Market Research Dashboard

MYRIAD RESEARCH

The Public Trustee of Tasmania

Represented Persons Survey

July 2025

Public Trustee

Every moment counts

Research Overview

The Public Trustee commissioned Myriad Research to conduct this independent report of their service delivery to their clients (known as represented persons) to measure the level of client satisfaction with services provided by the Public Trustee over the last 12 months.

The research involved contacting clients, either a represented person or a nominated support person in their support network, providing an opportunity to give feedback on experiences with the Public Trustee in the last 12 months, measured across previously established KPIs.

Research outcomes provide an accurate measure of levels of client satisfaction, and are tracked against data collected from the 2023 and 2024 surveys, using comparable methodology.

This research report comprises quantitative statistically valid data, and thematic analysis of respondent qualitative verbatim comments. The report provides a comprehensive overview of all elements of the research findings, and methodology notes, with collated comments for open-ended questions included in full as a separate verbatims tab.

Research results have been reported for each client type and Branch code (region location or level of funds managed), with reference to the relevant survey question where appropriate.

Key research findings are presented as Executive Summary.

Methodology

Quantitative telephone survey

The quantitative study was conducted via telephone survey during the period 24 June - 12 July 2025, with a total of n=171 completed responses, comprising:

- represented persons n=95
- support network contacts n=76.

In previous surveys, prior to 2020 the Public Trustee has provided a selected contact list. For 2023, 2024 and 2025, the Public Trustee provided a comprehensive list of represented persons who had a telephone contact number. This gives a much more reliable and accurate measure of client satisfaction, reflective of the total client population. Results will therefore be reported against 2023 and 2024 measures only, as methodology is now more comparable.

Telephone interviews were conducted by the Myriad Research qualified interview team. Interviewers used a similar survey instrument for clients and support network representatives, ensuring consistency of responses from both perspectives.

The interview process collected satisfaction rating scores across a number of statements as well as verbatim comments from represented persons and support agents.

Research outcomes reported are statistically robust at the 95% confidence level, with a maximum sampling error range of between 3.0% and 7.0%.

Survey parameters

Letters were sent from the Public Trustee to all available clients to introduce the research consultants and to confirm their willingness for survey participation. Clients were able to opt out if they chose. A final list of potential respondents (first name and telephone number only) was provided to the research consultants for follow-up interview contact.

Strict privacy protocols were implemented to ensure that the research consultant's interview team only contacted those Public Trustee clients who were willing to participate in the survey. Fieldwork was conducted in accordance with relevant industry Quality Assurance standards (ISO 20252:2019) and privacy protocols (Market and Social Research Privacy Code) relating to telephone survey methodology, as well as Public Trustee privacy considerations.

The survey instrument was based on the previously used questionnaire, with minor edits, to enable direct comparison of outcomes against previous years' results.

Survey programming and hosting was managed by the consultant using the Forsta Plus platform to enable accurate data collection, in real time. Data security was managed via the SaaS Forsta platform, which is SOC2 and GDPR compliant, with all data sets stored on a secure Forsta SQL database using end-to-end encryption for data at rest.

Data collation, analysis and reporting has been completed by the consultant.

Executive Summary

On behalf of the Public Trustee, Myriad Research has conducted an independent assessment of service delivery to represented persons to determine current levels of client satisfaction over the last 12 months.

The survey sampled 171 respondents which included represented persons (n=95) and their support network contacts (n=76).

Research findings have been reported for represented persons and support contacts and are tracked against measures from the 2023 and 2024 research.

This executive summary covers five key areas:

1. Overall satisfaction
2. Represented persons - areas of satisfaction
3. Support network - areas of satisfaction
4. Service experience over the past year
5. Recommendations for future improvement.

Research results are segmented by relevant sub-groups where appropriate:

- Branch region (Hobart, Launceston, Devonport)
- Level of funds managed (code 10, 20, 30).

1. Overall satisfaction

2. Represented persons - satisfaction

3. Support network - satisfaction

4. Service experience over the past year

5. Future improvements

Overall Satisfaction

Represented persons

Overall, the survey results indicate a relatively high level of satisfaction amongst represented persons, with most measures maintaining similar rates, with no significant drop from 2024 figures.

The overall satisfaction statement s9 - 'Overall, I am satisfied with the way Public Trustee manages my financial affairs' - had a level of 81% nett positive response from clients, identical to the 2024 result, and remaining higher than the 2023 result of 75%.

Clients also reported a high level of nett agreeance (80%) with statement s32 - 'Overall I'm satisfied with the Public Trustee' - comparable to 81% in 2024 and again higher than the 2023 level of 72%.

At the highest level measured for the last 3 years, 79% of clients feel things have improved for them since the Public Trustee has become involved in their financial affairs (s33), an improvement from the 2024 result of 72% and 63% on 2023.

The charts below show year on year tracking for the overall satisfaction statements (s9, s32, s33, for represented persons. Encouraginly, all levels of nett disagreement have dropped across these three statements.

The survey results also show a high level of nett agreement (81%) for statement s35,'I feel supported by the Public Trustee to become financially independent'. This is almost identical to last year's result of 82%.

See Table 'RP. Overall Satisfaction Statements (Nett)' below.

Support network

Overall satisfaction among support network contacts appears slightly higher at 89%, as shown in the equivalent statement s11 'Overall, I'm satisfied with the service provided to ... by the Public Trustee', which has improved from last year (86%) and 2023 (81%).

Continued improvement was also evident for support contacts' overall satisfaction with the support the Public Trustee provides to help their represented person become financially independent (s8). This year satisfaction reached 86%, a notable increase from 80% in 2024 and a significant jump from 68% in 2023.

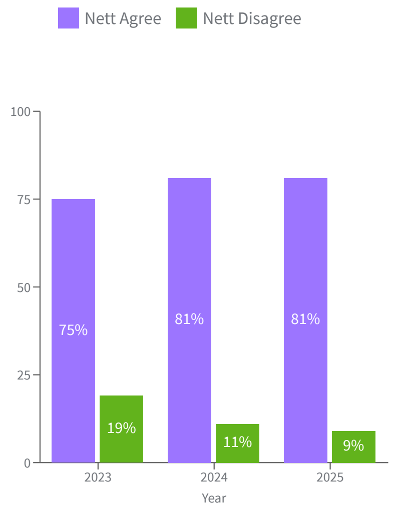
However, there was a notable decrease in support contacts' belief that things had improved for their represented person since the Public Trustee's involvement (S7). This figure dropped to 69% in 2025 from 78% in 2024. Despite this decline, the current figure remains higher than the 60% result recorded in 2023.

Examining the average nett agreement across all 'client experience' statements (1-11) for Support Network ratings, the level of satisfaction is consistent with last year's average of 85% nett agreement. This also remains higher than the average nett for the 'overall' statements for represented persons, which is 80% nett agreement.

See Table 'SN. Client Experience Statements (Nett)' below.

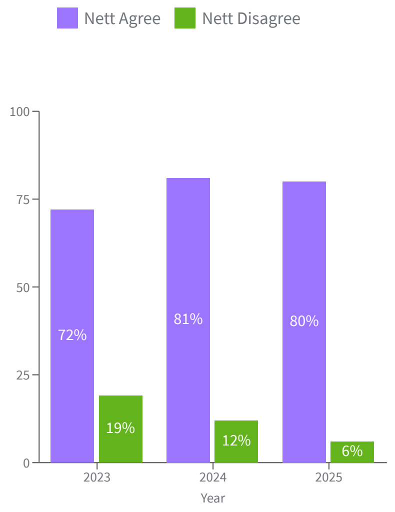
RP S9. Year on year tracking

Overall, I am satisfied with the way the Public Trustee manages my financial affairs.



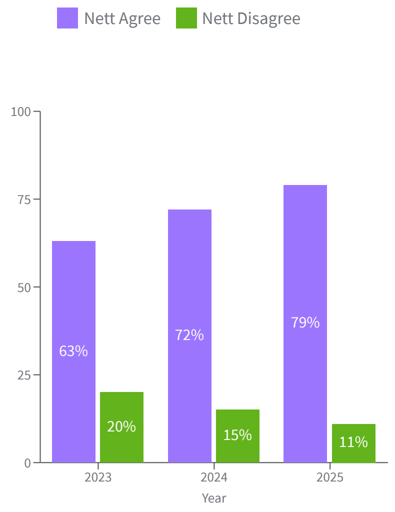
RP S32. Year on year tracking

Overall,
I am satisfied with the Public Trustee.



RP S33. Year on year tracking

Things have improved since the Public Trustee has become involved in my financial affairs.



