

Media Release

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NSW BUDGET DELIVERS HALF-A-BILLION DOLLAR BOOST TO SERVICE NSW

New South Wales' ambition to become the world's most customer-centric and tech-enabled government is a step closer thanks to a \$536 million funding boost for Service NSW in the 2022-23 NSW Budget.

Minister for Customer Service and Digital Government Victor Dominello said the funding would ensure Service NSW continued to roll out nation-leading programs, services and digital solutions, and could continue delivering a customer satisfaction rate of more than 97 per cent.

"Service NSW has always sought to make life easier for residents by providing a world-class, one-stop-shop service for customers and businesses, and this funding will enable us to expand our offering," Mr Dominello said.

"Service NSW is the front door to more than 1,000 government services, and with our additional investment in digital identity and upgrades to the Service NSW app, more of these services will be accessible via your smartphone.

"These include new products such as the digital birth certificate and the NSW education wallet as well as online renewals of Working with Children Checks, NDIS Worker Checks and occupational licences using photo-matching technology.

"We want to put the customer at the centre of everything we do, and this investment will take us to a new level of service delivery."

Since 2013, Service NSW has opened 112 Service Centres across the State with another five to be opened by 2023. Additionally, two new mobile service centres add to the four currently on the road in regional and rural areas, including across flood-affected regions.

Mr Dominello said: "Service NSW plays a pivotal role supporting communities in the wake of natural disasters, including the recent floods in the Northern Rivers.

"This funding will enable Service NSW to continue to provide vital services and support to families and businesses in their hour of need."

The Government's cost-of-living initiatives continue to deliver new savings and rebates funded through the Budget.

“More than three million people have accessed the online Savings Finder tool, while our Savings Specialists have carried out more than 100,000 appointments in our Service Centres, with an average saving of \$770,” Mr Dominello said.

“We are making the Service NSW cost-of-living advisory service accessible and convenient for more families across New South Wales.”

Mr Dominello said digital transformation remained a priority for the Government, with funding allocated for further intakes of Digital Restart Fund (DRF) projects in 2022-23.

“This funding is from the record \$2.1 billion set aside to invest in digital transformation and cyber uplift projects through the DRF,” Mr Dominello said.

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