




Speech By
Hon. Shannon Fentiman

MEMBER FOR WATERFORD

Record of Proceedings, 24 February 2022

MINISTERIAL STATEMENT

Public Trustee

 **Hon. SM FENTIMAN** (Waterford—ALP) (Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence) (9.58 am): On 10 March 2021, I tabled a report by the former public advocate entitled *Preserving the financial futures of vulnerable Queenslanders: a review of the Public Trustee fees, charges and practices*. Pleasingly, the report found many of the Public Trustee's customers receive a high level of service for very little or no cost.

However, the Public Trustee is committed to continually improving and becoming a more modern socially and financially responsible service that values human rights, puts customers first and continues to embed greater levels of trust, transparency and engagement. The report made 32 recommendations to improve the way the Public Trustee engages with customers. The majority of the recommendations in the report are for the Public Trustee to consider and implement. The Public Trustee has taken action to address the recommendations in the report, and the largest reform project in the history of the Public Trustee has commenced with an independent review of fees and charges. The work is supported by policy and practice changes across the organisation to ensure immediate action is taken to support vulnerable Queenslanders.

I am pleased to report to the House that the Public Trustee advises he has already implemented many of the recommendations made in the report and continues to work to implement the remaining relevant recommendations. Government has responsibility for 10 recommendations and has already implemented one through introduction of the Public Trustee (Advisory and Monitoring Board) Amendment Bill 2021. Work on the remaining recommendations is underway, including consultation with key stakeholders, to ensure the best outcome for vulnerable Queenslanders. I table a progress update from the Public Trustee on the implementation of the recommendations in the Public Advocate's report.

Tabled paper: Public Trustee: Document titled 'Public Trustee: Progress Overview on Recommendations from the Public Advocate' [190](#).