

## Crystal Y Brown

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**From:** Mandy L Bird  
**Sent:** Thursday, 12 July 2018 1:13 PM  
**To:** Neil Scales  
**Subject:** CSSR Estimates Briefs  
**Attachments:** 2. CSSR\_Merge\_250618.pdf

Kind regards

Mandy Bird  
Principal Executive Coordinator  
**Office Of The Director-General** | Department of Transport and Main Roads

Floor 35 | 1 William Street | Brisbane Qld 4000  
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Pages 2 through 309 redacted for the following reasons:

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Exempt Sch.3(2)(1)(c) State's budgetary processes  
Not Relevant

Released under RTI - DTMR

**From:** [Jennifer M Grace](#)  
**To:** [Neil Scales](#)  
**Cc:** [Crystal Y Brown](#)  
**Subject:** DG Approval: Corporate Contract  
**Date:** Tuesday, 17 July 2018 3:09:32 PM  
**Attachments:** [RTAC New Project Managers Enabling Platforms.pdf](#)  
[RTAC New Financial Benefits Management Enabling Platforms.pdf](#)

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Hi Neil

As outlined below for your consideration and approval. Thanks Jenny

**Jennifer Grace**  
Chief Operations Officer  
Office Of The Director-General | Department of Transport and Main Roads

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

**From:** Krystal L Edwards **On Behalf Of** Tracy A O'Bryan  
**Sent:** Tuesday, 17 July 2018 11:50 AM  
**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Cc:** Narelle M Townsend <[narelle.m.townsend@tmr.qld.gov.au](mailto:narelle.m.townsend@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** For DG Approval: RTAC - New - 1) Project Managers; 2) Financial Benefits Management Support

Hello Jenny

Please find attached for DG consideration 2 x RTACs for the Enabling Platforms Program as follows:

- **Engage 2 x Project Managers** - to lead the Windows 10, Office 365 and Exchange to the Cloud projects. Positions are fully funded by the Enabling Platforms Program. (IFEs included)
  - The Windows 10 Project Manager is required to deliver the Windows 10 Business Case and execute the project.
  - The Office 365 Project Manager is required to complete the project and also initiate and manage the Exchange to the Cloud Project.
  
- **Engage supplier to provide financial benefits management support services** – The Enabling Platforms program is seeking assistance in financial management/cost modelling and benefits management to support the program's delivery and business case development for Windows 10, Exchange to the Cloud, SharePoint to the Cloud and Virtual

Corporate Desktop. This position is fully funded by the Enabling Platforms Program. (IFE included)

I endorse these requests.

Kind regards,

**Tracy O'Bryan**  
Deputy Director-General (Corporate)  
**Corporate Division** | Department of Transport and Main Roads

---

Floor 35 | 1 William Street | Brisbane Qld 4000

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Released under RTI - DTMR



**Request to Approve - Contractor**

Division requesting Contractor	Description of Contractor Service	Estimated Value (\$)	Estimated start date of Contractor	Estimated end date of Contractor	Request Type	Original Commencement date with TMR	Justification - why is it essential to proceed	Comments
Corporate Division - Information Technology Branch	<p><b>Financial and Benefits Management Support - Enabling Platforms Program</b></p> <p>The Enabling Platforms program is seeking assistance in financial management/cost modelling and benefits management to support the program's delivery and business case development for Windows 10, Exchange to the Cloud, SharePoint to the Cloud and Virtual Corporate Desktop.</p> <p>The outcomes/deliverables of this engagement are as follows:                      * Financial and economic model development to perform cost/benefit analysis.                      * Business Case Support - Undertake options analysis and cost modelling for the respective business cases, benefits identification and modelling for inclusion in the respective business cases and support the drafting of business cases.                      * Financial Management - Develop and establish financial management solutions and processes to support program and project financial management and reporting.                      * Benefits Management - Develop project benefits management strategies, artefacts and establish benefits delivery plans and reporting.</p>	Commercial	ASAP	12 months	New contract (TMR-ITB-18068)	N/A	<p>The Enabling Platforms program has the need for financial management/cost modelling and benefits management services to support program delivery and the development of multiple business cases. In particular, - the development of financial and economic models                      - options cost analysis/modelling                      - benefits identification &amp; quantification                      - business case drafting</p> <p>Resources and skills are not available within the program to fulfill this requirement within the required timeframes.</p> <p>The estimated value has been benchmarked against a previous TMR engagement to undertake a similar scope of work. It is inclusive of four separate cost models/benefits management artefacts.</p>	<p>This position is 100% funded by the Enabling Platforms Program.</p> <p>These requested resources will be engaged for program related activities and will not impact ITB'S FTE cap or replace a public servant role.</p> <p>ITB will invoke the contract termination clause and provide the vendor with written notification to cease this contract if necessary.</p> <p>Optional extensions will be available in the contract should extensions be required by ITB. If this eventuates, further approval will be sought.</p>

**Endorsement:**  
General Manager

Sandra Slater

Date 13/7/18

Signature

**Approval:**

Deputy Director-General Tracy O'Bryan

Date 16/7/18

Signature

**Approval:**

Director-General

Neil Scales

Date

Signature

NR

ITB Use Only - Contact officers	
Business Contact	Sharon Valuch
Executive Director	Brett Stenson
Procurement team	ITB Contractor Administration

Released under RTI - DPM



DMS No. insert DMS number

**ITB ONLY - Indicative Financial Endorsement**

<b>Date:</b>	21/06/2018
<b>Requesting Officer Name:</b>	Sharon Valuch
<b>Position Title:</b>	Program Manager Enabling Platforms
<b>Division and Branch:</b>	Information Technology Branch, Corporate Division
<b>Phone number</b>	(07) 3066 8162
<b>Purchase value: (incl GST)</b>	Commercial
<b>Cost Object: (Cost Centre, WBS element, Project code)</b>	WBS 50-014343.4.C Enabling Platforms Program
<b>Funding source:</b>	Operational Expenditure <input checked="" type="checkbox"/> Capital Expenditure <input type="checkbox"/> Combination <input type="checkbox"/>

**Section 1 - Procurement/Purchase Requirement**

The Enabling Platforms program, within the Information Technology Branch, is a strategic, high priority initiative with the primary objective of establishing a TMR digital workspace centred on cloud adoption, enterprise mobility and the new generation of personal productivity tools, such as Office 365. The program consists of five projects: Office 365, Windows 10, Virtual Corporate Desktop, Exchange to the Cloud and SharePoint to the Cloud.

The funding for this work was approved by the Information and Systems Committee (ISC) on 1 May 2018.

The program is seeking assistance in financial management/cost modelling and benefits management to support the program's delivery and business case development for Windows 10, Exchange to the Cloud, SharePoint to the Cloud and Virtual Corporate Desktop.

The nature of the work required is to source and collate relevant cost data, develop financial and economic models to perform cost/benefit analysis, undertake options analysis and cost modelling for the respective business cases, benefits identification and modelling for inclusion in the respective business cases and support the drafting of business cases. Additionally, to develop and establish financial management solutions and processes to support program and project financial management and reporting, develop benefits management artefacts, and establish benefits delivery plans and reporting.

**Section 2 - ITB Finance Endorsement**

As a Finance Officer, I am satisfied that funds are available and have been allocated to the correct cost assignment.			
<b>Cost Object Approved: (Cost Centre, WBS element, Project code)</b>	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
<b>Comment</b>			
<b>Materials Code:</b>		<b>GL Code:</b>	51551

<b>Name:</b>	Kathy Horwood		
<b>Position Title:</b>	Management Accountant		
<b>Branch:</b>	Information Technology Branch		
<b>Signature:</b>	NR	<b>Date</b>	28.06.2018

### Section 3 - Financial Delegate Endorsement

*(Note: The Financial Delegate must have budgetary control, as per the Financial Delegations Manual)*

As a Financial Delegate with the appropriate level of delegation, I am satisfied that this request:			
<ul style="list-style-type: none"> <li>• meets departmental requirements</li> <li>• justifies why this procurement activity is required and</li> <li>• budget is available for this purchase.</li> </ul>			
<b>Financial Delegate Name:</b>	Brett Stenson		
<b>Position Title:</b>	A/Executive Director, Technology		
<b>Branch:</b>	Information Technology Branch		
<b>Financial Band:</b>	ELT <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input checked="" type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/>		
<b>Budget period for expenditure:</b>	NR		
<b>Signature:</b>	NR	<b>Date</b>	DD/MM/YYYY 21/7/18

Released under RTI/DMR



**Request to Approve - Contractor**

Division requesting Contractor	Description of Contractor Service	Estimated Value (\$)	Estimated start date of Contractor	Estimated end date of Contractor	Request Type	Original Commencement date with TMR	Justification - why is it essential to proceed	Comments
Corporate Division - Information Technology Branch	<p><b>2 x Project Managers - Enabling Platforms Program</b></p> <p>Two Project Managers are required for the The Enabling Platforms program to lead the Windows 10, Office 365 and Exchange to the Cloud projects.</p> <p>These roles will perform project management activities and have the following outcomes/accountabilities:</p> <ul style="list-style-type: none"> <li>* Successful delivery of projects to agreed project parameters, outcomes and schedule.</li> <li>* Effective engagement with business, suppliers and ICT project stakeholders.</li> <li>* Development and update of project artefacts in compliance with TMR's governance and project management requirements.</li> <li>* Creation and monitoring of the project schedules, work packages and associated project dependencies.</li> <li>* Project status monitoring and reporting as per TMR ICT governance requirements.</li> <li>* Effective management of the following: risks and issues, scope, quality, configuration, allocated project budget and resources.</li> </ul>	Commercial	ASAP	12 months (260 days/2080 hours each)	New Contract (TMR-ITB-18037)	N/A	<p>ISC approved funding for the Enabling Platforms Program on the 1st May 2018 and the associated Windows 10 and Exchange to the Cloud Project Business Cases are to be presented to the ISC in the near future.</p> <p>The Windows 10 Project Manager is required to deliver the Windows 10 Business Case and execute the project</p> <p>The Office 365 Project Manager is required to complete the project and also initiate and manage the Exchange to the Cloud Project.</p>	<p>These positions are 100% funded by the Enabling Platforms Program.</p> <p>These requested resources will be engaged for program related activities and will not impact ITB'S FTE cap or replace a public servant role.</p> <p>ITB will invoke the contract termination clause and provide the vendor with written notification to cease this contract if necessary.</p> <p>Contract duration Initial: 12 months Optional extensions: 2 x 6 months Total Contract term: 24 months</p> <p>Rate benchmarking: The rate is based on the QLD PeopleBank February 2018 and Hudson Technology and Digital Brisbane 2018 salary guides which list the Project Manager rate range as \$96.25/hour to \$137.50/hour and \$82.50/hour to \$143/hour inc GST respectively. The estimated charge rate of \$132.00/hour inc GST has been used to obtain a senior resource.</p>

**Endorsement:**  
**General Manager** Sandra Slater Date 13/7/18 Signature \_\_\_\_\_

**Approval:**  
**Deputy Director-General** Tracy O'Bryan Date 16/7/18 Signature \_\_\_\_\_

**Approval:**  
**Director-General** Neil Scales Date \_\_\_\_\_ Signature \_\_\_\_\_

ITB Use Only - Contact officers	
Business Contact	Sharon Valuch
Executive Director	Brett Stenson
Procurement team	ITB Contractor Administration

Released under RTI - DPM

DMS No. insert DMS number

## Indicative Financial Endorsement

<b>Date:</b>	04/07/2018
<b>Requesting Officer Name:</b>	Sharon Valuch
<b>Position Title:</b>	Project Manager, Enabling Platforms Program (Two positions)
<b>Division and Branch:</b>	Information Technology Branch, Corporate Division
<b>Phone number</b>	(07) 3066 8162
<b>Purchase value: (incl GST)</b>	Commercial
<b>Cost Object:</b> (Cost Centre, WBS element, Project code)	Cost Centre: 1947, WBS: 50-014343.1.J Cost Centre: 1947, WBS: 50-014343.2.J
<b>Funding source:</b>	Operational Expenditure <input checked="" type="checkbox"/> Capital Expenditure <input type="checkbox"/> Combination <input type="checkbox"/>

## Section 1 - Procurement/Purchase Requirement

TMR-JTB18037

Two Project Managers are required for the Enabling Platforms Program, a high priority program with the primary objective of establishing a TMR digital workspace centred on cloud adoption, enterprise mobility and the new generation of personal productivity tools, such as Office 365. The program consists of five projects: Office 365, Windows 10, Virtual Corporate Desktop, Exchange to the Cloud and SharePoint to the Cloud.

ISC approval for this program was obtained on the 1st May 2018 and the approved budget included provision for these roles.

Two Project Managers are required to cover the Windows 10, Office 365 and Exchange to the Cloud projects. A vacancy has been created for the O365 project manager with the planned departure of the current incumbent.

Initial period – 12 months (260 days/2080 hours), with optional extensions – 2 x 6 months.

Estimated charge rate of \$120.00/hour ex GST (\$132.00/hour incl. GST).



## Section 2 – ITB Finance Endorsement

As a Finance Officer, I am satisfied that funds are available and have been allocated to the correct cost assignment.			
<b>Cost Object Approved:</b> (Cost Centre, WBS element, Project code)	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	
<b>Comment</b>	Project Contractor funded by recovery		
<b>Materials Code:</b>		<b>GL Code:</b>	Date
			by ISE proj. 575 11.0
<b>Name:</b>	Jane Heim		
<b>Position Title:</b>	Principal Finance Officer		
<b>Branch:</b>	ITB		
<b>Signature:</b>	NR	<b>Date</b>	4-7-18

## Section 3 - Financial Delegate Endorsement

(Note: The Financial Delegate must have budgetary control, as per the Financial Delegations Manual)

As a Financial Delegate with the appropriate level of delegation, I am satisfied that this request:			
<ul style="list-style-type: none"> <li>meets departmental requirements</li> <li>justifies why this procurement activity is required and</li> <li>budget is available for this purchase.</li> </ul>			
<b>Financial Delegate Name:</b>	Brett Stenson		
<b>Position Title:</b>	A / Executive Director Technology		
<b>Branch:</b>	Information Technology Branch.		
<b>Financial Band:</b>	ELT <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/>		
<b>Budget period for expenditure</b>			
<b>Signature:</b>	NR	<b>Date</b>	5/7/18

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Tuesday, 17 July 2018 3:11 PM  
**To:** Jennifer M Grace  
**Cc:** Crystal Y Brown  
**Subject:** Re: DG Approval: Corporate Contract

Thanks,

But I thought we were getting rid of consultants?

Kind regards

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

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On 17 Jul 2018, at 3:09 pm, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)> wrote:

Hi Neil

As outlined below for your consideration and approval. Thanks Jenny

**Jennifer Grace**  
Chief Operations Officer  
Office Of The Director-General | Department of Transport and Main Roads

Floor 35 | [1 William Street | Brisbane Qld 4000](#)  
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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Krystal L Edwards **On Behalf Of** Tracy A O'Bryan

**Sent:** Tuesday, 17 July 2018 11:50 AM

**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>

**Cc:** Narelle M Townsend <[narelle.m.townsend@tmr.qld.gov.au](mailto:narelle.m.townsend@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>

**Subject:** For DG Approval: RTAC - New - 1) Project Managers; 2) Financial Benefits Management Support

Hello Jenny

Please find attached for DG consideration 2 x RTACs for the Enabling Platforms Program as follows:

- **Engage 2 x Project Managers** - to lead the Windows 10, Office 365 and Exchange to the Cloud projects. Positions are fully funded by the Enabling Platforms Program. (IFE included)
  - The Windows 10 Project Manager is required to deliver the Windows 10 Business Case and execute the project.
  - The Office 365 Project Manager is required to complete the project and also initiate and manage the Exchange to the Cloud Project.
- **Engage supplier to provide financial benefits management support services** – The Enabling Platforms program is seeking assistance in financial management/cost modelling and benefits management to support the program's delivery and business case development for Windows 10, Exchange to the Cloud, SharePoint to the Cloud and Virtual Corporate Desktop. This position is fully funded by the Enabling Platforms Program. (IFE included)

I endorse these requests.

Kind regards,

**Tracy O'Bryan**

Deputy Director-General (Corporate)

**Corporate Division** | Department of Transport and Main Roads

---

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<RTAC\_New\_Project Managers\_Enabling Platforms.pdf>

<RTAC\_New\_Financial Benefits Management\_Enabling Platforms.pdf>



## Crystal Y Brown

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**From:** Neil Scales  
**Sent:** Wednesday, 1 August 2018 1:05 PM  
**To:** Thomas A Hilston  
**Cc:** Donald W Bletchly; Media; Natalie Gauld  
**Subject:** Re: Speech Notes - AECOM / Minister Bailey Boardroom Lunch - 16 August

Agreed

Kind regards

**Neil Scales**

Director-General  
Department of Transport and Main Roads

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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On 1 Aug 2018, at 12:51 pm, Thomas A Hilston <[Thomas.A.Hilston@tmr.qld.gov.au](mailto:Thomas.A.Hilston@tmr.qld.gov.au)> wrote:

Neil

Please find attached speaking points for Minister address to AECOM luncheon for your sign off please.

Tom

Sent from my Samsung GALAXY S5 on the Telstra mobile network

----- Original message -----

From: Kevin P Merrick <[kevin.p.merrick@tmr.qld.gov.au](mailto:kevin.p.merrick@tmr.qld.gov.au)>  
Date: 01/08/2018 12:07 PM (GMT+10:00)  
To: Thomas A Hilston <[Thomas.A.Hilston@tmr.qld.gov.au](mailto:Thomas.A.Hilston@tmr.qld.gov.au)>

Cc: "DocTrak.Media" <[DocTrak.Media2@tmr.qld.gov.au](mailto:DocTrak.Media2@tmr.qld.gov.au)>

Subject: Speech Notes - AECOM / Minister Bailey Boardroom Lunch - 16 August

Tom

Here is the word version Julie has just approved for on forwarding to DG for his approval

Regards

Kevin

**Kevin Merrick**

Principal Advisor | Executive Directorate | Office Of The Deputy Director-General  
**Policy, Planning and Investment Division** | Department of Transport and Main Roads

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---

**From:** Thomas A Hilston

**Sent:** Monday, 30 July 2018 1:33 PM

**To:** Kevin P Merrick <[kevin.p.merrick@tmr.qld.gov.au](mailto:kevin.p.merrick@tmr.qld.gov.au)>

**Cc:** Media <[media@tmr.qld.gov.au](mailto:media@tmr.qld.gov.au)>; Natalie Gauld <[Natalie.Z.Gauld@tmr.qld.gov.au](mailto:Natalie.Z.Gauld@tmr.qld.gov.au)>; Mary Ellen Macnamara <[Mary.E.MacNamara@tmr.qld.gov.au](mailto:Mary.E.MacNamara@tmr.qld.gov.au)>

**Subject:** RE: Speech Notes - AECOM / Minister Bailey Boardroom Lunch - 16 August

Kevin

As discussed – I'm out of town for rest of week the on leave til mid-August. Here's my latest go at this speech. Most of what Julie required appears to have been addressed – there was a bit about digital wallet which Licencing people wanted held pending min's sign-off

**Tom Hilston**

Principal Advisor (Media) | Media Unit

**Governance Branch** | Corporate Division | Department of Transport and Main Roads

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Not Relevant

Pages 322 through 333 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Mary Ellen Macnamara on behalf of Julie Mitchell  
**Sent:** Friday, 17 August 2018 10:33 AM  
**To:** Neil Scales; Amanda Yeates; Matthew J Longland; Mike J Stapleton; Tracy A O'Bryan; Jennifer M Grace  
**Cc:** Christopher J Goh; Sandra M Slater; Sally A Noonan; Julie M Salsbury; Nick T Shaw; Deanne M Hawkswood; Andrew W Mahon; Geoffrey J Magoffin; Mary Ellen Macnamara; Leah Rogash; Peter Y Brown; Brigid E Murray; Jude A Wallace; Arnika Z Sencariuc; Crystal Y Brown  
**Subject:**  
**Attachments:** Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Dear ELT

Next Monday there is a presentation at ELT by the Responsive Government DDG cluster group, it will be more general to collect TMR's views.

Please find attached for your information outcomes of the initial quick win projects, there are several of interest to TMR:

1.

Not Relevant

2.

3. **Digital Wallet:** TMR lead (Chris Goh).

4.

5.

Not Relevant

6.

7.

I think we need to keep a close watching brief on several of these, especially the first and last. Please have a look at the actions and advise if you think officers from your areas need to be involved/kept in the loop.

Kind Regards,  
**Julie Mitchell**  
Deputy Director-General  
Policy, Planning and Investment Division | Department of Transport and Main Roads

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[Julie.Mitchell@tmr.qld.gov.au](mailto:Julie.Mitchell@tmr.qld.gov.au)  
[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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Pages 335 through 345 redacted for the following reasons:

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

Released under RTI - DTMR

**STRICTLY CONFIDENTIAL**

**DEPARTMENT OF TRANSPORT AND MAIN ROADS  
CABINET, CABINET COMMITTEE, GOVERNOR IN COUNCIL  
AND PARLIAMENTARY BUSINESS  
2018 FORWARD PROGRAM**

**THE HON. MINISTER FOR TRANSPORT AND MAIN ROADS**

**AS AT 2:45 PM FRIDAY, 17 AUGUST 2018**

**ANY CHANGES SHOULD BE BROUGHT TO THE ATTENTION OF:**

Mary Weaver Director and Cabinet Legislation and Liaison Officer

Jamie Abbotts Assistant Cabinet Legislation and Liaison Officer

Email: [cllo@tmr.qld.gov.au](mailto:cllo@tmr.qld.gov.au) or [cllo.ecm@tmr.qld.gov.au](mailto:cllo.ecm@tmr.qld.gov.au)

NR

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Pages 347 through 349 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
Not Relevant							
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration							
Not Relevant							

Released under RTI - DTMR



TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
Not Relevant							
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration							
Not Relevant							

Released under RTI - DTMR

Pages 352 through 374 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Abbie Z Timofte  
**Sent:** Wednesday, 22 August 2018 12:59 PM  
**To:** Neil Scales  
**Cc:** Jennifer M Grace; Media  
**Subject:** For approval: Media release - MS8425 Queensland driver licences to go digital  
**Attachments:** Media-Statement-Qld driver licences to go digital.doc

Good afternoon,

For approval: attached/below media release regarding tenders for Queensland driver licences to go digital.

The release is DDG approved, and we also ran it past QGCIO.

The dates are still TBC at this stage, but looking like it may be good to release next week.

Can you please let me know if we are okay to progress this to the MO?

FYI - We say tenders will open shortly (as opposed to tenders are open now). The reason we did this is because the team has to publish a forward procurement notice to say it will go to tender soon (probably a week after this notice). This procurement notice on the QTender website will have information for anyone to see about the creation of a digital licence – which is why the statement needs to be released. Then, about a week after the forward procurement notice, the tender will go live on the QTender website. The team won't issue the forward procurement notice until the minister has release the media statement. We'll just need you to tell us the date/time this will happen so we can make sure we have this go live at the same time. I'm just confirming how much notice we'll need to get it on the QTender website.

Thanks

**Regards,**

**Abbie Timofte**  
A/Senior Advisor (Media) | Media Unit  
**Governance Branch** | Corporate Division | Department of Transport and Main Roads

---

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[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

Xx August 2018

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"This aligns with our customers increasing preference for digital services and their desire for convenience with government transactions," Mr Bailey said.

"The way we use driver licences today is different from when they were first introduced in 1910 in a paper format.

"Not only is the driver licence an official document which allows you to legally drive, it is also now widely accepted as a primary form of identification.

"Queenslanders use their driver licence to access licensed venues, to rent a house, open a bank account, book Airbnb, or check-in to a hotel. A digital driver licence will allow people to do all of this via their mobile phone."

Mr Bailey said a procurement process to engage a vendor to develop a Queensland digital wallet would start soon.

"The digital wallet will also improve security of information by giving you more control about how much information you allow a third party to see, copy and retain," he said.

"For example, to prove you are over 18 to get into a nightclub, you may be able to do that without having to show your address or actual date of birth.

"You could simply show your phone, with a photo and an indicator would display to confirm you are over 18.

"We will ensure customer information is protected against cybercrimes and theft. Ultimately, the choice to have a digital wallet will remain with the customer.

"Security of personal information is of particular importance, and it is why the security and protection of customer information are critical to the design of the digital wallet.

"Security features are likely to include the ability to verify the authenticity of a digital driver licence by scanning a QR code or similar, or via an exchange of tokens between devices.

"Shortlisted vendors will be engaged to develop the wallet via a co-design process with end users to help determine what features the public would like and to ensure accessibility issues are addressed."

He said the digital wallet could be piloted in the Sch.3(2)(1)(b) Reveal Cabinet co

"The pilot will likely start with learner licences and proof of age cards, before looking to expand to other licences, products and functionality at a later stage," he said.

"There will also be the opportunity to include other services in the future, including allowing customers to change their address, renew their licence and pay their registration fees through the digital wallet.

"This initiative aligns with Queensland Government's priority to be a responsive government and deliver an easy to use and accessible digital service, in line with Government's digital principles that meets the needs of the community."

To find out more about tends please visit the Queensland Government QTender website - [www.hpw.qld.gov.au/qtenders/](http://www.hpw.qld.gov.au/qtenders/)

ENDS

**Media contact:            Name, phone number**

## MEDIA STATEMENT

<b>Subject</b>	Queensland driver licences to go digital		
<b>Due date (expiry date for release or embargo date)</b>	Embargoed to coincide with the publication of the forward procurement notice	<b>DocTrak ID</b>	MS8425
<b>Written by</b>	Name: Sonia Giovannetti Position: Senior Advisor Division/Region: CSSR Date: 14/08/18	<b>Approved by</b>	Name: Christopher Goh Position: General Manager Division/Region: Registration and Licensing Modernisation Program Date: 14/08/18
<b>For release by</b>	<input checked="" type="checkbox"/> <b>Minister for Transport and Main Roads</b> <input type="checkbox"/> Department	<b>Media and Issues contact</b>	
<b>Distribution</b>	Statewide		
<b>Background</b>	Tenders are open to industry to develop a wallet where driver licences and other Qld Govt issued credentials will be available digitally. Once developed, drivers will be to access their licences on smart devices for proof of ID checks & proof of age to gain entry to pubs & clubs and can be used by police at roadside checks. A pilot will be conducted in a regional location (still to be determined) in the <u>3(2)(1)(b) Reveal Cap</u> . The pilot will initially be limited to learner licence and adult proof of age card holders. See MBN21446 for more information		
<b>Funding</b>	<input checked="" type="checkbox"/> <b>State Government</b> <input type="checkbox"/> Federal Government - Has federal approval been received for release of media statement? Yes/No <input type="checkbox"/> Regional Council Details: <u>b) Rev</u> million has been reallocated from within TMR budget allocation for the purposes of the digital wallet pilot		
<b>Impacted stakeholders</b>	All Queensland holders of a driver licence, proof of age cards Businesses that require their customers to prove their identity and/or age Enforcement agencies that need to validate a customer's identity or authority to operate a vehicle		
<b>Electorate/s</b>	(State); (Federal)		

Xx August 2018

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ENDS

**Media contact:**      **Name, phone number**

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 22 August 2018 1:00 PM  
**To:** Abbie Z Timofte  
**Cc:** Jennifer M Grace; Media  
**Subject:** RE: For approval: Media release - MS8425 Queensland driver licences to go digital

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)

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---

**From:** Abbie Z Timofte  
**Sent:** Wednesday, 22 August 2018 12:59 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Media <[media@tmr.qld.gov.au](mailto:media@tmr.qld.gov.au)>  
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A/Senior Advisor (Media) | Media Unit

**Governance Branch** | Corporate Division | Department of Transport and Main Roads

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ENDS

**Media contact:**            **Name, phone number**

Released under RTI/DPMR

Pages 382 through 459 redacted for the following reasons:

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

Released under RTI - DTMR

## Minutes

### Registration & Licensing Modernisation Interdepartmental Committee Meeting

**Date** 31 August 2018 **Time** 10:00am – 11:00am

**Place** Level 14, 61 Mary Street, Brisbane, Room 14.08

**Chair** Mike Stapleton, DDG (TMR)

**Minute taker** Rachel Goos, Program Advisor RLM (RG)

#### Attendees

#### Presence

Mike Stapleton, DTMR	(MS)	Present
Rachel Lunnon, DPC	(RL)	Present
Andrew Mills, QGCIO	(AM)	Present
Steve Gollschewski, QPS	(SG)	Present
Paul Ryan, DJAG	(PR)	Present
David Craig, DHPW	(DC)	Present
Kathy Dunning, DCDSS	(KD)	Present
Rebecca Andrews, DTESB	(RA)	Present
Chris Goh, DTMR	(CG)	Present
Rachel Goos, DTMR	(RG)	Present
Melissa Grainger, QPro	(MG)	Present
Neil Scales, DTMR		Apology
Jennifer Grace, DTMR		Apology
Irene Violet, DHPW		Apology
Tracey O'Meara, DPC		Apology
Craig Turner, DJAG		Apology
Luan Sadikai, QTC		Apology

Not Relevant

Not Relevant

**Agenda item 3** RLM Program Introduction

Not Relevant

An example of this was the Digital Wallet which will be rolling out learner drivers and proof of age cards first and then staging future releases.

CG advised that the program team is currently focusing on governance activities. Gate 2 procurement activities are underway for several projects including the Digital Wallet. These market activities will also provide the foundation of the options analysis as part of the larger business case of the current 4 projects in the discovery tranche of the program.

Not Relevant

CG provided committee members with an outline of the digital wallet and the functionalities that this will provide to customers.

Not Relevant

Pages 462 through 467 redacted for the following reasons:

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

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 19 September 2018 6:01 AM  
**To:** Jennifer M Grace; Christopher J Goh  
**Subject:** RE: New 'digital wallet' uses phone to withdraw cash from ATMs

Interesting !!

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)  
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---

**From:** Jennifer M Grace  
**Sent:** Wednesday, 19 September 2018 5:32 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>  
**Subject:** New 'digital wallet' uses phone to withdraw cash from ATMs

You may have already seen this.. Jenny

New 'digital wallet' uses phone to withdraw cash from ATMs

<https://www.9news.com.au/national/2018/09/18/18/53/anz-phone-wallet-allows-customers-to-withdraw-cash-atms-australia>

### Jennifer Grace

Chief Operations Officer  
Office Of The Director-General | Department of Transport and Main Roads

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GPO Box 1549 | Brisbane Qld 4001  
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E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

## Crystal Y Brown

---

**From:** Abbie Z Timofte  
**Sent:** Wednesday, 19 September 2018 10:12 AM  
**To:** Neil Scales  
**Cc:** Jennifer M Grace; Media  
**Subject:** UPDATE: For approval: Media release - MS8425 Queensland driver licences to go digital  
**Attachments:** Media-Statement-Qld driver licences to go digital AMENDED GM APPROVED 100918.doc

Good morning,

UPDATE – Please see attached/below media statement, regarding the digital wallet (tender announcement), which has been updated. This comes after the Program Board meeting, where it was asked to update the media release to have more of a focus on security of information and emphasising that the digital wallet is optional.

The changes are highlighted in yellow. The security information was move up a bit, and a few other minor changes were made.

This version is approved by the DDG and QGCIO.

Can you please review advise if you are happy for this version to progress to MO?

Thanks

**Regards,**

**Abbie Timofte**  
A/Senior Advisor (Media) | Media Unit  
**Governance Branch** | Corporate Division | Department of Transport and Main Roads

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Xx October 2018

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"Security of personal information is one of our key priorities. We will ensure customer information is protected against cybercrimes and theft.

"So the security and protection of customer information are critical to the design of the digital wallet.

"It will be more secure than a physical licence as security features are likely to include the ability to verify a digital wallet by scanning a QR code or similar.

"Unlike a physical driver licence, the digital wallet also gives you control about how much information you allow a third party to see, copy and retain.

"For example, to prove you are over 18 to get into a nightclub, you may be able to do that without having to show your address or actual date of birth.

"You could simply show your phone, with a photo and an indicator would display to confirm you are over 18.

"Ultimately, the choice to have a digital wallet will remain with the customer. It will be optional and available in addition to physical credentials, like a driver licence."

Mr Bailey said a procurement process to engage a vendor to develop a Queensland digital wallet would start soon.

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To find out more about tendering please visit the Queensland Government QTender website - [www.hpw.qld.gov.au/qtenders/](http://www.hpw.qld.gov.au/qtenders/)

ENDS



## MEDIA STATEMENT

<b>Subject</b>	Queensland driver licences to go digital		
<b>Due date (expiry date for release or embargo date)</b>	Embargoed to coincide with the publication of the forward procurement notice	<b>DocTrak ID</b>	MS8425
<b>Written by</b>	Name: Sonia Giovannetti Position: Senior Advisor Division/Region: CSSR Date: 10/09/18	<b>Approved by</b>	Name: Christopher Goh Position: General Manager Division/Region: Registration and Licensing Modernisation Program Date: 10/09/18
<b>For release by</b>	<input checked="" type="checkbox"/> <b>Minister for Transport and Main Roads</b> <input type="checkbox"/> Department	<b>Media and Issues contact</b>	
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<b>Background</b>	Tenders are open to industry to develop a wallet where driver licences and other Qld Govt issued credentials will be available digitally. Once developed, drivers will be to access their licences on smart devices for proof of ID checks & proof of age to gain entry to pubs & clubs and can be used by police at roadside checks. A pilot will be conducted in a regional location (still to be determined) in the 3(2)(1)(b) Reveal Cap. The pilot will initially be limited to learner licence and adult proof of age card holders. See MBN21446 for more information		
<b>Funding</b>	<input checked="" type="checkbox"/> <b>State Government</b> <input type="checkbox"/> Federal Government - Has federal approval been received for release of media statement? Yes/No <input type="checkbox"/> Regional Council Details: \$mm million has been reallocated from within TMR budget allocation for the purposes of the digital wallet pilot		
<b>Impacted stakeholders</b>	All Queensland holders of a driver licence, proof of age cards Businesses that require their customers to prove their identity and/or age Enforcement agencies that need to validate a customer's identity or authority to operate a vehicle		
<b>Electorate/s</b>	(State); (Federal)		

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"This initiative aligns with Queensland Government's priority to be a responsive government and deliver an easy to use and accessible digital service, in line with government's digital principles that meets the needs of the community."

