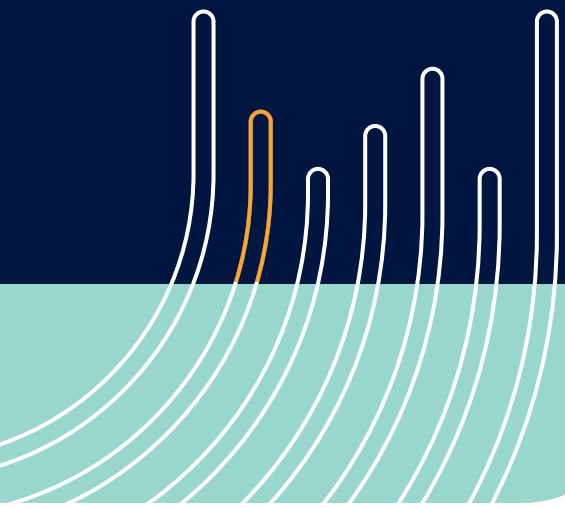


OUR THRIVING **DIGITAL** FUTURE

2023–2026 Action Plan



Acknowledgement

We respectfully acknowledge the Aboriginal and Torres Strait Islander Traditional Owners and Elders of the lands and seas on which we meet, live, learn and work.

We acknowledge those of the past, the ancestors whose strength has nurtured this land and its people, and who have passed on their wisdom. We acknowledge those of the present for their leadership and ongoing effort to protect and promote Aboriginal and Torres Strait Islander peoples and cultures. We acknowledge those of the future, the Elders not yet born, who will inherit the legacy of our efforts.

We recognise it is our collective efforts, and responsibility as individuals, communities, and governments, to ensure equality, recognition, and advancement of Aboriginal and Torres Strait Islander Queenslanders across all aspects of society and everyday life.



Vision: Our Thriving Digital Future

Our Thriving Digital Future: Queensland's Digital Economy Strategy sets the direction, vision, and priorities for Queensland's digital economy, now and for the future.

Our vision is to accelerate a thriving digital future for Queenslanders

To fulfil this vision, we will centre our efforts on three focus areas and six priority outcomes:

FOCUS	Digital Customer	Digital Market	Digital Government
PRIORITIES	<p>Close the digital divide: Promote access, affordability and ability, so that everyone can enjoy the economic and social benefits of a digitally-enabled economy.</p> <p>Contemporary digital government services: Put people and businesses at the heart of government service, program, and policy design, so that services are trusted, easy to use and deliver the best outcomes.</p>	<p>Improved connectivity for regional communities: Regional communities have better, more reliable digital infrastructure so they can connect, grow and prosper.</p> <p>Industries and businesses excel: Existing and emerging businesses and industries will have access to, and support to adopt, digital technologies to help them adapt, grow, compete, and innovate.</p> <p>Pipeline of talent for digital careers: Develop a pipeline of digital talent to grow good, secure jobs for Queenslanders, boost the economy, and ensure businesses and industry have the digital skills they need to be competitive in the marketplace.</p>	<p>Digitally enabled government: Ensure the Queensland Government is digitally adept and enabled, continuously adapting and transforming the way government operates, manages its data, and invests in digital technology to shape and lead the progression of a thriving digital economy.</p>



2023–2026 Action Plan

Over the life of Our Thriving Digital Future, updated action plans will introduce the initiatives and actions to propel Queensland to a digitally thriving state.

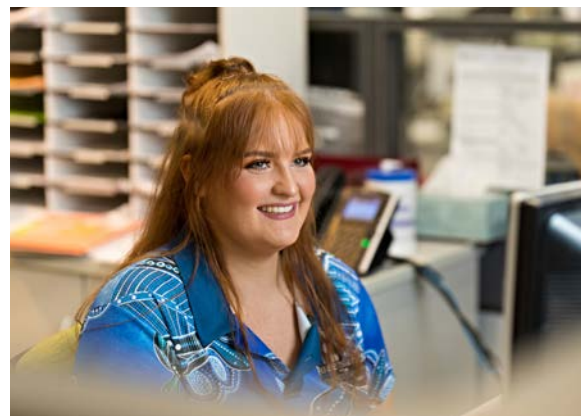
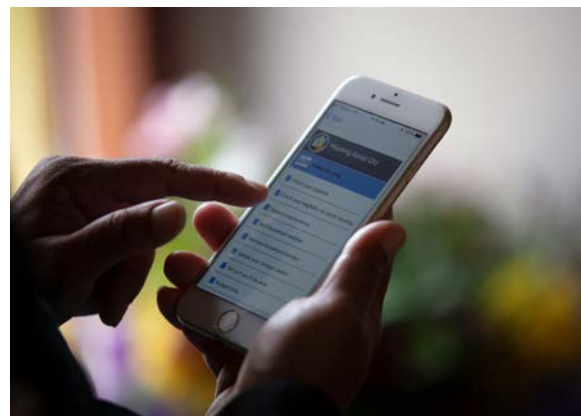
This 2023-2026 Action Plan focuses on the first steps towards achieving our vision, and documents our commitment to building a solid foundation through partnerships to unlock the value of the digital economy for all Queenslanders, grow Queensland’s businesses, industries, and digital talent, and create a more digitally enabled and responsive government.

