




Speech By
Hon. Steve Minnikin
MEMBER FOR CHATSWORTH

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MINISTERIAL STATEMENT

Government Services

 **Hon. SJ MINNIKIN** (Chatsworth—LNP) (Minister for Customer Services and Open Data and Minister for Small and Family Business) (10.17 am): From the start of next month the Crisafulli government will bring together key state government customer service functions as the next step in delivering consistency for Queenslanders accessing government services. These changes will see the customer service arm of the Department of Transport and Main Roads transfer to the Department of Customer Services, Open Data and Small and Family Business. Customer service centres, online services, call centres and digital identity services will be among the services transferring. The objective is better alignment of the functions of government involved in delivering the customer experience.

This alignment of customer service functions continues to signal our long-term commitment to become Australia's most customer centred and focused government. Again, we are delivering what we said we would through a calm and methodical process. It is the next step in a customer service transformation that will allow Queenslanders accessing government services online, over the phone or face to face to have a more seamless experience.

As Queensland's first Minister for Customer Services, I look forward to working with all of our customer service teams to deliver better services to support Queenslanders. As I have said in this House before, navigating the labyrinthine structures of government services is often a daunting task for everyday Queenslanders. On this side of the House, we are committed to addressing some longstanding issues ignored by those opposite around customer service and how everyday Queenslanders receive government services. The challenges are well-documented: red tape; multiple phone calls, forms or websites; jargon-rich communication; and siloed services—all of which confound and frustrate the very individuals seeking assistance.

Anyone who interacts with government knows the frustration of having to provide the same information over and over again to multiple departments. We will adopt a tell-us-once approach across all service delivery channels to mitigate the need to repeat yourself. It is important to note that this is not just about improving the customer service experience; it is also about driving productivity because we all know that time is money. We know that it takes more than just lip-service to overcome these hurdles; it takes a concerted effort and a vision.

Speaking of vision, I would like to thank my colleague the Minister for Transport and Main Roads for his vision, leadership and determination to improve customer service. There are a couple of ex-ministers sitting opposite who would never have had the foresight or courage to drive such a transformative move. I would also like to thank and congratulate staff from my department and staff from TMR who have worked diligently to make this structural change happen. Our vision and expectations are that Queensland sets a new standard that others will want to emulate: excellence in service delivery where the needs of the customers drive the evolution of systems and, importantly, the service we provide through human-centric design principles.

We have some great customer service staff working across government. We have seen that time and time again—most recently, in how customer service staff responded to and supported Queenslanders impacted by the trio of natural disasters earlier this year. I want to assure them that on this side of the chamber our aim is to work with them on the structures, systems, strategy and tools to deliver a better customer service experience over time for Queenslanders with minimal disruption.