To find out more about tendering please visit the Queensland Government QTender website - [www.hpw.qld.gov.au/qtenders/](http://www.hpw.qld.gov.au/qtenders/)

ENDS

**Media contact:**                      **Name, phone number**

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 19 September 2018 10:27 AM  
**To:** Abbie Z Timofte  
**Cc:** Jennifer M Grace; Media  
**Subject:** Re: UPDATE: For approval: Media release - MS8425 Queensland driver licences to go digital

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](#)  
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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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On 19 Sep 2018, at 10:11 am, Abbie Z Timofte <[Abbie.Z.Timofte@tmr.qld.gov.au](mailto:Abbie.Z.Timofte@tmr.qld.gov.au)> wrote:

Good morning,

UPDATE – Please see attached/below media statement, regarding the digital wallet (tender announcement), which has been updated. This comes after the Program Board meeting, where it was asked to update the media release to have more of a focus on security of information and emphasising that the digital wallet is optional.

The changes are highlighted in yellow. The security information was move up a bit, and a few other minor changes were made.

This version is approved by the DDG and QGCIO.

Can you please review advise if you are happy for this version to progress to MO?

Thanks

Regards,

**Abbie Timofte**

A/Senior Advisor (Media) | Media Unit

**Governance Branch** | Corporate Division | Department of Transport and Main Roads

---

Floor 1 | 61 Mary Street | Brisbane Qld 4000

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[abbie.z.timofte@tmr.qld.gov.au](mailto:abbie.z.timofte@tmr.qld.gov.au)

[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

Xx October 2018

### **Let's go digital! Digital!**

Queenslanders are one step closer to having their driver licences available digitally on their mobile phone, with tenders to open soon.

Transport and Main Roads Minister Mark Bailey said the next evolution of licensing was having drivers licences available **securely** on phones or tablets.

"This aligns with our customers increasing preference for digital services and their desire for convenience with government transactions," Mr Bailey said.

"The way we use driver licences today is different from when they were first introduced in 1910 in a paper format.

"Not only is the driver licence an official document which allows you to legally drive, it is also now widely accepted as a primary form of identification.

"Queenslanders use their driver licence to access licensed venues, to rent a house, open a bank account, book Airbnb, or check-in to a hotel. A digital driver licence will allow people to do all of this via their mobile phone.

**"Security of personal information is one of our key priorities. We will ensure customer information is protected against cybercrimes and theft.**

**"So the security and protection of customer information are critical to the design of the digital wallet.**

**"It will be more secure than a physical licence as security features are likely to include the ability to verify a digital wallet by scanning a QR code or similar.**

**"Unlike a physical driver licence,** the digital wallet also gives you control about how much information you allow a third party to see, copy and retain.

"For example, to prove you are over 18 to get into a nightclub, you may be able to do that without having to show your address or actual date of birth.

"You could simply show your phone, with a photo and an indicator would display to confirm you are over 18.

“Ultimately, the choice to have a digital wallet will remain with the customer. It will be optional and available in addition to physical credentials, like a driver licence.”

Mr Bailey said a procurement process to engage a vendor to develop a Queensland digital wallet would start soon.

“Shortlisted vendors will be engaged to develop the wallet via a co-design process with end users to help determine what features the public would like and to ensure accessibility issues are addressed,” he said

“The digital wallet could be piloted in the ch.3(2)(1)(b) Reveal Cabinet It will likely start with learner licences and proof of age cards, before looking to expand to other licences, products and functionality at a later stage.

“There will also be the opportunity to include other services in the future, including allowing customers to change their address, renew their licence and pay their registration fees through the digital wallet.

“This initiative aligns with Queensland Government’s priority to be a responsive government and deliver an easy to use and accessible digital service, in line with government’s digital principles that meets the needs of the community.”

To find out more about tendering please visit the Queensland Government QTender website - [www.hpw.qld.gov.au/qtenders/](http://www.hpw.qld.gov.au/qtenders/)

ENDS

<Media-Statement-Qld driver licences to go digital AMENDED GM APPROVED 100918.doc>

## Crystal Y Brown

**From:** Christopher J Goh  
**Sent:** Thursday, 4 October 2018 10:43 AM  
**To:** 'andrew.mills@qgcio.qld.gov.au'; drew.ellem@treasury.qld.gov.au; 'tracey.o'meara@premiers.qld.gov.au'; 'Gollschewski.StephanW@police.qld.gov.au'; 'craig.turner@justice.qld.gov.au'; 'irene.violet@dsiti.qld.gov.au'; 'Kathy.dunning@communities.qld.gov.au'; Neil Scales; Jennifer M Grace; Mike J Stapleton; 'helen.sharpley@dtesb.qld.gov.au'; 'bbrett@qtc.com.au'  
**Cc:** Amanda Z Roosmalen; Max E Grenkowitz; Anthony J Canu; Rachel L Goos  
**Subject:** CORAL Interdepartmental Committee | meeting papers, 3 October 2018  
**Attachments:**

Not Relevant	
Not Relevant	8. Digital Wallet Change Management Plan.pdf; 8. Wireframe Digital Wallet.pdf;
	Not Relevant

Dear Colleagues

Please see attached the agenda and meeting papers for Monday's meeting of the Customer Oriented Registration and Licensing (CORAL) Interdepartmental Committee.



- 9. Digital Wallet Change Management Plan
- 10. Digital Wallet Wireframe

Please let me know if you have any queries.

Kind Regards,

**Chris Goh**

General Manager, Customer Oriented Registration and Licensing (CORAL) Program

**Registration and Licensing Modernisation** | Customer Service, Safety and Regulation | Department of Transport and Main Roads

Level 3 | 61 Mary St | Brisbane City Qld 4000

GPO Box 1549 | Brisbane City Qld 4000

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

**Customers first** | **Ideas into action** | **Unleash potential** | **Be courageous** | **Empower people**

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# Agenda

## CORAL Interdepartmental Committee Meeting



**Date** 8 October 2018 **Time** 10.00am – 11.00am

**Place** Level 14, 61 Mary Street Brisbane, Room 14.08

**Chair** Mike Stapleton, DDG (DTMR)

### Attendees

- |   |   |
|---|---|
| Andrew Mills, Chief Information Officer (QGCIO) | Jennifer Grace, Chief Operations Officer (DTMR)   |
| Chris Goh, General Manager (DTMR)               | Helen Sharpley, A/Deputy Director-General (DTESB) |
| Tracey O’Meara, Director (DPC)                  | Drew Ellem, A/Deputy Under Treasurer (QT)         |
| Craig Turner, General Manager (DJAG)            | Stephan Gollschewski, Deputy Commissioner (QPS)   |
| Bill Brett, Director (QTC)                      | Irene Violet, Assistant Director-General (DHPW)   |
| Kathy Dunning, Deputy Director-General (DCDSS)  |   |

### Apologies

Neil Scales, Director-General (DTMR)



**Agenda item 7** Procurement update (Program & Digital Wallet) 5 minutes

**Agenda item 8** Program Update 15 minutes

- [Red-bordered box containing 'Not Relevant']
- Digital Wallet - Gate 2 Update, Change Plan & Wireframe

**Agenda item 9** Other business

**Date of next meeting:** TBC



# Minutes

## Registration & Licensing Modernisation Interdepartmental Committee Meeting

**Date** 31 August 2018 **Time** 10:00am – 11:00am  
**Place** Level 14, 61 Mary Street, Brisbane, Room 14.08  
**Chair** Mike Stapleton, DDG (TMR)  
**Minute taker** Rachel Goos, Program Advisor RLM (RG)

### Attendees

### Presence

Mike Stapleton, DTMR	(MS)	Present
Rachel Lunnon, DPC	(RL)	Present
Andrew Mills, QGCIO	(AM)	Present
Steve Gollschewski, QPS	(SG)	Present
Paul Ryan, DJAG	(PR)	Present
David Craig, DHPW	(DC)	Present
Kathy Dunning, DCDSS	(KD)	Present
Rebecca Andrews, DTESB	(RA)	Present
Chris Goh, DTMR	(CG)	Present
Rachel Goos, DTMR	(RG)	Present
Melissa Grainger, QPro	(MG)	Present
Neil Scales, DTMR		Apology
Jennifer Grace, DTMR		Apology
Irene Violet, DHPW		Apology
Tracey O’Meara, DPC		Apology
Craig Turner, DJAG		Apology
Luan Sadikai, QTC		Apology

Not Relevant



Not Relevant

**Agenda item 3** RLM Program Introduction

Not Relevant

An example of this was the Digital Wallet which will be rolling out learner drivers and proof of age cards first and then staging future releases.

CG advised that the program team is currently focusing on governance activities. Gate 2 procurement activities are underway for several projects including the Digital Wallet. These market activities will also provide the foundation of the options analysis as part of the larger business case of the current 4 projects in the discovery tranche of the program.

Not Relevant

CG provided committee members with an outline of the digital wallet and the functionalities that this will provide to customers.

Not Relevant

Not Relevant

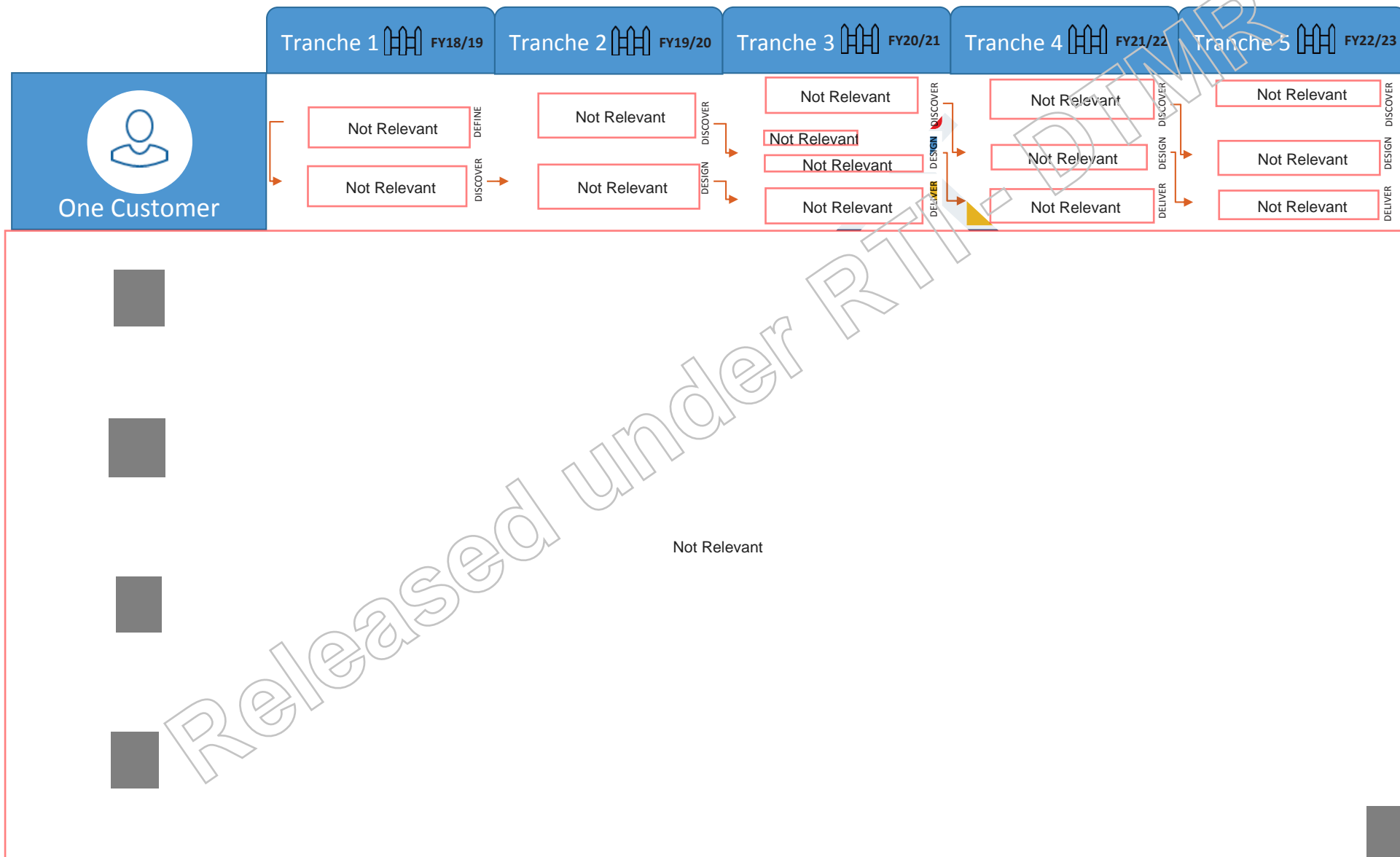
Released under RTI - DTMR

Pages 481 through 500 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

# Master Product Roadmap



Page 502 redacted for the following reason:

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Not Relevant

Released under RTI - DTMR

# CORAL Program – Key engagements

Registration and Licensing Modernisation

Christopher Goh

Released under RTI - DTMR

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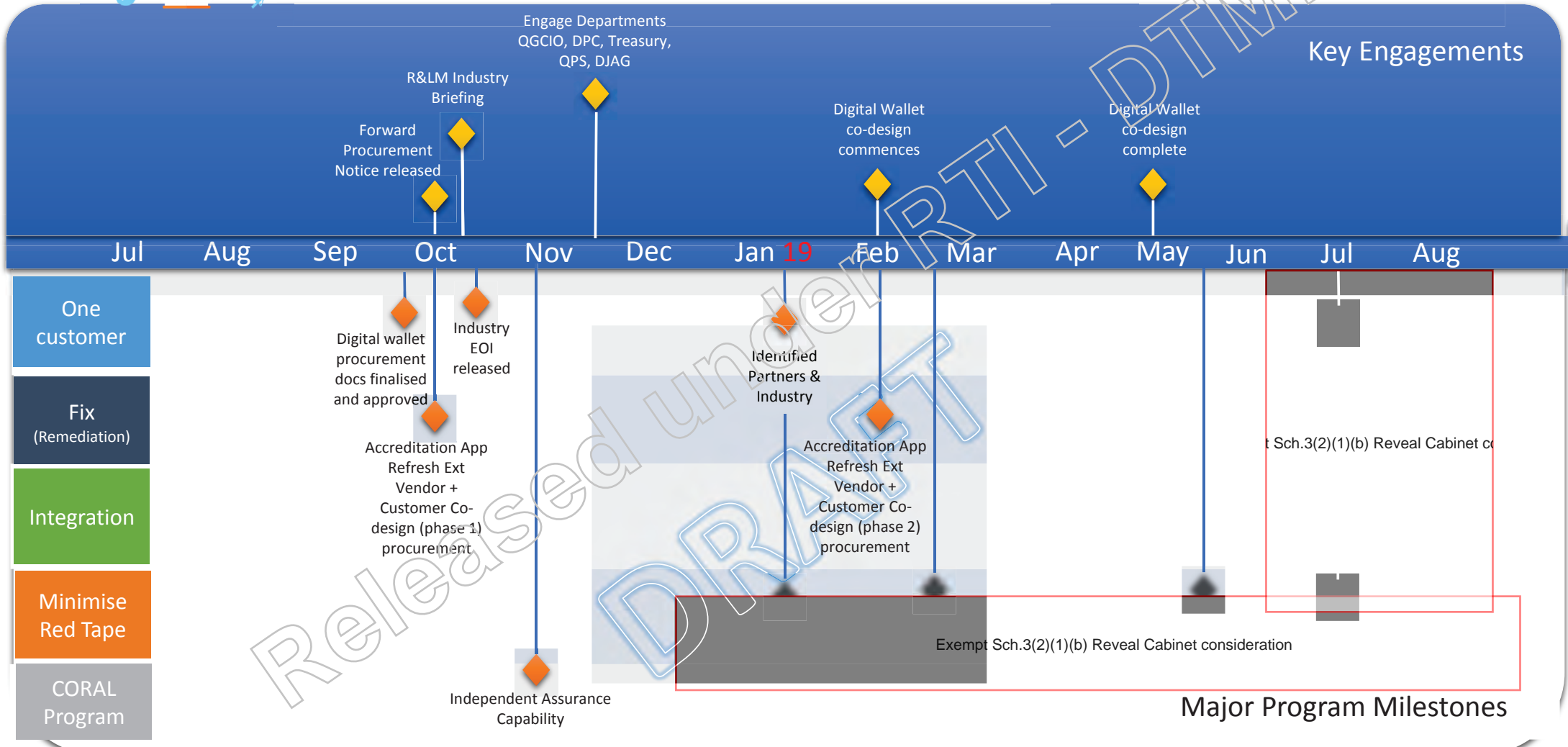








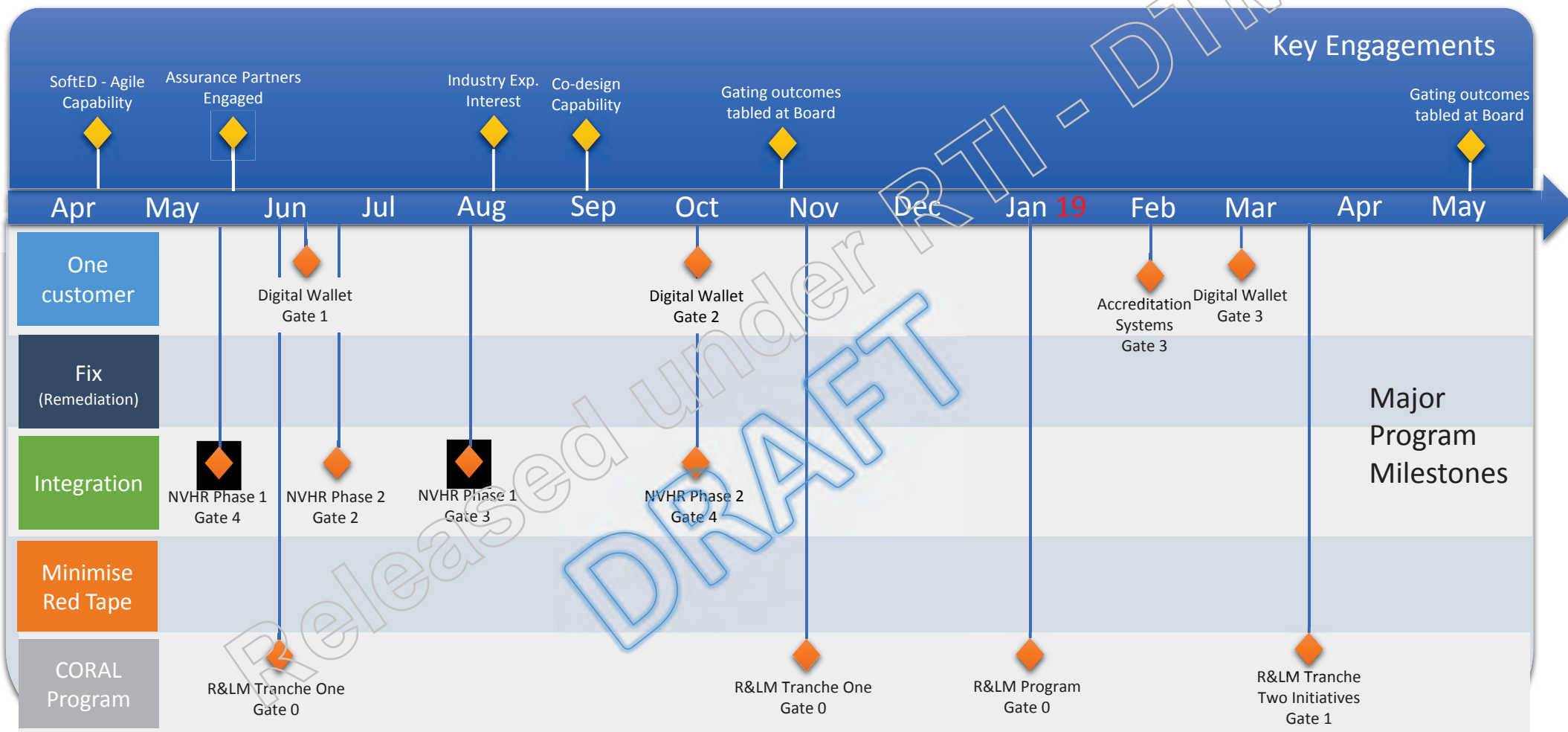
# Stakeholder & Procurement Engagements





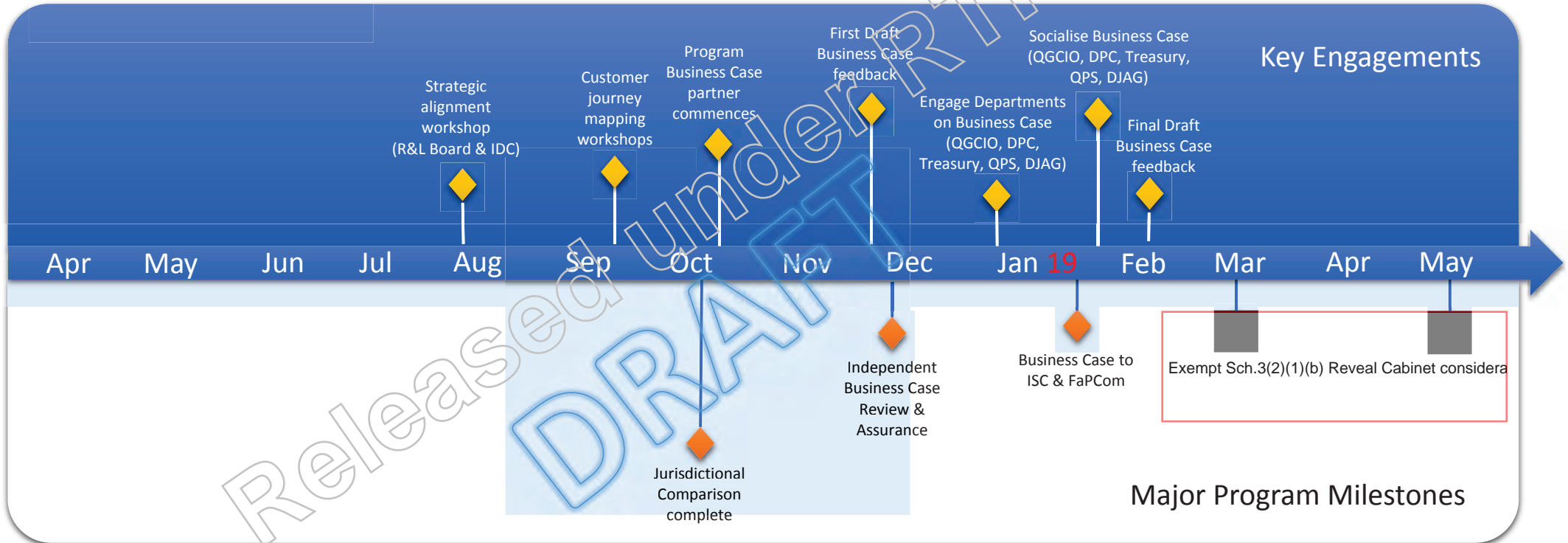


# Program/Project Capability, Gating & Assurance



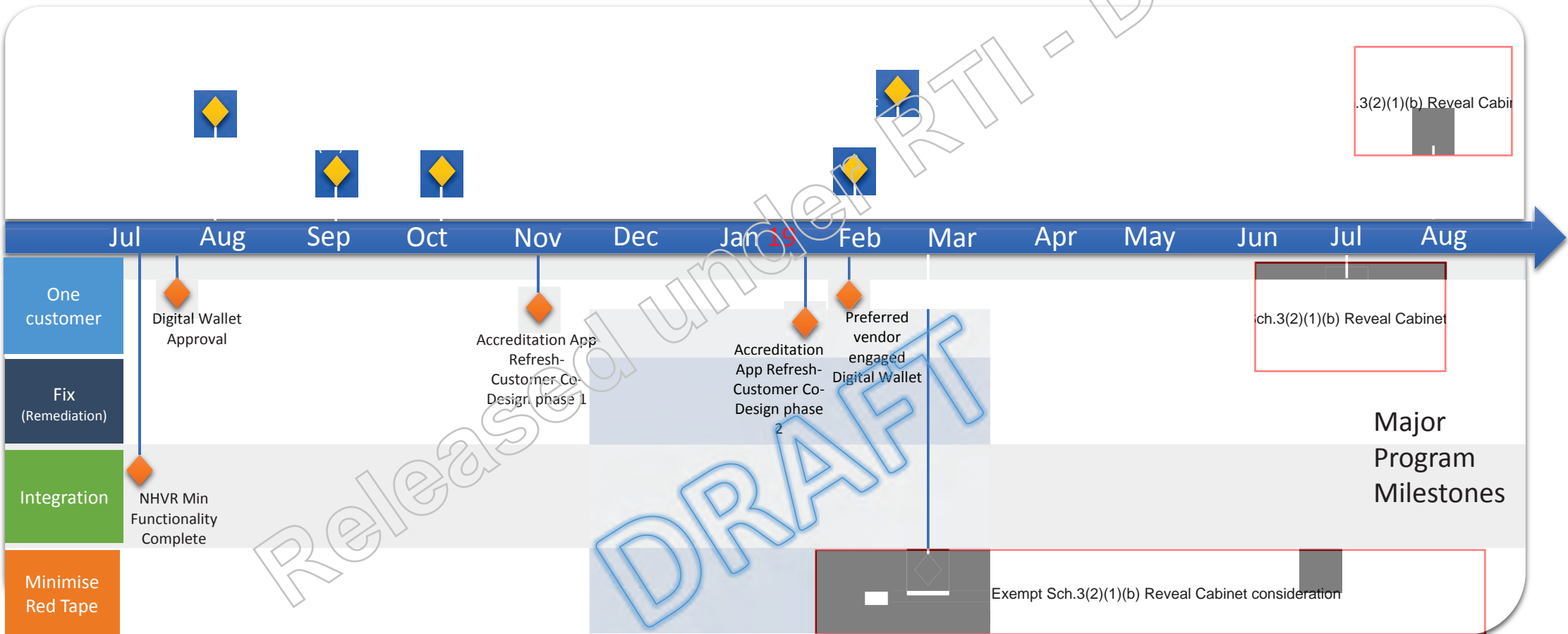


# Business Case Development





# Customer Co-Design & Development



---

# Thank you and stay connected

---



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LinkedIn Department of Transport and Main Roads



Blog [blog.tmr.qld.gov.au](http://blog.tmr.qld.gov.au)

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13 QGOV (13 74 68)  
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Pages 510 through 511 redacted for the following reasons:

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

Released under RTI - DTMR



# Change Management Plan - Digital Wallet Pilot

## Change profile

- The change being delivered by the digital wallet is significant for a wide range of stakeholders.
- Early engagement is imperative to ensure all key stakeholders are informed, engaged and come on the journey to achieve a successful pilot

Change impacts

	L	M	H
People	□	□	□
Process	■	□	□
Technology	□	□	□
Customer	□	□	■
Legislation	□	□	■

Change characteristics summary

### Scope of change

The implementation of Digital Wallet will impact multiple branches and divisions within TMR, as well as across Government.

### Variation in impacted groups

Very large range of stakeholder and customer groups impacted, high profile project. Collaboration across customer and government bodies

### Impact on staffing levels

There will be no impact to staffing levels across TMR.

### Training requirements

There will be some training requirements for customer facing, support and technology teams

### Geographical size of change impact

The Digital Wallet pilot will be contained to a regional location

## Stakeholder and Customer profile

### Government Stakeholders

- Ministers
- TMR Executive
- Governance Boards
- Government Departments
- WoG Investment oversight & Assurance Departments
- Commonwealth Departments

### Customer Segments

- Regional and Remote
- Indigenous
- Elderly
- Youth
- Access challenged
- Media/ Commentators

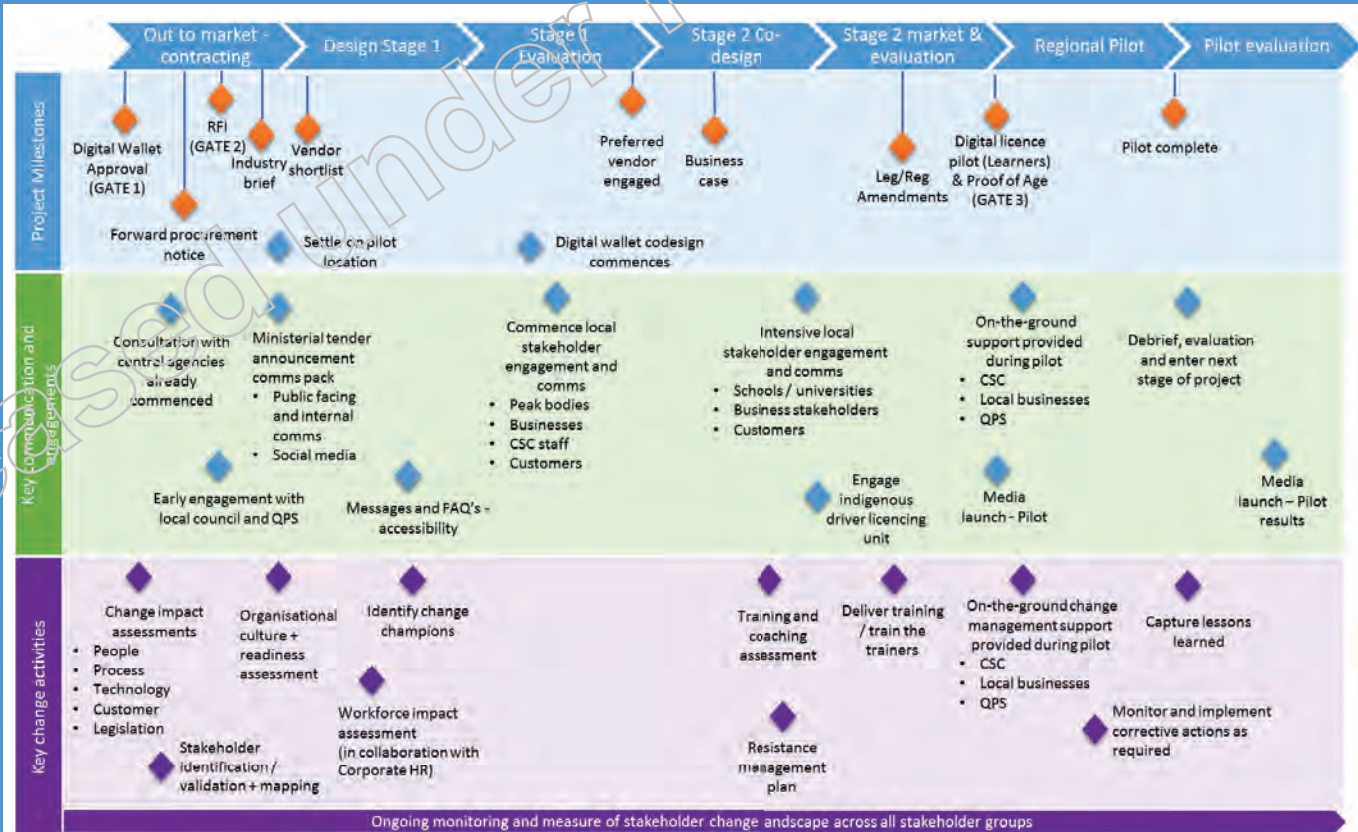
### Workforce & Providers

- TMR Workforce
- Queensland Police
- Department of Justice and Courts
- QGAP Offices
- ICT System providers
- interstate authorities

### Business/Industry

- Pubs/clubs
- Car hire companies
- Banks and financial institutions
- Australia Post
- Real estate agents
- Telecommunication providers
- Pharmacies etc

## Key change, communication and stakeholder engagement activities by project milestone



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Release under Queensland Information Act

IDENTITY PRODUCT PROFILE PROOFS ACTIVITY

**L** Learners

**P** Provisional  
Expiry - 1 month

RENEW



**Driver Licence**  
CITIZEN JOHN ANDREW  
DOB 28 Aug 1867  
LICENCE NO. 123 456 789  
Class Type Effective Expiry  
C P2 01.08.10 02.06.11  
C O 02.06.11 02.06.21  
Conditions I,X1  
Drive safely  
Queensland Government

