

## STANDING COMMITTEE ON ESTIMATES AND FINANCIAL OPERATIONS

### ANSWERS TO QUESTIONS PRIOR TO HEARING

#### Department of Finance

##### Hon Wilson Tucker MLC asked:

1) My question relates to the trial of *Service WA*.

a) What is the scope of the trial?

Answer: The scope is to evaluate the feasibility of bringing together multiple services from numerous agencies in a one-stop-shop model; test the concept with 80 services in a minimum-viable way; and gather feedback from citizens to help shape the future of government's service design.

b) What agencies are participating in the trial?

Answer: The Departments of Transport; Justice; Communities; Primary Industries and Regional Development; and the Western Australia Police Force. The Department of Finance is the lead agency for ServiceWA.

c) What is the outcome of the trial to date? For instance, what efficiencies have been identified? What measurable outcomes have been achieved?

Answer: The trial has demonstrated the ability to deliver services from multiple agencies through a modern, unified, customer-centric design. This has been shown to better align with citizen needs, and helps to close the gap between citizen expectations and the government's current service delivery landscape.

The trial has reduced unnecessary duplication by providing citizens in the South West with the ability to undertake transactions that were previously delivered in a siloed manner.

The trial provides the local community with quality customer service and a simple, convenient, and practical way to access services in one place. Feedback from citizens has shown a large desire for a 'one-government' delivery model. More than 90 per cent of customers have been highly satisfied with the service received.

Additionally, more than 9 in 10 customers strongly agreed a one-stop-shop for State Government services would be useful; more ServiceWA centres should be set up across Western Australia; and services should be combined to make it easier to connect with the State Government.

d) Assuming the trial is a success, when will Service WA be rolled out across the state, and what will it look like for end users/customers?

Answer: While the initial results from the trial has been successful, further analysis and evaluation of the trial is required before Government makes a decision on a further rollout, this work is currently underway.

Minister's initials