Organising for success

The Department of Communities, Housing and Digital Economy (DCHDE) will establish the Digital Economy Program Office to provide coordination and support across government, and to track the delivery of initiatives and outcomes.

DCHDE will continue to collaborate, engage and co-design across government and with Queenslanders, business, industry and the university and research sector, to embed and support innovation and digital transformation, and identify opportunities to support and accelerate the use and adoption of new technologies.

The Queensland Government remains committed to improving outcomes for Aboriginal and Torres Strait Islander peoples. DCHDE will develop a First Nations digital strategic plan in partnership with First Nations Queenslanders, to provide pathways for Aboriginal and Torres Strait Islander peoples across the state.





Priority Outcomes

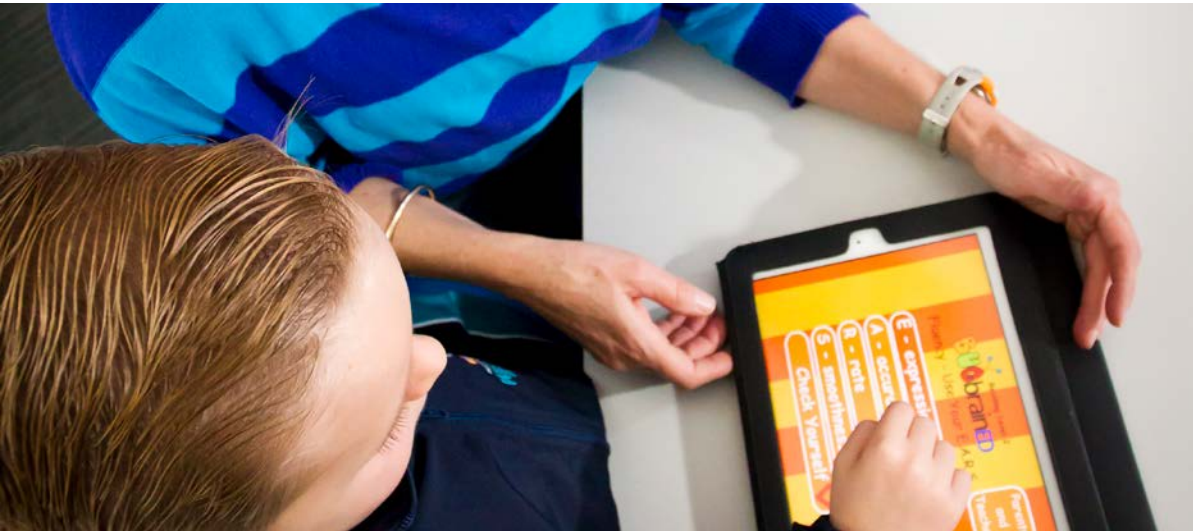
Digital Customer



Priority 1: Close the digital divide

Our priority is to close the digital divide by promoting access, affordability and ability so that everyone can enjoy the economic and social benefits of a digitally-enabled economy. Digital technologies offer significant social and economic benefits for those who are able to confidently and easily access and use them. Our plan for closing the digital divide in Queensland’s digital economy is focused on improving digital literacy for those who are the most vulnerable or excluded.

Initiative	Lead
Developing a digital inclusion strategic plan	DCHDE
Establishing new Indigenous Knowledge Centres in remote and discrete communities, and improve the viability of existing centres	SLQ
Employing Regional Digital Development Officers, operating from local libraries, to help identify opportunities for regional communities to realise their digital potential	SLQ
Increasing student and parent access to the Department of Education’s therapists and nurses using telepractice to support participation and success at school	DoE
Co-designing and delivering the next deadly digital communities program, working closely with Elders and First Nations communities	SLQ
Exploring options for students to have access to suitable connectivity and devices both at school and at home to ensure that they have the skills of the future	DoE
Improving access to qualified teachers and online lessons for deaf/hard of hearing and/or blind/ vision impaired students in isolated, rural, and remote locations	DoE





Priority 2: Contemporary digital government services

Our priority is to put people and businesses at the heart of government service, program and policy design so that services are trusted, easy to use and get the best outcomes.