RP. Overall Satisfaction Statements (Nett)

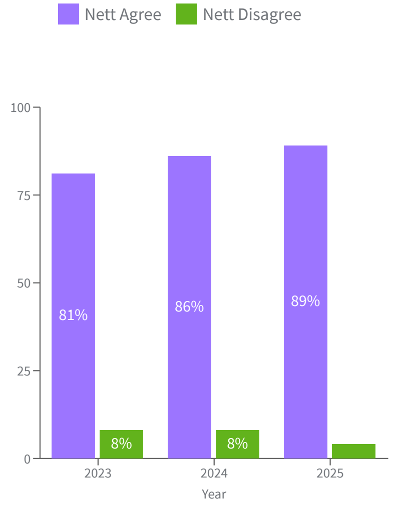
And can you tell me whether you agree or disagree with the following statements about the Public Trustee.

Recoded to nett positive, neutral, nett negative.

		recoded s32-s35 ratings		
	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s9. Overall, I am satisfied with the way the Public Trustee manages my financial affairs	**100%** 95	**81%** 77	**9%** 9	**9%** 9
s32. Overall, I am satisfied with the Public Trustee	**100%** 95	**80%** 76	**14%** 13	**6%** 6
s33. Things have improved since the Public Trustee has become involved in my financial affairs	**100%** 91	**79%** 72	**10%** 9	**11%** 10
s35. I feel supported by the Public Trustee to become financially independent	**100%** 91	**81%** 74	**9%** 8	**10%** 9

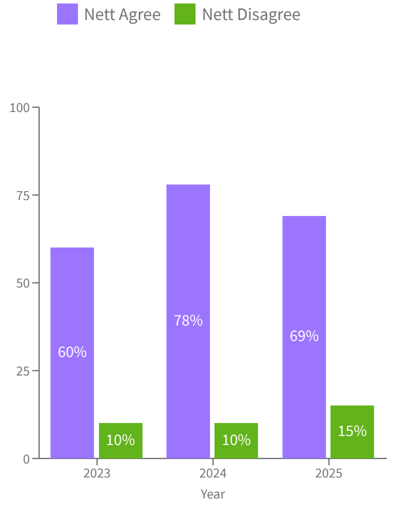
SN S11. Year on year tracking

Overall, I’m satisfied with the service provided to [CLIENT] by the Public Trustee.



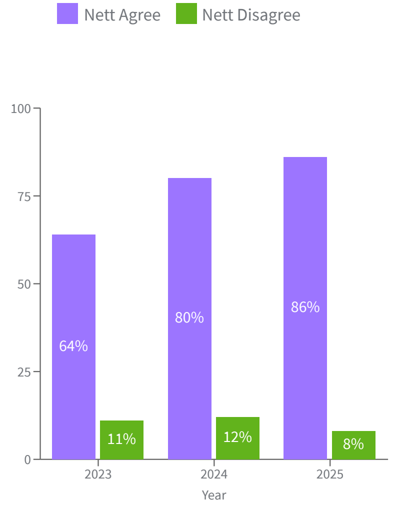
SN S7. Year on year tracking

Things have improved for [CLIENT], since the Public Trustee has become involved.



SN S8. Year on year tracking

Overall, I’m satisfied with the support the Public Trustee provides to help [CLIENT] become financially independent.



SN. Client Experience Statements (Nett)

I am going to start by reading you some statements about different aspects of the Public Trustee and its service to 'Client Name'

Thinking about your experience over the past 12 months, please tell me whether you agree or disagree with the following statements.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s1. Overall, I’m satisfied with the way the Public Trustee supports ... with their financial affairs.	**100%** 72	**85%** 61	**6%** 4	**10%** 7
s2. Overall, I’m satisfied with the way the Public Trustee communicates with ...	**100%** 68	**88%** 60	**6%** 4	**6%** 4
s3. Overall, I’m satisfied with ...'s client account manager	**100%** 67	**88%** 59	**4%** 3	**7%** 5
s4. Overall, I feel that the Public Trustee understands ...'s financial needs	**100%** 68	**87%** 59	**1%** 1	**12%** 8

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s5. Overall, I find the Public Trustee to be accessible for ...	**100%** 71	**80%** 57	**13%** 9	**7%** 5
s6. Overall, I'm satisfied with the way the staff at the Public Trustee treat ...	**100%** 68	**91%** 62	**3%** 2	**6%** 4
s7. Things have improved for ..., since the Public Trustee has become involved	**100%** 55	**69%** 38	**16%** 9	**15%** 8
s8. Overall, I'm satisfied with the support the Public Trustee provides to help ... become financially independent	**100%** 66	**86%** 57	**6%** 4	**8%** 5
s9. The Public Trustee acts in ...'s best interests	**100%** 73	**88%** 64	**7%** 5	**5%** 4
s11. Overall, I'm satisfied with the service provided to ... by the Public Trustee	**100%** 73	**89%** 65	**7%** 5	**4%** 3

"They are very good to me. I'm very appreciative of them. Please let them know."

Represented Person.

"When I get a job I will still use their service as I'm happy with them."

Represented Person.

"I feel independent with working with them."

Represented Person.

"She has gone from someone just surviving on the pension to someone who now has some understanding and control over her finances and even has a small amount of savings."

Support Network.

"I have been supporting the client for the past 7 months - the situation for her has been very beneficial in the way her finances are handled."

Support Network.

"Happy enough at the moment but I am worried that I won't be able to properly look after my bills when I leave this place."

Represented Person.

Represented Persons Satisfaction

Area of Highest Satisfaction

This year, represented persons' highest area of satisfaction and the greatest improvements noted were relating to the Public Trustees accessibility:

- s24 - The Public Trustee office is easy to get to (90% agree, up from 75% in 2024)
- s25 - The Public Trustee's opening hours suit me (94%, up from 89% in 2024)
- s26 - Overall, I find the Public Trustee to be accessible (96%, up from 85% in 2024).

See Table 'RP. Accessibility Statements (Nett)' below.

Areas of Improvement

A stabilisation was observed this year in the level of overall improvement, following the significant year-on-year improvements across all measures noted last year.

However, in addition to accessibility, a number of other statements level of nett agreeance have increased from 2024 to 2025:

- s5 - The Public Trustee gives me as much spending money as I can afford (82%, up from 75% in 2024)
- s12 - The Public Trustee's staff give me information in a way in which I can understand (82%, up from 78% in 2024)
- s28 - The Public Trustee did their best to find out about my financial situation (89%, up from 79% in 2024 - small sample size, indicative only).

Areas of Lowest Satisfaction

While in most instances measures were higher than the baseline measures set in 2023, the statements with lower levels of satisfaction indicate where improvements can be made. These related to the area of communication, budgeting and request for additional funds:

- s13 - When I call the Public Trustee, the first person I talk to about my needs can usually help me (76% nett agree)
- s14 - If I ask about my finances, the Public Trustee gives me accurate information (79% nett agree)
- s11 - I feel that my wishes were considered when my budget was created (75% nett agree)
- s6 - I know how to request extra money (78% nett agree, a significant drop from 89% in 2024 and lower than 85% in 2023) - in addition, this statement had the highest level of negative response (16% nett disagree).

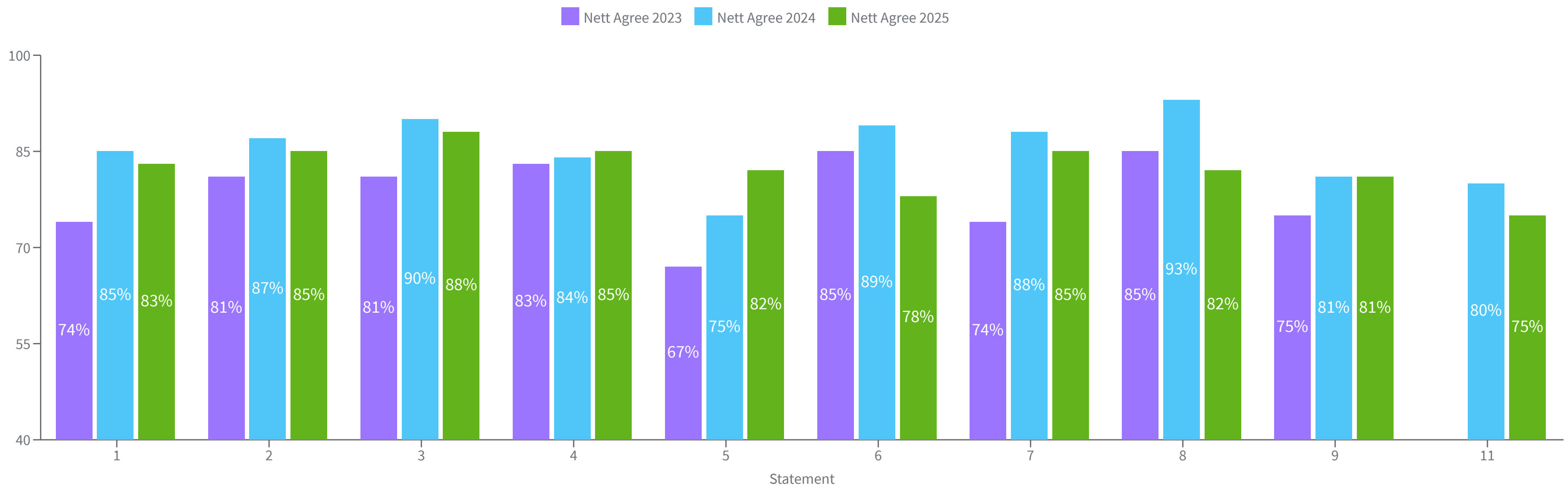
Areas of Decline

One notable area of decline from the 2024 measure was in relation to client account managers, with 2025 figures scoring similar or less than 2023 baseline measures:

- s17 - I believe my client manager knows what they're doing (83%, down from 89% in 2024 and 87% in 2023)
- s19 - My client account manager is open and honest in their dealings with me (83%, down from 90% in 2024, replicating 83% in 2023)

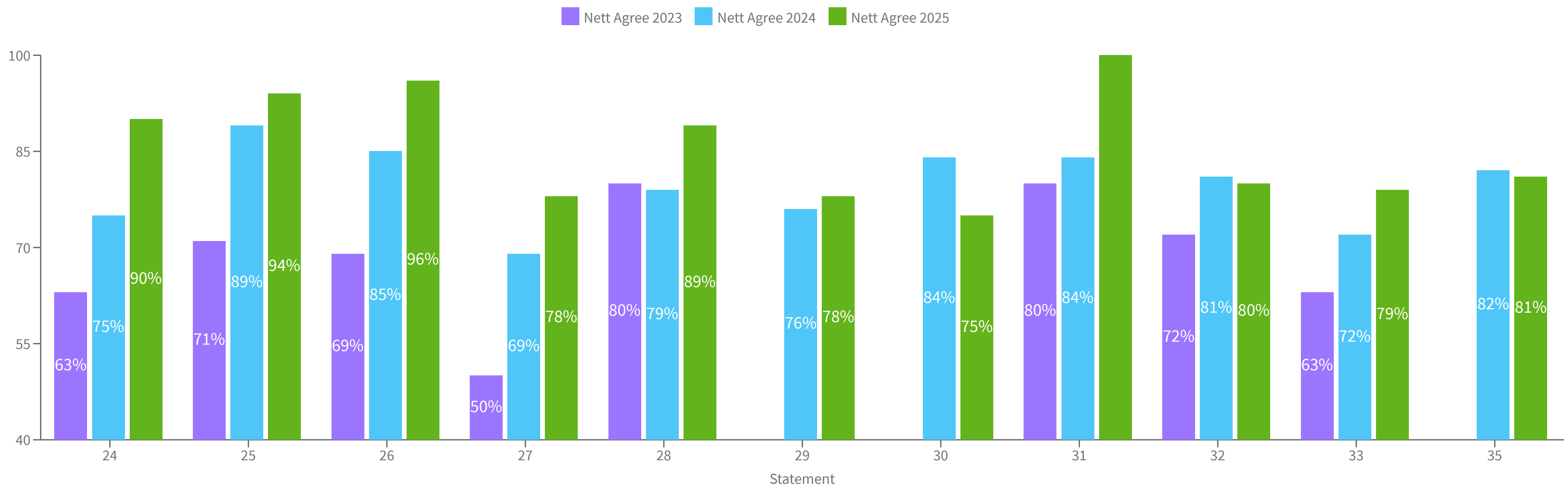
In addition, the statement 'I understand what the Public Trustee does for me' (s8) has reduced consensus this year and is now at 82% agreement, down from 93% in 2024 and lower than 85% in 2023.

Year on year tracking - statements S1 - S11



Year on year tracking - statements S12 - S23

Year on year tracking - statements S24 - S35



RP. Management of Financial Situation Statements (Nett)

I am going to start by reading you some statements about how the Public Trustee manages your financial situation.

Thinking about your experience over the past 12 months, please tell me whether you agree or disagree with the following statements.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s1. My money is safe with the Public Trustee	**100%** 94	**83%** 78	**4%** 4	**13%** 12
s2. I am confident that the Public Trustee will support me to pay my bills on time	**100%** 95	**85%** 81	**4%** 4	**11%** 10
s3. I am confident my bills are paid correctly	**100%** 95	**88%** 84	**9%** 9	**2%** 2
s4. I receive my regular spending money when I expect it	**100%** 93	**85%** 79	**10%** 9	**5%** 5
s5. The Public Trustee gives me as much spending money as I can afford	**100%** 89	**82%** 73	**7%** 6	**11%** 10
s6. I know how to request extra money	**100%** 94	**78%** 73	**6%** 6	**16%** 15

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s7. I know the Public Trustee will protect my legal rights	**100%** 95	**85%** 81	**11%** 10	**4%** 4
s8. I understand what the Public Trustee does for me	**100%** 95	**82%** 78	**14%** 13	**4%** 4
s9. Overall, I am satisfied with the way the Public Trustee manages my financial affairs	**100%** 95	**81%** 77	**9%** 9	**9%** 9

RP. Budget Statement (Nett)

Your budget is prepared with support from the Public Trustee to ensure you have enough money to pay your expenses and have regular spending money.

The next statement is about your budget. Please tell me whether you agree or disagree with the following statement.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s11. I feel that my wishes were considered when my budget was created	**100%** 77	**75%** 58	**12%** 9	**13%** 10

RP. Communication Statements (Nett)

Again, thinking about your experiences over the past year, these next statements are about how the Public Trustee communicates with you. Please tell me whether you agree or disagree with the following statements.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s12. The Public Trustee's staff give me information in a way in which I can understand	**100%** 94	**82%** 77	**11%** 10	**7%** 7
s13. When I call the Public Trustee, the first person I talk to about my needs can usually help me	**100%** 91	**76%** 69	**14%** 13	**10%** 9
s14. If I ask about my finances, the Public Trustee gives me accurate information	**100%** 91	**79%** 72	**15%** 14	**5%** 5
s15. Overall, I am satisfied with the way the Public Trustee communicates with me	**100%** 94	**80%** 75	**13%** 12	**7%** 7

RP. Client Account Manager Statements (Nett)

Your client account manager, or CAM is the person who supports you to prepare your budget and works with you to make changes to your budget.

They also make sure your financial entitlements (including pensions) are collected, your assets are protected, and your bills are paid.

These next statements are about your experience with your client account manager over the past year.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s16. My client account manager takes the time to listen to my needs when making plans for my financial future	**100%** 90	**81%** 73	**12%** 11	**7%** 6
s17. I believe my client account manager knows what they're doing	**100%** 90	**83%** 75	**12%** 11	**4%** 4
s18. My client account manager treats me with respect	**100%** 91	**89%** 81	**9%** 8	**2%** 2
s19. My client account manager is open and honest in their dealings with me	**100%** 89	**83%** 74	**13%** 12	**3%** 3
s20. Overall, I am satisfied with my client account manager	**100%** 91	**84%** 76	**12%** 11	**4%** 4

RP. Understanding Personal Situation Statements (Nett)

And now thinking about how the Public Trustee understands your personal situation, please tell me whether you agree or disagree with the following statements.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s22. If I am unhappy with the decisions made by the Public Trustee, I can talk to them about it	**100%** 93	**83%** 77	**10%** 9	**8%** 7
s23. Overall, I feel the Public Trustee staff understand my needs	**100%** 92	**83%** 76	**9%** 8	**9%** 8

RP. Accessibility Statements (Nett)

And now thinking about how accessible the Public Trustee is for you, please tell me whether you agree or disagree with the following statements .

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s24. The Public Trustee office is easy to get to	**100%** 80	**90%** 72	**3%** 2	**8%** 6

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s25. The Public Trustee's opening hours suit me	**100%** 77	**94%** 72	**5%** 4	**1%** 1
s26. Overall, I find the Public Trustee to be accessible	**100%** 78	**96%** 75	**3%** 2	**1%** 1

RP. New Client Experience Statements (Nett)

These next statements are about when you first became a client of the Public Trustee.

Please tell me whether you agree or disagree with the following statements.

Recoded to nett positive, neutral, nett negative.

(Asked of those who have become clients in the previous 12 months)

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s27. When I first became a client of the Public Trustee, the Public Trustee explained what was going to happen next	**100%** 9	**78%** 7	**0%** 0	**22%** 2
s28. The Public Trustee did their best to find out about my financial situation	**100%** 9	**89%** 8	**11%** 1	**0%** 0
s29. I feel comfortable talking with my Client Account Manager	**100%** 9	**78%** 7	**22%** 2	**0%** 0
s30. The Public Trustee reached out to me when I first became a client	**100%** 8	**75%** 6	**13%** 1	**13%** 1
s31. Overall, I was satisfied with the way the Public Trustee treated me when I first became a client	**100%** 9	**100%** 9	**0%** 0	**0%** 0

RP. Overall Satisfaction Statements (Nett)

And can you tell me whether you agree or disagree with the following statements about the Public Trustee.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s9. Overall, I am satisfied with the way the Public Trustee manages my financial affairs	**100%** 95	**81%** 77	**9%** 9	**9%** 9
s32. Overall, I am satisfied with the Public Trustee	**100%** 95	**80%** 76	**14%** 13	**6%** 6
s33. Things have improved since the Public Trustee has become involved in my financial affairs	**100%** 91	**79%** 72	**10%** 9	**11%** 10

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s35. I feel supported by the Public Trustee to become financially independent	**100%** 91	**81%** 74	**9%** 8	**10%** 9

Support Network Satisfaction

Areas of Highest Satisfaction

From support network contacts, the statements with the highest levels of agreeance largely related to personal relationships with the organisation:

- s17 - I know who to contact for my queries (99%, increasing year on year from 92% in 2024 and 72% in 2023)
- s16 - The Public Trustee's role has been made clear to me (88%, slightly down from 94% in 2024).

