



Public Trustee for the ACT

Statement of Intent

2015-16



PUBLIC TRUSTEE FOR THE ACT

The Public Trustee for the ACT (PTACT) is a Territory Authority established under the *Public Trustee Act 1985*.

This Statement of Intent for 2015-16 has been prepared in accordance with Section 61 of the *Financial Management Act 1996*.

The responsible Minister, the Attorney-General, Mr Simon Corbell MLA, was consulted during the preparation of the Statement of Intent.

The Statement of Intent, which focuses on the 2015-16 Budget Year, has been developed in the context of a four-year forward planning horizon to be incorporated, as far as practicable, into PTACT's strategic and business planning processes.

PTACT's 2015-16 Statement of Intent has been agreed between:

Douglas Gillespie
Senior Deputy Public Trustee

Andrew Barr MLA
Treasurer

Simon Corbell MLA
Attorney-General

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Purpose

The major corporate objectives of PTACT relevant to this Statement of Intent are to:

- operate as a customer service-oriented entity along commercial lines subject to the *Public Trustee Act 1985*;
- use benchmarking to operate at least as efficiently as alternate service providers to provide high quality services and value for money in all aspects of the Public Trustee's operations;
- use financial practices and maintain accounts and records which satisfy the requirements of the *Financial Management Act 1996*, including the associated ACT Accounting Policy Manual, modelled on the requirements of Australian Accounting Standards, which fairly present the Public Trustee's financial position and operational and cash flow results for planning and reporting purposes;
- adopt high standard operating practices to safeguard the environment and health and safety of staff;
- provide a productive and satisfying working environment for staff, and a commitment to high standards of human resource management based on the principles of equal employment opportunity; and
- undertake Community Service Obligations (CSOs) with respect to the provision of financial management services for persons with a decision-making disability, acting as attorney under Enduring Powers of Attorney (EPA), administering trusts under \$100,000 in value, examination of accounts prepared by external financial managers, drafting Wills in cases of financial hardship, responding to police call-outs, arranging welfare funerals and administering low value deceased estates.

Nature and scope of activities

PTACT provides the ACT Government and the community with professional executor and trustee services, including the preparation of Wills, Enduring Powers of Attorney (EPA) and Estate Administration, Trust Management and Fund Management services. The Public Trustee is responsible for protecting the interests of people with a legal disability. This includes where appointed by the ACT Civil and Administrative Tribunal (ACAT) as Financial Manager and also where acting as attorney for financial matters under an EPA.

PTACT also acts as agent for the Territory in providing asset services under the *Confiscation of Criminal Assets Act 2003*, is the delegate for unclaimed monies and holds investment responsibility for government and non-government trust funds, including the Perpetual Care Trust under the *Cemeteries and Crematoria Act 2003*. The Public Trustee is also the trustee for GreaterGood - The Capital Region Community Foundation as well as Chair of the Official Visitors Board under the *Official Visitor Act 2012*, responsible for providing administrative support to Official Visitors.

In undertaking these functions the Public Trustee will:

- Operate as a customer service oriented entity
PTACT conducts a continuous customer survey and investigates and responds to any complaint ensuring that the client receives an appropriate response. Products and services are continuously reviewed to ensure value for clients. This is achieved by reviewing fees and charges in individual cases to ensure that the fee is appropriate to the work/responsibility undertaken. The risk profile and investments for all clients with invested funds are individually reviewed on an annual basis to ensure that they reflect their respective needs.
- Use benchmarking to ensure best practice and operate efficiently
The Public Trustee meets with other Public Trustees bi-annually to develop and identify best practice. Issues of current and continuing interest to Public Trustees include achieving access to the Australian Electoral Roll, introductory arrangements for the National Disability Insurance Scheme (NDIS), development of replacement Will-drafting software, appropriate fraud, risk and corruption mitigation strategies and development of an umbrella website for Australia State and Territory Public Trustees.

