

**Department of Transport and Main Roads**  
**Decision Brief**  
**MBN21647**

To: Minister for Transport and Main Roads

<b>SUBJECT:</b> Customer Oriented Registration and Licensing (CORAL) Program Industry Briefing on 26 October 2018	<b>Urgent</b> Approval required by 12 October 2018 in order to announce Industry Briefing date within the tender brief and TMR website.
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**Summary**

- The Department of Transport and Main Roads (TMR) will hold an industry briefing on 26 October 2018 in conjunction with the release of the Digital Wallet and Enabling Platforms procurement on Q Tender.
- This brief outlines the proposed topics for inclusion, and their key areas of focus.

**Recommendations**

- That you approve for the Customer Oriented Registration and Licensing (CORAL) program to provide a briefing to industry representatives on 26 October 2018 once the forward procurement notice is released through Q Tender.
- That you confirm your availability to provide opening comments at the briefing on 26 October 2018.
- That you note:
  - a decision is required by 12 October 2018, due to the procurement announcement of Digital Wallet and Enabling Platforms on Q Tender the following week
  - details of the Industry Briefing will be issued within the forward procurement notice on Q Tender and on the TMR website.

**Financial Implications**

- The briefing will be held at the TMR conference centre located at 61 Mary Street and will involve only minimal catering costs.
- Any additional costs associated with hosting the briefing will be funding from the existing budget allocation for the CORAL program.

**Background**

- TMR will provide information about their new CORAL program.
- The Digital Wallet—a smart device application that allows you to store electronic credentials and make electronic transactions—and Enabling Platforms will be the first deliverables of the program.

**Action Officer:**  
Amanda Roosmalen  
Change Manager  
Registration & Licensing  
Modernisation  
Tel: 3066 7382  
Date: 4 October 2018

**Endorsed by:**  
Christopher Goh  
General Manger  
Registration & Licensing  
Modernisation  
Tel: 3066 7382  
Date: 4 October 2018

**Endorsed by:**  
Mike Stapleton  
Deputy Director-General  
Customer Service, Safety &  
Regulation Division  
Tel: 3066 7222  
Date: 8 October 2018

**Endorsed by:**  
Neil Scales  
Director General  
*Neil Scales*  
Tel: 3066 7316  
Date: 8/10/18

- The industry brief will provide suppliers with an overview of what TMR is hoping to achieve from the solutions, including contextual information on the future direction and potential that TMR envisions.

#### **Key Issues**

- The forward procurement notice for the Digital Wallet and Enabling Platforms will be released via Q Tender on week commencing 15 October 2018 in conjunction with the media release. Details of the Industry Briefing will be issued within the tender brief on Q Tender and on the TMR website.
- The Industry Briefing will be held on 26 October 2018 at 61 Mary Street from 9.30 am – 12.30 pm.
- Further information about the Digital Wallet and Enabling Platforms will be available on the TMR website (currently being developed).
- The content provided at the Industry Briefing will cover all aspects of the Digital Wallet and enabling platform, including the functionality and future intentions for this product.
- Key representatives of the Program will be available to answer questions during the briefing.

#### **Consultation with Stakeholders**

- The briefing will require a high level of engagement with both external and internal stakeholders, including:
  - Queensland Police Service
  - responsive Government
  - Department of Justice and Attorney General.

#### **Employment**

- It is anticipated the CORAL program will support employment in the technology industry.

#### **Media**

- The media release relating to the Digital Wallet will be issued week commencing 15 October 2018 (subject to confirmation from Minister's Office).

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Government Priorities**

- The program aligns with the Queensland Government's priority to be a responsive government and its Digital1st Strategy, delivering an accessible digital service to meet the needs of the community.

**Summary of Actions**

- That you approve for the CORAL program to provide a briefing to industry representatives on 26 October 2018 once the forward procurement notice is released through Q Tender.
- That you confirm your availability to provide opening comments at the briefing on 26 October 2018.
- That you note:
  - a decision is required by 12 October 2018 due to the procurement announcement of Digital Wallet and Enabling Platforms on Q Tender the following week
  - details of the Industry Briefing will be issued within the forward procurement notice on Q Tender and on the TMR website.

**Minister's comments:**

Approved / Not Approved

Minister's signature.....

Date 10.10.18

**Yvonne Z Poli**

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**From:** TMR DLO  
**Sent:** Thursday, 25 October 2018 9:27 AM  
**To:** Yvonne Z Poli  
**Subject:** FW: Urgent - Briefs for Consideration  
**Attachments:**

[Redacted] NR  
NR Digital Wallet CBN.pdf; [Redacted] NR  
[Redacted] NR

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**From:** Peter Y Brown  
**Sent:** Thursday, 25 October 2018 8:19 AM  
**To:** TMR DLO <TMR\_DLO@tmr.qld.gov.au>  
**Cc:** Mandy L Bird <Mandy.L.Bird@tmr.qld.gov.au>; Peter Y Brown <Peter.Y.Brown@tmr.qld.gov.au>; Jennifer M Grace <Jennifer.M.Grace@tmr.qld.gov.au>  
**Subject:** Urgent - Briefs for Consideration

Good morning

Jenny has requested that the attached briefing notes be provided to Tam please for consideration. I understand that Tam is expecting them and also that a meeting will be scheduled soon.

The briefing notes are as follows:

[Redacted] NR

- Digital Wallet proposal

Note that the briefs are for discussion and have been approved by the Director-General.

Regards  
peter

**Peter Brown**  
Principal Advisor (Office of the Director-General)  
Office Of The Director-General | Department of Transport and Main Roads

Floor 35 | 1 William Street | Brisbane Qld 4000  
GPO Box 1549 | Brisbane Qld 4001  
P: (07) 30667285 | F: (07) 30667122  
M: [Redacted] NR  
E: [peter.y.brown@tmr.qld.gov.au](mailto:peter.y.brown@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

Pages 5 through 46 redacted for the following reasons:

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration  
Not Relevant

Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Noting Brief**  
**DBN13692**

To: Director-General

<p><b>SUBJECT:</b>          Customer Oriented Registration and Licensing program update – Digital Wallet and Enabling Platforms</p>	<p><b>DATE:</b>          8 November 2018  <i>10<sup>th</sup> / 11 / 2018</i></p>
<p><b>Director-General's Comments:</b>  <i>1. Noted.</i>  <i>2. Good brief - Thank you!</i>  <i>3. Please keep me apprised of progress</i>  <i>Sealus</i></p>	

**Summary**

- The procurement process for the Digital Wallet and Enabling Platforms has commenced with the release of the forward procurement schedule via QTenders on 18 October 2018.

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

- Channel Nine ran an exclusive news story on the Digital Wallet on 23 October 2018, which consisted of an interview with Minister Bailey interspersed with additional footage and commentary generated by Channel Nine.
- The Customer-Oriented Registration and Licensing (CORAL) program raised concerns with some of the additional content provided by Channel Nine and its impact on TMR customer reaction to the digital wallet. This was escalated via the Department of Transport and Main Roads' (TMR) media team to Minister Bailey's office.

<b>Action Officer:</b>	<b>Endorsed by:</b>	<b>Endorsed by:</b>
Rachel Goos	Chris Goh	Mike Stapleton
Principal Advisor (CORAL)	General Manager (CORAL)	Deputy Director-General (CSSR)
Tel: 3066 2165	Tel: 3066 7382	Tel: 3066 7222
Date: 06/11/2018	Date: 06/11/2018	Date: 08/11/2018

- In response to the Channel Nine story, Minister Bailey's office has directly engaged with Channel Nine. The CORAL program is actively engaging with the community through TMR's social media team and Customer Services Branch (CSB) call centres to respond to concerns and questions.
- An industry briefing event for the Digital Wallet and Enabling Platforms (DWEPE) was held on 26 October 2018 with over 90 attendees and 72 suppliers represented.
- The request for proposal for DWEPE will be released on QTenders on 19 November 2018.

### Recommendations

- That you note:
  - the progress of DWEPE elements of the CORAL program
  - the decision on the location of the regional pilot has not yet been confirmed by Minister Bailey.

### Financial Implications

- An amount of \$(b) Revenue million has been reallocated from within existing TMR budget allocations for the Digital Wallet pilot.
- Cabinet Budget Review Committee approval will be sought for further funding associated with implementation through the CORAL business case, once the total cost of ownership is understood.

### Background

- The procurement process for the DWEPE has commenced, with the release of the forward procurement schedule on 18 October 2018.
- Channel Nine ran an exclusive news story on the Digital Wallet on 23 October 2018. The story consisted of a ministerial interview with Minister Bailey interspersed with additional footage and commentary generated by Channel Nine. The additional footage was not fully supportive of the Digital Wallet and highlighted enforcement concerns and suitability for the entire range of customers.
- The CORAL program had concerns with some of the additional content and its impact on TMR's customers' expectations and reaction to the Digital Wallet. Details of note were:
  - implications around enforcement and additional legal obligations created by a digital licence
  - interviewing only seniors and presenting their reactions for a digital product
  - use of the New South Wales digital wallet in footage.
- An industry briefing event was held on 26 October 2018 to provide interested vendors with contextual information and an overview of the DWEPE procurement activity.
- Attendance breakdown and themes from the industry brief are as follows.
  - Registrations totalled 145 (84 attended in person, 61 viewed the video).
  - Representation from 72 different vendors.
  - Questions from vendors indicated they were interested and engaged. Key themes related to the co-design process, timeframes, technical questions including security requirements, and the procurement process.

- With the release of the request for proposal on 19 November 2018, the Digital Wallet project team is:
  - establishing the evaluation panel that will include internal representatives from Transport Regulation Branch, CSB and Information Technology Branch as well as representatives from the Department of Justice and Attorney-General, Queensland Police Service (QPS) and Department of Housing and Public Works
  - establishing the customer groups that will inform the co-design process. These groups represent credential holders, credential users (for example, hoteliers), government partners and special interest groups such as peak bodies supporting domestic violence victims and customers with accessibility requirements
  - engaging a customer experience facilitator to conduct customer research, facilitate vendor/customer workshops and assist in the evaluation of the regional pilot
  - engaging a commercial negotiator to assist during the contracting process
  - developing change and communication strategies to inform actions plans to engage both internal and external stakeholders.

