



NSW Driver Trainers Association

Urgent Newsflash August 2015

Dawes Insurance

We are aware that some members may still have driving instructor vehicles insured through Dawes Insurance, yet may not be aware of some changes to their policies. We have been informed recently that Dawes are no longer allowing policies to be paid by the month, and have instead change to an annual payment. Apparently some instructors were caught out by this and may have been driving their vehicles uninsured. If you have any policies with Dawes, we recommend you contact them immediately.

Dawes has also changed their underwriters, which may be the reason for the above mentioned change. But another issue with this is that they can no longer accept previous disclosure statements, and you may be required to answer new questions regarding your policy. Again we recommend you speak to Dawes directly regarding this.

Below is a link to the information for driving instructor insurance.

<http://www.dawes.com.au/system/files/f3/o104//Dawes-Driving-Instructor-Motor-Vehicle-Insurance-PDS.pdf>

Update On Driver Testing from Service NSW

We have recently met with Service NSW to remain updated on what is happening with the transfer of driver testing from RMS to Service NSW. So far things seem to be going great and there has been significant improvement in most areas of NSW. Keeping in mind that driver testing was only assigned to Service NSW on July 1st 2014, there has been significant advances made in that time. Redevelopment of existing sites, or development of new sites, needs to take into consideration parking for testing, route development, counter allocation and staffing, so to have reached the point they are at today is a pretty good achievement. Since the end of March, supply of driving tests slots in the Sydney region has exceeded the demand.

Service NSW has a target of 4000 test per week for Sydney, and for the week ending August 22nd, there were 4,059 tests offered. As at the 17th of August, there were still 370 test slots available. Up till October there are 30,000 Sydney tests offered and 13,300 regional. By the week ending 22nd August, there were still 16,200 Sydney slots and 8,400 slots not booked, so there are still heaps of spots available until the end of October. The average wait time target for a test is 15 days and currently in Sydney it is 13.9 days, Northern NSW is 7.6 days and South and West are 11.5 days. At the end of this newsflash, you will full copies of the range of media releases recently published that highlight where things are up to and what is ahead.

Looking forward there will be a refocus on data and reporting along with the development of a more customer focused online booking system for tests. During this transition phase from RMS to Service NSW, testing resources are being shared across the Sydney network and there is a streamlining of the upgrading and technical skills of testers. Service NSW will also pursue technology improvements for testers that may include in car tablets that will improve efficiency and customer responsiveness.

Service NSW is very happy to engage our industry to help make this process as smooth as possible and to ensure that they charter of looking after customers is met as best as possible. To facilitate this, Service NSW is implementing a raft of initiatives aimed at our industry that will help us at local level. The first initiative is tours of new major hubs for driving instructors. These events will include a behind the scenes tour as well as a meet and greet with the new team of staff, an orientation of the new reserved parking arrangements for driving school and their clients, tailored flyers/maps of the new parking environment and invitations to local MP's and driving schools. For centres that may have just been refurbished, and there are no major changes, there will be info packs available to make sure the procedures are clearly understood.

The first of these events will be for the new Ryde Service Centre. It is short notice, but it is happening on September 14th between 12pm and 2 pm. The address is Shop 2, Macquarie Centre on the corner of Herring and Waterloo roads, North Ryde. If you think you may be using this centre for any of your clients, or any of your clients are likely to go there, please make yourself available to go. If you are able to attend, please email Ben Johnson at Service NSW. He will need the following:

- Name
- Company/Organisation
- Email address and or contact phone number.

RSVP is by 5pm Tuesday September 8th. Bens email address is Ben.Johnson@service.nsw.gov.au

DO NOT RSVP TO THIS EMAIL. YOU MUST REPLY TO SERVICE NSW. WE WILL NOT FORWARD YOUR EMAILS ON FOR YOU. FAILURE TO REPLY TO THE EMAIL ADDRESS ABOVE WILL RESULT IN NO SPOT BEING RESERVED FOR YOU AND YOU WILL UNABLE TO ATTEND. I REPEAT, DO NOT JUST REPLY TO THIS EMAIL.

Video footage has been shot for the Ryde parking environment, and will show where to enter, where to park etc, and then what happens when you enter the building. We have suggested that some of that footage could be used to create a generic video for all centres that would show the process of what happens on the day of a test. This could then be viewed by any person going for a test and would make sure they are best informed of what happens on the day.