See Table 'SN. Contact Relationship with Public Trustee Statements (Nett)' below.

When examining client experience with the Public Trustee from the support contacts' perspective, high levels of satisfaction were also indicated for:

- s6 - Overall, I'm satisfied with the way the staff at the PT treat ... (91%)
- s3 - Overall, I'm satisfied with ... client account manager (88%)
- s9 - The Public Trustee acts in ... best interest (88%).

See Table 'SN. Client Experience Statements (Nett)' below.

Area of Improvement

Across the majority of statements assessed, a continued level of improvement was evident from the support network perspective, compared with baseline measures from 2023 data, maintaining at similar levels to 2024. The below statements had increases year on year, from 2023, 2024 to 2025. These statements related to areas of improved communication:

- s11 - Overall, I'm satisfied with the service provided to ... by the public trustee (89%, up from 86% in 2024 and 81% in 2023)
- s2 - Overall, I'm satisfied with the way the Public Trustee communicates with ... (88% 2025, up from 84% in 2024 and 63% in 2023)
- s15 - The Public Trustee's staff provide explanations when they decline client requests (s15 - 87% 2025, up from 83% in 2024 and 50% in 2023).

See year on year tracking charts below.

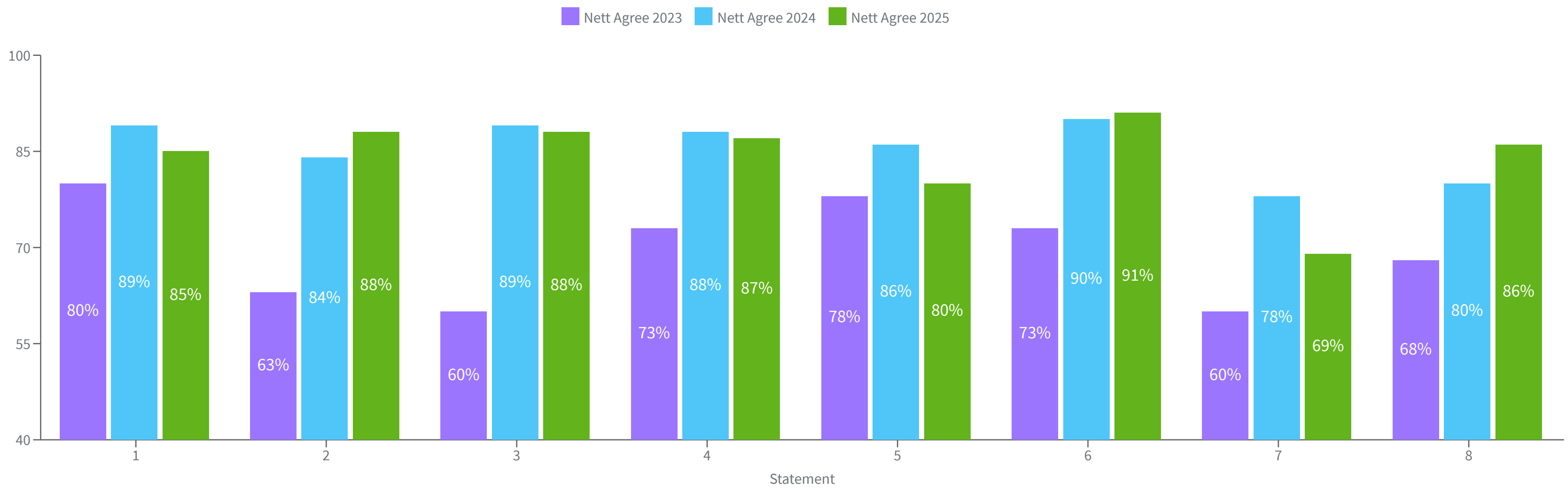
Area of Lowest Satisfaction

In alignment with last years' figures, support network contacts gave marginally lower overall rating for the recommendation of the organisation:

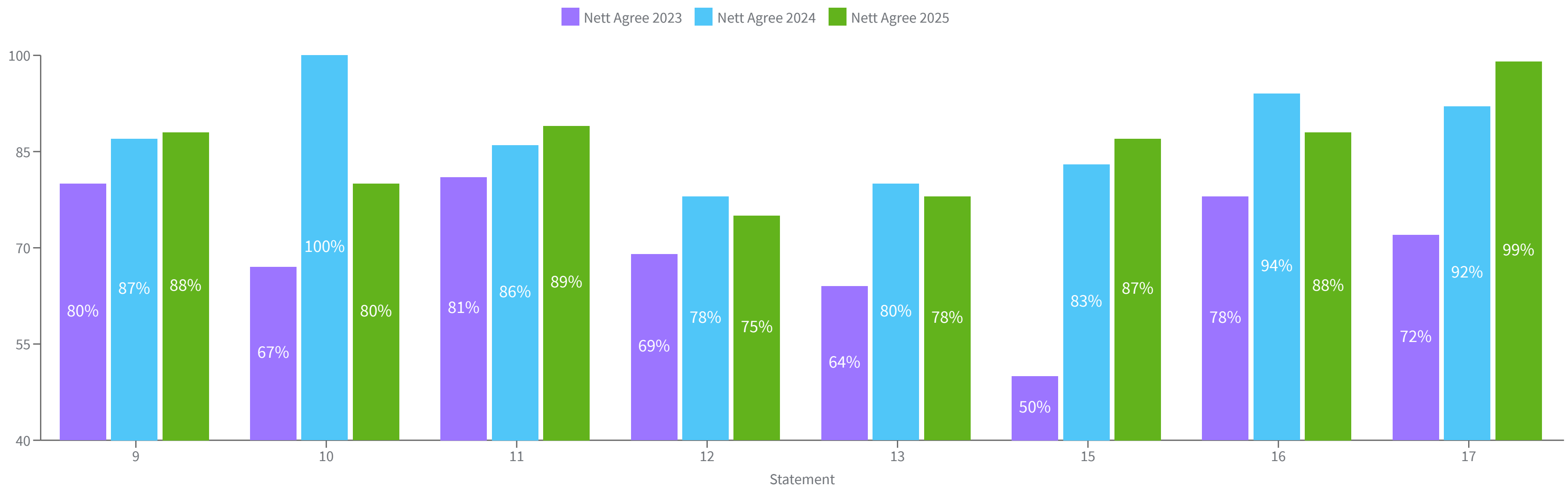
- s12 - I would recommend Public Trustee to others (75% vs 78% 2024)
- s13 - If I knew someone who was not able to manage their own money, the Public Trustee would be my first choice (s13 - 78% vs 80% 2024).

See Table 'SN. Contact Relationship with Public Trustee Statements (Nett)' below.

Year on year tracking - statements S1 - S8



Year on year tracking - statements S9 - S17



SN. Client Experience Statements (Nett)

I am going to start by reading you some statements about different aspects of the Public Trustee and its service to 'Client Name'

Thinking about your experience over the past 12 months, please tell me whether you agree or disagree with the following statements.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s1. Overall, I’m satisfied with the way the Public Trustee supports ... with their financial affairs.	**100%** 72	**85%** 61	**6%** 4	**10%** 7
s2. Overall, I’m satisfied with the way the Public Trustee communicates with ...	**100%** 68	**88%** 60	**6%** 4	**6%** 4
s3. Overall, I’m satisfied with ...'s client account manager	**100%** 67	**88%** 59	**4%** 3	**7%** 5
s4. Overall, I feel that the Public Trustee understands ...'s financial needs	**100%** 68	**87%** 59	**1%** 1	**12%** 8
s5. Overall, I find the Public Trustee to be accessible for ...	**100%** 71	**80%** 57	**13%** 9	**7%** 5
s6. Overall, I’m satisfied with the way the staff at the Public Trustee treat ...	**100%** 68	**91%** 62	**3%** 2	**6%** 4
s7. Things have improved for ..., since the Public Trustee has become involved	**100%** 55	**69%** 38	**16%** 9	**15%** 8
s8. Overall, I’m satisfied with the support the Public Trustee provides to help ... become financially independent	**100%** 66	**86%** 57	**6%** 4	**8%** 5
s9. The Public Trustee acts in ...'s best interests	**100%** 73	**88%** 64	**7%** 5	**5%** 4
s11. Overall, I’m satisfied with the service provided to ... by the Public Trustee	**100%** 73	**89%** 65	**7%** 5	**4%** 3

SN. New Client Experience Statement (Nett)

I am going to start by reading you some statements about different aspects of the Public Trustee and its service to 'Client Name'

Thinking about your experience over the past 12 months, please tell me whether you agree or disagree with the following statements.