#### Issues and Suggested Approach

- Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
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- Broader stakeholder engagement in the pilot location is unable to commence until a decision is made on the location of the regional pilot.
- In response to the Channel Nine article, Minister Bailey's office contacted Channel Nine to raise concerns about the additional content. Channel Nine subsequently removed the video and post from social media, however, it remains available in the catch-up full episodes available on their website.
- The CORAL program undertook the following actions in response to the Channel Nine story.
  - Facebook and Twitter posts to address the fact that a procurement activity is in process and it will involve a co-design process with TMR credential holders and user.
  - Direct contact with CSB call centres to alert them of possible questions and to reinforce the message that TMR is entering a procurement process that will actively engage customers and provide avenues for engagement with the CORAL program team.
  - Updated the frequently asked questions for CSC staff to ensure the correct information is shared with customers through the phone or via face-to-face channels.

## Consultation with Stakeholders

- Early engagement on the Digital Wallet with government and peak bodies has commenced, with the CORAL program team meeting with representatives from:
  - QPS mobile capability unit
  - Royal Automobile Club of Queensland
  - Office of the Information Commissioner.

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

- The CORAL program is actively engaging with the community through TMR's social media team to respond to concerns and questions from the community.
- The current Facebook statistics in relation to the Digital Wallet include 148 comments, 64 shares, 265 likes and 47 dislikes.
- Themes of the social media comments included:
  - security of the digital wallet
  - whether ownership of the digital wallet is mandatory
  - getting fined if your smart phone is flat or you do not have it with you
  - whether the Digital Wallet would be extended to other licence types, for example, heavy vehicle licences
  - being happy you did not have to carry a physical wallet anymore (having all you need on your phone)
  - how much the digital wallet will cost
  - what happens if you lose your phone.
- The CORAL program has collaborated with the social media team to actively provide responses to comments.

## Employment

- There are no employment impacts associated with this matter.

## Media

- A media statement was released by Minister Bailey on 24 October 2018 announcing the commencement of the tender process for DWEP.

## Election Commitments

- This matter does not relate to an election commitment.

## Government Priorities

- The delivery of a digital product supports the Queensland Government commitment to be a responsive government.

**Brittany L McGuirk**

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**From:** Neil Scales  
**Sent:** Friday, 9 November 2018 3:19 PM  
**To:** TMR DLO  
**Cc:** Jennifer M Grace; Crystal Y Brown  
**Subject:** Re: DLO2688 for DG approval

**Categories:** Brittany

Agreed

Kind regards

**Neil Scales**  
Director-General  
Department of Transport and Main Roads

Floor 35, [1 William Street | Brisbane Qld 4000](#)

GPO [Box 1549 | Brisbane Qld 4001](#)  
P: [\(07\) 30667316](#) | F: [\(07\) 30667122](#)  
E: [neil.z.scales@tmr.qld.gov.au](mailto:neil.z.scales@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



This email and any attachments may contain Cabinet-related information. The unlawful disclosure or retention of Cabinet-related information may constitute an offence under the *Criminal Code*, corrupt behaviour under the *Crime and Corruption Act 2001* and may constitute official misconduct under the *Public Sector Ethics Act 1994*. Encouraging or directing another person to do these things may also be an offence.

On 9 Nov 2018, at 11:31 am, TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)> wrote:

Hi Neil

Please find attached DLO2688 –

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

The information and advice attached has GM and DDG endorsement for your consideration and approval.

Kind Regards

**Mark Rath**  
Departmental Liaison Officer

Minister for Transport and Main Roads  
Department of Transport and Main Roads  
1 William Street | Brisbane Qld 4000  
GPO Box 2644 | Brisbane Qld 4001  
P: (07) 3066 7503 | M: NR  
E: [TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au) or [mark.w.rath@tmr.qld.gov.au](mailto:mark.w.rath@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

<image001.png>

<DLO2688\_Advice.pdf>

Released under RTI - DTMR

Pages 53 through 54 redacted for the following reasons:

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Decision Brief**  
**MC104821**

To: Minister for Transport and Main Roads

<b>SUBJECT:</b>  Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration	<b>URGENT</b> As soon as possible (to help ensure there are no delays to the passage of the proposed Digital Wallet Bill).
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**Summary**

- Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Recommendations**

- Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Financial Implications**

- \$b) Rev million has been allocated from within the Department of Transport and Main Roads' (TMR) existing budget allocation. A procurement process will commence shortly to engage a vendor to partner with TMR to deliver the digital wallet. If there are significant delays in passing the legislation and commencing the pilot, then there are likely to be cost implications given the extended engagement with the vendor.

**Background**

- A pilot of the digital wallet is scheduled for Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration. To effectively conduct the pilot, legislation is required to be in place prior to the pilot commencing.

**Key Issues**

- Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

<b>Action Officer:</b> Jonnita Gillam Principal Policy Advisor (CORAL Program)  Tel: 3066 2116 Date: 8 November 2018	<b>Endorsed by:</b> Christopher Goh General Manager (CORAL Program)  Tel: 3066 7382 Date: 8 November 2018	<b>Endorsed by: DDG</b> Mike Stapleton Deputy Director General (Customer Service, Safety & Regulation Division)  Tel: 3066 7222 Date: 9 November 2018	<b>Endorsed by: DG</b>  Neil Scales Director-General  Tel: 3066 7316 Date: 13/11/18
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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

### Financial Implications

- \$b) Reve million has been allocated from within the Department of Transport and Main Roads' (TMR) existing budget allocation. A procurement process will commence shortly to engage a vendor to partner with TMR to deliver the digital wallet. If there are significant delays in passing the legislation and commencing the pilot, then there are likely to be cost implications given the extended engagement with the vendor.

### Consultation with Stakeholders

- Broad consultation has been undertaken on the digital wallet with a range of internal and external stakeholders. Consultation continues to be ongoing in relation to this initiative.
- TMR also currently has a dedicated program board for the digital wallet and an inter-departmental committee that has external participation from other departments, including representatives of:
  - Department of Housing and Public Works and Responsive Government (DHPW)
  - Queensland Government Chief Information Officer (QGCI0)
  - Department of Justice and Attorney General (DJAG)
  - Queensland Police Service (QPS)
  - Department of Communities, Disability Services and Seniors (DCDSS)
  - Queensland Treasury (QT) and Queensland Treasury Corporation (QTC)
  - DPC.
- TMR also has senior representation in the relevant responsive government boards and works closely with DHPW on the responsive government agenda.

### Employment

- There are no employment impacts associated with this matter.

### Media

- An announcement regarding the digital wallet and the pilot of the digital wallet was made on 24 October 2018.

### Election Commitments

- This matter does not relate to an election commitment.

### Government Priorities

- The digital wallet is consistent with the Queensland Government being a responsive government and its *Digital1<sup>st</sup>: Advancing our digital future* strategy to deliver digital by default.

**Summary of Actions**

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Minister's comments:**

Approved / Not Approved

Minister's signature.....

Date 19 11 18

Released under RTI / DMR

Pages 58 through 69 redacted for the following reasons:

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Decision Brief**  
 DBN13788

To: Director-General

<b>SUBJECT:</b> Customer Oriented Registration and Licensing Program - Digital Ambassador program	<b>DATE:</b> 4 December 2018
<b>Director-General's Comments:</b> <i>1. Noted and approved subject to the Minister approving the location.</i> <i>2. Please continue with discussion on the initiative with Ed and also get legal to review by 11/12/18.</i> <i>3. Great brief!!</i>	
Approved / Not Approved Director-General <i>Stapleton</i> Date <i>5 Dec 2018</i>	

**Summary**

- The Customer Oriented Registration and Licensing (CORAL) program proposes to run a Digital Ambassador program, designed to engage schools, education institutes and the local community in the digital wallet pilot location.
- The initiative proposes to identify up to five students as digital ambassadors through a competition in which entrants submit a video showcasing the Digital Wallet and its uses.
- Digital ambassadors will act as champions in their community to increase community awareness and acceptance of the digital wallet pilot.
- For more detailed information about the program, refer to **Attachment 1**.

**Recommendations**

- That you approve the proposed approach to the Digital Ambassador's program.

**Financial implications**

- An amount of \$5 million has been reallocated from within existing Department of Transport and Main Roads (TMR) budget allocations for the Digital Wallet pilot.
- The Digital Ambassadors program will be funded through the existing budget allocation at an estimated cost of \$25,000.

Action Officer:  
 Amanda Roosmalen  
 Manager (Change)

Endorsed by:  
 Chris Goh  
 General Manager (CORAL)

Endorsed by:  
 Mike Stapleton  
 Deputy Director-General

Tel: 3066 2163  
 Date: 28/11/2018

Tel: 3066 7382  
 Date: 28/11/2018

Tel: 3066 7222  
 Date: 3/12/2018

## Background

- The CORAL program is currently conducting a tender process to partner with supplier/s to develop the digital wallet. The wallet will be codesigned with the community and TMR partners to ensure a product is developed that is fit for purpose and developed using a human centred design approach.
- The CORAL program has identified an opportunity to engage with schools and students to increase uptake and awareness of the digital wallet within the local community in the pilot location.

## Key Issues

### *About the Digital Ambassador Program*

- The Digital Ambassador program has been designed to create a sense of excitement, build awareness and increase uptake of the digital wallet during the codesign and pilot period, and create a network of digital champions within the local community who can test beta releases, provide feedback and assist members of the pilot cohort to learn to use the digital wallet.
- The Digital Ambassador program is proposed to be run and will target students aged 15 years and older in participating schools and education institutes in the local area.
- Ambassadors will be identified through a competition in which entrants must submit a video entry, promoting the digital wallet and its uses.
- Video entries will be shortlisted, and the winning and finalist videos will be promoted via social media and free TMR channels in the local community to increase digital wallet visibility, awareness and uptake.

### *Ambassador roles*

- Up to five competition winners will be selected as digital ambassadors for the local community during the digital wallet pre-pilot and pilot period. Ambassadors will be signed up to test pre-releases of the digital wallet and provide feedback on future functionality.
- Ambassadors will act as the conduit between the community and the CORAL program, joining the team during local engagement activities such as presence at market stalls, school visits and community centre education sessions.

