

Question on Notice
No. 1246
Asked on Wednesday 16 September 2009

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

QUESTION:

Will the Minister advise how Smart Service Queensland operates and the benefits its services provide to residents of the Pine Rivers electorate?

ANSWER:

Smart Service Queensland is at the forefront of service delivery and acts as the 'front door' to the Queensland Government, providing Queenslanders located in any electorate with fast and easy access to government services and information.

Through the phone, the Internet and integrated face-to-face service delivery counters located in regional and remote areas throughout the state, Smart Service Queensland currently delivers over 200 government services to all Queensland residents, irrespective of their location.

Customers living in the Pine Rivers electorate, or anywhere throughout the state, can access vital government services via the telephone through Smart Service Queensland'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 year, Smart Service Queensland handled over three million customer enquiries through its phone, interactive voice response and SMS channels.

Smart Service Queensland manages the Queensland Government Internet site www.qld.gov.au, which gives government customers in any electorate in the state 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 government online. Smart Service Queensland websites received in excess of two million visits during the 2008-2009 year.

The success of Smart Service Queensland'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. Smart Service Queensland will play an important part in delivering 'accessible government' to all Queenslanders under the Government's 'Toward Q2 through ICT' strategy.