

Connecting with communities and Queenslanders

Improving how we engage communities

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We would like to respectfully acknowledge the Traditional Owners of the lands and seas on which we meet today and Elders both past and present.

We also recognise those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander cultures will leave a lasting legacy for future Elders and leaders.

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Growth and Trust by Elizabeth Close Pitjantjatjara, Yankunytjatjara

This artwork represents two key attributes Queensland Public Trustee strives to embody each and every day — growth and trust.

The large circles that radiate out represent the cultural growth of Queensland Public Trustee — learning and growing in response to the diverse needs of the individuals and families we serve. Each ring is different, representing that no one family or individual has the same lived experience and needs.

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Queensland Public Trustee

Government services

- **Financial administration services**
for around 10,000 people with impaired capacity
- **Trustee for Minor Trusts**
for around 4,500 children awarded funds through legislation or court orders
- **Trustee for Charitable Trusts**
distributing around \$9M annually to Queensland communities
- **Unclaimed monies**
returning around \$4M in funds to Queenslanders each year.

Queensland Public Trustee

Services available to all Queenslanders

- **Preparing Wills and Enduring Power of Attorney documents**
making around 16,000 Wills and 1000 EPOAs annually
- **Acting as Financial Attorney**
when we are nominated in a person's EPOA
- **Trust administration**
when we are appointed as Trustee in a person's Will
- **Estate administration**
administering around 2,000 deceased estates annually

Queensland Public Trustee

Community advocacy and outreach

We advocate for:

- Every adult to make a Will and EPOA while they still have capacity
- Ways people can protect themselves from financial abuse
- Steps people can take now to plan for the future.



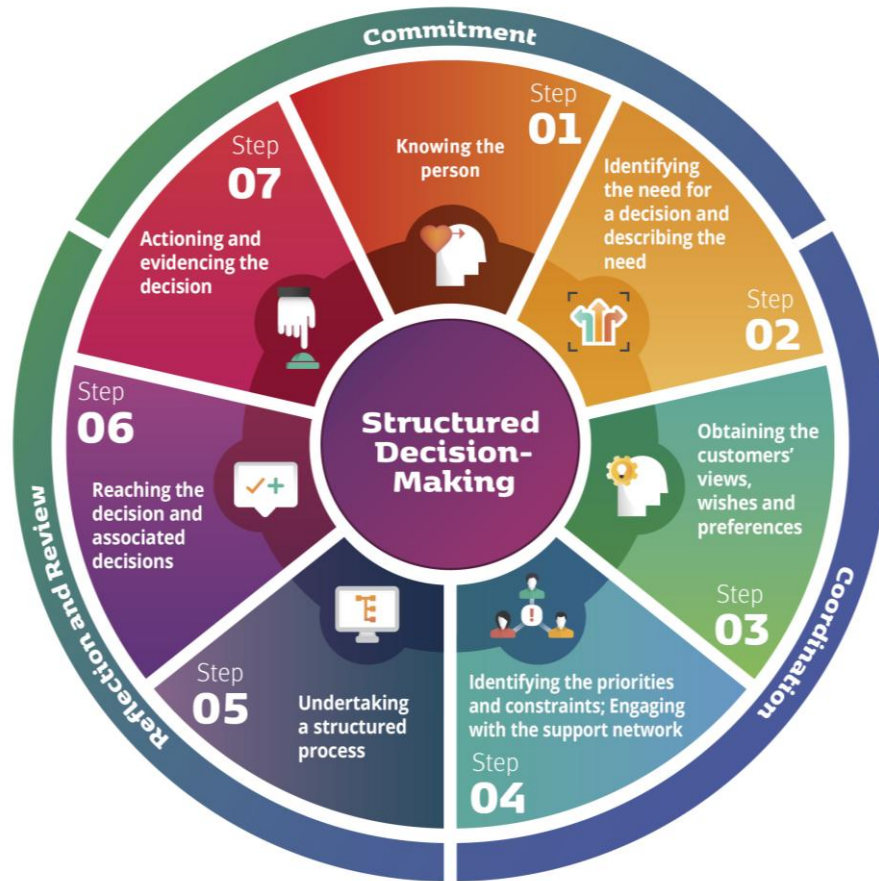
Customers First Strategy 2021-2026



Our objectives:

- Enhancing our customer experience
- Engaging with community
- Empowering our people
- Being a sector leader
- Building a sustainable and efficient organisation
- Strengthening our governance

Structured decision-making framework



Our framework supports stronger customer engagement through clearer decision-making.