- **Work collaboratively**
PTACT works collaboratively with other Public Trustees to share expertise, information and training. The Public Trustee will work with other Public Trustees to prepare an Expression of Interest to source a supplier to develop Will-drafting software to replace “Chameleon”. PTACT continues to play a lead role in working with other Public Trustees to develop an Australian Power of Attorney, to access the Australian Electoral Roll and for appropriate arrangements in respect to the NDIS. The Public Trustee is also contributing to a review of ACT rights protection agencies as well as a review of the *Guardianship and Management of Property Act 1991* (GMPA).
- **Satisfy the requirements of the *Financial Management Act 1996***
PTACT will use financial practices and maintain accounts and records which satisfy the requirements of the *Financial Management Act 1996*, including the associated ACT Accounting Policy Manual, modelled on the requirements of Australian Accounting Standards, and which fairly present PTACT’s financial position, operational and cash flow results for planning and reporting purposes. PTACT received an unqualified audit report in its end of year audit by the ACT Auditor-General. PTACT is continuing to work with the Auditor-General in responding to a number of management issues arising from that audit. PTACT has implemented the recommendations contained in the KPMG review of its Controls Review and is in the process of upgrading its business system TACT to version 7.3. This will assist in addressing Auditor-General reporting issues and in updating controls to mitigate fraud risk. PTACT engaged Sarah Palic and Associates to assist in improving its preparation of end of year trust account financial statements and to source suitable software to achieve that.
- **Establish and maintain a high standard of Workplace Health and Safety**
PTACT has a high standard of Workplace Health and Safety evidenced by its comparatively low Comcare premium. All staff will again be provided with flu vaccine shots and will attend Respect Equity and Diversity (RED) supplementary training as well as anti bullying and harassment training. PTACT staff will also receive training in dealing with Mental Health issues from a client perspective. PTACT staff will be provided with appropriate training in dealing with difficult clients as well as de-briefing following critical incidents.
- **Provide a productive and satisfying work environment**
PTACT will provide a productive and satisfying working environment for staff and a commitment to high standards of human resource management based on the principles of equal employment opportunity. PTACT has appointed a RED Contact Officer and has a continuing role as the Justice and Community Safety (JACS) Executive Sponsor for RED. During 2015-16 it is expected that further opportunities will arise for future leaders upon advertisement of vacancies arising from retirement of senior staff.

- Deliver on Community Service Obligations (CSOs)

PTACT will undertake CSOs in respect to the provision of financial management services for persons with a decision making disability, preparing and acting as attorney under EPAs, administering trusts under \$100,000 in value, examination of accounts prepared by external financial managers, drafting Wills in cases of financial hardship, responding to police call outs, arranging welfare funerals and administering low value deceased estates. PTACT will hold seminars during Wills Week in October, Seniors Week in March and Law Week in May in the coming year. PTACT will also engage with the community to promote awareness of its services and products through sponsorship of the Life's Reflections Photographic Competition and the ACT Seniors Expo. Seniors of 60 years of age and over will continue to be provided with a free will where they appoint the Public Trustee as their executor. PTACT will be available for will-making appointments from 7.30am on weekdays to address parking needs and to assist 'time-poor' clients.

Risks

PTACT has identified prevailing and emerging risks to the delivery of its Statement of Intent objectives in its Fraud, Corruption and Risk Management Plan. The Plan has been prepared in consultation with the Public Trustee Investment Board and the Justice and Community Safety Directorate (JACS) and is reviewed every two years.

Those risks, identified in the Public Trustee Fraud, Corruption and Risk Management Plan, are as follows:

- poor or inappropriate investment strategy;
- inadequate business systems, back-up and redundancy;
- poor business performance resulting in annual deficit;
- fraud or the potential for fraud;
- abuse of official position;
- employee mistake in Estate Administration;
- inconsistent practice and procedure;
- failure to insure client property;
- lack of or ineffective strategic forward business planning; and
- ineffective governance.

PTACT engaged KPMG Forensic in 2014 to review controls in the Financial Management Services Unit and is in the process of implementing the recommendations contained in that review. Changes include a revised form of engagement with service providers, upgraded trust accounting system and ongoing regular audits of client files.