This process on arrival at a Service centre will see you greeted by a concierge, who will direct you to the appropriate counter and ensure you have all the required paperwork ready to go. A video made publicly available would be great to help ease some of the stress of the day, and Service NSW liked that idea.

The roll out of testing centres in the Sydney Metro area is following a hub and spoke type model. The hubs will be the high capacity driver testing centres, while the spokes will still deliver a large number of tests, they will be less than what is available at the hubs. The hub locations are:

- Bankstown
- Blacktown
- Castle Hill
- Liverpool
- Botany
- Wetherill Park
- Ryde
- Macarthur
- Brookvale/Dee Why (location still being sought)
- Silverwater will be a driver testing only centre with all other services offered by Service NSW to be delivered at the Auburn centre.

The spokes are:

- Bondi Junction
- Chatswood
- Marrickville
- Penrith
- Hornsby
- Richmond
- Miranda
- Warriewood
- St George area (location still to be decided)

We have received numerous communications from members raising concerns over various matters with regard to this set up. Some people have mentioned that for some older clients, their nearest Service Centre may be outside of the km restriction on their licence. Service NSW is aware of this issue and will continue to monitor any problems in relation to this. But it is also worth noting that the locations chosen for these centres are in most cases central to most other services or requirements such as shopping centres and public transport. For example, the new Miranda Centre opening early next year, is on the ground level and on the outside of Westfield Shopping Centre. It's about 200m from the train station and has a large bus stop right out the front.

There has been concern raised around peak period (e.g. Christmas) congestion around some testing centres now that many have moved to locations like major shopping centres. Service NSW are aware of this possibility, but also point out that many testing centres were already located at or near major shopping centres, so this may not be any different, however they will closely monitor this and if it becomes an issue, they have tactical solutions available, such as opening up additional test slots at surrounding sites to help meet customer demand.

Another concern raised by some is the distance between centres and how much further clients may need to travel for a test. The reality is in most cases, the extra travel might be about 15 to 20 minutes, which is hardly over the top. Some instructors have said that it will now take more time for them to take clients to testing centres which will eat into their profit margin. While this may be true in some cases, it may work out less in others. As small business owners, it would be advisable to consider your pricing structure for presenting clients for tests. If longer travel times for tests means that you are earning slightly less, then perhaps you will need to reconsider what you charge for driving tests. After all time is money.

It is important to keep in mind that Service NSW isn't building their network around our industry. They are building it service a wide range of customers around NSW for a wide range of products, of which driver testing happens to be one of them. Many of the products offered by Service NSW can be accessed online or over the phone, however there is still a need for the one stop shops for face to face transactions, so they are being placed in population hubs with easier access to public transport and other community services. Below is a list of everything you can do a Service NSW Centre, and this might put it into perspective how many things have to be considered when choosing sites and locations.

Business & Trade

Most popular transactions

- [Renew an Individual Contractor's Licence](#)
- [Apply for an Individual Contractor's Licence](#)
- [Check a builder or tradesperson's licence](#)
- [Replace a Construction Induction Card](#)
- [Apply for a Tradesperson's Certificate](#)
- [Renew a Qualified Supervisor's Certificate](#)
- [Apply for a Qualified Supervisor's Certificate](#)
- [Apply for a Social Housing Dispute Claim](#)
- [Check a real estate agent licence](#)
- [Apply for a Home Building Dispute Claim](#)

- [Check a Strata Agent or Property Manager's Licence](#)
- [Apply for a Tenancy Dispute Claim](#)
- [Renew a Conveyancer's Licence](#)
- [Renew an Individual's Property Licence](#)
- [Renew a Valuer's Registration Licence](#)
- [Apply for a Valuer's Registration](#)

