

# TrusteeTalk



Welcome to the latest edition of *Trustee Talk*. I would like to extend my deepest sympathy to anyone affected by the Queensland flood disaster and Cyclone Yasi.

As Queenslanders we all need to stand together during this time of grief and loss. My organisation is working closely with our clients to ensure they receive every assistance.

What these disasters highlight for me, is when you least expect it, life's events can strike without warning and with devastating consequences.

I would like to commend my staff across the State who re-routed phones, pumped out water,

sandbagged and secured buildings to ensure we kept serving our clients. I am pleased that not a single Will or Enduring Power of Attorney was damaged due to flood waters or the cyclone.

I encourage every Queenslanders to plan for their future, in case the unforeseen happens. This is not just about making a Will, it's also vital to have an Enduring Power of Attorney that outlines who you want to manage your affairs should you become unable to do so.

If your important documents have been damaged, The Public Trustee can supply you with a new copy of your Will and check that it's up to date at no cost to you.

We're also preparing Enduring Powers of Attorney for free for people affected by flooding or Cyclone Yasi. Phone 1300 360 044 to make an appointment.  
Regards

**Peter Carne**  
The Public Trustee of Queensland

## Announcing Queensland Wills Week 2011

**Queensland**  
**Wills**  
**Week**  
3-7 May 2011



We are excited to launch Queensland's first ever Wills Week. Events will be held right across Queensland from 3-7 May 2011.

Queensland Wills Week is designed to educate the community about the need for everyone over 18 to have a valid Will and ensure they update it regularly.

For information about Wills, Enduring Powers of Attorney and real life stories about what can happen when you fail to update or make a Will, visit: [www.willsweek.pt.qld.gov.au](http://www.willsweek.pt.qld.gov.au) to bookmark the site.

As Queensland Wills Week approaches we will be updating this site with news and local community event details.

## Let us join your conversation

If you're looking for a speaker at your next function then let us know. We're available to give free talks to your group about Wills, Enduring Powers of Attorney and Executor Services.

**To book one of our speakers phone 1800 014 536  
or submit your request online by visiting [www.pt.qld.gov.au](http://www.pt.qld.gov.au)**





## Free Enduring Powers of Attorney for flood and cyclone affected Queenslanders

We can supply you with a new copy of your Will and check that it's up to date at no cost to you.

We are preparing Enduring Powers of Attorney at no cost to people affected by flooding and Cyclone Yasi, phone **1300 360 044** to make an appointment.

## Queensland Disaster Assistance

### Protecting the interests of our clients affected by flooding and cyclone

During the flood and cyclone, our staff maintained service to the thousands of clients whose financial affairs we manage. Due to the dedication of our staff and our disaster management processes these clients received their payments on time.

We are supporting these clients to obtain assistance from the range of agencies offering support. If we are managing your financial affairs and you would like us to assist, please contact your Trust Officer.

Some of the available assistance includes:

#### Federal Government

**Australian Government Disaster Recovery Payment**, those who are eligible will receive \$1000 for each adult and \$400 for each child. Phone 180 22 66 to lodge a claim.

#### Queensland Government Personal hardship assistance grants

are available for those who meet the eligibility criteria, to cover the costs of essential items such as food, clothing and accommodation for people experiencing genuine hardship.

#### Essential household contents grants

are available to people who have no insurance and meet the income and assessment test criteria. This assistance can replace essential household contents such as beds, clothing and white goods.

#### Structural assistance grants

are available to people who were living in owner-occupied uninsured properties to enable them to return their home to a habitable state. Phone 1800 173 349 or visit [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

#### Local council

Assistance from local councils will vary from region to region. Assistance ranges from rebates on a portion of water bills, suspending metered parking in flood affected areas and extra time to pay rates. Phone your local council or visit their website for information about what's available.

#### Banks

Contact your bank to find out what assistance you are eligible for. Many banks are waiving fees and providing options for suspending home and personal loans for certain periods of time.



*\* All assistance listed was available at the time of production and changes are likely.*

## Privacy

The Public Trustee collects and manages personal information in the course of performing its activities, functions and duties in accordance with The Public Trustee Act 1978. We respect the privacy of the personal information held by us. The way in which The Public Trustee manages personal information is governed by the Information Privacy Act 2009 (Qld) (the Act). You have previously supplied us with your personal information. We intend to use this information so that we can:

- ask you for feedback on our internal processes
- ensure you are aware of other services we provide.

We will not disclose your personal information outside of The Public Trustee unless we are required to do so by law, or unless you have given us your consent to such disclosure. You can opt out of receiving material at any time by:

- phoning **1800 014 536**
- emailing [clientenq@pt.qld.gov.au](mailto:clientenq@pt.qld.gov.au)

If we do not hear from you, we will consider that you have consented to receiving further communications from us.