

CLIENT SERVICE CHARTER

OUR VALUES

SERVICE



Client service focus achieved by teamwork across the organisation

RESPECT



Personal and professional respect for each other and our clients

INTEGRITY



Open, honest and ethical service delivery

OUR GOALS

OUR CLIENTS



Our clients are central to everything we do

OUR STAKEHOLDERS



Strong and trusted relationships with stakeholders

OUR PEOPLE



Committed, capable and engaged workforce

FIT FOR PURPOSE



A sustainable model meeting the needs of the Tasmanian community

OUR PURPOSE

We will provide our services with empathy, dignity, and respect. We will have our clients at the centre of everything we do. Sound governance, communication and a responsive and personable culture will underpin our work at Public Trustee.

We, the Public Trustee of Tasmania, in providing best-practice trustee services will:

- Uphold our duty of care and respect the dignity of risk in all decision making with regards to the rights of represented persons.
- Give full consideration for clients' will, preference and rights in all decisions.
- Eliminate discriminatory practices against all people.
- Provide trauma-informed support for decision making for all clients.
- Deal with complaints and feedback promptly and fairly, relaying outcomes with consideration for accessibility of information and redress.
- Ensure cultural competence through ongoing education and training in inclusive practices.
- Be transparent and accountable, providing sound commercial practices in financial and legal matters, health and safety concerns for the wellbeing of all clients and their families.
- Provide proactive and timely review of fee waiver or reduction for clients experiencing financial distress and in compassionate circumstances.

Disability Rights, Inclusion and Safeguarding Act 2024 (Tas)

Guardianship and Administration Amendment Act 2024 (Tas)