

A. Entity responses

As mandated in Section 64 of the *Auditor-General Act 2009*, the Queensland Audit Office gave a copy of this report with a request for comments to The Public Trustee of Queensland.

The head of the entity is responsible for the accuracy, fairness and balance of its comments.

This appendix contains its detailed response to our audit recommendations.



Comments received from Acting Public Trustee of Queensland and CEO, The Public Trustee of Queensland

444 Queen Street Brisbane Qld 4000
GPO Box 1449 Brisbane Qld 4001



For reply please quote: S&G/JF – T20/84 – D20/23535
Your reference:

16 September 2020

Mr Brendan Worrall
Auditor-General
Queensland Audit Office
PO Box 15396
CITY EAST QLD 4002

Dear Mr Worrall

Thank you for your letter of 2 September 2020 regarding the Queensland Audit Office's Performance Audit on responding to complaints from people with impaired capacity (the Performance Audit).

I acknowledge the report's conclusions and thank you for the recommendations the report makes to improve the Public Trustee's complaints management system, particularly for people with impaired capacity. Our response is enclosed and addresses each of the recommendations you have identified.

It was encouraging to read the positive assessment in your Performance Audit of the Public Trustee's commitment to continuous improvement as part of our Customers First Agenda. Our commitment to Customers First, including implementing best practice complaint handling processes is reflected in our *Strategic Plan 2020–2024*.

I note the Public Trustee has started to implement changes to its complaints management system to improve accessibility. The recommendations made in your Performance Audit will assist in the review of our processes and will no doubt lead to improved outcomes for people with impaired capacity.

Yours sincerely

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Acting Public Trustee of Queensland and CEO

The Public Trustee

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Responses to recommendations



The Public Trustee of Queensland

Responding to complaints from people with impaired capacity

Response to recommendations provided by A/Public Trustee and CEO on 16 September 2020

Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
<p>We recommend that the Public Trustee:</p> <ol style="list-style-type: none"> 1. monitors complaint response times and reports regularly on how many complaints are finalised within target timeframes 	Agree	Q2 2020–21	<p>The Public Trustee has developed a weekly open complaints snapshot report which is provided to relevant Executives and Senior Officers on the status of open complaints, including where responses might be overdue.</p> <p>In addition, a quarterly complaints report has been developed which will monitor and report on response times. The first report has been prepared, encompassing the 2019-20 Financial Year as the basis for future reports.</p>
<ol style="list-style-type: none"> 2. makes its complaints management system easier to use, by: <ul style="list-style-type: none"> • making information clearer and easy to understand with alternative language or using video, audio or graphics • offering an on-line complaints form and options for those with hearing or speech difficulties 	Agree	<p>Q4 2020-21</p> <p>Q2 2020-21</p>	<p>The Public Trustee will be commencing a project to develop a package of easy English materials, including website content to support customers with impaired-decision making to understand their rights and to lodge a complaint.</p> <p>The current Public Trustee website has the provision for people to make contact by submitting an online enquiry form. A specific complaints form will be developed and made available online to assist customers to lodge complaints.</p>
<ol style="list-style-type: none"> 3. makes the Complaints Management Policy easier to understand 	Agree	Q2 2020–21	<p>The Public Trustee has developed a Complaint Journey Brochure which uses graphics and simple language. This is now available in Public Trustee regional offices, attached to complaint responses and included in the Welcome Pack sent to new financial administration customers.</p>



Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
		Q4 2020-21	In addition, the Public Trustee will develop Easy English versions of documentation including the website content, Complaints Management Policy and Complaints Journey Brochure.
4. improves its complaints management information technology system by: <ul style="list-style-type: none"> • having better controls over data • using automatic notifications and reminders of due dates and overdue complaints • recording all information needed to manage complaints effectively. 	Agree	Q4 2020-21	The Public Trustee will commence a review of its complaints management information technology system with a view to implementing an appropriate system that is efficient, cost-effective and supports best practice complaint management.
5. improves complaints management training for staff including: <ul style="list-style-type: none"> • targeted training in handling complaints from customers with impaired capacity. • reviewing training effectiveness to ensure it meets both organisational and staff needs. 	Agree	Completed	The Public Trustee has delivered Structured Decision Making (SDM) Framework Workshops for all frontline staff as part of changes to the <i>Guardianship and Administration Act 2009</i> . The Framework focuses on the customer and their support networks, and takes into account customers' human rights, views, wishes and preferences when it comes to decision making.
		Q2 2020-21	SDM will also be delivered to all non-frontline staff.
		Q3 2020-21	SDM Training will be complemented with training for all frontline staff on Customer Clinical Awareness and Employee Self Care.
		Q3 2020-21	Internal Review Complaints Training will be delivered to Regional and Assistant Managers, Directors, and other staff who deal with complex complaints.



Recommendation	Agree/ Disagree	Timeframe for implementation (Quarter and year)	Additional comments
		Q3 2020-21	The current online Complaints training module will be reviewed to ensure it includes targeted information for handling complaints from customers with impaired decision making. In addition, staff will be required to complete the training annually as part of the Public Trustee's Mandatory Compliance Program.
6. improves system and process effectiveness, by: <ul style="list-style-type: none"> • seeking customer feedback on complaints handling • developing better data to identify issues and to inform improvement • measuring and reporting on performance. 	Agree	Completed Q4 2020-21 Q1 2021–22 Q1 2021-22	The Public Trustee has developed a quarterly complaints report, which reports on issues and trends and use the information to improve customer service. The first report has been prepared, encompassing the 2019-20 Financial Year as the basis for future reports. As part of the complaints management information technology system enhancements, the Public Trustee will seek to identify improvements in data capture and quality to better identify issues and future opportunities for improvements. The Public Trustee will develop a process for obtaining customer feedback on their experience with the complaints system. Enhanced reporting of Complaints data in published PTQ Annual Reports.