QR Code

Home

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IDENTITY PRODUCTS PROFILE PROOFS ACTIVITY

+  

 CAMRY A2B123  
Expiry 6 months

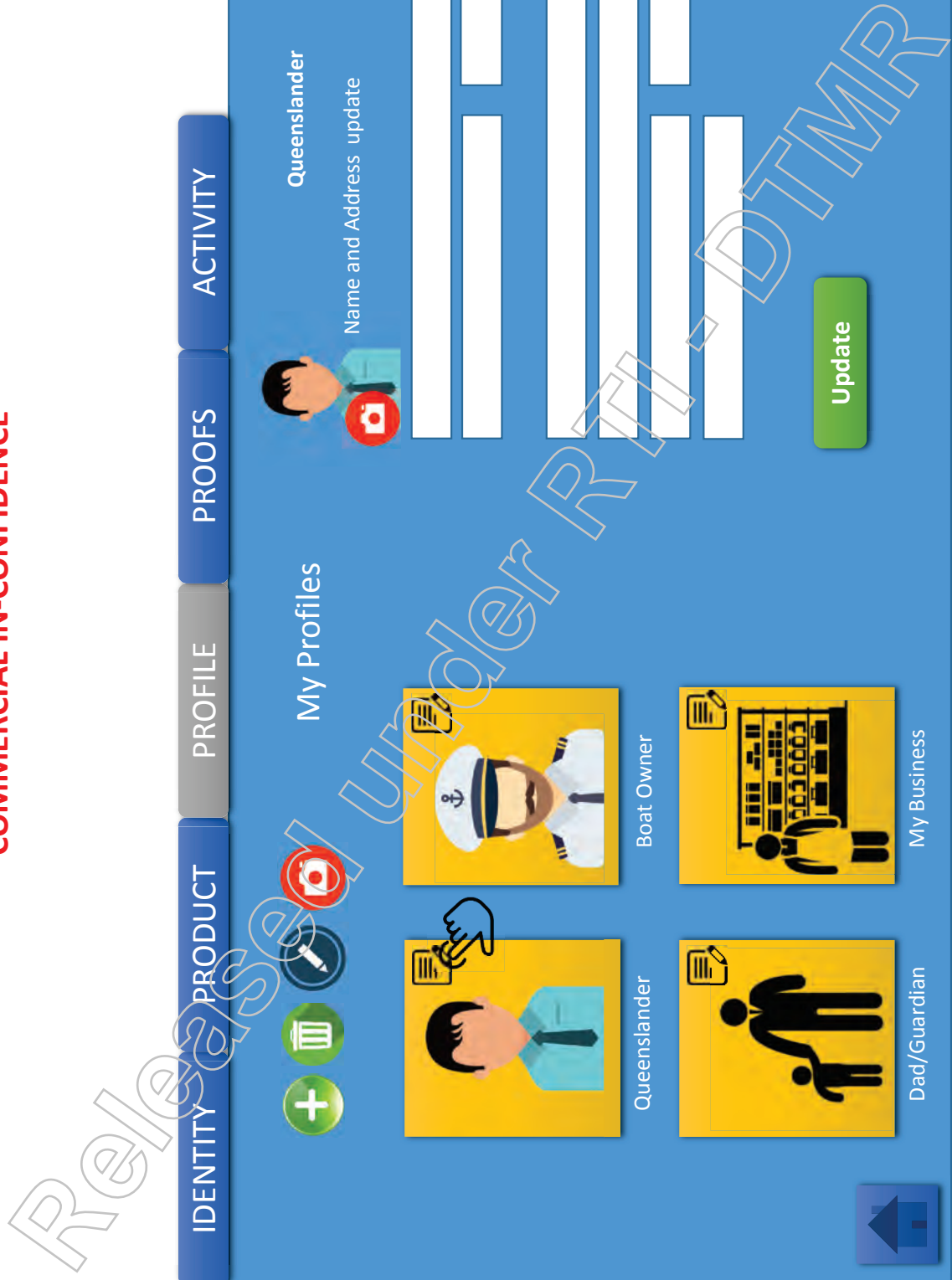
 TRAILER A2B246

 Jetski









Navigation tabs: IDENTITY, PRODUCT, PROFILE, PROOFS, ACTIVITY

Home icon

My Profiles

- Queenslander (with edit, delete, and add icons)
- Boat Owner
- My Business
- Dad/Guardian

Queenslander profile details:

- Name and Address update
- Queenslander
- Form fields for name and address
- Update button



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IDENTITY

PRODUCT

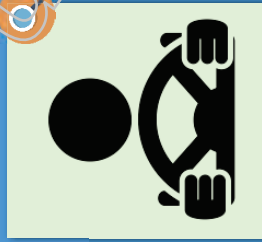
PROFILE

PROOFS

ACTIVITY



Medical Certificate  
20 June 2018



Heavy Vehicle  
Driving Test  
Certificate



Vehicle  
Modification  
Certificate

**Medical Certificate Template**

**Medical Certificate**

Date: \_\_\_\_\_ (Full Name) \_\_\_\_\_ (Full Name)  
 I the Underlined Doctor in Medicine: \_\_\_\_\_ (Full Name)  
 Certify that I have examined the blood test results and  
 Mr./Ms.: \_\_\_\_\_ (Full Name)

Nationality: \_\_\_\_\_  
 Date of Birth: \_\_\_\_\_  
 Place of Birth: \_\_\_\_\_  
 Age: \_\_\_\_\_  
 Sex: \_\_\_\_\_  
 Marital Status: \_\_\_\_\_  
 Residing At: \_\_\_\_\_

**I have found him/her:**

Free of Following Illness: \_\_\_\_\_  
 Suffering from Following Illness: \_\_\_\_\_

Illness Name Here \_\_\_\_\_  
 Illness Name Here \_\_\_\_\_  
 Illness Name Here \_\_\_\_\_  
 Illness Name Here \_\_\_\_\_

Issued At: \_\_\_\_\_  
 Doctor Sign: \_\_\_\_\_ Stamp: \_\_\_\_\_



HPI Validated



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IDENTITY PRODUCTS PROFILE PROOFS ACTIVITY

Digital Wallet Activity Register

Date/Time	Organisation	Who	Type
10/09/18 22:10	<u>Pub ABC</u>	Tom Burke	ID Validation
05/09/18 22:10	<u>DTMR</u>	Wallet	Renewal Payment
05/09/18 22:10	<u>DTMR</u>	Licensing Branch	Receipt Notice

All Activities Messages Access Log Receipts

Home

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## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Saturday, 6 October 2018 12:26 PM  
**To:** Jennifer M Grace  
**Subject:** Re: CORAL Interdepartmental Committee | meeting papers, 8 October 2018

Yay

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](#)  
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On 6 Oct 2018, at 11:13 am, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)> wrote:

Always on the basis you are available the work is in progress - I have some updates coming to Minister subject to your consideration/sign off next week

**Jennifer Grace**  
Chief Operations Officer  
**Office Of The Director-General** | Department of Transport and Main Roads

Floor 13 | Capital Hill | [85 George Street | Brisbane Qld 4000](#)  
GPO [Box 1549 | Brisbane Qld 4001](#)  
P: [\(07\) 30667112](#) | F: [\(07\) 30667122](#)  
M: NR  
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

On 6 Oct 2018, at 8:18 am, Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)> wrote:

Hi,

Should I be at this one ?

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](tel:(07)30667316) | F: [\(07\) 30667122](tel:(07)30667122)

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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Begin forwarded message:

**From:** "Christopher J Goh" <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>  
**To:** "'[andrew.mills@gocio.qld.gov.au](mailto:andrew.mills@gocio.qld.gov.au)'"  
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"'[Gollschewski.StephanW@police.qld.gov.au](mailto:Gollschewski.StephanW@police.qld.gov.au)'"  
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"'[craig.turner@justice.qld.gov.au](mailto:craig.turner@justice.qld.gov.au)'"  
<[craig.turner@justice.qld.gov.au](mailto:craig.turner@justice.qld.gov.au)>,"'[irene.violet@dsiti.qld.gov.au](mailto:irene.violet@dsiti.qld.gov.au)'"  
<[irene.violet@dsiti.qld.gov.au](mailto:irene.violet@dsiti.qld.gov.au)>,  
"'[Kathy.dunning@communities.qld.gov.au](mailto:Kathy.dunning@communities.qld.gov.au)'"  
<[Kathy.dunning@communities.qld.gov.au](mailto:Kathy.dunning@communities.qld.gov.au)>,"Neil Scales"  
<[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>,"Jennifer M Grace"  
<[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>,"Mike J Stapleton"  
<[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>,  
"'[helen.sharpley@dtesb.qld.gov.au](mailto:helen.sharpley@dtesb.qld.gov.au)'"

<[helen.sharpley@dtesb.qld.gov.au](mailto:helen.sharpley@dtesb.qld.gov.au)>, ""[bbrett@qtc.com.au](mailto:bbrett@qtc.com.au)""  
<[bbrett@qtc.com.au](mailto:bbrett@qtc.com.au)>

Cc: "Amanda Z Roosmalen"

<[Amanda.Z.Roosmalen@tmr.qld.gov.au](mailto:Amanda.Z.Roosmalen@tmr.qld.gov.au)>, "Max E Grenkowitz"

<[Max.E.Grenkowitz@tmr.qld.gov.au](mailto:Max.E.Grenkowitz@tmr.qld.gov.au)>, "Anthony J Canu"

<[Anthony.J.Canu@tmr.qld.gov.au](mailto:Anthony.J.Canu@tmr.qld.gov.au)>, "Rachel L Goos"

<[Rachel.L.Goos@tmr.qld.gov.au](mailto:Rachel.L.Goos@tmr.qld.gov.au)>

**Subject: CORAL Interdepartmental Committee | meeting papers, 8 October 2018**

Dear Colleagues

Please see attached the agenda and meeting papers for Monday's meeting of the Customer Oriented Registration and Licensing (CORAL) Interdepartmental Committee.

Not Relevant

9. Digital Wallet Change Management Plan
10. Digital Wallet Wireframe

Please let me know if you have any queries.

Kind Regards,

**Chris Goh**

General Manager, Customer Oriented Registration and Licensing (CORAL) Program

**Registration and Licensing Modernisation** | Customer Service, Safety and Regulation | Department of Transport and Main Roads

---

Level 3 | 61 Mary St | Brisbane City Qld 4000

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P: (07) 3066 7382 M:

E: [Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)

W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

**Customers first** | **Ideas into action** | **Unleash potential** | **Be courageous** | **Empower people**

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Not Relevant

Not Relevant

<8. Digital Wallet Change Management Plan.pdf>

<8. Wireframe Digital Wallet.pdf>

<Agenda IDC Meeting 8 October 2018.docx>

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Jennifer M Grace  
**Sent:** Saturday, 6 October 2018 11:13 AM  
**To:** Neil Scales  
**Subject:** Re: CORAL Interdepartmental Committee | meeting papers, 8 October 2018

Always on the basis you are available the work is in progress - I have some updates coming to Minister subject to your consideration/sign off next week

**Jennifer Grace**

Chief Operations Officer

**Office Of The Director-General** | Department of Transport and Main Roads

Floor 13 | Capital Hill | [85 George Street](#) | [Brisbane Qld 4000](#)

GPO [Box 1549](#) | [Brisbane Qld 4001](#)

P: [\(07\) 30667112](#) | F: [\(07\) 30667122](#)

M: NR

E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)

W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

On 6 Oct 2018, at 8:18 am, Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)> wrote:

Hi,

Should I be at this one ?

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)

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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.

Begin forwarded message:

**From:** "Christopher J Goh" <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>  
**To:** ""[andrew.mills@qgcio.qld.gov.au](mailto:andrew.mills@qgcio.qld.gov.au)"" <[andrew.mills@qgcio.qld.gov.au](mailto:andrew.mills@qgcio.qld.gov.au)>,  
""[drew.ellem@treasury.qld.gov.au](mailto:drew.ellem@treasury.qld.gov.au)"" <[drew.ellem@treasury.qld.gov.au](mailto:drew.ellem@treasury.qld.gov.au)>,  
""[tracey.o'meara@premiers.qld.gov.au](mailto:tracey.o'meara@premiers.qld.gov.au)"" <[tracey.o'meara@premiers.qld.gov.au](mailto:tracey.o'meara@premiers.qld.gov.au)>,  
""[Gollschewski.StephanW@police.qld.gov.au](mailto:Gollschewski.StephanW@police.qld.gov.au)""  
<[Gollschewski.StephanW@police.qld.gov.au](mailto:Gollschewski.StephanW@police.qld.gov.au)>,""[craig.turner@justice.qld.gov.au](mailto:craig.turner@justice.qld.gov.au)""  
<[craig.turner@justice.qld.gov.au](mailto:craig.turner@justice.qld.gov.au)>,""[irene.violet@dsiti.qld.gov.au](mailto:irene.violet@dsiti.qld.gov.au)""  
<[irene.violet@dsiti.qld.gov.au](mailto:irene.violet@dsiti.qld.gov.au)>,""[Kathy.dunning@communities.qld.gov.au](mailto:Kathy.dunning@communities.qld.gov.au)""  
<[Kathy.dunning@communities.qld.gov.au](mailto:Kathy.dunning@communities.qld.gov.au)>,"Neil Scales"  
<[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>,"Jennifer M Grace"  
<[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>,"Mike J Stapleton"  
<[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>,""[helen.sharpley@dtesb.qld.gov.au](mailto:helen.sharpley@dtesb.qld.gov.au)""  
<[helen.sharpley@dtesb.qld.gov.au](mailto:helen.sharpley@dtesb.qld.gov.au)>,""[bbrett@qtc.com.au](mailto:bbrett@qtc.com.au)"" <[bbrett@qtc.com.au](mailto:bbrett@qtc.com.au)>  
**Cc:** "Amanda Z Roosmalen" <[Amanda.Z.Roosmalen@tmr.qld.gov.au](mailto:Amanda.Z.Roosmalen@tmr.qld.gov.au)>,"Max E Grenkowitz" <[Max.E.Grenkowitz@tmr.qld.gov.au](mailto:Max.E.Grenkowitz@tmr.qld.gov.au)>,"Anthony J Canu" <[Anthony.J.Canu@tmr.qld.gov.au](mailto:Anthony.J.Canu@tmr.qld.gov.au)>,"Rachel L Goos" <[Rachel.L.Goos@tmr.qld.gov.au](mailto:Rachel.L.Goos@tmr.qld.gov.au)>  
**Subject:** CORAL Interdepartmental Committee | meeting papers, 8 October 2018

Dear Colleagues

Please see attached the agenda and meeting papers for Monday's meeting of the Customer Oriented Registration and Licensing (CORAL) Interdepartmental Committee.



- 9. Digital Wallet Change Management Plan
- 10. Digital Wallet Wireframe

Please let me know if you have any queries.

Kind Regards

**Chris Goh**

General Manager, Customer Oriented Registration and Licensing (CORAL) Program  
**Registration and Licensing Modernisation** | Customer Service, Safety and  
Regulation | Department of Transport and Main Roads

---

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Not Relevant

<8. Digital Wallet Change Management Plan.pdf>

<8. Wireframe Digital Wallet.pdf>

<Agenda IDC Meeting 8 October 2018.docx>

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Monday, 8 October 2018 3:07 PM  
**To:** Mike J Stapleton; Jennifer M Grace  
**Cc:** Christopher J Goh; Jude A Wallace  
**Subject:** RE: Meeting with Finn - Digital Wallet

Thanks,

No problem

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

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Mike J Stapleton

**Sent:** Monday, 8 October 2018 3:00 PM

**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>

**Cc:** Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>; Jude A Wallace <[jude.a.wallace@tmr.qld.gov.au](mailto:jude.a.wallace@tmr.qld.gov.au)>

**Subject:** Meeting with Finn - Digital Wallet

Hi Neil

Welcome back.

Just wanted to apprise you of a meeting with Finn (Min's Advisor) Tuesday last week. We walked him through the proposed future capability of the Digital Wallet and its purpose. He was keen to understand:

- 1) Public perception on the usefulness of the Digital Wallet given the physical licences have the same capability
- 2) Ability to store car crash information
- 3) Ability to store other credentials
- 4) Did not understand the value of the EFTPOS functionality confirming ID.

We responded noting:

- 1) Tighter security now than what was possible before, because previously he would have had to hand his licences over and sometimes they would be duplicated. No password was required. We are also supporting biometric login (thumbprints on phones).

- 2) With Car crashes, there is potential to take a photo and do annotation in the wallet later, but that will be validated as well as other functionality through the consumer co-design process.
- 3) We confirmed the ability to store other credentials including developing a toolkit so other agencies can build their credential on the wallet without TMR building it for them
- 4) We noted that staff in many commercial premises couldn't use their phones on the job and allowing an EFTPOS wireless device to validate identity could do that safely, especially given the licences (Except for law enforcement) would be produced as an identity in the majority of times in a commercial premise.

We also sought clarity on two issues which we did not get an answer on:

- Confirmation that the Minister was comfortable Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
- Ministerial Announcement – as we are trying to finalise an invitation to an industry briefing to seek providers to support the building of the licence. This is currently slated for 26 October and we need to provide industry at least a fortnight notice.

We also had a meeting of the IDC this morning which went well. It did highlight the importance of proceeding with the Industry briefing on 26 October so industry has sufficient time to respond to the tender process prior to the Christmas break. This is a critical path issue for the CORAL project that will result in an up to 3 month delay in the digital wallet POC. Will discuss this further with you when things settle.

Regards,

**Mike Stapleton**

Deputy Director-General (Customer Services, Safety & Regulation) | Executive Directorate

**Office of the Deputy Director-General** | Department of Transport and Main Roads

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## Crystal Y Brown

---

**From:** Andrew W Mahon  
**Sent:** Monday, 8 October 2018 4:14 PM  
**To:** Neil Scales  
**Cc:** Mike J Stapleton; Jennifer M Grace; Nigel G Ellis  
**Subject:** Smartcard Brief - Minister Comments  
**Attachments:** MBN21554 Min signed 041018.pdf

Hi Neil,

The attached brief came back from the Minister on Friday with comments for him to discuss with you in relation to rollout. Below are some dot points that may be of use in case this hasn't already been discussed:

Not Relevant

- While not implemented from day 1, the new contactless card technology will also allow for potential future uses, such as transit capability with Next Gen Ticketing and convergence with a Digital Wallet.

Not Relevant

Any questions please let me know.

Thanks  
A

**Andrew Mahon**  
General Manager

**Transport Regulation Branch** | Customer Services, Safety & Regulation Division | Department of Transport and Main Roads

---

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**Department of Transport and Main Roads**  
**Noting Brief**  
**MBN21554**

To: Minister for Transport and Main Roads

<p><b>SUBJECT:</b> Smartcard Licence Project Update</p>	<p><b>Non-Urgent</b></p>
---	--------------------------

**Summary**

- The Smartcard Licence Project (SLP) will replace the current cards under the managed production services contract with new contactless cards. While not implemented from day one, the new contactless cards do have the flexibility to allow for potential future uses such as transit capability and convergence with a Digital Wallet.

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Not Relevant

**Background**

- [Redacted]

Not Relevant

<b>Action Officer:</b>	<b>Endorsed by:</b>	<b>Endorsed by:</b>	<b>Endorsed by: DDG</b>	<b>Endorsed by: DG</b>
Lucinda Edmunds Senior Project Manager Tel: 3066 2106 Date: 7 September 2018	Nigel Ellis Executive Director (Transport Access & Use) Tel: 3066 7175 Date: 7 September 2018	Andrew Mahon General Manager (Transport Regulation) Tel: 3066 7512 Date: 11 September 2018	Mike Stapleton Deputy Director- General CSSR Tel: 3066 7222 Date: 12 September 2018	Neil Scales Director-General Tel: 3066 7316 Date: September 2018

Not Relevant

**Issues and Suggested Approach**

Not Relevant



Not Relevant

**Financial Implications**

Not Relevant

**Consultation with Stakeholders**

Not Relevant

**Employment**

- There are no employment impacts associated with this matter.

**Election Commitments**

- This matter does not relate to an election commitment

**Government Priorities**

- This matter does not relate to a government priority.
- 

**Minister's comments**

PG Let's discuss the rollout at  
next DG catchup  
next week.

Noted / Not Noted

Theresa

Minister's signature.....

Date 4, 10, 18.....

## Crystal Y Brown

---

**From:** Abbie Z Timofte  
**Sent:** Friday, 12 October 2018 3:34 PM  
**To:** Neil Scales  
**Cc:** Jennifer M Grace; Media  
**Subject:** For approval: Digital wallet - Q and As  
**Attachments:** Media statement - Q and A's 1.0.doc

Good afternoon,

For approval, attached/below Q&A's regarding the digital wallet.

This is DDG approved.

Are we ok to progress?

Regards,

**Abbie Timofte**

A/Senior Advisor (Media) | Media Unit

**Governance Branch** | Corporate Division | Department of Transport and Main Roads

---

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GPO Box 1549 | Brisbane Qld 4001  
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## Digital Wallet and Enabling Platforms – 15/10/2018

### What is a digital wallet?

A digital wallet is a generic term for a smartphone or tablet application which allows for the electronic storage of credentials and enables digital transactions.

It will allow customers to house and display credentials, such as a driver licence and/or proof of age card, in a digital format, instead of carrying and showing the physical version. Digital wallets also have capability for the customer to make payments and receive notifications.

### Why are we implementing a digital wallet?

Today, Queenslanders provide their physical licence for a range of transactions such as renting a house, booking a hotel or applying for a mortgage. Businesses have made licences the dominant identity check. The digital wallet allows Queenslanders the opportunity to make it safer when they share their identity.

Introducing a digital wallet aligns with our customers increasing preference for digital services, their desire for convenience in how they transact with government and will open a range of future service possibilities for the customer.

Digital wallets are the next evolution of licensing and identity credentials and have already been introduced in South Australia and piloted in New South Wales.

The digital wallet will be available on smart devices. It can contain multiple authorities and products. It will also have capability for the customer to make payments and receive notifications.

## How are we implementing the digital wallet?

The Customer Oriented Registration and Licensing (CORAL) Program will lead the development of the digital wallet. They are about to start a significant procurement process to engage a development partner for the wallet, and the enabling technology platform.

During this process, we will seek the input of our stakeholders including customer service operators, police officers, publicans and licence holders.

Once we have secured an industry partner, we will conduct a pilot in a regional location (yet to be confirmed) for at least three months. The pilot results will be evaluated and, if approved, a roll-out strategy will be implemented.

## When are we implementing a digital wallet?

We expect the pilot to start during the h.3(2)(1)(b) Reveal Cabinet or at least three months.

Depending on the pilot results, the digital wallet will rollout state-wide and look at including additional functionality and expand to other licences, products, and government issued authorisations.

## What products are we piloting?

We will pilot a digital wallet that contains a **learner licence** and **proof of age card**. It will also have the ability for customers to update their address as well as allow TMR to send e-correspondence and e-notifications through the wallet. Third parties such as police officers will be able to validate the authenticity of the credential.

## Why are we conducting a pilot?

Conducting a pilot, rather than a full roll-out of the digital wallet, presents a lower risk and provides an opportunity for TMR to learn from the pilot before full implementation.

The pilot will allow TMR to test community and industry acceptance, address any concerns and identify other functional enhancements to be included prior to a state-wide release.

## Is having a digital wallet mandatory?

No. If a person doesn't want a digital wallet, there will be no requirement for them to get one.

The digital wallet will be optional and available in addition to physical credentials, such as a driver licence. Customers who choose to have a digital wallet will be able to use either their digital authority or physical authority.

## Are there any changes to legislation?

Yes. Legislative amendments will be necessary to support the introduction of a digital wallet. Current legislation didn't envisage a licence or credential could be displayed digitally on a mobile device. Amendments will progress via the normal Government approval processes and will need to be in place before the pilot starts.

## What's in the future for the digital wallet?

It is envisioned the digital wallet will eventually support:

- all TMR issued smartcard products
- the ability for TMR and other Queensland Government entities to directly communicate with our customers
- secure digital authentication to ensure the privacy of our customers
- visibility and management of additional products, including vehicle and vessel registrations
- easy payments and transactions such as vehicle/vessel registration and licence/authority renewals
- the potential to include other government authorisations.

## How secure is a digital wallet?

The digital wallet will include security features to ensure the customer's data is protected against cybercrimes and theft.

It will be more secure than the physical licence by having the ability to verify the credential is not a "screen shot" by including security feature such as the scanning of a QR code or similar, or via an exchange of tokens between devices as well as having visual security features such as holograms and rotating three-dimensional graphics.

The digital wallet will also give the holder control about how much information they share with others. It is envisioned the user will determine the information they want to display. For example, if they want to prove their age, the credential will allow the staff member to see their photo and confirm that they are at least 18 years. The staff member does not need to see that person's name, date of birth, or where they live.

## How will the digital wallet accommodate accessibility concerns?

The digital wallet will be compliant with the Australian Government Web Content Accessibility Guidelines 2.1 (WCAG 2.1).

It will make it easier for people to transact with government. It will also support transactions 24 hours a day at a time and location which is convenient for the customer.

## What it is costing and how it is being paid for?

b) Revenue million has been reallocated from the existing TMR budget for the pilot. The total cost of the developed product will be better understood during the procurement process.

Cabinet Budget Review Committee approval will be sought for further funding associated with implementation.

## What are the benefits of the Digital Wallet?

The wallet provides several benefits:

- **Security** — it's more secure than a physical product and will include extra security features to ensure your data is protected against cybercrimes and theft. For example, if you lose your phone anyone finding it will have to bypass your device security (if enabled) then the security in the digital wallet.
- **Control** — You will be able to control what information you share with others. For example, if you need to prove your age, the wallet will allow the person checking to see your photo and confirm your age, but not see your name or where you live.
- **Convenience** — you will be able to update your details immediately, at any time of the day, and receive notifications when your licence is due.
- **Real time information** — any changes to your licence will be immediately updated in the wallet.

## Q & As

### Digital Wallet and Enabling Platforms – 15/10/2018

<b>Prepared by:</b>	<b>Amanda Roosmalen, Change Manager, CORAL Program</b>
<b>Updated by:</b>	<b>Chris Goh, General Manager, CORAL Program</b>
<b>Version:</b>	<b>1.0</b>

### What is a digital wallet?

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- **Real time information** — any changes to your licence will be immediately updated in the wallet.

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Friday, 12 October 2018 3:40 PM  
**To:** Abbie Z Timofte  
**Cc:** Jennifer M Grace; Media  
**Subject:** RE: For approval: Digital wallet - Q and As

Please hold

Kind regards

### Neil Scales

Director-General  
Department of Transport and Main Roads

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---

**From:** Abbie Z Timofte  
**Sent:** Friday, 12 October 2018 3:39 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Media <[media@tmr.qld.gov.au](mailto:media@tmr.qld.gov.au)>  
**Subject:** RE: For approval: Digital wallet - Q and As

Hi Neil,

We were planning on sending the Q&As to the Minister's office, in addition to the media release they already have.

It is a proactive document, just in case they wanted more information, so happy to hold it.

Regards,

**Abbie Timofte**  
A/Senior Advisor (Media) | Media Unit  
**Governance Branch** | Corporate Division | Department of Transport and Main Roads

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**From:** Neil Scales  
**Sent:** Friday, 12 October 2018 3:36 PM  
**To:** Abbie Z Timofte <[Abbie.Z.Timofte@tmr.qld.gov.au](mailto:Abbie.Z.Timofte@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Media <[media@tmr.qld.gov.au](mailto:media@tmr.qld.gov.au)>  
**Subject:** RE: For approval: Digital wallet - Q and As

Who is this for please?

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)

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---

**From:** Abbie Z Timofte  
**Sent:** Friday, 12 October 2018 3:34 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Media <[media@tmr.qld.gov.au](mailto:media@tmr.qld.gov.au)>  
**Subject:** For approval: Digital wallet - Q and As

Good afternoon,

For approval, attached/below Q&A's regarding the digital wallet.

This is DDG approved.

Are we ok to progress?

Regards,

**Abbie Timofte**  
A/Senior Advisor (Media) | Media Unit  
**Governance Branch** | Corporate Division | Department of Transport and Main Roads

---

Floor 1 | 61 Mary Street | Brisbane Qld 4000  
GPO Box 1549 | Brisbane Qld 4001  
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[abbie.z.timofte@tmr.qld.gov.au](mailto:abbie.z.timofte@tmr.qld.gov.au)  
[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

## What is a digital wallet?

A digital wallet is a generic term for a smartphone or tablet application which allows for the electronic storage of credentials and enables digital transactions.

It will allow customers to house and display credentials, such as a driver licence and/or proof of age card, in a digital format, instead of carrying and showing the physical version. Digital wallets also have capability for the customer to make payments and receive notifications.

## Why are we implementing a digital wallet?

Today, Queenslanders provide their physical licence for a range of transactions such as renting a house, booking a hotel or applying for a mortgage. Businesses have made licences the dominant identity check. The digital wallet allows Queenslanders the opportunity to make it safer when they share their identity.

Introducing a digital wallet aligns with our customers increasing preference for digital services, their desire for convenience in how they transact with government and will open a range of future service possibilities for the customer.

Digital wallets are the next evolution of licensing and identity credentials and have already been introduced in South Australia and piloted in New South Wales.

The digital wallet will be available on smart devices. It can contain multiple authorities and products. It will also have capability for the customer to make payments and receive notifications.

## How are we implementing the digital wallet?

The Customer Oriented Registration and Licensing (CORAL) Program will lead the development of the digital wallet. They are about to start a significant procurement process to engage a development partner for the wallet, and the enabling technology platform.

During this process, we will seek the input of our stakeholders including customer service operators, police officers, publicans and licence holders.

Once we have secured an industry partner, we will conduct a pilot in a regional location (yet to be confirmed) for at least three months. The pilot results will be evaluated and, if approved, a roll-out strategy will be implemented.

## When are we implementing a digital wallet?

We expect the pilot to start during the h.3(2)(1)(b) Reveal Cabin for at least three months.

Depending on the pilot results, the digital wallet will rollout state-wide and look at including additional functionality and expand to other licences, products, and government issued authorisations.

## What products are we piloting?

We will pilot a digital wallet that contains a **learner licence** and **proof of age card**. It will also have the ability for customers to update their address as well as allow TMR to send e-correspondence and e-notifications through the wallet. Third parties such as police officers will be able to validate the authenticity of the credential.

## Why are we conducting a pilot?

Conducting a pilot, rather than a full roll-out of the digital wallet, presents a lower risk and provides an opportunity for TMR to learn from the pilot before full implementation.

The pilot will allow TMR to test community and industry acceptance, address any concerns and identify other functional enhancements to be included prior to a state-wide release.

## Is having a digital wallet mandatory?

No. If a person doesn't want a digital wallet, there will be no requirement for them to get one.

The digital wallet will be optional and available in addition to physical credentials, such as a driver licence. Customers who choose to have a digital wallet will be able to use either their digital authority or physical authority.

## Are there any changes to legislation?

Yes. Legislative amendments will be necessary to support the introduction of a digital wallet. Current legislation didn't envisage a licence or credential could be displayed digitally on a mobile device. Amendments will progress via the normal Government approval processes and will need to be in place before the pilot starts.

## What's in the future for the digital wallet?

It is envisioned the digital wallet will eventually support:

- all TMR issued smartcard products
- the ability for TMR and other Queensland Government entities to directly communicate with our customers
- secure digital authentication to ensure the privacy of our customers
- visibility and management of additional products, including vehicle and vessel registrations
- easy payments and transactions such as vehicle/vessel registration and licence/authority renewals
- the potential to include other government authorisations.

## How secure is a digital wallet?

The digital wallet will include security features to ensure the customer's data is protected against cybercrimes and theft.

It will be more secure than the physical licence by having the ability to verify the credential is not a "screen shot" by including security feature such as the scanning of a QR code or similar, or via an exchange of tokens between devices as well as having visual security features such as holograms and rotating three-dimensional graphics.

The digital wallet will also give the holder control about how much information they share with others. It is envisioned the user will determine the information they want to display. For example, if they want to prove their age, the credential will allow the staff member to see their photo and confirm that they are at least 18 years. The staff member does not need to see that person's name, date of birth, or where they live.

## How will the digital wallet accommodate accessibility concerns?

The digital wallet will be compliant with the Australian Government Web Content Accessibility Guidelines 2.1 (WCAG 2.1).

It will make it easier for people to transact with government. It will also support transactions 24 hours a day at a time and location which is convenient for the customer.

## What it is costing and how it is being paid for?

\$5 million has been reallocated from the existing TMR budget for the pilot. The total cost of the developed product will be better understood during the procurement process.

Cabinet Budget Review Committee approval will be sought for further funding associated with implementation.

## What are the benefits of the Digital Wallet?

The wallet provides several benefits:



- **Security** — it's more secure than a physical product and will include extra security features to ensure your data is protected against cybercrimes and theft. For example, if you lose your phone anyone finding it will have to bypass your device security (if enabled) then the security in the digital wallet.
- **Control** — You will be able to control what information you share with others. For example, if you need to prove your age, the wallet will allow the person checking to see your photo and confirm your age, but not see your name or where you live.
- **Convenience** — you will be able to update your details immediately, at any time of the day, and receive notifications when your licence is due.
- **Real time information** — any changes to your licence will be immediately updated in the wallet.

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Christopher J Goh  
**Sent:** Friday, 19 October 2018 8:23 AM  
**To:** andrew.mills@ggocio.qld.gov.au; drew.ellem@treasury.qld.gov.au;  
tracey.o'meara@premiers.qld.gov.au; Neil Scales;  
Gollschewski.StephanW@police.qld.gov.au; craig.turner@justice.qld.gov.au;  
irene.violet@dsiti.qld.gov.au; Kathy.dunning@communities.qld.gov.au;  
helen.sharpley@dtesb.qld.gov.au; bbrett@qtc.com.au; Jennifer M Grace; Mike J Stapleton  
**Subject:** CORAL Industry Briefing

Dear Interdepartmental Committee Members,

The procurement process for the Digital Wallet and Enabling Platforms will commence shortly, with an industry briefing event scheduled for 26 October 2018. The purpose of the briefing is to provide industry with the opportunity to gain an overview and understanding of the Program, the scope, TMR's current and future states, intentions and expectations for those offerors interested in submitting an offer.

I would like to extend the invitation to IDC members to attend the briefing. Details of the event are as follows:

Friday 26 October 2018  
9:30am - 12:30pm  
Conference room 1  
Ground Floor, 61 Mary Street, Brisbane.

If you would like to attend the event, please let me know and I will register a place for you. Please note, due to the expected numbers, seating will be prioritised for those registered.

