



PARLIAMENTARY BUDGET OFFICE

NSW Parliament • Parliament House, Macquarie Street Sydney 2000

Referred by: Coalition **Proposal No:** C1586
Date Referred: 9/3/2023 **Date Published:** 20/03/2023
Proposal Title: Supporting NSW Seniors
Cluster: Customer Service

General Government Sector Impacts

	2022-23 \$'000	2023-24 \$'000	2024-25 \$'000	2025-26 \$'000	4 year Total \$'000
Expenses (ex. depreciation)	-	500	500	500	1,500
Depreciation					-
Less: Offsets					-
Revenue					-
Net Operating Balance:	-	(500)	(500)	(500)	(1,500)

Capital Expenditure	-	-	-	-	-
Capital Offsets					
Net Capital Expenditure:	-	-	-	-	-

Net Lending/(Borrowing):	-	(500)	(500)	(500)	(1,500)
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Total State Sector Impacts

Net Lending/(Borrowing):	-	(500)	(500)	(500)	(1,500)
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Notes and costing assumptions:

This policy proposes to:

- provide \$500,000 per year additional funding to the Tech-Savvy Seniors program and
- enhance customer service training for Service NSW staff to ensure best possible service delivery for seniors.

The policy stipulates that this additional funding for the Tech-Savvy Seniors program should be \$500,000 a year, for four years, commencing 1 July 2023, capped at \$2 million four years, and that the enhanced customer service training should be funded from the existing Service NSW funding envelope. As the annual budget for Service NSW expenses in 2022-23 was \$785 million¹, the PBO finds it is reasonable to assume this additional training can be provided by re-allocation of existing Service NSW priorities.

¹ NSW Government, 2022-23 Budget Paper No 4 – Agency Financial Statements, 1-2

Notes and costing assumptions continued:

As such, the PBO has costed this policy as costing \$1.5 million over the forward estimates, with an additional 500,000 in 2026-27.