

Tuesday, 18 June 2019

BUDGET TURBOCHARGES THE CUSTOMER EXPERIENCE

The customer is front and centre of this year's State Budget, with funding secured for ten new Service NSW centres and four one-stop shop buses, that will make it easier for people to access NSW Government services and cost of living programs.

Minister for Customer Service Victor Dominello said \$70 million had been committed over four years to fund the new centres, which will be added in Sydney's growth suburbs to ensure more people have access to a conveniently located Service NSW outlet.

The new buses, two of which are already on the road, will travel for up to 46 weeks a year and reach 14 Local Government Areas where Service NSW has no existing physical presence. The NSW Government has committed \$4 million in 2019-20 for these bus services.

"Service NSW is a one-stop shop for vital services such as getting a birth certificate, Seniors Card, driver licence and renewing vehicle registration. But it is also a gateway to household savings and can help people access important cost of living programs, such as Energy Switch, Active Kids vouchers and CTP refunds," Mr Dominello said.

"Gone are the bad old days of having to wait in long queues to be served. These new Centres and buses will make life easier for people by saving them time and money."

Thousands of NSW households have benefitted from more than \$800 million in collective savings since July 1 last year with more than 70 rebates and incentives available across Government that could potentially save households hundreds of dollars a year.

From 1 July a number of new savings initiatives will take effect, including doubling of Active Kids vouchers, and half price rego for drivers who spend between \$780 and \$1300 a year on tolls.

Mr Dominello said with more than 220,000 people in NSW living five or more hours away from their nearest Service Centre these new buses will deliver them all the benefits Service NSW has to offer.

"These buses will take Service NSW to the people, saving them not only time, but also money. The buses will perform the same transactions available at most centres, including appointments with cost of living specialists and Driver Knowledge Tests," Mr Dominello said.

"They'll roll through towns with advanced notice, so locals will know when to expect a visit and what information is required to perform their transaction. Each vehicle will have its own regular route. They will also be called out in times of emergency such as natural disasters.

"Communities are already giving the buses the thumbs up, collectively saving people hundreds of hours in travel time and tens of thousands of dollars through cost of living rebates and incentives."

Locations of the 10 new Service NSW Centres are:

- Engadine
- Revesby
- Glenmore Park
- Roselands
- Northmead
- Schofields
- Prestons/Edmondson Park
- Randwick
- North Sydney
- Merrylands

Further information on Service NSW is available at www.service.nsw.gov.au

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