

From: [Samay Zhouand](#)
To: [David Mackie](#); [Laura FraserHardy](#)
Cc: [DJAGComLiaison](#); [Penni Pappas](#); [Michelle Palmer](#); [Roger McCarthy](#)
Subject: RE: ABC questions
Date: Thursday, 18 February 2021 2:10:03 PM
Attachments: [image001.png](#)
[image002.png](#)

Thank you. I can confirm that. I have also attached a separate query we (PT) received direct from the ABC. We will prepare a response for both.

Samay Zhouand

A/Public Trustee and CEO
phone **07 3564 2788**
email Samay.Zhouand@pt.qld.gov.au

From: David Mackie <David.Mackie@justice.qld.gov.au>
Sent: Thursday, 18 February 2021 1:59 PM
To: Laura FraserHardy <Laura.FraserHardy@ministerial.qld.gov.au>
Cc: DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>; Penni Pappas <penni.pappas@ministerial.qld.gov.au>; Michelle Palmer <Michelle.Palmer@justice.qld.gov.au>; Roger McCarthy <Roger.McCarthy@justice.qld.gov.au>; Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Subject: Re: ABC questions

Samay has spoken to me about this .. PTO are preparing a response for the AG

Regards
David

David Mackie

Director-General
Department of Justice and Attorney-General

1 William Street, Brisbane Qld 4000

P: 07 3028 7707

E: david.mackie@justice.qld.gov.au

On 18 Feb 2021, at 1:50 pm, Laura Fraser Hardy
<Laura.FraserHardy@ministerial.qld.gov.au> wrote:

Sch4(3)(3)

Thanks

Laura

Laura Fraser Hardy

Chief of Staff

Office of the Hon Shannon Fentiman MP

Attorney-General and Minister for Justice

Minister for Women

Minister for the Prevention of Domestic and Family Violence

P 07 3719 7400 | Email: laura.fraserhardy@ministerial.qld.gov.au

1 William Street, Brisbane Q 4000 GPO Box 149 Brisbane Q 4001

From: DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>

Sent: Thursday, 18 February 2021 1:45 PM

To: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>

Cc: Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; Michelle Palmer <Michelle.Palmer@justice.qld.gov.au>; DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>

Subject: FW: ABC questions

Hi Penni

These questions relate to stat bodies – therefore I cannot assist.

You will need to contact the Public Trustee directly re the highlighted questions.

You can contact the Public Advocate re the other dot point – there would have been an AGBN to your office on this one I think.

Public Trustee – Samay Zhouand – 3564 2787

Public Advocate – Mary Burgess – 3738 9510

Justine Hodgman

A/Manager, Communication and Engagement Portfolio Program

People & Engagement

Department of Justice and Attorney-General

Level 15, State Law Building, 50 Ann Street, Brisbane

P: 07 3738 9330 **M:** Sch4(3)(3)

From: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>

Sent: Thursday, 18 February 2021 1:34 PM

To: Inga Williams <Inga.Williams@ministerial.qld.gov.au>; DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>

Cc: Laura FraserHardy <Laura.FraserHardy@ministerial.qld.gov.au>

Subject: RE: ABC questions

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- **The Public Trustee is meant to be a not-for-profit service, and yet the annual report shows that's not the case, and they're actually highly profitable – does that concern you?**
- **How is it the case that a body that's meant to represent the interests of our most vulnerable, is making money off that very activity? Do you find that acceptable?**
- Is the AG considering a report from the Public Advocate that raises issues about the administration practices of the Public Trustee? When will that report be made public?
- **Successive governments, including now three terms of Labor, have been warned about the problematic administration practices of the Public Trustee, and yet nothing has been done. Why not?**

Thanks, Penni

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any part of this correspondence if you are not the intended recipient. Any opinions expressed in this message are those of the individual sender, except where the sender expressly, and with authority, states them to be the opinions of the Public Trustee of Queensland.

From: Penni Pappas
To: Samay Zhouand; David Mackie; Laura FraserHardy
Cc: DJAGComLiaison; Michelle Palmer; Roger McCarthy
Subject: RE: ABC questions
Date: Thursday, 18 February 2021 2:13:31 PM
Attachments: jmsand03.docx
jmsand04.docx

Appreciate it Samay, thank you, PP

From: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Sent: Thursday, 18 February 2021 2:10 PM
To: David Mackie <David.Mackie@justice.qld.gov.au>; Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>
Cc: DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>; Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>; Michelle Palmer <Michelle.Palmer@justice.qld.gov.au>; Roger McCarthy <Roger.McCarthy@justice.qld.gov.au>
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A/Public Trustee and CEO
phone 07 3564 2788
email Samay.Zhouand@pt.qld.gov.au

From: David Mackie <David.Mackie@justice.qld.gov.au>
Sent: Thursday, 18 February 2021 1:59 PM
To: Laura FraserHardy <Laura.FraserHardy@ministerial.qld.gov.au>
Cc: DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>; Penni Pappas <penni.pappas@ministerial.qld.gov.au>; Michelle Palmer <Michelle.Palmer@justice.qld.gov.au>; Roger McCarthy <Roger.McCarthy@justice.qld.gov.au>; Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Subject: Re: ABC questions

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David Mackie
Director-General
Department of Justice and Attorney-General

1 William Street, Brisbane Qld 4000
P: 07 3028 7707
E: david.mackie@justice.qld.gov.au

On 18 Feb 2021, at 1:50 pm, Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au> wrote:

Hi Justine, the questions are being asked to the Attorney-General and not the Public Trustee or the Public Advocate. It is entirely appropriate that the department be asked to assist.

