



Speech By  
**Hon. Leeanne Enoch**


**MEMBER FOR ALGESTER**

---

Record of Proceedings, 6 September 2017

**MINISTERIAL STATEMENT**

**Digital Strategy**

 **Hon. LM ENOCH** (Algester—ALP) (Minister for Innovation, Science and the Digital Economy and Minister for Small Business) (2.32 pm): Today I am pleased to announce the Palaszczuk government's new Queensland digital strategy, which continues to put the people at the heart of our services. *DIGITAL1ST: advancing our digital future*, which I launched this morning, builds on the work this government is doing to rebuild front-line services after the former LNP government's cuts. This strategy will further position Queensland as a leader in digital government.

Queenslanders want digital by default. They want their government to give them a similar customer experience to what they get from their financial institutions or when they shop online. The Palaszczuk government is making good inroads, and the cost efficiencies to government driven by digital technology are really starting to make an impact, which means we can invest more in improving services for our communities. By replacing paper based transactions with over 400 new online services, the government can save an estimated \$13 per transaction. This means around \$400 million per year can be redirected into other services, and there is so much more to come.

Our Digital1st strategy is about government services being personalised so we can be there for Queenslanders when they need us most. Around 300 government services still require people to stand in queues and present ID each time before their requests can be processed. I am pleased to say that we have developed a better way forward for our people and businesses. We have introduced a new digital service that means in future Queenslanders only need to prove their online identity once. Less time spent in queues means more time for people to do the important things that matter in their life. It also means savings that can be reinvested into better services.

The new digital ID is currently being trialled with 30 government services. Over 300,000 customers have used it so far and have provided great feedback on how it is making a positive difference in their lives. Digital1st is a realistic strategy—one that aims to build on some outstanding examples of how digital technology has already improved government service delivery in Queensland. Digital technology is helping us preserve the natural environment for future generations to enjoy by giving us much more effective ways to monitor habitat impacts. It is increasing the effectiveness of our front-line medical professionals by giving them access to patient records in real time anywhere in the state. We are also making it simpler and faster for people to start their own food service business, and we are making it easier for the ICT industry to work with government to deliver new digital services.

Considering how rapidly technology is changing, we need to continue to partner across government to provide the best possible services to Queenslanders. We are building a Digital1st government that enables a vibrant and thriving Queensland.