



Premier's Priorities - Data Information Sheet

Government made easy

Increase the number of government services where the citizens of NSW only need to "Tell Us Once" by 2023

Table 1: Target Definition

Measure	Baseline Value	Baseline Date	Target Value	Target Date	Final Report Availability	Source
Number of government services where the citizens of NSW only need to "tell us once"	0	June 2019	60	June 2023	Aug 2023	Department of Customer Service

Glossary

- **Tell us once**
 - "Tell us once" means customers can access, use or notify a service or services in fewer steps and saving time by choosing to share and reuse information that has already been provided to government.
- **Government services**
 - Government services are interactions with a government entity whereby citizens (customers) receive or provide something.
 - **Includes:** Services that may be simple and non-recurring, or complex and long-lived.
 - A service may involve advice, notifications, a financial or other benefit, a regulatory matter, a human or digital experience.
 - A service may also be involuntary and unplanned, for example following the occurrence of an offence or accident.
- **Service Categories**
 - Government Made Easy initiatives generally fall into one of three categories, as outlined below. Categories vary by complexity of the service or improvement opportunity.
 - **Category: Tell us once about you**
 - **Previous situation:** Customers are asked to provide information that they have previously provided (e.g. personal details, address).
 - **The opportunity:** Use details already held in the system to pre-populate forms, reducing demands on customer's time and memory. Impact to the customer in time saved on high volume transactions.
 - **Example:** Active Kids rebate vouchers pre-populated using the MyServiceNSW Account.
 - **Category: Tell us once when things change**
 - **Previous situation:** Customers provide information many times to multiple different government agencies when their circumstances change.
 - **The opportunity:** Customers notify a single contact point, which then informs multiple government and non-government organisations. Impact to customers in time and effort saved.
 - **Example:** Australian Death Notification Service.
 - **Category: Tell us once when you need help**
 - **Previous situation:** Customers provide information that is sensitive or complex to multiple government contact points to obtain the services they need.
 - **The opportunity:** Consent-based information sharing avoids the need to re-tell a story to multiple different people or entities. Impact to customers in more seamless transfer between services and better customer outcomes.
 - **Example:** The Bushfire Customer Care model.

Note: Some important customer service improvement work may not qualify as a Government Made Easy initiative because it does not sufficiently fit into these categories. However, this work may be a first step

towards another initiative that does qualify. For example, the digitalisation of a service that was previously only available at a physical location is work that enables the digital reuse of information for other services.

Further Information

For further information, refer to:

- [Premier's Priorities website](#)

Version History

Version 0.1, 28/10/2020, Previous version

Version 0.2, 5/10/2021, Version 0.1, Previous version

Version 1.0, 03/03/2022, Document edited for accessibility