Thanks

Laura

Laura Fraser Hardy
Chief of Staff
Office of the Hon Shannon Fentiman MP
Attorney-General and Minister for Justice
Minister for Women
Minister for the Prevention of Domestic and Family Violence

P 07 3719 7400 | Email: laura.fraserhardy@ministerial.qld.gov.au
1 William Street, Brisbane Q, 4000 GPO Box 149 Brisbane Q, 4001

From: DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>
Sent: Thursday, 18 February 2021 1:45 PM
To: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>
Cc: Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; Michelle Palmer <Michelle.Palmer@justice.qld.gov.au>; DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>
Subject: FW: ABC questions

Hi Penni

These questions relate to stat bodies – therefore I cannot assist.

You will need to contact the Public Trustee directly re the highlighted questions.

You can contact the Public Advocate re the other dot point – there would have been an AGBN to your office on this one I think.

Public Trustee – Samay Zhouand – 3564 2787
Public Advocate – Mary Burgess – 3738 9510

Justine Hodgman
A/Manager, Communication and Engagement Portfolio Program
People & Engagement
Department of Justice and Attorney-General
Level 15, State Law Building, 50 Ann Street, Brisbane
P: 07 3738 9330 M:

From: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>
Sent: Thursday, 18 February 2021 1:34 PM
To: Inga Williams <Inga.Williams@ministerial.qld.gov.au>; DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>
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- Successive governments, including now three terms of Labor, have been wamed about the problematic administration practices of the Public Trustee, and yet nothing has been done. Why not?

Thanks, Penni

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From: [Samay Zhouand](#)
To: [Penni Pappas](#); [David Mackie](#); [Laura FraserHardy](#)
Cc: [DJAGComLiaison](#); [Michelle Palmer](#); [Roger McCarthy](#)
Subject: RE: ABC questions
Date: Thursday, 18 February 2021 2:15:40 PM
Attachments: [image001.png](#)
[image002.png](#)
[FW ABC enquiry.msg](#)

They've also asked me for an interview – see attached.

From: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>
Sent: Thursday, 18 February 2021 2:14 PM
To: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>; Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>
Cc: DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>; Michelle Palmer <Michelle.Palmer@justice.qld.gov.au>; Roger McCarthy <Roger.McCarthy@justice.qld.gov.au>
Subject: RE: ABC questions

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David Mackie

Director-General

Department of Justice and Attorney-General

1 William Street, Brisbane Qld 4000

P: 07 3028 7707

E: david.mackie@justice.qld.gov.au

On 18 Feb 2021, at 1:50 pm, Laura Fraser Hardy
<Laura.FraserHardy@ministerial.qld.gov.au> wrote:

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Laura

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Chief of Staff

Office of the Hon Shannon Fentiman MP

Attorney-General and Minister for Justice

Minister for Women

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P 07 3719 7400 | Email: laura.fraserhardy@ministerial.qld.gov.au

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From: DJAGComLiaison <DJAGComLiaison@justice.qld.gov.au>

Sent: Thursday, 18 February 2021 1:45 PM

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Justine Hodgman

A/Manager, Communication and Engagement Portfolio Program

People & Engagement

Department of Justice and Attorney-General

Level 15, State Law Building, 50 Ann Street, Brisbane

P: 07 3738 9330 **M:** Sch4(3)(3)

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states them to be the opinions of the Public Trustee of Queensland.

From: Penni Pappas
To: Samay Zhouand
Subject: RE: CM: ABC News request

Thanks Samay, Penni

From: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Sent: Thursday, 11 March 2021 6:52 PM
To: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>
Subject: FW: CM: ABC News request

Hi Penni – see below. We can make it happen to the original time proposed by the AG.

Samay Zhouand
A/Public Trustee and CEO
phone 07 3564 2788
email Samay.Zhouand@pt.qld.gov.au

From: Emilie Gramenz <Gramenz.Emilie@abc.net.au>
Sent: Thursday, 11 March 2021 2:17 PM
To: PT Media <pt-media@pt.qld.gov.au>
Subject: CM: ABC News request

Good afternoon,

My name is Emilie, I'm a reporter with the ABC in Brisbane.

I'm hoping to confirm a few details regarding comments from the AG Shannon Fentiman in a press conference this afternoon – that practices identified in the Public Advocate's report tabled in Parliament yesterday have ceased.

Has the Public Trustee suspended fees & charges while the internal review is carried out?

At present, the Public Trustee's fees and charges apply for the services that we provide to customers while we are undertaking a fully comprehensive independent review of our fees and charges.

Is there a timeframe for that internal review – when might that conclude and will the results be made public?

It is important that the independent review of fees and charges is completed thoroughly and in consultation with customers, stakeholders and the sector. Due to this, it is anticipated that the review will take approximately 6 to 8 months to be completed – this is critical in getting this right.

The results of the review will be made public and implemented upon completion of the review.

