

<p><b>Public Guardian and Trustee</b></p> <p>26,781 clients<sup>1</sup> \$1.5 billion assets<sup>2</sup> 312 staff<sup>3</sup></p>	<p><b>Child and Youth Services</b></p> <p>15,234 clients<sup>1</sup> \$235 million assets<sup>2</sup> 45 staff<sup>3</sup></p>	<p><b>Services to Adults</b></p> <p>7,902 clients<sup>1</sup> \$836 million assets<sup>2</sup> 122 staff<sup>3</sup></p>	<p><b>Estate and Personal Trust Services</b></p> <p>4,041 clients<sup>1</sup> \$468 million assets<sup>2</sup> 57 staff<sup>3</sup></p>
--	--	--	---

### Performance result highlights

- Received **2,133** critical incident reports involving children in care; actioned **98%** of reports within **30** days of receipt
- Received **1,732** requests for funds from child and youth trust accounts; issued funds for **86%** of requests within **30** days
- Reviewed **39,021** requests for funds from adult trust accounts; disbursed funds for **98%** of requests within **30** days
- Made **166** major health care decisions for adults as temporary substitute decision maker; made **99%** of decisions within **3** business days
- Received **446** private committee accounts; reviewed **82%** of accounts within **6** months of receipt
- Distributed **\$35,285,404** of estate funds to heirs and beneficiaries; this accounted for **92%** of total estate funds distributed, with the remaining funds transferred to BC Unclaimed

### Notable activities

- Acted on approximately **4,400 legal issues**
- Received and assessed approximately **1,600 estate administration requests**
- Investigated clients' eligibility for settlement payments in **15 class actions** and filed claims where appropriate
- **Wrote a recommendation** to the Ministry of Attorney General outlining amendments to the PGT Act that are needed **to support property guardian services to Indigenous Governing Bodies**
- Received an engagement score of **77 out of 100** in the BC Public Service's 2024 Workplace Environment Survey
- Spent 2023-24 building a **new website** and the PGT's **first digital services** for the public
- Responded to **47 formal requests** for information

### Key figures

<b>PGT pooled funds rates of return</b>	
Premium Money Market Fund	3.34%
Balanced Income Fund	5.03%
Balanced Growth Fund	6.71%
<b>Assets under administration</b>	
Investments and securities	\$1.1 billion
Real property	\$326 million
Other	\$69 million
<b>Other indicators</b>	
Clients with trust accounts (at March 31, 2023)	14,341
Client bills paid <sup>4</sup>	\$221 million
Client receipts processed <sup>4</sup>	\$283 million
Client RDSPs <sup>4</sup>	\$45 million

1 Client counts reflect the number of individual clients served throughout the year. The PGT total is less than the sum of the divisional totals as clients may require service in more than one division.

2 Total value of assets under administration (at March 31, 2024)

3 Full time equivalent employee positions