PTACT will also review the risk profile of all of its investment clients to ensure that their assets are invested appropriate to their needs.

Performance measures and targets

Key Performance Indicators for 2015-16 to 2018-19

INDICATOR	Actual Outcome 2013-14	2014-15 Budget	Estimated Outcome 2014-15	Planned 2015-16	Planned 2016-17	Planned 2017-18	Planned 2018-19
No. of current financial management orders made under the GMPA by ACAT	501	498	510	515	520	525	530
No. of active financial management accounts under EPA	48	53	51	51	52	52	53
No. of responses to community call-outs following death ¹	2	3	1	3	3	3	3
No. of welfare funerals arranged ¹	7	3	10	5	5	5	5
No. of examinations of accounts provided from external managers under the GMPA ²	488	490	493	496	499	502	505
No. of deceased estate administrations completed < \$100,000 ³	33	33	40	41	42	43	44
No. of deceased estate administrations completed > \$100,000 ³	47	55	42	43	44	45	46
No. of trusts held under legal disability < \$100,000 ⁴	340	335	350	355	360	365	370
No. of trusts held under legal disability > \$100,000 ⁴	56	58	58	59	59	60	60
Wills	752	760	740	745	750	755	760
<i>Percentage of expenditure over total income</i>	98%	95%	90%	88%	86%	82%	81%

Notes:

1. The number of community call-outs following death and welfare funerals arranged have increased in the 2014-15 estimated outcome from the original budget. These indicators are dependent upon the availability of family members to deal with the affairs of a deceased person and their ability to cope with the associated financial burden.
2. The number of examinations of external managers' accounts has increased in the 2014-15 estimated outcome from the original budget due to an increase in the number of external Managers appointed by ACAT.
3. The number of deceased estate administrations completed by PTACT has decreased in the 2014-15 estimated outcome from the original budget. The number of estates finalised is impacted by the number of new and continuing estates during the subject year. PTACT is only empowered to draft wills where appointed as executor. The number of persons who die in a year having appointed the Public Trustee as executor is not reflective of the Public Trustee's performance in respect to estate finalisations in a particular year and does not reflect a trend.
4. The number of trusts held arising from a legal disability has decreased in the 2014-15 estimated outcome from the original budget due to a decrease in the number of appointments of PTACT by the Courts. Again, this may result from a lower number of orders made.

Performance measures from 1 July 2015 are as follows:

Measure of Success	Performance Indicator	Basis for Comparison				
		2013-14	2014-15	2015-16		
<i>Reasonable investment performance by PTACT, reflected by market trends and giving no indication of future performance</i>	Percentage return on the internally managed cash common fund, exclusive of PTACT fees.	3.25%	2.45% ¹	2.25%		
<i>Reasonable investment performance by PTACT, reflected by market trends and giving no indication of future performance</i>	Percentage return earned on externally managed funds, relative to investment industry benchmarks, exclusive of PTACT fees -					
	• Australian Equities Common Fund;	14.29%	11.21% ¹	*		
	• Australian Fixed Interest Common Fund;	1.91%	9.42% ¹	*		
	• Australian Listed Property Common Fund; and	3.59%	30.76% ¹	*		
	• International Equities Common Fund.	19.97%	15.64% ¹	*		
<i>High level of client satisfaction</i>	Percentage of clients responding who felt PTACT met or exceeded their expectations.	92% ¹	92%	92%		
<i>Dividend provided to the Territory</i>	50% of Operating Result.	\$91,274	\$134,500	\$285,000		
<i>High level of compliance</i>	Unqualified audits.	Unqualified	Unqualified	Unqualified		
<i>Reasonable level of services provided</i>	Percentage change and number of services provided, by type of service -					
	• Financial Management Orders	501 ²	1.80%	510 ²	0.98%	515
	• Active Enduring Powers of Attorney	48 ²	6.25%	51 ²	0	51
	• Deceased Estates (under \$100,000)	33 ²	21.2%	40 ²	2.50%	41
	• Deceased Estates (over \$100,000)	47 ²	(10.6%)	42 ²	2.38%	43
	• Examination of External Managers' Accounts	488 ²	1.02%	493 ²	.61%	496
	• Trusts (under \$100,000)	340 ²	2.94%	350 ²	1.43%	355
	• Trusts (over \$100,000)	56 ²	3.57%	58 ²	1.72%	59
• Wills	752 ²	(1.60%)	740 ²	0.68%	745	
<i>Revenue covers cost</i>	Percentage and dollar value of revenue that meets costs.	Rev \$5.190 million ² Exp \$5.200 million ² 99.8% ²	Rev \$5.640 million ² Exp \$5.380 million ² 104.8% ²	Rev \$6.020 million ³ Exp \$5.310 million ³ 113.3% ³		
<i>Reasonable cost efficiency</i>	Cost to operate PTACT per employee.					
	• Staff (FTE)	39.7 ²	40 ²	41 ³		
	• Cost	\$130,982	\$134,500	\$129,512		
<i>Reasonable revenue efficiency</i>	Revenue earned by PTACT per employee					
	• Cost	\$130,730	\$141,000	\$146,830		