Recoded to nett positive, neutral, nett negative.

(Asked of those who have become clients in the previous 12 months)

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s10. Overall, I’m satisfied with the way the Public Trustee treated ... when they first became a client	**100%** 5	**80%** 4	**20%** 1	**0%** 0

SN. Contact Relationship with Public Trustee Statements (Nett)

Now, some more statements about the Public Trustee which are about your relationship with the organisation. Please tell me whether you agree or disagree with each statement.

Recoded to nett positive, neutral, nett negative.

	Total	Nett positive (4+5)	Neutral (3)	Nett negative (1+2)
s12. I would recommend the Public Trustee to others	**100%** 72	**75%** 54	**10%** 7	**15%** 11
s13. If I knew someone who was not able to manage their own money, the Public Trustee would be my first choice for them	**100%** 73	**78%** 57	**10%** 7	**12%** 9
s15. The Public Trustee’s staff provide explanations when they decline client requests	**100%** 53	**87%** 46	**9%** 5	**4%** 2
s16. The Public Trustee’s role has been made clear to me	**100%** 73	**88%** 64	**0%** 0	**12%** 9
s17. I know who to contact for my queries	**100%** 74	**99%** 73	**0%** 0	**1%** 1

Service Experience

Previous 12 Months

The vast majority of represented persons believe that the service of the Public Trustee has improved or stayed the same (93%) over the past year. This result is similar to 2024 results (89%), however more clients are reporting that the service has stayed the same than previous years (61% vs 52% in 2024, 54% in 2023). Encouragingly, only 7% of 2025 respondents felt that the service has deteriorated over the last 12 months (vs 11% 2024).

Some differences were identified across locations:

- The perception of improved service was highest in Devonport (40% improved)
- Hobart had lowest improvements noticed (26% improved, a big reduction from 41% in 2024), with the majority of respondents from this region (68%) feeling the service had stayed the same.

In terms of category of funds under management (10, 20, 30):

- Branch code 20 clients felt that service had improved (39%)
- Branch code 10 clients reported lower levels of improvement (26% - small sample size).

From the Support Network perspective, 20% identified improvement in the Public Trustee's service over the past year, with the majority (74% vs 52% in 2024) feeling the service had stayed the same. In contrast to the represented clients, support contacts claimed the highest level of improvement was in Launceston (27%), and for those under branch code 30 (27%) - indicative only, small sample sizes.

See Tables RP 6. & SN 6a. below.

Key Themes

Survey participants were asked to specify why they felt the service they had received over the last 12 months had changed.

Common recurring themes, mentioned by both represented persons and support network contacts related to improved communication and contact as well as more understanding from client account managers.

Among represented persons who feel the Public Trustee’s service has improved over the last year, there were recurring mentions relating to:

- Understanding of needs - more compassion for individuals and their limitations (23% mention, similar to 20% in 2024)
- Improvements in communication/ contact ability (20% vs 33% in 2024)
- Issues regarding money - amounts/ payments (17% 2025 vs 16% in 2024)
- A general feeling of improvement and that things were going well (17% vs 22% in 2024).

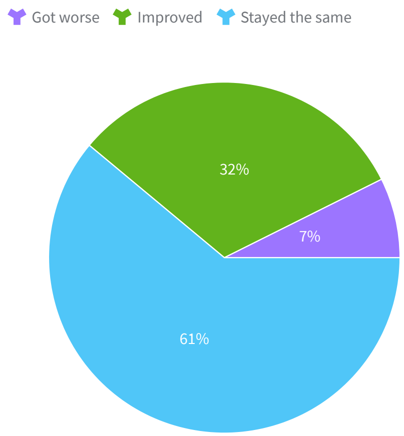
See Table RP 6a. below.

RP 6. Previous 12 months

Over the past year, has the service you've received from the Public Trustee improved, stayed about the same or got worse?

	Branch Code - Region				Branch Code - Level		
	Total	Hobart	Launceston	Devonport	10	20	30
Improved	**32%** 30	**26%** 13	**33%** 9	**44%** 8	**26%** 9	**39%** 14	**28%** 7
Stayed the same	**61%** 58	**68%** 34	**56%** 15	**50%** 9	**59%** 20	**61%** 22	**64%** 16
Got worse	**7%** 7	**6%** 3	**11%** 3	**6%** 1	**15%** 5	**0%** 0	**8%** 2

RP 6. Previous 12 months (total)



RP 6a. Why has Public Trustee's service improved?

Over the past year, why has the service you've received from the Public Trustee improved?
(Multiple responses allowed)

Key themes from open text responses.

	Responses
Understanding needs/ easier/ advice/ helping/ listening	**23%** 7
Contact/ communication/ CAM	**20%** 6
Money - amount/ payments	**17%** 5
Generally better/ good/ improved	**17%** 5
Advice about finances/ budgeting/ saving	**13%** 4
Unsure	**13%** 4
Total	**100%** 30

SN 6a. Why has Public Trustee's service improved?

Over the past year, why has the service you've received from the Public Trustee improved?
(Multiple responses allowed)

Key themes from open text responses.

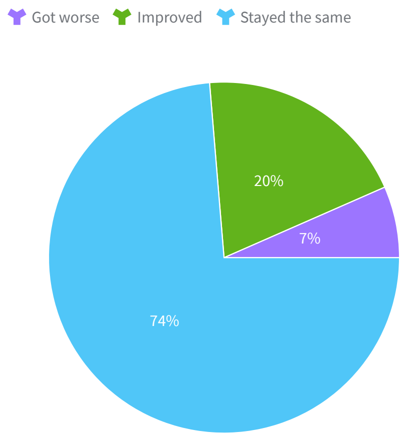
	Responses
Contact/ communication/ CAM	**64%** 9
Understanding needs/ easier/ advice/ helping/ listening	**50%** 7
Generally better/ good/ improved	**14%** 2
Total	**100%** 14

SN 6a. Previous 12 months

Over the past year, has the service you've received from the Public Trustee improved, stayed about the same or got worse?

	Branch Code - Region				Branch Code - Level		
	Total	Hobart	Launceston	Devonport	10	20	30
Improved	**20%** 15	**19%** 6	**27%** 6	**13%** 3	**25%** 3	**14%** 6	**27%** 6
Stayed the same	**74%** 56	**74%** 23	**68%** 15	**78%** 18	**67%** 8	**79%** 33	**68%** 15
Got worse	**7%** 5	**6%** 2	**5%** 1	**9%** 2	**8%** 1	**7%** 3	**5%** 1

SN 6a. Previous 12 months (total)



6a. Over the past year, why has the service you've received from the Public Trustee improved?

"My manager is easy to talk to and she listens to me and contacts me to see how I am going. I like her."

Represented Person.

"They have more of an understanding of my situation"

Represented Person.

"They are good with my bills and it really helps, and they give me enough spending money."

Represented Person.

"The person I'm working with now, has ensured my money is available when it is due now. This wasn't always how it was."

Represented Person.

"It has got a lot better and easier to get in touch with them."

Represented Person.

"If I have a problem, I can call the Public Trustee and they will listen. They might not always help but they do listen."

Represented Person.

"Improved because they have actually started to come and visit the accommodation and this gives them a better idea of what is needed."

Support Network.

"With his needs they seem to understand his vulnerabilities."

Support Network.

"In the last year or so it has become easier to contact the right person at the Public Trustee."

Support Network.

Future Improvements

Represented Persons

Represented persons identified two key areas where they would like to see improvement:

- Communication and contact (13% mention 2025, at a similar figure to 12% in 2024, but pleasingly lower than 23% in 2023)
- Amount of money given/ more timely payments (10%, similar to 11% in 2024 and down from 19% in 2023).

Overall, the identified areas of concern were a similar or at a slightly lower level than last year.

Once again, approximately a quarter (22% in 2025 and 2024, 27% in 2023) of represented persons felt happy with the service that the Public Trustee provides and didn't identify an area for potential improvement.

Almost half of clients interviewed (47%) made no comment, were unsure of how the service could be improved or found it difficult to answer this question.

See Table RP 7. below for a more extensive list of future improvements suggested.

Support Network

Support network contacts highlighted three key areas where they would like to see improvement:

- Communication and contact (26%, an increase from 12% mention in 2024)
- Understanding of needs/ abilities (21%, increasing from 13% in 2024)
- Visits to clients/ meetings/ access to CAM (13%, up from 3% in 2024).

