

Year in review

During 2016 we celebrate our centenary. In 1916, when W.A. Douglas was appointed as Queensland's first Public Curator in the midst of World War One, he could have little imagined that our organisation would still be providing much needed services to the Queensland community 100 years on.

From our 1916 commencement, when we were unanimously established in Queensland Parliament by the T.J. Ryan government, the Public Trustee has continued to deliver services to Queenslanders in their hour of need.

Our organisation has come a long way since we commenced making Wills on the docks and at the army camps for the brave service people who were leaving to defend our country.

The fact that we are still in operation today, and still remain self-funding, is a testament to the value that successive governments, our clients and our stakeholders have placed on our services. Today we employ over 584 staff at 16 regional offices across the state, and we have over 1 million Wills stored in our state-of-the-art Wills bunker.

I am proud to have been reappointed as the Public Trustee of Queensland in March 2016, our centenary year, following the completion of a five year term in 2014. I would like to thank the Deputy Public Trustee and Official Solicitor, Mark Crofton, who acted as the Public Trustee of Queensland for two years. I share with him the many achievements in this annual report.

This 2015-16 year our staff, among other services, made 25,448 Wills, 2,746 Enduring Powers of Attorney, accepted 2,049 new deceased estates for administration, provided financial management for 8,919 clients, acted as financial attorney for 243 clients, managed 4,687 trusts and managed client assets totalling \$2.3 B.

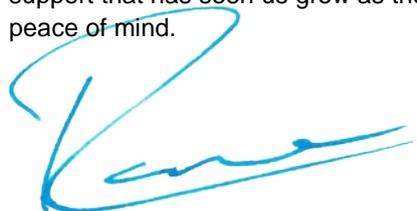
I am also very proud of the \$31.3 M we provided back to Queenslanders in the form of Community Service Obligations. These included rebating fees for those who are the most vulnerable in our society and providing funds for community education. I am proud that we were able to provide \$311,818 of funding to the Queensland Government towards elder abuse prevention initiatives.

From a fiscal perspective, this year we were fortunate to remain self-funding with a total revenue of \$89 M and an operating surplus of \$8 M.

As we move into our second century, our organisation faces changes including digital disruption and the ageing population which will see an unprecedented transfer of wealth from generation to generation. There will also be more Queenslanders who will experience age related loss of capacity.

The Public Trustee is well placed to address these challenges. We can be the agency who helps people live in their homes longer, we can be the agency that continues to support people in their time of grief and loss and assist with succession of estates. Our key challenge in adapting for the future is to remain able to meet the growing demand for our Community Service Obligations.

In closing, I want to take this opportunity to thank the people of Queensland, in particular the Queensland Parliament, our clients, our stakeholders and most importantly my staff, for their 100 years of support; support that has seen us grow as the independent Trustee for Queenslanders providing security and peace of mind.



Peter Carne
The Public Trustee of Queensland