

**QUESTION ON NOTICE**  
**No. 847**  
**Asked on Wednesday 18 August 2004**

**MR LAWLOR** asked the Minister for Communities, Disability Services and Seniors (**MR PITT**)

QUESTION:

With reference to his department's commitment to improving Queenslanders' ability to have input into Government decision making, services and information and as Page 1-31 of the Ministerial Portfolio Statements gives some information of his department's key initiatives in this area— Will he provide information about what progress the Government has made towards providing Queenslanders with access to Government services and information seven days a week, 24 hours a day?

ANSWER:

I welcome the opportunity to discuss the Smart Service Queensland initiative. Smart Service Queensland currently delivers five services;

- Vehicle and Vessel Registration Renewals,
- Camping Permits,
- Vehicle Service Permits,
- Stocked Impoundment Permit Service; and
- Energy Advisory Services

In addition, Smart Service Queensland also delivers a wide range of information and referral services, and campaign activities, such as the Schoolies Week Hotline.

This initiative aims to provide Queenslanders with choices in how they transact with government irrespective of where in the State they live. People will be able to access transaction and information services through a greater variety of channels including the telephone, over the counter, Internet, fax and mail. Online services will be available 24 hours, seven days a week.

A number of services are on track for delivery by Smart Service Queensland in the next 6-12 months; these include:

- Office of Fair Trading Licencing Enquiries,
- Liquor Licence Enquiries,
- Business Name Registrations and Renewals,
- General Purpose Permits,
- Release of Financial Interests,
- Lists of Licenced Premises,
- Bills of Sale,
- Register of Encumbered Vehicles,
- Boats and Wrecked Vehicles.

There will also be a range of Department of Communities services such as Seniors Card and Concessions and Disability Services Queensland Information. In addition, other services available will be Wageline, Events Information, and Grants. Smart Service Queensland will then be delivering 22 services, plus information and referral services.

Over the following five years, in excess of 400 services will be delivered by the Beattie Government, which includes services grouped under the following common functions;

- Bookings,
- Receipting,
- Events,
- Information,
- Licence Applications and Renewals,
- Publications,
- Registrations,
- Registers, and Searches.

All of these services will be available via multi-channels including on-line, and therefore will be available 24 hours, seven days a week.