Notes:

1. Reflects estimate based upon most recent figures available (FYTD to 31 March 2015).
 2. Reflects estimated outcome at 30 June 2015.
 3. As per the 2015-16 Budget figures.
- * The purpose of external funds is for long term investments as these funds produce higher returns than cash over a certain period. However, due to market volatility PTACT is unable to accurately forecast performance on a year by year basis.

Assessment of performance against 2014-15 objectives

During 2014-15, PTACT achieved the following returns on the internally managed Cash Common Fund, exclusive of fees:

Period	Return
1 July 2014 to 31 July 2014	2.55 %
1 August 2014 to 30 November 2014	2.50 %
1 December 2014 to 31 January 2015	2.45 %
1 February 2015 to 31 March 2015	2.35 %

PTACT pools client funds for investment through its common funds operated under the *Public Trustee Act 1985* and currently administers the Cash Common Fund, Australian Equities Common Fund, Australian Fixed Interest Common Fund, Australian Listed Property Trust Common Fund and International Equities Common Fund. Fund sizes and performances for the period 1 July 2014 to 31 March 2015 are discussed below:

PTACT Common Funds

Cash Common Fund

Funds held as cash are managed internally and invested in a range of bank and non-bank financial institution deposits. Interest returns vary with the market cash rate and, at 31 March 2015, the interest rate was 2.35 per cent. Funds under investment were \$82.440 million as at 31 March 2015.

Australian Equities Common Fund

This fund is invested into a managed portfolio of stocks listed on the Australian Securities Exchange. During the year, the fund was strategically transferred from an active fund manager to a passive/index style fund manager. Performance return after fees for the calendar year has been 16.21 per cent and funds under investment were \$33.8 million as at 31 March 2015.

Australian Fixed Interest Common Fund

This fund is invested in a managed pooled trust of corporate and government bonds and floating rate notes. Performance return after fees for the calendar year has been 9.42 per cent and funds under investment were \$31.220 million as at 31 March 2015.

Australian Listed Property Trust Common Fund

This fund is invested in a managed pooled trust holding listed property trusts across retail, industrial and commercial sectors. Performance return after fees for the calendar year has been 30.76 per cent and funds under investment were \$7.130 million as at 31 March 2015.

International Equities Common Fund

This fund is invested in a hedged index trust. Performance return after fees for the calendar year has been 15.64 per cent and funds under investment were \$14.75 million as at 31 March 2015.

PTACT Investment Strategies

Investments are made to reflect individual client risk profiles as assessed and reviewed annually under the *prudent person trustee investment principle* in the *Trustee Act 1925*. Clients of similar risk profiles are grouped into four risk models - Income Stable, Balanced, Growth and Capital Stable for investment in appropriate allocations into the common funds. Returns are in respect to the period to 31 March 2015.

Income Stable Model Portfolio

The objective is to provide income return, moderate volatility and potential for some growth to protect the real value of the trust. It is suitable for trusts with income needs, shorter terms or conservative risk profiles. Performance return after fees for the period to 31 March 2015 has been 11.22 per cent.

