




Speech By
Hon. Steve Minnikin
MEMBER FOR CHATSWORTH

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MINISTERIAL STATEMENT

Customer Services

 **Hon. SJ MINNIKIN** (Chatsworth—LNP) (Minister for Customer Services and Open Data and Minister for Small and Family Business) (9.54 am): From the day we came to office, the Crisafulli government said we would deliver Australia's most customer service focused government, and now we have a dedicated customer service department to look after Queenslanders. Above all, it is a budget that supports our people-first framework. We will now go about building our capability to deliver nation-leading customer services in a calm and methodical manner and, in the process, we will end 10 years of Labor chaos and mismanagement. Under our plan, we are bringing together customer service agencies, upgrading digital equipment and delivering a dedicated and properly resourced complaints clearing house. Let's unpack some of our customer service initiatives.

As I announced earlier this month, from 1 July the customer services arm of TMR will transfer to the customer services portfolio. We are bringing together some key customer service functions, whether that is face-to-face, over the phone or online.

Speaking of online, the budget also provides a Queensland-first \$1 billion Government Digital Fund, established to better coordinate whole-of-government investment in ICT systems across the public sector. By working in a coordinated manner, we will support our public servants with the tools and systems they need to better serve and support Queenslanders. We will end Labor's piecemeal, short-term approach. That is Labor's legacy when it comes to delivering and upgrading digital systems over the past decade. It sounds sensible, but it is another first for Queensland.

This is a budget that delivers our customers with long overdue reform to the feedback and complaints process. While this is another first for Queenslanders, it should not have been. Those opposite received the recommendation almost three years ago to the day. It was called the Coaldrake report. Rather than let the sunshine in, they chose to hide in the shadows. They failed their customers. Professor Coaldrake identified 'a system difficult for users to navigate' and 'agencies "palming off" difficult or unwanted matters to another agency'. He made recommendations which Labor ignored. It is obvious why Queensland customers had had enough of Labor.

I am pleased to announce that this budget delivers a dedicated and properly resourced complaints clearing house. A team of five staff will manage the Complaints Clearing House, providing a single point of contact to lodge complaints with Queensland government agencies and departments and triaging complaints to departments. The Complaints Clearing House team will provide support and oversight to departments to investigate and respond to Queenslanders, working across all areas of government to implement a consistent management process. This is a complaints clearing house properly resourced and supported by technology to deliver for all Queenslanders. Under the new management model, departments will be held accountable to standardised timeframes to respond and acknowledge complaints within three days, and to provide an interim or final response to complaints within 30 days.

As Queensland's first Minister for Customer Services, my department will drive the Crisafulli government's customer service transformation. As can be seen from the budget that was handed down a couple of days ago, on this side of the House we are committed to tackling some of those longstanding frustrations experienced by customers: red tape, multiple phone calls, forms or websites, jargon-rich communication and siloed services. Now we will deliver a proper complaints handling process. The Crisafulli government is committed to our customers and now we have a budget that allows us to deliver.