The top three themes identified for improvement by support networks contacts are consistent with those suggested in previous surveys, however there has been a notable increase in the number of support network contacts raising these issues compared with 2024 measures.

On a positive note, 33% of support network respondents overall (vs 24% in 2024) felt happy with the service that the Public Trustee provides and didn't identify an area of improvement.

See Table SN 7a. below.

RP 7. Future improvements

How could the Public Trustee improve its service to you?
(Multiple responses allowed)

	Responses
No improvements needed/ happy with service	**22%** 21
Contact/ communication/ transparency	**13%** 12
Additional money/ payments	**10%** 9
Understanding my needs/ empathy/ respect	**5%** 5
Financial information/ statements	**4%** 4
Independence/ assist with autonomy	**3%** 3
Generally need to improve/ everything	**1%** 1
Access/ more staff	**1%** 1
No comment/ unsure	**47%** 44
Total	100% 94

SN 7a. Future improvements

How could the Public Trustee improve its service to you and 'client'?
(Multiple responses allowed)

	Responses
No improvements needed/ happy with service	**33%** 25
Communication/ contact	**26%** 20
Understanding clients needs/ abilities	**21%** 16
Visits to clients/ meetings/ access to CAM	**13%** 10
Payments/ bills	**7%** 5
Finances/ statements	**5%** 4
Fees	**4%** 3
Change in CAMs/ staff	**3%** 2
Other	**5%** 4
No comment/ unsure	**17%** 13
Total	100% 76

Q7. How could the Public Trustee improve its service to you (and Client)?

"I think to listen, because if we want to get something and we need money for it we ask because we need to get it."

Represented Person.

"Send me a financial statement so I can see how I'm going. I would like them to communicate with me more often."

Represented Person.

"I feel they could listen to me better. They do a good job paying my bills but I need more personal spending money."

Represented Person.

"More clear communication required by Public Trustee. Advice in writing when CAM's change or move on - not just a phone call advising of this."

Support Network.

"Brochure relating to the service provided by the Public Trustee to the client. PT to be more forthcoming in relation to their services for the client regularly."

Support Network.

"More personable one-on-one regular visits to the client - so the CAM really understands the needs of their clients and what their requirements are."

Support Network.

RP. Management of Financial Situation Statements

I am going to start by reading you some statements about how the Public Trustee manages your financial situation.

Thinking about your experience over the past 12 months, please tell me whether you agree or disagree with the following statements.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s1. My money is safe with the Public Trustee	**100%** 95	**21%** 20	**61%** 58	**4%** 4	**11%** 10	**2%** 2	**1%** 1
s2. I am confident that the Public Trustee will support me to pay my bills on time	**100%** 95	**16%** 15	**69%** 66	**4%** 4	**9%** 9	**1%** 1	**0%** 0
s3. I am confident my bills are paid correctly	**100%** 95	**17%** 16	**72%** 68	**9%** 9	**2%** 2	**0%** 0	**0%** 0
s4. I receive my regular spending money when I expect it	**100%** 95	**17%** 16	**66%** 63	**9%** 9	**5%** 5	**0%** 0	**2%** 2
s5. The Public Trustee gives me as much spending money as I can afford	**100%** 95	**14%** 13	**63%** 60	**6%** 6	**11%** 10	**0%** 0	**6%** 6
s6. I know how to request extra money	**100%** 95	**16%** 15	**61%** 58	**6%** 6	**16%** 15	**0%** 0	**1%** 1
s7. I know the Public Trustee will protect my legal rights	**100%** 95	**12%** 11	**74%** 70	**11%** 10	**4%** 4	**0%** 0	**0%** 0
s8. I understand what the Public Trustee does for me	**100%** 95	**16%** 15	**66%** 63	**14%** 13	**4%** 4	**0%** 0	**0%** 0
s9. Overall, I am satisfied with the way the Public Trustee manages my financial affairs	**100%** 95	**16%** 15	**65%** 62	**9%** 9	**6%** 6	**3%** 3	**0%** 0

RP. Budget Statement

Your budget is prepared with support from the Public Trustee to ensure you have enough money to pay your expenses and have regular spending money.

The next statement is about your budget. Please tell me whether you agree or disagree with the following statement.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s11. I feel that my wishes were considered when my budget was created	**100%** 95	**9%** 9	**52%** 49	**9%** 9	**9%** 9	**1%** 1	**19%** 18

RP. Communication Statements

Again, thinking about your experiences over the past year, these next statements are about how the Public Trustee communicates with you. Please tell me whether you agree or disagree with the following statements.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s12. The Public Trustee's staff give me information in a way in which I can understand	**100%** 95	**12%** 11	**69%** 66	**11%** 10	**6%** 6	**1%** 1	**1%** 1
s13. When I call the Public Trustee, the first person I talk to about my needs can usually help me	**100%** 95	**7%** 7	**65%** 62	**14%** 13	**9%** 9	**0%** 0	**4%** 4
s14. If I ask about my finances, the Public Trustee gives me accurate information	**100%** 95	**14%** 13	**62%** 59	**15%** 14	**4%** 4	**1%** 1	**4%** 4
s15. Overall, I am satisfied with the way the Public Trustee communicates with me	**100%** 95	**9%** 9	**69%** 66	**13%** 12	**7%** 7	**0%** 0	**1%** 1

RP. Client Account Manager Statements

Your client account manager, or CAM is the person who supports you to prepare your budget and works with you to make changes to your budget.

They also make sure your financial entitlements (including pensions) are collected, your assets are protected, and your bills are paid.

These next statements are about your experience with your client account manager over the past year.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s16. My client account manager takes the time to listen to my needs when making plans for my financial future	**100%** 95	**13%** 12	**64%** 61	**12%** 11	**4%** 4	**2%** 2	**5%** 5
s17. I believe my client account manager knows what they're doing	**100%** 95	**11%** 10	**68%** 65	**12%** 11	**4%** 4	**0%** 0	**5%** 5
s18. My client account manager treats me with respect	**100%** 95	**14%** 13	**72%** 68	**8%** 8	**2%** 2	**0%** 0	**4%** 4
s19. My client account manager is open and honest in their dealings with me	**100%** 95	**11%** 10	**67%** 64	**13%** 12	**3%** 3	**0%** 0	**6%** 6
s20. Overall, I am satisfied with my client account manager	**100%** 95	**11%** 10	**69%** 66	**12%** 11	**3%** 3	**1%** 1	**4%** 4

RP. Understanding Personal Situation Statements

And now thinking about how the Public Trustee understands your personal situation, please tell me whether you agree or disagree with the following statements.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s22. If I am unhappy with the decisions made by the Public Trustee, I can talk to them about it	**100%** 95	**12%** 11	**65%** 62	**9%** 9	**7%** 7	**1%** 1	**5%** 5
s23. Overall, I feel the Public Trustee staff understand my needs	**100%** 95	**11%** 10	**69%** 66	**8%** 8	**7%** 7	**1%** 1	**3%** 3

RP. Accessibility Statements

And now thinking about how accessible the Public Trustee is for you, please tell me whether you agree or disagree with the following statements .

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s24. The Public Trustee office is easy to get to	**100%** 95	**7%** 7	**67%** 64	**2%** 2	**6%** 6	**0%** 0	**17%** 16
s25. The Public Trustee's opening hours suit me	**100%** 95	**5%** 5	**71%** 67	**4%** 4	**1%** 1	**0%** 0	**19%** 18
s26. Overall, I find the Public Trustee to be accessible	**100%** 95	**6%** 6	**73%** 69	**2%** 2	**1%** 1	**0%** 0	**18%** 17

RP. New Client Experience Statements

These next statements are about when you first became a client of the Public Trustee.

Please tell me whether you agree or disagree with the following statements.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

(Asked of those who have become clients in the previous 12 months)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s27. When I first became a client of the Public Trustee, the Public Trustee explained what was going to happen next	**100%** 10	**20%** 2	**50%** 5	**0%** 0	**20%** 2	**0%** 0	**10%** 1
s28. The Public Trustee did their best to find out about my financial situation	**100%** 10	**20%** 2	**60%** 6	**10%** 1	**0%** 0	**0%** 0	**10%** 1
s29. I feel comfortable talking with my Client Account Manager	**100%** 10	**20%** 2	**50%** 5	**20%** 2	**0%** 0	**0%** 0	**10%** 1
s30. The Public Trustee reached out to me when I first became a client	**100%** 10	**10%** 1	**50%** 5	**10%** 1	**10%** 1	**0%** 0	**20%** 2
s31. Overall, I was satisfied with the way the Public Trustee treated me when I first became a client	**100%** 10	**10%** 1	**80%** 8	**0%** 0	**0%** 0	**0%** 0	**10%** 1

RP. Overall Satisfaction Statements

And can you tell me whether you agree or disagree with the following statements about the Public Trustee.eOn a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s32. Overall, I am satisfied with the Public Trustee	**100%** 95	**11%** 10	**69%** 66	**13%** 12	**5%** 5	**1%** 1	**1%** 1
s33. Things have improved since the Public Trustee has become involved in my financial affairs	**100%** 95	**13%** 12	**63%** 60	**9%** 9	**8%** 8	**2%** 2	**4%** 4
s35. I feel supported by the Public Trustee to become financially independent	**100%** 95	**11%** 10	**67%** 64	**8%** 8	**8%** 8	**1%** 1	**4%** 4

RP 4a. Contact for help

If you have a concern about the Public Trustee, do you know who to contact for help?

