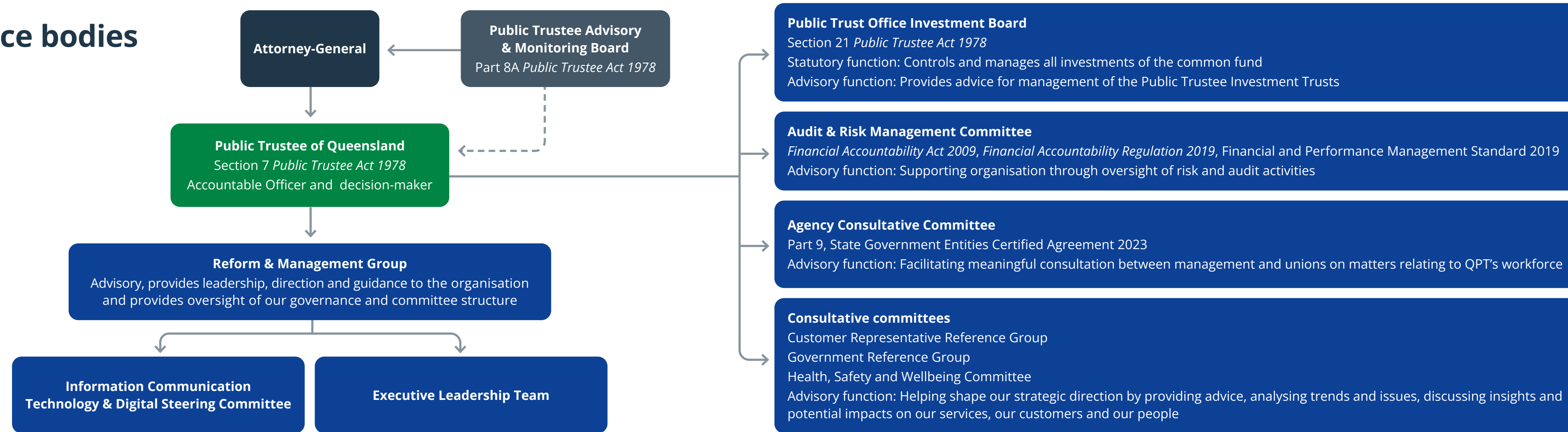


Queensland Public Trustee Governance Framework

Our governance bodies



Our governance principles

Queensland Public Trustee (QPT) is committed to high ethical standards that underpin its **fiduciary and public purpose responsibilities** and delivering its **strategic objectives**.

The *Public Trustee Act 1978* establishes the Public Trustee of Queensland (public trustee) and the Public Trust Office (which together are referred to as QPT). The public trustee is appointed by the Governor in Council under the *Public Trustee Act 1978* and the role reports to the Attorney-General. The Public Trust Office consists of the public trustee and the office's staff (who are employed under the *Public Sector Act 2022*). The Public Trustee Act also establishes The Public Trustee of Queensland, a corporation sole constituted by the public trustee, which is the authorising entity through which the organisation operates, with the public trustee as the ultimate decision-maker.

QPT is supported by a range of **boards and committees** with varying roles and functions. While decision-making authority remains with the public trustee, these bodies are integral components of our governance arrangements to ensure independent and expert oversight and advice informs **appropriate decision-making and accountability** within the authorising environment.

QPT governance arrangements are underpinned by key principles:

- Efficiency and sustainability**—ensuring the best use of resources to further our vision and services to customers.
Customers First Strategy 2021–26 Priority: Building a sustainable and efficient organisation, Public Sector Act 2022 s40(1)(b) ensuring the effective, efficient and appropriate use of public resources
- Integrity and accountability**—all staff are accountable for their decisions and work, and we have mechanisms in place to ensure we meet all relevant standards. All staff act impartially, ethically and in the best interests of customers and the public to deliver value for money, independent state trustee services.
Customers First Strategy 2021–26 Priority: Strengthening our governance, Public Sector Act 2022 s39(2)(b) ensuring accountability, integrity and support of the public interest & s40(1)(g) carrying out duties impartially and with integrity, Public Sector Ethics Act 1994 s4(2) The ethics principles are... integrity... accountability
- Transparency**—staff have clear roles and responsibilities and there are clear procedures in place for making and communicating decisions, and exercising powers.
Public Sector Act 2022 s39(2)(c) ensuring independence, transparency and impartiality in giving advice and making decisions, Public Sector Ethics Act 1994 s4(2) The ethics principles are... transparency
- Leadership**—our executives lead by example and demonstrate good governance practices.
Customers First Strategy 2021–25 Priority: Being a sector leader, Public Sector Ethics Act 1994 s4(2) The ethics principles are... commitment to the system of government

Our strategic objectives

Strategic Plan 2024–2028

- Our customers**
Deliver an empathetic service and experience that puts customers first
- Our people**
Engaged, empowered people and an employer of choice
- Our organisation**
Financially and socially responsible leadership, governance and practices
- Our community**
Community engagement that informs and empowers the rights, choices and wishes of Queenslanders

Queensland Public Trustee Governance Framework

Authorising environment

Governance elements
 Within our **authorising environment** underpinned by our **governance principles**, we adopt an approach to governance comprised of **5 key integrated elements**:



Strategic Direction

Our strategic direction is set by our:

- Strategic Plan 2024–2028
- Customers First Strategy 2021–2026
- Equity and Diversity Plan 2025–2027

Policy & Processes

We are governed by the [Public Trustee Act 1978](#) and are required to meet a range of obligations within various Acts, including the [Guardianship and Administration Act 2000](#).

We have [policies, procedures and plans](#) in place to help us meet our legal and regulatory requirements.

The Reform & Management Group ensures our reform agenda is responsive to changing community needs and government priorities, and is responsible for developing our strategic policy agenda including considering the broader government and sector policy.

Risk Management

We operate a Risk Management Framework to coordinate activities and manage the effects of uncertainty on strategic and operational objectives.

We are committed to promoting a risk management culture and to organisational risk management principles that enable informed decisions, reduce exposure to loss, add value and contribute to performance.

The Reform & Management Group ensures effective risk management practices are in place and the public trustee is supported by the Audit & Risk Management Committee.

People & Structure

Our greatest strength is our staff who are determined to make a difference and are dedicated to serving the Queensland community.

Our organisational leadership participate across our governance bodies, demonstrating our commitment to transparency and accountability and ensuring a collaborative and whole of agency approach is considered in implementing our strategic direction.

Monitoring and Reporting

We monitor our performance and ensure we are complying with our legal and financial responsibilities, including statutory delegations, through:

- Internal audit
- Delegations including financial, human resources and procurement delegations
- Integrity Framework
- Audit & Risk Management Committee
- External audit

There are **additional drivers and influences** for our authorising environment, strategic direction, monitoring and reporting. These include:

Additional drivers

- Queensland Government objectives for the community and other government commitments including State Budget
- Queensland Government policies, directives, strategies and frameworks, including the Queensland Government Performance Management Framework
- Royal Commissions / Commissions of Inquiry
- Australian Guardianship & Administration Council (AGAC) and national public trustees group
- National legislation, schemes and governance entities relevant to the agency including international and national standards

Legislative compliance

- [Financial Accountability Act 2009](#)
- [Public Sector Ethics Act 1994](#)
- [Public Sector Act 2022](#)
- [Work Health and Safety Act 2011](#)
- Other legislation and statutory instruments relevant to the agency including regarding privacy, human rights, right to information, crime and corruption

External reporting

- Estimates Hearings
- External reviews
- Annual Reports and Financial Statements
- Service Delivery Statements
- Whole-of-government reporting

External oversighting

- Public Trustee Advisory & Monitoring Board
- Queensland Ombudsman
- Human Rights Commission
- Queensland Civil and Administrative Tribunal
- Crime and Corruption Commission
- Queensland Parliamentary Committees
- Queensland Audit Office
- Public Advocate
- Judicial and administrative reviews