Balanced Model Portfolio

The objective is to provide a balance between income and capital return with moderate volatility. It is suitable for medium term trusts or those with a mix of income and capital needs for beneficiaries. Performance after fees for the period to 31 March 2015 has been 12.87 per cent.

Growth Model Portfolio

The objective is to attain higher long-term returns in excess of inflation. A higher weighting in growth assets provides potential for superior long-term returns for clients able to accept increased volatility in the short-term and provides prospective tax efficiencies associated with franked dividends and capital growth. Performance return after fees for the period to 31 March 2015 has been 15.13 per cent.

Capital Stable Portfolio

Accounts requiring stability of capital are invested through the Cash Common Fund providing market interest return on daily balances with funds available at call. The Cash Common Fund is suitable for cash balances and trusts of uncertain term. Credit interest rate during the period has decreased from 2.55% to 2.35% in keeping with reductions in the market cash rate.

Employment profile

PTACT's employees are engaged under the *Public Sector Management Act 1994* (PSMA).

Staff Structure

The statistics provided in the following table include employees in receipt of salary at 31 March 2015. While the staff structure has been reviewed, there are no significant variations.

TITLE	CLASSIFICATION	F	M	CATEGORY	EMPLOYMENT AUTHORITY
Chief Executive/ Public Trustee	Full time Statutory Office Holder		1	1 year Appointment	<i>Public Trustee Act</i> (PTA)
Manager, Investment/Funds Management (Deputy Public Trustee)	SOG B		1	Permanent	<i>Public Sector Management Act 1994</i> (PSMA), PTA
Manager, Wills/Estates/Trusts (Deputy Public Trustee)	SOG B		1	Permanent	PSMA, PTA
Manager, Finance (Deputy Public Trustee)	SOG B	1		Permanent	PSMA, PTA
Manager, Financial Management (Deputy Public Trustee)	SOG B	1		Permanent	PSMA, PTA
Investigations (temporary to July 2015) (Deputy Public Trustee)	SOG B		1	Permanent	PSMA, PTA
Wills Officer	Legal 1		1	Permanent	PSMA
Estates and Trusts	Trust Officer 2	5.2		Permanent	PSMA
Financial Management	Trust Officer 2	2		Permanent	PSMA
Funds Management	Trust Officer 2		1	Permanent	PSMA
Taxation Officer	Trust Officer 2	1		Permanent	PSMA

TITLE	CLASSIFICATION	F	M	CATEGORY	EMPLOYMENT AUTHORITY
Senior Finance Officer	Trust Officer 2		1	Permanent	PSMA
Finance Officer	Trust Officer 1	1		Permanent	PSMA
Estates and Trusts	Trust Officer 1	3	2	Permanent	PSMA
Financial Management	Trust Officer 1	7		5 Permanent 2 Temporary	PSMA
Administration	Trust Officer 1	1		Permanent	PSMA
Funds Manager - GreaterGood	Trust Officer 1	1		Permanent	PSMA
Property Officer	Trust Officer 1	1		Permanent	PSMA
Unclaimed Money	Trust Officer 1	1		Permanent	PSMA
Financial Management	Trust Assistant	2		Temporary	PSMA
Receptionist	Trust Assistant	3.2		3 Permanent 1 Temporary	PSMA
Scanning (temporary)	Trust Assistant	.4		Temporary	PSMA
Estates and Trusts	Trust Assistant	1		Permanent	PSMA
Finance Unit (Taxation Asst)	Trust Assistant	.2		Temporary	PSMA
Total		32	9		
Total all Staff: 41(FTE)					

Monitoring and reporting

PTACT must satisfy the requirements of the Chief Minister's Annual Reports Directions. PTACT's Annual Report will, amongst other things, report against the requirements of this Statement of Intent.

The *Financial Management Act 1996* authorises the Treasurer to obtain financial and other statements from the Public Trustee for a stated period.

