

PUBLIC TRUSTEE GOVERNANCE & ACCOUNTABILITY FRAMEWORK

		CONNECTEDNESS connecting with the community	PERFORMANCE aspiring to high-performance and supporting excellence	CLARITY understanding our role and the contribution we make	RESPECT respecting others and valuing accessibility, inclusion and diversity	CAPABILITY continually developing our own capability and others
PERFORMANCE	PT Strategic Plan 2020-2024	✓	✓	✓	✓	✓
	Business Unit Operational Plans 2020-2021	✓	✓	✓	✓	✓
	Project Management Policy		✓	✓		✓
	Project Management Framework		✓	✓		✓
	Public Trustee Annual Report	✓	✓	✓	✓	✓
FINANCIAL	Public Trustee Act 1978	✓	✓	✓		✓
	Public Trustee Service Delivery Statement	✓	✓	✓		✓
	Estimates Hearing recording	✓	✓	✓	✓	✓
	Financial Management Practice Manual		✓	✓		
	Financial delegations		✓	✓		✓
	Procurement delegations		✓	✓		✓
	Financial Statements		✓	✓		✓
RISK AND ASSURANCE	Risk Management		✓	✓		✓
	Business Continuity Framework		✓	✓		✓
	External Audit		✓	✓		✓
	Internal Audit		✓	✓		✓
	Audit and Risk Management Committee		✓	✓		✓
	Assurance Map					
	Internal Audit Reports		✓	✓		✓
	Queensland Audit Office Reports	✓	✓	✓		✓
	Fraud and Corruption Framework		✓	✓	✓	
	Complaints Management Framework	✓	✓	✓	✓	✓
COMMITTEES	Public Trustee Board of Management		✓	✓	✓	✓
	Executive Leadership Team		✓	✓	✓	✓
	Digital and ICT Governance Committee		✓	✓		✓
	Public Trust Office Investment Board	✓	✓	✓		✓
CUSTOMERS	Customers First Initiative	✓	✓	✓	✓	✓
	Customer Charter	✓	✓	✓	✓	✓
	Social Responsibility Charter	✓	✓	✓	✓	✓
	Customers First - Trust and Transparency Working Group	✓	✓	✓	✓	✓
	Customers First - Products and Services Working Group	✓	✓	✓	✓	✓
	Customers First - Financial Working Group	✓	✓	✓	✓	✓
	Customers First - People and Culture Working Group	✓	✓	✓	✓	✓
INTEGRITY & PERFORMANCE	Organisational Structure	✓	✓	✓	✓	✓
	Queensland Public Sector Values	✓	✓	✓	✓	✓
	Public Sector Code of Conduct	✓	✓	✓	✓	✓
	Integrity Framework	✓	✓	✓	✓	✓
	Individual Performance Agreements		✓	✓	✓	✓
	Human Resource delegations		✓	✓		✓
	Agency Consultative Committee	✓	✓	✓	✓	✓
Workplace Health and Safety Committee		✓	✓	✓	✓	