We will use digital technologies to provide the best customer services which are easy to use, accessible, convenient, and safe.

Initiative	Lead
Delivering digital innovation in teaching and learning	DoE
Using digital technologies to keep Queenslanders safe by making it easier for vulnerable Queenslanders to access hardship payments and support services	DCHDE
Developing a digital design system aligned to the digital service standard	DCHDE
Delivering the Queensland Health Virtual Healthcare Strategy	QH
Delivering the Digital Strategy for Rural and Remote Healthcare	QH
Digitising Queensland Courts and Tribunals	DJAG
Continuing to transform customer services to enable digital to be adopted wherever appropriate so departments can provide efficient and timely services that require least customer effort	DCHDE, All
Delivering priority joined-up services with other jurisdictions including: <ul style="list-style-type: none">• Birth of a Child• Digital Birth Certificate	DCHDE with: QH DJAG
Transforming the qld.gov.au digital presence and continue integration with in-person support and other assisted channels (telephony, click to chat)	DCHDE, All
Delivering Smart Ticketing on the transport network – rollout is complete on the Gold Coast Light Rail and the SEQ Heavy Rail Network	DTMR
Implementing the Queensland Digital Licence including an expanded trial in Townsville before being made available statewide	DTMR
Transforming parks and wildlife services (including National Parks Booking Service replacement, Fire Information Management System and QWildlife)	DES
Delivering the Accelerating Science Delivery Innovation (ASDI) Program	DES
Delivering digital In-cell technology at Southern Queensland Correctional Precinct Stage 2	QCS
Delivering the Digital Engagement Strategy within the Youth Engagement Strategy	DoE
Developing a digital Statewide Crop Suitability Tool for soils and crops in Queensland	DAF
Save time and effort when starting and running a small business by using the Business Launchpad	DESBT