Business Services

Most popular transactions

- [Pay an annual liquor licence fee](#)
- [Liquor Licence Fee Scheme](#)
- [Apply for a licence to play music at your business](#)
- [Comply with work health and safety laws](#)
- [Apply for a workers compensation insurance policy](#)
- [Undertake Responsible Service of Alcohol \(RSA\) training](#)
- [Apply for an on-premises licence \(cafe or restaurant\)](#)
- [Appoint a food safety supervisor](#)
- [Notify food business details](#)
- [Register a domain name for your business](#)
- [Register a trade mark](#)
- [Open a cafe or restaurant in NSW](#)
- [Register an Australian Business Number \(ABN\)](#)
- [Apply to be a NSW Seniors Card Participating Business](#)
- [Replace a High Risk Work Licence](#)
- [Award Pay Rates](#)
- [Starting a business](#)
- [Register a company](#)
- [IP Australia](#)
- [Check availability of an Association name](#)
- [Lodge an Annual Summary of Financial Affairs](#)
- [Apply to register an Incorporated Association](#)
- [Apply to reserve an Association Name](#)
- [Change the Details on a Liquor Licence](#)
- [Notify Interest in a Liquor Licence Business](#)
- [Apply to Appoint Approved Manager](#)
- [Renew a Partnership Contractor's Licence](#)
- [Renew a Company Contractor's Licence](#)
- [Renew a Corporation Property Licence](#)
- [Apply for a Tattoo Parlour Operator Licence](#)
- [Renew a Private Hospital Licence](#)
- [Order NSW Office of Liquor, Gaming and Racing Signage](#)
- [Apply for a Packaged Liquor or Producer/Wholesaler Licence](#)
- [Apply for a Limited Liquor Licence \(Single or Multi-Function\)](#)
- [Apply for a Hotel or Club Licence](#)
- [Renew an Individual Contractor's Licence](#)
- [Renew a Tradesperson's Certificate](#)

Culture, Sport & Recreation

Most popular transactions

- [Renew a Recreational Fishing Licence](#)
- [Apply for a Recreational Fishing Licence](#)

- [Order a National Parks Annual Pass](#)
- [Renew a National Parks Annual Pass](#)
- [Order Tickets for Sydney Opera House events](#)
- [Order tickets for Art Gallery of NSW exhibitions](#)
- [Apply for a State Library Reader's Card](#)

Education & Training

Most popular transactions

- [Check the Early Childhood Education and Care Services Register](#)
- [Find a NSW Public School](#)
- [NSW Public Schools Calendar](#)

Government

Most popular transactions

- [Order NSW Government Publications](#)
- [Enrol to vote at elections](#)
- [Centrelink](#)
- [Check an electoral enrolment](#)
- [Electricity Pricing Changes](#)
- [Local Government Directory – Local Councils](#)
- [Members of Parliament NSW](#)
- [myGov](#)
- [NSW Legislation](#)
- [OpenGov NSW](#)
- [Australian Securities and Investments Commission](#)

Health & Wellbeing

Most popular transactions

- [Apply to EnableNSW for Disability Support Assistance](#)
- [Apply for the Away from Home Dialysis Scheme](#)
- [Make a Co-Payment to EnableNSW](#)
- [Lodge an IPTAAS Travel Claim](#)
- [Apply for the Isolated Patients Travel and Accommodation Assistance Scheme \(IPTAAS\)](#)
- [Change the Details registered with EnableNSW](#)
- [eHealth Record](#)
- [Medicare](#)

Housing & Property

Most popular transactions

- [Pay for Housing NSW Rent](#)
- [Pay for Housing NSW Miscellaneous items](#)
- [Apply for an Owner Builder Permit](#)
- [Prepare and lodge a Complying Development Application](#)
- [Pay for a Housing NSW Vacated Account](#)
- [Pay for Housing NSW Water](#)
- [Pay for Housing NSW Repairs](#)

- [Check a builder or tradesperson's licence](#)
- [Change the Details on an Owner Builder's Permit](#)
- [Apply for a Property Certificate of Registration](#)
- [Apply for a Corporation Property Licence](#)
- [Change the Details on a Property Certificate](#)
- [Replace an Owner Builder's Permit](#)
- [Cancel an Owner Builder's Permit](#)

Legal Information & Services

Most popular transactions

- [Apply to become a Justice of the Peace](#)
- [Apply for Reappointment as a JP](#)
- [Change the contact details on your JP Registration](#)
- [Find a Justice of the Peace \(JP\)](#)
- [Find out about Jury Service in NSW](#)
- [Fair Work Commission](#)
- [Publish a Probate Notice](#)
- [NSW Supreme, District & Local Courts Online Registry](#)
- [NSW Trustee and Guardian](#)
- [Help for Victims of Crimes](#)
- [Office of the Legal Services Commissioner](#)
- [Legal Profession Admission Board of NSW](#)
- [Search court cases and view information](#)