We would also like to lodge a request for an on-camera interview with the Acting Public Trustee, Samay Zhouand – to detail the reform agenda and the changes underway at the moment.

Is Mr Zhouand available any time tomorrow?

My number is if you want to discuss.

Kind regards,
Emilie

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From: [Samay Zhouand](#)
To: [Penni Pappas](#)
Cc: [Michael Kely](#); [Laura FraserHardy](#); [David Mackie](#)
Subject: RE: CM: Morning Bulletin - Public Trustee criticism comment
Date: Monday, 29 March 2021 5:10:11 PM

Dear Penni and Michael,

Here is some further information just received in case it is of assistance.

The Public Trustee regional office in Rockhampton currently provides services to 340 financial administration customers, is administering 123 deceased estates and 10 Trusts. Since January 2020 (approximately 15 months) a total of 18 complaints have been received by the Rockhampton office. This represents just under 3% of all complaints received by the Public Trustee in the last year. A total of 14 of these complaints relate to financial management. The key theme in the majority of these complaints related to the decision making about the customer's budget. All complaints have been, or are currently being managed through the PT's complaints management process.

As at December 2020, Rockhampton achieved the highest increase in customer satisfaction across all PT offices over the previous 6 months.

Positive relationships with local support and advocacy groups continues to grow in Rockhampton, with organisations such as Capricorn Citizen Advocacy Rockhampton and IFYS Limited being positively engaged to build a better understanding of the services that the Public Trustee can provide and how the organisations can work together to support their customers.

Warm regards

Samay Zhouand
A/Public Trustee and CEO
phone **07 3564 2788**
email Samay.Zhouand@pt.qld.gov.au

From: Samay Zhouand
Sent: Monday, 29 March 2021 4:21 PM
To: penni.pappas@ministerial.qld.gov.au
Cc: Michael Kely (Michael.Kely@ministerial.qld.gov.au) <Michael.Kely@ministerial.qld.gov.au>; Laura Fraser Hardy (laura.fraserhardy@ministerial.qld.gov.au) <laura.fraserhardy@ministerial.qld.gov.au>; david.mackie@justice.qld.gov.au
Subject: FW: CM: Morning Bulletin - Public Trustee criticism comment

Dear Penni,
I hope you are well.

I have approved this response in reply to media enquiry as a result of the the Shadow Attorney-General's visit to Rockhampton today.

Please feel free to call me if you wanted to discuss the matter.

Warm regards

Samay

From: Eamonn Dwyer <Eamonn.Dwyer@pt.qld.gov.au>
Sent: Monday, 29 March 2021 3:43 PM
To: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Cc: Jacob Fredericks <Jacob.Fredericks@pt.qld.gov.au>; Callie Evans <Callie.Evans@pt.qld.gov.au>; PT Media <pt-media@pt.qld.gov.au>
Subject: FW: CM: Morning Bulletin - Public Trustee criticism comment

Hi Samay

Updated response below as per our conversation.

E

The Public Trustee welcomed the Public Advocate's report which is an important part of review and improvement. Since 2019, the Public Trustee has been implementing our Customers First Agenda and relevant initiatives to drive better outcomes for our customers and for Queensland.

We actively engage on a regular basis with our Customer Reference Group and Government Reference Group to ensure that we have integrity in our decisions and that our actions are directly benefiting our customers. With key advocacy and peak body groups on these reference groups, such as Aged and Disability Advocates Australia and the Public Advocate, we value their input into our review and implementation of the Public Advocate's report.

We have welcomed the announcement to appoint a Public Trustee Board which will provide additional oversight and accountability mechanisms to the operations of the Public Trustee and are continuing to undertake a number of projects across the organisation to address the recommendations of the report.

The Public Trustee cannot comment on individual matters, however, if a customer or their support network has concerns about the Public Trustee, they are encouraged to bring these to the Public Trustee so that they can be investigated and actioned accordingly, either with their regional office or by calling 1800 014 536.

We also have existing Customer Research Groups across Queensland which provide the opportunity for customers and support networks to voice their opinions to drive systemic improvements throughout the organisation. Customers are encouraged to get in touch with the Public Trustee to find out when the next session is being held in their area by calling 1300 360 044.

Mostly along the same lines but just addressing some more specific comments.

Let me know your thoughts.

E

From: Cox, Timothy <timothy.cox@news.com.au>
Sent: Monday, 29 March 2021 1:45 PM
To: PT Media <pt-media@pt.qld.gov.au>
Subject: Re: CM: Morning Bulletin - Public Trustee criticism comment

Hi Eamonn,

Just adding to the above email, the Shadow Attorney-General was in town today and I wondered if you'd want to comment further about what he said.

He said he wanted a "wide-ranging review" of the Public Trustee, which is a "very secretive service". He went on:

"One of the big areas where we have seen a lot of complaints come from is from the Central Queensland, Rockhampton area.

"We've had people in today who have told stories about their mothers' property being taken off them and they haven't really been given a reason.

"People who have had orders made maybe 15 years ago when they were ill and still don't have control of their own finances.

"People on a pension who are having \$200 a fortnight being taken out of their pension by the Public Trustee and they just don't know what they're getting for that money."

Hoping to wrap this up in the next few hours.

Thanks,
Tim.

