

VISION

Queenslanders' preferred trustee.
We make a difference.

The Public Trustee of Queensland CORPORATE PLAN 2007-2012

MISSION

- To deliver a full range of professional, accessible and reliable trustee, financial and related services in a supportive, compassionate and ethical manner.

VALUES

- We will maintain the highest standards of ethical practices as trustees and administrators.
- We will treat our clients as individuals.
- We will promote independence and quality of life.
- We will actively encourage participation in planning and decision-making by clients, their families, carers and stakeholders.
- We will maintain accountability in our practices and procedures and strive for transparency in our decision making.
- We will recognise and respond to diversity in all aspects of our operations.
- We will maintain a high level of knowledge, business systems and client service standards.
- We will foster and maintain alliances which add value, range and quality in the services available to our clients.

KEY CHALLENGES

1. Understanding and meeting challenging community expectations.
2. Enhancing the diversity and availability of services to meet the needs of the community.
3. Working in partnership with the community, promoting innovation in the delivery of improved and integrated services.
4. Ensuring quality of opportunity and equitable access of the community to our services.
5. Improving workforce skills for current and future needs.
6. To continuing to fund Community Service Obligations and a high level of Community Engagement.
7. Maximising whole of office teamwork and cooperation in identifying opportunities, providing services, seeking solutions and managing change.
8. Meeting key Government priorities.

We recognise that having skilled, empathetic and ethical staff is pivotal to the realisation of our values and our vision.
We will only succeed through our people.



Our Clients and the Community
Our People
Communication
Business Process Development and Review
Innovation and Change



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OUR CLIENTS & THE COMMUNITY

Strategy	To be measured by	Corporate initiatives linked to this strategy	Link to Government Priority
To provide quality services that are responsive to the identified needs of our clients and the community.	The success of this strategy will be measured by: <ul style="list-style-type: none"> • results from operational areas; • feedback from clients and stakeholders; • an annual survey of clients; and • reporting quarterly. 	<ul style="list-style-type: none"> • To treat clients as individuals and add value through understanding and meeting their needs. • To effectively manage our relationships with Government and its representatives. • To be active in the Community and to support initiatives that make a difference in the lives of Queenslanders. • To encourage networks that provide access to community expectations. • To enhance the existing complaints management system and learning processes. 	D.R.G. I.S.S.C. P.E.C.S.

OUR PEOPLE

Strategy	To be measured by	Corporate initiatives linked to this strategy	Link to Government Priority
To recruit, select, induct and develop staff and to provide opportunities for career development and job satisfaction. Through this, we will build and maintain a skilled, committed and ethical workforce that will deliver the corporate vision.	The success of this strategy will be measured by: <ul style="list-style-type: none"> • results from operational areas; • HR data; and • reporting quarterly. 	<ul style="list-style-type: none"> • To recruit staff who share our corporate philosophy and ethics and who will dedicate themselves to the clients of the Public Trust Office. • To assist staff to develop the skills to deliver the Corporate Vision. • To create a culture of learning and innovation where the personal aspirations of staff and operational objectives align. • To create cooperative interactions and understandings between staff across the whole Office. 	G.D.E.C.J. I.S.S.C. M.G.Q.R. SMART STATE.



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COMMUNICATION

Strategy	To be measured by	Corporate initiatives linked to this strategy	Link to Government Priority
<p>To ensure that all stakeholders have a forum to receive information and to comment on our undertakings.</p> <p>To enable and encourage staff to contribute to the future of the Office, and to make a difference for our clients.</p>	<p>To be measured by the successful implementation of communication strategies in every action plan. Reporting quarterly.</p>	<p>To create an over arching strategy that will impact on all aspects of our business, how we deal with each other, our stakeholders, our clients and the community.</p>	<p>D.R.G. I.S.S.C. SMART STATE.</p>

BUSINESS PROCESS DEVELOPMENT & REVIEW

Strategy	To be measured by	Corporate initiatives linked to this strategy	Link to Government Priority
<p>To develop and review our business and its processes to maximise quality and efficiency and ensure financial viability.</p>	<p>The success of this strategy will be measured by results from operational areas.</p> <ul style="list-style-type: none"> • Reported quarterly. • Note: financial information will be reporting monthly. 	<ul style="list-style-type: none"> • To gain efficiency through technology. • To ensure that our services satisfy market needs. • To balance quality & efficiency with client service and financial viability. • to maximise the security of information. • To maximise the use of our resources to achieve financial viability. • To further protect client and corporate assets. 	<p>D.R.G. G.D.E.C.J. I.S.S.C. P.E.C.S. SMART STATE.</p>



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INNOVATION & CHANGE

Strategy	To be measured by	Corporate initiatives linked to this strategy	Link to Government Priority
To anticipate the future and be prepared.	The success of this indicator demonstrating readiness and avoidance of surprises. <ul style="list-style-type: none"> Half yearly reporting. 	<ul style="list-style-type: none"> To understand and anticipate industry trends and changes in legislation. To allow time for reflective thought and to create a culture focussed on innovation. To encourage the implementation and testing of many strategies for success. To seek expert advice as to future trends, opportunities and actions. 	D.R.G. I.S.S.C. M.G.Q.R. P.E.F. SMART STATE.

List of Abbreviations

D.R.G. Delivering responsive government.
 G.D.E.C.J. Growing a diverse economy and creating jobs.
 I.S.S.C. Improving health care and strengthening services to the community.
 M.G.Q.R. Managing urban growth and building Queensland regions.

P.E.C.S. Protecting our children and enhancing community safety.
 P.E.F. Protecting the environment for a sustainable future.
 SMART STATE. Realising the Smart State through education, skills and innovation.