## Financial Implications

- An amount of \$by Reve million has been reallocated from within existing TMR budget allocations for the digital wallet pilot.
- The Digital Ambassadors program will be funded through the existing budget allocation at an estimated cost of \$25,000, to include the prize pool, marketing materials, travel costs and a roadshow to participating schools.

## Consultation with Stakeholders

- The CORAL Program will be engaging early with the Department of Education and the principals of schools in the pilot location.

- The CORAL program has already commenced early engagement with the local council and [Sch.3(2)(1)(b) Reveal Cabinet c] within the proposed pilot location), who was supportive of CORAL working with schools and education institutes in the region
- It is expected that Department of Education stakeholders will be supportive of the program.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Media**

- There will be media opportunities for the Office of the Honourable Mark Bailey MP, Minister for Transport and Main Roads, through the Digital Ambassador program during 2019, including the program launch and the announcement of winners.

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Government Priorities**

- The program aligns with the Queensland Government's priority to be a responsive government and its *Digital 1ST Strategy*, delivering an accessible digital service to meet the needs of the community.

## ATTACHMENT 1: Digital Ambassadors Program

### CORAL – Digital Wallet Pilot

### Background

#### CORAL Program

The Customer Orientated Registration and Licensing (CORAL) program aims to modernise the registration and licensing system for Queensland by delivering digital and business solutions that simplify and improve the way our customers interact with TMR. It provides the opportunity to reform current business, policy, and regulatory practices as well as modernising our ICT systems. The program aligns with the Queensland Government's priority to be a responsive government and its Digital1<sup>st</sup> Strategy, delivering an accessible digital service to meet the needs of the community.

#### Digital Wallet

The digital wallet – a smart device application that allows you to store electronic credentials and make electronic transactions – will be one of the first deliverables of the program. The digital wallet aligns with our customers' increasing preference for digital services and their desire for convenience in how they transact with government. The digital wallet will provide a better and safer way for Queenslanders to validate their identity by allowing customer to control access to their personal information for commercial and enforcement purposes.

The CORAL program is currently conducting a tender process to partner with supplier/s to develop the digital wallet. The wallet will be codesigned with the community and our partners to ensure a product is developed that is fit for purpose and developed using a human centred design approach.

The CORAL program has identified an opportunity to engage with schools and students to increase uptake and awareness of the Digital Wallet with the local community in the pilot location.

### About the Digital Ambassador program

The Digital Ambassador Program has been designed to create a sense of excitement, build awareness and increase uptake of the Digital Wallet during the codesign and pilot period, and create a network of digital champions within the local community who can test pre-releases, provide feedback and assist members of the pilot cohort to learn to use the digital wallet.

The Digital Ambassador program is proposed to be run in with schools, universities and other education institutes within the Sch.3(2)(1)(b) Reveal Cabinet the objectives of the Digital Ambassador Program are to:

- Onboard a team of Digital Ambassadors who will act as community advocates to increase community uptake with the Digital Wallet pilot

- Promote video entries via social media and free TMR channels to engage the community and increase Digital Wallet uptake.
- Increase engagement with local schools and community groups within the pilot location

Ambassadors will be identified through a competition in which entrants must submit a video entry, promoting the Digital Wallet and its uses.

## Who are we targeting

The Digital Ambassadors Program will target students aged 15 years and older, from local education institutions (for example schools, Universities and TAFE institutes) in the pilot location.

## The competition

Competition entrants will be asked to create a video (maximum length of 2.5 minutes) and upload to a hosting service (for example, Youtube) that showcases:

- Their local region
- Why they can't wait for the Digital Wallet
- Uses for the Digital Wallet
- As an ambassador, how they will help promote it to the community

A prize pool\* will be established to the value of:

- 5x \$1000 value prize for winners, categories may include:
  - Most creative/original
  - Best showcase of the local region
  - Most innovative ideas to promote to the community
  - People's Choice Award (showcased through social media with public voting options)
- \$5000 grant for the overall winner's school or education institution.

(\*Prize pool is indicative and is subject to advice from Legal Services and FinGov).

The competition will be open to students enrolled at schools and education providers in the pilot location. Videos will be shortlisted, and finalist videos may be showcased at CSCs, local town halls and police stations, as well as touch screen kiosks that the CORAL program may trial.

## Digital Ambassador role

Competition winners will act as Digital Ambassadors for the local community during the Digital Wallet pre-pilot and pilot period. Ambassadors will be signed up to test pre-releases of the Digital Wallet and provide feedback to future functionality. Gift card incentives and sponsored prizes may also form part of the Digital Ambassador package.

Ambassadors will act as the conduit between the community and the CORAL Program, joining the team during local engagement activities such as presence at market stalls, school visits and community centre sessions.

The CORAL Program will coordinate with community policing in the pilot region, to see if other small events like holding learning workshops in community centres with the Digital Ambassadors helping elderly customers understand the Digital Wallet.

Learnings from the program will feed into community change programs in future Digital Wallet pilots and potentially other TMR digital program rollouts in the future.

### Costs

A budget of \$25,000 has been allocated for the Digital Ambassador Program, to include the prize pool, marketing materials, travel costs and a roadshow to participating schools.

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Pages 76 through 78 redacted for the following reasons:

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Noting Brief**  
**DBN13802**

To: Director-General

<p><b>SUBJECT:</b>          Customer Oriented Registration and Licensing (CORAL) update – December 2018</p>	<p><b>DATE:</b>          3 January 2019</p> <p><i>3<sup>rd</sup> January '19</i></p>
<p><b>Director-General's Comments:</b></p> <p><i>1. Noted.</i></p> <p><i>status</i></p>	

**Summary**

- The Customer Oriented Registration and Licensing (CORAL) program has now received Ministerial approval (MBN21804) for the location of the Digital Wallet pilot in 2019. Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration  
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
- The Request for Proposal (RFP) for the Digital Wallet and enabling platforms was released on 30 November 2018 and will remain open until 1 February 2019.
- A supplier briefing session took place on 6 December 2018 for suppliers considering responding to the Digital Wallet and Enabling Platforms RFP. This briefing provided suppliers with the opportunity to raise questions about the issued RFP documents, content and approach.
- Not Relevant

**Action Officer:**  
 Chris Goh  
 General Manager  
 (CORAL Program)

**Endorsed by:**  
 Mike Stapleton  
 Deputy Director-General (CSSR)

Tel: 3066 7382  
 Date: 21/12/2018

Tel: 3066 7222  
 Date: 2/01/2019

Not Relevant

- On 30 November 2018 ISC and QGCIO provided Gate approval for the Digital Wallet pilot.

Not Relevant

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Not Relevant

**Recommendations**

- That you note the progress of the CORAL program.

**Financial Implications**

Not Relevant

## Background

- This noting brief is part of a regular series of monthly DG briefs pertaining to the CORAL program.

## Risks, issues and suggested approach

- Not Relevant
- Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
- Prior to any expanded roll-out of the digital wallet, additional funding will be sought via the Cabinet Budget Review Committee once the total cost of ownership is better understood through the procurement process.

## Consultation with Stakeholders

- The CORAL program received your approval (DBN13788) to run a Digital Ambassador Program, designed to engage schools, education institutes and the local community in the Digital Wallet pilot location.
- The CORAL program will commence engagement with the Department of Education in early-2019 in preparation for engagement with schools during the Digital Wallet pilot.
- A Digital Strategy Manager from the Responsive Government team in the Department of Housing and Public Works (DHPW) has commenced working with the CORAL team two days per week to enable closer cross departmental collaboration. The position has been funded by the DHPW and will work with the program until early-2019.
- A meeting occurred on 11 December 2018 with Mr Mark Cridland, Deputy Director-General (Policy), DPC. This meeting helped ensure DPC understand the need for the amendments to be in place prior to the Digital Wallet pilot commencing in the Sch.3(2)(1)(b) Reveal Cabinet and sought their support to prioritise such amendments in the forward legislative program.
- In December 2018, Mr Chris Goh, General Manager (CORAL) met with officers from the Office of Liquor, Gaming and Racing within DJAG, and with officers from QPS's Road Policing Command to keep them abreast of developments within the CORAL program (and the Digital Wallet more specifically).

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Not Relevant

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- The internal and external communication activities following the Honourable Mark Bailey MP, Minister for Transport and Main Roads' announcement, and the Channel 9 story about the digital wallet, indicate a high level of interest and engagement amongst the community.
- The engagement rate of 6.4 per cent for TMR's LinkedIn post was high against business/government engagement benchmark of 1 per cent. On Facebook, the Digital Wallet generated a large volume of comments and shares and a solid engagement rate at 14 per cent. News stories about the digital wallet also appeared on RACQ and *ITnews* websites, and the Taxi Council Queensland News newsletter.
- The interest in the digital wallet was also reflected amongst TMR staff, as the internal news story was the most viewed article of the week.

#### **Employment impacts**

- There are no employment impacts associated with this matter.

#### **Media**

- There are no media impacts associated with this matter.

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Government Priorities**

- The delivery of a digital product supports the Queensland Government commitment to being a responsive government.

Pages 83 through 89 redacted for the following reasons:

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration  
Not Relevant

Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN21350**

To: Minister for Transport and Main Roads

<b>SUBJECT:</b> Digital wallet for Queenslanders	<b>Non-Urgent</b>
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**Summary**

- The Registration and Licensing Modernisation (R&LM) program board met on 5 July 2018 to discuss the proposal regarding the digital wallet and has supported the inclusion of a digital wallet as part of its program of work.
- The Department of Transport and Main Roads (TMR), as part of its R&LM program, will be developing a one customer view across the 100 plus systems (including TRAILS) that support delivery of registration and licensing services.
- TMR is proposing to introduce a digital wallet that will allow customers to manage transactions with TMR through a unique encrypted identifier that will unify all future customer credentials and provide TMR with a one customer view across its service delivery functions.
- The digital wallet that is being proposed follows on from other jurisdictions including South Australia and New South Wales (NSW). NSW has finalised their trials in Dubbo and have passed legislative changes to allow the statewide roll-out of digital licences. The Federal Government has also allocated \$92.4 million on a new identity management scheme, GovPass to succeed the previous identity framework of MyGov.
- TMR is proposing to pilot a digital wallet, commencing with learner licence and proof of age cards at a regional site in mid-2019. This is yet to be finalised. Initial socialisation has commenced with Queensland Police Service (QPS) and Department of Justice and Attorney-General (DJAG), Department of the Premier and Cabinet (DPC) and Queensland Treasury (QT).
- TMR will investigate the ability to use the existing 'Paywave' and EFTPOS network to validate credentials in the digital wallet to validate the authorities. This might also open the ability for TMR to explore other revenue and loyalty based programs and models.
- TMR is intending to finalise the initiative proposal (IP) via normal governance protocols including to the program board (which has just approved the proposal), Information and Systems Committee and the Executive Leadership Team. At completion of this governance, R&LM can begin a due diligence and market engagement process. These boards are made of key stakeholders across government including DPC, QT, QPS and DJAG.

