

Public Trustee review shows dissatisfaction: S.A.

Miles Kemp - The Advertiser **October 15, 2011** 12:30am

THE Public Trustee has released a survey that reveals dissatisfaction with the agency that handles wills.

A freedom-of-information application shows the organisation has released only a "good news" version of the 2011 survey in response to a parliamentary inquiry.

The many adverse comments the Public Trustee did not publish included:

- **"I would not recommend PT to my worst enemy";**
- **"Disgusting customer service";**
- **"I have been treated like sh... I have been told lies";**
- **"Your service is appalling the lack of communication is disgraceful and incompetent".**

The organisation has been trying to rebuild its damaged reputation after a parliamentary inquiry last year ordered it to carry out annual customer satisfaction surveys.

The FOI documents show **it has defied a recommendation to publish "the complete survey results/analysis" online as well as a State Government commitment to do so. Instead it released only a short version boasting of a 72 per cent satisfaction rating.**

Family First MLC Robert Brokenshire said he made the FOI application because the Public Trustee had until December this year to reform its ways and report back to Parliament on progress.

- **"The office is meant to be there to provide help to vulnerable people in the community and those who can't afford to administer estates, but in some concerning cases they have failed miserably in providing that service," he said.**

A spokeswoman for the Office of the Public Trustee would not explain why the complete survey results were not published, but said they had been used to improve the service.

- **"The Public Trustee has undertaken a range of actions since April 2011 to carry out these improvements," the spokeswoman said.**

The parliamentary inquiry was called after workers in the office were accused of financial mismanagement, bullying and watching pornography on their computers. The Public Trustee has more than 7000 customers as the State Government-guaranteed administrator of estates and executor of wills - often for people who cannot afford private legal bills.