

Customers First key achievements 2024 – 2025

Our customers: An empathetic service and experience that puts customers first.

Key reforms helping us to better meet customer needs while enhancing service efficiency and effectiveness.

Empowering our customers

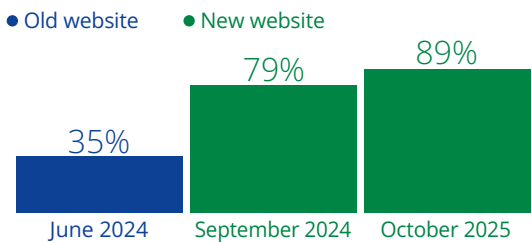
QPT website receives over 1 million page views in first year

QPT's new website, co-designed with our customers, was launched in August 2024 and is enhancing access to our online information and services. This secure, informative, and user-friendly digital "front door" offers improved accessibility tailored to our customers' needs. From its launch on 6 August 2024 to 30 June 2025, the website recorded over one million page views and attracted more than 440,000 users.

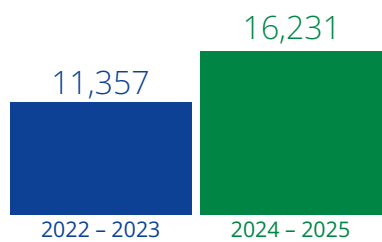
MyQPT portal trial enhancing customer autonomy

The MyQPT online customer portal, developed in collaboration with our customers, is currently being trialled by a select group of users. A first for public trustees in Australia, MyQPT is designed to empower financial administration customers by providing a secure and user-friendly platform to access their information, enabling greater independence.

154% increase in compliance with Web Content Accessibility Guidelines (WCAG) since the launch of the new website.



43% increase in online bookings for our Wills and EPOA document services.



Early results from customers participating in the trial:

- Customers access MyQPT an average of **1.5 times per week**
- **65 per cent of users reported using a mobile device** to log in to MyQPT
- The average customer rating for ease of use is **4.63 out of 5**.

Enhancing service delivery

New state-wide Customer Support Team provides fast and reliable support

Fully rolled out statewide in February 2025, the Customer Support Team (CST) has improved service efficiency while providing enhanced support for time-intensive customer matters. Serving as the first point of contact for financial administration customers and their support networks, the CST further optimised its operations in 2025, leading to a reduction in call wait times. Between July and September 2025, the average call wait time was 10 minutes.

Team-based service delivery trialled to better support customers

In 2025, we launched the trial of a new service delivery model, featuring regionally based specialist teams working together to provide focused, holistic support to customers within dedicated service areas. This model harnesses shared capacity and expertise across the state, improving responsiveness and ensuring consistent, high-quality service delivery for our financial administration customers.

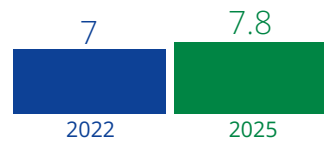
New CRM strengthening customer connections

In June 2025, we implemented a new Customer Relationship Management System called 'Customer Connect' to improve engagement with our financial administration customers. This system equips the Customer Support Team with a comprehensive 360-degree view of customer information, featuring an intuitive and user-friendly interface. It enables our teams to provide more effective and personalised customer support during phone interactions.

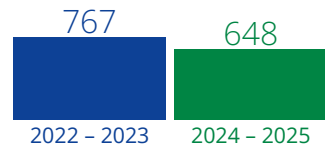
127,991 calls received by new Customer Support Team.



11% increase in satisfaction among financial administration customers with the overall QPT experience.



15% reduction in complaints received by QPT.



Customer support and advocacy

Supported seven customers to regain control of their finances

44 financial administration customers were referred to the Referral Pathway with Queensland Advocacy for Inclusion, to seek independent support in reviewing QPT's appointment. Since 2022, 165 financial administration customers have been referred for support, with 35 customers regaining control of their finances.

Empowered 15 customers to gain financial independence

Since 2022, the Financial Independence Pathway has supported 51 financial administration customers to achieve full financial independence, with 151 customers current participating in the pathway.

Assisted 33 customers secure \$321,059 in redress funding

Since 2018, QPT has supported 174 customers to claim nearly \$3 million under the Commonwealth's National Redress Scheme.

Supported around 800 customers with specialist disability support

QPT's dedicated team of occupational therapists is a nation-leading initiative, providing expert assistance to customers with disability, helping them navigate decision-making for disability, health, and aged care supports and costs.

Resolved over 1,200 legal matters for customers

Our customer legal team provided support to customers in 1,213 legal matters during the year, including 134 cases related to family provisions.

