Premier Barry O’Farrell today announced the next step in cutting red tape and bringing the NSW Government closer to the people, revealing 210 Government services will be available at 18 new one-stop shops across the State.

The NSW Business Chamber estimates red tape across all levels of Government costs NSW businesses about $4.8 billion annually. To reduce the burden the NSW Government is introducing Service NSW, with one stop shops, one phone line and one website, as well as reducing regulation and eliminating car registration stickers.

And in an historic move, Mr O’Farrell announced Mike Pratt would be the State’s first Customer Service Commissioner. Mr Pratt, a career banker who has held senior roles at Westpac, NAB and the Bank of New Zealand, will oversee service reforms across the NSW public sector.

Mr Pratt said: “Increasingly, private sector organisations are moving to deliver their products and services across a range of distribution channels such as contact centres, internet, and branches to make it more efficient for consumers and to improve the customer experience.

“The citizens of NSW rightly expect their Government to do likewise, and it is pleasing to see the Government moving to deliver services in a much-improved and integrated manner.”

Mr O’Farrell said: “We said we would make it easier to do business with the NSW Government and the establishment of these first 18 Service NSW centres does just that.

“They will be open from 7am until 7pm during the week and from 9am to 3pm on Saturday – making it easier for people to do their business with Government at a time that suits them.

“Concierges will greet customers and make sure they get what they need as quickly as possible, so they can get out and get on with their lives.

“Whether you want to renew your driver licence, pay your water rates, enrol to vote or get a national parks annual pass, you’ll be able to do it at a Service NSW centre.
“If it suits, people wanting to visit their local ServiceNSW centre outside peak times can make an appointment, so they can do what needs to be done as quickly as possible.

“As well as these 18 centres, a new 24-hour phone service – where you will be greeted by a person, not a machine - will allow the community to tap into State Government services at any time.

“A new internet portal will also give easy access across Government, ensuring people can find what they need to know as quickly as possible, wherever they are.”

Mr O’Farrell said the 18 centres would be operational in about a year, and would be the first of around 100.

NSW Business Chamber chief executive Stephen Cartwright welcomed the announcement.

“These service delivery reforms are a step in the right direction,” Mr Cartwright said.

“They are a welcome relief for businesses which frequently have to do business with Government and spend countless hours seeking out information on how to comply with red tape.”

MEDIA:
Premier’s office (02) 9228 4239