<b>Action Officer:</b> Michael Skinner A/Director (Vision and Case) Tel: 3066 7383 Date: 12 July 2018	<b>Endorsed by:</b> Chris Goh General Manager (Registration & Licensing Modernisation) Tel: 3066 7382 Date: 12 July 2018	<b>Endorsed by: DDG</b> Mike Stapleton Deputy Director-General (Customer Services, Safety and Regulation) Tel: 3066 7222 Date: 13 July 2018	<b>Endorsed by: DG</b> Neil Scales Director-General Tel: 3066 7316 Date:
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- Amendments to primary legislation will be required to facilitate the introduction of the digital wallet. Subject to the IP being endorsed, an Authority to Prepare a Bill submission will be progressed for your approval.

## **Background**

- Digital wallets are the next evolution of licensing and identity documents which aligns with customers' increasing preference for digital mobile services. The digital wallet concept is already happening with the digitisation of Medicare, banks, concession and retail loyalty cards.
- In Australia, South Australia released a digital wallet in May 2017, which now includes a digital driver licence. NSW has been piloting digital licences in Dubbo since late-2017. NSW has recently passed legislation to provide for the broader roll-out of digital licences and photo ID cards.
- Australia Post has recently developed a Keypass Digital ID, allowing their customers to set up and use a secure digital form of identification.
- The Commonwealth Digital Transformation Agency is developing 'Govpass', a secure digital identity for people to prove who they are when using government services online.
- A number of other jurisdictions have already implemented a digital licence, or have announced their intent to deliver a digital driver licence in the short term. In the United States, Delaware, Idaho, Colorado, Maryland, Louisiana, Washington D.C and Wyoming will all offer digital licences in 2018.
- Estonia has digitised almost all of their government services, including their driver licence. Finland will have a digital licence in place by the end of 2018.
- In March 2016, TMR conducted a closed proof-of-concept with three companies to develop prototypes for a Queensland digital driver licence.
- Other jurisdictions have focused on delivering a replacement for their existing licences from a physical to digital format. The digital wallet TMR is proposing will also test the ability to allow electronic transactions, unify the customer identity and use the credential as a digital signature to sign electronic forms.

## **Issues and Suggested Approach**

- A digital wallet will respond to customers' expectations for improved service delivery and convenience by separating customer identity from driving capability. This opens up a range of future service possibilities for the customer. It is also consistent with the government's Digital1st strategy to deliver digital by default. It will also be a critical piece to enable the 'Future State Priorities' of a responsive government.
- However, it is important to recognise that digital identities are still a maturing concept, especially for the end users. Some customers may have concerns around privacy and the unintended use of their details. The digital wallet will put Queenslanders in charge of how they share their credentials, and TMR will be required, as is the current case, to protect customer information against cybercrimes and theft.

## Pilot

- TMR is proposing to conduct a pilot of the digital wallet. During the pilot, it is envisaged that the digital wallet application will be made available to a controlled cohort in a specified geographic area. Initially the pilot would be limited to learner licence and proof of age card holders.
- If the initial pilot is successful, a final business case will be finalised and provided through existing governance processes to approve the broader deployment and expansion to other TMR issued smartcard licence products (a digital wallet). ) Rev

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

- Conducting a pilot, rather than a full roll-out of the digital wallet, will have a lower risk profile as the impacted customers are contained, the communications and change management will be manageable and TMR will have the ability to learn baseline performance and costs from the pilot prior to full implementation. It will also allow TMR to test community and industry acceptance of the digital product as an identity credential and address concerns prior to a statewide release.
- A successful pilot will also help to inform the broader statewide deployment strategy and identify opportunities for functional enhancements.
- Post pilot, and where there is evidence of general customer acceptance of the digital wallet platform, TMR will look to expand the authorities and use cases for the digital wallet. The digital wallet could potentially include a person's goCard, school ID, working with children (blue card), camping permits, fishing licences and more.
- Amendments to primary legislation will be required to facilitate the introduction of the digital wallet. Subject to the IP being endorsed, an Authority to Prepare a Bill submission will be progressed for your approval. xempt Sch.3(2)(1)(b) Reveal Cabinet consid

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

## **Financial Implications**

- The initial pilot will be funded from within existing budget allocations. However, the ongoing costs to maintain a digital wallet are unknown at this time. Costs will likely be offset by savings from a reduction in transactions at customer service centres and traditional surface mail postage charges. The procurement process will provide total cost of ownership certainty prior to committing to a contract and the pilot of a digital wallet.
- A final business case will be developed in parallel to the pilot and go through the necessary financial and whole-of-Government assurance gates to gain final endorsement of the investment and agreed benefits.
- Digital licences may resolve some of the limitations associated with physical products such as change of address labels, wear and tear, expiry, processing wait times and production and distribution costs. Payments and renewals of products should be simpler as part of the process.

## **Consultation with Stakeholders**

- Legislative amendments will be required to support the roll-out of the digital wallet. The Office of the Information Commissioner will be consulted regarding privacy protections as part of the consultation process.



## ATTACHMENT 1: Digital Ambassadors Program

### CORAL – Digital Wallet Pilot

#### Background

##### CORAL Program

The Customer Orientated Registration and Licensing (CORAL) program aims to modernise the registration and licensing system for Queensland by delivering digital and business solutions that simplify and improve the way our customers interact with TMR. It provides the opportunity to reform current business, policy, and regulatory practices as well as modernising our ICT systems. The program aligns with the Queensland Government's priority to be a responsive government and its Digital1<sup>st</sup> Strategy, delivering an accessible digital service to meet the needs of the community.

##### Digital Wallet

The digital wallet – a smart device application that allows you to store electronic credentials and make electronic transactions – will be one of the first deliverables of the program. The digital wallet aligns with our customers' increasing preference for digital services and their desire for convenience in how they transact with government. The digital wallet will provide a better and safer way for Queenslanders to validate their identity by allowing customer to control access to their personal information for commercial and enforcement purposes.

The CORAL program is currently conducting a tender process to partner with supplier/s to develop the digital wallet. The wallet will be codesigned with the community and our partners to ensure a product is developed that is fit for purpose and developed using a human centred design approach.

The CORAL program has identified an opportunity to engage with schools and students to increase uptake and awareness of the Digital Wallet with the local community in the pilot location.

#### About the Digital Ambassador program

The Digital Ambassador Program has been designed to create a sense of excitement, build awareness and increase uptake of the Digital Wallet during the codesign and pilot period, and create a network of digital champions within the local community who can test pre-releases, provide feedback and assist members of the pilot cohort to learn to use the digital wallet.

The Digital Ambassador program is proposed to be run in with schools, universities and other education institutes within the Sch.3(2)(1)(b) Reveal Cabinet The objectives of the Digital Ambassador Program are to:

- Onboard a team of Digital Ambassadors who will act as community advocates to increase community uptake with the Digital Wallet pilot

- Promote video entries via social media and free TMR channels to engage the community and increase Digital Wallet uptake.
- Increase engagement with local schools and community groups within the pilot location

Ambassadors will be identified through a competition in which entrants must submit a video entry, promoting the Digital Wallet and its uses.

## Who are we targeting

The Digital Ambassadors Program will target students aged 15 years and older, from local education institutions (for example schools, Universities and TAFE institutes) in the pilot location.

## The competition

Competition entrants will be asked to create a video (maximum length of 2.5 minutes) and upload to a hosting service (for example, Youtube) that showcases:

- Their local region
- Why they can't wait for the Digital Wallet
- Uses for the Digital Wallet
- As an ambassador, how they will help promote it to the community

A prize pool\* will be established to the value of:

- 5x \$1000 value prize for winners, categories may include:
  - Most creative/original
  - Best showcase of the local region
  - Most innovative ideas to promote to the community
  - People's Choice Award (showcased through social media with public voting options)
- \$5000 grant for the overall winner's school or education institution.

(\*Prize pool is indicative and is subject to advice from Legal Services and FinGov).

The competition will be open to students enrolled at schools and education providers in the pilot location. Videos will be shortlisted, and finalist videos may be showcased at CSCs, local town halls and police stations, as well as touch screen kiosks that the CORAL program may trial.

## Digital Ambassador role

Competition winners will act as Digital Ambassadors for the local community during the Digital Wallet pre-pilot and pilot period. Ambassadors will be signed up to test pre-releases of the Digital Wallet and provide feedback to future functionality. Gift card incentives and sponsored prizes may also form part of the Digital Ambassador package.

Ambassadors will act as the conduit between the community and the CORAL Program, joining the team during local engagement activities such as presence at market stalls, school visits and community centre sessions.

The CORAL Program will coordinate with community policing in the pilot region, to see if other small events like holding learning workshops in community centres with the Digital Ambassadors helping elderly customers understand the Digital Wallet.

Learnings from the program will feed into community change programs in future Digital Wallet pilots and potentially other TMR digital program rollouts in the future.

### Costs

A budget of \$25,000 has been allocated for the Digital Ambassador Program, to include the prize pool, marketing materials, travel costs and a roadshow to participating schools.

