




Speech By
Hon. Mark Bailey

MEMBER FOR MILLER

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MINISTERIAL STATEMENT

Digital Services

 **Hon. MC BAILEY** (Miller—ALP) (Minister for Transport and Main Roads and Minister for Digital Services) (10.04 am): Last week I had the privilege of taking on greater responsibility within the Palaszczuk government. As part of the changes I was appointed by the Premier to the portfolio of digital services, an area that is crucial to a modern economy. The Palaszczuk government is committed to delivering good jobs, better services and a great lifestyle, and harnessing the opportunities of the digital economy is at the heart of achieving those objectives.

There is a lot happening in the digital services space. I acknowledge the work of my predecessor, the Minister for Communities, in this area. The Queensland Government Customer and Digital Group has over 1,600 employees across 96 locations across the state. Our specialised cybersecurity unit, established in 2016 by this government, last year blocked 1.6 billion malicious activities. They play an important role in protecting Queenslanders, our public assets and our data. The First Nations contact centre pilot in Cherbourg is going from stride to stride. Opened in April last year, the Department of Tourism, Innovation and Sport worked with the Cherbourg Aboriginal Shire Council, the community and TAFE Queensland to facilitate a three-year pilot with Fujitsu Australia. Fujitsu provided paid employment from day one, and it is now the No. 1 centre for customer service in the Asia-Pacific region for Fujitsu. Well done, Cherbourg. It is a fantastic effort. We love your work.

This week I am meeting with NBN Co and Telstra to be briefed on the status of digital connectivity in regional and remote Queensland communities. Providing regional and remote communities with better connectivity is crucial to closing the digital divide and to providing better social and economic outcomes for communities. We are also continuing to work on the implementation of Our Thriving Digital Future through the first 2023-2026 action plan. This is supported by the Palaszczuk government's \$200 million commitment over the next three years to accelerate Queensland's digital economy. The Queensland digital licence, which is rolling out by postcode in Townsville right now before going statewide later this year, is an important move forward.

Mr Minnikin interjected.

Mr ACTING SPEAKER: Member for Chatsworth, you are warned under the standing orders.

Mr BAILEY: Our technology for the digital licence is the first of its kind in Australia. It is compliant with the ISO standards, making it compatible with systems across the world, and is much more secure than versions interstate, which have encountered substantial problems. Wherever we can, we look at new ways to use technology to improve customer service across Transport and Main Roads and across the whole of government. As the Minister for Digital Services, I will continue to prioritise and to invest in improving our future.