	Branch Code - Region				Branch Code - Level		
	Total	Hobart	Launceston	Devonport	10	20	30
Yes	**64%** 61	**66%** 33	**56%** 15	**72%** 13	**65%** 22	**67%** 24	**60%** 15
No	**36%** 34	**34%** 17	**44%** 12	**28%** 5	**35%** 12	**33%** 12	**40%** 10

RP 6. Public Trustee's service

Over the past year, has the service you've received from the Public Trustee improved, stayed about the same or got worse?

	Branch Code - Region				Branch Code - Level		
	Total	Hobart	Launceston	Devonport	10	20	30
Improved	**32%** 30	**26%** 13	**33%** 9	**44%** 8	**26%** 9	**39%** 14	**28%** 7
Stayed the same	**61%** 58	**68%** 34	**56%** 15	**50%** 9	**59%** 20	**61%** 22	**64%** 16
Got worse	**7%** 7	**6%** 3	**11%** 3	**6%** 1	**15%** 5	**0%** 0	**8%** 2

RP 6a. Why has Public Trustee's service improved?

Over the past year, why has the service you've received from the Public Trustee improved?
(Multiple responses allowed)

Key themes from open text responses.

	Responses
Understanding needs/ easier/ advice/ helping/ listening	**23%** 7
Contact/ communication/ CAM	**20%** 6
Money - amount/ payments	**17%** 5
Generally better/ good/ improved	**17%** 5
Advice about finances/ budgeting/ saving	**13%** 4

RP 7. Future improvements

How could the Public Trustee improve its service to you?
(Multiple responses allowed)

Key themes from open text responses.

	Responses
No improvements needed/ happy with service	**22%** 21
Contact/ communication/ transparency	**13%** 12
Additional money/ payments	**10%** 9
Understanding my needs/ empathy/ respect	**5%** 5
Financial information/ statements	**4%** 4

	Responses
Unsure	**13%** 4
Total	**100%** 30

	Responses
Independence/ assist with autonomy	**3%** 3
Generally need to improve/ everything	**1%** 1
Access/ more staff	**1%** 1
No comment/ unsure	**47%** 44
Total	**100%** 94

RP. Management of Financial Situation Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s1. My money is safe with the Public Trustee	**100%** 78	**47%** 37	**32%** 25	**21%** 16	**28%** 22	**40%** 31	**32%** 25
s2. I am confident that the Public Trustee will support me to pay my bills on time	**100%** 81	**48%** 39	**31%** 25	**21%** 17	**30%** 24	**42%** 34	**28%** 23
s3. I am confident my bills are paid correctly	**100%** 84	**49%** 41	**30%** 25	**21%** 18	**32%** 27	**39%** 33	**29%** 24
s4. I receive my regular spending money when I expect it	**100%** 79	**49%** 39	**30%** 24	**20%** 16	**35%** 28	**39%** 31	**25%** 20
s5. The Public Trustee gives me as much spending money as I can afford	**100%** 73	**45%** 33	**33%** 24	**22%** 16	**32%** 23	**44%** 32	**25%** 18
s6. I know how to request extra money	**100%** 73	**53%** 39	**29%** 21	**18%** 13	**32%** 23	**42%** 31	**26%** 19
s7. I know the Public Trustee will protect my legal rights	**100%** 81	**48%** 39	**31%** 25	**21%** 17	**32%** 26	**42%** 34	**26%** 21
s8. I understand what the Public Trustee does for me	**100%** 78	**50%** 39	**31%** 24	**19%** 15	**31%** 24	**42%** 33	**27%** 21
s9. Overall, I am satisfied with the way the Public Trustee manages my financial affairs	**100%** 77	**47%** 36	**32%** 25	**21%** 16	**29%** 22	**43%** 33	**29%** 22

RP. Budget Statement (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s11. I feel that my wishes were considered when my budget was created	**100%** 58	**47%** 27	**33%** 19	**21%** 12	**31%** 18	**43%** 25	**26%** 15

RP. Communication Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s12. The Public Trustee’s staff give me information in a way in which I can understand	**100%** 77	**52%** 40	**29%** 22	**19%** 15	**34%** 26	**40%** 31	**26%** 20
s13. When I call the Public Trustee, the first person I talk to about my needs can usually help me	**100%** 69	**49%** 34	**30%** 21	**20%** 14	**38%** 26	**41%** 28	**22%** 15
s14. If I ask about my finances, the Public Trustee gives me accurate information	**100%** 72	**50%** 36	**29%** 21	**21%** 15	**33%** 24	**42%** 30	**25%** 18
s15. Overall, I am satisfied with the way the Public Trustee communicates with me	**100%** 75	**51%** 38	**31%** 23	**19%** 14	**33%** 25	**40%** 30	**27%** 20

RP. Client Account Manager Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s16. My client account manager takes the time to listen to my needs when making plans for my financial future	**100%** 73	**52%** 38	**29%** 21	**19%** 14	**32%** 23	**47%** 34	**22%** 16
s17. I believe my client account manager knows what they're doing	**100%** 75	**52%** 39	**29%** 22	**19%** 14	**29%** 22	**44%** 33	**27%** 20

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s18. My client account manager treats me with respect	**100%** 81	**53%** 43	**27%** 22	**20%** 16	**33%** 27	**41%** 33	**26%** 21
s19. My client account manager is open and honest in their dealings with me	**100%** 74	**53%** 39	**28%** 21	**19%** 14	**31%** 23	**43%** 32	**26%** 19
s20. Overall, I am satisfied with my client account manager	**100%** 76	**54%** 41	**29%** 22	**17%** 13	**32%** 24	**43%** 33	**25%** 19

RP. Understanding Personal Situation Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s22. If I am unhappy with the decisions made by the Public Trustee, I can talk to them about it	**100%** 77	**49%** 38	**29%** 22	**22%** 17	**31%** 24	**40%** 31	**29%** 22
s23. Overall, I feel the Public Trustee staff understand my needs	**100%** 76	**50%** 38	**30%** 23	**20%** 15	**32%** 24	**41%** 31	**28%** 21

RP. Accessibility Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s24. The Public Trustee office is easy to get to	**100%** 72	**49%** 35	**31%** 22	**21%** 15	**35%** 25	**42%** 30	**24%** 17
s25. The Public Trustee’s opening hours suit me	**100%** 72	**49%** 35	**29%** 21	**22%** 16	**36%** 26	**40%** 29	**24%** 17
s26. Overall, I find the Public Trustee to be accessible	**100%** 75	**49%** 37	**29%** 22	**21%** 16	**36%** 27	**40%** 30	**24%** 18

RP. New Client Experience Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s27. When I first became a client of the Public Trustee, the Public Trustee explained what was going to happen next	**100%** 7	**29%** 2	**14%** 1	**57%** 4	**29%** 2	**29%** 2	**43%** 3
s28. The Public Trustee did their best to find out about my financial situation	**100%** 8	**50%** 4	**13%** 1	**38%** 3	**38%** 3	**38%** 3	**25%** 2
s29. I feel comfortable talking with my Client Account Manager	**100%** 7	**57%** 4	**14%** 1	**29%** 2	**43%** 3	**29%** 2	**29%** 2
s30. The Public Trustee reached out to me when I first became a client	**100%** 6	**33%** 2	**17%** 1	**50%** 3	**33%** 2	**33%** 2	**33%** 2
s31. Overall, I was satisfied with the way the Public Trustee treated me when I first became a client	**100%** 9	**44%** 4	**11%** 1	**44%** 4	**33%** 3	**33%** 3	**33%** 3

RP. Overall Satisfaction Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Nett positive (4+5)	Region			Client type		
		Hobart	Launceston	Devonport	10	20	30
s9. Overall, I am satisfied with the way the Public Trustee manages my financial affairs	**100%** 77	**47%** 36	**32%** 25	**21%** 16	**29%** 22	**43%** 33	**29%** 22
s32. Overall, I am satisfied with the Public Trustee	**100%** 76	**50%** 38	**30%** 23	**20%** 15	**32%** 24	**43%** 33	**25%** 19
s33. Things have improved since the Public Trustee has become involved in my financial affairs	**100%** 72	**47%** 34	**31%** 22	**22%** 16	**32%** 23	**43%** 31	**25%** 18
s35. I feel supported by the Public Trustee to become financially independent	**100%** 74	**51%** 38	**27%** 20	**22%** 16	**34%** 25	**41%** 30	**26%** 19

SN. Client Experience Statements

I am going to start by reading you some statements about different aspects of the Public Trustee and its service to 'Client Name'