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Department of Transport and Main Roads**  
**Decision Brief**  
 DBN13788

To: Director-General

<b>SUBJECT:</b> Customer Oriented Registration and Licensing Program - Digital Ambassador program	<b>DATE:</b> 4 December 2018
<b>Director-General's Comments:</b> <i>1. Noted and approved subject to the Minister approving the location.</i> <i>2. Please continue with discussion on the initiative with Ed and also get legal to review by 11/12/18.</i> <i>3. Great brief!!</i>	
Approved / Not Approved Director-General <i>Michael</i> Date <i>5/12/2018</i>	

**Summary**

- The Customer Oriented Registration and Licensing (CORAL) program proposes to run a Digital Ambassador program, designed to engage schools, education institutes and the local community in the digital wallet pilot location.
- The initiative proposes to identify up to five students as digital ambassadors through a competition in which entrants submit a video showcasing the Digital Wallet and its uses.
- Digital ambassadors will act as champions in their community to increase community awareness and acceptance of the digital wallet pilot.
- For more detailed information about the program, refer to **Attachment 1**.

**Recommendations**

- That you approve the proposed approach to the Digital Ambassador's program.

**Financial implications**

- An amount of \$(b) Revs million has been reallocated from within existing Department of Transport and Main Roads (TMR) budget allocations for the Digital Wallet pilot.
- The Digital Ambassadors program will be funded through the existing budget allocation at an estimated cost of \$25,000.

Action Officer:

Amanda Roosmalen  
 Manager (Change)

Tel: 3066 2163  
 Date: 28/11/2018

Endorsed by:

Chris Goh  
 General Manager (CORAL)

Tel: 3066 7382  
 Date: 28/11/2018

Endorsed by:

Mike Stapleton  
 Deputy Director-General

Tel: 3066 7222  
 Date: 3/12/2018

## Background

- The CORAL program is currently conducting a tender process to partner with supplier/s to develop the digital wallet. The wallet will be codesigned with the community and TMR partners to ensure a product is developed that is fit for purpose and developed using a human centred design approach.
- The CORAL program has identified an opportunity to engage with schools and students to increase uptake and awareness of the digital wallet within the local community in the pilot location.

## Key Issues

### *About the Digital Ambassador Program*

- The Digital Ambassador program has been designed to create a sense of excitement, build awareness and increase uptake of the digital wallet during the codesign and pilot period, and create a network of digital champions within the local community who can test beta releases, provide feedback and assist members of the pilot cohort to learn to use the digital wallet.
- The Digital Ambassador program is proposed to be run and will target students aged 15 years and older in participating schools and education institutes in the local area. pt Sch.3(2)(1)(b) Reveal Cabinet cor
- Ambassadors will be identified through a competition in which entrants must submit a video entry, promoting the digital wallet and its uses.
- Video entries will be shortlisted, and the winning and finalist videos will be promoted via social media and free TMR channels in the local community to increase digital wallet visibility, awareness and uptake.

### *Ambassador roles*

- Up to five competition winners will be selected as digital ambassadors for the local community during the digital wallet pre-pilot and pilot period. Ambassadors will be signed up to test pre-releases of the digital wallet and provide feedback on future functionality.
- Ambassadors will act as the conduit between the community and the CORAL program, joining the team during local engagement activities such as presence at market stalls, school visits and community centre education sessions.

## Financial Implications

- An amount of \$b) Rev million has been reallocated from within existing TMR budget allocations for the digital wallet pilot.
- The Digital Ambassadors program will be funded through the existing budget allocation at an estimated cost of \$25,000, to include the prize pool, marketing materials, travel costs and a roadshow to participating schools.

## Consultation with Stakeholders

- The CORAL Program will be engaging early with the Department of Education and the principals of schools in the pilot location.

- The CORAL program has already commenced early engagement with the local council and [Sch.3(2)(1)(b) Reveal Cabinet co] within the proposed pilot location), who was supportive of CORAL working with schools and education institutes in the region
- It is expected that Department of Education stakeholders will be supportive of the program.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Media**

- There will be media opportunities for the Office of the Honourable Mark Bailey MP, Minister for Transport and Main Roads, through the Digital Ambassador program during 2019, including the program launch and the announcement of winners.

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Government Priorities**

- The program aligns with the Queensland Government's priority to be a responsive government and its *Digital 1ST Strategy*, delivering an accessible digital service to meet the needs of the community.

Released under RTI/DIIR

**Department of Transport and Main Roads**  
**Meeting Brief**  
**MBN21941**

To: Minister for Transport and Main Roads

<p><b>SUBJECT:</b>  <b>Meeting Details:</b>          Detailed overview and current status of the Digital Wallet</p> <p><b>Date/Time:</b>          Thursday, 17 January 2019, 9:45am – 10:15am</p> <p><b>Attendees:</b>          Ms Tam van Alphen – Chief of Staff          Mr Steven Patch – Policy Advisor          Mr Mike Stapleton – Deputy Director-General, Customer Services, Safety and Regulation          Mr Chris Goh – General Manager, CORAL Program          Mr Michael Skinner – Acting Executive Director, CORAL Program</p>	<p><b>Urgent</b></p> <p>Meeting scheduled on 17 January 2019</p>
<p><b>Minister's Comments:</b></p>	

**Summary**

- The primary purpose of the meeting is to provide a detailed overview and status of the Digital Wallet.

**Action Officer:**  
 Rachel Goos  
 Principal Advisor  
 CORAL Program  
 Tel: 3066 5563  
 Date: 11/01/2019

**Endorsed by:**  
 Chris Goh  
 General Manager  
 CORAL Program  
 Tel: 3066 7382  
 Date: 11/01/2019

**Endorsed by: DDG**  
 Mike Stapleton  
 Deputy Director- General  
 CSSR  
 Tel: 3066 7222  
 Date: 14/01/2019

**Endorsed by: DG**  
 Neil Scales  
 Director-General  
 Tel: 3066 7316  
 Date:

*Neil Scales*  
*14 Jan 19*

### Details of the Meeting

- You are meeting with Mr Mike Stapleton, Deputy Director-General, Customer Service, Safety and Regulation (CSSR), Mr Chris Goh, General Manager, Customer Oriented Registration and Licensing (CORAL) Program and Mr Michael Skinner Acting Executive Director, CORAL Program.
- The meeting will take place at 9.45 AM on Thursday 17 January 2019 in your Boardroom.
- This 30-minute briefing will provide an overview of the Digital Wallet, as requested by your Office.
- The primary purpose of the meeting is to provide an overview and status of the Digital Wallet.

### Background

- The CORAL Program will be piloting the Digital Wallet in [redacted] Exempt Sch.3(2)(1)(b) Reveal Cabinet con  
[redacted] (b) Reveas approved in MBN21804.
- The Digital Wallet is intended to hold the Department of Transport and Main Roads (TMR) credentials that can be renewed and provided as a full substitute for the existing physical product. Initially, the learner licence and proof of age card will be piloted in the Digital Wallet.
- Future iterations of the Digital Wallet will include the ability to manage and renew vehicle registrations. Discussions with other government agencies indicate potential to integrate other government credentials, such as the Blue Card, into the same platform.
- The procurement process for the Digital Wallet has commenced and is currently out to market. TMR hope to select a vendor by July 2019 to pilot the product on the  
[redacted] Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
- [redacted] Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
- On 11 December 2018, Mr Stapleton and Mr Goh met with Mr Mark Cridland, Deputy Director-General (Policy) within the Department of the Premier and Cabinet to discuss the progress of the legislation.

### Issues and Suggested Approach

- [redacted] Not Relevant

- The budget estimations for the Digital Wallet are based on undertaking the pilot on the (2)(1)(b) Reveal Call. It is a contained location that will ensure communication activities can be managed appropriately and provides relatively easy access from Brisbane for the vendor and project team.
- Prior to any expanded roll-out of the Digital Wallet, additional funding will be sought via the Cabinet Budget Review Committee once the total cost of ownership is better understood through the procurement process.

### Financial Implications

- An amount of \$) Rev million has been reallocated from within existing TMR budget allocations for the Digital Wallet pilot. This pilot will include significant engagement with local communities, businesses and impacted government agencies.

### Consultation with Stakeholders

- The CORAL Program is currently seeking your approval to conduct stakeholder engagement with education providers and industry representatives in the lead up to the Digital Wallet Pilot (MBN21935).
- The CORAL Program has received Director-General approval (DBN13788) to run a Digital Ambassador Program designed to engage schools, education institutions and the local community in the Digital Wallet Pilot location. More information is available in MBN21804.
- Active engagement has occurred across government including the Queensland Police Service, Department of Justice and Attorney-General, and the Department of Public Works in relation to both aligning to the Advance Queensland agenda of a responsive government and Queensland Government Chief Information Office to ensure appropriate governance and best practice.
- The CORAL Program would like to commence engagement with the Department of Education in early-2019 in preparation for engagement with schools prior to and during the Digital Wallet Pilot.
- There is an opportunity for you to engage with both the Honourable Grace Grace MP, Minister for Education and Minister for Industrial Relations, and the Honourable Shannon Fentiman MP, Minister for Employment and Small Business and Minister for Training and Skills Development about the Digital Wallet Pilot and the planned engagement with schools and local businesses prior to and during the Digital Wallet Pilot.

### Employment

- There are no employment impacts associated with this matter.

### Media

- There is an opportunity for a ministerial announcement on the pilot location prior to the commencement of the Digital Wallet Pilot in Sch.3(2)(1)(b) Reveal Cabinet and upon successful completion of the pilot.

### Election Commitments

- This matter does not relate to an election commitment.

### Government Priorities

- This program aligns to the Advancing Queensland priority to be a responsive government.



## Background

- The digital wallet is intended to hold TMR-issued credentials that can be used in the same circumstances as existing physical products. Initially, learner licences and proof of age cards will be piloted in the digital wallet.
- Future iterations of the digital wallet will include the ability to manage and renew vehicle and vessel registrations. Discussions with other government agencies indicate the potential to integrate other government credentials, such as the Blue Card, onto the same platform.
- The procurement process for the digital wallet has commenced and is currently out to market. TMR hopes to select a vendor by July 2019 to pilot the product on the

Not Relevant

- The digital wallet procurement includes the procurement of enabling platforms. The intent of this is to conduct a proof of concept which will test TMR's ability to replicate, standardise and synchronise TRAILS customer data in a new data repository on a new set of platforms. Success of this project will inform an exit strategy for TRAILS.

