

Annual **18**
Report 19



Communication objective

This annual report provides information about The Public Trustee's financial and corporate performance for 2018–19. It has been prepared in accordance with the *Financial Accountability Act 2009*.



The Public Trustee is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding this annual report, you can contact us on 1300 360 044 and we will arrange an interpreter to effectively communicate the report to you.

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An electronic copy of The Public Trustee's Annual Report 2018–19 is available online at www.pt.qld.gov.au. You can also contact us to request a copy by calling 1300 360 044 or emailing governance@pt.qld.gov.au

A number of annual reporting requirements are also addressed through publication of information on the Queensland Open Data website at data.qld.gov.au.

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Letter of Compliance



444 Queen Street Brisbane Qld 4000
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29 August 2019

The Honourable Yvette D'Ath MP
Attorney-General and Minister for Justice
Leader of the House
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Dear Attorney-General

I am pleased to submit for presentation to the Parliament the Public Trustee's Annual Report 2018–19 and financial statements.

I certify that this Annual Report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the *Annual report requirements for Queensland Government Agencies*.

A checklist outlining the annual reporting requirements can be found at page 125 of the annual report.

Yours sincerely

Samay Zhouand
Acting Public Trustee of Queensland and CEO

Enc The Public Trustee Annual Report 2018–19

The Public Trustee

• Will-making
• Enduring powers of attorney

1300 360 044

• Executor services
• Estate administration

www.pt.qld.gov.au

• Disability services
• Trust administration

ABN 12 676 939 467

• Real estate auctions and sales
• Charitable trusts

Message from the CEO

As Acting Public Trustee of Queensland and Chief Executive Officer of the Public Trustee, I am pleased to present the Annual Report 2018–19.

The Public Trustee provides independent trustee, estate and administration services to some of Queensland's most vulnerable. The past year has seen the Public Trustee provide support to thousands of Queenslanders. Having recently joined the organisation, my first and ongoing impression of the Public Trustee is that its professional and forward facing staff demonstrate motivation and dedication in striving to serve the interests of their clients. This commitment to clients and the client experience they will receive is reflected in the Client Service Charter. Annual client surveys on deceased estate administration, financial management and will-making services continue to measure client satisfaction and identify opportunities for improvement. This year the surveys were extended to include trust administration clients.

The Public Trustee's commitment to its clients is also reflected in the year's achievements, which included:

- making 28,426 Wills at no cost to Queenslanders
- making 3684 enduring power of attorney (EPA) documents
- accepting 2135 new deceased estates for administration
- financial management for 9151 adults with impaired decision-making capacity
- acting as Financial Attorney under 258 EPAs
- managing 4467 trusts
- safeguarding over 1.1 million Wills in our atmospherically controlled Wills bunker
- providing almost \$37.1 million in Community Service Obligations to the Queensland community, including Wills at no cost, rebated fees for financial administration for adults with impaired decision-making capacity, and community education
- facilitating philanthropy through acting as trustee for some of Queensland's most important charitable trusts, ensuring that funds are managed in perpetuity.

As Queensland's population ages, demand for the Public Trustee's services is expected to increase. At the same time, clients' needs are evolving as Queenslanders control much larger and more complex asset structures than ever before, engage more significantly in a digital world, and live longer. Over the last 12 months, the Public Trustee has continued to review its service delivery models to ensure that the needs of a growing and changing Queensland population are met.

Through ongoing work to enhance and streamline its processes, the Public Trustee remains focussed on providing consistent, accurate and timely service to clients, improved communication and faster response times for requests.

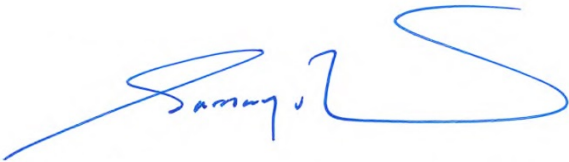
The year ahead for the Public Trustee is an exciting one, with a sustained focus on continuous improvement. The Public Trustee must continually refresh and improve the way it does business to provide an enduring service that is responsive to the needs of Queenslanders. That is why a comprehensive fees and charges review will be undertaken to ensure they are transparent, fair and reasonable, and represent value for money.

The Public Trustee's investment objectives will be evaluated to ensure the sustainability of investment returns.

The introduction of the *Human Rights Act 2019* and amendments to the *Guardianship and Administration Act 2000* will result in changes to frontline service delivery. An implementation plan will be developed to ensure the Public Trustee is best placed to meet its new obligations arising from these changes.













The Public Trustee is supported by professional, committed and driven employees who demonstrate these qualities daily in providing important services to the community. In addition, the organisation will continue its workforce culture assessment to inform the culture of the future so that the Public Trustee remains a contemporary and best practice workplace.

Integrity and accountability are the core foundations that the Public Trustee is built upon. Moving forward, the Public Trustee will strengthen these foundations to continue to deliver respected trustee, estate and administration services that make a positive difference in the lives of Queenslanders.



Samay Zhouand
Acting Public Trustee of Queensland and Chief Executive Officer (CEO)

Our 2018–19 highlights

 <p>\$2.9 B total assets under management</p>	 <p>\$37.1 M in Community Service Obligations</p>	 <p>\$110 M in property sales</p>
 <p>28,426 Wills made at no cost to Queenslanders</p>	 <p>9957 financial management clients¹</p>	 <p>3684 EPA documents made</p>
 <p>4467 trusts administered</p>	 <p>1.1M+ Wills stored in our Wills bunker</p>	 <p>2135 new deceased estates accepted for administration</p>
 <p>606 full time equivalent staff</p>	 <p>Over 120,000 calls answered by the Welcome Desk</p>	 <p>93% overall client satisfaction (Will preparation service)</p>

¹ Comprised of 9,151 adults with impaired decision-making capacity, 258 clients for whom we act as financial attorney and 548 prisoner estates.