Quarterly Reporting

The Treasurer may require PTACT to report through the Chief Minister Treasury and Economic Development Directorate (CMTEDD) on a quarterly basis to enable consolidated whole-of-Government information, in the prescribed form and detail, in respect of the previous quarter:

- a) Operating Statement.
- b) Balance Sheet.
- c) Statement of Changes in Equity.
- d) Cash Flow Statement.
- e) Operating Statement material variance explanations against seasonal budget provided by PTACT.
- f) Status Report to supplement performance reporting to the Assembly and provide stakeholders with a summary on progress against budget highlights, significant initiatives and major projects (by the tenth working day of each quarter).

Monthly Reporting

The Treasurer may require PTACT to report through CMTEDD on a monthly basis in May/June to enable consolidated Whole-of-Government information, in the prescribed form and detail.

Annual Reporting

As part of preparations for end-of-year reporting, CMTEDD will advise the dates when the following documents are required to be lodged with CMTEDD and at the ACT Auditor-General's Office:

- a) Certified financial statements.
- b) Management Discussion and Analysis.
- c) A full and accurate set of audited financial records for the preceding financial year in the form requested.
- d) Consolidation packs relating to the annual financial statements, draft and final.
- e) Statement of Performance.

Financial Arrangements

PTACT's estimated operating revenue and expenditure is shown as part of the Budgeted Financial Statements.

The Public Trustee has no borrowings, guarantees, joint venture arrangements and overdraft or credit facilities.

Financial Statements

Budgeted financial statements for the 2015-16 Budget year, as well as forward estimates for the three financial years commencing 2015-16, appear below. These general purpose financial statements have been prepared in accordance with the ACT's Model Financial Statements and include:

- a) Operating Statement.
- b) Balance Sheet.
- c) Statement of Changes in Equity.
- d) Cash Flow Statement.
- e) Notes to the Financial Statements as appropriate.

Public Trustee for the ACT Operating Statement

2014-15 Budget \$'000		2014-15 Est'd Outcome \$'000	2015-16 Budget \$'000	Var %	2016-17 Estimate \$'000	2017-18 Estimate \$'000	2018-19 Estimate \$'000
Revenue							
1,238	Government Payment for Outputs	1,238	1,251	1	1,292	1,308	1,324
3,970	User Charges - Non ACT Government	4,195	4,318	3	4,466	4,616	4,771
319	User Charges - ACT Government	312	321	3	332	343	355
118	Interest	121	132	9	145	159	174
0	Other Revenue	301	0	-100	0	0	0
5,645	Total Revenue	6,167	6,022	-2	6,235	6,426	6,624
Expenses							
3,472	Employee Expenses	3,277	3,270	..	3,262	3,306	3,349
477	Superannuation Expenses	483	501	4	503	497	493
1,314	Supplies and Services	1,686	1,392	-17	1,445	1,479	1,505
113	Depreciation and Amortisation	151	151	-	133	8	8
5,376	Total Expenses	5,597	5,314	-5	5,343	5,290	5,355
269	Operating Result	570	708	24	892	1,136	1,269
Other Comprehensive Income							
269	Total Comprehensive Income	570	708	24	892	1,136	1,269