## Issues and Suggested Approach

- The Australian Government has advised of their intention to provide an overview of key data and digital transformation initiatives across the states and territories, and the Commonwealth.
- The Australian Government asserts that this will provide visibility for these initiatives which will encourage collaboration across jurisdictions. This will help to create efficiencies, share capabilities and research, and create a better user experience for individuals and businesses across jurisdictions.
- TMR has been liaising closely with South Australia and New South Wales who have already launched (and are currently piloting) their digital wallets.
- The Australian Government also suggests that the visibility created by publishing information will increase citizens' awareness of data and digital initiatives, achievements that have occurred, and progress taking place across the nation.
- TMR has no issue with the Australian Government's intention to provide a summary of data and digital transformation initiatives nationally. Specifically, the information in relation to the digital wallet is limited and is currently available on the TMR website.
- The draft information the Australian Government has provided also briefly mentions the enabling platforms component Queensland is procuring as commencing in late 2019. TMR has requested that the Australian Government remove any reference to the enabling platforms component at this time, as the procurement relates to a proof of concept only.

## Financial Implications

- There are no financial implications as a result of the Australian Government's intent to publish limited information about Queensland's proposed digital wallet.

## Consultation with Stakeholders

- TMR continues to consult broadly with internal government stakeholders in relation to the digital wallet.

- TMR has also engaged regularly with the Australian Digital Transformation Agency (DTA). It is TMR's intent to partner with the DTA to undertake a proof of concept to use the digital wallet trial to test integration with the Australian Government's GovPass. Please refer to **Attachment 1** for more information.

#### **Employment**

- There are no employment impacts associated with this matter.

#### **Media**

- There are no media impacts associated with the Australian Government's proposal to publish information about data and digital transformation initiatives across Australia.

#### **Election Commitments**

- This matter does not relate to an election commitment.

#### **Government Priorities**

- This matter does not relate to a government priority.

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN21928**

To: Minister for Transport and Main Roads

<p><b>SUBJECT:</b>  Proposed Proof of Concept to Integrate Business Identity with the Digital Transformation Agency</p>	<p><b>Non-Urgent</b></p>
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**Summary**

- On 29 October 2018, the Department of Transport and Main Roads (TMR) received correspondence from the Queensland Government Chief Information Office (QGCI) for agencies interested in submitting a Proof of Concept (PoC) for funding with the federal Digital Transformation Agency (DTA).
- The opportunity leverages the aligned objectives of the DTA's Digital Identity Program (GovPass) and the Customer Oriented Registration and Licensing (CORAL) Program, and potentially extends the application and usability of the TMR's Digital Wallet across federal and state government services.
- DTA has since evaluated TMR's submission and is putting forward a request as part of its business case submission to the federal Treasury to support the funding bid. The outcome of this submission will not be known until May 2019.

**Issues and Suggested Approach**

- On 14 September 2018, the Australian Digital Council (the Council), consisting of Ministers from across Australia with responsibility for public data and digital transformation, agreed to prioritise work on improving experiences for people and businesses through cross-jurisdictional collaboration on digital identity projects.
- DTA's GovPass aims to give Australian citizens and permanent residents a single and secure way to create a digital identity which can be used to access online government services.
- The GovPass will focus on delivering a secure digital identity which protects the privacy of those who use it. This will be achieved through a set of security standards, a network of digital identity providers including myGovID, an identity gateway to connect government service providers and digital identity providers, and provision of digital services that rely on a digital identity to confirm someone is authorised to access their service.
- DTA called for states and territories to submit funding proposals to run PoCs that advance the objectives of the Federal Government and GovPass. TMR submitted a PoC proposal of \$1.2 million for consideration as part of DTA's 2019–20 budget proposal.

Endorsed by:  
Christopher Goh  
General Manager (CORAL)  
Tel: 3066 7382  
Date: 3 January 2019

Endorsed by: DDG  
Mike Stapleton  
DDG CSSR  
Tel: 3066 7222  
Date: 4 January 2019

Endorsed by: DG  
Neil Scales  
Director-General  
Tel: 3066 7316  
Date: 4/1/19.

- TMR's PoC proposes to use the Digital Wallet trial to test integration with the GovPass. In particular, TMR will have access to an authoritative business identity which is currently only available through the Federal Government. This will substantially improve TMR's ability to securely authenticate and authorise transactions of businesses within Queensland.
- If the PoC is successful, the proposed federated nature of the Digital Wallet could also have substantial benefits for whole-of-Government, citizens and businesses in how they transact nationally.
- Note that TMR is aware the Department of Housing and Public Works (DHPW) has submitted a separate proposal. Its scope is to support GovPass through the existing Identity Management Platform created by One Stop Shop.
- DHPW has been informed through both QGCIO and Responsive Government of TMR's proposal.

**Financial Implications**

- At this stage there are no implications. The funding sought from DTA by TMR would be sufficient to test the GovPass sharing capability with the Digital Wallet and prepare TMR for a potential live pilot.

**Consultation with Stakeholders**

- The DTA has been consulted in developing the PoC and supports the proposal.
- DHPW, specifically QGCIO and Responsive Government, have been consulted, and have no objections to the PoC.

**Employment**

- There are no employment impacts associated with this matter.

**Media**

- There are no media concerns at this stage. TMR has informed DTA that prior to any Federal Government announcement of the funding being approved, TMR would like the opportunity to brief its Minister. DTA has agreed and currently the CORAL program and DTA teleconference at regular intervals.

**Election Commitments**

- This matter does not relate to an election commitment.

**Government Priorities**

- Aligns to the Responsive Government priorities under Advancing Queensland.

<p><b>Minister's comments</b></p>          	<p><b>Noted / Not Noted</b></p>
<p><b>Minister's signature</b>.....</p>	
<p><b>Date</b> ...../...../.....</p>	

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN22032**

To: Minister for Transport and Main Roads

<b>SUBJECT:</b>	<b>Urgent</b>
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration	

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Action Officer:**  
Michael Skinner  
Director  
CORAL Program  
Tel: 3066 7383  
Date: 31 January 2019

**Endorsed by:**  
Chris Goh  
General Manager  
CORAL Program  
Tel: 3066 7382  
Date: 31 January 2019

**Endorsed by: DDG**  
Mike Stapleton  
Deputy Director- General  
CSSR  
Tel: 3066 7222  
Date: 1 February 2019

**Endorsed by: DG**  
Neil Scales  
Director-General  
Tel: 3066 7316  
Date: February 2019

Released under RTI - DTMR

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Employment**

- There are no employment impacts associated with this matter.

**Media**

- There are no media impacts associated with this matter.

**Election Commitments**

- This matter does not relate to an election commitment.

**Government Priorities**

- This matter is consistent with the Queensland Government's desire to be a Responsive Government.

**Minister's comments**

**Noted / Not Noted**

**Minister's signature.....**

**Date ...../...../.....**

Pages 111 through 112 redacted for the following reasons:

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Noting Brief**  
**DBN13952**

To: Director-General

<p><b>SUBJECT:</b>          Customer Orientated Registration and Licensing (CORAL) update – February 2019</p>	<p><b>DATE:</b>  <b>8 February 2019</b></p>
<p><b>Director-General's Comments:</b></p>	

**Summary**

- Not Relevant
- Not Relevant

 At this stage no further costs are anticipated, however this may change if a separate business case for the Digital Wallet is required for Exempt Sch.3(2)(1)(b) Reveal Cabinet consid
- Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Action Officer:**  
 Rachel Goos  
 Principal Advisor (CORAL)

**Endorsed by:**  
 Chris Goh  
 General Manager (CORAL)

**Endorsed by:**  
 Mike Stapleton  
 Deputy Director-General (CSSR)

Tel: 3066 2165  
 Date: 08/03/2019

Tel: 3066 7382  
 Date: 08/03/2019

Tel: 3066 7222  
 Date: March 2019

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- 
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Not Relevant

- The Request for Proposal (RFP) for the digital wallet and enabling platforms was released on 30 November and closed on 8 February.

- 

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

- The Minister's announcement of the digital wallet pilot location was postponed until closer to the pilot launch. This was originally scheduled to occur on 3(2)(1)(b) Reveal Cab  
Sch.3(2)(1)(b) Reveal Cabinet c
- The CORAL program has continued to engage with stakeholders internally and externally to TMR (details are included at page 3-4 of this brief)

**Recommendations**

- That you note the progress of the CORAL Program.

**Financial Implications**

- 

Not Relevant

- 

Not Relevant

Not Relevant / Due to the current contract negotiations around the RFP for Digital Wallet, an accurate forecast of opex and capex expenditure is still to be confirmed.

- 

Not Relevant

**Background**

- This noting brief is part of a regular series of monthly DG briefs pertaining to the CORAL Program.

**Key Issues**

**Legislation**

- Crown Law has been engaged to undertake a Privacy Impact Assessment on the digital wallet. Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

- The CORAL Program provided a brief (DBN13943) dated 22 January 2019 regarding the Commonwealth’s intent to publish information about the digital wallet. This did not raise any significant concerns for TMR as the information they intend to publish is already publicly available.

• Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

**Program planning and governance**

- The Digital Wallet Change Management Plan, Communications Plan and Action Plans have been developed and are currently being peer reviewed, to be tabled at the March meeting of the CORAL One Customer Board.

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•  
Not Relevant

- The CORAL Program continues to implement the recommendations of the Digital Wallet Assurance Gate 2 report (conducted by assurance company QVC) as well as completing the required documents for review by the Queensland Government Chief Information Office.

•  
•  
Not Relevant

## Consultation with Stakeholders

### *Internal engagement*

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- Not Relevant

- Staff from CORAL presented at the Customer Experience Business Reference Group on 6 February on the CORAL program and Digital Wallet.

### *Engagement with TMR Partners*

- On 25 January the CORAL program met with Department of Education representatives to discuss the Digital Ambassador Program (DBN13788). Initial feedback from Education representatives was very positive and a follow up meeting with the regional director for npt Sch.3(2)(1)(b) Reveal Cabinet conf is being scheduled to commence planning.
- In January the CORAL program met with Service NSW representatives to discuss key learnings from their digital licence pilot and the customer interfaces they are developing with other government agencies. This information will be incorporated into planning for the digital wallet pilot, and engagement with Service NSW will continue in the future to ensure each agency is kept abreast of developments.
- Mr Chris Goh, General Manager of the CORAL Program travelled to The Netherlands to represent Australia at the ISO conference on standardisation in the field of driver licences. This conference was held on 4–6 February. Mr Goh's airfares and accommodation were paid by Austroads in agreement with Mr Nick Koukoulas.