On Fri, 26 Mar 2021 at 16:58, PT Media <pt-media@pt.qld.gov.au> wrote:

Hi Tim

Please see a response from the Public Trustee below.

The Public Trustee has been on a transformational journey for more than a year, implementing our Customers First Agenda. We are continuing on our steady journey of change and improvement and the voices and opinions of our customers and their support networks are integral in informing this change.

In instances where customers may not be satisfied with the level of service that they have received, we have a number of mechanisms to ensure that they can voice their concerns or complaints.

If a customer wants to raise a complaint or request a review of their fees and charges, they are encouraged to bring these up with the Public Trustee to ensure that appropriate action

can be taken, either by the Public Trustee or an independent review.

Customers and their support networks are encouraged to speak with their Trust Officer at the local Rockhampton Public Trustee Office to voice any concerns. If they cannot reach a resolution through this process, they can contact the Public Trustee's Public Advocate Report Complaints Line on 1800 014 536 (Monday to Friday 9am – 4pm) and make a complaint or express their interest in having a review of their fees and charges.

If a customer has previously had a complaint considered by the Public Trustee, they can request it be referred to the newly established Customer Advocate Office for independent review through the complaints line.

- **Ends**

If you have any further questions, please don't hesitate to reach out.

Cheers
Eamonn

From: Cox, Timothy <timothy.cox@news.com.au>
Sent: Friday, 26 March 2021 1:23 PM
To: PT Media <pt-media@pt.qld.gov.au>
Subject: CM: Morning Bulletin - Public Trustee criticism comment

Hi,

I work at the Morning Bulletin in Rockhampton. I've been sent a release by the Shadow Attorney-General in regard to the Public Advocate's criticisms of and recommendations for the Trustee.

I wondered if you'd like to respond to some of the points made by Mary Burgess in her [report](#) - for instance, the claim the Trustee excessively charges some people - or to Tim Nicholl's claim that vulnerable Queenslanders are being "ripped off" (I'll attach the media release from him).

I'm aiming to get this done by 5pm today.

Thanks,
Tim.

--

TIMOTHY COX
Journalist

[REDACTED]

T +61 7 4980 0801 M [Sch4\(3\)\(3\)](#)
E timothy.cox@news.com.au W NewsCorpAustralia.com

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[REDACTED]

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TIMOTHY COX
Journalist

[REDACTED]

T +61 7 4980 0801 M [Sch4\(3\)\(3\)](#)
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From: [Samay Zhouand](#)
To: [Michael Kely](#)
Cc: [Laura FraserHardy](#); [David Mackie](#)
Subject: RE: DRAFT - Pre PA report all staff email for approval
Date: Tuesday, 9 March 2021 12:24:37 PM
Attachments: [image001.png](#)
[image003.png](#)

Thanks Michael – will do.

Samay Zhouand

A/Public Trustee and CEO
phone **07 3564 2788**
email Samay.Zhouand@pt.qld.gov.au

From: Michael Kely <Michael.Kely@ministerial.qld.gov.au>
Sent: Tuesday, 9 March 2021 12:22 PM
To: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Cc: Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>
Subject: RE: DRAFT - Pre PA report all staff email for approval

Thanks, would you mind holding off sending this out until I can get the tick off from Laura.

MICHAEL KELY

Senior Advisor

Office of the Hon Shannon Fentiman MP

Attorney-General and Minister for Justice
Minister for Women and Minister for the Prevention of Domestic and Family Violence

P 07 3719 7412 | M [Sch4\(3\)\(3\)](#) | Email: michael.kely@ministerial.qld.gov.au
1 William Street, Brisbane Q 4000 GPO Box 149 Brisbane Q 4001

From: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Sent: Tuesday, 9 March 2021 12:20 PM
To: Michael Kely <Michael.Kely@ministerial.qld.gov.au>
Cc: Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>
Subject: FW: DRAFT - Pre PA report all staff email for approval

Dear Michael,

I hope you are well. For your information, we propose to send the below email to staff today. Please do not hesitate to call me if you or Laura wanted to discuss the matter.

Warm regards

<<salutation>>

The Public Trustee provides essential services to thousands of customers and plays a significant

role in the community and in our system of public administration. An important part of our system of Government is oversight and scrutiny by Parliament, oversight bodies, and the public. As a forward looking and learning organisation, the Public Trustee welcomes such oversight and scrutiny as it helps it to continually improve and be the best that we can be for all Queenslanders.

You may be aware that the Public Advocate is a statutory role established to undertake systems advocacy to protect and promote the rights, autonomy and participation of people with impaired decision-making capacity – many of whom are our customers.

The Public Advocate has recently undertaken inquiries into the Public Trustee’s fees, charges and practices.

The Public Advocate has finished her inquiries and has a prepared a report which is currently with the Attorney-General to be tabled in Parliament. The full report will be made available to staff once the Attorney-General has tabled it in Parliament and we will continue to provide you with relevant information.

As a transparent and learning organisation that is on a positive transformation journey, this report comes at an important time and will help the Public Trustee to explore how we, as an organisation, can continue to grow, learn and improve as a service to our customers.

I have seen firsthand that the vast majority of our staff across the Public Trustee undertake their roles every day enshrining the values of our Social Responsibility Charter. I appreciate the difficult work each of you perform, and the challenging environment and context in which it is undertaken.

