

Tuesday, 17 November 2020

BUDGET PREPARES SERVICE NSW FOR THE NEXT FRONTIER

Record investment in digital services is a centrepiece of the 2020-21 NSW Budget, with a rapid expansion of the Service NSW app set to excite and delight customers.

Minister for Customer Service Victor Dominello said the NSW Government would deliver more customised and optimised services for individuals and businesses over the next 12 months via the MyService Account and app.

“The app has been a game changer for customers, allowing them to complete multiple transactions in the palm of their hand,” Mr Dominello said.

“Customers can already use the app to download a Digital Driver Licence, renew vehicle registration, and check-in to a COVID Safe venue.

“We currently have around 2 million active Service app users. Our aim is to significantly increase the app’s functionality to make dealing with Government seamless.

“We want customers to enjoy a Tell Us Once experience right across Government. We will focus on reducing pain points and duplication in relation to life journeys, including having a baby, enrolling a child in school, or losing a loved one.

“We’re also delivering on our promise to build 10 new Service NSW Centres in some of Sydney’s fastest growing areas by 2023. Two have already opened with a third to open in December.”

Other significant funding allocated for the Department of Customer Service includes:

- **\$500 million** (\$1.6 billion for projects over three years) for the Digital Restart Fund, to support digital and information and communications technology initiatives across agencies;
- **\$240 million** over three years to Cyber Security investments across the sector;
- **\$217 million** capital over four years for the Critical Communications Enhancement Project, which will deliver greater access to public safety standard radio communications for the State’s first responders and essential emergency service agencies; and
- **Almost \$103 million** to add 1,000 staff in Service NSW to support projects and expand the capacity of Service NSW frontline services to respond to increased customer demand and changing customer needs during COVID-19.

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