
From:

Sent: Saturday, 3 June 2017 6:14 PM

To: Committee, Petitions (Reps)

Subject: Petitions committee

Dear Committee Secretary –

Your petitions process seems designed to keep people from signing petitions. Most of the problem relates to bad web page design.

Once you check sign, the page refreshes such that the captcha box is at the bottom of the page. You must scroll down to notice this second step. Many people, especially the elderly will be unaware that they have not finished signing the petition.

Reading through the list of petitions is difficult. When you open a petition to read or sign, then close or sign an individual petition, and then return to the petition list, you are back at the top of the list and must sifting through them all over again.

The tabs to sort the petitions are difficult to interpret. It took me awhile to realize that they were clickable.

By the way ... your "submissions process" is just sad. Writing commentary in a separate document and then uploading it? Are you kidding? And then, even more lame, I had to create an account which took me away from the submissions page. So, I made my secret question and answer "Q: Why is this so clunky? A: Because it's Australian." Then, I had to fish around to navigate back the appropriate page.

Really? It's like a bad joke. I should be just typing my thoughts into a web page or answering an online questionnaire.

So, then I finally got to the point where I could make a submission, clicked the button and landed on "page not found." Really? So hopelessly inept.

My recommendation would be to find an up to date web developer, redo your system, then test it on citizens, including elderly people. Don't just test the site on web people or IT types. Have your web developer look at successful petition sites, sites that make the process easy and fail safe, maybe other government sites.

I believe that the petition process is important and should be supported. People need a voice.

Brisbane, QLD