I want to thank you all for your hard work, providing vital services to all Queenslanders. I look forward to continuing to work together as we strive to learn and improve as an organisation for the benefit of our customers and the community.

<<sign off>>

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*****
*****
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*****
*****
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From: Michael Kely
To: Samay Zhou and
Cc: Laura Fraser Hardy; David Mackie
Subject: RE: DRAFT - Pre PA report all staff email for approval
Date: Tuesday, 9 March 2021 12:54:30 PM
Attachments: jmsand011.png
jmsand012.png

Hi Samay

No issues with this – thanks for sending this through.

MICHAEL KELY

Senior Advisor

Office of the Hon Shannon Fentiman MP

Attorney-General and Minister for Justice

Minister for Women and Minister for the Prevention of Domestic and Family Violence

P 07 3719 7412 | M [redacted] Email: michael.kely@ministerial.qld.gov.au
1 William Street, Brisbane Q 4000 GPO Box 149 Brisbane Q 4001

From: Samay Zhou and <Samay.Zhouand@pt.qld.gov.au>

Sent: Tuesday, 9 March 2021 12:20 PM

To: Michael Kely <Michael.Kely@ministerial.qld.gov.au>

Cc: Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>

Subject: FW: DRAFT - Pre PA report all staff email for approval

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From: Samay Zhouand
To: Michael Kely
Cc: Laura FraserHardy David Mackie
Subject: Re: DRAFT - Pre PA report all staff email for approval
Date: Tuesday, 9 March 2021 1:04:34 PM
Attachments: image002.png

Thanks Michael.

Get [Outlook for iOS](#)

From: Michael Kely <Michael.Kely@ministerial.qld.gov.au>
Sent: Tuesday, March 9, 2021 12:54:29 PM
To: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Cc: Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>
Subject: RE: DRAFT - Pre PA report all staff email for approval

Hi Samay

No issues with this – thanks for sending this through.



MICHAEL KELY
Senior Advisor
Office of the Hon Shannon Fentiman MP
Attorney-General and Minister for Justice
Minister for Women and Minister for the Prevention of Domestic and Family Violence

P 07 3719 7412 | M [redacted] | Email: michael.kely@ministerial.qld.gov.au

1 William Street, Brisbane Q 4000 GPO Box 149 Brisbane Q 4001

From: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Sent: Tuesday, 9 March 2021 12:20 PM
To: Michael Kely <Michael.Kely@ministerial.qld.gov.au>
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<<sign off>>

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.....

From: Michael Kely
To: Samay Zhouand
Cc: Laura FraserHardy; David Mackie
Subject: RE: DRAFT - Pre PA report all staff email for approval
Date: Tuesday, 9 March 2021 12:22:26 PM
Attachments: jmwad017.nnn

Thanks, would you mind holding off sending this out until I can get the tick off from Laura.

MICHAEL KELY

Senior Advisor

Office of the Hon Shannon Fentiman MP

Attorney-General and Minister for Justice

Minister for Women and Minister for the Prevention of Domestic and Family Violence

P 07 3719 7412 | M [redacted] Email: michael.kely@ministerial.qld.gov.au
1 William Street, Brisbane Q 4000 GPO Box 149 Brisbane Q 4001

From: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Sent: Tuesday, 9 March 2021 12:20 PM
To: Michael Kely <Michael.Kely@ministerial.qld.gov.au>
Cc: Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>
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From: [Inga Williams](#)
To: [Eamonn Dwyer](#)
Cc: [Jacqueline Hydland](#)
Subject: RE: Further details - media opportunities
Attachments: [inga0011.png](#)
[inga0007.png](#)
[inga0008.png](#)
[inga0009.png](#)
[inga0010.png](#)

Hey Eamonn,

No problems, I have ccd in Jacqueline from our office who will be able to follow up.
Cheers,

Inga Williams

Media Advisor
Office of the Hon Shannon Fentiman MP
Attorney-General and Minister for Justice
Minister for Women
Minister for the Prevention of Domestic and Family Violence

P O 7 3 7 1 9 7 4 1 3 | Email: Inga.Williams@ministerial.qld.gov.au
1 William Street, Brisbane Q 4000 GPO Box:149 Brisbane Q 4001

From: Eamonn Dwyer <Eamonn.Dwyer@pt.qld.gov.au>
Sent: Tuesday, 16 March 2021 9:01 AM
To: Inga Williams <Inga.Williams@ministerial.qld.gov.au>
Subject: RE: Further details - media opportunities

Hi Inga

We are still waiting to receive the electronic signature from the DLO. Would you possibly be able to follow that one up for me?

Cheers
E

From: Inga Williams <Inga.Williams@ministerial.qld.gov.au>
Sent: Friday, 26 February 2021 3:35 PM
To: Eamonn Dwyer <Eamonn.Dwyer@pt.qld.gov.au>
Cc: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>; Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>; Michael Kely <Michael.Kely@ministerial.qld.gov.au>
Subject: RE: Further details - media opportunities

Thanks Eamonn, I have ccd in Michael as well.
Have a great weekend.

