




Speech By
Mark Boothman

MEMBER FOR THEODORE

Record of Proceedings, 17 October 2019

LEGAL AFFAIRS AND COMMUNITY SAFETY COMMITTEE

Report, Motion to Take Note

 **Mr BOOTHMAN** (Theodore—LNP) (3.20 pm): I also rise to make a short contribution to the report titled *Oversight of the Office of the Queensland Ombudsman*. I also thank committee members for all of their work on this issue and also the work of the Ombudsman. Whilst it is certainly a very busy task overlooking and investigating government departments, it is required and needed. I want to highlight issues that I regularly hear in my electorate office, and they are to do with the Public Trustee. I noted in the Ombudsman's report that 21 per cent of complaints relate to the Public Trustee. I want to echo the previous comments from the shadow Attorney-General that there needs to be a review into the Public Trustee by the Ombudsman to see how we can improve its work processes so that information can get out to constituents more efficiently and more effectively.

Recently I have had quite a few residents come into my office expressing their frustrations in terms of dealing with the Public Trustee. There was confusion about the process and what can be expected, because people felt that the process was quite slow and unwieldy. The Ombudsman does need to look into this to streamline these processes. When it comes to Public Trustee matters, they are obviously very emotive given the issues. For instance, just recently I had a lady come to see me about her elderly mother who she felt was being subjected to elder abuse by another sibling. She went to the Public Trustee because her elderly mother was not able to look after herself. She felt that the process was very hard, very slow and she was not getting the satisfaction she required. Therefore, she went to the Ombudsman to try to get things moving along. She certainly did appreciate the work that the Ombudsman did on the matter, but again I echo the comments that there needs to be a review into these processes to ensure that the information is out there so that the processes are not confusing. There needs to be a way to ensure people are educated about the role of the Public Trustee so that people know exactly what it should be doing.