

Question on Notice
Number: 553
Asked on Wednesday 19 May 2004

MR P HOOLIHAN asked the Minister for Communities, Disability Services and Seniors
(MR PITT)-

Question:

How is the Department of Communities making it easier for people in rural and regional Queensland to access Government services?

Answer:

There are a number of initiatives currently progressing across various government departments that will make it easier to access government services.

Within the Department of Communities, *Smart Service Queensland* has been established to provide improved access to government services and information via a range of channels including face to face, over the phone and via the Internet. The provision of services via the Internet will make Government services available to the public on a 24 hour, 7 days a week basis.

Various projects are currently being coordinated by the Department of Public Works in association with *Smart Service Queensland* to develop systems to link services from various government departments and enable this type of integrated whole-of-government service delivery.

While *Smart Service Queensland* Queensland will enable people to access a range of government services via service counters, the telephone and from their personal computers, the Queensland Government Agent Program (QGAP) network of 68 one-stop-shops, located in rural and remote communities, will be able to use the technology and business systems developed as part of these initiatives. QGAP will continue to deliver services to those people in regional parts of Queensland that require assistance or wish to access services and information on a face-to-face basis.

Smart Service Queensland coordinates QGAP through service level agreements with seven State Government departments, seventeen local government authorities and eight commercial or community-based organisations, to operate these one-stop-shops.