Digital Market

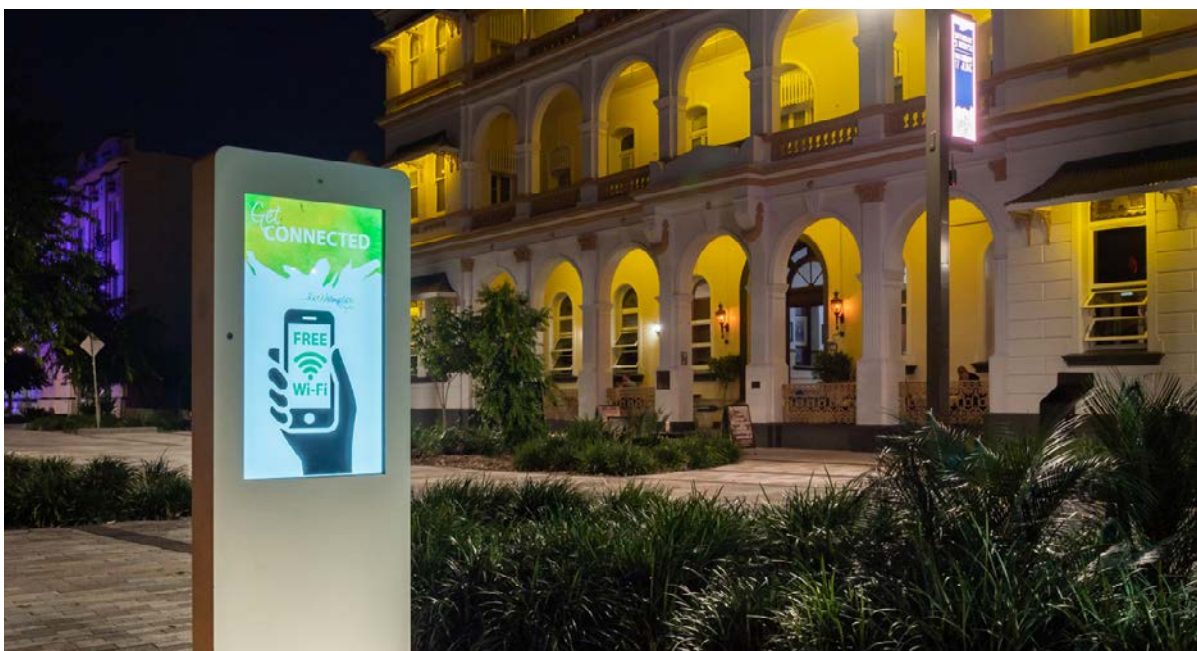


Priority 3: Improved connectivity for regional communities

Our priority is that regional communities have better, more reliable digital infrastructure so they can connect, grow and prosper. Connectivity improves access to education, innovation, healthcare, employment and goods and services. Regional resilience and confidence will be improved by working with other tiers of government, telecommunications providers and local communities to bring more reliable, scalable digital infrastructure across Queensland. Innovative solutions to connectivity challenges in the state will be explored in order to ensure people, jobs and industries can flourish regardless of location.

We will work with key partners to ensure regional Queensland has access to fast, reliable, and resilient network infrastructure needed to grow a strong digital economy and remain safe, connected, and bounce back quickly in times of disaster.

Initiative	Lead
Implementing a new State Infrastructure Strategy and Regional Infrastructure Plans	DSDILGP
Developing and delivering a Queensland Digital Infrastructure Plan	DCHDE
Co-investing in digital infrastructure (funding and in-kind investments) with the Australian Government and industry	DCHDE
Co-investing in the Mobile Black Spot Program to improve mobile coverage and address mobile blackspots in regional Queensland	DCHDE
Developing an online portal, LG Central, that supports councils' elected representatives and staff and builds capacity for councils to deliver services effectively	DSDILGP
Partnering with Telstra to make internet speeds to Queensland state schools 200 times faster than the previous standard	DoE
Exploring and trialling new and emerging technologies, such as Low Earth Orbiting Satellites, as key enablers of connectivity	DCHDE





Priority 4: Industries and businesses excel

Our priority is that existing and emerging businesses and industries will have access to, and support to adopt, digital technologies to help them adapt, grow, compete and innovate. We want to enable all Queensland businesses to take advantage of the opportunities that digital technologies bring. We will work with organisations, industry bodies and academia to ensure Queensland-based businesses have access to the talent they need to tackle digital-age challenges.

Initiative	Lead
Delivering the <i>Advance Queensland: Innovation for a Future Economy 2022-2032 Roadmap</i>	DTIS
Delivering <i>A Place to Innovate - Queensland Innovation Precincts and Places Strategy 2022-2032</i>	DTIS
Developing a Tourism Technology and Innovation Roadmap that supports more tourism businesses to adopt technologies and be more innovative in their tourism experience, service delivery and business sustainability	DTIS
Partnering with DSDILGP, TIQ, DAF, DTIS, DoR and DESBT to: <ul style="list-style-type: none"> develop a plan to attract, start, retain and grow digital businesses and industries in Queensland, particularly in regional centres support existing and emerging industries to remain competitive through the adoption of new technologies, including AI and traceability continue to make it easier for SMEs to do business with government 	DCHDE
Delivering Advance Queensland initiatives to support existing and emerging industries by: <ul style="list-style-type: none"> supporting Queensland's statewide innovation hubs network exploring opportunities to partner with innovation hubs to accelerate scale-up of innovative businesses for global markets delivering the Deadly Innovation program 	DTIS
Delivering world-leading autonomous and robotic technologies through the Defence Cooperative Research Centre (CRC) for Trusted Autonomous Systems	DTIS
Refreshing the 10-year Queensland Government Priority Industry Roadmaps	DSDILGP
Delivering the Industry Partnership Program	DSDILGP
Delivering the Queensland Industry Capability Development Program	DSDILGP
Delivering the Agribusiness Digital Solutions Grant Program and an AgTech roadmap for digital and technological transformation including the Smart Farms initiative	DAF
Supporting greater uptake of emerging technologies through industry-research collaborations and alliances, and increasing the commercialisation capacity of Queensland Universities	DES
Encouraging and empowering exporters to use e-commerce as a channel to new markets	TIQ
Supporting the critical minerals industry in Queensland with open data and innovation	DoR
Delivering next generation smart transport infrastructure for Queensland through the Cooperative and Automated Vehicle Initiative (CAVI) with trials rolled out across a range of areas including Ipswich, along the length of the Bruce Highway and Bundaberg	DTMR
Exploring emerging business models for transport for example Mobility as a Service to introduce integrated planning, booking and payment for multi-modal journeys. A trial is currently underway with the University of Queensland	DTMR
Supporting manufacturers to transition to advanced manufacturing (Industry 4.0 seminars/ masterclasses, Technology in Manufacturing program, Digital Connectivity program)	DRDMW



Priority 5: Pipeline of talent for digital careers

Our priority is to develop a pipeline of digital talent to grow good, secure jobs for Queenslanders, boost the economy, and ensure businesses and industry have the digital skills they need to be competitive in the marketplace.

