

Question on Notice

No. 104

Asked on 17 February 2011

Mrs Liz Cunningham asked the Attorney-General and Minister for Industrial Relations (Mr C R Dick).

QUESTION:

With growth projections for the Gladstone region increasing service demands significantly, what staff and service increases and improvements are planned for the Public Trust Office in Gladstone which is currently facing significant service demands?

ANSWER:

While this question was asked of Minister Dick, the then Attorney-General and Minister for Industrial Relations, due to recent changes in Ministerial responsibility, I am now the Minister responsible for this matter and therefore provide this response.

I refer the Member for Gladstone to my answer to her Question Without Notice regarding this issue on 9 March 2011 and the Public Trustee of Queensland's media release of 10 March 2011 titled *"Public Trustee assures Gladstone community about services and jobs"*.

I welcome this opportunity to provide the following further information:

The Public Trust Office has recently reviewed service delivery, including to the Gladstone region.

As a result, the Public Trust Office has made some changes to its service delivery in the Gladstone area.

Some Gladstone services will now be supported through the Rockhampton Public Trust Office to ensure Gladstone staff are more available for face-to-face contact with clients.

The Public Trustee advises that this change will increase the availability staff to assist in Will making, community engagement and education in the Gladstone region.

These changes by the Public Trust Office will enable better delivery of services to all of Central Queensland though:

- further outreach – travelling to more centres to deliver services such as Boyne Island, Tannum Sands, Miriam Vale and Theodore.
- developing and improving the services provided through the Magistrate Court and QGAP.
- assisting the public in accessing Public Trustee services; and
- increasing community education and marketing to promote the benefits of having a valid will and Enduring Power of Attorney.