Decisions that are founded in the views, wishes and preferences of customers and in consultation with their support networks.

Customer Support Networks

Established quarterly **customer support network webinars** with a total of

135 registrations

77 attendees



Customers tell us

- Who their support people are
- How they want them to be involved

We engage support networks with:

- Quarterly webinars
- Letters/phone calls
- Guidance material on how to be involved.

Office of the Customer Advocate

The team is focused on advocacy and ensuring the delivery of outcomes for our customers that are aligned to community expectations.

Real-world examples

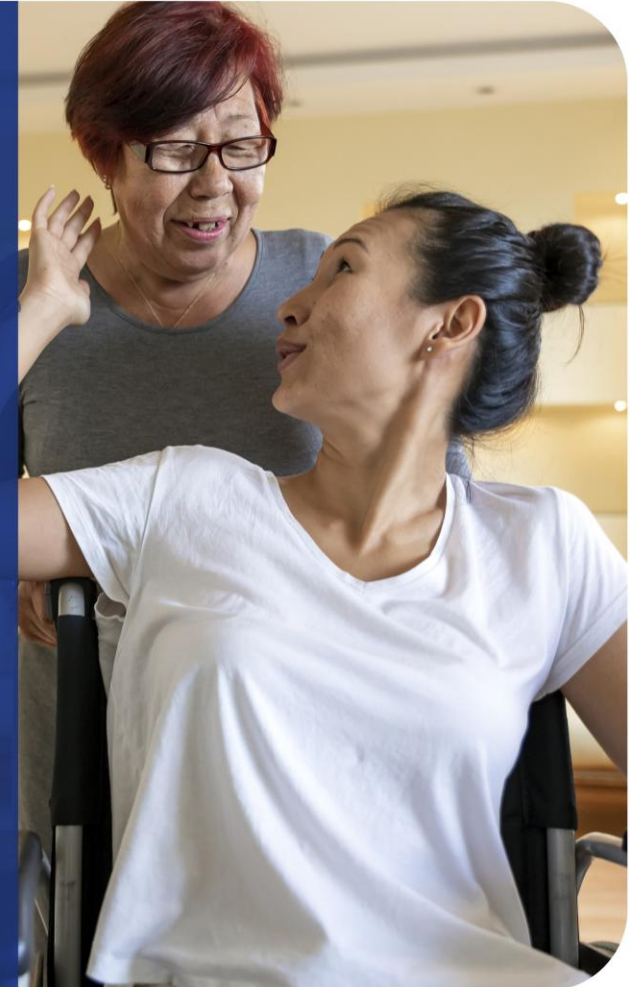
Empowering Aisha's family with tailored support

Meet Aisha. Aisha is a non-verbal customer living with disability. She requires ongoing support with her financial management. Her parents are not fluent in English and didn't fully understand the assistance Aisha was receiving from QPT.

To ensure Aisha was fully supported the Customer Advocate facilitated a meeting with Aisha's family, to openly discuss their situation.

Through open communication, the Customer Advocate could provide clear explanations of QPT's policies and processes and develop a tailored communications plan to meet Aisha's needs.

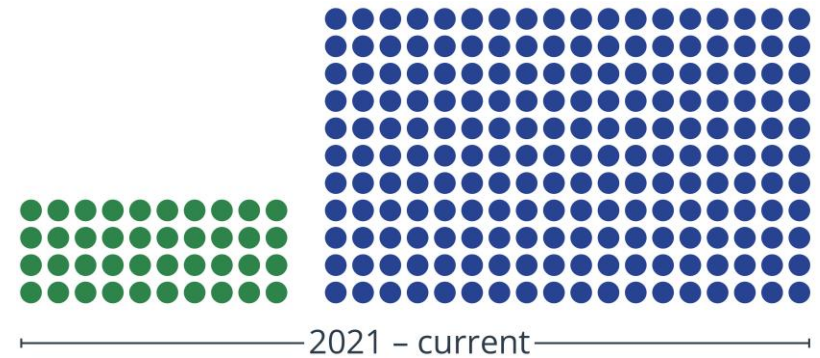
This approach improved the family's understanding of the resources available, and empowered them to support Aisha's ongoing care, alongside her QPT team.



