

In relation to the fee structure of the Public Trustee and Guardian, I offer the following for consideration. Presently, I manage all facets of my cousin's financial affairs under a Management Order from the Public Trustee and Guardian. My cousin has no other relatives to whom she can seek assistance. This Management Order was put in place at a hearing of the Guardianship Tribunal, after an application in 2009 by the Prince of Wales Hospital, where she was a patient at that time. The Management Order has been in place since that time.

My concern is that an annual fee of \$800 to \$900 has been charged, allegedly for checking and monitoring of her finances. I would point that I do all the work throughout the year and never hear from them in regard to the finances. As such I believe that the fee charged is exorbitant for the little effort they actually put into the checking and monitoring the accounts that are minimal in size and presented with all bank statements and invoices.

An example of my concerns regarding the amount of work and effort put in by them, is that about 10<sup>th</sup> March, 2014, I submitted the required annual return for the period 9<sup>th</sup> March, 2013 to 8<sup>th</sup> March, 2014. This return was forwarded by mail and to this date, no contact has been made with me, either by telephone, mail or even email (they have my email address). As well I have not even received an invoice for the fee from this period. From this I deduce that they do very little work to justify the size of the fee that is charged. I believe the charged fee is only taken from a percentage of the income generated by my cousin and not the actual amount of work or effort that the Public Trustee actually put into the management of same.

I lodged a letter of complaint to the Compliance Office of the Public Trustee and Guardian, in 2013 regarding the amount of fees charged but was informed the fee could not be reduced because of their set charges and informed it all had to be paid or I could face prosecution. The Compliance Officer informed me that it was correct that there was very little checking required because of the good work I had done in setting everything up to be paid by direct debit. My concerns are not in relation to having to pay fees but I object to them being charged on a basis of a percentage of income and not taking into account the actual amount of time or work that is carried out in regard to the preparation and forwarding of invoices.

I am available to speak with you in regard to this matter if you so require.

Thanks

Gary Beaumont

