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Submission: Fees by NSW Trustee and Guardian should NOT be increased any more. I have two trust accounts for my children in my Family Trust. I feel that the fees and commission charged are far too high at present. For the amount charged I get very little value from this organisation. I suggest that the organisation is very inefficient and provides a very low quality level of service when compared to its fees.

The Port Macquarie office delivers SHOCKING service - we have been sent away by staff there at 9.30 am in the morning because they are not ready - that is not good enough.

To make up for any funding shortfalls - i.e. if the organization is making a loss then close inefficient branches and cut staff like any other company would do.