

Question on Notice

No. 1169

Asked on 12 October 2021

MR T NICHOLLS ASKED THE ATTORNEY-GENERAL AND MINISTER FOR JUSTICE, MINISTER FOR WOMEN AND MINISTER FOR THE PREVENTION OF DOMESTIC AND FAMILY VIOLENCE (HON S FENTIMAN) –

QUESTION:

With reference to the Public Trustee of Queensland —

Will the Attorney-General advise how many complaints were received from clients or their representatives in each financial year (reported separately) from 2015-16 to 2020-21?

ANSWER:

Protecting Queenslanders, especially vulnerable Queenslanders, is a priority for the Palaszczuk Government.

The Public Trustee delivers trustee, estate and administration services, as well as a number of public functions, that make a positive difference in the lives of Queenslanders.

I can advise the Member, and Public Trustee customers, that the Public Trustee is committed to ensuring the services it provides to the people of Queensland are relevant and that its customers are satisfied with these services. The Public Trustee values all complaints and ensures that the complaints management process is fair, equitable and easy to understand.

I am advised the Public Trustee reports the total number of complaints within their Complaint Management Report each year. The Reports are all published on the Public Trustee's website.

The Public Trustee began to implement its Customers First Agenda in 2019, an ambitious and industry-leading program of work to ensure Queenslanders can continue to have confidence in the Public Trustee.

In line with the Customers First Agenda, the Public Trustee has made a number of changes to enhance the information it provides to its stakeholders, particularly those with impaired capacity, about complaints management, as well as ensuring complaints are responded to within expected timeframes. Information on the complaints process has been enhanced by the publication on the Public Trustee's website of Easy English materials and a short animation to assist stakeholders in understanding what happens when they make a complaint. Complainants may also now make their complaint using an online complaints form.