



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

Target Definition

Measure	Baseline		Target		Final Report Availability	Source
	Value	Date	Value	Date		
Number of government services where the citizens of NSW only need to “tell us once”	0	Jun 2019	60	Jun 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 as a result of the government reusing or sharing (with consent) personal information which the customer has already provided.
Government services	Government services are interactions with a government entity whereby citizens (customers) receive or provide something. Includes (more detail in table below) <ul style="list-style-type: none"> • Services 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 shown in the table below. Categories vary by complexity of the service or improvement opportunity.

Category	Previous situation	The opportunity	Example
Tell us once about you	Customers are asked to provide information that they have previously provided (e.g. personal details, address).	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.	Active Kids rebate vouchers pre-populated using the MyServiceNSW Account
Tell us once when things change	Customers provide information many times to multiple different government agencies when their circumstances change.	Customers notify a single contact point, which then informs multiple government and non-government organisations. Impact to customers in time and effort saved.	Australian Death Notification Service

Tell us once when you need help	Customers provide information that is sensitive or complex to multiple government contact points to obtain the services they need.	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.	The Bushfire Customer Care model
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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:

- <https://www.nsw.gov.au/improving-nsw/premiers-priorities/government-made-easy/>

Version History

Version 0.1, 28/10/2020, This version