1. On 19 March 2013, the Auditor-General tabled the *Audit Report 8: 2012-13 Online Service Delivery* in the Legislative Assembly. The Auditor-General’s Report found that:
* customer expectations of online service options are not being met;
* public sector services that are not provided online cost more to deliver, both for the Government and the public; and
* although credit card data collected through online channels meets security standards, the protection of other personal information provided online is less assured.
1. Following its tabling, the Report was referred to the Queensland Parliament’s Education and Innovation Committee (the Committee) for consideration.
2. On 22 August 2013, the Committee tabled its Report noting that, while it was disappointing that service availability had not kept pace with available technology and more services were not available online, work was underway to migrate relevant existing services to the online channel. The Committee also acknowledged the Government’s One-Stop Shop commitment as a significant initiative which will address many of the Auditor-General’s recommendations.
3. The Committee made one recommendation requesting that the Minister for Science, Information Technology, Innovation and the Arts advise the House:
* how the One-Stop Shop program will address the Auditor-General’s recommendations made in the *Report to Parliament 8: 2012-13 Online service Delivery* and when the program will be fully implemented;
* whether a whole-of-Government channel strategy and department level channel strategies have been developed;
* whether there has been an increase in the number of services available online and the uptake of these services by business and the public; and
* of progress made by the external security consultant engaged to develop security documentation and to conduct penetration testing.
1. The Government response to the Committee’s Report advises how the One-Stop Shop Plan addresses the Auditor-General’s recommendations, as well as progress made in relation to whole-of-Government and departmental channel management strategies, increasing the number of services available online and the development of security documentation and penetration testing.
2. Cabinet endorsed the Queensland Government response to the Education and Innovation Committee’s review of the *Auditor-General Report 8: 2012-13* *Online service delivery*.
3. Attachments
* [*Auditor-General Report 8: 2012-13 Online service delivery*](Attachments/Auditor%20report.pdf)
* [Education and Innovation Committee’s Report No. 22 - Review of the *Auditor-General’s Report 8: 2012-13 Online service delivery*](Attachments/Committee%20report.pdf)
* [Queensland Government response to the Education and Innovation Committee’s review](Attachments/Response.pdf)