

Tuesday 6 September 2011

IMPROVING PUBLIC SERVICE DELIVERY IN NSW

Minister for Finance and Services, Greg Pearce, said that the provision of Government services would be a key focus over 2011-12 with almost **\$1.5 billion to reform the way Government operates** to ensure better value for the people of NSW.

"The key focus in the Finance and Services Budget is to support the delivery of whole of government reform initiatives across the portfolio," Mr Pearce said.

"This funding will ensure Government can deliver better services while providing value-for money to the community," he said.

"The shift in priority to service delivery will underpin reforms across a vast spectrum of services the Department for Finance and Services provides - including public works, government procurement, housing, information and communications technology and water utilities.

Key budget initiatives include:

- **\$414 million to improve and enhance services to Government agencies** including \$12 million to expand the Government Licensing Service to streamline 24/7 licensing transactions;
- **\$197 million for NSW Public Works** to manage the planning, procurement, design and construction of building and engineering projects, including school facilities, **TAFE** colleges and hospitals;
- **\$194 million for Office of State Revenue operations**, including a review of overdue fines and debt management processes; and
- **\$184 million to Land & Property Information** including redeveloping the Spatial Information Exchange, developing a comprehensive property addressing system and digitising records.

"Central to the investment and reform program is making services better for the people of NSW and to this end we are enhancing online applications for customers and suppliers, and simplifying processes for dealing with Government.

"We will also establish an Office of Finance which will advise Government on financial policy and be charged with delivering key reforms, in areas such as procurement and asset use.

"This budget reflects the NSW Government's key priorities of improving services and providing better value for money for taxpayers," Mr Pearce said.