Public Trustee for the ACT Balance Sheet

2014-15 Budget \$'000		2014-15 Est'd Outcome \$'000	2015-16 Budget \$'000	%	2016-17 Estimate \$'000	2017-18 Estimate \$'000	2018-19 Estimate \$'000
Current Assets							
5,418	Cash and Cash Equivalents	6,165	6,789	10	7,485	8,206	8,938
309	Receivables	558	554	-1	555	556	557
30	Other Current Assets	34	35	3	36	37	38
5,757	Total Current Assets	6,757	7,378	9	8,076	8,799	9,533
Non Current Assets							
217	Property, Plant and Equipment	321	170	-47	37	29	21
217	Total Non Current Assets	321	170	-47	37	29	21
5,974	TOTAL ASSETS	7,078	7,548	7	8,113	8,828	9,554
Current Liabilities							
122	Payables	302	315	4	329	343	357
0	Finance Leases	5	5	-	5	5	5
1,112	Employee Benefits	1,502	1,519	1	1,513	1,508	1,503
134	Other Liabilities	285	354	24	446	568	634
1,368	Total Current Liabilities	2,094	2,193	5	2,293	2,424	2,499
Non Current Liabilities							
0	Finance Leases	28	28	-	28	28	28
150	Employee Benefits	105	122	16	141	157	173
111	Other	99	99	-	99	99	99
261	Total Non Current Liabilities	232	249	7	268	284	300
1,629	TOTAL LIABILITIES	2,326	2,442	5	2,561	2,708	2,799
4,345	NET ASSETS	4,752	5,106	7	5,552	6,120	6,755
REPRESENTED BY FUNDS EMPLOYED							
4,015	Accumulated Funds	4,270	4,624	8	5,070	5,638	6,273
330	Reserves	482	482	-	482	482	482
4,345	TOTAL FUNDS EMPLOYED	4,752	5,106	7	5,552	6,120	6,755

Public Trustee for the ACT Cash Flow Statement

2014-15 Budget		2014-15 Est'd Outcome \$'000	2015-16 Budget \$'000	Var %	2016-17 Estimate \$'000	2017-18 Estimate \$'000	2018-19 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES							
Receipts							
754	Cash from Government for Outputs	754	755	..	789	798	806
484	Cash from Government - CSO Payments	484	496	2	503	510	518
4,292	User Charges	4,808	4,647	-3	4,801	4,962	5,129
113	Interest Received	121	127	5	140	154	169
398	Other Receipts	2,420	464	-81	480	496	513
6,041	Operating Receipts	8,587	6,489	-24	6,713	6,920	7,135
Payments							
3,510	Related to Employees	3,271	3,247	-1	3,260	3,306	3,349
466	Related to Superannuation	472	490	4	492	486	482
1,303	Related to Supplies and Services	2,975	1,381	-54	1,434	1,468	1,494
397	Other	445	462	4	477	493	510
5,676	Operating Payments	7,163	5,580	-22	5,663	5,753	5,835
365	NET CASH INFLOW/(OUTFLOW) FROM OPERATING ACTIVITIES	1,424	909	-36	1,050	1,167	1,300
CASH FLOWS FROM FINANCING ACTIVITIES							
Payments							
0	Dividends to Government	91	285	213	354	446	568
0	Financing Payments	91	285	213	354	446	568
0	NET CASH INFLOW/(OUTFLOW) FROM FINANCING ACTIVITIES	-91	-285	-213	-354	-446	-568
365	NET INCREASE / (DECREASE) IN CASH HELD	1,333	624	-53	696	721	732
5,053	CASH AT THE BEGINNING OF REPORTING PERIOD	4,832	6,165	28	6,789	7,485	8,206
5,418	CASH AT THE END OF REPORTING PERIOD	6,165	6,789	10	7,485	8,206	8,938

Public Trustee for the ACT Statement of Changes in Equity

2014-15 Budget \$'000		2014-15 Est'd Outcome \$'000	2015-16 Budget \$'000	%	2016-17 Estimate \$'000	2017-18 Estimate \$'000	2018-19 Estimate \$'000
Opening Equity							
3,880	Opening Accumulated Funds	3,985	4,270	7	4,624	5,070	5,638
330	Opening Asset Revaluation Reserve	482	482	-	482	482	482
4,210	Balance at the Start of the Reporting Period	4,467	4,752	6	5,106	5,552	6,120
Comprehensive Income							
269	Operating Result for the Period	570	708	24	892	1,136	1,269
269	Total Comprehensive Income	570	708	24	892	1,136	1,269
0	Total Movement in Reserves	0	0	-	0	0	0
Transactions Involving Owners Affecting Accumulated Funds							
-134	Dividend Approved	-285	-354	-	-446	-568	-634
				24			
-134	Total Transactions Involving Owners Affecting Accumulated Funds	-285	-354	-	-446	-568	-634
				24			
Closing Equity							
4,015	Closing Accumulated Funds	4,270	4,624	8	5,070	5,638	6,273
330	Closing Asset Revaluation Reserve	482	482	-	482	482	482
4,345	Balance at the End of the Reporting Period	4,752	5,106	7	5,552	6,120	6,755

