

Customers First

- » Our customers at the centre of everything we do
- » We are responsive and treat our customers with respect
- » We strive to make a positive difference in the lives of our customers

Leadership

- » We value diversity in our workforce
- » Our employees feel safe, valued and respected
- » We are focused on continuous improvement

Integrity

- » At all times we act ethically, including proactively managing conflicts of interest
- » We are open and transparent with our customers and the community
- » We ensure good corporate governance

Financially Responsible

- » We are efficient and financially responsible when managing our customers' funds. We only charge our customers for services that they require
- » We are transparent about our fees and charges

Care for Community

- » We are inclusive with our customers, their support network, our colleagues and stakeholders
- » We contribute to the community through our work and social responsibilities

Engagement

- » We engage meaningfully with the community to improve the quality of life of Queenslanders
- » We highlight the quality of our commitment and services towards our customers

Our Promise

to our customers,
our people and
our community.

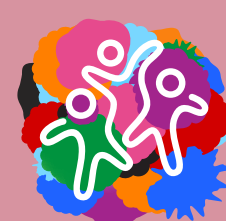
Social Responsibility Charter

Basic Philosophy

The Public Trustee will be mindful of its responsibilities, its customers and Queenslanders, and will proactively contribute to society by being a trusted, transparent, consultative, customer and people focused organisation.

The Public Trustee's focus for the long-term requires exemplary governance that is grounded in the continuity of our values and geared towards providing quality support for customers by:

- » respect for the law and ethical standards
- » respect for the Queensland Public Service Code of Ethics
- » communication with and commitment to our customers and stakeholders



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