Inga Williams

Media Advisor
Office of the Hon Shannon Fentiman MP
Attorney-General and Minister for Justice
Minister for Women
Minister for the Prevention of Domestic and Family Violence

P O 7 3 7 1 9 7 4 1 3 | Email: Inga.Williams@ministerial.qld.gov.au
1 William Street, Brisbane Q 4000 GPO Box:149 Brisbane Q 4001

From: Eamonn Dwyer <Eamonn.Dwyer@pt.qld.gov.au>
Sent: Friday, 26 February 2021 3:32 PM
To: Inga Williams <Inga.Williams@ministerial.qld.gov.au>
Cc: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>; Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Subject: Further details - media opportunities

Hi Inga

As discussed earlier today, below are some further details on the 4 media opportunities. Apologies, I don't have Michael's email so I have not copied him.

s.73(2)



N/A

s.73(2)



I will finalise the MRs and get those through to you early next week.

Also, just a reminder to please get the DLO to flick me the AG's electronic signature so that we can get those input into the Customers First Strategy and Social Impact Report.

Cheers
E



1300 360 044
www.pt.qld.gov.au

Eamonn Dwyer
A/Manager, Strategic Engagement
and Community Education
phone 07 3564 2817 | eamonn.dwyer@pt.qld.gov.au
email eamonn.dwyer@pt.qld.gov.au

Enhancing and protecting the rights, dignity and interests of Queenslanders by putting people at the centre of everything we do.

We provide Queenslanders with services in:
· Will making · Enduring powers of attorney · Executor services
· Estate administration · Disability services · Trust administration
· Real estate auctions & sales · Charitable trusts

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From: [Eamonn Dwyer](#)
To: [Inga Williams](#)
Subject: RE: Further details - media opportunities
Date: Tuesday, 16 March 2021 9:01:09 AM
Attachments: [image001.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

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Cc: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>; Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>; Michael Kely <Michael.Kely@ministerial.qld.gov.au>
Subject: RE: Further details - media opportunities

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Media Advisor

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Apologies, I don't have Michael's email so I have not copied him.

s.73(2)

s.73(2)

N/A

s.73(2)

I will finalise the MRs and get those through to you early next week.

Also, just a reminder to please get the DLO to flick me the AG's electronic signature so that we can get those input into the Customers First Strategy and Social Impact Report.

Cheers
E



1300 360 044
www.pt.qld.gov.au

Eamonn Dwyer
A/Manager, Strategic Engagement
and Community Education
phone 07 3564 2817 |
email eamonn.dwyer@pt.qld.gov.au

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From: Samay Zhouand
To: Michael Kely, Penni Pappas, Inga Williams
Cc: Laura Fraser Hardy, David Mackie
Subject: Re: Media rollout
Date: Friday, 26 February 2021 12:57:11 PM

All good

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From: Michael Kely <Michael.Kely@ministerial.qld.gov.au>
Sent: Friday, February 26, 2021 12:44:53 PM
To: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>; Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>; Inga Williams <Inga.Williams@ministerial.qld.gov.au>
Cc: Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>
Subject: RE: Media rollout

Hi Samay

Penni is out of the office today. Can Eamon contact Inga and myself. We can have a conference call.

From: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Sent: Friday, 26 February 2021 12:42 PM
To: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>
Cc: Michael Kely <Michael.Kely@ministerial.qld.gov.au>; Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>
Subject: Media rollout

Dear Penni,

I hope you are well. Eamon will give you a call today to discuss the PT communications in regard to the PA report and, in doing so, we have put together the below suggestion on the content and rollout of four critical documents over the next few weeks.

Activity	Key dates	Content
Easy English	Prior to the tabling of the PA Report	<ul style="list-style-type: none"> Proposed radio interview on 4RPH and 4KQ Media Release (PT and AG) to media outlets and disability networks <ul style="list-style-type: none"> Media release to note QAQ report and Disability Royal Commission findings
PA Response	On tabling of the PA Report	Internal: <ul style="list-style-type: none"> Content uploaded to InSite OPG meeting All staff comms External: <ul style="list-style-type: none"> Statement placed on front page of website Media statement sent to media outlets and published on website Comms sent to stakeholders
Customers First Strategy	On tabling of the PA Report	Option A (preferred) <ul style="list-style-type: none"> To be released within the PA media statement PA Comms to include link to the document Option B <ul style="list-style-type: none"> To be launched post the PA Report (likely up to 4 weeks post)
Social Impact Report	On tabling of the PA Report	<ul style="list-style-type: none"> To be launched post the PA Report (likely up to 4 weeks post)

The purpose of our call will be to see if you have any thoughts or changes to this.

Warm regards

Samay Zhouand

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From: Michael Kely
To: Samay Zhou and; Penni Pappas; Inga Williams
Cc: Laura Fraser Hardy; David Mackie
Subject: RE: Media rollout
Date: Friday, 26 February 2021 12:44:54 PM

Hi Samay

Penni is out of the office today. Can Eamon contact Inga and myself. We can have a conference call.

