1. The Queensland Government One-Stop Shop will make it easier and more convenient to find out about access services. Most services will be online, but for those issues where customers prefer to speak to someone, a customer service advisor will be available. No matter which channel a customer chooses, the One-Stop Shop will provide a more consistent customer experience characterised by a helpful, respectful and responsive approach.
2. The One-Stop Shop Plan delivers on the Government’s commitment to make public services simpler, clearer and faster for customers to access; more efficient by reducing duplication and increasing online service delivery; and more effective in meeting customer needs.
3. The One-Stop Shop Plan provides the direction and future roadmap for the Queensland Government’s service delivery approach for the next five to seven years. It also details the initial service delivery initiatives and improvements that will be delivered in the first two years of the Government’s One-Stop Shop program.
4. Cabinet endorsed the Queensland Government One-Stop Shop Plan and implementation approach.
5. *Attachments*

* [Queensland One-Stop Shop Plan 2013-18 – Summary](Attachments/one-stop-shop-plan.PDF)