

## Other Public Trustee Services

The Public Trustee has been providing the community with trustee services since 1915. We are Queensland's largest trustee with 15 Regional Offices throughout the State. Our professional and specialist staff continues to provide accessible and economical services to our customers including:

- FREE Wills**
- Enduring Powers of Attorney**
- Deceased Estate Administration**
- Probate Service**
- Disability Services**
- Trusts**
- Auctions**
  - Property & Real Estate
  - Motor Vehicles



plans for life  
peace of mind

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Reply Paid 1449  
Customer Relations Unit  
The Public Trustee of Queensland  
BRISBANE QLD 4001

- Brisbane:** Trustee House 444 Queen Street Brisbane  
GPO Box 1449 Brisbane Qld 4001  
Phone: (07) 3213 9288 Email: [cltcaenq@pt.qld.gov.au](mailto:cltcaenq@pt.qld.gov.au)  
Web site: [www.pt.qld.gov.au](http://www.pt.qld.gov.au)
- Bundaberg:** Trustee House 189 Bourbong Street Bundaberg  
GPO Box 860 Bundaberg Qld 4670  
Phone: (07) 4153 3723 Email: [pt\\_bundaberg@pt.qld.gov.au](mailto:pt_bundaberg@pt.qld.gov.au)
- Cairns:** Trustee House 27 Sheridan Street Cairns  
PO Box 656 Cairns Qld 4870  
Phone: (07) 4040 7300 Email: [pt\\_cairns@pt.qld.gov.au](mailto:pt_cairns@pt.qld.gov.au)
- Gladstone:** Trustee House 66 Goondoon Street Gladstone  
PO Box 5021 Gladstone Qld 4680  
Phone: (07) 4972 3399 Email: [pt.gladstone@pt.qld.gov.au](mailto:pt.gladstone@pt.qld.gov.au)
- Ipswich:** Trustee House 99 Brisbane Street Ipswich  
PO Box 140 Ipswich Qld 4305  
Phone: (07) 3432 6611 Email: [pt\\_ipswich@pt.qld.gov.au](mailto:pt_ipswich@pt.qld.gov.au)
- Mackay:** Trustee House 18 Brisbane Street Mackay  
PO Box 401 Mackay Qld 4740  
Phone: (07) 4969 4600 Email: [pt\\_mackay@pt.qld.gov.au](mailto:pt_mackay@pt.qld.gov.au)
- Maryborough:** Trustee House 88 Ellena Street Maryborough  
PO Box 280 Maryborough Qld 4650  
Phone: (07) 4121 2905 Email: [pt\\_maryborough@pt.qld.gov.au](mailto:pt_maryborough@pt.qld.gov.au)
- Mount Isa:** Trustee House 18 Miles Street Mount Isa  
PO Box 2000 Mount Isa Qld 4825  
Phone: (07) 4743 5244 Email: [pt\\_mountrisa@pt.qld.gov.au](mailto:pt_mountrisa@pt.qld.gov.au)
- Nambour:** 72 Currie Street Nambour Qld 4560  
Phone: (07) 5444 9400 Email: [pt\\_nambour@pt.qld.gov.au](mailto:pt_nambour@pt.qld.gov.au)
- Redcliffe:** Trustee House 165 Siron Street Redcliffe  
PO Box 131 Redcliffe Qld 4020  
Phone: (07) 3817 9100 Email: [pt\\_redcliffe@pt.qld.gov.au](mailto:pt_redcliffe@pt.qld.gov.au)
- Rockhampton:** Trustee House 67 East Street Rockhampton  
PO Box 273 Rockhampton Qld 4700  
Phone: (07) 4999 3600 Email: [pt\\_rockhampton@pt.qld.gov.au](mailto:pt_rockhampton@pt.qld.gov.au)
- Southport:** Trustee House 66 Nerang Street Southport  
PO Box 876 Southport Qld 4215  
Phone: (07) 5588 5333 Email: [pt\\_southport@pt.qld.gov.au](mailto:pt_southport@pt.qld.gov.au)
- Strathpine:** Shop 9, 481 Gympie Road Strathpine  
PO Box 313 Strathpine Qld 4500  
Phone: (07) 3205 9855 Email: [pt\\_strathpine@pt.qld.gov.au](mailto:pt_strathpine@pt.qld.gov.au)
- Toowoomba:** Trustee House 447 Ruthven Street Toowoomba  
PO Box 139 Toowoomba Qld 4350  
Phone: (07) 4631 8100 Email: [pt\\_toowoomba@pt.qld.gov.au](mailto:pt_toowoomba@pt.qld.gov.au)
- Townsville:** Trustee House 438 Flinders Street Townsville  
PO Box 960 Townsville Qld 4810  
Phone: (07) 4753 0111 Email: [pt\\_townsville@pt.qld.gov.au](mailto:pt_townsville@pt.qld.gov.au)