Kind Regards,

Chris

General Manager, Customer Oriented Registration and Licensing (CORAL) Program  
**Registration and Licensing Modernisation** | Customer Service, Safety and Regulation | Department of Transport and Main Roads

---

Level 3 | 61 Mary St | Brisbane City Qld 4000  
GPO Box 1549 | Brisbane City Qld 4000  
P: (07) 3066 7382 M NR  
E: [Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

**Customers first** | **Ideas into action** | **Unleash potential** | **Be courageous** | **Empower people**

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## Crystal Y Brown

---

**From:** Christopher J Goh  
**Sent:** Friday, 19 October 2018 8:30 AM  
**To:** Mike J Stapleton; 'Rachel.Lunnon@premiers.qld.gov.au';  
'andrew.mills@qgcio.qld.gov.au'; 'Gollschewski.StephanW@police.qld.gov.au';  
'paul.ryan@justice.qld.gov.au'; 'David.craig@dsiti.qld.gov.au';  
'Kathy.dunning@communities.qld.gov.au'; 'Rebecca.Andrews@dtesp.qld.gov.au';  
'Mel@qprocurement.com.au'; Rachel L Goos; Jennifer M Grace;  
'irene.violet@dsiti.qld.gov.au'; 'tracey.o'meara@premiers.qld.gov.au';  
'luan.sadikaj@treasury.qld.gov.au'; 'craig.turner@justice.qld.gov.au'; Neil Scales;  
'bbrett@qtc.com.au'  
**Subject:** CORAL Program Interdepartmental Committee Meeting Minutes | 8 October 2018  
**Attachments:** Minutes IDC Meeting 8 October 2018.pdf; IDC Action Items 8 October 2018.pdf

Dear Interdepartmental Committee Members,

Please find attached minutes and action items from the IDC meeting held on 8 October 2018.

We will shortly send out details for the next IDC meeting in early December.

Kind Regards,  
Chris

General Manager, Registration and Licencing Modernisation  
**Customer Services, Safety and Regulation** | Department of Transport and Main Roads

---

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

**Customers first** | **Ideas into action** | **Unleash potential** | **Be courageous** | **Empower people**

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# Minutes

## CORAL Interdepartmental Committee Meeting

**Date** 8 October 2018 **Time** 10:00–11:00

**Place** Level 14, 61 Mary Street, Brisbane, Room 14.08

**Chair** Mike Stapleton, DDG (TMR)

**Minute taker** Max Grenkowitz (MG)

### Attendees

### Presence

Mike Stapleton, DTMR	(MS)	Present
Rachel Lunnon, DPC	(RL)	Present
Andrew Mills, QGCIO	(AM)	Present
Steve Gollschewski, QPS	(SG)	Present
Craig Turner, DJAG	(CT)	Present
Kathy Dunning, DCDSS	(KD)	Present
Helen Sharpley, DTESB	(HS)	Present
Drew Ellem, QT	(DE)	Present
Chris Goh, DTMR	(CG)	Present
Bill Brett, QT	(BB)	Present
Richard Cassidy, DHPW	(RC)	Present
Max Grenkowitz, DTMR	(MG)	Present
Neil Scales, DTMR		Apology
Jennifer Grace, DTMR		Apology
Irene Violet, DHPW		Apology
Tracey O’Meara, DPC		Apology

Not Relevant

Not Relevant

Not Relevant

Not Relevant

CG noted that pending confirmation of the regional location for the Digital Wallet pilot, the intention was to discuss further with the local council and chamber of commerce in the proposed local area.

Not Relevant

Not Relevant

**Agenda Item 7** Procurement update (Program & Digital Wallet)

CG highlighted that a key and critical date for the program is the ministerial announcement and industry briefing for the Digital Wallet on October 26<sup>th</sup>. Delays around the gate 2 assurance and the appointment of an assurance provider are also likely to impact critical milestones for the digital wallet. If the program does not complete these milestones by October, the resulting delay will push the overall timeline of the digital wallet out by three months. This is due to the impact and market engagement not able to start until after the new year and Christmas. This would ultimately result in delays to the digital Wallet pilot completion to (b) (2)(1)(b) Reveal Cabin

Not Relevant

Not Relevant

For example, the likely impact on the digital wallet. CG explained that the funding is about incremental change and the pilot has already been funded by TMR and rollover of the capital for the Digital Wallet has been extended till (b) (2)(1)(b) Reveal Cabin. The larger Digital Wallet funding will be part of the larger business case proposal of the program as, the digital wallet will be dependent on key enabling platforms to succeed due to the limitation of TRAILS.

MS provided an update on the review of what other jurisdictions are doing in the digital wallet space, with program research indicating that NSW is taking a compliance approach to their product enhancements. South Australia is extending their current product offering to support registrations. Members of the CORAL program team have been to South Australia to investigate the challenges experienced with the acceptance of credentials.

**Agenda Item 8** Program Update

CG indicated that the program is currently approximately five weeks late; with AARP and Digital Wallet individually engaging the market place. The data mapping and integration investigations are currently underway, supported by Business Aspect.

Not Relevant



Pages 551 through 556 redacted for the following reasons:

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

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Friday, 19 October 2018 6:15 PM  
**To:** Abbie Z Timofte  
**Cc:** Jennifer M Grace; Media  
**Subject:** RE: For approval: Digital Wallet media story - Q&A, Talking Points and photos

Agreed

Kind regards,

**Neil Scales**

DG

---

**From:** Abbie Z Timofte  
**Sent:** Friday, 19 October 2018 3:42 PM  
**To:** Neil Scales <Neil.Z.Scales@tmr.qld.gov.au>  
**Cc:** Jennifer M Grace <Jennifer.M.Grace@tmr.qld.gov.au>; Media <media@tmr.qld.gov.au>  
**Subject:** For approval: Digital Wallet media story - Q&A, Talking Points and photos

Good afternoon,

For approval, attached images, talking points and updated Q&As with some key background information for internal use included, regarding the digital wallet.

The Mins office have asked for these ahead of their exclusive media interview with Nine News next week.

The materials are DDG approved.

Can you please advise if we are okay to progress?

Thanks

Regards,

**Abbie Timofte**  
A/Senior Advisor (Media) | Media Unit  
**Governance Branch** | Corporate Division | Department of Transport and Main Roads

---

Floor 1 | 61 Mary Street | Brisbane Qld 4000  
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[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

**From:** Toby Walker <[Toby.Walker@ministerial.qld.gov.au](mailto:Toby.Walker@ministerial.qld.gov.au)>  
**Sent:** Tuesday, 16 October 2018 5:56 PM  
**To:** Abbie Z Timofte <[Abbie.Z.Timofte@tmr.qld.gov.au](mailto:Abbie.Z.Timofte@tmr.qld.gov.au)>; Mailbox DocTrak Media - TMR  
<[mail.doctrak.media.tmr@tmr.qld.gov.au](mailto:mail.doctrak.media.tmr@tmr.qld.gov.au)>

Cc: [MinisterBaileyMedia@ministerial.qld.gov.au](mailto:MinisterBaileyMedia@ministerial.qld.gov.au)

Subject: RE: Potential story with Nine - digital licences

Hey Abbie,

We were looking at setting up an exclusive with Nine to promote the move towards digital licences.

Can we please get some Q+As and talking points to support that by midday Friday.

We'll probably look to do it early next week and put the release out the day after the story airs so it's out before the Friday session.

Regards,

**Toby Walker**

---

M(2)(1)(b) Reveal Ca

1 William Street, Brisbane QLD 4000

PO Box 15185 City East QLD 4002

E: [toby.walker@ministerial.qld.gov.au](mailto:toby.walker@ministerial.qld.gov.au)

Released under RTI - DTMP

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Tuesday, 23 October 2018 8:49 PM  
**To:** Jennifer M Grace  
**Subject:** Re: Briefing request from PO

Yes it is

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)



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On 23 Oct 2018, at 9:40 pm, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)> wrote:

This is you..?

**Jennifer Grace**  
Chief Operations Officer  
**Office Of The Director-General** | Department of Transport and Main Roads

Floor 13 | Capital Hill | [85 George Street | Brisbane Qld 4000](#)  
GPO [Box 1549 | Brisbane Qld 4001](#)  
P: [\(07\) 30667112](#) | F: [\(07\) 30667122](#)  
M: NR  
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

Begin forwarded message:

**From:** Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)>  
**Date:** 23 October 2018 at 6:33:56 pm AEST  
**To:** TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Subject:** Briefing request from PO

Hi DLOs/Jenny –

The Premier's CoS has requested a face to face briefing on:

- 
- Digital wallet procurement
- 

I should be able to confirm the preferred timeframe shortly.

Could you pls advise who would be best placed to provide the briefing (including to cover technical details), and have materials prepared for us to discuss ahead of time.

Thanks  
Tam

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## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 24 October 2018 11:39 AM  
**To:** Mandy L Bird  
**Subject:** Re: Meeting with Premier's CoS

Ok

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](#)  
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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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On 24 Oct 2018, at 12:37 pm, Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)> wrote:

Hi, meeting with Premier's CoS is yet to be scheduled but suggested to attend with you are Chris Goh, Sandra Slater and Lance Oswald

OK or too many?

---

**From:** Tam van Alphen [<mailto:Tam.VanAlphen@ministerial.qld.gov.au>]  
**Sent:** Wednesday, 24 October 2018 7:33 AM  
**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>  
**Subject:** RE: Briefing request from PO



Thanks Jenny, that's great.  
Could DG pls also bring a techy or 2.  
Tam

---

**From:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Sent:** Wednesday, 24 October 2018 6:45 AM  
**To:** Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>  
**Subject:** RE: Briefing request from PO

Hi Tam

This will be Neil. Team DLO.. I'll request the briefing materials from here.. thanks

**Jennifer Grace**  
Chief Operations Officer  
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) 30667112  
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E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

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**Sent:** Tuesday, 23 October 2018 6:34 PM  
**To:** TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>; Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Subject:** Briefing request from PO

Hi DLOs/Jenny –

The Premier's CoS has requested a face to face briefing on:

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- Digital wallet procurement
- 

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Thanks  
Tam

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\*\*\*\*\*

\*\*\*

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## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 24 October 2018 4:21 PM  
**To:** Abbie Z Timofte  
**Cc:** Jennifer M Grace; Media  
**Subject:** Re: For approval: Digital Wallet - social media post

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)



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On 24 Oct 2018, at 5:16 pm, Abbie Z Timofte <[Abbie.Z.Timofte@tmr.qld.gov.au](mailto:Abbie.Z.Timofte@tmr.qld.gov.au)> wrote:

Good afternoon,

For approval, below social media posts regarding the digital wallet. The minister's office have asked us to post something on Facebook and Twitter about the tender and pilot.

They want us to post it this afternoon. They also asked the focus should be on procurements starting, and the pilot. And that it won't be mandatory.

The below posts are DDG approved.

Are we okay to progress?

Thanks

## Facebook

Ready for a digital driver licence?

First, we had a paper licence, then a plastic one, now we're moving towards a digital version with a call out to industry to tender to create a digital wallet.

A trial will be held in the Sch.3(2)(1)(b) Reveal Cabinet starting with learner licences and proof of age cards. During the trial, we'll work with our customers and industry to ensure we develop something useful, practical and protect personal information. It will be secure and include features to ensure a person's data is protected against cybercrimes and theft.

The digital wallet is optional - you'll be able to choose if you want to use a digital licence and/or continue using your physical driver licence.

To learn more visit <https://www.tmr.qld.gov.au/digitalwallet>

*Animated gif of licences rotating.*

<image001.jpg><image003.jpg>

<image005.png>

<image007.png>

## Twitter

Queenslanders – are you ready for a digital driver licence? Tenders are open to industry to create a digital wallet that will house a driver licence, with a pilot to start late next year.

<https://www.tmr.qld.gov.au/digitalwallet>

Regards,

### Abbie Timofte

A/Senior Advisor (Media) | Media Unit  
Governance Branch | Corporate Division | Department of Transport and Main Roads

---

Floor 1 | 61 Mary Street | Brisbane Qld 4000  
GPO Box 1549 | Brisbane Qld 4001  
(07) 3066 7884  
[abbie.z.timofte@tmr.qld.gov.au](mailto:abbie.z.timofte@tmr.qld.gov.au)  
[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Thursday, 25 October 2018 7:20 AM  
**To:** Peter Y Brown  
**Cc:** Jennifer M Grace; Julie Mitchell; Mandy L Bird  
**Subject:** Re: Briefs for DG Consideration

Thanks

Good to go

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)



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On 24 Oct 2018, at 5:17 pm, Peter Y Brown <[Peter.Y.Brown@tmr.qld.gov.au](mailto:Peter.Y.Brown@tmr.qld.gov.au)> wrote:

Afternoon Neil,

As discussed with Jenny, attached for your consideration and feedback are the three briefs for the meeting with Premiers:

-  Not Relevant

- Digital Wallet

Also just confirming the other TMR representatives proposed for the meeting are:

- Sandra Slater

- Chris Goh
- Lance Oswald

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: NR

E: [peter.y.brown@tmr.qld.gov.au](mailto: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) <<http://www.tmr.qld.gov.au/>>

Not Relevant

<Digital Wallet CBN.pdf>

Not Relevant

Released under RTI - DTMR



## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Thursday, 25 October 2018 7:24 AM  
**To:** Mandy L Bird  
**Subject:** Fwd: Briefs for DG Consideration  
**Attachments:**

	Not Relevant	
Not Relevant		ATT00002.htm; Digital Wallet
		Not Relevant

Hi,

Can you keep copies for me please

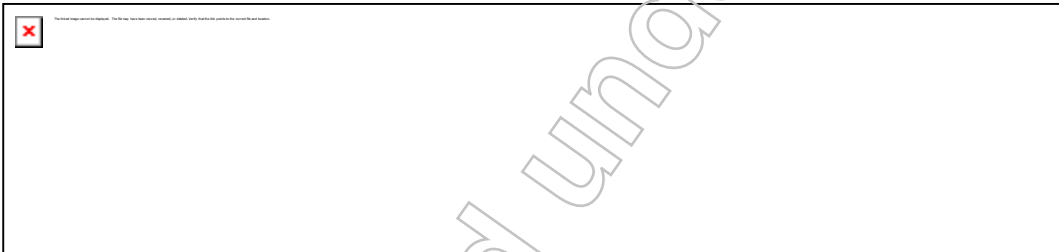
Kind regards

**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](#)  
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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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Begin forwarded message:

**From:** "Peter Y Brown" <[Peter.Y.Brown@tmr.qld.gov.au](mailto:Peter.Y.Brown@tmr.qld.gov.au)>  
**To:** "Neil Scales" <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** "Jennifer M Grace" <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>, "Julie Mitchell" <[Julie.Mitchell@tmr.qld.gov.au](mailto:Julie.Mitchell@tmr.qld.gov.au)>, "Mandy L Bird" <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>, "Peter Y Brown" <[Peter.Y.Brown@tmr.qld.gov.au](mailto:Peter.Y.Brown@tmr.qld.gov.au)>  
**Subject:** Briefs for DG Consideration

Afternoon Neil,

As discussed with Jenny, attached for your consideration and feedback are the three briefs for the meeting with Premiers:

- Not Relevant
- Digital Wallet

Also just confirming the other TMR representatives proposed for the meeting are:

- Sandra Slater
- Chris Goh
- Lance Oswald

Regards  
peter

**Peter Brown**

Principal Advisor (Office of the Director-General)

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NR

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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Pages 571 through 591 redacted for the following reasons:

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

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Christopher J Goh  
**Sent:** Thursday, 25 October 2018 4:10 PM  
**To:** Neil Scales  
**Cc:** Mike J Stapleton; Jennifer M Grace  
**Subject:** CORAL Industry Briefing Information  
**Attachments:** Industry Briefing Attendees.pdf; Industry Briefing Agenda.docx

Hi Neil

For your information, please find attached the Industry Briefing Agenda for tomorrow (26.10.18) and a list of companies who have indicated interested in the tender process.

Kind Regards,

Chris

General Manager, Customer Oriented Registration and Licensing (CORAL) Program  
**Registration and Licensing Modernisation** | Customer Service, Safety and Regulation | Department of Transport and Main Roads

---

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E: [Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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**Digital Wallet and Enabling Platform Industry Briefing - 26.10.18**  
**Attendees List**

<b>Name</b>	<b>Company</b>	<b>Job Title</b>
Adam Hall	Crown Law	Principal Lawyer
James Gledhill	RPS Group	ICT Project Manager
Russell Searle	Make IT Work Pty Ltd	Director
Jason Knight	miiFile Pty Ltd	Founder
Kai Yeung	Civic Ledger	Strategic Client Solutions   Civic
Rupesh Mahto	Protiviti	Director - Digital Transformation
Stuart Kiernan	Palo Alto Networks	Account Manager
David Freeman	Amazon Web Services	Account Executive
Josh Lowe	Australia Post	Account Director
Tony Narbey	Accenture	Industry Innovation
Tony Narbey	Accenture	Industry Innovation
Gavin Raison	Gridstone, Motorola Solutions	Manager
Adam Keens	Gridstone, Motorola Solutions	Product Architect
Yann Charavel	PwC	Director
Alex Iles	PwC	Partner
Tony Smith	ThoughtWorks	Client Principal
Tony Smith	ThoughtWorks	Client Principal
Tony Smith	ThoughtWorks	Client Principal
Steven Carlin	Placard	National Technical Manager
Darren Langley	Civic Ledger	Senior Blockchain Developer
Lucas Cullen	Civic Ledger	CTO
John Kimlin	EY	Director
Dan Wood	EY	Manager
Matt Bauerochse	Appvation Pty Ltd	Managing Director
Andrew Gardiner	Deloitte digital	Director
Robert Watson	Ping Identity	Account Executive
Paul Langsford	Ping Identity	Regional Solution Architect
Luke Marchant	Telstra	Strategic Growth Manager
Neil Chattin	CBA	Account Manager

**Digital Wallet and Enabling Platform Industry Briefing - 26.10.18**  
**Attendees List**

<b>Name</b>	<b>Company</b>	<b>Job Title</b>
Carina Ly-Hazard	Infosys	Practice Engagement Manager
Dheeraj Chowdhury	Infosys	Client Director
Tony Cox	Cryptsoft	VP Partners, Alliances & Standards
Greg Scott	Cryptsoft Pty Ltd	CEO
Ryan Delaney	Telstra	Account Executive
Paul Davies	DWS	BDM
Steven Muir-McCarey	Dell Boomi	Enterprise Account Executive
Ben Kraal	Symplicit	Director, Experience Design
Rob Lawrence	Dell EMC	Account Executive
Darren Cheney	DXC	Industry Lead, PS Travel and Transport
Conor MacManus	Oakton	Client Partner
Alex Ramsay	Symplicit	Client Engagement Manager
Shelley Beggs	AccessHQ	Customer Relationship Manager, Queensland
Mark Bishop	AccessHQ	General Manager, Queensland
Jules Barnes	AccessHQ	National Quality Director
Janine Griffiths	Accenture	Managing Director
Allan Malcolm	HID Global	Regional Director
Mark Watt	Business Aspect	Partner
Corinna Reeves	Business Aspect	Principal
Mark Tellus	Kurz Australia	Sales Manager
Hanita Gandhi-elliott	Australia Post	Solution Consultant B&G
Mark Young	Idemia	Regional Business Development Manager
Mike Reid	Idemia	Architect
Daniel Martin	MuleSoft	Account Executive
Mark Warry	Business Aspect	Principal Consultant
Sam Tanham	Tigerspike	Business Development Manager
Tom Kuhn	Telstra	Mobility Solution Architect
Clare Foster	Office of the Information Commissioner	Senior Privacy Officer
Lemm Ex	Office of the Information Commissioner	Principal Privacy Officer

**Digital Wallet and Enabling Platform Industry Briefing - 26.10.18**  
**Attendees List**

<b>Name</b>	<b>Company</b>	<b>Job Title</b>
Joel White	Deloitte Digital	Director
rachel dando	TMR	Principal Advisor
janell Fitzpatrick	TMR	Principal Advisor
amy Cahill	Microsoft	Account Executive
TBA	Microsoft	Account Executive
Nathan Sceberras	Loyalty Corp Australia Pty Ltd	Product Director
Andrew Kallen	Loyalty Corp Australia Pty Ltd	Director
Sachin Rasquinha	S3 Consult	Consultant/Director
Simon Earle Earle	4impact	Business Development
Chris Jones	AcessHQ	Principal Consultant - Performance
Steve Williams	Unisys	Manager
TBA	salesforce.com	Account Executive
Dal Heer	Deloitte	Director Data Modernisation
Moises Sanabria	IDCARE	Analyst
Dan Crawford	KPMG	Director
Danny Flint	KPMG	Director
Prins Ralston	Nous Group	Principal
Alec Begley	Dialog	Account Executive
John D'Hooghe	Dialog	Senior Consultant

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# Transport and Main Roads (TMR)

## Digital Wallet and Enabling Platforms

### Industry Briefing Agenda

Time	Agenda Item	Presenters
9:30am	<b>Welcome and Opening</b>	<ul style="list-style-type: none"> <li>Deputy Director-General, Customer Services, Safety and Regulation</li> <li>General Manager, CORAL Program</li> </ul>
9:45am	<b>Probity Briefing</b>	<ul style="list-style-type: none"> <li>Procurement</li> </ul>
9:50am	<b>Program Overview</b> <b>Digital Wallet and Enabling Platforms</b>	<ul style="list-style-type: none"> <li>General Manager, CORAL Program</li> <li>Director CORAL Program</li> </ul>
10:40am	<b>Operational Considerations for Queensland Police Service</b>	<ul style="list-style-type: none"> <li>Mobile Capability Unit, Qld Police Service</li> </ul>
10:50am	<b>Break (10 minutes)</b>	
11:00am	<b>Procurement Process</b>	<ul style="list-style-type: none"> <li>Procurement Specialist, CORAL Program</li> </ul>
11:15am	<b>TMR Customer Experience and Co-Design Expectations</b>	<ul style="list-style-type: none"> <li>Manager (Customer Experience), CORAL Program</li> </ul>
11:25am	<b>TMR Technical Environment Overview</b>	<ul style="list-style-type: none"> <li>General Manager, CORAL Program</li> </ul>
12:00pm	<b>Q&amp;A's</b>	
12:30pm	<b>Industry networking - to provide vendors the opportunity to discuss the forming of consortium (Vendors only)</b>	
1:30pm	<b>Close</b>	

#### Questions

Please contact TMR's ICT Procurement team at [ICT.Tenders@tmr.qld.gov.au](mailto:ICT.Tenders@tmr.qld.gov.au) and quote tender number TMRICT18085.

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Sunday, 28 October 2018 9:02 PM  
**To:** Nick Koukoulas  
**Subject:** Fwd: Updates for this week

Hi Nick,

There is a lot of other stuff in the email, but the TCA point is relevant

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](#)  
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Begin forwarded message:

**From:** Mike J Stapleton <[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>  
**Date:** 28 October 2018 at 6:28:45 pm AEST  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Subject:** Updates for this week

Neil,

Hope you had a good weekend, it was a great night on Thursday and a fitting farewell for NR Is it possible to get a copy of that footage it was great!

Thought I might send you a note on a couple of items you need to be aware of before the week start.

Not Relevant

Industry briefing on Digital Wallet went well on Friday. Chris did a brilliant job facilitating the briefing and answering some tricky industry questions. We have had really good feedback and a strong roll up from other departments including responsive government.

Not Relevant

Not Relevant

ike.

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Jennifer M Grace  
**Sent:** Tuesday, 30 October 2018 10:05 AM  
**To:** tam.vanalphen@ministerial.qld.gov.au  
**Cc:** TMR DLO; Neil Scales; Crystal Y Brown  
**Subject:** Briefs for Consideration  
**Attachments:**

Not Relevant		
Not Relevant	Digital Wallet CBN.pdf	Not Relevant
Not Relevant		

Hi Tam

These were finalised last week with DG sign off.

TMR Attendees

- Director-General
- Chris Goh Digital Wallet,
- Sandra Slater and Lance Oswald from IT branch.

Crystal Brown will look at the proposed dates from you and confirm shortly which one.

Jenny

**Jennifer Grace**

Chief Operations Officer

Office Of The Director-General | Department of Transport and Main Roads

Floor 35 | 1 William Street | Brisbane Qld 4000

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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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:

-

Not Relevant

- 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

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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Pages 602 through 622 redacted for the following reasons:

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

Released under RTI - DTMR



## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Tuesday, 30 October 2018 10:58 AM  
**To:** tam.vanalphen@ministerial.qld.gov.au  
**Cc:** Crystal Y Brown; Jennifer M Grace; Mandy L Bird; TMR DLO  
**Subject:** Re: ODG Action: Briefing request from PO

Yes, but this causes me some difficulty

Kind regards

**Neil Scales**

Director-General  
Department of Transport and Main Roads

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

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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On 30 Oct 2018, at 10:56 am, Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)> wrote:

Hi Crystal –  
The times below are all that are available this week. Shall we lock in Friday, 11am – 11:45am.  
Can I pls get the briefing material to review asap.  
Cheers  
Tam

---

**From:** Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Sent:** Tuesday, 30 October 2018 10:49 AM  
**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Subject:** RE: ODG Action: Briefing request from PO

Hi Jenny and Tam,

I have spoken to the DG regarding the below meeting request.

It is a really busy time for Neil this week with Parliament. Neil has an overnight appointment in Sydney on Thursday, 1<sup>st</sup> October to Friday, 2<sup>nd</sup> October. However, he is keen for this meeting to take place this week.

Is there any availability for this meeting occur on Friday afternoon?

Kind Regards  
Crystal Brown  
Senior Advisor  
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  
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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Jennifer M Grace  
**Sent:** Tuesday, 30 October 2018 10:06 AM  
**To:** Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Subject:** ODG Action: Briefing request from PO

Crystal

Please find the best suits time from those highlighted below and confirm back to Tam and DLO this morning.

Thanks

**Jennifer Grace**  
Chief Operations Officer  
Office Of The Director-General | Department of Transport and Main Roads

Floor 35 | 1 William Street | Brisbane Qld 4000  
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M: NR  
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)>  
**Sent:** Tuesday, 30 October 2018 9:53 AM

**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>  
**Subject:** RE: Briefing request from PO

Hi Jenny – could you pls email me the briefing materials.  
Can you also pls confirm who will be attending from the IT teams.

David is currently available for the briefing at:

11.30am to 12.15pm on Wednesday, 31 October

1.00pm to 1.45pm on Thursday, 1 November

11.00am to 11.45am on Friday, 2 November

Will need to lock in asap.

Thanks

Tam

---

**From:** Tam van Alphen  
**Sent:** Wednesday, 24 October 2018 7:33 AM  
**To:** 'Jennifer M Grace' <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>  
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Thanks Jenny, that's great.  
Could DG pls also bring a techy or 2.  
Tam

---

**From:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Sent:** Wednesday, 24 October 2018 6:45 AM  
**To:** Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>  
**Subject:** RE: Briefing request from PO

Hi Tam

This will be Neil. Team DLO.. I'll request the briefing materials from here.. thanks

**Jennifer Grace**  
Chief Operations Officer  
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) 30667112  
M: NR  
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Subject:** Briefing request from PO

Hi DLOs/Jenny –

The Premier’s CoS has requested a face to face briefing on:

- Not Relevant
- Digital wallet procurement
- Not Relevant

I should be able to confirm the preferred timeframe shortly.

Could you pls advise who would be best placed to provide the briefing (including to cover technical details), and have materials prepared for us to discuss ahead of time.

Thanks  
Tam

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## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Tuesday, 30 October 2018 11:22 AM  
**To:** Tam van Alphen  
**Cc:** Crystal Y Brown; Jennifer M Grace; Mandy L Bird; TMR DLO  
**Subject:** RE: ODG Action: Briefing request from PO

No worries

I ne3ed to be there

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)

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---

**From:** Tam van Alphen [mailto:[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)]  
**Sent:** Tuesday, 30 October 2018 11:09 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>; Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Subject:** RE: ODG Action: Briefing request from PO

Don't want to cause any difficulty -- could a DDG represent instead? Otherwise could ask for times available next week.

Cheers

Tam

---

**From:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Sent:** Tuesday, 30 October 2018 10:58 AM  
**To:** Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)>  
**Cc:** Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>; Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Subject:** Re: ODG Action: Briefing request from PO

Yes, but this causes me some difficulty

Kind regards

**Neil Scales**

Director-General  
Department of Transport and Main Roads

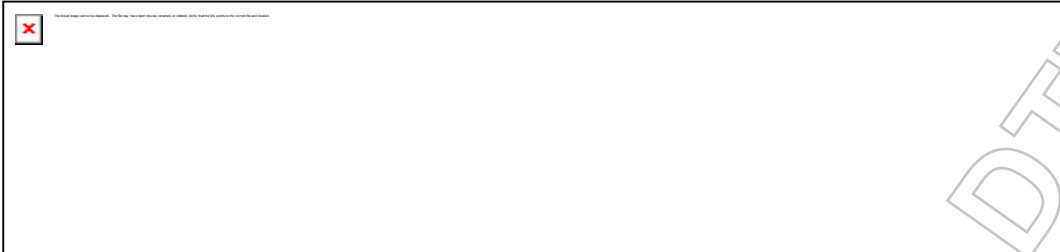
Floor 35, [1 William Street | Brisbane Qld 4000](#)

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)

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On 30 Oct 2018, at 10:56 am, Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)> wrote:

Hi Crystal –

The times below are all that are available this week. Shall we lock in Friday, 11am – 11:45am.

Can I pls get the briefing material to review asap.

Cheers

Tam

---

**From:** Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>

**Sent:** Tuesday, 30 October 2018 10:49 AM

**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)>

**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>

**Subject:** RE: ODG Action: Briefing request from PO

Hi Jenny and Tam,

I have spoken to the DG regarding the below meeting request.

It is a really busy time for Neil this week with Parliament. Neil has an overnight appointment in Sydney on Thursday, 1<sup>st</sup> October to Friday, 2<sup>nd</sup> October.

However, he is keen for this meeting to take place this week.

Is there any availability for this meeting occur on Friday afternoon?

Kind Regards

Crystal Brown

Senior Advisor

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) 3066 7312

E: [crystal.y.brown@tmr.qld.gov.au](mailto:crystal.y.brown@tmr.qld.gov.au)

W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Jennifer M Grace

**Sent:** Tuesday, 30 October 2018 10:06 AM

**To:** Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>

**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>

**Subject:** ODG Action: Briefing request from PO

Crystal

Please find the best suits time from those highlighted below and confirm back to Tam and DLO this morning.

Thanks

**Jennifer Grace**

Chief Operations Officer

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) 30667112

M: NR

E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)

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11.00am to 11.45am on Friday, 2 November

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Thanks

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**To:** Tam van Alphen <[Tam.VanAlphen@ministerial.qld.gov.au](mailto:Tam.VanAlphen@ministerial.qld.gov.au)>; TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>; Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>  
**Subject:** RE: Briefing request from PO

Hi Tam

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**Jennifer Grace**  
Chief Operations Officer  
Office Of The Director-General | Department of Transport and Main Roads

Floor 35 | 1 William Street | Brisbane Qld 4000  
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E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
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**Sent:** Tuesday, 23 October 2018 6:34 PM  
**To:** TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>; Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Cc:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Subject:** Briefing request from PO

Hi DLOs/Jenny –

The Premier's CoS has requested a face to face briefing on:

- 
- Digital wallet procurement
- 

I should be able to confirm the preferred timeframe shortly.

Could you pls advise who would be best placed to provide the briefing (including to cover technical details), and have materials prepared for us to discuss ahead of time.

Thanks  
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Released under RTI/ATMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 31 October 2018 4:26 PM  
**To:** Jennifer M Grace  
**Cc:** Mandy L Bird; Crystal Y Brown  
**Subject:** RE: Draft DG All Staff Message: Friday Message from Director-General - Around our department

All good

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)

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---

**From:** Jennifer M Grace  
**Sent:** Wednesday, 31 October 2018 1:40 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Mandy L Bird <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** Draft DG All Staff Message: Friday Message from Director-General - Around our department

Hi Neil

You have the draft GLT Message for today, below is the all staff message for Friday for consideration, note the Agile in Action corporate event is already on inside TMR..

Thanks Jenny

**Jennifer Grace**  
Chief Operations Officer  
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) 30667112  
M: NR  
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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**From:** Director-General TMR  
**Sent:** Tuesday, 30 October 2018 5:10 PM  
**To:** TMR Communication Services <[Comms@tmr.qld.gov.au](mailto:Comms@tmr.qld.gov.au)>  
**Subject:** Message from Director-General - Around our department

Having trouble viewing this email? [View Online](#)

NR

**A Message from Neil Scales** Director-General – Transport and Main Roads

**Wednesday 31 October 2018**

Not Relevant

Released under RTI



Pages 637 through 639 redacted for the following reasons:

-----  
Not Relevant

Released under RTI - DTMR

Not Relevant

## Digital Wallet tender announcement

Queenslanders are one step closer to having their driver licences available digitally with tenders going out to industry to partner with us to create a digital wallet.

The newly established Customer Oriented Registration and Licensing (CORAL) Program is leading the charge to modernise Queensland's registration and licensing system and to deliver digital and business solutions that simplify and improve the way our customers interact with our department.

The digital wallet will be an online version of a physical wallet that allows customers to house their government issued credentials digitally, like a driver licence and proof of age card.

Visit [Digital Wallet and Enabling Platforms](#) to learn more about the pilot to be held in the second half of next year.

