



# How might we better understand citizens' transaction preferences and behaviors to make Queensland Government services easier to use?



There are over **1,500** Queensland Government services

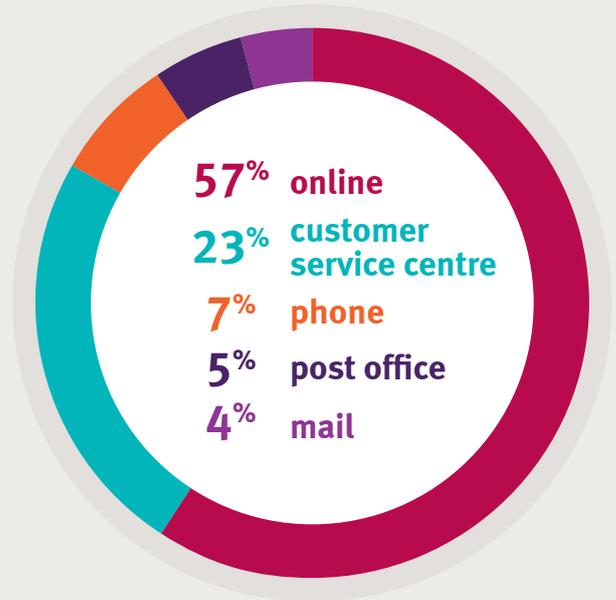


of Queenslanders say it is **easy** to carry out **transactions** with the Queensland Government



On average Queenslanders access **eight** Queensland Government services **annually**

Queensland Government customer channel preferences



## What is your solution?

We suggest you consider using the Queensland Government open datasets on [data.qld.gov.au](https://data.qld.gov.au).

A list of useful open datasets and resources is on the following page.

### Guidance to help you prepare your GovHack project video to pitch your solution (3 minutes):

- 1 Introduction:** state the project title, team name and members.
- 2 Problem:** what is the challenge your hack addressed? Why does it matter to find a solution?
- 3 Vision:** in one sentence, describe the ideal end state / long-term goal you are trying to achieve through your solution.
- 4 Data/resources:** what was your approach to solve the problem? How did you investigate the problem? Provide an overview of the open data and information used and how it helped you to develop your solution.
- 5 Minimum viable product:** describe your solution (proof of concept). What makes the solution unique? What would be the impact of the solution?
- 6 Next steps:** outline a road map on how the solution could be developed and implemented to achieve your vision.



For more tips see the [GovHack handbook](#)



[data.qld.gov.au](https://data.qld.gov.au)



Queensland Government



## Locating open data

Queensland Government open data is accessible at [data.qld.gov.au](https://data.qld.gov.au). Search for other government open data at [data.gov.au](https://data.gov.au) and local government websites.

Below is a list of other open datasets and resources you might like to use for this challenge.

### Open datasets

- 1 [Customer Service Wait Times](#)
- 2 [Transport and motoring customer service centres](#)
- 3 [Google Analytics 360 data for qld.gov.au](#)
- 4 [Whole-of-Government Satisfaction Survey 2017](#)

### Resources

- 1 [Queensland Government](#)
- 2 [Services](#)
- 3 [For Queenslanders](#)
- 4 [Business Queensland](#)