Customers First key achievements 2024 – 2025



Our organisation: Financially and socially responsible leadership, governance, and practices.

Continuous improvement of our policies, systems and processes is helping us improve our services and deliver better outcomes for Queenslanders.

Technology enhancements to boost efficiency and connectivity

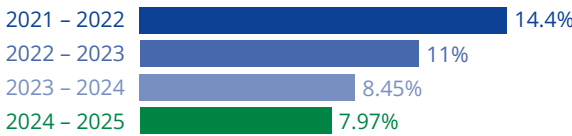
In 2025, we significantly enhanced our core Information and Communication Technology (ICT) and digital environment, achieving an impressive improvement in system reliability. Uptime across core business systems was 99.95 per cent, ensuring uninterrupted service delivery and strengthening operational efficiency. In 2025, upgraded systems and equipment were implemented, including a transition to Windows 11 and the deployment of 220 new personal devices for staff. A total of 330 new devices were rolled out, alongside 490 upgraded devices, ensuring improved efficiency and up-to-date technology for enhanced performance.

Building an engaged and empowered workforce

We delivered important tools and resources to support our people including:

- Published the inaugural **Psychosocial Risk Management Framework** and the **Equity and Diversity Plan 2025 – 2027**.
- Introduced a modernised Learning Management System to enhance staff training.
- Completed the Workload Management Project, providing new tools and resources to address workload challenges.

Steady reduction in annual staff turnover for fourth year in a row.



Delivered \$43.8M in Community Services Obligations to support Queenslanders gain access to vital services

Including providing \$36.3 million in rebated fees for customers with limited assets and \$5.6 million in free Will-making services, ensuring vital support is accessible to those in need and promoting financial peace of mind for all Queenslanders.

Delivering vital government services for Queenslanders

Supported **10,693** Financial Administration customers.

Administered **6,804** trusts.

Prepared **16,988** Wills at no cost to Queenslanders.

Wills at no cost to Queenslanders.

Prepared **1,022** enduring power of attorney documents.

Supported customers in **1,213** legal matters.

Managed **109** probate and Letters of Administration applications.

Finalised the administration of **1,644** deceased estates and accepted 1,421 new estates for administration.

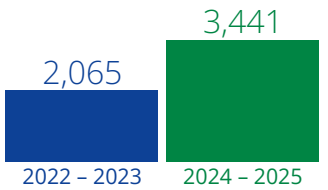
Engaged around **100,000** Queenslanders through our Wills Week media campaign.

Managed **297** customer property sales.

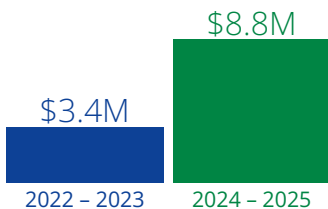
Returned \$8.8 million in unclaimed funds to Queenslanders

A new user-friendly online application form for unclaimed money was launched on our website, providing step-by-step guidance to claimants. This innovation has streamlined the claims process, resulting in a 66 per cent increase in claims processed in 2024 – 2025 compared to 2022 – 2023.

66% increase in online claims processed returning unclaimed money to Queenslanders.



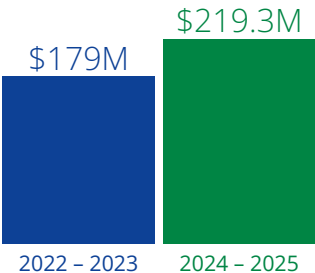
158% increase in unclaimed funds returned to Queenslanders.



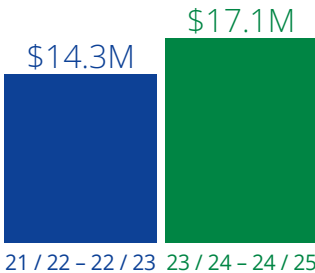
Distributed a record \$100 million from our Charitable Trusts

In 2021, QPT established the Australian Foundation for Charitable Trusts Fund and created a new investment strategy as Trustee of four major Charitable Trusts to maximise the funds available to support Queensland communities.

The new investment strategy increased the net assets of our four Charitable Trusts by \$40.2 million over two years.



As Trustee, we distributed over \$17 million from the four Charitable Trusts in the past two years — approximately \$2.8 million more than the previous period.



This brings the total funds distributed under our trusteeship to over \$100 million, since the Charitable Trust's inception. It highlights QPT's crucial role in the strategic management these trusts to maximise their impact and deliver meaningful benefits to Queensland communities.