[Read more about the digital wallet >>](#)



This email was sent by Director-General TMR, [director-general@tmr.qld.gov.au](mailto:director-general@tmr.qld.gov.au) to [comms@tmr.qld.gov.au](mailto:comms@tmr.qld.gov.au)



## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Thursday, 1 November 2018 11:23 AM  
**To:** TMR DLO  
**Cc:** Jennifer M Grace; Crystal Y Brown  
**Subject:** RE: Agenda for Minister meeting with ELT on Tuesday, 6 November 2018 - for your approval

Noted

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)

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---

**From:** TMR DLO  
**Sent:** Thursday, 1 November 2018 11:22 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** FW: Agenda for Minister meeting with ELT on Tuesday, 6 November 2018 - for your approval

Apologies DG,

Not Relevant

Kind regards,

**Brittany McGuirk** (McKay)  
A/Departmental Liaison Officer | Minister for Transport and Main Roads  
Governance Branch | Corporate Division | Department of Transport and Main Roads

Level 35, 1 William Street, Brisbane Qld 4000 | GPO Box 2644, Brisbane Qld 4001  
P: [\(07\) 3066 2238](tel:0730662238) | M: NR | E: [TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)

---

**From:** TMR DLO  
**Sent:** Thursday, 1 November 2018 11:03 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** Agenda for Minister meeting with ELT on Tuesday, 6 November 2018 - for your approval

Hi DG

Please see below agenda items for the Minister and TMR ELT on Tuesday, 6 November 2018. Individual presenters will be advised by the relevant DDG officers closer to the meeting.

For your consideration and approval.

AGENDA		
No.	Title	Presenter
1	Not Relevant	
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12	Digital Wallet pilot location exempt Sch.3(2)(1)(b) Reveal Cabinet consider	CSSR
13	Not Relevant	
14		

Kind regards,

**Brittany McGuirk** (McKay)

A/Departmental Liaison Officer | Minister for Transport and Main Roads  
Governance Branch | Corporate Division | Department of Transport and Main Roads

Level 35, 1 William Street, Brisbane Qld 4000 | GPO Box 2644, Brisbane Qld 4001

P: [\(07\) 3066 2238](tel:0730662238) | M: NR | E: [TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)

Released under RTI - DTMR

## Crystal Y Brown

---

**Subject:** Meeting with QVC (Assurance Partners for the CORAL Program)  
**Location:** Room 3.06, Level 3, 61 Mary Street

**Start:** Fri 2/11/2018 12:30 PM  
**End:** Fri 2/11/2018 1:00 PM  
**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Christopher J Goh  
**Required Attendees:** Jennifer M Grace; Neil Scales; Mike J Stapleton  
**Optional Attendees:** Max E Grenkowitz

Discussion questions will be as previously emailed through:

- What is Neil and Jenny's role / involvement in the program (to date and going forward)
- What is their 'confidence in the team' and if they have had engagement to date
- What is their understanding of the scope and objectives of Digital Wallet
- What is their understanding of funding sources for this and outer years (avoiding delivering a little but not replacing TRAILS)
- Management of date announcements
- Their comments on the interaction with other agencies
- What is their understanding of the funding model for other agencies to use the Wallet
- Do they have any key concerns



QVC/CORAL and  
JG

Pages 644 through 646 redacted for the following reasons:

-----  
Not Relevant

Released under RTI - DTMR

## Crystal Y Brown

**From:** Neil Scales  
**Sent:** Friday, 2 November 2018 4:14 PM  
**To:** TMR DLO  
**Cc:** Jennifer M Grace; Crystal Y Brown  
**Subject:** RE: FOR DG APPROVAL\_ELT\_Agenda items\_11\_12\_13\_CSSR

Ok by me

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)

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---

**From:** TMR DLO  
**Sent:** Friday, 2 November 2018 4:13 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** FOR DG APPROVAL\_ELT\_Agenda items\_11\_12\_13\_CSSR

Hi Neil

Please find attached supporting documents for the Minister/TMR ELT – Agenda items 11, 12 and 13.

AGENDA		
No.	Title	Presenter
1	Not Relevant	
2		
3		
4		
5		
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10		
11	Digital Wallet pilot location exempt Sch.3(2)(1)(b) Reveal Cabinet consider	Mike Stapleton
12	Not Relevant	
13		



Not Relevant

Kind regards,

**Brittany McGuirk** (McKay)

A/Departmental Liaison Officer | Minister for Transport and Main Roads  
Governance Branch | Corporate Division | Department of Transport and Main Roads

Level 35, 1 William Street, Brisbane Qld 4000 | GPO Box 2644, Brisbane Qld 4001

P: [\(07\) 3066 2238](tel:0730662238) | M: NR | E: [TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)

Released under RTI - DTMR

## Crystal Y Brown

**From:** Neil Scales  
**Sent:** Monday, 5 November 2018 11:32 AM  
**To:** TMR DLO  
**Cc:** Jennifer M Grace; Crystal Y Brown  
**Subject:** RE: FOR DG APPROVAL\_ELT\_Agenda items\_PPI

Thanks

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)

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---

**From:** TMR DLO  
**Sent:** Monday, 5 November 2018 11:24 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** FOR DG APPROVAL\_ELT\_Agenda items\_PPI

Hi DG

Please find attached supporting documents for the Minister/TMR ELT – Agenda items 1, 2, 3 4, 5 and 6.

AGENDA		
No.	Title	Presenter
1		
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9		
10		
11	Digital Wallet pilot location	xempt Sch.3(2)(1)(b) Reveal Cabinet conside Mike Stapleton
12		
13		

For your approval.

Kind regards,

**Brittany McGuirk** (McKay)  
Departmental Liaison Officer | Minister for Transport and Main Roads  
Governance Branch | Corporate Division | Department of Transport and Main Roads

---

Level 35 | 1 William Street | Brisbane Qld 4000

GPO Box 2644 | Brisbane Qld 4001

P: (07) 3066 2238

M: NR

E: [TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Thursday, 8 November 2018 3:21 PM  
**To:** Jennifer M Grace  
**Subject:** Re: Email to David Barbagallo RE:Meeting 2 November

Me too

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)  
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On 8 Nov 2018, at 4:18 pm, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)> wrote:

I liked it as it will draw any clarification from David.

**Jennifer Grace**  
Chief Operations Officer  
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: [\(07\) 30667112](#)  
M:   
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Neil Scales  
**Sent:** Thursday, 8 November 2018 2:52 PM  
**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Subject:** Fwd: Email to David Barbagallo RE:Meeting 2 November

Hi,

What say you ?

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](tel:(07)30667316) | F: [\(07\) 30667122](tel:(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)



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Begin forwarded message:

**From:** Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>  
**Date:** 7 November 2018 at 6:01:31 pm AEST  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Cc:** Sandra M Slater <[Sandra.M.Slater@tmr.qld.gov.au](mailto:Sandra.M.Slater@tmr.qld.gov.au)>, Mike J Stapleton <[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>  
**Subject:** Email to David Barbagallo RE:Meeting 2 November

Neil, Jenny

Please find below the proposed Email to the Chief of Staff of Premier and Cabinet, David Barbagallo from the Meeting date 2 November at 11am. A DG Briefing Note has also been prepared if you would also like to formalise the engagement.

Kind Regards,

Chris

---

David

Thank you for your time last Friday. I thought it was important that we captured your direction, in particular the discussion related to the digital wallet. I have noted four main areas of our conversation.

- **Approach:** Your direction was to ensure TMR was not investing just for itself but also in support of whole-of-government direction. Chris Goh from the CORAL program articulated that we were ensuring through our governance, the way we construct our procurement and the way our platforms will be available (federated), there is full intention for TMR to support the broader government agenda for advancing and improving whole-of-government digital engagement and service delivery for customers.
- **Governance/Inclusion:** We have included DJAG, QPS, QT, QTC, DPC, DHPW/Responsive Government/QGCIO, DCDSS, DESBT in our Interdepartmental Committee, and shortly members of the QGCIO, Responsive Government, DHPW, QPS and DJAG will join our evaluation panels for the solutions we are procuring. As you know, we also have representatives on the Responsive Government committees as well as DDG committees. I Chair the Interdepartmental Committee for the Program and Mike Stapleton the Program Board.
- **Procurement:** We have now over 100 organisations registered for the forward Tender for the program and the feedback from DHPW and industry has been overwhelmingly positive and the staged process and agile approach with customers has also been welcomed. The customer groups will lead the co-design of the Digital Wallet with Industry and a digital playbook on this approach including procurement processes will be available for other organisations to learn and adopt.
- **Design/Security:** TMR has invested in learning/expert systems and used for instance Intelligent Voice Recognition on systems. Currently the CORAL program is investigating automated BOTS that self-generate code based on system requirements and is looking at other intelligent systems to automate services. From a security perspective, to protect our customer data, they have required that service providers are able to comply with Defence Signal Directorate's (DSD) protected status for our customer data as part of the procurement requirements. As discussed, currently Azure has that classification, AWS, including its Sydney data centres have not had that clearance at this point. Sandra Slater, my CIO, spoke to TMR's strong track record and trusted position with looking after our customers' private data, and TMR is focussed on ensuring ongoing vigilance in the protection of our citizen data.

I look forward to working with DPC as we mature the investment proposal and very happy to provide updates and arrange further briefings if you'd like.

Kind Regards,

Neil

Released under RTI - DTMR



Pages 655 through 659 redacted for the following reasons:

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

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Friday, 9 November 2018 3:29 PM  
**To:** Tracy A O'Bryan  
**Cc:** Jennifer M Grace  
**Subject:** Re: Proposed stories for DG Stakeholder Newsletter

Thanks

Add MaaS then ok to go

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)



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On 9 Nov 2018, at 4:27 pm, Tracy A O'Bryan <[Tracy.A.O'Bryan@tmr.qld.gov.au](mailto:Tracy.A.O'Bryan@tmr.qld.gov.au)> wrote:

Hi DG

We have been preparing for the December DG Stakeholder newsletter and would like your feedback on the following topics. Could you also confirm who the email should come from given it is scheduled for 10 December, when you are on leave.



Not Relevant

**2. Digital Wallet tender released**

- First milestone for project to trial digital licences in QLD, with view to including other QLD Government credentials in future

Not Relevant

Kind regards

**Tracy O'Bryan**

Deputy Director-General (Corporate)

**Corporate Division** | Department of Transport and Main Roads

---

Floor 35 | 1 William Street | Brisbane Qld 4000

GPO Box 1549 | Brisbane Qld 4001

(07) 3066 6065 | M: NR

[Tracy.A.O'Bryan@tmr.qld.gov.au](mailto:Tracy.A.O'Bryan@tmr.qld.gov.au)

[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

<image001.jpg>

## Crystal Y Brown

---

**From:** Mandy L Bird on behalf of Neil Scales  
**Sent:** Monday, 12 November 2018 1:11 PM  
**To:** david.barbagallo@ministerial.qld.gov.au  
**Cc:** david.stewart@premiers.qld.gov.au  
**Subject:** FW: Meeting 2 November  
**Attachments:** 12-11-2018\_12-09-12\_G736M750066\_mandy.l.bird-tmr.qld.gov.au.pdf

Afternoon David

By way of further evidence we are engaging across the sector and extending embedded external officers into the CORAL project, as per the attached.

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  
W: www.tmr.qld.gov.au

---

**From:** Mandy L Bird **On Behalf Of** Neil Z Scales  
**Sent:** Thursday, 8 November 2018 3:37 PM  
**To:** david.barbagallo@ministerial.qld.gov.au  
**Subject:** Meeting 2 November

David

Thank you for your time last Friday. I thought it was important that we captured your direction, in particular the discussion related to the digital wallet. I have noted four main areas of our conversation.

- **Approach:** Your direction was to ensure TMR was not investing just for itself but also in support of whole-of-government direction. Chris Goh from the CORAL program articulated that we were ensuring through our governance, the way we construct our procurement and the way our platforms will be available (federated), there is full intention for TMR to support the broader government agenda for advancing and improving whole-of-government digital engagement and service delivery for customers.
- **Governance/Inclusion:** We have included DJAG, QPS, QT, QTC, DPC, DHPW/Responsive Government/QGCIO, DCDSS, DESBT in our Interdepartmental Committee, and shortly members of the QGCIO, Responsive Government, DHPW, QPS and DJAG will join our evaluation panels for the solutions we are procuring. As you know, we also have representatives on the Responsive Government committees as well as DDG committees. I Chair the Interdepartmental Committee for the Program and Mike Stapleton the Program Board.
- **Procurement:** We have now over 100 organisations registered for the forward Tender for the program and the feedback from DHPW and industry has been overwhelmingly positive and the staged process and agile approach with customers has also been welcomed. The customer groups will lead the co-design of the

Digital Wallet with Industry and a digital playbook on this approach including procurement processes will be available for other organisations to learn and adopt.

- **Design/Security:** TMR has invested in learning/expert systems and used for instance Intelligent Voice Recognition on systems. Currently the CORAL program is investigating automated BOTS that self-generate code based on system requirements and is looking at other intelligent systems to automate services. From a security perspective, to protect our customer data, they have required that service providers are able to comply with Defence Signal Directorate's (DSD) protected status for our customer data as part of the procurement requirements. As discussed, currently Azure has that classification, AWS, including its Sydney data centres have not had that clearance at this point. Sandra Slater, my CIO, spoke to TMR's strong track record and trusted position with looking after our customers' private data, and TMR is focussed on ensuring ongoing vigilance in the protection of our citizen data.

I look forward to working with DPC as we mature the investment proposal and very happy to provide updates and arrange further briefings if you'd like.

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)

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Pages 664 through 672 redacted for the following reasons:

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

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Thursday, 8 November 2018 3:31 PM  
**To:** Jennifer M Grace  
**Cc:** Mandy L Bird  
**Subject:** Re: Email to David Barbagallo RE:Meeting 2 November

Yes please

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)



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On 8 Nov 2018, at 4:30 pm, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)> wrote:

Ok for Mandy to send to David..?

**Jennifer Grace**  
Chief Operations Officer  
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: [\(07\) 30667112](#)  
M: NR  
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Neil Scales  
**Sent:** Thursday, 8 November 2018 3:21 PM  
**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Subject:** Re: Email to David Barbagallo RE:Meeting 2 November

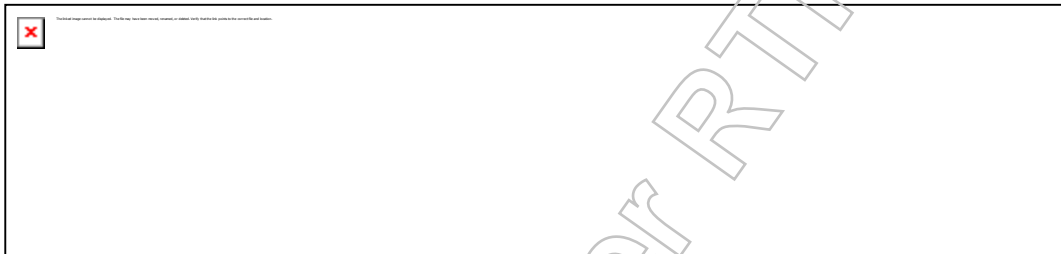
Me too

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](tel:(07)30667316) | F: [\(07\) 30667122](tel:(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)



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On 8 Nov 2018, at 4:18 pm, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)> wrote:

I liked it as it will draw any clarification from David.

**Jennifer Grace**  
Chief Operations Officer  
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: [\(07\) 30667112](tel:(07)30667112)  
M: [\(07\) 30667112](tel:(07)30667112) NR  
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Neil Scales  
**Sent:** Thursday, 8 November 2018 2:52 PM  
**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Subject:** Fwd: Email to David Barbagallo RE:Meeting 2 November

Hi,

What say you ?

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](tel:(07)30667316) | F: [\(07\) 30667122](tel:(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)



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Begin forwarded message:

**From:** Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>  
**Date:** 7 November 2018 at 6:01:31 pm AEST  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>, Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>  
**Cc:** Sandra M Slater <[Sandra.M.Slater@tmr.qld.gov.au](mailto:Sandra.M.Slater@tmr.qld.gov.au)>, Mike J Stapleton <[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>  
**Subject:** Email to David Barbagallo RE:Meeting 2 November

Neil, Jenny

Please find below the proposed Email to the Chief of Staff of Premier and Cabinet, David Barbagallo from the Meeting date 2 November at 11am. A DG Briefing Note has also been prepared if you would also like to formalise the engagement.

Kind Regards,

Chris

---

David

Thank you for your time last Friday. I thought it was important that we captured your direction, in particular the discussion related to the digital wallet. I have noted four main areas of our conversation.

- **Approach:** Your direction was to ensure TMR was not investing just for itself but also in support of whole-of-government direction. Chris Goh from the CORAL program articulated that we were ensuring through our governance, the way we construct our procurement and the way our platforms will be available (federated), there is full intention for TMR to support the broader government agenda for advancing and improving whole-of-government digital engagement and service delivery for customers.
- **Governance/Inclusion:** We have included DJAG, QPS, QT, QTC, DPC, DHPW/Responsive Government/QGCIO, DCDSS, DESBT in our Interdepartmental Committee, and shortly members of the QGCIO, Responsive Government, DHPW, QPS and DJAG will join our evaluation panels for the solutions we are procuring. As you know, we also have representatives on the Responsive Government committees as well as DDG committees. I Chair the Interdepartmental Committee for the Program and Mike Stapleton the Program Board.
- **Procurement:** We have now over 100 organisations registered for the forward Tender for the program and the feedback from DHPW and industry has been overwhelmingly positive and the staged process and agile approach with customers has also been welcomed. The customer groups will lead the co-design of the Digital Wallet with Industry and a digital playbook on this approach including procurement processes will be available for other organisations to learn and adopt.
- **Design/Security:** TMR has invested in learning/expert systems and used for instance Intelligent Voice Recognition on systems. Currently the CORAL program is investigating automated BOTS that self-generate code based on system requirements and is looking at other intelligent systems to automate services. From a security perspective, to protect our customer data, they have required that service providers are able to comply with Defence Signal Directorate's (DSD) protected status for our customer data as part of the procurement requirements. As discussed, currently Azure has that classification, AWS, including its Sydney data centres have not had that clearance at this point. Sandra Slater, my CIO, spoke to TMR's strong track record and trusted position with looking after our customers' private data, and TMR is focussed on ensuring ongoing vigilance in the protection of our citizen data.

I look forward to working with DPC as we mature the investment proposal and very happy to provide updates and arrange further briefings if you'd like.

Kind Regards,

Neil

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Mandy L Bird on behalf of Neil Z Scales  
**Sent:** Thursday, 8 November 2018 3:37 PM  
**To:** david.bargallo@ministerial.qld.gov.au  
**Subject:** Meeting 2 November

David

Thank you for your time last Friday. I thought it was important that we captured your direction, in particular the discussion related to the digital wallet. I have noted four main areas of our conversation.

- **Approach:** Your direction was to ensure TMR was not investing just for itself but also in support of whole-of-government direction. Chris Goh from the CORAL program articulated that we were ensuring through our governance, the way we construct our procurement and the way our platforms will be available (federated), there is full intention for TMR to support the broader government agenda for advancing and improving whole-of-government digital engagement and service delivery for customers.
- **Governance/Inclusion:** We have included DJAG, QPS, QT, QTC, DPC, DHPW/Responsive Government/QGCIO, DCSS, DESBT in our Interdepartmental Committee, and shortly members of the QGCIO, Responsive Government, DHPW, QPS and DJAG will join our evaluation panels for the solutions we are procuring. As you know, we also have representatives on the Responsive Government committees as well as DDG committees. I Chair the Interdepartmental Committee for the Program and Mike Stapleton the Program Board.
- **Procurement:** We have now over 100 organisations registered for the forward Tender for the program and the feedback from DHPW and industry has been overwhelmingly positive and the staged process and agile approach with customers has also been welcomed. The customer groups will lead the co-design of the Digital Wallet with Industry and a digital playbook on this approach including procurement processes will be available for other organisations to learn and adopt.
- **Design/Security:** TMR has invested in learning/expert systems and used for instance Intelligent Voice Recognition on systems. Currently the CORAL program is investigating automated BOTS that self-generate code based on system requirements and is looking at other intelligent systems to automate services. From a security perspective, to protect our customer data, they have required that service providers are able to comply with Defence Signal Directorate's (DSD) protected status for our customer data as part of the procurement requirements. As discussed, currently Azure has that classification, AWS, including its Sydney data centres have not had that clearance at this point. Sandra Slater, my CIO, spoke to TMR's strong track record and trusted position with looking after our customers' private data, and TMR is focussed on ensuring ongoing vigilance in the protection of our citizen data.

I look forward to working with DPC as we mature the investment proposal and very happy to provide updates and arrange further briefings if you'd like.

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  
W: www.tmr.qld.gov.au

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Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 21 November 2018 11:24 AM  
**To:** Jennifer M Grace  
**Cc:** Crystal Y Brown; Jude A Wallace  
**Subject:** RE: DG Consideration: CSSR Contract

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)  
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---

**From:** Jennifer M Grace  
**Sent:** Wednesday, 21 November 2018 11:03 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>; Jude A Wallace <[jude.a.wallace@tmr.qld.gov.au](mailto:jude.a.wallace@tmr.qld.gov.au)>  
**Subject:** DG Consideration: CSSR Contract

Neil

As outlined below from Jude, for your consideration, thanks Jenny

### Jennifer Grace

Chief Operations Officer

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) 30667112  
M: NR  
E: [jennifer.m.grace@tmr.qld.gov.au](mailto:jennifer.m.grace@tmr.qld.gov.au)  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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---

**From:** Jude A Wallace  
**Sent:** Wednesday, 21 November 2018 10:59 AM  
**To:** Jennifer M Grace <[Jennifer.M.Grace@tmr.qld.gov.au](mailto:Jennifer.M.Grace@tmr.qld.gov.au)>

Cc: Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>; CSSR ODDG <[CSSR.ODDG@tmr.qld.gov.au](mailto:CSSR.ODDG@tmr.qld.gov.au)>; Jude A Wallace <[jude.a.wallace@tmr.qld.gov.au](mailto:jude.a.wallace@tmr.qld.gov.au)>

**Subject:** CSSR RTACs for COO/DG consideration please

Morning Jenny – for consideration please.

Thanks

Jude

CSSR Request to Approve a Contractor/Consultant					
Branch	\$ Value	Contractor or Consultant?	New Contract or Variation/Extension?	Description	
Not Relevant					
CORAL		Contractor	New	Codesign of digital wallet and enabling platforms	RTAC,
Not Relevant					

**Jude Wallace**

Principal Advisor

**Office of the Deputy Director-General** | Customer Services, Safety & Regulation  
 Department of Transport & Main Roads

Floor 11 | 61 Mary Street | Brisbane Qld 4000

GPO Box 1549 | Brisbane Qld 4001

(07) 3066 7221 | M: NR

[jude.a.wallace@tmr.qld.gov.au](mailto:jude.a.wallace@tmr.qld.gov.au)

[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



Pages 682 through 685 redacted for the following reasons:

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

Released under RTI - DTMR



**Crystal Y Brown**

---

**From:** Mandy L Bird  
**Sent:** Monday, 3 December 2018 2:22 PM  
**To:** Neil Scales  
**Subject:** FW: Questions for DG Roadshow (Corporate)

---

**From:** Arnika Z Sencariuc  
**Sent:** Monday, 3 December 2018 8:54 AM  
**To:** Mandy L Bird <Mandy.L.Bird@tmr.qld.gov.au>  
**Cc:** Maxine Melloy <Maxine.Melloy@tmr.qld.gov.au>  
**Subject:** Questions for DG Roadshow (Corporate)

Hi Mandy

The following are DDG approved questions to be asked if the DG at today's roadshow. These were submitted on Friday afternoon by Corporate branches.

We are unlikely to have time to ask all of these proposed questions. If the DG has a preference for any of the below please let me know and I will ensure to advise the MC.

Kindly  
Arnika

> sent from iPhone

HR:

- How do you see Corporate working alongside with and supporting TMRs exciting future focused program such as MaaS, Digital Wallet, Autonomous Vehicles?

Not Relevant

Not Relevant

ITB:

- What potential do you see in new technology/products such as the Digital wallet, and what it will mean for our customers?

Not Relevant

Released under RTI - DTMR

**Graeme J Healey**

**From:** Director-General TMR  
**Sent:** Thursday, 6 December 2018 8:39 AM  
**Subject:** TMR Network News December 2018 - reflecting on the year's achievements

Having trouble viewing this email? [View Online](#)

Department of Transport and Main Roads



# TMR Network News

from the **Director-General**

December 2018 issue

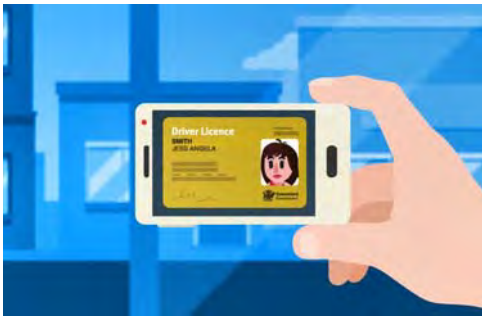
Stay  
connected



Not Relevant

Not Relevant

## TMR inviting tenders to create new Digital Wallet for Queenslanders



We've started the procurement process to engage vendor partners to develop the Digital Wallet, with a pilot to start late 2019.

The Digital Wallet will be a more convenient, safer and smarter way for our customers to store their Queensland Government identification cards, like a driver licence or proof of age card, on a mobile device instead of carrying a physical one (if they choose to do so).

The Digital Wallet will be developed in consultation with customers, Queensland Police Service and other key stakeholders to ensure features are accessible and designed to meet the needs of our community.

This program is just one of the ways we're moving towards the future, working with our customers to simplify the way they interact with us.

[Find out more about the Digital Wallet project](#)

Not Relevant

Pages 690 through 691 redacted for the following reasons:

-----  
Not Relevant

Released under RTI - DTMR

**Graeme J Healey**

---

**From:** Anne E Moffat  
**Sent:** Friday, 21 December 2018 9:00 AM  
**To:** Neil Scales  
**Cc:** Mary E Macnamara  
**Subject:** RE: Invitation to present at RA Board Workshop | February 2019

Yep.

Ideas for content:

Not Relevant

Digital wallet

Not Relevant

**Anne Moffat**  
A/Chief Operations Officer  
**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) 3066 7112 | M: NR  
E: [anne.e.moffat@tmr.qld.gov.au](mailto:anne.e.moffat@tmr.qld.gov.au) | W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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---

**From:** Neil Scales  
**Sent:** Thursday, 20 December 2018 4:27 PM  
**To:** Anne E Moffat  
**Cc:** Mary Ellen Macnamara  
**Subject:** Re: Invitation to present at RA Board Workshop | February 2019

Thanks

Its more should I do it or not?

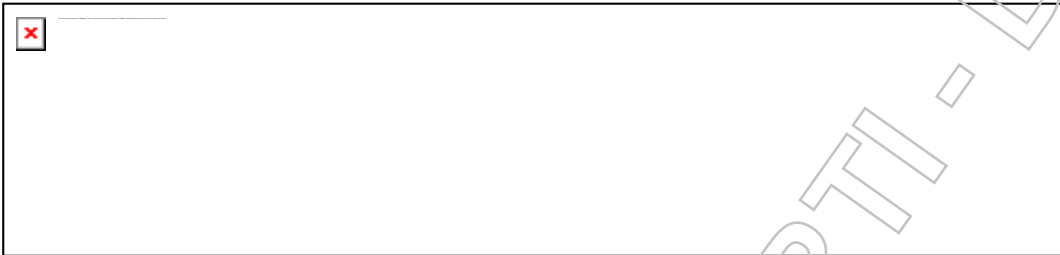
Kind regards

**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)  
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On 20 Dec 2018, at 7:20 pm, Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)> wrote:

Mary advises your diary can accommodate this.

We will acknowledge and you can advise further on Monday?

Anne Moffat  
A/Chief Operations Officer  
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) 3066 7112 | M: NR  
E: [anne.e.moffat@tmr.qld.gov.au](mailto:anne.e.moffat@tmr.qld.gov.au) <<mailto:anne.e.moffat@tmr.qld.gov.au>> | W:  
[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) <<http://www.tmr.qld.gov.au/>>

[seatbelts] <<https://streetsmarts.initiatives.qld.gov.au/seatbelts-and-restraints>>

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From: Neil Scales  
Sent: Thursday, 20 December 2018 3:34 PM  
To: Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>  
Subject: Fwd: Invitation to present at RA Board Workshop | February 2019

Needs advice please  
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)<<mailto:neil.z.scales@tmr.qld.gov.au>>  
W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)<<http://www.tmr.qld.gov.au/>>  
[02063\_Drink Driving Plan B signature NEW]<<https://jointthedrive.qld.gov.au/drink-driving/plan-b>>  
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Begin forwarded message:

From: "Anna Jabour" <[anna@roads.org.au](mailto:anna@roads.org.au)<<mailto:anna@roads.org.au>>>  
To: "Neil Scales" <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)<<mailto:Neil.Z.Scales@tmr.qld.gov.au>>>  
Cc: "Mary Ellen Macnamara" <[Mary.E.MacNamara@tmr.qld.gov.au](mailto:Mary.E.MacNamara@tmr.qld.gov.au)<<mailto:Mary.E.MacNamara@tmr.qld.gov.au>>>, "Mandy L Bird" <[Mandy.L.Bird@tmr.qld.gov.au](mailto:Mandy.L.Bird@tmr.qld.gov.au)<<mailto:Mandy.L.Bird@tmr.qld.gov.au>>>  
Subject: Invitation to present at RA Board Workshop | February 2019  
Good afternoon Neil,

I hope your week isn't too hectic in the lead up to Christmas.

This should be making its way to you in the post but please find attached an invitation from Michael to present your strategic priorities for 2019 – 2021 to the Roads Australia Board on 7 February 2019. I've also attached a copy of our Annual Review and members and board directors for 2019.

Please get in touch if you have any questions, I'm available on NR

Kind regards,  
Anna

Anna Jabour  
Director - Policy Partnerships  
Roads Australia  
M NR  
[anna@roads.org.au](mailto:anna@roads.org.au)<<mailto:anna@roads.org.au>>  
[www.roads.org.au](http://www.roads.org.au)<<http://www.roads.org.au/>>

[Sig]<<https://apac01.safelinks.protection.outlook.com/?url=https%3A%2F%2Froads.org.au%2FEvent%2FUpcoming-events&data=02%7C01%7C%7Cd298e3819c3449f303af08d64a965e1e%7C8ff863d6619749b0bae08>>



[312c2859692%7C1%7C0%7C636778407013820243&sdata=7I9hhUogQrVqllsa8APyjsvzgy%2BJcxXD  
W1BmtHjwPW4%3D&reserved=0](https://www.linkedin.com/company-beta/1624769/)>

“Follow Roads Australia on LinkedIn<<https://www.linkedin.com/company-beta/1624769/>> and  
Twitter<<https://twitter.com/RoadsAustralia>>”

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Monday, 24 December 2018 6:45 AM  
**To:** Anne E Moffat  
**Cc:** Mary Ellen Macnamara  
**Subject:** RE: Invitation to present at RA Board Workshop | February 2019

Good Morning,

OK by me !

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)

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---

**From:** Anne E Moffat  
**Sent:** Friday, 21 December 2018 9:00 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Mary Ellen Macnamara <[Mary.E.MacNamara@tmr.qld.gov.au](mailto:Mary.E.MacNamara@tmr.qld.gov.au)>  
**Subject:** RE: Invitation to present at RA Board Workshop | February 2019

Yep.

Ideas for content:

Not Relevant

Digital wallet

Not Relevant

**Anne Moffat**  
A/Chief Operations Officer  
**Office of the Director-General** | Department of Transport and Main Roads

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GPO Box 1549 | Brisbane Qld 4001  
P: (07) 3066 7112 | M: NR  
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---

**From:** Neil Scales  
**Sent:** Thursday, 20 December 2018 4:27 PM  
**To:** Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>  
**Cc:** Mary Ellen Macnamara <[Mary.E.MacNamara@tmr.qld.gov.au](mailto:Mary.E.MacNamara@tmr.qld.gov.au)>  
**Subject:** Re: Invitation to present at RA Board Workshop | February 2019

Thanks

Its more should I do it or not?

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](#)  
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On 20 Dec 2018, at 7:20 pm, Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)> wrote:

Mary advises your diary can accommodate this.

We will acknowledge and you can advise further on Monday?

Anne Moffat  
A/Chief Operations Officer  
Office of the Director-General | Department of Transport and Main Roads

---

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From: Neil Scales

Sent: Thursday, 20 December 2018 3:34 PM

To: Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>

Subject: Fwd: Invitation to present at RA Board Workshop | February 2019

Needs advice please

Kind regards

Neil Scales

Director-General

Department of Transport and Main Roads

---

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GPO Box 1549 | Brisbane Qld 4001 <x-apple-data-detectors://2/0>

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au) <<http://www.tmr.qld.gov.au/>>

[02063\_Drink Driving Plan B signature NEW] <<https://jointhedrive.qld.gov.au/drink-driving/plan-b>>

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Begin forwarded message:

From: "Anna Jabour" <[anna@roads.org.au](mailto:anna@roads.org.au) <<mailto:anna@roads.org.au>>>

To: "Neil Scales" <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au) <<mailto:Neil.Z.Scales@tmr.qld.gov.au>>>

Cc: "Mary Ellen Macnamara"

<Mary.E.MacNamara@tmr.qld.gov.au<mailto:Mary.E.MacNamara@tmr.qld.gov.au>>, "Mandy L Bird" <Mandy.L.Bird@tmr.qld.gov.au<mailto:Mandy.L.Bird@tmr.qld.gov.au>>

Subject: Invitation to present at RA Board Workshop | February 2019

Good afternoon Neil,

I hope your week isn't too hectic in the lead up to Christmas.

This should be making its way to you in the post but please find attached an invitation from Michael to present your strategic priorities for 2019 – 2021 to the Roads Australia Board on 7 February 2019. I've also attached a copy of our Annual Review and members and board directors for 2019.