From: Samay Zhou and <Samay.Zhou and@pt.qld.gov.au>
Sent: Friday, 26 February 2021 12:42 PM
To: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>
Cc: Michael Kely <Michael.Kely@ministerial.qld.gov.au>; Laura Fraser Hardy <Laura.FraserHardy@ministerial.qld.gov.au>; David Mackie <David.Mackie@justice.qld.gov.au>
Subject: Media rollout

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Customers First Strategy	On tabling of the PA Report	Option A (preferred) <ul style="list-style-type: none"> To be released within the PA media statement PA Comms to include link to the document Option B <ul style="list-style-type: none"> To be launched post the PA Report (likely up to 4 weeks post)
Social Impact Report	On tabling of the PA Report	<ul style="list-style-type: none"> To be launched post the PA Report (likely up to 4 weeks post)

The purpose of our call will be to see if you have any thoughts or changes to this.

Warm regards

Samay Zhou and

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From: Penni Pappas
To: Samay Zhouand; David Mackie; Michael Kely
Subject: RE: Q's from ABC

We have had a similar request.

Feel free to give me a call when you land. Thanks, Penni

From: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Sent: Friday, 19 March 2021 11:58 AM
To: Penni Pappas <Penni.Pappas@ministerial.qld.gov.au>; David Mackie <david.mackie@justice.qld.gov.au>; Michael Kely <Michael.Kely@ministerial.qld.gov.au>
Subject: Re: Q's from ABC

Hi Penni,
Just hopping on a plane back to Brisbane and will call about this when I land.

Warm regards

Samay

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From: Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>
Sent: Friday, March 19, 2021 11:48:48 AM
To: Penni Pappas <penni.pappas@ministerial.qld.gov.au>; David Mackie <david.mackie@justice.qld.gov.au>; Michael Kely (Michael.Kely@ministerial.qld.gov.au) <michael.kely@ministerial.qld.gov.au>
Subject: Fwd: Q's from ABC

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From: PT Media <pt-media@pt.qld.gov.au>
Sent: Friday, March 19, 2021 11:16:35 AM
To: Jacob Fredericks <jacob.fredericks@pt.qld.gov.au>; Samay Zhouand <Samay.Zhouand@pt.qld.gov.au>; Eloise Waite <Eloise.Waite@pt.qld.gov.au>
Subject: FW: Q's from ABC

Hi Samay and Jacob,

Please see below media enquiry for the Stephanie Zillman - ABC.

Let me know when you're free to chat,

Thanks,
Eloise

From: Stephanie Zillman <Zillman.Stephanie@abc.net.au>
Sent: Friday, 19 March 2021 10:50 AM
To: PT Media <pt-media@pt.qld.gov.au>
Subject: Q's from ABC

Hi there,

Some questions:

Is the PT agitating for an urgent legislative review, given recommendation 11 in the Public Advocates report?

Why are you continuing to charge clients while the fees and charges review is underway? Should there not be a total moratorium while it is being assessed?

Does the fees and charges review include a review of the use of the official solicitor?

Cheers,
Stephanie

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From: [DLO](#)
To: [Joshua Lucey](#)
Cc: [Attorney-General](#); [John McKenna](#); [Amanda Robles](#); [Alisha Radford](#); [Tori Holliday](#); [Michael Kely](#); [Justin Foster](#); [Laura FraserHardy](#); [Penni Pappas](#); [Inga Williams](#); [DJAGComLiaison](#); [Olivia Amsden](#)
Subject: Standard Paragraphs for PT Ministerials re: Public Advocate Report on PT fees and charges
Date: Thursday, 15 April 2021 8:46:30 AM
Attachments: [image005.png](#)
[image002.png](#)
[image006.png](#)
[image010.png](#)
[Standard_Response_for_Ministerials_PT.docx](#)
Importance: High

Hi Joshua,

In response to the below request, PT have provided the attached standard paragraphs to assist with responding to Ministerials re: the Public Advocate Report & PT fees and charges.

AGO: FYI only for any future corro you may receive

Kind regards,

Amanda Robles

Departmental Liaison Officer
Office of the Director-General
Department of Justice and Attorney-General
Ph: 07 3719 7418

From: Joshua Lucey <Joshua.Lucey@ministerial.qld.gov.au>
Sent: Thursday, 8 April 2021 11:19 AM
To: DLO <DLO@justice.qld.gov.au>
Subject: FW:
Importance: High

Can I get some lines to assist in a response please?

Joshua

Joshua Lucey

Policy Advisor

Office of the Hon Shannon Fentiman MP
Attorney-General and Minister for Justice,
Minister for Women and Minister for the Prevention of Domestic and Family Violence

P 07 371 97409 M [Sch4\(3\)\(3\)](#) | Email: Joshua.Lucey@Ministerial.qld.gov.au

From: Thuringowa Electorate Office <Thuringowa@parliament.qld.gov.au>
Sent: Thursday, 8 April 2021 11:08 AM
To: Joshua Lucey <Joshua.Lucey@ministerial.qld.gov.au>
Cc: External - Mundingburra Electorate Office <mundingburra@parliament.qld.gov.au>
Subject: FW:

Importance: High

Hi Joshua,

Are you able to provide our offices with info to respond to Sch4(3)(3) please?

