

Question on Notice
No. 1066
Asked on Tuesday, 1 September 2009

MS STONE asked the Minister for Public Works and Information and Communication Technology (MR SCHWARTEN)-

QUESTION:

Will the Minister explain how Queenslanders can easily access information about the hundreds of government services available?

ANSWER:

Queenslanders can keep in touch with their government by getting information and conducting multiple transactions with a range of government departments via the multiple customer contact channels operated by Smart Service Queensland (SSQ).

SSQ is at the forefront of service delivery and acts as the 'front door' to the Queensland Government, providing Queenslanders with fast and easy access to government services and information.

Through the telephone, the Internet and integrated face-to-face service delivery counters located in regional and remote areas throughout the State, SSQ currently delivers over 200 government services to all Queenslanders, irrespective of their location.

Customers can access vital government services via the telephone through SSQ's 13 13 04 line or through identifiable numbers for specialist services such as 13 HEALTH and 132 500 SES Flood and Storm line. During the 2008-2009 financial year, SSQ handled over three million customer enquiries through its phone, interactive voice response and SMS channels.

SSQ manages the Queensland Government's Internet site www.qld.gov.au, which gives government customers access to online information, services and transactions 24 hours a day.

The site's integrated view of online services and shopping cart credit card payment capability provides customers with a quick and easy way of finding information and transacting with the government online. SSQ websites received in excess of two million visits during the 2008-2009 financial year.

SSQ centrally coordinates the Queensland Government Agent Program (QGAP), which is a statewide network of 70 one-stop-customer service offices located in rural and remote communities. These offices provide rural Queenslanders access to government services similar to those that are accessible to individuals living in or near major regional centres.

Annually, QGAP offices undertake more than 200,000 transactions, receipting in excess of \$23 million in revenue for a range of government agencies. It is expected that eight new QGAP sites will be operational by the end of the 2009-2010 financial year, including sites at Childers, Gayndah, Mossman, Nanango, Pittsworth, Taroom, Toogoolawah and Tully.

The success of SSQ's quality service delivery is demonstrated by the results of the latest independently conducted market research, which indicated a customer satisfaction rating of 94.5% across all of its delivery channels.

This important whole-of-Government service provider will continue to grow, making government services more accessible and convenient to the Queensland public. For instance, in the 2009-2010 financial year SSQ expects to finalise and commence implementation of major channel strategies including delivering a single web experience for the Queensland Government (portal), a phone number reduction strategy, an SMS strategy and a government service centre strategy.

In addition, SSQ will be able to significantly expand its capacity and service delivery when the construction of the Joint Contact Centre at Zillmere is completed. SSQ, jointly with the Queensland Police Service, is scheduled to take occupancy in mid 2010, thereby continuing this Government's ongoing commitment to providing leading edge service delivery to Queenslanders.