Please get in touch if you have any questions, I'm available on NR

Kind regards,  
Anna

Anna Jabour  
Director - Policy Partnerships  
Roads Australia  
M: NR  
[anna@roads.org.au](mailto:anna@roads.org.au)<mailto:anna@roads.org.au>  
[www.roads.org.au](http://www.roads.org.au)<http://www.roads.org.au/>

[Sig]<<https://apac01.safelinks.protection.outlook.com/?url=https%3A%2F%2Froads.org.au%2FEvent%2FUpcoming-events&data=02%7C01%7C%7Cd298e3819c3449f303af08d64a965e1e%7C8ff863d6619749b0bae08312c2859692%7C1%7C0%7C636778407013820243&sdata=7I9hhUogQrVqllsa8APyjsvzgy%2BJcxXDW1BmtHjwPW4%3D&reserved=0>>

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<181210\_Scales\_RABoardWorkshop.pdf>  
<RoadsAustralia - Annual Review2018.pdf>  
<RA Members & Directors.pdf>  
<image001.jpg>

Pages 700 through 701 redacted for the following reasons:

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**DEPARTMENT OF TRANSPORT AND MAIN ROADS  
CABINET, CABINET COMMITTEE, GOVERNOR IN COUNCIL  
AND PARLIAMENTARY BUSINESS  
2019 FORWARD PROGRAM**

**THE HON. MINISTER FOR TRANSPORT AND MAIN ROADS**

**AS AT 12:07 PM FRIDAY, 4 JANUARY 2019**

**ANY CHANGES SHOULD BE BROUGHT TO THE ATTENTION OF:**

Mary Weaver Director and Cabinet Legislation and Liaison Officer

Jamie Abbotts Assistant Cabinet Legislation and Liaison Officer

Email: [cllo@tmr.qld.gov.au](mailto:cllo@tmr.qld.gov.au) or [cllo.ecm@tmr.qld.gov.au](mailto:cllo.ecm@tmr.qld.gov.au) 7

NR

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TMR GOVERNOR IN COUNCIL BUSINESS.....	12
TMR PARLIAMENTARY COMMITTEE BUSINESS.....	15



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TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
<p>Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration</p>							
<p>Not Relevant</p>							

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TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
Not Relevant							
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration							
Not Relevant							

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-----  
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Not relevant

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## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 9 January 2019 12:32 PM  
**To:** Anne E Moffat  
**Cc:** TMR DLO; Crystal Y Brown  
**Subject:** Re: For DG Approval

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

Thanks

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  
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On 9 Jan 2019, at 12:31 pm, Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)> wrote:

Nope. This one is new.

As discussed, Team DLO will get that one updated and add Digital Wallet.

**Anne Moffat**  
A/Chief Operations Officer  
**Office of the Director-General** | Department of Transport and Main Roads

---

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**From:** Neil Scales  
**Sent:** Wednesday, 9 January 2019 12:23 PM  
**To:** TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>  
**Cc:** Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** Re: For DG Approval Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Thanks

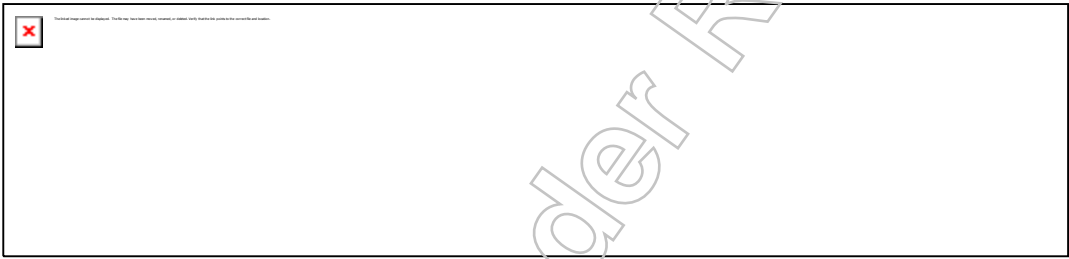
I thought I had already cleared this .....

Kind regards

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

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

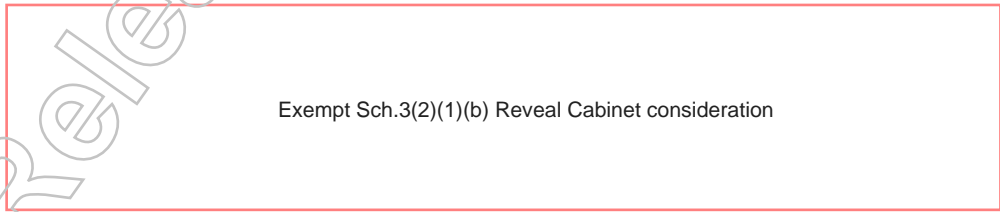
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On 9 Jan 2019, at 11:57 am, TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)> wrote:

Good morning DG,



For your consideration and approval.

Thanking you.  
Kindest regards,  
d

Kindest regards

**Danielle Grieves**

A/Department Liaison Officer | Minister for Transport and Main Roads

**Corporate Division** | Governance Branch | Department of Transport and Main Roads

---

5 61 Mary Street | Brisbane Qld 4000

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(2)(1)(b) Reveal Cal Contentious Issues Briefs combined.pdf>

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**Graeme J Healey**

**From:** TMR DLO  
**Sent:** Wednesday, 9 January 2019 3:53 PM  
**To:** Neil Scales  
**Cc:** Crystal Y Brown; Anne E Moffat  
**Subject:** For DG Approval Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration  
**Attachments:** CSSR\_Digital Wallet.pdf; Not Relevant

Hi Neil

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

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  
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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



---

**From:** Neil Scales  
**Sent:** Wednesday, 9 January 2019 12:32 PM  
**To:** Anne E Moffat <Anne.E.Moffat@tmr.qld.gov.au>  
**Cc:** TMR DLO <TMR\_DLO@tmr.qld.gov.au>; Crystal Y Brown <Crystal.Y.Brown@tmr.qld.gov.au>  
**Subject:** Re: For DG Approval Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Thanks

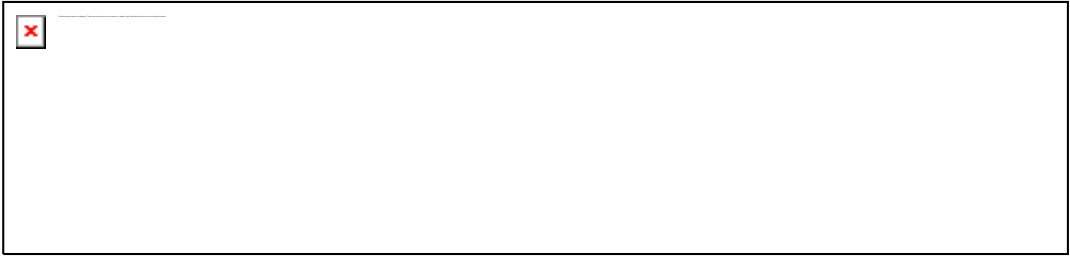
Kind regards

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

Floor 35, [1 William Street](http://1WilliamStreet.com.au) | Brisbane Qld 4000

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Nope. This one is new.

As discussed, Team DLO will get that one updated and add Digital Wallet.

**Anne Moffat**  
A/Chief Operations Officer  
**Office of the Director-General** | Department of Transport and Main Roads

---

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**Cc:** Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** Re: For DG Approval

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

Thanks

I thought I had already cleared this .....

Kind regards

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

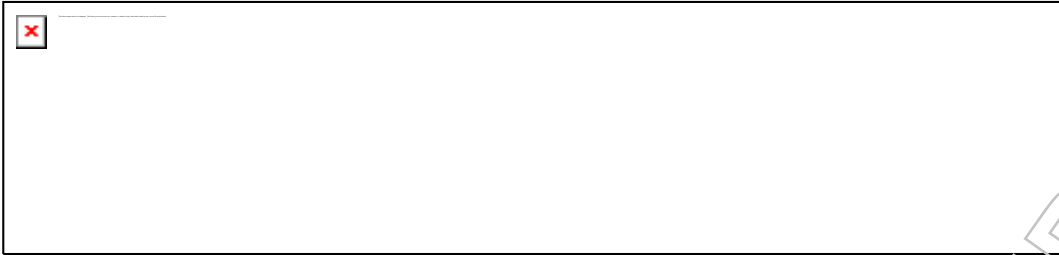
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E: [neil.z.scales@tmr.qld.gov.au](mailto:neil.z.scales@tmr.qld.gov.au)

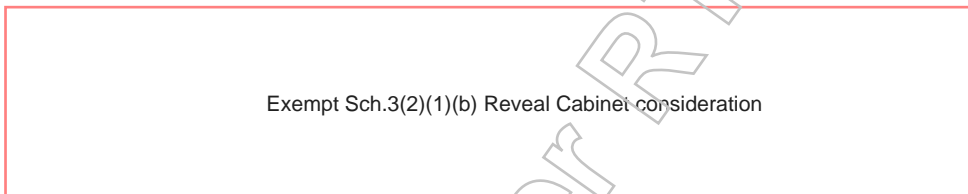
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Good morning DG,



For your consideration and approval.

Thanking you.  
Kindest regards,  
d

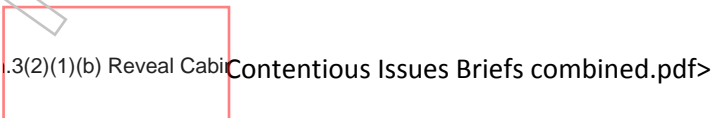
Kindest regards

**Danielle Grieves**  
A/Department Liaison Officer | Minister for Transport and Main Roads  
**Corporate Division** | Governance Branch | Department of Transport and Main Roads

---

5 61 Mary Street | Brisbane Qld 4000  
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-----  
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration  
Not Relevant

Released under RTI - DTMR

## Crystal Y Brown

**From:** Neil Scales  
**Sent:** Wednesday, 9 January 2019 3:57 PM  
**To:** TMR DLO  
**Cc:** Crystal Y Brown; Anne E Moffat  
**Subject:** RE: For DG Approval Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Great,

All good

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  
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**Cc:** Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>; Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>  
**Subject:** For DG Approval Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Hi Neil

As requested by Anne, please find Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration Digital  
Wallet and  Relevant. These are additional to the briefs to approved earlier today.

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  
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**Cc:** TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>  
**Subject:** Re: For DG Approval Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Thanks

Kind regards

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

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

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P: [\(07\) 30667316](tel:(07)30667316) | F: [\(07\) 30667122](tel:(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)



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On 9 Jan 2019, at 12:31 pm, Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)> wrote:

Nope. This one is new.

As discussed, Team DLO will get that one updated and add Digital Wallet.

**Anne Moffat**  
A/Chief Operations Officer  
**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) 3066 7112 | M: NR  
E: [anne.e.moffat@tmr.qld.gov.au](mailto:anne.e.moffat@tmr.qld.gov.au) | W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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**From:** Neil Scales

**Sent:** Wednesday, 9 January 2019 12:23 PM

**To:** TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)>

**Cc:** Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>; Crystal Y Brown <[Crystal.Y.Brown@tmr.qld.gov.au](mailto:Crystal.Y.Brown@tmr.qld.gov.au)>

**Subject:** Re: For DG Approval - Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Thanks

I thought I had already cleared this .....

Kind regards

**Neil Scales**

Director-General

Department of Transport and Main Roads

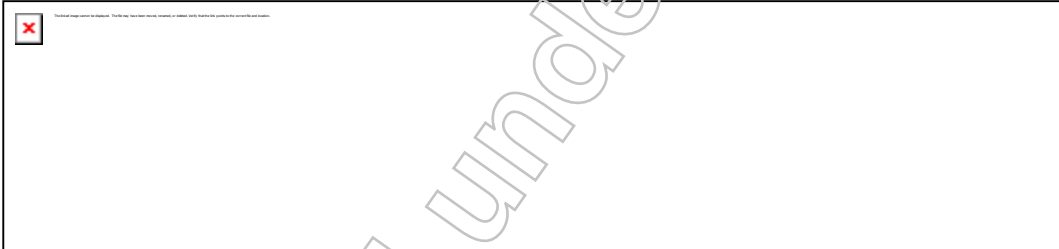
Floor 35, [1 William Street | Brisbane Qld 4000](#)

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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On 9 Jan 2019, at 11:57 am, TMR DLO <[TMR\\_DLO@tmr.qld.gov.au](mailto:TMR_DLO@tmr.qld.gov.au)> wrote:

Good morning DG,

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

For your consideration and approval.

Thanking you.  
Kindest regards,  
d

Kindest regards

**Danielle Grieves**

A/Department Liaison Officer | Minister for Transport and Main Roads

**Corporate Division** | Governance Branch | Department of Transport and Main Roads

---

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3(2)(1)(b) Reveal Cabinet Contentious Issues Briefs combined.pdf>

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 16 January 2019 11:54 AM  
**To:** Abbie Z Timofte  
**Cc:** Donald W Bletchly; Media; Natalie Gauld  
**Subject:** Re: For approval - Media statement - MS8731 - Digital wallet pilot

Agreed

Kind regards

**Neil Scales**

Director-General  
Department of Transport and Main Roads

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

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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On 16 Jan 2019, at 11:51 am, Abbie Z Timofte <[Abbie.Z.Timofte@tmr.qld.gov.au](mailto:Abbie.Z.Timofte@tmr.qld.gov.au)> wrote:

Good morning,

For approval, attached/below media release regarding the digital wallet pilot location.

This is DDG and QGCIO approved.

We are proposing for this to be released on Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration

Are we okay to progress?

Thanks

**Regards,**

Floor 1 | 61 Mary Street | Brisbane Qld 4000  
GPO Box 1549 | Brisbane Qld 4001  
(07) 3066 7884  
[abbie.z.timofte@tmr.qld.gov.au](mailto:abbie.z.timofte@tmr.qld.gov.au)  
[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

30 January 2019

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

Transport and Main Roads Minister Mark Bailey said the digital licences pilot aligned with community expectations about modern government interactions with customers.

“Our communities are now looking for a digital solution when conducting government transactions,” Mr Bailey said.

“We will pilot a digital wallet, which contains a learner licence and proof of age card in the second half of 2019.

“The pilot will test functionality, letting customers update their contact details and allow Transport and Main Roads (TMR) to send e-correspondence and e-notifications.

“Additionally, we’ll work with third parties, including police officers, pubs and clubs, to test how to validate the product’s authenticity.

“During the pilot, we’ll work closely with the local community and industry to address any concerns and identify other functional enhancements which could be included before the state-wide release.”

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

“Initial discussions with council members was positive, and we look forward to working with local stakeholders and customers to develop this product,” he said.

“We are now engaging with industry partners to develop a digital wallet solution and we’ll undertake extensive consultation with key stakeholders and customers through a co-design process.

“Several workshops and interviews will be held to understand our customers requirements, determine key features and provide information to help with the design of the digital wallet.

“We will also work closely with the short-listed vendors to ensure security and protection of customer information are critical to the digital wallet design.



“Personal information security is one of our key priorities. We will ensure customer information is protected against cyber-crimes and theft.

“While the digital wallet is being trialled in response to customers preferences for digital services, the choice to have a digital wallet will remain with each customer.

“The digital wallet will be optional and available in addition to physical credentials, including a driver licence.”

This initiative aligns with Queensland Government’s priority to be a responsive government and deliver an easy to use and accessible digital service, in line with the state’s digital principles that meet the needs of the community.

To find out more about the digital wallet, visit [www.tmr.qld.gov.au/digitalwallet](http://www.tmr.qld.gov.au/digitalwallet)

ENDS

**Media contact:            Name, phone number**

<Media-Statement - digital wallet pilot location GM approved.doc>

Released under RTI - DTPR

## Crystal Y Brown

---

**From:** Abbie Z Timofte  
**Sent:** Wednesday, 30 January 2019 10:07 AM  
**To:** Neil Scales  
**Cc:** Anne E Moffat; Media; Natalie Gauld  
**Subject:** For approval: Q and A's - Digital wallet pilot location  
**Attachments:** Media statement pilot location- Q and A's 1.2.doc

Good morning,

Please find attached an updated copy of the Q and A's for the Digital wallet pilot location, for your approval.

This is approved by the DDG.

Are we okay to progress?

Thanks

**Kind regards,**

**Abbie Timofte**

A/Senior Advisor (Media) | Media Unit

**Governance Branch** | Corporate Division | Department of Transport and Main Roads

---

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## Q & As

### Digital wallet and enabling platforms – 23/01/2019

<b>Prepared by:</b>	<b>Sonia Giovannetti, Senior Advisor, CORAL Program</b>
<b>Updated by:</b>	<b>Chris Goh, General Manager, CORAL Program</b>
<b>Version:</b>	<b>1.2</b>

### What is a digital wallet?

A digital wallet is a generic term for an application on a smartphone or tablet, which allows for the electronic storage of credentials and enables digital transactions.

It will allow customers to house and display credentials, such as a driver licence and/or proof of age card, in a digital format, instead of carrying and showing the physical version. Digital wallets also have capability for the customer to make payments and receive notifications.

### Why are we implementing a digital wallet?

Today, Queenslanders provide their physical licence for several transactions such as renting a house, booking a hotel or applying for a mortgage. Businesses have made licences the dominant identity check. The digital wallet allows Queenslanders the opportunity to make it safer when they share their identity.

Introducing a digital wallet aligns with our customers increasing preference for digital services, their desire for convenience in how they transact with government and will open a range of future service possibilities for the customer.

Digital wallets are the next evolution of licensing and identity credentials. They have already been introduced in South Australia and piloted in New South Wales.

The digital wallet will be available on smart devices and can contain multiple authorities and products. It will also have capability for the customer to make payments and receive notifications.

### How are we implementing the digital wallet?

The Customer Oriented Registration and Licensing (CORAL) Program will lead the development of the digital wallet. It is undergoing a procurement process to engage a development partner for the wallet, and the enabling technology platform with tenders closing 8 February 2019.

During this process, we will seek the input of our stakeholders including customer service operators, police officers, publicans and licence holders.

Several workshops and interviews with members of the public and key stakeholders will be held to understand the customer's requirements, determine the functionality and provide information to help with the design of the digital wallet.

Once we have secured an industry partner, we will conduct a pilot in the ch.3(2)(1)(b) Reveal Cabins for at least three months. The pilot results will be evaluated and, if approved, a roll out strategy will be implemented.

### When are we implementing a digital wallet?

We expect the pilot to start later this year for at least three months.

Depending on the results from the pilot, the digital wallet will roll out state-wide and look at including additional functionality and expand to other licences, products, and government issued authorisations.

## What products are we piloting?

We will pilot a digital wallet which contains a **learner licence** and **proof of age card**. It will also have the ability for customers to update their address as well as allow TMR to send e-correspondence and e-notifications through the wallet. Third parties such as police officers will be able to validate the authenticity of the credential.

## Why are we conducting a pilot?

Conducting a pilot, rather than a full rollout of the digital wallet, presents a lower risk and provides an opportunity for TMR to learn from the pilot before to full implementation.

The pilot will allow TMR to test community and industry acceptance, address any concerns and identify other functional enhancements to be included before a state-wide release.

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

## Is having a digital wallet mandatory?

No. If a person doesn't want a digital wallet there will be no requirement for them to get one.

The digital wallet will be optional and available in addition to physical credentials, such as a driver licence. Customers who choose to have a digital wallet will be able to use either their digital authority or physical authority.

## Are there any changes to legislation?

Yes. Legislative amendments will be necessary to support the introduction of a digital wallet. Current legislation didn't envisage a licence or credential could be displayed digitally on a mobile device. Amendments will progress via the normal Government approval processes and will need to be in place before the pilot starting.

## What's in the future for the digital wallet?

It is envisioned the digital wallet will eventually support:

- all TMR issued smartcard products
- the ability for TMR and other Queensland Government entities to directly communicate with our customers
- secure digital authentication to ensure the privacy of our customers
- visibility and management of additional products such as vehicle and vessel registrations
- easy payments and transactions such as vehicle/vessel registration and licence/authority renewals
- the potential to include other government authorisations.

## How secure is a digital wallet?

The digital wallet will include security features to ensure the customer's data is protected against cybercrimes and theft.

It will be more secure than the physical licence by having the ability to verify the credential is not a “screen shot” by including security features such as the scanning of a QR code or similar, or via an exchange of tokens between devices as well as having visual security features such as holograms and rotating three-dimensional graphics.

The digital wallet will also give the holder control about how much information they share with others. It is envisioned the user will determine the information they want to display. For example, if they want to prove their age, the credential will allow the staff member to see their photo and confirm they are at least 18 years of age. The staff member does not need to see the person’s name, date of birth, or where they live.

## Is my identity safe and how will my privacy be protected?

Since 1910, the Department of Transport and Main Roads has issued physical driver licences. Physical copies of these licences have been photocopied and kept by third parties (for example, real estate agents, hotels etc.) with no way of knowing how securely they are stored, or who has access to them.

Security features within the digital wallet will far exceed those available on physical products. For example, losing a physical authority provides no traceability or recovery methods and may allow the person who found the authority to fraudulently use it. However, with a digital authority a person who finds the device has to first breach the security of the device. They would then have to bypass the built-in security features of the digital wallet application. Functionality will also be incorporated to allow a person to cancel the digital authority remotely if it has been lost or stolen.

The digital wallet will provide additional levels of security and increased protection against fraud. Access to the wallet will be via multi-factor authentication. Once authenticated, users will be able to control the level of authentication required to re-access their wallet.

## How will the digital wallet accommodate accessibility concerns?

The digital wallet will be compliant with the Australian Government Web Content Accessibility Guidelines 2.1 (WCAG 2.1).

The digital wallet will make it easier for people to transact with government. It will support transactions 24 hours a day at a time and location which is convenient for the customer.

## What it is costing and how it is being paid for?

b) Rev million has been reallocated from within existing TMR budget allocations for the pilot. The total cost of the developed product will be better understood during the procurement process.

Cabinet Budget Review Committee approval will be sought for further funding associated with implementation.

## What are the benefits of the digital wallet?

The wallet provides a range of benefits:

- **Security** — it’s more secure than a physical product and will include extra security features to ensure your data is protected against cybercrimes and theft. For example, if you lose your phone anyone finding it will have to by-pass your device security (if enabled) then the security in the digital wallet.
- **Control** — You will be able to control what information you share with others. For example, if you need to prove your age, the wallet will allow the person checking to see your photo and confirm your age, but not see your name or where you live.
- **Convenience** — you will be able to update your details immediately, at any time of the day, and receive notifications when your licence is due.
- **Real time information** — any changes to your licence will be immediately updated in the wallet.

## **Will a customer get fined by police if they can't produce their digital driver licence? (For example, they have lost their phone or their battery is flat)**

TMR will work closely with the Queensland Police Service to ensure there is a balanced approach to enforcing the compulsory carriage requirements of Learner, Provisional, Probationary and Heavy Vehicle licence holders. Open licence holders driving a car or motorcycle generally have 48 hours to produce their licence if requested to do so. It's important to remember the digital wallet will be optional, and the customer will still receive a physical licence.

## **Will customers have to hand over their phone to police for them to view their digital licence?**

No. The digital wallet will allow licence holders to give police access to view their licence details on their QLite devices removing the need for police and other credential verifiers (for example, publicans) to physically handle the licence holder's phone.

## **Will police be able to see other information in the person's phone, such as personal photos or text messages?**

When authenticating a customer's driver licence, police will only need to access information and data in relation to a person's driver licence. While police already have permission, in particular circumstances, to access private content on a mobile phone, the digital wallet does not contain any ability to see any personal photos or personal text messages.

## **How much will the digital wallet cost?**

When the pilot is launched, there will be no additional cost to download and use the wallet.

## **Will customers be able to receive reminders through the wallet when their licence and registration is due?**

As part of our digital wallet pilot, we're testing the ability for us to send push notifications through the wallet. This will allow customers to receive reminders such as licence and registration renewals.

## **How will the digital wallet work for regional customers with limited phone coverage?**

The digital wallet will have features to support customers with limited phone coverage. We're piloting the digital wallet outside of South East Queensland, at Sch.3(2)(1)(b) Reveal Cabinet co and will extensively test phone coverage and functionality. Also remember, customers can still use their physical licence. Having a digital licence will be optional.

## **How will the digital wallet work for elderly customers or people who are not technologically literate?**

During the co-design process, we are going investigate and test how we can make things easier for the elderly or people who struggle using technology. This information will then be considered when making decisions about the design of the digital wallet, and tested and further refined during the regional pilot. Also, we're not phasing out physical licences but are just giving people a choice to also have a digital licence if they want one.

## **When will customer consultation take place and how can people get involved?**

TMR will run a co-design process with members of the public, police and other key stakeholders to make sure we've captured what features they'd like and to ensure accessibility issues are considered. We're not looking for people just yet, but we will be seeking participants to help this year. Customers can check our website for any updates – [www.tmr.qld.gov.au/digitalwallet](http://www.tmr.qld.gov.au/digitalwallet).

## Can customers use a digital licence when I drive overseas?

The customer would need to check what the requirements are before driving in another country. But there is an international standard for digital driver licences currently being developed that we will look at closely as we develop our digital wallet.

## Will the digital licence work on the scanners used in party precincts?

TMR is working with companies that make the scanners in safe night precincts. These companies have said they're developing solutions to enable digital IDs to be scanned and these should be available shortly.

## What happens if a customer loses their phone?

The digital wallet will be more secure than a physical one. If a customer uses lose their phone, the person finding it will have to by-pass the device's security. They will then have to circumvent the security in the digital wallet before they can access personal information.

If the customer loses their digital wallet, they will be able to get on a computer or smart phone and cancel access to the wallet. They can then download their digital wallet to another device.

### *For internal information only*

- Please note the program is working with the scanning companies responsible for ID matching in safe night precincts. The digital wallet could replace the technology, but the investments made by small businesses in the exiting technology may prove sensitive.*
- The program has also been working with the Digital Transformation Agency (Commonwealth) to understand how it will link to the Federal Identification Matching Service. Before the Commonwealth Games, TMR made a commitment to participate and change legislation accordingly.*

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



## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Wednesday, 30 January 2019 10:14 AM  
**To:** Abbie Z Timofte  
**Cc:** Anne E Moffat; Media; Natalie Gauld  
**Subject:** Re: For approval: Q and A's - Digital wallet pilot location

Agreed

Kind regards

**Neil Scales**

Director-General  
Department of Transport and Main Roads

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

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On 30 Jan 2019, at 10:07 am, Abbie Z Timofte <[Abbie.Z.Timofte@tmr.qld.gov.au](mailto:Abbie.Z.Timofte@tmr.qld.gov.au)> wrote:

Good morning,

Please find attached an updated copy of the Q and A's for the Digital wallet pilot location, for your approval.

This is approved by the DDG.

Are we okay to progress?

Thanks

**Kind regards,**



**Abbie Timofte**

A/Senior Advisor (Media) | Media Unit

**Governance Branch** | Corporate Division | Department of Transport and Main Roads

---

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[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

<Media statement pilot location- Q and A's 1.2.doc>

Released under RTI - DTMR

## Crystal Y Brown

---

**From:** Crystal Y Brown  
**Sent:** Friday, 1 February 2019 5:39 PM  
**To:** Neil Scales  
**Cc:** Anne E Moffat  
**Subject:** MBN22032 - FYI  
**Attachments:** MBN22032\_DG Approved\_010219.pdf; MBN22032\_Attachment 1.pdf

Hi Neil

Mike S thought you may wish to refer to MBN22032 prior to Monday. Copy attached FYI.

Kind Regards  
Crystal Brown  
Senior Advisor  
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) 3066 7312  
E: [crystal.y.brown@tmr.qld.gov.au](mailto:crystal.y.brown@tmr.qld.gov.au)  
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**Donna C Barateta**

---

**From:** Neil Scales  
**Sent:** Friday, 1 February 2019 12:02 PM  
**To:** Donna C Barateta  
**Subject:**

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

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](#)  
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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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On 1 Feb 2019, at 12:36 pm, Donna C Barateta <[Donna.C.Barateta@tmr.qld.gov.au](mailto:Donna.C.Barateta@tmr.qld.gov.au)> wrote:

Good morning DG

Please find attached Noting Brief for your urgent attention.

Thank you.

**Donna Barateta**  
Administration Officer  
**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: [\(07\) 3066 7316](#)  
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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.

<MBN22032 Ministerial brief - kempt Sch.3(2)(1)(b) Reveal Cabinet consid31.1.09.docx>

<MBN22032\_Attachment 1.docx>

Released under RTI - DTMR

Pages 792 through 800 redacted for the following reasons:

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

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# CORAL – Interdepartmental Committee

Customer Oriented Registration and Licensing

February 2019

Released under RTI - DTMR

**COMMERCIAL IN CONFIDENCE**

RTI-245 released set.pdf - Page Number: 801 of 1119



# Re-Cap - One Customer

## Discovery - Projects



### One Customer

- Digital Wallet

Not Relevant



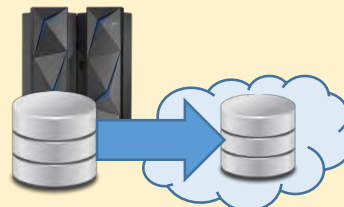
### Digital Wallet



- Provide a digital substitute for physical credentials e.g Drivers Licence
- Allow products like registrations to be easily managed from their Wallet
- Provide digital payment and infringement capability
- Establish a Customer Experience and User interface Platform in readiness for TICA replacement

Not Relevant

Not Relevant



### One Customer PoC

- Prove that exiting TRAILS a component at a time is possible
- Test the capability of the enabling platforms to support parallel systems running concurrently
- Establish TMR as an identity provider

Pages 803 through 809 redacted for the following reasons:

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

Not Relevant

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# Scope – Simplification

## Discovery - Projects



### One Customer

- Digital Wallet

- Not Relevant

Not Relevant

## Digital Wallet Bill



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

Not Relevant



# Scope - Integration

## Discovery - Projects

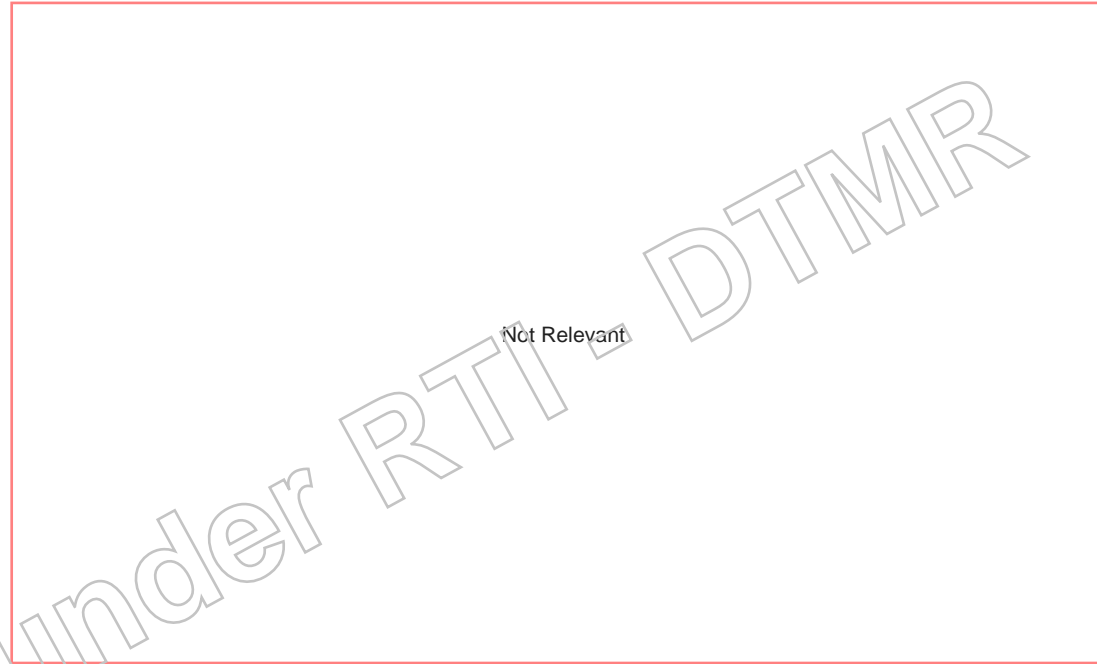


### One Customer

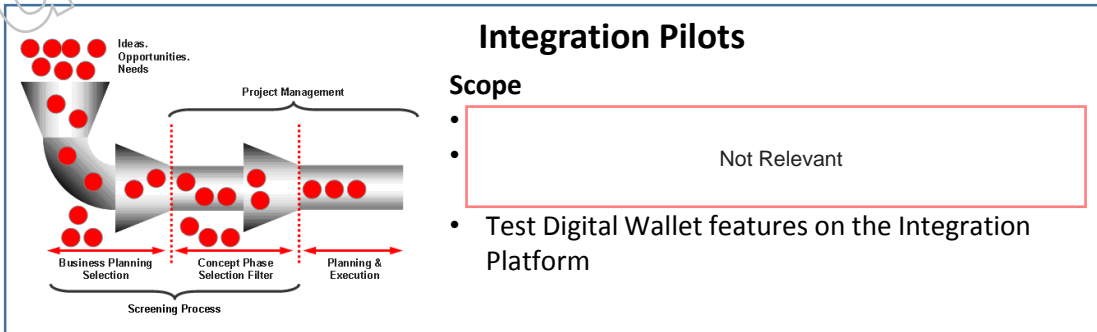
- Digital Wallet

• Not Relevant

Not Relevant



Not Relevant



Pages 812 through 815 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

# Scope of Fix

## Discovery - Projects



**One Customer**  
• Digital Wallet

Not Relevant

Not Relevant

Not Relevant

**Development Sandpit and SDK (Software Development Kit)**



**Scope**

Not Relevant

- Pilot Digital Wallet testing with core data

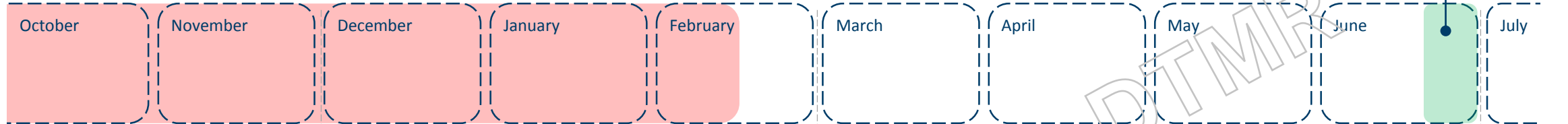
Pages 817 through 818 redacted for the following reasons:

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Not Relevant

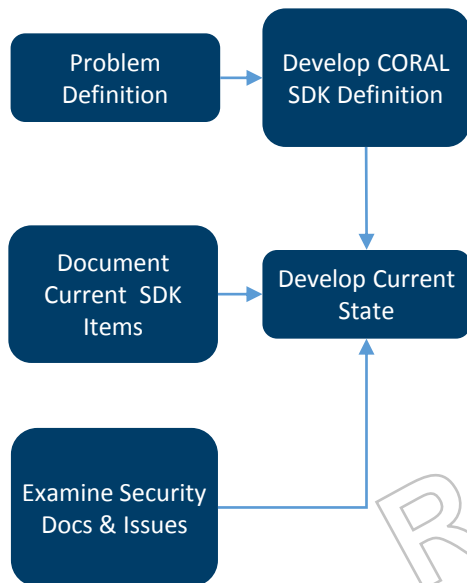
Released under RTI - DTMR



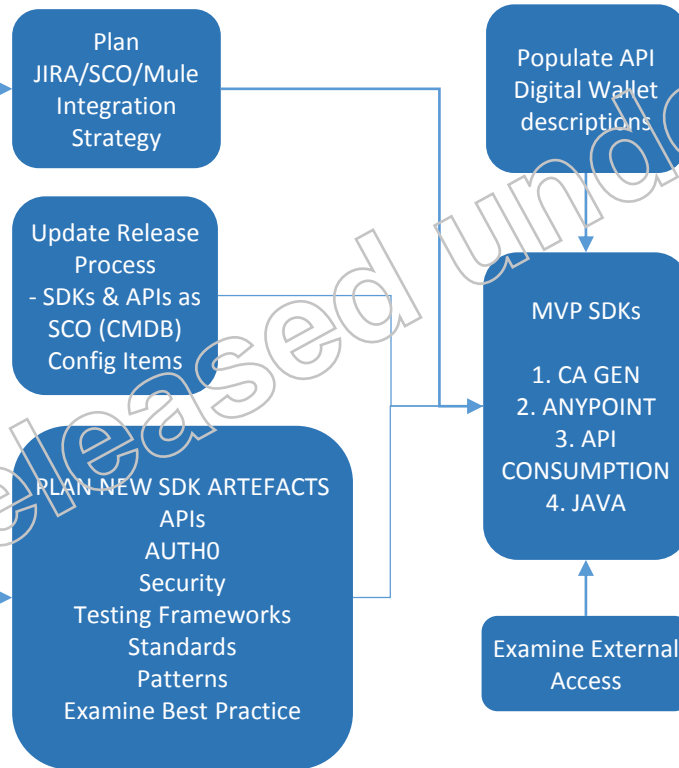
# CORAL SDK Timeframe



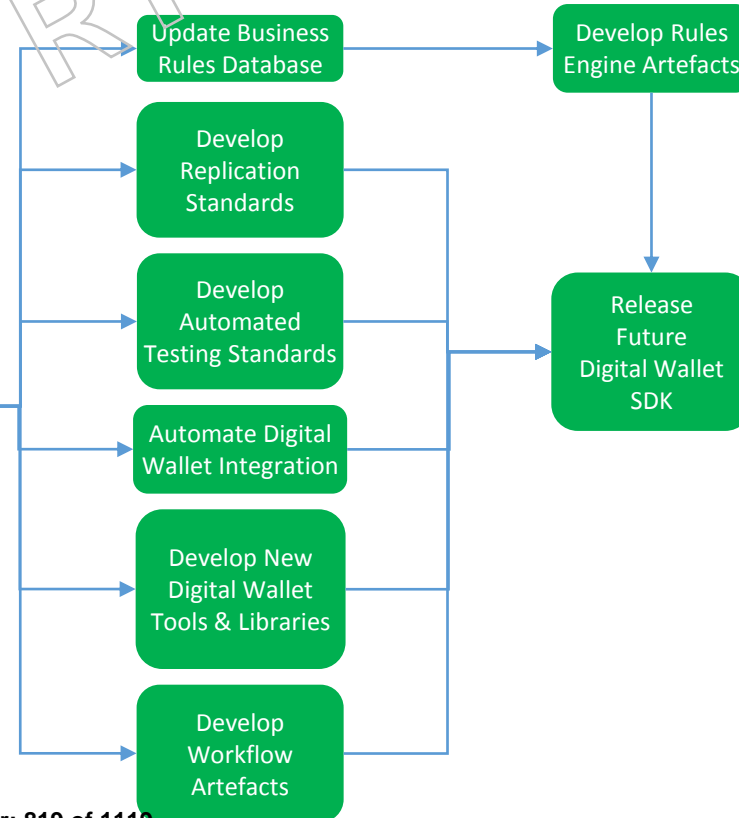
## CURRENT STATE PACK



## PRE-VENDOR DIGITAL WALLET SDK



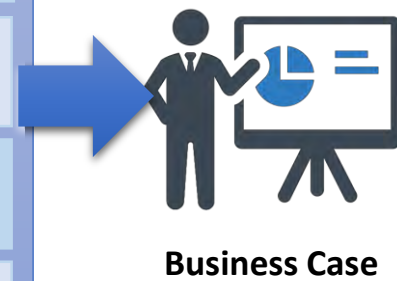
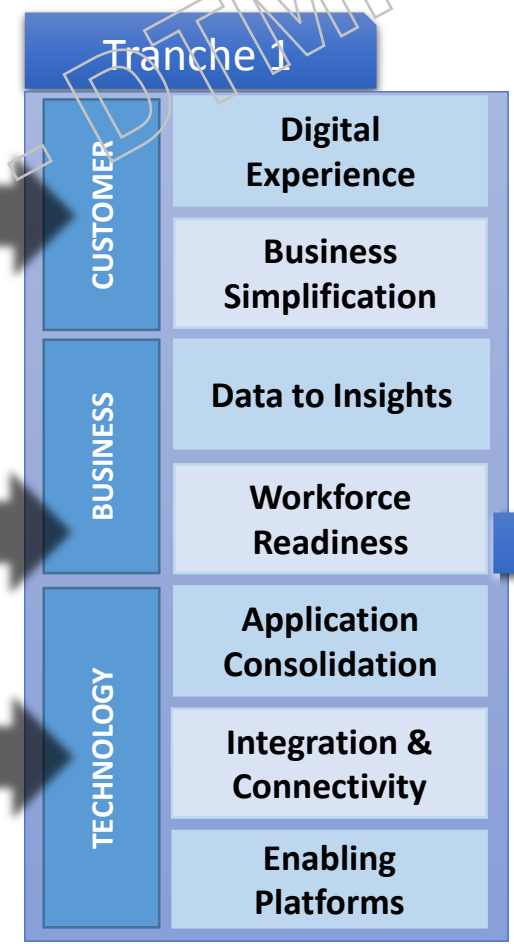
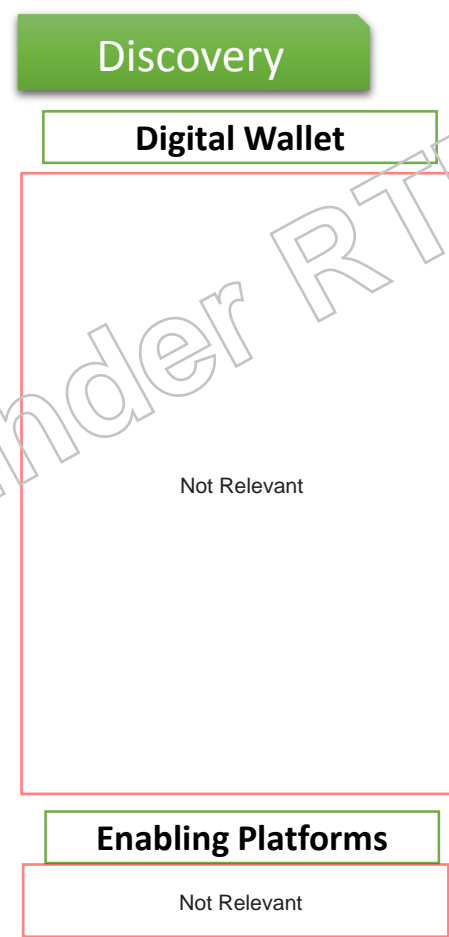
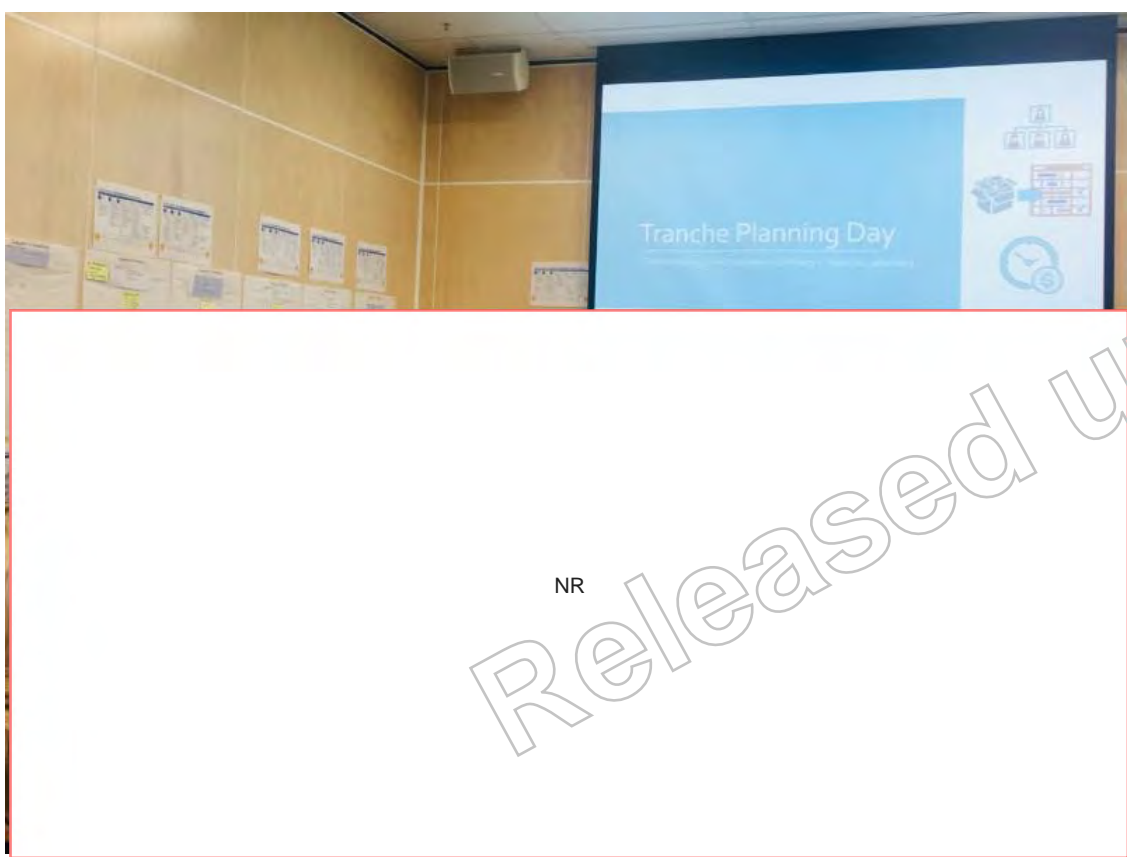
## VENDOR-ASSISTED DIGITAL WALLET SDK



# Enabling Platforms (Fix)

- Approached the market for Enabling Platforms (closed 8 Feb)
- Currently preparing ITB environments to facilitate Enabling Platforms PoC
- Sprints for Enabling Platforms will commence in early April 2019

Released under RTI-DTMR





# Next 120 Days

		Proposed Tranches			
Proposed Business Transformation Initiatives	CUSTOMER	Not Relevant	Not Relevant	Not Relevant	Not Relevant
		Not Relevant	Not Relevant	Not Relevant	Not Relevant
		Not Relevant	Not Relevant	Not Relevant	Not Relevant
		Not Relevant	Not Relevant	Not Relevant	Not Relevant
	BUSINESS	Digital Experience ✓ Digital Wallet (DW) – Learners & Proof of Age Not Relevant	Not Relevant	Not Relevant	Not Relevant
		Business Simplification ✓ Tranche 1 Candidates - Digital Wallet/ Licences - Accreditation	Not Relevant	Not Relevant	Not Relevant
	TECHNOLOGY	Data to Insights Not Relevant	Not Relevant	Not Relevant	✓ Integrate key Apps (e.g Digital Wallet) into real-time reporting
		Application Consolidation ✓ Tranche 1 Candidates - Digital Wallet/ Licences - Accreditation systems	Not Relevant	Not Relevant	Not Relevant
		Not Relevant	Not Relevant	Not Relevant	Not Relevant
		Enabling Platforms ✓ New database and active synchronisation established ✓ Integration and workflow platform established	✓ Common identity platform established ✓ Core TRAILS replacement platform established	✓ New BI & Reporting Platform established	✓ Migration of in scope systems complete

Not Relevant

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# Thank you and stay connected

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CABINET, CABINET COMMITTEE, GOVERNOR IN COUNCIL  
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**THE HON. MINISTER FOR TRANSPORT AND MAIN ROADS**

**AS AT 11:29 AM FRIDAY, 22 FEBRUARY 2019**

**ANY CHANGES SHOULD BE BROUGHT TO THE ATTENTION OF:**

Mary Weaver Director and Cabinet Legislation and Liaison Officer

Jamie Abbotts Assistant Cabinet Legislation and Liaison Officer

Email: [cllo@tmr.qld.gov.au](mailto:cllo@tmr.qld.gov.au) or [cllo.ecm@tmr.qld.gov.au](mailto:cllo.ecm@tmr.qld.gov.au)

NR

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Pages 830 through 831 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
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<p>Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration</p> <p style="font-size: 2em; opacity: 0.2; transform: rotate(-30deg); position: absolute; top: 50%; left: 50%; pointer-events: none;">Released under RTI - DTMR</p>							
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TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
							Not Relevant
							Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration
							Not Relevant

Released under RTI - DTMR

Pages 834 through 890 redacted for the following reasons:

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

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**From:** Joanne M Bulloch on behalf of Mike J Stapleton  
**Sent:** Friday, 22 February 2019 2:40 PM  
**To:** CSSR.All Staff  
**Cc:** Executive Leadership Team  
**Subject:** A message from Mike Stapleton, Deputy Director-General (Customer Services, Safety & Regulation)

**Customer Services, Safety & Regulation**

Not Relevant

Released under RTI - DTMR

Pages 892 through 896 redacted for the following reasons:

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Not Relevant

Released under RTI - DTMR

## The CORAL team trials telepresence robots

The CORAL Program is investigating the use of telepresence robots as a new means of mobile collaboration for the department.

In early February Chris Goh, General Manager of CORAL Program, beamed into Brisbane from the Netherlands using a mobile telepresence robot. This enabled him to provide the team with a live 'in person' update about a conference he was attending.

"The physical presence of the robot allows you to move around the office. This means you can be attending meetings - or in my case providing updates about the conference I was attending - and basically interacting with your surroundings as if you were there in person," Chris said.

Chris said the team was exploring the use of telepresence robots in relation to workforce readiness and mobility.

"We want to see how we can support our regional staff with new technologies to give both them and our customers access to services through new digital pathways.

"We're looking at how we can integrate digital services into mainstream delivery in our Customer Service Centres, and potentially in new service locations to support customers with accessibility challenges.

"We'll be testing our telepresence robot named, CORAL4U, as part of the digital wallet trials this year to see how customers respond to being serviced with a telepresence unit," Chris said.

CORAL4U is also available for loan. If you would like a demonstration or a trial drive yourself, email [CORAL@tmr.qld.gov.au](mailto:CORAL@tmr.qld.gov.au) and the team will coordinate a time with you. Regional staff can also test the robot by beaming into 61 Mary Street, Brisbane.



*Chris beaming in from the Netherlands using the CORAL4U telepresence.*

## International Organisation for Standardisation conference

Chris Goh recently attended the International Organisation for Standardisation conference in The Netherlands to discuss the development of an international standard for digital driver licences (referred to internationally as 'mobile' driver licences).

Chris was the Australian representative and said the conference brought experts from all over the world together to develop an international standard for digital driver licences.

"The committee is largely industry led and each country has been allocated one position on the committee.

"There were representatives from a number of regulators across Europe, Asia and the United States who all committed to establishing a standard for digital licences.

"We also discussed how a digital licence can be embedded as part of the operating systems in all smart devices," Chris said.

Chris said once an international standard is agreed upon, the digital wallet TMR is developing will then be recognised when Queenslanders, and other licence holders from other Australian jurisdictions, travel overseas.

"It may also mean that international travellers visiting Australia can show their digital licence and it will be recognised locally as a legitimate form of identification," Chris said.

It's likely an international standard will be agreed upon and published in June this year.

Not Relevant

Pages 899 through 920 redacted for the following reasons:

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

Released under RTI - DTMR

# Minutes

## CORAL Interdepartmental Committee Meeting

**Date** 8 October 2018 **Time** 10:00–11:00

**Place** Level 14, 61 Mary Street, Brisbane, Room 14.08

**Chair** Mike Stapleton, DDG (TMR)

**Minute taker** Max Grenkowitz (MG)

### Attendees

### Presence

Mike Stapleton, DTMR	(MS)	Present
Rachel Lunnon, DPC	(RL)	Present
Andrew Mills, QGCIO	(AM)	Present
Steve Gollschewski, QPS	(SG)	Present
Craig Turner, DJAG	(CT)	Present
Kathy Dunning, DCDSS	(KD)	Present
Helen Sharpley, DTESB	(HS)	Present
Drew Ellem, QT	(DE)	Present
Chris Goh, DTMR	(CG)	Present
Bill Brett, QT	(BB)	Present
Richard Cassidy, DHPW	(RC)	Present
Max Grenkowitz, DTMR	(MG)	Present
Neil Scales, DTMR		Apology
Jennifer Grace, DTMR		Apology
Irene Violet, DHPW		Apology
Tracey O'Meara, DPC		Apology

Not Relevant

Not Relevant

CG noted that pending confirmation of the regional location for the Digital Wallet pilot, the intention was to discuss further with the local council and chamber of commerce in the proposed local area.

Not Relevant

Not Relevant

**Agenda Item 7** Procurement update (Program & Digital Wallet)

CG highlighted that a key and critical date for the program is the ministerial announcement and industry briefing for the Digital Wallet on October 26<sup>th</sup>. Delays around the gate 2 assurance and the appointment of an assurance provider are also likely to impact critical milestones for the digital wallet. If the program does not complete these milestones by October, the resulting delay will push the overall timeline of the digital wallet out by three months. This is due to the impact and market engagement not able to start until after the new year and Christmas. This would ultimately result in delays to the digital Wallet pilot completion to (b)(2)(1)(b) Reveal Cabin

Not Relevant

Not Relevant

For example, the likely impact on the digital wallet. CG explained that the funding is about incremental change and the pilot has already been funded by TMR and rollover of the capital for the Digital Wallet has been extended till (b)(2)(1)(b) Reveal Cabin. The larger Digital Wallet funding will be part of the larger business case proposal of the program as, the digital wallet will be dependent on key enabling platforms to succeed due to the limitation of TRAILS.

MS provided an update on the review of what other jurisdictions are doing in the digital wallet space, with program research indicating that NSW is taking a compliance approach to their product enhancements. South Australia is extending their current product offering to support registrations. Members of the CORAL program team have been to South Australia to investigate the challenges experienced with the acceptance of credentials.

**Agenda Item 8** Program Update

CG indicated that the program is currently approximately five weeks late; with AARP and Digital Wallet individually engaging the market place. The data mapping and integration investigations are currently underway, supported by Business Aspect.

Not Relevant



# CORAL – Interdepartmental Committee

Customer Oriented Registration and Licensing

February 2019

Released under RTI - DTMR

**COMMERCIAL IN CONFIDENCE**

RTI-245 released set.pdf - Page Number: 924 of 1119

# Re-Cap - One Customer

## Discovery - Projects



### One Customer

- Digital Wallet

Not Relevant



### Digital Wallet



- Provide a digital substitute for physical credentials e.g Drivers Licence
- Allow products like registrations to be easily managed from their Wallet
- Provide digital payment and infringement capability
- Establish a Customer Experience and User interface Platform in readiness for TICA replacement

Not Relevant

Not Relevant



### One Customer PoC

- Prove that exiting TRAILS a component at a time is possible
- Test the capability of the enabling platforms to support parallel systems running concurrently
- Establish TMR as an identity provider

Pages 926 through 932 redacted for the following reasons:

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

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# Scope – Simplification

## Discovery - Projects



### One Customer

- Digital Wallet

- Not Relevant



## Digital Wallet Bill

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

Not Relevant

Not Relevant



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# Scope - Integration

## Discovery - Projects



### One Customer

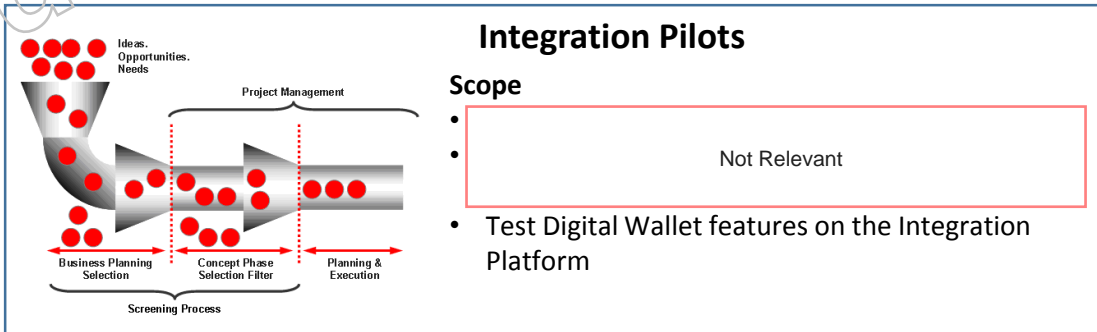
- Digital Wallet

• Not Relevant

Not Relevant



Not Relevant



Pages 935 through 938 redacted for the following reasons:

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Not Relevant

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# Scope of Fix

## Discovery - Projects



**One Customer**  
• Digital Wallet

Not Relevant

Not Relevant

Not Relevant

**Development Sandpit and SDK (Software Development Kit)**



**Scope**

Not Relevant

- Pilot Digital Wallet testing with core data

Pages 940 through 941 redacted for the following reasons:

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Not Relevant

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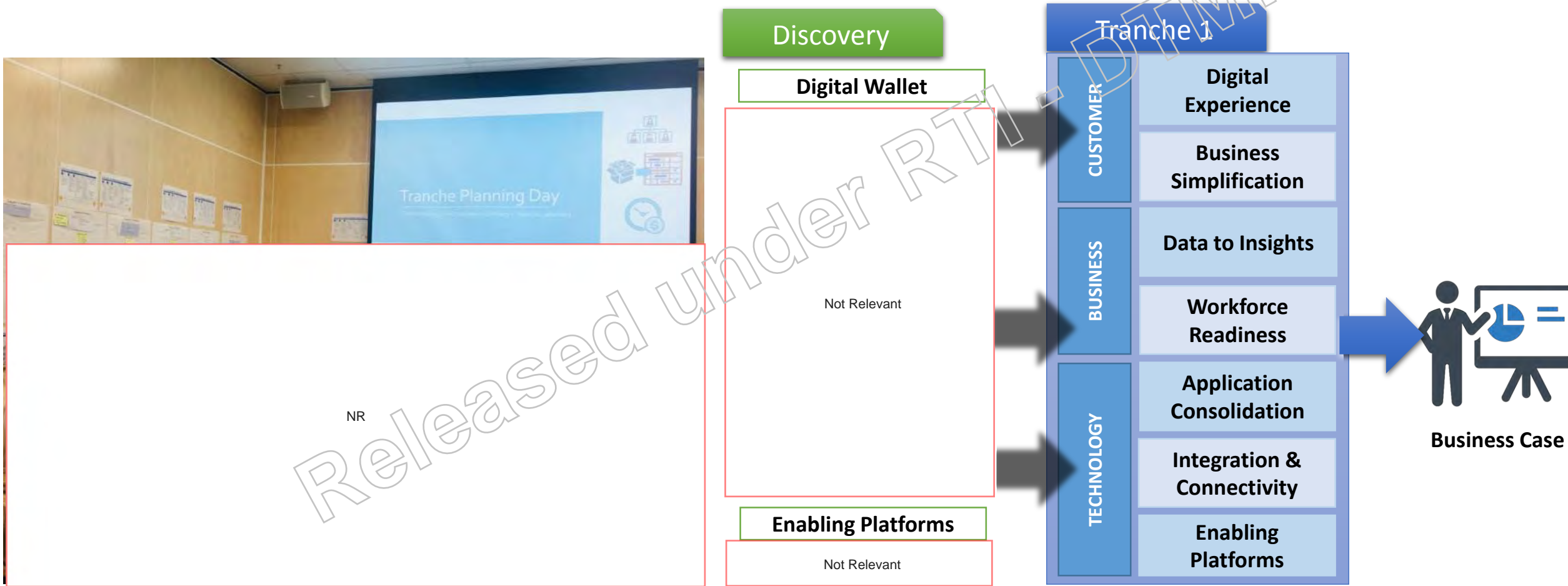




# Enabling Platforms (Fix)

- Approached the market for Enabling Platforms (closed 8 Feb)
- Currently preparing ITB environments to facilitate Enabling Platforms PoC
- Sprints for Enabling Platforms will commence in early April 2019

Released under RTI-DTMR



# Next 120 Days

		Proposed Tranches				
Proposed Business Transformation Initiatives	CUSTOMER	Not Relevant	Not Relevant	Not Relevant	Not Relevant	
		Not Relevant	Not Relevant	Not Relevant	Not Relevant	
		Not Relevant	Not Relevant	Not Relevant	Not Relevant	
		Not Relevant	Not Relevant	Not Relevant	Not Relevant	
	BUSINESS	Digital Experience	<ul style="list-style-type: none"> <li>✓ Digital Wallet (DW) – Learners &amp; Proof of Age</li> <li>Not Relevant</li> </ul>	Not Relevant	Not Relevant	Not Relevant
		Business Simplification	<ul style="list-style-type: none"> <li>✓ Tranche 1 Candidates</li> <li>- Digital Wallet/ Licences</li> <li>- Accreditation</li> </ul>	Not Relevant	Not Relevant	Not Relevant
	TECHNOLOGY	Data to Insights	Not Relevant	Not Relevant	Not Relevant	<ul style="list-style-type: none"> <li>✓ Integrate key Apps (e.g Digital Wallet) into real-time reporting</li> </ul>
		Application Consolidation	<ul style="list-style-type: none"> <li>✓ Tranche 1 Candidates</li> <li>- Digital Wallet/ Licences</li> <li>- Accreditation systems</li> </ul>	Not Relevant	Not Relevant	Not Relevant
		Enabling Platforms	<ul style="list-style-type: none"> <li>✓ New database and active synchronisation established</li> <li>✓ Integration and workflow platform established</li> </ul>	<ul style="list-style-type: none"> <li>✓ Common identity platform established</li> <li>✓ Core TRAILS replacement platform established</li> </ul>	<ul style="list-style-type: none"> <li>✓ New BI &amp; Reporting Platform established</li> </ul>	<ul style="list-style-type: none"> <li>✓ Migration of in scope systems complete</li> </ul>
			Not Relevant	Not Relevant	Not Relevant	Not Relevant

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# Thank you and stay connected

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**THE HON. MINISTER FOR TRANSPORT AND MAIN ROADS**

**AS AT 4:53 PM THURSDAY, 21 FEBRUARY 2019**

**ANY CHANGES SHOULD BE BROUGHT TO THE ATTENTION OF:**

Mary Weaver Director and Cabinet Legislation and Liaison Officer

Jamie Abbotts Assistant Cabinet Legislation and Liaison Officer

Email: [cllo@tmr.qld.gov.au](mailto:cllo@tmr.qld.gov.au) or [cllo.ecm@tmr.qld.gov.au](mailto:cllo.ecm@tmr.qld.gov.au)

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<p>Exempt Sch.3(2)(1)(c) Reveal Cabinet consideration</p> <p style="font-size: 2em; opacity: 0.3; transform: rotate(-30deg); position: absolute; top: 50%; left: 50%; pointer-events: none;">Released under RTI - DTMR</p>							

TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
Not Relevant							
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration							
Not Relevant							

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**THE HON. MINISTER FOR TRANSPORT AND MAIN ROADS**

**AS AT 11:14 AM FRIDAY, 1 MARCH 2019**

**ANY CHANGES SHOULD BE BROUGHT TO THE ATTENTION OF:**

Mary Weaver Director and Cabinet Legislation and Liaison Officer

Jamie Abbotts Assistant Cabinet Legislation and Liaison Officer

Email: [cllo@tmr.qld.gov.au](mailto:cllo@tmr.qld.gov.au) or [cllo.ecm@tmr.qld.gov.au](mailto:cllo.ecm@tmr.qld.gov.au)

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TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
<p>Released under RTI - DTMR</p> <p>Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration</p>							

TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
Not Relevant							
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration							
Not Relevant							

Released under RTI - DTMR

Pages 1010 through 1023 redacted for the following reasons:

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## Crystal Y Brown

---

**From:** Mike J Stapleton  
**Sent:** Sunday, 3 March 2019 8:12 PM  
**To:** Anne E Moffat; Neil Scales  
**Cc:** Christopher J Goh  
**Subject:** Re: CORAL and TRAILS

Hi Neil/Anne

Just reflecting on our discuss around digital wallet and TRAILS replacement question. As requested we will prepare a brief to explain the matter and will also reference our previous CORAL briefs.

The question that has been put to you as to whether or not digital wallet is a replacement for TRAILS akin to saying the Uber App is a replacement for the Taxis fleet.

The digital wallet is a delivery platform in the same way the CSCs, call centre and web services are currently delivery platforms for all our registration and licensing products. The only different is it will be a complete platform without the need for a human operators to interface with TRAILS, a CSC in your pocket. It would be truer to say it is a replacement for other channels.

The current issue we have is you can build a wallet but TRAILS as it stands can not use the new digital wallet platform hence why the issue of separating them is so vexed. We need to reconfigure and evolve what we call TRAILS to work in the new world as things current stand, we cannot currently deliver a digital license into the wallet hence why it is difficult to separate. Banks have an edge in the they already have banking apps while we have no equivalent. Going to a wallet delivery platform is a leap for government, that the banks are probably better positioned to take at the moment.

Chris not sure if you want to correct any of my logic, will talk to you about the brief request in the morning.

### Mike Stapleton

Deputy Director-General (Customer Services, Safety & Regulation) | Executive Directorate  
**Office of the Deputy Director-General** | Department of Transport and Main Roads

Floor 13 | [85 George Street | Brisbane City Qld 4000](#)

GPO [Box 1549 | Brisbane City Qld 4000](#)

P: [\(07\) 30667222](tel:0730667222)

M:

E: [mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)

W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

On 1 Mar 2019, at 4:57 pm, Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)> wrote:

Mike,

Pls call me re this.

Rgds,

**Anne Moffat**

A/Chief Operations Officer

**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) 3066 7112 | M: NR  
E: [anne.e.moffat@tmr.qld.gov.au](mailto:anne.e.moffat@tmr.qld.gov.au) | W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

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## Crystal Y Brown

---

**From:** Christopher J Goh  
**Sent:** Sunday, 3 March 2019 10:57 PM  
**To:** Mike J Stapleton; Anne E Moffat; Neil Scales  
**Subject:** Re: CORAL and TRAILS

Hi Mike, Neil, Anne

Ministerial Brief started, and agree with your comments Mike. In short

- Digital Wallet is an App. With TRAILS only we can show licence detail and possibly pictures. We can't easily do payments (renewals, fine payments) and more importantly we cannot link all our products into one Customer Account. Digital Wallet will Unify the customer view of all their products into one and will allow end to end management of any product we tie to the Wallet to be easily managed including other government products like Go Card, Blue Card, Fishing licences etc.. We will use it to also manage registrations (\$2b of our revenue)

Not Relevant

- The second to be hosted on the digital twin is the digital wallet. We have a rollback plan for this as we can use TRAILS to display licence data through our existing exposed services to QPS. However to actually delivery on its full functionality we need to use the proposed one customer account which will also use new payment engines and moves off the old IBM Websphere and CAGEN integration to potentially Mulesoft.

I would probably recommend that we also brief the Min on CORAL. Apologies for the long missive above, brief to come shortly.

Kind Regards

Chris

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**From:** Mike J Stapleton <mike.j.stapleton@tmr.qld.gov.au>

**Sent:** Sunday, March 3, 2019 8:12 pm

**To:** Anne E Moffat; Neil Scales

**Cc:** Christopher J Goh

**Subject:** Re: CORAL and TRAILS

Hi Neil/Anne

Just reflecting on our discuss around digital wallet and TRAILS replacement question. As requested we will prepare a brief to explain the matter and will also reference our previous CORAL briefs.

