debtors and creditors of the managed person such as the local council, telephone provider, gas/electricity provider, Roads and Maritime Services, superannuation funds
- companies where the managed person has investments (including share registries).

Sometimes the person you deal with at a bank or organisation may not be familiar with financial management orders and may not understand what the order allows a private manager to do. They may ask to see a Power of Attorney document.

When you approach an organisation, it is important to have the financial management order and the Directions and Authorities to hand. You can tell the person that the financial management order actually holds more power than a Power of Attorney and gives you authority to manage and make changes to the client's financial affairs.