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- Not Relevant

- CORAL representatives met with Queensland Health representatives on 4 February for initial discussions on incorporating medical certificates in the Digital Wallet.

### **Employment**

- There are no employment impacts associated with this matter.

## Media

- A media statement (MS8731) was drafted announcing the digital wallet pilot location as Sch.3(2)(1)(b) Reveal Cabinet. This was originally scheduled for release by the Honourable Mark Bailey MP, Minister for Transport and Main Roads when he visited Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration but was postponed until closer to the pilot launch.

## Election Commitments

- This matter does not relate to an election commitment.

## Government Priorities

- The delivery of a digital product supports the Queensland Government commitment of being a responsive government.

Released under RTI - DTMR

**Department of Transport and Main Roads**  
**Decision Brief**  
**DBN13999**

To: Director-General

<p><b>SUBJECT:</b>          Mr Chris Goh's Attendance at the International Standards Organisation (ISO) Conference in the Netherlands (4-6 February 2019)</p>	<p><b>DATE:</b> 26 February 2019</p>
<p><b>Director-General's comments:</b></p> <p><i>(. H Red</i></p> <p style="text-align: center;">Approved / <del>Not Approved</del></p> <p style="text-align: right;">Director-General ..... <i>H. Scully</i></p> <p style="text-align: right;">Date ..... <i>26.2.2019</i></p>	

**Summary**

- Mr Christopher Goh, General Manager of Customer Oriented Registration and Licencing (CORAL) was nominated to represent Australia in the development of an International Standard for a Mobile/Digital Driver Licence Application (ISO/IEC CD 18013 part 5).
- The International Standards Organisation (ISO) committee held a ballot on new changes in Leiden, Netherlands, between 4 and 6 February 2019. Mr Goh's trip was funded by Austroads and approved by the Honourable Mark Bailey MP, Minister of Transport and Main Roads.
- The members of the committee included vendors – Google, Apple, Samsung, Toshiba, Panasonic, Idemia, and Gemalto, as well as jurisdictional driver licensing regulators. Countries represented included France, Netherlands, Portugal, United States of America, Germany, Finland, Austria, South Korea, Japan and South Africa.
- Several vendors, including Apple and Google, intend to embed the data schemas for the proposed standard into the 'firmware' code of mobile devices within the next 12 months. The implications mean that mobile and tablet devices worldwide may soon have the capability to verify identities globally from issuing authorities of driver licences and passports.

**Action Officer:**  
 Rachel Goos  
 Principal Advisor (CORAL)  
 Tel: 3066 5563  
 Date: 22/02/2019

**Endorsed by:**  
 Chris Goh  
 General Manager (CORAL)  
 Tel: 3066 7382  
 Date: 22/02/2019

**Endorsed by:**  
 Mike Stapleton  
 Deputy Director-General (CSSR)  
 Tel: 3066 7222  
 Date: 25 February 2019

## Recommendations

That you note:

- Mr Goh is actively working with other Australian States and the Commonwealth in facilitating their feedback into the International Standard for Digital/Mobile Driver Licences
- CORAL is intending to embed the requirements of the ISO into the future build of the Queensland Digital Wallet
- as part of the ISO committee membership, attendance at a minimum number of ballot-based meetings is required, entailing significant overseas travel.
- That you agree to a meeting for Mr Goh to brief you in person about the international standard for digital and mobile driver licences.

## Financial Implications

- Further funding for overseas travel is required if Austroads would like to commit as a full member of the ISO Committee to ensure continued Australian representation. That expenditure will be approximately \$16K per year.

## Background

- Mr Goh was nominated by you, as Director-General of the Department of Transport and Main Roads (TMR), to represent Austroads on the ISO/IEC JTC1/SC17/WG10 working group. The working group is tasked with developing a new Part 5 to ISO/IEC 18013 to standardise mobile/digital driver licence applications.
- The existing committee is largely industry led and each country has been allocated one voting position on the committee.
- The ISO will set critical standards in how digital licences share and manage:
  - biometric data, including fingerprints and images
  - authentication and verification of the holder's identity
  - encryption, privacy and securing the exchange of information
  - operating in an offline capacity when mobile devices cannot connect
  - validating authenticity of other jurisdictional identity
  - governance, compliance and auditability of the standard.
- Austroads has established a Digital Driver Licence Interoperability Working Group, comprising representatives from Queensland, Victoria, New South Wales, South Australia and Western Australia. Mr Goh has had discussions with this Interoperability Working Group in relation to the draft standard. This is to help ensure that any issues or concerns from Australian jurisdictions are properly understood and a consolidated position can be presented to the ISO committee. It was agreed to continue to leverage the existing Austroads Interoperability Working Group (AIWG) as the governing body to oversight Australia's involvement in the development of the ISO.

## Key Issues

- The ISO for mobile/digital licences has implications for Queensland and other jurisdictions who have implemented, or are considering implementing, digital licences. Members of the ISO have committed to implementing the standard in their future systems. It is also important that any interoperability protocol developed by Austroads is consistent with the international standard, so that Australians travelling abroad can use their digital licence.
- Apple and Google, with their mobile operating systems, comprise more than 99 per cent of the mobile operating system market. As members of the ISO, they have indicated that they are intending to embed the standards in all future releases of their operating systems (Android and IOS).
- The immediate implication for issuing authorities that intend to develop a digital driver licence, including Queensland, is that if they want their credentials to operate seamlessly, adopting the standards will be critical. Moreover, the ability to influence how these organisations build critical safeguards in privacy, security and interoperability in their systems requires regulators to be engaged in the development of the ISO.
- Long-term risks for government agencies are that these organisations have realised how government identities are critical to furthering their business and operating models. With Google and Apple able to aggregate the identities of citizens from across the world, new strategic and policy discussions are required on how to ensure citizen identities are not compromised.
- While Google and Apple have its own authentication platforms, they are not able to get irrefutable evidence of a person's identity. A person can hold multiple Google and Apple accounts. And although they can use digital 'foot prints' to validate a person's identity, they realise much of this validation is already done by government issuing authorities.
- However, not all government identity enrolment frameworks are equally robust. As such, a governance process will need to be established to determine which digital identities should be trusted. Austroads would likely play a role in this process.
- Queensland will continue to work with technical and policy experts in jurisdictions, to ensure the ISO safeguards personal identity, while balancing the need to provide seamless services across mobile platforms.
- Mr Goh has been asked to work specifically on critical security and privacy safeguards and will be seeking feedback on the existing draft framework from the AIWG.
- The AIWG has indicated they would like a further showcase on the implications of the ISO to understand the impact on existing privacy and regulatory policy regimes. This will be provided in the coming weeks.
- An agenda item at the March 2019 Austroads Registration and Licensing Taskforce meeting will also consider this issue.
- The ISO/IEC JTC1/SC17/WG10 working group hope to publish Part 5 of ISO/IEC 18013 in mid-2019. This will deal with 'day one' use cases. Immediately post publication of the standard, the working group will revise the standard to address more complex 'day two' use cases, such as online transactions using the mobile/digital licence as an identification credential.

### **Financial Implications**

- There are further international travel commitments required to maintain Mr Goh as the Australian representative on the ISO/IEC JTC1/SC17/WG10 working group to develop Part 5 of ISO/IEC 18013 to standardise Mobile/Digital Driver Licence Applications. These costs are estimated to be approximately \$16K per year.

### **Consultation with Stakeholders**

- Not including the members of the ISO committee, the draft ISO has been circulated to the AIWG. The members of this committee include representation from South Australia (who chairs this group), New South Wales, Victoria, Western Australia and Queensland.

### **Employment**

- There are no employment impacts associated with this matter.

### **Media**

- There are no media impacts associated with this matter.

### **Election Commitments**

- This matter does not relate to an election commitment.

### **Government Priorities**

- Aligns to the Responsive Government Agenda as both the Department of Housing and Public Works and TMR are delivering new digital credentials under this government priority.

**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN22157**

To: Minister for Transport and Main Roads

<p><b>SUBJECT:</b>          Digital Wallet [redacted] Exempt Sch.3(2)(1)(b) Reveal Cabinet consider</p>	<p><b>Non-Urgent</b></p>
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**Summary**

- The Customer Oriented Registration and Licensing (CORAL) Program will be engaging with key stakeholders in the [redacted] in mid-March 2019.
- Mr Chris Goh, General Manager, CORAL Program will be meeting with [redacted] and would like to offer an open invitation for you to attend this meeting.

**Background**

- The CORAL Program will be piloting the Digital Wallet [redacted] (b) Reve
- The CORAL program is continuing stakeholder engagement with local schools, education providers, chambers of commerce, small businesses and community centres.

**Issues and Suggested Approach**

- Mr Goh will be meeting with [redacted] and would like to offer an open invitation for you to attend this meeting. Once scheduled, the meeting details will be provided to you to allow the opportunity for you to attend.

**Financial Implications**

- An amount of \$[redacted] million has been reallocated from within existing Department of Transport and Main Roads budget allocations for the Digital Wallet pilot. This pilot will include significant engagement with local communities, businesses and impacted government agencies.

**Consultation with Stakeholders**

- Mr Goh met with stakeholders, including the [redacted] Leadership team, local Queensland Police Service (QPS) members and [redacted] Customer Service Centre staff on 18 October 2018. Feedback from the stakeholders in the pilot location was positive.
- The CORAL Program has scheduled a [redacted] from 13–15 March 2019 to commence engagement with local Chambers of Commerce, as well as the principals of the four State schools, local Customer Service Centre staff and local QPS members.