Thinking about your experience over the past 12 months, please tell me whether you agree or disagree with the following statements.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s1. Overall, I'm satisfied with the way the Public Trustee supports ... with their financial affairs.	**100%** 76	**33%** 25	**47%** 36	**5%** 4	**7%** 5	**3%** 2	**5%** 4
s2. Overall, I'm satisfied with the way the Public Trustee communicates with ...	**100%** 76	**24%** 18	**55%** 42	**5%** 4	**3%** 2	**3%** 2	**11%** 8
s3. Overall, I'm satisfied with ...'s client account manager	**100%** 76	**22%** 17	**55%** 42	**4%** 3	**4%** 3	**3%** 2	**12%** 9
s4. Overall, I feel that the Public Trustee understands ...'s financial needs	**100%** 76	**25%** 19	**53%** 40	**1%** 1	**5%** 4	**5%** 4	**11%** 8
s5. Overall, I find the Public Trustee to be accessible for ...	**100%** 76	**18%** 14	**57%** 43	**12%** 9	**5%** 4	**1%** 1	**7%** 5
s6. Overall, I'm satisfied with the way the staff at the Public Trustee treat ...	**100%** 76	**30%** 23	**51%** 39	**3%** 2	**4%** 3	**1%** 1	**11%** 8
s7. Things have improved for ..., since the Public Trustee has become involved	**100%** 76	**21%** 16	**36%** 27	**12%** 9	**8%** 6	**3%** 2	**21%** 16
s8. Overall, I'm satisfied with the support the Public Trustee provides to help ... become financially independent	**100%** 76	**16%** 12	**59%** 45	**5%** 4	**4%** 3	**3%** 2	**13%** 10
s9. The Public Trustee acts in ...'s best interests	**100%** 76	**20%** 15	**64%** 49	**7%** 5	**4%** 3	**1%** 1	**4%** 3
s11. Overall, I'm satisfied with the service provided to ... by the Public Trustee	**100%** 76	**21%** 16	**64%** 49	**7%** 5	**3%** 2	**1%** 1	**4%** 3

SN. New Client Experience Statement

I am going to start by reading you some statements about different aspects of the Public Trustee and its service to 'Client Name'

Thinking about your experience over the past 12 months, please tell me whether you agree or disagree with the following statements.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

(Asked of those who have become clients in the previous 12 months)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s10. Overall, I'm satisfied with the way the Public Trustee treated ... when they first became a client	100% 7	14% 1	43% 3	14% 1	0% 0	0% 0	29% 2

SN. Relationship with Public Trustee Statements

Now, some more statements about the Public Trustee which are about your relationship with the organisation. Please tell me whether you agree or disagree with each statement.

On a scale where 5 = Strongly Agree, 1 = Strongly Disagree (3 = neither agree nor disagree)

	Total	5 Strongly Agree	4 Agree	3 Neutral	2 Disagree	1 Strongly Disagree	DK/NA
s12. I would recommend the Public Trustee to others	100% 76	17% 13	54% 41	9% 7	11% 8	4% 3	5% 4
s13. If I knew someone who was not able to manage their own money, the Public Trustee would be my first choice for them	100% 76	21% 16	54% 41	9% 7	5% 4	7% 5	4% 3
s15. The Public Trustee's staff provide explanations when they decline client requests	100% 76	12% 9	49% 37	7% 5	1% 1	1% 1	30% 23
s16. The Public Trustee's role has been made clear to me	100% 76	20% 15	64% 49	0% 0	12% 9	0% 0	4% 3
s17. I know who to contact for my queries	100% 76	21% 16	75% 57	0% 0	0% 0	1% 1	3% 2

SN 6a. Public Trustee's service

Over the past year, has the service you've received from the Public Trustee improved, stayed about the same or got worse?

	Branch Code - Region				Branch Code - Level		
	Total	Hobart	Launceston	Devonport	10	20	30
Improved	20% 15	19% 6	27% 6	13% 3	25% 3	14% 6	27% 6
Stayed the same	74% 56	74% 23	68% 15	78% 18	67% 8	79% 33	68% 15
Got worse	7% 5	6% 2	5% 1	9% 2	8% 1	7% 3	5% 1

SN 6a. Why has Public Trustee's service improved?

Over the past year, why has the service you've received from the Public Trustee improved?
(Multiple responses allowed)

Key themes from open text responses.

	Responses
Contact/ communication/ CAM	64% 9
Understanding needs/ easier/ advice/ helping/ listening	50% 7
Generally better/ good/ improved	14% 2
Total	100% 14

SN 7a. Future improvements

How could the Public Trustee improve its service to you and 'client'?

(Multiple responses allowed)

Key themes from open text responses.

	Responses
No improvements needed/ happy with service	**33%** 25
Communication/ contact	**26%** 20
Understanding clients needs/ abilities	**21%** 16
Visits to clients/ meetings/ access to CAM	**13%** 10
Payments/ bills	**7%** 5
Finances/ statements	**5%** 4
Fees	**4%** 3
Change in CAMs/ staff	**3%** 2
Other	**5%** 4
No comment/ unsure	**17%** 13
Total	**100%** 76

SN. Client Experience Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Total	Nett positive (4+5)	Region			Client type		
			Hobart	Launceston	Devonport	10	20	30
s1. Overall, I'm satisfied with the way the Public Trustee supports ... with their financial affairs.	**100%** 61	**100%** 61	**39%** 24	**31%** 19	**30%** 18	**13%** 8	**61%** 37	**26%** 16
s2. Overall, I'm satisfied with the way the Public Trustee communicates with ...	**100%** 60	**100%** 60	**42%** 25	**28%** 17	**30%** 18	**15%** 9	**60%** 36	**25%** 15
s3. Overall, I'm satisfied with ...'s client account manager	**100%** 59	**100%** 59	**41%** 24	**29%** 17	**31%** 18	**14%** 8	**58%** 34	**29%** 17
s4. Overall, I feel that the Public Trustee understands ...'s financial needs	**100%** 59	**100%** 59	**42%** 25	**29%** 17	**29%** 17	**17%** 10	**56%** 33	**27%** 16
s5. Overall, I find the Public Trustee to be accessible for ...	**100%** 57	**100%** 57	**40%** 23	**32%** 18	**28%** 16	**12%** 7	**61%** 35	**26%** 15
s6. Overall, I'm satisfied with the way the staff at the Public Trustee treat ...	**100%** 62	**100%** 62	**40%** 25	**31%** 19	**29%** 18	**13%** 8	**58%** 36	**29%** 18
s7. Things have improved for ..., since the Public Trustee has become involved	**100%** 38	**100%** 38	**45%** 17	**37%** 14	**18%** 7	**11%** 4	**58%** 22	**32%** 12
s8. Overall, I'm satisfied with the support the Public Trustee provides to help ... become financially independent	**100%** 57	**100%** 57	**40%** 23	**28%** 16	**32%** 18	**11%** 6	**61%** 35	**28%** 16
s9. The Public Trustee acts in ...'s best interests	**100%** 64	**100%** 64	**42%** 27	**28%** 18	**30%** 19	**14%** 9	**58%** 37	**28%** 18
s11. Overall, I'm satisfied with the service provided to ... by the Public Trustee	**100%** 65	**100%** 65	**43%** 28	**31%** 20	**26%** 17	**14%** 9	**57%** 37	**29%** 19

SN. New Client Experience Statement (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Total	Nett positive (4+5)	Region			Client type		
			Hobart	Launceston	Devonport	10	20	30
s10. Overall, I'm satisfied with the way the Public Trustee treated ... when they first became a client	**100%** 4	**100%** 4	**25%** 1	**50%** 2	**25%** 1	**50%** 2	**25%** 1	**25%** 1

SN. Contact Relationship with PT Statements (Nett positive)

Nett positive statements segmented by Branch code (Region and Client type).

	Total	Nett positive (4+5)	Region			Client type		
			Hobart	Launceston	Devonport	10	20	30
s12. I would recommend the Public Trustee to others	**100%** 54	**100%** 54	**41%** 22	**31%** 17	**28%** 15	**15%** 8	**61%** 33	**24%** 13
s13. If I knew someone who was not able to manage their own money, the Public Trustee would be my first choice for them	**100%** 57	**100%** 57	**44%** 25	**28%** 16	**28%** 16	**16%** 9	**61%** 35	**23%** 13
s15. The Public Trustee's staff provide explanations when they decline client requests	**100%** 46	**100%** 46	**41%** 19	**30%** 14	**28%** 13	**13%** 6	**59%** 27	**28%** 13
s16. The Public Trustee's role has been made clear to me	**100%** 64	**100%** 64	**41%** 26	**30%** 19	**30%** 19	**14%** 9	**58%** 37	**28%** 18
s17. I know who to contact for my queries	**100%** 73	**100%** 73	**41%** 30	**27%** 20	**32%** 23	**14%** 10	**58%** 42	**29%** 21