Championing greater autonomy

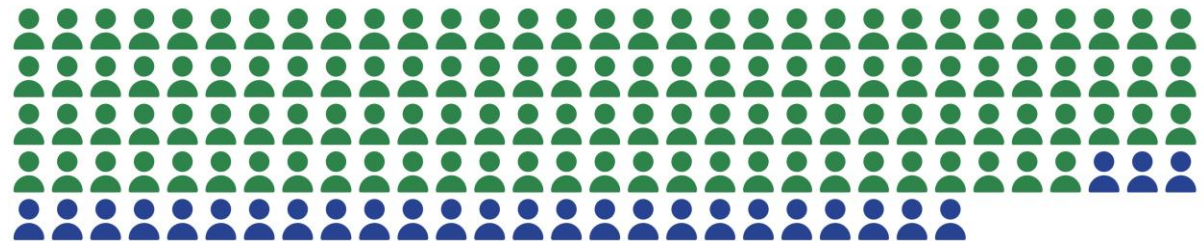
Financial Independence Pathway

- **38 customers** have increased their financial literacy and management skills and have achieved financial independence.
- **188 customers** are currently participating in the program to achieve greater autonomy.



Referral Pathway with Queensland Advocacy for Inclusion (QAI)

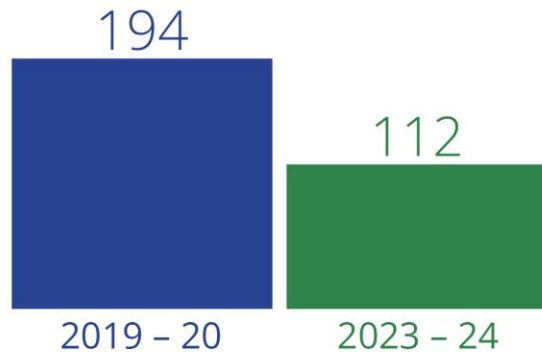
Since 2022, **149 customers** have been referred to an independent community advocacy group for support and **28** of those referred have regained control of their finances.



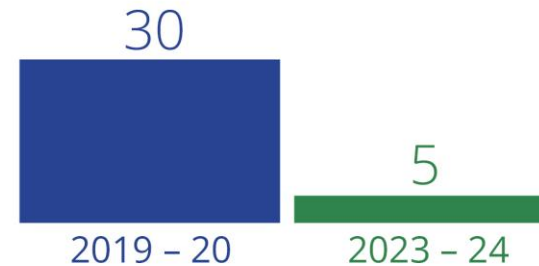
Key achievements

Sustained reduction in customer complaints

42% reduction in customer complaints about QPT referred to Queensland Ombudsman.



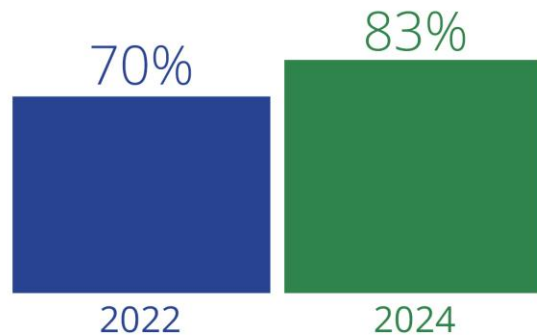
83% reduction in matters referred to QPT by the Queensland Ombudsman.