Notes to the Financial Statements

Significant variations are as follows:

Operating Statement

- User Charges – Non ACT Government:
 - The increase of \$0.225 million in the 2014-15 estimated outcome from the original budget is due to an increase in demand for PTACT's services and products.
- Other Revenue:
 - The increase of \$0.301 million in the 2014-15 estimated outcome from the original budget is due to successful claims on PTACT's fidelity insurance policy with ACT Insurance Authority (ACTIA) as a result of irregularities discovered in client accounts.
 - The decrease of \$0.301 million in the 2015-16 Budget from the 2014-15 estimated outcome is due to the finalisation of investigations in relation to the irregularities found in clients accounts.
- Employee Expenses:
 - The decrease of \$0.195 million in the 2014-15 estimated outcome from the original budget is due to the retirement of several higher paid Managers at the top of their increment and replacement with Managers at entry level increment.
- Supplies and Services:
 - The increase of \$0.372 million in the 2014-15 estimated outcome from the original budget is due to costs associated with the investigation of irregularities found in clients accounts. These costs will however be recovered through PTACT's fidelity insurance.
 - The decrease of \$0.294 million in the 2015-16 Budget from the 2014-15 estimated outcome is due to the finalisation of investigations in relation to the irregularities found in clients accounts.
- Depreciation and Amortisation:
 - The increase of \$0.038 million in the 2014-15 estimated outcome from the original budget is due to the revaluation of assets as at 30 June 2014. This revaluation was not reflected in the original budget.

Balance Sheet

- Cash and Cash Equivalents
 - The increase of \$0.747 million in the 2014-15 estimated outcome from the original budget is due to a combination of the flow-on effects of the 2013-14 audited outcome and an increase in sales and payables.
 - The increase of \$0.624 million in the 2015-16 Budget from the 2014-15 estimated outcome is reflective of the increase in the Operating Result for each period and an increase in sales and payables.
- Receivables:
 - The increase of \$0.249 million in the 2014-15 estimated outcome from the original budget is associated with the timing of the receipt of payment for sales and is reflective the overall increase in sales.
- Property, Plant and Equipment:
 - The increase of \$0.104 million in the 2014-15 estimated outcome from the original budget is due to the revaluation of assets as at 30 June 2014.
 - The decrease of \$0.151 million in the 2015-16 Budget from the 2014-15 estimated outcome is due to the increase in the cost of depreciation after the revaluation of assets at 30 June 2014.
- Payables:
 - The increase of \$0.180 million in the 2014-15 estimated outcome from the original budget is due to the timing of the payment of invoices received and is associated with the time of receipt on invoices from creditors at year end.
- Employee Benefits:
 - The increase of \$0.345 million in the 20 14-15 estimated outcome from the original budget is due to an increase in benefits accruing to staff in the form of Annual Leave and Long Service Leave entitlements.
- Other Liabilities:
 - The increase of \$0.151 million in the 2014-15 estimated outcome from the original budget and the increase of \$0.069 million in the 2015-16 Budget from the 2014-15 estimated outcome is reflective of the increase in the Operating Result for each period.

Statement of Changes in Equity

Variations in the statement are explained in the notes above.

Statement of Cash Flow

Variations in the statement are explained in the notes above.

Glossary of terms and abbreviations

- ACAT - ACT Civil and Administrative Tribunal
- CMTEDD - Chief Minister Treasury and Economic Development Directorate
- CSOs - Community Service Obligations
- EPA - Enduring Powers of Attorney
- FTE - Full Time Equivalent
- GMPA - *Guardianship and Management of Property Act 1991*
- JACS - Justice and Community Safety
- NDIS - National Disability Insurance Scheme
- PSMA - *Public Sector Management Act 1994*
- PTA - *Public Trustee Act 1985*
- PTACT - Public Trustee for the ACT
- RED - Respect Equity and Diversity