

# Video Transcript

## Next-generation services seniors concessions

The Queensland Government is designing the next phase of services for Queenslanders.

Supporting our older generation to easily find and receive information and entitlements when they need it, is important for their wellbeing.

More than 665,000 Queenslanders are aged 65 years or older.

That's about 1/6th of the state's population.

Through reimagined service innovation, we can harness information and technology to be proactive and better serve our seniors.

Fragmented approaches across government mean seniors often don't know what government concessions are available.

By connecting information and concessions together into one process and one place we will remove the difficulty and frustration seniors now experience.

As Queenslanders approach 65, intuitive services will inform them of their concessions and entitlements, with options to access the support they need.

This integrated service solution will provide a simple, personalised, and unified approach to accessing entitlements across multiple government tiers.

Through re-imagining Government services, personalised information can be delivered to people where and when they need via their device.

This could include a customised dashboard that provides a virtual seniors' experience, with tailored information that is relevant to them.

Real time and geolocation information could be used to bring together a personalised selection of information, services, appointments, useful tools and event notifications.

And through a few short steps, people have what they want and can be on their way.

This intuitive solution is an age friendly initiative that will reduce frustration, time and complexity for seniors to access entitlements and benefits.

It will enable older Queenslanders to feel actively engaged in their community.

And, it will provide seniors access to proactive, personalised information in a variety of formats, while increasing the digital literacy of seniors and enabling older Queenslanders to connect with government online.

When we tested this concept with seniors, we received fantastic feedback and confirmation this was a better way to find information.

Through a collaborative approach with industry, and the community, Queensland Government is developing the future of government services, to better meet citizens' needs.

This connects over 65s with the services that benefit them.