

11 October 2021



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Office of the CEO
NSW Trustee & Guardian
Locked Bag 5115
Parramatta NSW 2124
E: consultations@tag.nsw.gov.au
Attn: Megan Osborne
A/CEO

Subject: Consultation Trustee & Guardian NSW proposed changes to regulations and fee charges

Dear Ms Osborne,

Thank you for inviting the Mental Health Coordinating Council (MHCC) to provide comment to the consultation about the proposed changes to regulations and fee charges. MHCC has endorsed the specific comments made by Council of Intellectual Disability in their submission.

However, having spoken to members and colleagues we did want to add a further comment to the discussions. It is generally felt that commenting on fees without a review of the competence and administration of the services provided is less than satisfactory.

Characteristically users of T & G services have little choice about whether they use the service or not; nor do they have the capacity to evaluate whether T & G fees are competitive in relation to other commercial services and make an informed choice as to their provider. An example of this is where in drawing up a will for a client, the T&G will make itself an Executor and Trustee of the will.

MHCC would welcome is a full and independent review of the regulations, describing what the fees represent in terms of good financial management and investment outcomes for clients. We appreciate that costs of providing services may well have increased over time, and that it is necessary to ensure financial sustainability. Nevertheless, without knowing what improvements are also envisaged which might address current concerns about the quality of the service provided and the charges already in place, it seems like important information on which stakeholders could provide feedback is missing from the discussion.

Yours sincerely

A handwritten signature in blue ink that reads 'Carmel Tebbutt'. The signature is written in a cursive, flowing style.

Carmel Tebbutt
Chief Executive Officer
Mental Health Coordinating Council