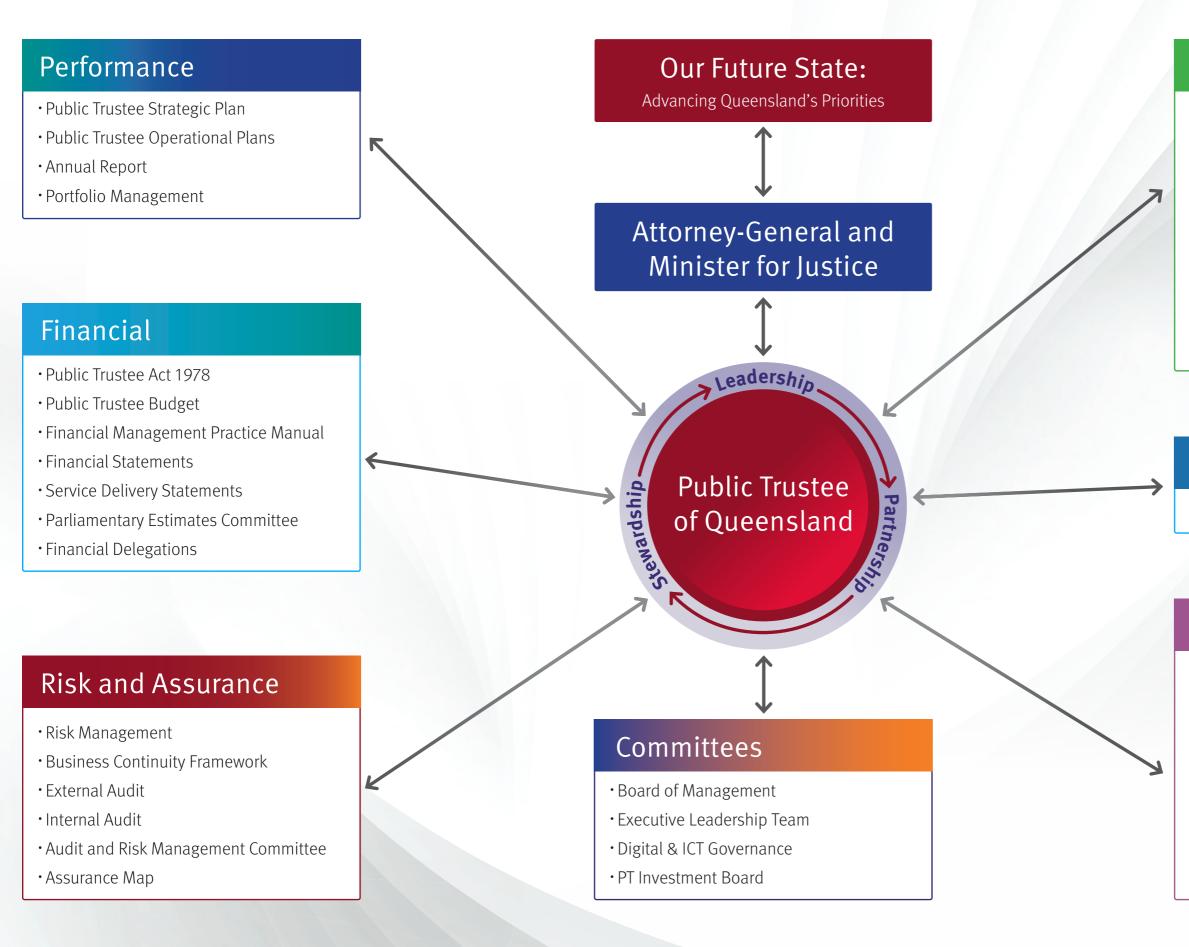
Public Trustee Queensland Governance and Accountability Framework



Customers

- Customers First Initiatives
- Customer Charter
- Social Responsibility Charter
- Customer Experience and Delivery Delegations
- Customers First Working Groups
- Trust & Transparency
- Products and Services
- Financial
- People and Culture

Legislation

• Public Trustee Act 1978

Integrity & Performance

- Organisational Structure
- Code of Conduct
- Public Service Values
- Integrity Framework
- Individual Performance Agreements
- Human Resource Delegations
- Agency Consultative Committee
- Workplace Health & Safety Committee