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## Resolving Concerns



We care about  
our service  
delivery and  
we appreciate  
your feedback



plans for life  
peace of mind

## Our commitment

The Public Trustee and his staff are committed to delivering quality services that are responsive to the needs of our customers and the community.

## Our values

Customers are treated as individuals  
Independence & quality of life is promoted  
Participation in planning & decision-making is encouraged  
Cultural diversity is recognised in all aspects of our operations  
Highest standards of ethics as trustees & administrators are observed

## Have we let you down?

It's ok to complain if you feel we have let you down in providing the type of service you expect from us – please let us know.

### How to make a complaint

In the first instance contact the staff member you have been dealing with. This person will try to resolve your issue.

If you are not satisfied, contact your local regional manager.

### Your part in the process

By providing as much relevant information to us as possible you will be able to play an important part in resolving your issue.

## Going a step further

If you have raised an issue with us but do not feel it has been resolved to your satisfaction you can take a further step.

Call our Customer Relations Unit on our Feedback Line **1800 014 536**, Monday to Friday 8.15am–5pm.

Or call the Public Trustee – **07 3213 9214**

Or write to –

**The Public Trustee of Queensland**  
**GPO Box 1449**  
**BRISBANE QLD 4001**

Or you can email our Customer Relations Unit  
**clientenq@pt.qld.gov.au**

## Other options

The Queensland Ombudsman's Office investigates and reviews the fairness and legality of administrative actions and decisions taken by state government departments.

You can contact the Ombudsman at:

**The Ombudsman**  
**288 Edward Street**  
**BRISBANE QLD 4000**

Or phone the Ombudsman – **07 3005 7000**

## Your Privacy

All personal information you provide is subject to the Queensland Government Privacy Scheme and will not be made available to third parties. Details of the scheme are available from any Public Trustee office or our website **[www.pt.qld.gov.au/legal/privacy.htm](http://www.pt.qld.gov.au/legal/privacy.htm)**.

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## WE APPRECIATE YOUR FEEDBACK

The Public Trustee of Queensland is committed to delivering excellent service. By providing your feedback, you are helping us to improve our service delivery.

8. Overall, how do you **rate the service** that you received?  
 very satisfied     satisfied     dissatisfied     very dissatisfied

9. What did we do that **pleased you**?

1. What is your **post code**?

2. Which **service area** did you have contact with?

- Will/Enduring Power of Attorney  
 Deceased Estate     Trusts  
 Disability     Investment

Other \_\_\_\_\_

3. If you made a Will, did you appoint the Public Trustee as your **executor**?

- yes     no     not applicable

### Quality of Service Delivery

4. Did your **appointment start** at the agreed time?

- yes     no     not applicable

**Questions 5 to 8 - please tick one box only**

**How satisfied are you with the Public Trustee regarding:**

5. The **degree of courtesy** you were greeted with?  
 very satisfied     satisfied     dissatisfied     very dissatisfied

6. Do you feel that you were **listened to**?

very satisfied     satisfied     dissatisfied     very dissatisfied

7. Were our **fees and charges** explained adequately?

very satisfied     satisfied     dissatisfied     very dissatisfied

TEAR HERE TO MAIL →

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All Queenslanders should have a Will and Enduring Power of Attorney. If you are happy with our service, please recommend us to a friend.

10. How could we have **helped you better**?

### General Information

11. **Age group** in years

- 18-29     30-39     40-49     50-59  
 60-69     70-79     80 years and over

### 12. Contact details

If you would like a response to your comments, please provide us with your details:

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

We appreciate your cooperation and time in providing the above information.

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