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| Determination of Self-Determined Criteria |
| Digital Solution |
|  Administrator back-end must be built, that allows QBuild site administrators to disable or delete users, read messaging history, and contact trade and service providers or customers |
|  Customer profile sign-in should be customizable, with a profile picture, and option to store payment method, for ease of use in checking out later on |
|  The solution should have additional filters when searching for trade or service providers, such as distance, average price, availability (e.g., weekends), and average rating |
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| Impacts |
|  The codebase must be kept in a secure digital location, to avoid the application source code being accessed for copyright infringement (legal risk) |
|  The web application should have a flow-on effect of reducing prices for consumers, by providing a transparent platform for trade and service providers to compete for jobs on (economic impact) |
|  The web application can provide casual or flexible work arrangements for under-employed or part-time trade and service providers, improving their quality of living by meeting their personal circumstances (personal impact) |
|  The rating and review system should improve standards of craftsmanship within Queensland, as all work has the possibility of public scrutiny (social impact) |
|  The in-application mediation provided by QBuild should also decrease the number of complaints to industry ombudsmen and civil court tribunals (economic and legal impact) |
| User Experience |
|  Safety – if a timeout occurs during a transaction, then the user should not be double-charged payment. The web application should instead fail to a try again screen. |
|  Effectiveness – there should be a slide out navigation menu on a small device window (e.g., mobile) that can be quickly accessed to navigate the site with one touch |
|  Learnability – on first sign up, the user should be given the option to complete a tutorial on how the site works |
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| Coded Components |
|  Search history must be scalable geographically if no results can be found within a 10km radius of the user (requires location services / GPS inputs or Postcode) |
|  An algorithm and code module should be written to detect multiple negative complaints about a specific trade or service provider, and automatically alert via email a member of QBuild to approach or investigate |
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**Technical Proposal**: a new web application from QBuild (<https://www.epw.qld.gov.au/about/department/business-areas/building-policy-asset-management/qbuild>) that connects Queensland residents with trades and services in their local area, with an emphasis on customer recommendations and ratings.

The web application must:

* Import a list of currently registered trade and service contacts in Queensland from the Australian Tax Office business registration API (<https://apiportal.ato.gov.au/>) into a local database or datastore
* Allow users to search the datastore for a trade or service (e.g., “plumber”), and render the results to the screen in HTML
* Let the users select one of the results, and contact the trade or service provider using in-app messaging
* Once the user and trade or service provider have agreed on a work description, date, time, and price, the work is carried out, after which funds are paid via credit card or PayPal to a QBuild account
* QBuild keeps a 3% “finders fee” and passes the remainder onto the trade or service provider. The customer is not charged for using the service.
* The customer is invited to leave a 5-star rating for the trade or service provider, and an optional comment.
* Customers must be able to sign-in and access their purchase history
* QBuild must have the ability to block malicious customers and illegitimate trade or service providers, and provide some form of complaint mediation and resolution
* Provide essential user interface components to enhance the user experience
* Comply with relevant legislation and legal requirements

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| Determination of Prescribed Criteria |
| Digital Solution |
|  Customers must be able to search via text field their desired trade or service |
|  Customers can select a tradie, read reviews and make contact about a job (requires sign-in) |
|  Registered tradies can respond to a job via the messaging window in-app, and get paid digitally with their registered bank account from QBuild |
|  QBuild must be able to access all work and messaging history on the web application platform |
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| Impacts |
|  The web application will provide opportunities for employment for many local trade and service providers, and increase revenue for the Queensland Government (economic impact) |
|  Customers of the application can use the platform to quickly and easily attend their home renovations or repairs (social impact) |
|  The rating and review component should ease customers anxiety and help them make a more informed choice when choosing a legitimate trade or service provider (personal impact) |
|  This web application must comply with the Disability Act legislation to ensure all users can access a trade and service provider as they need (accessibility, social impact) |
|  There must be a term of service and disclaimer that users agree too to indemnify QBuild against liability (social, economic, and legal impacts) |
| User Experience |
|  Accessibility – the application must work with digital screen readers and enable different colour contrasts for users with a visual impairment |
|  Utility, effectiveness – all messaging should occur within the application, so it can be monitored and quickly recalled by QBuild in case of dispute |
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| Coded Components |
|  Module to import trade and service data from the API and record it in a database |
|  Trigger that calculates when payment is received, removes 3% and notifies the trade or service provider of their deposited amount |
|  Code to parse all user inputted data for erroneous values, and recover if an unexpected input occurs (safety) |
|  SQL CREATE TABLE statements to define a table to store the trade and service data, and payment data |