The question that has been put to you as to whether or not digital wallet is a replacement for TRAILS akin to saying the Uber App is a replacement for the Taxis fleet.

The digital wallet is a delivery platform in the same way the CSCs, call centre and web services are currently delivery platforms for all our registration and licensing products. The only different is it will be a complete platform without the need for a human operators to interface with TRAILS, a CSC in your pocket. It would be truer to say it is a replacement for other channels.

The current issue we have is you can build a wallet but TRAILS as it stands can not use the new digital wallet platform hence why the issue of separating them is so vexed. We need to reconfigure and evolve what we call TRAILS to work in the new world as things current stand, we cannot currently deliver a digital license into the wallet hence why it is difficult to separate. Banks have an edge in the they already have banking apps while we have no equivalent. Going to a wallet delivery platform is a leap for government, that the banks are probably better positioned to take at the moment.

Chris not sure if you want to correct any of my logic, will talk to you about the brief request in the morning.

**Mike Stapleton**

Deputy Director-General (Customer Services, Safety & Regulation) | Executive Directorate

**Office of the Deputy Director-General** | Department of Transport and Main Roads

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

On 1 Mar 2019, at 4:57 pm, Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)> wrote:

Mike,

Pls call me re this.

Rgds,

**Anne Moffat**

A/Chief Operations Officer

**Office of the Director-General** | Department of Transport and Main Roads

---

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GPO Box 1549 | Brisbane Qld 4001

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E: [anne.e.moffat@tmr.qld.gov.au](mailto:anne.e.moffat@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.

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Monday, 4 March 2019 11:18 AM  
**To:** Mandy L Bird  
**Subject:** FW: Minister Approval for CORAL and TRAILS replacement  
**Attachments:** Approved ECM 544.18 CORAL PCA.pdf

Please print for me

Kind regards

### Neil Scales

Director-General  
Department of Transport and Main Roads

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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.

---

**From:** Mike J Stapleton  
**Sent:** Monday, 4 March 2019 11:11 AM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>; Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>  
**Subject:** FW: Minister Approval for CORAL and TRAILS replacement

DG,

Chris has pulled up the ECM for this. I note the date CoS may not have been aware of the scope of the project list, I think it pre-dates her return. This summarises what we are doing nicely. It separates out the wallet from the other component projects. You may want to keep a copy.

Kind regards,

### Mike Stapleton

Deputy Director-General  
Customer Services, Safety & Regulation  
Department of Transport and Main Roads

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GPO [Box 1549](#) | [Brisbane City Qld 4000](#)  
P: [\(07\) 30667222](tel:(07)30667222)  
M: NR

---

**From:** Christopher J Goh  
**Sent:** Monday, 4 March 2019 11:00 AM  
**To:** Mike J Stapleton <[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>  
**Subject:** Minister Approval for CORAL and TRAILS replacement

Hi Mike

This is the ECM in November the Minister signed that had all the CORAL program defined including the TRAILS and One Customer PoC.

Still working on the Min Brief.

Cheers,

Chris

Released under RTI - DTMR

Pages 1031 through 1034 redacted for the following reasons:

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Executive Council  
Not Relevant

Released under RTI - DTMR



# NEW MOBILITY READINESS SCORECARD












FEBRUARY  
2019









### 3. METHODOLOGY

Eight new mobility trends and services are addressed in this report. For the purposes of this report, these segments have been defined as follows:

 <p><b>Shared mobility</b></p> <p>Shared mobility includes ride-hail (Uber), ride-share (UberPool), car-share (GoGet) and bike-share services. Under these schemes, the user does not own the vehicle and is charged for its usage</p>	 <p><b>Autonomous vehicles</b></p> <p>Vehicles that are operated by a computer rather than a human. The term includes fully autonomous and connected vehicles</p>	 <p><b>Electric vehicles</b></p> <p>Vehicles that are purely powered by electricity rather than fossil fuels. The term includes charging infrastructure</p>
 <p><b>Mobility-as-a-Service</b></p> <p>A connected multi-modal transport application. The user uses one app to book, travel and pay for multiple modes of transport</p>	 <p><b>Big data</b></p> <p>The collection and use of large transport databases. This includes data collection and data sharing for app development</p>	 <p><b>On-demand</b></p> <p>Public transport that allows users to book travel from a specific location, such as their home, to another location. The term does not include taxis or commercial ride-share services</p>
 <p><b>Driverless rail</b></p> <p>Trains that are operated by a computer rather than a human. The term includes public rail but does not include private freight</p>	 <p><b>Digital driver licence</b></p> <p>A non-physical licence that is accessed via an app. The term includes secure technology required to store sensitive documentation on devices</p>	 <p><b>Payment innovation</b></p> <p>Innovative methods of paying for transport, including contactless and account-based options (using credit cards to 'tap and pay')</p>

A scorecard of each State's progress was developed based on the following four criteria

	 <b>Key questions</b>	 <b>Score</b>
 <p><b>Is there an appropriate regulatory environment?</b></p>	<ul style="list-style-type: none"> <li>• If a new company were to enter the market, could they do so immediately / with relative ease?</li> <li>• Is there already a legal operation underway?</li> <li>• Have all major regulatory barriers to entry been removed?</li> </ul>	<ul style="list-style-type: none"> <li>• If any have answer 'yes' then score 1</li> </ul>
 <p><b>Has a pilot program been undertaken?</b></p>	<ul style="list-style-type: none"> <li>• Is there a government or privately sponsored trial program underway / planned for the near future?</li> <li>• Is it operating?</li> </ul>	<ul style="list-style-type: none"> <li>• If the answer is 'yes' then score 1</li> </ul>
 <p><b>Has there been significant State investment (\$ or hours)?</b></p>	<ul style="list-style-type: none"> <li>• If there is a pilot, was there significant State investment required?</li> <li>• Was there extensive analysis / advice that informed the future plan?</li> <li>• Has a fund / investment pool been set up for future work?</li> </ul>	<ul style="list-style-type: none"> <li>• If any have answer 'yes' then score 1</li> </ul>
 <p><b>Is it operating at scale?</b></p>	<ul style="list-style-type: none"> <li>• Is there a commercial company operating at a medium-large scale?</li> <li>• Is there a non-commercial company operating at scale (ie. larger than a pilot)?</li> <li>• Is the mobility entrenched in the local transport network (e.g. Brisbane's Citycycle)?</li> </ul>	<ul style="list-style-type: none"> <li>• If any have answer 'yes' then score 1</li> </ul>



## 4. QUEENSLAND

New Mobility Segments	Scoring criteria				Score	Commentary
	Has there been significant investment (\$ or hours)?	Has a pilot program been undertaken?	Is there an appropriate regulatory environment?	Is it operating at scale?		
Public future transport technology strategy?	Partly: A brief digital strategy for 2016-20 is publicly available					
Shared mobility	Car-share	1	1	1	1	4 ● Multiple car-sharing companies have recently launched in Brisbane
	Ride-share	1	1	1	1	4 ● Ride-sharing has been legal since 2016 and the Queensland Personalised Transport Horizon Five Year Plan (2016-21) steps out implementation stages for legislation. Licencing fees are required for Uber drivers.
	Bike-share	1	1	1	1	4 ● CityCycle has been operating in Brisbane since 2010 and the Gold Coast introduced a similar scheme in 2018
Autonomous vehicle trials	1	1	0	0	2 ● The TMR CAVI project aims to trial AVs in Ipswich in 2019 and is negotiating a partnership with QUT and Bosch to test driverless cars on public roads	
Electric vehicles	1	1	1	1	4 ● In Oct 2017, the Queensland Government released its Electric Vehicle Strategy which details future steps to encourage EV uptake. An electric charging network was completed in early 2018 with free supercharging stations installed between Gold Coast-Cairns and Brisbane-Toowoomba. There are c.21k EVs, including hybrids, registered in Queensland as of October 2018	
MaaS	0	0	0	0	0 ● No public information available	
On-demand public transport	0	1	0	0	1 ● On-demand transport trials are underway in three areas of Logan, in partnership with Yellow Cabs. Results will influence further plans for expansion	
Driverless rail	0	0	0	0	0 ● No plan in the public. Still has train guards many years after phased out in Melbourne	
Digital driver licence	0	0	1	0	1 ● A procurement process to engage a vendor to develop a digital wallet started in October 2018. A pilot for a digital wallet may be announced in the second half of 2019	
Payment innovation	1	1	1	0	3 ● Contactless payments for public transport were announced mid-2018 as part of DTMR's Next Generation Ticketing (NGT) program, and will be rolled out over the next four years in a \$371m infrastructure refresh	

Queensland's population growth slowed somewhat during the last decade from record levels. As a consequence, public transport demand has been flat for some time, but has recently begun to grow once again. The state is investing significantly in major roads and the Cross River rail Project, as well as the Brisbane Metro to improve central area bus services.

Queensland has shown strong progress with electric vehicles, particularly creating its "Electric Superhighway" completed in early 2018. However, it lacks a formal unifying plan, and other future technology areas are trailing behind.

The Department of Transport and Main Roads (DTMR) has released a 2016-2020 digital strategic plan for transport but currently only one page of this document is publicly available. The key themes include supporting a contemporary workforce, embracing innovation, creating liveable regions and active cities, and building prosperity. However, it does not disclose any concrete policy directions or any discussion of particular transport technologies.

'Connecting Brisbane', a publicly available government document, discussed the future of public transport in Brisbane. It addresses

current congestion and the required growth to support a growing city. However, the document discusses contemporary infrastructure (e.g. rail and bus), rather than any future technology or new mobility options.

Queensland's Electric Vehicle Strategy outlines sixteen programs to encourage growth in the uptake of EVs, including supporting infrastructure, driving innovation, and increasing the availability of EV models for consumers. It shows that Queensland is committed to embracing the technology and realising the associated environmental benefits.

Also, the rollout of the 'Electric Superhighway' represents a significant investment. It is the longest EV superhighway within a single state, and provides charging stations along the Gold Coast-Cairns and Brisbane-Towoomba routes, which allows tourists and locals to travel throughout Queensland with low or zero tail pipe emissions.

Queensland has also progress in specific future transport areas, including on-demand transport trials and contactless payment for public transport.

## 4. SINGAPORE

New Mobility Segments	Scoring criteria				Score	Commentary	
	Has there been significant investment (\$ or hours)?	Has a pilot program been undertaken?	Is there an appropriate regulatory environment?	Is it operating at scale?			
Public future transport technology strategy?	Yes: The Land Transport Authority developed a Smart Mobility 2030 plan in 2014 designed to guide Intelligent Transport Systems (ITS) adoption, which covers most new mobility technologies						
Shared mobility	Car-share	1	1	1	1	4	● There are a number of car-sharing services operating in Singapore, some partially owned by the government. Such schemes are attractive as the government has strict controls on the number of cars on the road.
	Ride-share	1	1	1	1	4	● Ride-sharing operates at scale in Singapore, although the Land Transport Authority (LTA) is monitoring the impact of the 2018 merger of Grab and Uber, the two major players.
	Bike-share	1	1	1	1	4	● Bike-sharing began in 2017 and there are five companies in Singapore currently. Operators require a licence from the LTA.
Autonomous vehicle trials	1	1	1	1	4	● A number of separate trials are currently operating, some of which are open to the public. The earliest began in 2015. ● The government plans to operate fleets of AVs on a larger scale starting in 2022. Further legislation for AVs is set to be released in the second half of 2018, supported by findings from trials.	
Electric vehicles	1	1	0	1	3	● There are 776 registered EVs in Singapore, including BEVs and PHEVs as of October 2018. There is no public charging network. Singapore operates tight controls on car numbers, making purchasing new vehicles of any kind unattractive.	
MaaS	0	1	1	0	2	● Finnish startup Maas Global is partnering with ComfortDelGro to pilot Whim, a MaaS app, in Singapore, with commercial launch expected in Q1 2019.	
On-demand public transport	1	1	1	0	3	● In early 2018 Singapore awarded contracts to two firms to operate on-demand bus trials. These trials commenced in December 2018. There are a number of existing 'bus-pooling' services that are not affiliated with the government. ● Autonomous on-demand shuttles will operate in three districts from 2022.	
Driverless rail	1	1	1	1	4	● Singapore's MRT is driverless. However, in 2018 drivers were deployed to some train lines to raise reliability	
Digital driver licence	0	0	1	0	1	● There are no public plans to digitalise driving licences. However, the National Digital Identity framework under development would create a digital ID for citizens	
Payment innovation	1	1	1	1	4	● Payment with near field communication enabled mobile phones was rolled out in 2016. The LTA has also trialled Apple Pay, Android Pay, and Mastercard contactless payments	

Singapore is a global leader in new mobility, and has a history of transport innovation. It leads the scorecard on multiple dimensions.

In 2014, Singapore's Land Transport Authority (LTA) developed a Smart Mobility 2030 plan. This was designed to guide Intelligent Transport Systems (ITS) adoption, and provides a vision for the future of a connected Singapore. It discusses technologies like connected vehicles and infrastructure, smart traffic light management, AVs, and alternative power sources. However, it did not cover other aspects of future mobility, like MaaS and on-demand services. The LTA does not have a central guiding document for these other new transport technologies, but this does not seem to have slowed Singapore's progress.

Singapore has run a number of sophisticated AV trials, some of which are open to the public. These include autonomous shuttles and buggies as well as cars. The government also plans to operate fleets of AVs on a large scale starting in 2022. In late 2017, it issued an RFI for technology companies to offer scheduled and on-demand services in AVs. The LTA also funded

the development of a \$3.6m AV testing centre, launched in 2016, which enables research on AV technologies in simulated on-road situations. Legislation around AVs has been in place since 2017, when the law recognised that vehicles do not require a human driver; further amendments informed by trials were planned for the second half of 2018.

While Singapore has a number of EVs on the road, adoption has been slow. The government tightly regulates the number of cars on the road, due to the lack of road space on the island. As a result, purchasing any car (including an EV) is not incentivised. However, there are EV car sharing schemes, which represent a compromise.

It is also expected that Whim, a MaaS app, will launch in 2019, making Singapore one of the earliest adopters of MaaS in the region.

The only area in which Singapore could be considered behind the trend is digital driving licences. However, it plans to implement a digital national ID, which would serve a very similar purpose.

# Advice for Minister for Transport and Main Roads

## Subject: MaaS readiness index

Document ID: DLO2973

Use the dot points below to provide advice regarding the enquiry.

- The Tourism & Transport Forum (TTF) is the peak industry group for the Australian tourism, transport, aviation and investment sectors. TTF is a national, member-funded CEO forum, which advocates the public policy interests of the leading corporations and institutions in these sectors.
- TTF has worked with LEK Consulting on a number of previous reports including the *Public Transport Barometer*, most recently published in June 2018, which assesses the performance of major metropolitan public transport networks in Australia.
- There are a number of comparable indices and scorecards available with a focus on new/future mobility. These include the Deloitte City Mobility Index and the iMOVE Urban Mobility Index. Each scorecard/index uses a different set of criteria and weightings to make its determinations.
- TTF's *New Mobility Readiness Scorecard* looks at each state's progress in preparing for eight new mobility trends including shared mobility (for example, ride-hail, ride-share, car share and bike share), automated vehicles (AVs), Mobility as a Service (MaaS) and on-demand public transport. Each state is assessed in terms of its regulatory environment, pilot programs, state investment (in terms of financial or time) and operating scale. The document to hand includes information only for Queensland and Singapore.
- The report notes that Queensland does not have a public future transport technology strategy. Many of these new mobility issues addressed in the *Queensland Transport Strategy* which has been recently approved by the Minister for public consultation.
- Queensland scores highly (4) for **shared mobility** equalling the score of Singapore. This reflects recent personalised transport reforms which have legalised ride-hailing, as well as the operation of multiple car -sharing companies, as well as bike-share schemes such as City Cycle.

Action Officer/Approved by:	Endorsed by ED	Endorsed by COO	Endorsed by DG
Fiona Ricardo	Ishra Baksh	Anne Moffat	Neil Scales
Policy Director (MaaS PM)	Executive Director (MaaS PMO)	Chief Operations Officer	Director-General
Tel: 07 3066 9877	Tel: 07 3066 9875	Tel: 07 3066 7112	Tel: 3066 7316
Date: 05/03/2019	Date: 05/03/2019	Date: 05/03/2019	Date: 05/03/2019

- The **AV** trials currently being undertaken by the Connected and Automated Vehicle Initiative (CAVI) team in TMR are positives, however it is noted that there is not currently a supportive regulatory environment or a large-scale roll-out. Queensland scores a 2 compared with Singapore's 4. It should be noted that Queensland is a leading jurisdiction in developing a common regulatory framework for AVs at national level.
- Queensland scores very highly (4) for progress with **electric vehicles**, reflecting the Electric Vehicle Strategy and EV Super Highway. Singapore scored a 3 for this indicator.
- For **MaaS**, Queensland scored a 0 compared with Singapore's 4. This reflects the fact that there is not currently any publicly available information available for MaaS in Queensland. However, the MaaS Program Management Office (PMO) has been established in the Office of the Director-General to explore the issue of MaaS and how it could best be implemented in a Queensland context. The MaaS PMO has developed a Roadmap which will be delivered over the next two years and focus on delivering the necessary technical, regulatory and financial reforms required to enable MaaS. A key part of this program is stakeholder engagement to ensure the program is co-designed with industry and users. In addition, the Roadmap includes the development of a number of trials and proofs-of-concept which will enable the MaaS team to gather data and evidence which will inform future MaaS offerings.
- For **on-demand public transport**, Queensland scored a 1 compared with Singapore's 3. The scorecard notes that trials of demand-responsive transport are underway in Logan but does not score Queensland well for the regulatory environment, investment of scale of the program. A Demand Responsive Transport Strategy is currently under development to inform further expansion of these services.
- Queensland scores a zero for **driverless rail** compared with Singapore's 4. There are no current plans to introduce driverless rail in Queensland passenger transport.
- The scorecard ranks Queensland and Singapore equally for **digital driver licence** with both having appropriate regulatory environments but no trials or significant investment. Queensland is in fact investing heavily in the Digital Wallet and its enabling platforms with a pilot program expected to commence in late 2019. The Digital Wallet Program is taking a test and learn approach to product development to ensure that the product is co-designed with customers, police and other key stakeholders.
- Finally, in terms of **payment innovation**, Queensland scores a 3, reflecting that work is underway on the Smart Ticketing program which will be rolled out over the next four years. Singapore scores a 4 on this indicator reflecting that it has had near field communication and mobile phone payment for public transport enabled since 2016.

## Crystal Y Brown

---

**From:** Ishra Baksh  
**Sent:** Wednesday, 6 March 2019 1:04 PM  
**To:** Neil Scales; Anne E Moffat  
**Subject:** FW: DLO2973\_For Steven - QLD - New Mobility Readiness Scorecard  
**Attachments:** DLO2973\_MaaS readiness index\_update.doc

Hi DG and Anne

This morning we had a quick discussion with Steven Patch and provided a high level overview of MaaS (what it is and how it has been applied in other jurisdictions) as a result of the MaaS readiness index response (attached). Our conversation was in line with our communications around this program's connection to innovation and that we are exploring and discovering, and our approach is much more structured with connections to existing projects/programs within the department.

He has suggested a note to the Minister with high level background about our program.

If appropriate we will commence drafting this for your review while the request comes through the channels.

Please let me know if you need more information or have any concerns.

Thanks  
Ish

Kind regards

**Ishra Baksh**  
Executive Director | Mobility as a Service Program Management Office  
Office of the Director-General | Department of Transport and Main Roads

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---

**From:** TMR DLO  
**Sent:** Wednesday, 6 March 2019 10:49 AM  
**To:** Ishra Baksh <Ishra.Baksh@tmr.qld.gov.au>  
**Subject:** DLO2973\_For Steven - QLD - New Mobility Readiness Scorecard

Hi Ishra

Steve Patch, Policy Advisor, from the Minister's office would like to call and discuss the advice provided yesterday.

Would you be the best contact?

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

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)



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For more info go to [tmr.qld.gov.au/Safety/Road-safety/Transport-Inspectors](http://tmr.qld.gov.au/Safety/Road-safety/Transport-Inspectors)

Released under RTI - DTMR



# Advice for Minister for Transport and Main Roads

## Subject: MaaS readiness index

Document ID: DLO2973

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Action Officer/Approved by:	Endorsed by ED	Endorsed by COO	Endorsed by DG
Fiona Ricardo	Ishra Baksh	Anne Moffat	Neil Scales
Policy Director (MaaS PM)	Executive Director (MaaS PMO)	Chief Operations Officer	Director-General
Tel: 07 3066 9877	Tel: 07 3066 9875	Tel: 07 3066 7112	Tel: 3066 7316
Date: 05/03/2019	Date: 05/03/2019	Date: 05/03/2019	Date: 05/03/2019

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- For **on-demand public transport**, Queensland scored a 1 compared with Singapore's 3. The scorecard notes that trials of demand-responsive transport are underway in Logan but does not score Queensland well for the regulatory environment, investment of scale of the program. A Demand Responsive Transport Strategy is currently under development to inform further expansion of these services.
- Queensland scores a zero for **driverless rail** compared with Singapore's 4. There are no current plans to introduce driverless rail in Queensland passenger transport.
- The scorecard ranks Queensland and Singapore equally for **digital driver licence** with both having appropriate regulatory environments but no trials or significant investment. Queensland is in fact investing heavily in the Digital Wallet and its enabling platforms with a pilot program expected to commence in late 2019. The Digital Wallet Program is taking a test and learn approach to product development to ensure that the product is co-designed with customers, police and other key stakeholders.
- Finally, in terms of **payment innovation**, Queensland scores a 3, reflecting that work is underway on the Smart Ticketing program which will be rolled out over the next four years. Singapore scores a 4 on this indicator reflecting that it has had near field communication and mobile phone payment for public transport enabled since 2016.

Pages 1045 through 1052 redacted for the following reasons:

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Not Relevant

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**DEPARTMENT OF TRANSPORT AND MAIN ROADS  
CABINET, CABINET COMMITTEE, GOVERNOR IN COUNCIL  
AND PARLIAMENTARY BUSINESS**

**2019 FORWARD PROGRAM**

**THE HON. MINISTER FOR TRANSPORT AND MAIN ROADS**

**AS AT 12:32 PM FRIDAY, 8 MARCH 2019**

**ANY CHANGES SHOULD BE BROUGHT TO THE ATTENTION OF:**

Mary Weaver Director and Cabinet Legislation and Liaison Officer

Jamie Abbotts Assistant Cabinet Legislation and Liaison Officer

Email: [cllo@tmr.qld.gov.au](mailto:cllo@tmr.qld.gov.au) or [cllo.ecm@tmr.qld.gov.au](mailto:cllo.ecm@tmr.qld.gov.au)

NR

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TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
<p>Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration</p> <p style="font-size: 2em; opacity: 0.3; transform: rotate(-20deg); position: absolute; top: 50%; left: 50%; pointer-events: none;">Released under RTI - DTMR</p>							

TCIS ID	Title / Objective(s)	CLLO Lodge	Advance Lodge	Final Lodge	Cabinet Date	Division Contact	Status
Not Relevant							
Exempt Sch.3(2)(1)(b) Reveal Cabinet consideration							
Not Relevant							

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## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Sunday, 10 March 2019 9:47 PM  
**To:** Mandy L Bird  
**Subject:** FW: Digital Wallet Update - Best time to stop

Please print for me

Kind regards

### Neil Scales

Director-General  
Department of Transport and Main Roads

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

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---

**From:** Mike J Stapleton  
**Sent:** Saturday, 9 March 2019 4:42 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>; Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>  
**Subject:** Fwd: Digital Wallet Update - Best time to stop

DG, can we talk when you have time.

Mike

Sent from my SAMSUNG Galaxy S6 on the Telstra Mobile Network

----- Original message -----

From: Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>  
Date: 9/3/19 3:21 pm (GMT+10:00)  
To: Mike J Stapleton <[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>  
Subject: Digital Wallet Update - Best time to stop

Hi Mike,

Hope Rocky was an enjoyable adventure. Thought I should give you the heads up that we're about to take some big next steps with Digital Wallet and TRAILS replacement PoC called Enabling Platforms. Please give us the heads up this week if you would like us to stop/pause. It will be hard to come back from here without some local and industry challenges. We are also committing to significant ITB foundation infrastructure as they form the foundations of the pilot and PoC.

**Starting next week.**

13 to 16 March we take the team down h.3(2)(1)(b) Reveal Cabin establish relationships and Basecamp

- We will be engaging local businesses, Chamber of Commerce, Police Operations, Court Houses, School Principals/DET, Department of Communities, and empt Sch.3(2)(1)(b) Reveal Cabinet consid

- Digital Wallet Evaluation Team and the Enabling Platforms (TRAILS exit PoC) have shortlisted vendors. At the moment they are very comfortable they will have at least a Minimum of 3 that can do the job. The intention is to send letters on 18 March to invite short listed vendors to start the competitive sprints where they will do prototypes with customers and be judged by a cross government team of panel members.

- We also pay for major development with ITB for the Test environment for the Pilots; and

- We start KPMG up again on the business case.

- I am putting up a FAPCOM submission to continue to the end of the year.

Tell us if you need to stop any of this or slow it down. After we do the above, it will increase political risk if we stop at a later date.

Cheers,

Chris

## Crystal Y Brown

---

**From:** Neil Scales  
**Sent:** Sunday, 10 March 2019 9:47 PM  
**To:** Mandy L Bird  
**Subject:** FW: Dot points to talk to the Minister

Please print for me

Kind regards

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

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---

**From:** Mike J Stapleton  
**Sent:** Thursday, 7 March 2019 3:56 PM  
**To:** Neil Scales <[Neil.Z.Scales@tmr.qld.gov.au](mailto:Neil.Z.Scales@tmr.qld.gov.au)>  
**Cc:** Anne E Moffat <[Anne.E.Moffat@tmr.qld.gov.au](mailto:Anne.E.Moffat@tmr.qld.gov.au)>; Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>  
**Subject:** FW: Dot points to talk to the Minister

Neil,

Some dot points around the implications of stopping CORAL that need to be considered. We are also updating our brief.

Kind regards,

**Mike Stapleton**  
Deputy Director-General  
Customer Services, Safety & Regulation  
Department of Transport and Main Roads

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GPO [Box 1549](#) | [Brisbane City Qld 4000](#)  
P: [\(07\) 30667222](tel:(07)30667222)  
M: NR

---

**From:** Christopher J Goh  
**Sent:** Thursday, 7 March 2019 10:31 AM

To: Mike J Stapleton <[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>

Subject: Dot points to talk to the Minister

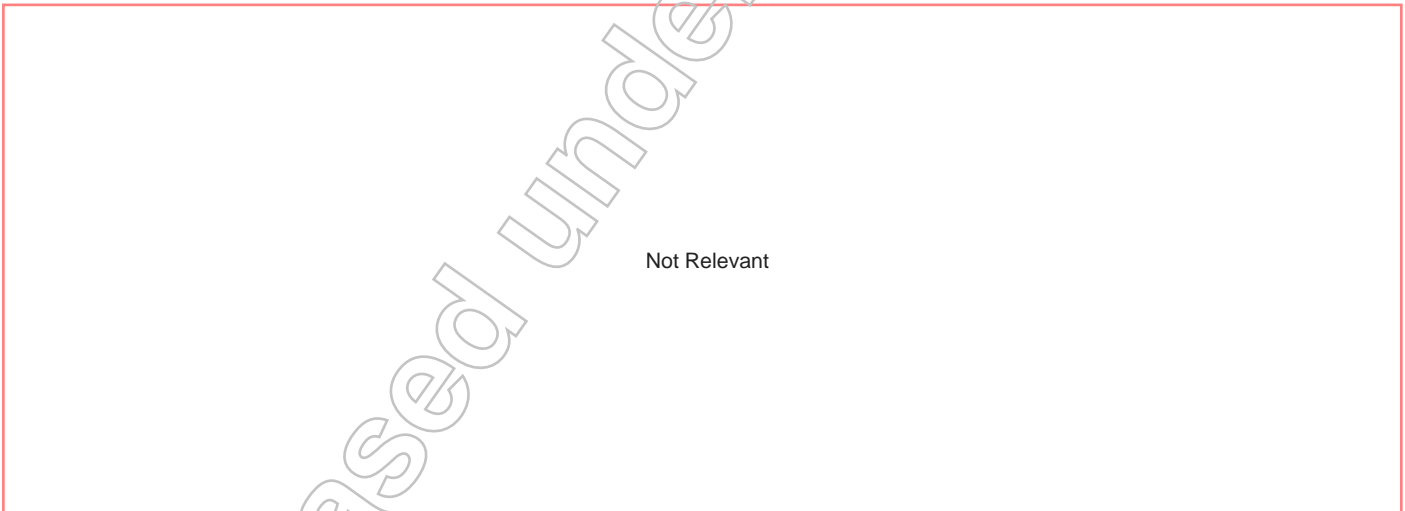
Hi Mike,

As discussed, the impact of not going ahead with the digital wallet and then dot points not going forward with CORAL the program. It would be good if we could get together to discuss when you are back.

**Digital Wallet impacts:**

- We have are in our second week of co-design with the community. We have worked with Shelters, Women and Safety and those subject with Domestic Violence, and they have been waiting for this Wallet. They run out with nothing from violence, and when they come to a shelter they are given a mobile phone from Telstra. Now they can have their identity back immediately and start again to register for new schools, get medicine for their children and start new bank accounts.
- We have commitment from all agencies and also strong support including QGCIO, QPS and DJAG. Stopping the Digital Wallet where there is now significant agency buy-in will impact credibility and trust. Co-design workshops with QPS is well underway to understand impacts on road operations.
- The industry briefings are complete and we have significant multi-national and nation consortium's bidding for work. A cross government evaluation committee is finalising selection and will shortly commence 'Agile sprints' with these companies to deliver for the proofs of the digital wallet. Significant investment has been made by these businesses to compete in the tender process.
- The Digital Wallet will unify all the customer logins in DTMR and the plan is for our customers to be able to manage all their products on their phones in the one place. Without this, customers will have to be self organising and manage each of their product/infringement issues as they come in.

**CORAL Program:**



Mike, we have a Min Brief finalised today as well, but here are the first lot of points about stopping. Please tell me if they hit the mark.

Cheers,

Chris

General Manager, Registration and Licensing Modernisation  
Customer Services, Safety and Regulation | Department of Transport and Main Roads

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**Customers first** | **Ideas into action** | **Unleash potential** | **Be courageous** | **Empower people**

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## Crystal Y Brown

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**From:** Anne E Moffat  
**Sent:** Monday, 11 March 2019 4:35 PM  
**To:** Mike J Stapleton  
**Cc:** Neil Scales  
**Subject:** RE: Administrative Access

**Importance:** High

For discussion with the DG.

I'd be inclined to respond as we normally would, noting the publicly available information, and advising that anything further would require liaison via RTI.

To the Office of Deb Frecklington MP, Leader of the Opposition,

Thank you for your enquiry and interest in the Digital Wallet and Enabling Platforms. The outline of the outcomes of the Program can be found at <http://statements.qld.gov.au/Statement/2018/10/24/queensland-driver-licences-next-in-line-for-digital-evolution>

Note also additional information on how the Department of Transport and Main Roads (TMR) intends to support the public and partner with industry on the development of the Digital Wallet can also be found on DTMR's website <https://www.tmr.qld.gov.au/digitalwallet>

For specific tender information, the QTenders website <https://www.hpw.qld.gov.au/qtenders/login.do> can provide additional information related to the Digital Wallet and Enabling Platforms to registered offerors. Due at this time to market processes in evaluation mode, TMR is unable to provide any additional information to individuals or businesses as to ensure a fair procurement process.

Any further requests should be directed via the RTI process: [www.qld.gov.au/about/rights-accountability/right-to-information](http://www.qld.gov.au/about/rights-accountability/right-to-information)

Kind regards,

ICT Procurement

And note – we have just had an RTI come in on this anyway.

Regards,

**Anne Moffat**  
A/Chief Operations Officer  
**Office of the Director-General** | Department of Transport and Main Roads

---

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**From:** Mike J Stapleton  
**Sent:** Monday, 11 March 2019 2:16 PM

**To:** Anne E Moffat  
**Cc:** Neil Scales  
**Subject:** Fwd: Administrative Access

Anne,

Can we get some direction on this. It just came through the ICT tenders system which I would have thought is highly irregular. How would you like us to respond.

**Mike Stapleton**

Deputy Director-General (Customer Services, Safety & Regulation) | Executive Directorate  
**Office of the Deputy Director-General** | Department of Transport and Main Roads

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W: [www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

Begin forwarded message:

**From:** Christopher J Goh <[Christopher.J.Goh@tmr.qld.gov.au](mailto:Christopher.J.Goh@tmr.qld.gov.au)>

**Date:** 11 March 2019 at 2:10:43 pm AEST

**To:** Mike J Stapleton <[mike.j.stapleton@tmr.qld.gov.au](mailto:mike.j.stapleton@tmr.qld.gov.au)>

**Subject:** Fwd: Administrative Access

FYI

---

**From:** Reception <[reception@opposition.qld.gov.au](mailto:reception@opposition.qld.gov.au)>

**Sent:** Monday, 11 March 2019 12:15 PM

**To:** ICT Tenders <[ICT.Tenders@tmr.qld.gov.au](mailto:ICT.Tenders@tmr.qld.gov.au)>

**Subject:** Administrative Access

Dear ICT Procurement Team

Would you please send us all available information on the "Digital Wallet and Enabling Platforms" program?

Thank you and kind regards

Office of Deb Frecklington MP | Leader of the Opposition

Level 7, Mineral House, 41 George Street, Brisbane Qld 4000



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