

Question on Notice

No. 132

Asked on 6 March 2014

MR STEVENS ASKED THE MINISTER FOR SCIENCE, INFORMATION TECHNOLOGY, INNOVATION AND THE ARTS (MR WALKER)—

With reference to the government's consultation on One-Stop Shop and with more and more Queenslanders preferring to interact with the Queensland Government online—

What has the Newman Government been doing to deliver more online services?

ANSWER:

This Government's One-Stop Shop commitment is about making services simpler, clearer and faster for Queenslanders. For many customers, this means making information and basic transactions easily available online at qld.gov.au – so customers can access them at a time and in a way that suits them. We have committed to delivering 100 new transactions and information about all public services available online by the end of 2014.

This target is based on the findings of a significant piece of work, led by my department, and involving all agencies, to identify which services should be delivered online. The original baseline research found that only 28% of service transactions were available online prior to the One-Stop Shop plan. All agencies now have a roadmap of when they will deliver online service transactions that enable customers to apply, book, pay, report and renew services and licences quickly and easily online.

To date, an additional 45 new services have been delivered online with a target of 100 new online transactions by end 2014 and a further 100 by the end of 2015. Some recent examples of services made available online include emergency service requests, booking and paying for first aid training courses, registering relationships, requesting historical birth certificates, and checking vehicle registrations.

To reduce duplication and cut red tape, the One-Stop Shop is also delivering new multi-channel ICT capabilities to support easier customer access to government services online. By the end of 2014, customers will be able to use one log-in and password to access a range of online services in the same way as they do currently with digital banking. By the end of 2015, customers with an account will only need to provide their proof of identity once and log in online to apply for licences and other services.

We are also testing customer demand for new online options such as answers to enquiries via social media and click to chat online via ww.qld.gov.au. Ensuring that all new online services meet customer needs is critical and all One-Stop Shop initiatives are tested with customers and driven by ongoing customer feedback.

The One-Stop Shop Plan (www.qld.gov.au/onestopshop) details the Government's focus and approach for delivering better services for Queenslanders.