Life Events

Most popular transactions

- [Apply for a NSW Seniors Card](#)
- [Apply for a Birth Certificate](#)
- [Apply for a Death Certificate](#)
- [Apply for a Marriage Certificate](#)
- [Order a Family History Certificate](#)
- [Replace a Change of Name Certificate](#)
- [Advise RMS that a customer is deceased](#)
- [Change of Name on a NSW Seniors Card](#)
- [Change the Details on a NSW Seniors Card](#)
- [Replace a NSW Seniors Card](#)
- [Cancel a NSW Seniors Card](#)
- [Register a birth](#)
- [Register a death](#)
- [Register a change of name](#)
- [NSW Trustee and Guardian](#)

Transport

Most popular transactions

- [Renew your vehicle registration](#)
- [Renew a Driver's or Rider's Licence](#)
- [Book a Driver's or Rider's Licence Test](#)
- [View, change or cancel a Driver's Licence Test](#)

- [Register or login to an Online Services Account](#)
- [Pay a Penalty or Reminder Notice](#)
- [Change a Residential or Mailing Address with RMS \(Individuals\)](#)
- [Check your demerit points](#)
- [Transfer your vehicle registration](#)
- [Renew or restore a Vessel's Registration](#)
- [Book a Motorcycle Rider Training Course](#)
- [Open an E-Toll Account](#)
- [Order extra tags for an E-Toll Account](#)
- [Change of Name with Roads and Maritime Services](#)
- [Close an E-Toll Account](#)
- [Renew a Boat Driver's Licence \(except PWC\)](#)
- [Apply for Good Behaviour on a suspended licence](#)
- [Change of Name with Roads and Maritime Services](#)
- [Renew a Heavy Vehicle Registration](#)
- [Book NSW TrainLink Travel](#)
- [Submit a notice of disposal](#)
- [Request a Driving Record](#)
- [Change a Heavy Vehicle Inspection Scheme \(HVIS\) Inspection Booking](#)
- [Make a booking with the Vehicle Identification Inspection Unit \(VIU\)](#)



Dominic Perrottet
Minister for Finance, Services and Property

MEDIA RELEASE

Wednesday, 19 August 2015

SERVICE NSW NETWORK EXPANDS IN THE HUNTER

NSW Minister for Finance, Services and Property Dominic Perrottet has announced that work will commence in October on a new Service NSW one-stop shop in the Hunter.

"Service NSW has changed the game in customer service and is taking that model to the Hunter and beyond," said Mr Perrottet. "Work is due to commence in October on a new one-stop shop at Wallsend, due to open to the public in December."

"This latest addition complements one-stop shops in Newcastle, Warners Bay and Maitland," said the Minister. "Work will also get underway on Service NSW's Singleton, Raymond Terrace and Nelson Bay one-stop shops in the second half of 2016."

"There are now 38 Service NSW centres trading across the state with more to come by the end of 2016," said Mr Perrottet. "These popular service one-stop shops, located in high growth population corridors, allow customers to undertake multiple government transactions in the one place, offer extended hours, better customer service, shorter waiting times and currently have a satisfaction rating of 98 per cent."

The new Wallsend one-stop shop will provide access to more than 800 government transactions including driver testing, licences, registrations, Seniors Card applications, birth certificate applications, competency cards, Housing NSW payments and more.

Parliamentary Secretary for the Hunter Scot MacDonald has welcomed the announcement. "This continued upgrade of the Service NSW model in the Hunter is a win for locals. With all NSW government business now able to be done in the one location, we are continuing to provide the best for our community."

Mr Perrottet said old, single agency shopfronts will be merged into new Service NSW one-stop shops which have extended trading hours and access to a range of other services not previously available.

Accordingly, services at Toronto and Belmont motor registries will relocate to Warners Bay with a new mobile service offered to customers on modified or restricted licences. Motor registry staff at merged registries will be offered priority assessment for jobs in Service NSW.

"Our physical network has been designed so that more people can access more services in the one place," said Mr Perrottet. "As more customers look to transact online, the physical network must also be redesigned to respond to their needs."



Dominic Perrottet
Minister for Finance, Services and Property

MEDIA RELEASE

Wednesday, 19 August 2015

SERVICE NSW EXPANDS IN THE SOUTH COAST

NSW Minister for Finance, Services and Property Dominic Perrottet has announced that work will commence on two new Service NSW centres in the Illawarra region.

