

Responsive Government

Responsive Government is about making Queensland Government services easy to use – for everyone, anywhere. People from all walks of life, with varying digital literacy, should be able to easily access information and Queensland Government services.

Our customers are telling us that they want services that are personalised, easy to use, and delivered in a secure way.

They want to tell us once, not deal with multiple government departments. And they want to be able to easily access government services in the way that best suits them.



Queenslanders, aged 16 to 80+ have participated in customer service delivery research since January 2017.

Improving customer service

Our \$20.8 million 2019-20 Responsive Government Service Transformation initiative will accelerate the development of agile, innovative and digitally-enabled government services that deliver improved customer service to Queenslanders.

\$20.8
MILLION

to support the continued delivery of joined-up services and capabilities (such as customer authentication) to improve the customer experience.



Queenslanders are our customers – they are at the centre of everything we do. We are listening to their needs and working with them to design services for them.



We will critically analyse how we approach government service delivery.



We are making it easier for people to work with government by designing websites and online forms that are easy to use.



We will deliver better ways for our customers to personalise their experience with us.



We are increasing the number of transactions customers can complete online.



We will pursue digital inclusion that ensures no one is left behind.



We are embracing human-centred design across the public sector, creating better work that makes a difference.

Delivering Queensland Government services that are easy to use

Here are some examples* of enhanced services we progressed in 2018-19:

74.5 million
visits a year with 554 services online

Improving Queensland Government's 'digital front door'

The Queensland Government's digital front door, **qld.gov.au** has been revamped so Queenslanders can easily find and transact securely with government online. More improvements of **qld.gov.au** are planned in 2019-20.

Queensland Housing Services Finder

housing.services.qld.gov.au Queensland Housing Services Finder is an application launched in August 2018 which is making it easier for Queenslanders to search for housing options available to them in one transaction. This online innovation is a simple, but powerful tool for Queenslanders, which personalises the customers' experience by identifying housing help closest to them. The application can also be easily accessed through customers' digital devices. This great resource reinforces the Queensland Government's commitment to providing quality services to our clients and customers and is another example of responsive government in action.

Seniors Concessions Service

The online Seniors Concession Service makes it quick and easy for Queenslanders aged 60 and over to apply for a Seniors Card and access a range of cost-of-living concessions in one place. These include vehicle registration concessions as well as rates, water and energy concessions. It now takes only three working days between applying for a Seniors Card and having your concessions activated, compared to about 20 days previously.

Tell Us Once

Proof of concept successfully completed of digital identity and information sharing infrastructure to simplify and expedite the way Queenslanders choose to interact online - supporting a 'Tell Us Once' experience.

Customer at the centre

Working with partner agencies, including for a streamlined Bluecard application process, providing better access for parents and carers to child development information and services, and supporting ongoing improvements to the Business Queensland website.

GetOnlineQld

Continuing to deliver the GetOnlineQld program – more than 350 people have registered an interest in being digital mentors; more than 500 Queenslanders have improved digital skills.

*Figures are current to 30 June 2019

Delivering a consistent customer experience by integrating our multiple channels

	NOW	FUTURE
	qld.gov.au Single access point 554 transactions currently available	Increase number of online transactions
	Two customer centres offer access to all Queensland Government services 200+ locations offer individual agency services	Better face-to-face service delivery
	13QGOV Single number to access all government information and complete some transactions	Improve integration across agencies

Our goal is that by 2020, 70% of Queenslanders will be satisfied with the ease of transacting with the Queensland Government

Published 26 July 2018