




Speech By  
**Hon. Steve Minnikin**  
**MEMBER FOR CHATSWORTH**

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Record of Proceedings, 18 November 2025

## **MINISTERIAL STATEMENT**

### **Procurement; Customer Services**

 **Hon. SJ MINNIKIN** (Chatsworth—LNP) (Minister for Customer Services and Open Data and Minister for Small and Family Business) (10.02 am): The Crisafulli LNP government will always put small and family business first. It is in our DNA. That is why under the new Queensland Procurement Policy 2026 small and family businesses will be at the heart of how the government buys goods and services with clear targets, less paperwork and greater transparency for taxpayers. Queensland now has a clear policy that sets a target of 30 per cent of annual government procurement spend with small and medium enterprises, cuts red tape and makes it simpler, fairer and easier for businesses to bid for work. We are committed to making it easier for small and family businesses to tender for government work, with simplified procurement processes, standardised contracts and more tendering opportunities.

We are also taking a small and family business first approach to working across all government agencies to raise awareness, build capability and reduce complexity. The Crisafulli government's Queensland Procurement Policy 2026 is in stark contrast to Labor's 700 pages of policy that were overly complicated and filled with red tape that shut out small and family business. I thank Minister O'Connor and the Department of Housing and Public Works for delivering the Queensland Procurement Policy 2026. I thank Minister Mander and the Department of Sport, Racing and Olympic and Paralympic Games for delivering the 2032 games procurement program, prioritising early engagement and preparation for small and family business to deliver a world-class event. That is a gold medal effort. Well done!

It was great to join the member for Redlands, Rebecca Young; the member for Oodgeroo, Amanda Stoker; and the member for Capalaba, Russell Field, along with representatives from their local small and family business community, to discuss Olympic and Paralympic procurement. I look forward to joining members and the business community in North Queensland in the coming weeks to discuss opportunities ahead of 2032.

While we are getting on with the job of delivering for small and family businesses and the outstanding customer service that Queenslanders deserve, we continue to have to circle back and clean up Labor's mess. Following the transition of many customer service functions to the Department of Customer Services, Open Data and Small and Family Business on 1 July this year, a review of online services identified a failure that occurred back in December 2020. Perhaps the member for Miller would like to know what was happening right under his nose.

It is another failure by this member. This time it is related to driver's licence holders who have a medical condition, such as diabetes or epilepsy, and are required to have a current medical certificate at the time of renewal. The failure continued under the member for Aspley when he toppled the member for Miller in late 2023. Importantly, it took my department four months to pick up this failure—something those opposite failed to do in four years. Two failed Labor ministers oversaw this massive mess. This failure allowed 17,000 current driver's licence holders to renew their licence online without a medical

clearance recorded. We are, yet again, tidying up Labor's mess. We are sending out communications, including emails, letters and SMS messages, to customers affected by this error in a coordinated approach with clear instructions on how to submit a valid medical certificate. This has only been an issue for licence holders with certain medical conditions who were renewing online.

As I said, this failure has been in place since 2020. It is yet another failure in a long list of missteps by former minister Bailey and former minister Mellish. Rest assured, we are now getting on with the job of fixing, yet again, Labor's failures and working with affected customers in a calm and methodical way to ensure their details are up to date. Queenslanders can rest assured that, while we are cleaning up the considerable mess left by former Labor ministers, we are getting on with the job of delivering a vastly improved customer service experience.