"Service NSW has changed the game in customer service and is taking that model to the Illawarra," said Mr Perrottet. "Work will commence in October on new Service NSW one-stop shops at Warrawong and Corrimal."

"This will be a huge boost to the region and complements Service NSW one-stop shops in Wollongong and Kiama, the site of our very first Service NSW centre."

"There are now 38 Service NSW centres trading across the state with more to come by the end of 2016," said Mr Perrottet. "These popular service one-stop shops, located in high growth population corridors, allow customers to undertake multiple government transactions in the one place, offer extended hours, better customer service, shorter waiting times and currently have a satisfaction rating of 98 per cent."

Mr Perrottet said old, single agency shopfronts will be merged into new Service NSW one-stop shops which have extended trading hours and access to a range of other services not previously available.

Accordingly, services at Unanderra motor registry and Shellharbour will relocate to Warrawong with a digital store to be deployed in Shellharbour to assist in the transition to the new Warrawong one-stop shop. Motor registry staff at merged registries will be offered priority assessment for jobs in Service NSW, with more jobs being created in the region overall.

"Our physical network has been designed so that more people can access more services in the one place," said Mr Perrottet. "As more customers look to transact online, the physical network must also be redesigned to respond to their needs."

The rollout of new Service NSW service centres on the South Coast continues with work currently underway at Batemans Bay and plans for one-stop shops to open at Nowra and Ulladulla in 2016.

For online transactions and further information about Service NSW, visit the Service NSW website www.service.nsw.gov.au, download the mobile app or call 13 77 88.

MEDIA: Nigel Freitas | 0427 464 623



Dominic Perrottet
Minister for Finance, Services and Property

MEDIA RELEASE

Wednesday, 19 August 2015

SERVICE NSW NETWORK EXPANDS IN MACARTHUR

NSW Minister for Finance, Services and Property Dominic Perrottet has announced that work will shortly commence on the new one-stop shop at Gregory Hills – which will be one of the largest service centres in the State.

“Service NSW has changed the game in customer service and is taking that model across Sydney and NSW,” said Mr Perrottet. “These popular service one-stop shops, located in high growth population corridors, allow customers to undertake multiple government transactions in the one place, offer extended hours, better customer service, shorter waiting times and currently have a satisfaction rating of 98 per cent.”

“There are now 38 Service NSW centres trading with more to come by the end of 2016.”

The new Macarthur Service Centre is due to open later in the year and will provide high capacity driver testing facilities with at least 1,000 customers expected a day. It will join the Liverpool Service Centre, currently the largest in the State, which is consistently offering quality services to customers with strong satisfaction scores.

Customers can access more than 800 transactions through Service NSW with more services available online, backed by new one-stop shops and a 24/7 phone service.

Mr Perrottet said the NSW Government was committed to reducing duplicated shopfronts which only offer services from one government agency, such as local motor registries, as they cannot deliver the new model of customer service.

The existing motor registries at Narellan, Campbelltown and Ingleburn will merge with the new Macarthur Service Centre and the Liverpool Service Centre. A new digital store will be launched in Campbelltown to support the new Macarthur Service Centre. Motor registry staff will be given priority assessment for jobs at the new service centres, with more jobs being created in the region overall.

“Our physical network has been designed so that more people can access more services in the one place,” said Mr Perrottet. “As more and more customers look to transact online the physical network must also be redesigned to respond to their needs.”

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Dominic Perrottet
Minister for Finance, Services and Property

MEDIA RELEASE

Wednesday, 19 August 2015

SERVICE NSW EXPANDS IN SYDNEY'S NORTH WEST

NSW Minister for Finance, Services and Property Dominic Perrottet has announced that work will commence on two new Service NSW one-stop shops in Sydney's North West.

"Service NSW has changed the game in customer service and is taking that model across Sydney and NSW," said Mr Perrottet. "Work is well underway on a new Service NSW one-stop shop at Ryde currently being built at the Macquarie Shopping Centre and on target to open its doors to customers next month.

"There are now 38 Service NSW centres trading across the state with more to come by the end of 2016," said Mr Perrottet. "These popular service one-stop shops, located in high growth population corridors, allow customers to undertake multiple government transactions in the one place, offer extended hours, better customer service, shorter waiting times and currently have a satisfaction rating of 98 per cent."

