

# Let's talk about Decisions

The Public Trustee uses a Structured Decision-Making Framework to support customers through the decision-making process. This ensures that, as a customer, your views, wishes and preferences are heard, considered and known to those who are important to you (your family, friends, carers).

When interacting with your Trust Officer, the following steps will take place:





### Step **01:** Getting to know you

You are at the heart of what we do. We will uphold your Human Rights by getting to know you and understanding what is most important to you.

This may also mean knowing who is important to you and who supports you to make decisions. Your Trust Officer will also take into consideration your culture, language and values.



### Step **02:** Identifying and describing your needs

We listen to what matters to you, to understand what you want and need.

We want to ensure that you are involved in making decisions as much as possible.



### Step **03:** Obtaining your views, wishes and preferences

We will provide you with all the practical steps, with support, and access to information to tell us about something you want or need to inform decisions.



### Step **04:** Identifying your priorities and engaging with your support networks

We will work with you and focus on outcomes that:

- help you keep existing supportive relationships
- support you in practising your culture, language and values
- take your right to privacy into account.

In some cases, we may find that decisions need to be made or limits put in place to ensure we can help you meet your needs.

We will always talk with you about this and work to find solutions that meet your needs.



### Step **05:** Undertaking the process

We will support you, as much as we can, to make the decision, taking steps 1 to 4 into account.

Once we have worked through all the steps, together, we can make a decision. This helps us to make decisions that best support you.



### Step **06:** Reaching the decision

At every step of the process, you are involved. We promise to take the time to explain the reasons and process for decisions to make sure you understand.



### Step **07:** Actioning and evidencing the decision

Once we reach a decision, we will take action and make a factual and detailed recording of the decision, including:

- **what** decision was made
- **why** it was made (what informed it), and
- **how** it was made (the process we followed).

**If you have any questions about our decision-making process, please reach out to your Trust Officer.**