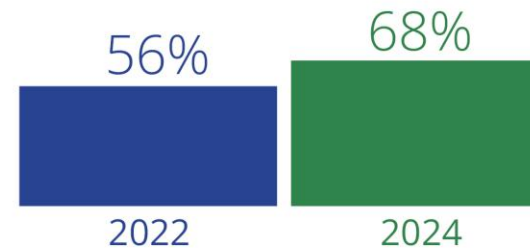
Key achievements

Increased customer satisfaction with our services

13% increase — Trust
customer satisfaction that
QPT keeps their assets safe.



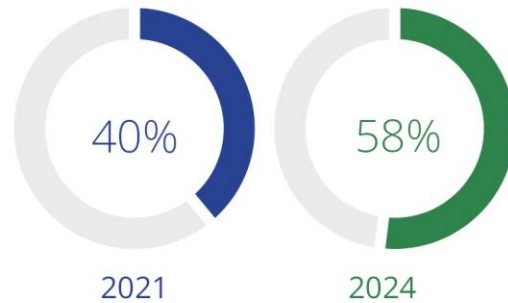
12% increase — Financial
Management customer
supports satisfaction with
overall experience of QPT
services.



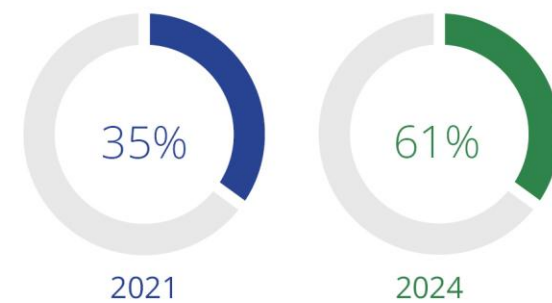
Key achievements

Cultural shift and improved employee sentiment

18% increase
in employee
engagement.*



26% increase
in staff who
recommend
QPT as a great
place to work.*



Strengthening our connection to customers and community

Increasing capacity to support needs of people with disability:

- Improving online service delivery
- Easy Read translated resources
- Establishing Customer and Government Reference Groups for advice and support
- Co-designing resources with our customers and support networks
- Investing in a new Customer Relationship Management system.

Service improvements
and social benefits

2023–2024



QPT QUEENSLAND
PUBLIC TRUSTEE

Community advocacy
and education

2022 – 2024

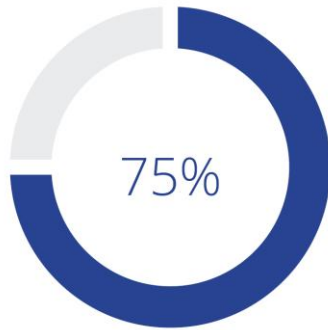


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Looking to the future

Building on our foundational reforms

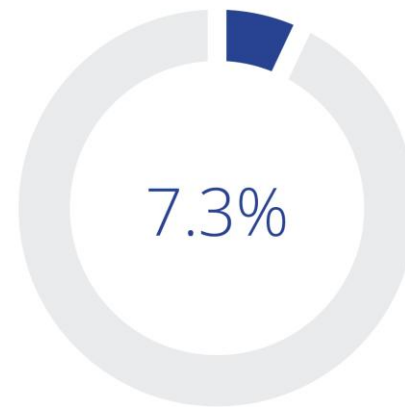
Statewide Customer Support Team



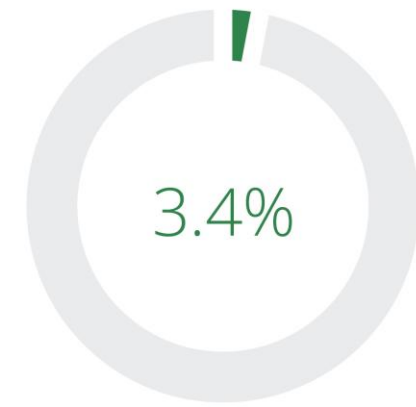
75% of calls received by the CST are being resolved at first point of contact.

Fees and charges reforms

3.9% reduction in complaints about fees and charges



2020 - 2021



2023 - 2024

Thank you





www.pt.qld.gov.au

Queensland Public Trustee is the business name of The Public Trustee of Queensland established under the *Public Trustee Act 1978* (Qld).