"Planning is also well underway for a new one-stop shop at Richmond which is due to open in October at the site of the old motor registry. A temporary registry will be in operation nearby from next week [August 24] during the refurbishment.

"The Richmond and Ryde one-stop shops will complement other service centres in the region already proving a hit with customers, including Hornsby, Castle Hill & Chatswood."

Mr Perrottet said old, single agency shopfronts will be merged into new Service NSW one-stop shops which have extended trading hours and access to a range of other services not previously available.

Accordingly, services at Ryde and North Ryde motor registries will merge with the new Service NSW Ryde one-stop shop which provides enhanced driver testing facilities. Motor registry staff are given priority assessment for jobs at the new service centres, with the new one-stop shops providing more jobs in the region overall.

"Our physical network has been designed so that more people can access more services in the one place," said Mr Perrottet. "As more customers look to transact online, the physical network must also be redesigned to respond to their needs."

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Dominic Perrottet
Minister for Finance, Services and Property

MEDIA RELEASE

Wednesday, 19 August 2015

SERVICE NSW EXPANDS IN SYDNEY'S SOUTH

The Minister for Finance, Services and Property Dominic Perrottet has announced that work will commence early next year on a new Service NSW one-stop shop at Miranda.

"Service NSW has changed the game in customer service and is taking that model across Sydney," said Mr Perrottet. "Service NSW will build a new one-stop shop at Miranda Westfield, which will also have driver testing facilities to increase the number of tests available to the Shire."

"Service NSW Miranda will complement one-stop shops in an arc across southern Sydney stretching from Miranda through to Hurstville and Botany," said the Minister.

"There are now 38 Service NSW centres trading across the state with more to come by the end of 2016," said Mr Perrottet. "These popular service one-stop shops, located in high growth population corridors, allow customers to undertake multiple government transactions in the one place, offer extended hours, better customer service, shorter waiting times and currently have a satisfaction rating of 98 per cent."

When Miranda Service Centre opens in early 2016, it will provide access to more than 800 government transactions including driver licences, vehicle registrations, Seniors Card applications, birth certificate applications, competency cards, owner builder permits, Housing NSW payments and more.

Mr Perrottet said old, single agency shopfronts will be merged into new Service NSW one-stop shops which have extended trading hours and access to a range of other services not previously available.

Accordingly, services at Engadine motor registry will relocate to Service NSW Miranda. Motor registry staff will be given priority assessment for jobs at the new service centres, with the new one-stop shops will provide more jobs in the region overall.

"Our physical network has been designed so that more people can access more services in the one place," said Mr Perrottet. "As more customers look to transact online, the physical network must also be redesigned to respond to their needs."

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Dominic Perrottet
Minister for Finance, Services and Property

MEDIA RELEASE

Wednesday, 19 August 2015

SERVICE NSW EXPANDS IN SYDNEY'S WEST

NSW Minister for Finance, Services and Property Dominic Perrottet has announced that work will commence on a new Service NSW one-stop shop at Auburn and a new high capacity driver testing centre at Silverwater in Sydney's west.

"Service NSW has changed the game in customer service and is taking that model across Sydney and NSW," said Mr Perrottet. "Work will commence shortly on both the Auburn one-stop shop and the Silverwater driver testing centre."

"Over time, Auburn Service Centre will also offer specialised Motor Dealer services to make it easier for businesses and residential customers in this key corridor. Silverwater motor registry will be transformed into a new high capacity driver testing centre to increase the supply of driver tests and meet growing demand."

"There are now 38 Service NSW centres trading across the state with more to come by the end of 2016," said Mr Perrottet. "These popular service one-stop shops, located in high growth population corridors, allow customers to undertake multiple government transactions in the one place, offer extended hours, better customer service, shorter waiting times and currently have a satisfaction rating of 98 per cent."

Mr Perrottet said old, single agency shopfronts will be merged into new Service NSW one-stop shops which have extended trading hours and access to a range of other services not previously available.

Accordingly, services at Lidcombe and Silverwater motor registries will merge with the Auburn one-stop shop. Motor registry staff will be given priority assessment for jobs at the new service centres, with more jobs being provided in the region overall."

Where sites have not been announced, motor registries will continue to operate until such time as the Service NSW network expands.

"Our physical network has been designed so that more people can access more services in the one place," said Mr Perrottet. "As more customers look to transact online, the physical network must also be redesigned to respond to their needs."

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