Action Officer:	Endorsed by:	Endorsed by: DDG	Endorsed by: DG
Amanda Roosmalen (Manager, Change, Customer Oriented Registration and Licensing)	Chris Goh (General Manager, Customer Oriented Registration and Licensing)	Mike Stapleton (Deputy Director-General, Customer Service, Safety and Regulation Division)	Neil Scales Director-General
Tel: 3066 5563 Date: 1/03/2019	Tel: 3066 7382 Date: 1/03/2019	Tel: 3066 7222 Date: 5/03/2019	Director-General Tel: 3066 7316 Date:



**Department of Transport and Main Roads**  
**Noting Brief**  
**DBN14063**

To: Director-General

<b>SUBJECT:</b> Customer Orientated Registration and Licensing Customer Co-design Update	<b>DATE:</b> 6 March 2019
<b>Director-General's Comments:</b>	

**Summary**

- The Customer Orientated Registration and Licensing (CORAL) Program has commenced co-design with customers and government partners for the development of the digital wallet.

**Recommendations**

- That you note the progress of the CORAL Program's customer co-design activities for the digital wallet.

**Financial Implications**

- (b) Revenue million has been reallocated from within the Department of Transport and Main Roads' (TMR) existing budget allocation to support the digital wallet pilot.

**Background**

- In July 2018, the CORAL program briefed the Honourable Mark Bailey MP, Minister for Transport and Main Roads on the digital wallet for Queenslanders, stating that TMR's customers would be engaged via a co-design process.

**Action Officer:**  
Amanda Roosmalen  
Manager, Change (CORAL)

**Endorsed by:**  
Chris Goh  
General Manager (CORAL)

**Endorsed by:**  
Mike Stapleton  
Deputy Director-General (CSSR)

Tel: 3066 2163  
Date: 25/02/2019

Tel: 3066 7382  
Date: 4/03/2019

Tel: 3066 7222  
Date: 5 March 2019

- The CORAL program engaged a customer experience vendor in February 2019 to commence the customer research and insights work, which will inform the design of the digital wallet.
- The key milestones for the co-design are documented in **Attachment 1**.

### Key Issues

- The CORAL Program has now commenced co-design with customers and government partners to gather research and insights for the development of the digital wallet.
  - A survey has been sent to customers in the Transport Talk network to recruit TMR customers who hold TMR issued credentials for the co-design activities.
  - Customers with specific access requirements have been invited to participate in the co-design through TMR's Accessibility Reference Group.
  - Customers impacted by domestic and family violence have been invited to participate in the co-design activities.
  - Customers and local businesses in Sch.3(2)(1)(b) Reveal Cabinet co will be invited to participate in the co-design activities.
  - TMR Government partners from across Government have been invited to participate in the co-design, including the Department of Justice and Attorney-General; Department of Fair Trading; Department of Child Safety, Youth and Women; Queensland Police Service; Queensland Health; Department of Communities and Department of Education.

### Consultation with Stakeholders

- Both the CORAL Interdepartmental Committee and Program Board are supportive of the human-centred design approach.
- CORAL representatives and the customer experience vendor facilitated a workshop with the Queensland Police Service on 20 February 2019 to better understand the needs and requirements of police for the digital wallet. Photos of the workshop are at **Attachment 2**.
- Workshops, interviews and observation activities with customer groups will continue to occur throughout March, April and May 2019 for the co-design of the digital wallet.

### Employment

- There are no employment impacts associated with this matter.

### Media

- A media statement was drafted announcing the digital wallet pilot location as Sch.3(2)(1)(b) Reveal Cabinet This was originally scheduled for release by Minister Bailey during his visit Exempt Sch.3(2)(1)(b) Reveal Cabinet considera but the release was postponed until closer to the pilot launch.

### Election Commitments

- This matter does not relate to an election commitment.

### Government Priorities

- The delivery of a digital product supports the Queensland Government commitment of being a responsive government.

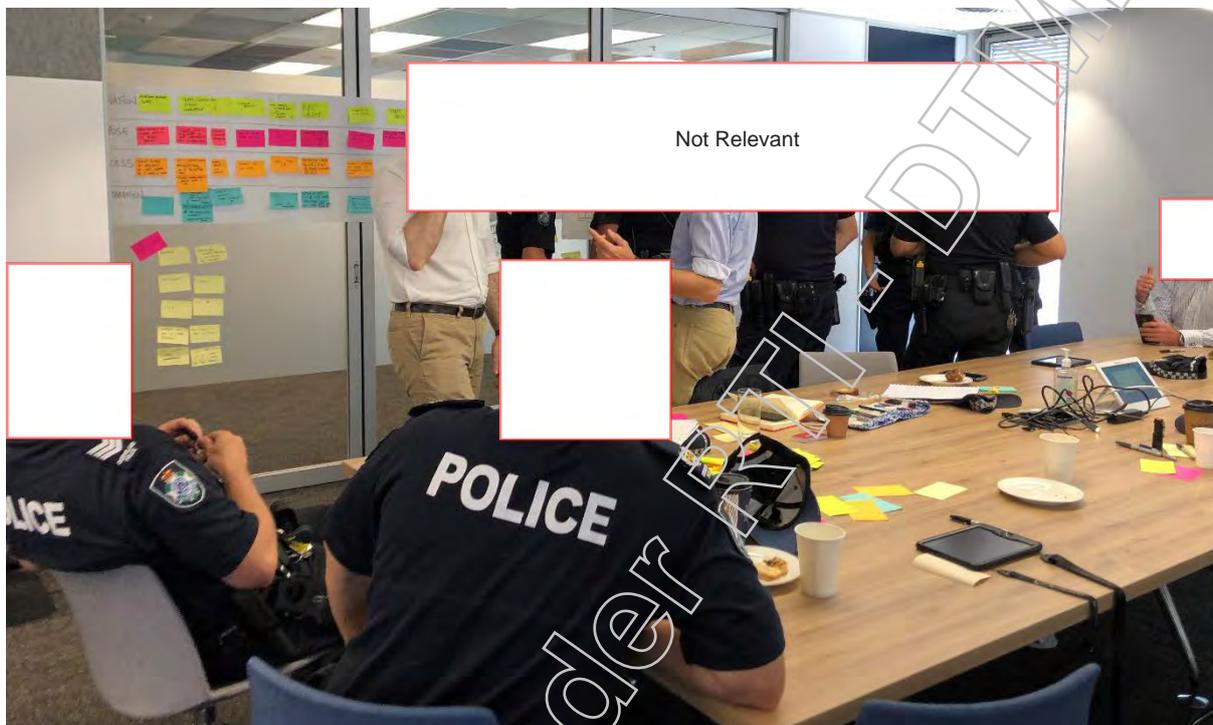
Page 126 redacted for the following reason:

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Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Released under RTI - DTMR

Attachment 2: Queensland Police Service digital wallet co-design photos

20 February 2019, QPS Mobile Capability Centre, Brisbane.



**Department of Transport and Main Roads**  
**Decision Brief**  
**DBN14118**

To: Director-General

<p><b>SUBJECT:</b>          Customer Oriented Registration and Licensing (CORAL) – Invitation to attend Customer Co-design workshops</p>	<p><b>DATE</b>          12 March 2019</p>
<p><b>Director-General's Comments:</b></p> <p style="text-align: center;">Approved / Not Approved</p> <p style="text-align: center;">Director-General .....</p> <p style="text-align: center;">Date ...../...../.....</p>	

**Summary**

- The CORAL Program has commenced co-design with customers and government partners for the development of the digital wallet. Further details about these workshops were advised on 6 March 2019 (DBN14063 is with your office for consideration).
- The CORAL Program welcomes your involvement in these co-design workshops and would be grateful for any opportunity for you to participate.
- The CORAL Program is in the process of confirming details for co-design workshops with our vulnerable user groups and would like to extend an open invitation for you to attend these sessions.

**Recommendations**

- That you approve for the CORAL Program to liaise with your office regarding your possible attendance at the upcoming co-design workshops.
- That you note details for these sessions will be confirmed throughout the next few months, however, the following sessions are currently booked in.
  - On 15 March 2019 (from 9 am to 12 pm), a workshop attended by domestic and family violence stakeholders from government and not-for-profit community has been booked for the Department of Transport and Main Roads' (TMR) Customer Experience Lab.

**Action Officer:**

Matthew Radford  
 Manager, Customer Experience  
 Tel: 3066 2163  
 Date: 8 March 2019

**Endorsed by:**

Chris Goh  
 General Manager (CORAL)  
 Tel: 3066 7382  
 Date: 8 March 2019

**Endorsed by:**

Mike Stapleton  
 Deputy Director-General (CSSR)  
 Tel: 3066 7222  
 Date: 11 March 2019

- On 15 March 2019 (from 2 pm to 4.30 pm), a workshop attended by representatives from the TMR Accessibility reference group has been booked for the TMR Customer Experience Lab.
- On 19 March 2019 (time to be confirmed), a workshop has been booked to be attended by Indigenous Australians, co-ordinated via TMR and Logan Elders community in Logan (venue to be confirmed).

### Financial Implications

- A total of \$b) Reve million has been reallocated from within TMR's existing budget allocation to support the digital wallet pilot.

### Background

- The CORAL program engaged a customer experience vendor in February 2019 to commence the customer research and insights work, which will inform the design of the digital wallet.
- The key milestones for the co-design are documented in **Attachment 1**.

### Key Issues

- The CORAL Program has now commenced co-design with customers and government partners to gather research and insights for the development of the digital wallet (DBN14063).

### Consultation with Stakeholders

- Both the CORAL Interdepartmental Committee and Program Board is supportive of the human-centred design approach.
- CORAL representatives, and the customer experience vendor, facilitated a workshop with the Queensland Police Service (QPS) on 20 February 2019 to better understand the needs and requirements of QPS for the digital wallet. Photos of the workshop are at **Attachment 2**.
- Workshops, interviews and observation activities with customer groups will continue to occur throughout March, April and May 2019 for the co-design of the digital wallet.

### Employment

- There are no employment impacts associated with this matter.

### Media

- A media statement (MS8731) was drafted announcing the digital wallet pilot location a Sch 3(2)(1)(b) Reveal Cabinet c This was originally scheduled for release from the Honourable Mark Bailey MP, Minister for Transport and Main Roads during his visit to Exempt Sch.3(2)(1)(b) Reveal Cabinet consider, however, the release was postponed until closer to the pilot launch.

### Election Commitments

- This matter does not relate to an election commitment.

### Government Priorities

- The delivery of a digital product supports the Queensland Government commitment of being a responsive government.