We will ensure Queenslanders, business and government are equipped with the right skills to succeed in an ever-changing digital future.

Initiative	Lead
Delivering the <i>Good people. Good Jobs: Queensland Workforce Strategy 2022-2032</i>	DESBT
Delivering the First Nations Training Strategy	DESBT
Delivering the First Nations Digital Careers Program with Microsoft	DCHDE
Continuing to deliver the Digital Professional Workforce Action Plan 2020-2024	DCHDE
Supporting new skillsets and micro-credentials in future technologies, in partnership with TAFE Queensland and the resources-sector led Queensland Future Skills Partnership	DTIS
Delivering the Business and ICT Industry Skills Advisory portfolio	DESBT
Delivering the First Nations Communities Digital Transformation Project	DTIS, DCHDE
Delivering the Engaging Queenslanders in Science Strategy	DES
Delivering the VET Modernisation and Transformation Program	DESBT
Continuing delivery of the Big Plans for Small Business Strategy 2021-2023	DESBT
Delivering the ICT Gateway to Industry Schools Program	DESBT
Delivering the 10 Year Human Capital Outlook and 3 Year Strategic Roadmap	PSC
Delivering the annual Premier's Coding Challenge	DPC
Delivering the Queensland Future Skills Partnership Program	DESBT



Digital Government



Priority 6: Digitally enabled government

Our priority is to ensure the Queensland Government is digitally adept and enabled, continuously adapting and transforming the way government operates, manages its data, and invests in digital technology to shape and lead the progression of a thriving digital economy. Through digital transformation, government can show people, businesses, and industry the potential of digital, and demonstrate contemporary approaches to solving issues.

We will modernise our digital operations, manage data to accelerate the adoption of new technologies, and reduce duplication to make the best use of public funds.

Initiative	Lead
Establishing core and common platforms across government (including e-invoicing, forms, APIs, cloud, secure data sharing)	DCHDE
Building innovation capability to shape future focused digital policies, programs and practices	DCHDE
Delivering the Cyber Secure Queensland strategic plan and program	DCHDE
Continuing delivery of the state Digital Archiving Program	DCHDE
Continuing to work across government to maximise integration, coordination, collaboration and sharing of data and enhanced analytics	DCHDE
Refreshing the Queensland Government Enterprise Architecture	DCHDE
Continuing to streamline business payroll tax reporting	QT
Delivering standardised Motor Accident Insurance Commission injury codes for Compulsory Third Party motor vehicle claims	QT
Implementing the Future Procurement System to support local SMEs	DEPW, DTMR, QH, DoE, DCHDE
Promoting the adoption of Building Information Modelling by Queensland Government infrastructure delivery agencies	DSDILGP
Investigating the development of a Digital Twin Workbench	DSDILGP, DoR
Continuing to: <ul style="list-style-type: none"> expand mobile capability for frontline services through additional information rich mobile devices, such as QLITE devices upgrade multiple sites in FNQ to high speed connectivity to improve bandwidth equity to the regions for the provision of QPS services enhance officer safety through the QPS Satellite Push to Talk Migration including provision of Satellite Duress and Location Services 	QPS
Delivering the Field Management Program – Moorings App	DES

Initiative leads

DAF	Department of Agriculture and Fisheries	DSDILGP	Department of State Development, Infrastructure, Local Government and Planning
DCHDE	Department of Communities, Housing and Digital Economy	DTIS	Department of Tourism, Innovation and Sport
DEPW	Department of Energy and Public Works	DTMR	Department of Transport and Main Roads
DoE	Department of Education	PSC	Queensland Public Service Commission
DESBT	Department of Employment, Small Business and Training	QCS	Queensland Corrective Services
DES	Department of Environment and Science	QPS	Queensland Police Service
DJAG	Department of Justice and Attorney-General	QH	Queensland Health
DRDMW	Department of Regional Development, Manufacturing and Water	QT	Queensland Treasury
DoR	Department of Resources	SLQ	State Library of Queensland
		TIQ	Trade and Investment Queensland



qld.gov.au/DigitalEconomy



Queensland
Government