



Premier and Minister for Veterans

For reply please quote: *PU/LM – TF/24/21433 – DOC/24/221431*

- 8 NOV 2024

The Honourable Steve Minnikin MP
Minister for Customer Services and Open Data and
Minister for Small and Family Business
1 William Street
BRISBANE QLD 4000

1 William Street Brisbane
PO Box 15185 City East
Queensland 4002 Australia
Telephone +61 7 3719 7000
Email ThePremier@premiers.qld.gov.au
Website www.thepremier.qld.gov.au

Dear Minister

Steve

Queenslanders have put their faith in us to deliver a fresh start for our great state. As the Minister for Customer Services and Open Data and Minister for Small and Family Business, you have a critical role to play and that will come with significant responsibility.

The Right Plan for Queensland's Future is a comprehensive plan that will require discipline, focus and unity to deliver.

Together we will ensure safety where people live, provide health services when Queenslanders need them, respect taxpayers' money, deliver a place to call home for Queenslanders, and drive government to work for the people.

It is my expectation that you will work every day of this term of Government to deliver these priorities for Queensland. As Minister for Customer Services and Open Data and Minister for Small and Family Business, you are ultimately responsible for the following Government agencies:

Your portfolio responsibilities

Department of Customer Services, Open Data and Small and Family Business

I want you to closely align your work every day with the following commitments we have made to Queenslanders.

Our fundamental commitment to Queenslanders

to restore **safety where you live**

to reinstate **health services when you need them**

to return **respect for your money**

to reimagine **a place to call home**

to redesign **a government that works for you**

I have outlined for each minister the values I want to drive our Government's agenda across the Queensland Government agencies which you have carriage for, these are:

Core portfolio values	
Department of Customer Services, Open Data and Small and Family Business	<p><u>Customer Service and Open Data</u></p> <ul style="list-style-type: none"> • Instil a people-first framework to improve the interactions that Queenslanders have with government and services. • Ensure the Government is open and transparent, through more accessible public data and information. <p><u>Small and Family Business</u></p> <ul style="list-style-type: none"> • Provide taxation and regulation certainty to small and family business allowing for future growth.

In addition to the values outlined above, the key portfolio deliverables that should be your priority include the following:

Key portfolio deliverables	
Department of Customer Services, Open Data and Small and Family Business	<ul style="list-style-type: none"> • Provide better ways for Queenslanders to access help from government, in person, over the phone and online. • Encourage and support other agencies to provide clarity and ease of access to key performance metrics for government services. • Introduce the On Time, Every Time Payment Guarantee for small businesses, with five business day terms and immediate payments for invoices under \$10,000 as well as simplified contracts, streamlined processes and smaller tenders, to better fit small business. • Establish a new dedicated small business concierge service to streamline support and improve the ease of accessing government services as part of the Putting Small Business First policy. • Focus the Queensland Small Business Commissioner on reducing red tape and dispute management. • Improve outcomes for small and family business through better regulation. • Oversee the new Small and Family Business Innovation Pathway to directly engage Queensland small and family businesses for short-term initiatives valued at up to \$1 million, to solve specific problems or improve government service delivery. • Deliver the Secure Communities Partnership Program to provide community safety measures to deter crime on small business. • Support the establishment of the \$16 million Regional Business Gateways grant program to support local Chambers of Commerce, other trade organisations and local councils to build business hubs in Queensland's regional centres. • Support a new \$19 million pilot program to support small and family businesses to take on apprentices by covering 50 per cent of apprentice wages for first- and second-year apprentices, and 25 per cent of the wages for third- and fourth- year apprentices, during training block periods of four weeks, twice a year.

I will meet with you regularly to discuss progress in implementing these actions.

We all know that many Queenslanders are struggling under significant cost-of-living pressures. In addition to the deliverables listed above, I urge you to identify opportunities to provide long-term cost-of-living relief through structural improvements and prudent oversight for those portfolio areas for which you have carriage for.

It is critical to remember that every decision a minister makes, and all actions taken, must be in the interest of the Queensland public. It is imperative that those decisions and actions should be made without regard to personal, political or other immaterial considerations.

A strong and stable public service creates a strong and stable Queensland. The Queensland Public Service are integral to being able to implement our ambitious and important agenda for the state.

I expect ministers and their staff will engage with chief executive officers and departmental staff with the highest levels of courtesy and respect. I expect you will be an engaged and visible leader for the public servants in your department, both in the central office and the regions, and that you will strongly support your frontline staff in the important work they do.

Your engagement with the Queensland Public Service should always be in accordance with *The Queensland Ministerial Handbook, Ministerial Code of Conduct, Code of Conduct Ministerial Staff Members*, along with ensuring your staff always adhere to the *Protocols for communication between ministerial staff members and department employees*.

It is also important you familiarise yourself with 'Governing Queensland' for the suite of policy and administrative handbooks. These documents are available on the Department of the Premier and Cabinet's website at www.premiers.qld.gov.au. These documents provide an explanation for the processes of Government in Queensland.

We have been given the incredible privilege of serving the people of Queensland as their Government. I look forward to working with you to deliver for every Queenslanders.

Yours sincerely



DAVID CRISAFULLI MP
PREMIER AND MINISTER FOR VETERANS