





CUSTOMER SERVICE CLUSTER

CUSTOMER SERVICE

NUCLEAR MEDICINE AND TECHNOLOGY HUB

- **\$12.5 million** over five years to establish a Nuclear Medicine and Technology Hub at Lucas Heights in partnership with the Australian Nuclear Science and Technology Organisation to develop cutting edge treatments.

RETIREMENT VILLAGE REFORMS

- Introduce time limits on when retirement villages can charge for general services and when they must sell or buy back a unit after the departure of a resident.

MAKING IT EASIER TO INTRODUCE RENEWABLE ENERGY

- Lower the voting threshold for renewable energy projects in strata buildings from 75 to 50 per cent, to more easily install solar panels, battery storage and electric vehicle charging points in strata buildings.

FINANCIAL RELIEF FOR REGULAR TOLL ROAD USERS

- Introduction of half-priced rego from 1 July 2019, for drivers who spend \$15 or more a week on tolls. Drivers who spend \$25 or more a week on tolls will continue to receive free rego.

PROVIDING FINANCIAL RELIEF TO HOUSEHOLD GAS USERS

- Expand the Energy Switch service to include household gas.

REFORM THE BUILDING AND CONSTRUCTION INDUSTRY

- Appoint a Building Commissioner to act as the consolidated building regulator in New South Wales with responsibilities to licence and audit practitioners.

\$12.5
MILLION

to establish a Nuclear Medicine and Technology Hub

1/2
PRICE

rego for drivers who spend \$15 or more a week on tolls



Expand footprint of Service NSW across the State

EXPANDING SERVICE NSW CENTRES

- Roll out 10 new Service NSW centres across Metropolitan Sydney. New locations include:
 - Merrylands
 - Randwick
 - Revesby
 - Northmead
 - Engadine
 - Glenmore Park
 - Prestons/Edmondson Park
 - Roselands
 - North Sydney
 - Schofields.
- Roll out four one-stop shop Service NSW buses servicing communities throughout the State.





SERVICE NSW MOBILE SERVICE CENTRE
Photo credit: Salty Dingo

CUSTOMER SERVICE CLUSTER CONT.

PARTNERING WITH CLUBS

Helping Clubs in NSW through continuing to support the ClubGRANTS scheme, including providing a grant to Yass Valley Council to upgrade the Coronation Park Playground and providing more support for clubs during drought, modernising the *Registered Clubs Act*, partnering with clubs for education and training and regional job creation, introducing new responsible gambling policies and supporting the establishment of new clubs.

IMPROVING QUAD BIKE SAFETY FOR NEW SOUTH WALES FARMERS

- **\$2.8 million** over two years to extend the quad Bike Safety Improvement Program, including rebates for farmers who prefer drones as alternatives to quad bikes.



\$2.8 MILLION

extend Quad Bike Safety Improvement program

SUPPORTING SMALL BUSINESS

Small business cost saving package

- \$300 million in workers compensation insurance premium discounts over three years for 280,000 employers via Insurance and Care NSW, delivering an average discount of 8 per cent, and maximum of 12.5 percent, for employers with the safest workplaces.
- Continue to provide payroll tax relief by progressively increasing payroll tax brackets to \$1 million in 2021-22, with up to 38,000 businesses saving up to \$8,175 off their tax bill
- Giving small businesses and tradies a head start in procurement by requiring NSW Government agencies to consider small business suppliers for everything they buy.
- Provide small business with access to the NSW Government's Energy Switch program.

Easy to do Business program

- Reduce red tape and enhance the Easy to do Business program through work undertaken by the NSW Productivity Commissioner, including:
 - a review of government fees and charges on small businesses.
 - enable businesses to opt-in to receive communications about policy or regulatory changes affecting their industry.
 - streamlining motor vehicle registrations for individuals and businesses that own multiple vehicles, by providing an option for all registrations to fall due on the same day.