

Question on Notice

No. 182

Asked on Wednesday, 1 March 2006

MS MALE MP asked the Minister for Communities, Disability Services and Seniors (**MR PITT**) -

Will he detail the benefits to rural and regional Queenslanders who use the Smart Service Queensland call centres and websites?

ANSWER:

Smart Service Queensland (SSQ) as a 'front door to Queensland Government' is currently delivering information referral services for the 25 core Queensland Government agencies in addition to delivering a range of specific services on behalf of 16 Queensland Government departments.

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

Smart Service Queensland is continuing to deliver more services online through the Queensland Government Gateway and via the Smart Service Queensland Integrated Contact Centre, with direct benefit to rural and regional customers. Services available through Smart Service Queensland via the internet or phone channel (or both) include:

- Freshwater fishing permit enquiries and agricultural chemicals distribution licence searches on behalf of the Department of Primary Industries and Fisheries.
- Occupational licensing and business enquiries, liquor licensing services, consumer enquiries and a number of other services on behalf of the Department of Tourism, Fair Trading and Wine Industry Development.
- Seniors card information and applications on behalf of the Department of Communities.
- Disability Information Service on behalf of Disability Services Queensland.
- Baby capsule hire service, community ambulance cover enquiries, community education (first aid), and a number of other services on behalf of the Department of Emergency Services.
- Vehicle and vessel registration renewal, change of address, payments of camera detected infringement notices, Vehicle Information Certificate (VCHECK) and smoky vehicle reports on behalf of Queensland Transport.
- Contaminated land searches on behalf of the Environmental Protection Agency.
- Events organiser and Government grants information on behalf of a number of agencies.
- Health Screening, Fulfilment, Information and Referral Service on behalf of Queensland Health plus the Tele-Triage Service delivered by Queensland Health, which is co-located with Smart Service Queensland. The service, which is currently available north of Mackay, will be expanded to cover the rest of the state from April 2006.

Qualitative market research has shown strong support from Queenslanders to find out more about what local services the government provides. Smart Service Queensland is rolling out on the Queensland Government Gateway at www.qld.gov.au the opportunity for customers to get a regional view of what government offers in their own backyard.

The same research discovered that whilst Queenslanders have some knowledge of which level of government delivers a particular service, on some occasions this can be blurred between federal, state and local government. Regional views of the Queensland Government's web site will not only include state government services – such as schools and education facilities, policing and youth events – but also access to local councils and federal government services.

Increasingly rural and regional customers are expecting more from government in relation to service delivery. Smart Service Queensland is continuing to develop innovative approaches to meet these demands.