



The Hon. Dominic Perrottet MP
Minister for Finance, Services and Property



Ms Ronda Miller
Clerk
Legislative Assembly
Parliament House
Macquarie Street
SYDNEY NSW 2000

Ref D15-3854

Dear Ms Miller

Thank you for your email dated 14 October 2015 with an attached petition received by the Legislative Assembly from Mr Anoulack Chanthivong MP, Member for Macquarie Fields, requesting that the Ingleburn Motor Registry be kept open.

I appreciate there may be concerns about the impending changes in the region but I can assure you and Mr Chanthivong that services for his constituents will be directly enhanced as a result of the expansion of Service NSW.

Service NSW is a success story of this government and is delivering a new era in customer service in NSW through the multi-channel one stop shop model. The fact is more and more transactions are being undertaken online, responding to the growing customer appetite for mobile-friendly services so citizens can spend less time dealing with government. In fact under the NSW Premiers' new goals, the government has committed to growing this volume to 70 per cent by 2019.

When customers do have to visit us in person, they can access more than 800 transactions under the one roof. It is worth noting that before Service NSW, customers in south-western Sydney would have had to travel longer distances for services that are now available at Liverpool, such as applications for birth certificates, Fair Trading licences, Housing NSW rental payments, and so much more.

The Liverpool centre is open longer hours – from 7am to 7pm Monday to Friday, and 8.30am to 3pm on Saturdays. Customers can make a booking to visit the centre at a convenient time, avoiding peak times if needed. The Liverpool Service Centre has been in operation since May 2014 and to mid-October 2015 had served more than half a million customers with low wait times and high customer satisfaction rates. The service centre will be complemented by the new Macarthur Service Centre which will open on Friday, 13 November. In addition, Service NSW has opened Digital Stores at Westfield Liverpool and at Macarthur Square which allow customers to complete a number of transactions whilst shopping

Service NSW will continue to liaise with the Member for Macquarie Fields and other local stakeholders to support customers during this transition.

Yours sincerely

Dominic Perrottet MP
Minister for Finance, Services and Property

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The Hon. Dominic Perrottet MP

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Clerk
Legislative Assembly
Parliament House
Macquarie Street
SYDNEY NSW 2000

Ref D15-3853

Dear Ms Miller

Thank you for your email dated 14 October 2015 with an attached petition received by the Legislative Assembly from Ms Yasmin Catley MP, Member for Swansea, requesting that the Belmont Motor Registry be kept open.

I appreciate there may be concerns about the impending changes in the region but I can assure you and Ms Catley that services for her constituents will be directly enhanced as a result of the expansion of Service NSW.

Service NSW is a success story of this government and is delivering a new era in customer service in NSW through the multi-channel one stop shop model. The fact is more and more transactions are being undertaken online, responding to the growing customer appetite for mobile-friendly services so citizens can spend less time dealing with government.

When customers do have to visit us in person, they can access more than 800 transactions under the one roof. It is worth noting that before Service NSW, customers in the Belmont region would have had to travel to Newcastle to multiple locations for services that are now available at Warners Bay, such as applications for birth certificates, Fair Trading licences, Housing NSW rental payments, and so much more.

The Warners Bay centre is open longer hours – from 7am to 7pm Monday to Friday, and 8.30am to 12pm on Saturdays. Customers can make a booking to visit the centre at a convenient time, avoiding peak times if needed. The Warners Bay Service Centre has been in operation since late June and to mid-October had served more than 37,000 customers with low wait times and high customer satisfaction rates. The team at Warners Bay has been expanded to meet additional customer demand from the wider region.

In addition, Service NSW will offer mobile services at a number of locations in the Lake Macquarie area to complement the one-stop shop at Warners Bay, including at Toronto and Belmont. Service NSW will continue to liaise with the Member for Swansea and other local stakeholders on the roll-out of the mobile service to support customers and welcomes continued feedback from customers using the Service NSW digital, phone and network of one-stop shops including the service centre at Warners Bay.

Yours sincerely

Dominic Perrottet MP
Minister for Finance, Services and Property

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