

Question on Notice

No. 470

Asked on 5 April 2011

MR GIBSON asked the Deputy Premier and Attorney-General, Minister for Local Government and Special Minister of State (MR LUCAS)—

QUESTION:

With reference to the recent admission by the Public Trustee of overcharging a constituent by \$11,245.44 —

- (1) How many mistakes have been identified in the Public Trustee's automatic fee charging system over the past two years?
- (2) How many clients have had fees and charges credited back to their account?
- (3) What action is being undertaken to ensure this overcharging does not recur?

ANSWER:

I thank the Honourable Member for Gympie for his question.

I am advised that The Public Trustee does not have a problem with its automatic fee charging system, nor did the Public Trustee overcharge a constituent \$11,245.44.

As part of the \$15M in community service obligations The Public Trustee provides to Queensland annually, a decision was made to assist a client who was experiencing financial hardship. This assistance included remitting some of the fees charged to administer this client's financial affairs and the amount totalled \$11,245.44

This decision was miscommunicated as a payment system error, when in actual fact it was an example of the Public Trustee supporting a Queenslanders in need. Every year the Public Trustee supports over 7,400 Queenslanders to manage their financial affairs and makes almost 24,000 free Wills at no cost to the Queensland taxpayer.