Kind regards

-

Thelma Richards

Electorate Officer



**Office of
Aaron Harper MP
State Member for Thuringowa**

Unit 8B, 48 Thuringowa Drive, Kirwan, Qld, 4817
PO Box 393 Thuringowa Central, Qld, 4817
E thuringowa@parliament.qld.gov.au
P 07 4766 3100

From: Sch4(3)(3)

Sent: Wednesday, 7 April 2021 5:02 PM

To: Thuringowa Electorate Office <Thuringowa@parliament.qld.gov.au>; Townsville Electorate Office <Townsville@parliament.qld.gov.au>; Mundingburra Electorate Office <MUNDINGBURRA@parliament.qld.gov.au>

Cc: Sch4(3)(3)

Subject:

Good afternoon

Sch4(3)(3)

Warm regards

Sch4(3)(3)

Sch4(3)(3)

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From: [DLO](#)
To: [Joshua Lucey](#)
Cc: [Attorney](#); [John McKenna](#); [Amanda Robles](#); [Alisha Radford](#); [Tori Holliday](#); [Michael Kely](#); [Justin Foster](#); [Laura Fraser Hardy](#); [Penni Pappas](#); [Inga Williams](#); [DJAGComLiaison](#); [Olivia Amsden](#)
Subject: Standard Paragraphs for PT Ministerials re: Public Advocate Report on PT fees and charges
Date: Thursday, 15 April 2021 8:46:31 AM
Attachments: [image001.jpg](#)
[image003.gif](#)
[image005.png](#)
[image002.png](#)
[image006.png](#)
[image007.jpg](#)
[image010.png](#)
[Standard Response for Ministerials PT.docx](#)
Importance: High

Hi Joshua,

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Kind regards,

Amanda Robles

Departmental Liaison Officer
Office of the Director-General
Department of Justice and Attorney-General
Ph: 07 3719 7418

From: Joshua Lucey <Joshua.Lucey@ministerial.qld.gov.au>
Sent: Thursday, 8 April 2021 11:19 AM
To: DLO <DLO@justice.qld.gov.au>
Subject: FW:
Importance: High

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Joshua

Joshua Lucey

Policy Advisor

Office of the Hon Shannon Fentiman MP
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Minister for Women and Minister for the Prevention of Domestic and Family Violence

P 07 371 97409 M [Sch4\(3\)\(3\)](#) Email: Joshua.Lucey@Ministerial.qld.gov.au

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Sent: Thursday, 8 April 2021 11:08 AM
To: Joshua Lucey <Joshua.Lucey@ministerial.qld.gov.au>

Cc: External - Mundingburra Electorate Office <mundingburra@parliament.qld.gov.au>

Subject: FW:

Importance: High

Hi Joshua,

Are you able to provide our offices with info to respond to Sch4(3)(3) please?

Kind regards

-

Thelma Richards

Electorate Officer



From: Sch4(3)(3)

Sent: Wednesday, 7 April 2021 5:02 PM

To: Thuringowa Electorate Office <Thuringowa@parliament.qld.gov.au>; Townsville Electorate Office <Townsville@parliament.qld.gov.au>; Mundingburra Electorate Office <MUNDINGBURRA@parliament.qld.gov.au>

Cc: Sch4(3)(3)

Subject:

Good afternoon

Sch4(3)(3)

Warm regards



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Standard Response for Ministerials – Public Advocate Report, Fees and Charges

The Public Advocate has recently completed a review of the Public Trustee's fees, charges and practices. The Report found that many of the Public Trustee's customers receive a high level of service for very little or no cost.

The Report has however identified some opportunities for improvement in the way the Public Trustee engages with its customers.

The Government will be working in collaboration with the Public Trustee, the Public Advocate and other stakeholders to consider the best way to address the recommendations in the Public Advocate's Report.

The Public Trustee is undertaking an ambitious and industry leading program of work to ensure that Queenslanders can remain confident in the services they provide. The Customers First Agenda ensures that the customers are at the centre of all that the Public Trustee does. Many of the Public Advocate's recommendations are being addressed through this work.

This includes engaging with external stakeholders through customer and government reference groups and initiatives to enhance understanding of existing fees and charges.

The Public Trustee has also commenced a full independent review of its fees and charges to ensure fees charged for services are fair, equitable, sustainable and transparent. This will be the most comprehensive review of the Public Trustee's fees and charges in the last two decades.

Public Trustee customers or members of their support network who have a query regarding fees and charges or any aspect of the Public Trustee's functions may contact their Trust Officer or the Public Trustee's complaints unit (email complaints@pt.qld.gov.au or phone 1800 014 536) to discuss their options for review.

From: [Ministerial Correspondence](#)
To: [Inga Williams](#)
Cc: [Parliamentary Services](#); [Ministerial Correspondence](#); [Samay Zhouandi](#); [Jacob Fredericks](#); [Josephine Giles](#)
Subject: URGENT - Updated PPQ - Public Advocate Report
Date: Wednesday, 24 February 2021 10:26:50 AM
Attachments: [image001.png](#)
[NEW PPQ - Public Advocate Report Inquiries.DOCX](#)
Importance: High

Dear Ms Williams,

Please see attached the updated PPQ on the Public Advocate's Report, approved by the Acting Public Trustee.

Please feel free to contact me if you have any questions.

Much appreciated,

Renee



1300 360 044
www.pt.qld.gov.au

Ministerial Correspondence
phone 07 3564 2184
email ministerialcorrespondence@pt.qld.gov.au

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We provide Queenslanders with services in:

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