



Strategic Plan 2016–2020*

Our Vision

The independent trustee for Queenslanders providing security and peace of mind

Our Purpose

Lead the evolution and delivery of trustee, estate and administration services that make a positive difference in the lives of Queenslanders

We contribute to the Queensland Government’s objectives for the community, outlined in *Our Future State: Advancing Queensland’s Priorities to Be a responsive Government*, through our work in guardianship supporting vulnerable Queenslanders, facilitating the orderly transfer of assets, and by providing life planning assistance through our will-making and enduring powers of attorney services delivered through our network of regional offices.

Objectives and Strategies

Performance Indicators



Drive value for clients through tailored services to meet changing needs

- Partner with clients to identify changing needs and demand for services from 2023 onwards
- Tailor service delivery methods to meet changing client needs and regional diversity
- Improve communication and information sharing channels for all clients
- Strengthen and improve core services

Client focus

- Client service targets are met
- Client satisfaction levels are improved
- Increased take up of services, including new delivery channels
- Improved accessibility of services



Deliver a budget position which enables sustainable reinvestment to support business objectives

- Generate sufficient revenue to guarantee ongoing viability, ensuring we cover the cost of our community service obligations
- Continue to review our cost base to ensure efficient service delivery
- Optimise return on our assets to meet business objectives

Financial

- Services and initiatives are delivered within approved budgets
- Return on assets is improved



Deliver services that are valued by the community and the Government

- Promote knowledge and benefit of the Public Trustee’s services
- Collaborate and partner with community organisations and government to understand their needs
- Strengthen positive engagements with our clients and their support networks
- Enhance accessible and effective regional service delivery for all Queenslanders
- Ensure our leadership and governance frameworks enable us to effectively respond to challenges

Stakeholder focus

- Engagement and partnership activities with client and stakeholder networks are increased
- Stakeholder engagement and satisfaction metrics frequently analysed and improvements implemented



Embrace business transformation to enhance capacity to provide service excellence

- Regularly review and assess service models for our core functions
- Develop new information and communication technology (ICT) infrastructure to improve efficiency and enhance client experience

Process

- Service effectiveness and efficiency metrics are met
- Service delivery innovation



Ensure our workforce is engaged, empowered and agile

- Build upon our professional and capable workforce to increase and update skills, knowledge, attitude and expertise to meet client and stakeholder expectations now and into the future
- Improve workforce agility through knowledge management, diversity and inclusion strategies, that are flexible by design
- Align workforce engagement strategies to our business transformation activities

People

- Improvement in workforce capability
- Improvement in workforce satisfaction
- Improvement in inclusion and diversity profiles

Key Opportunities

- Deliver quality frontline services that respond to changing client and community needs
- Implement new technology and business processes that help to manage technology and social media risks
- Strengthen our leadership to empower our staff for the future
- Drive innovative solutions that will better manage demand for services and maximise benefits to Queenslanders
- Use technology and customer insights to transform the way we do business in an increasingly digital future

Key Risks

- Increasing demand for services for vulnerable Queenslanders may increase our community service obligations, impacting our ability to fund services at no cost to Government
- Reputational damage impacts the confidence that the community and the Government has in our services
- Changing economic factors, government priorities and customer expectations adversely affect the sustainability of our business model

Our Values We align to the Queensland Public Service values



Customers first



Ideas into action



Unleash potential



Be courageous



Empower people