

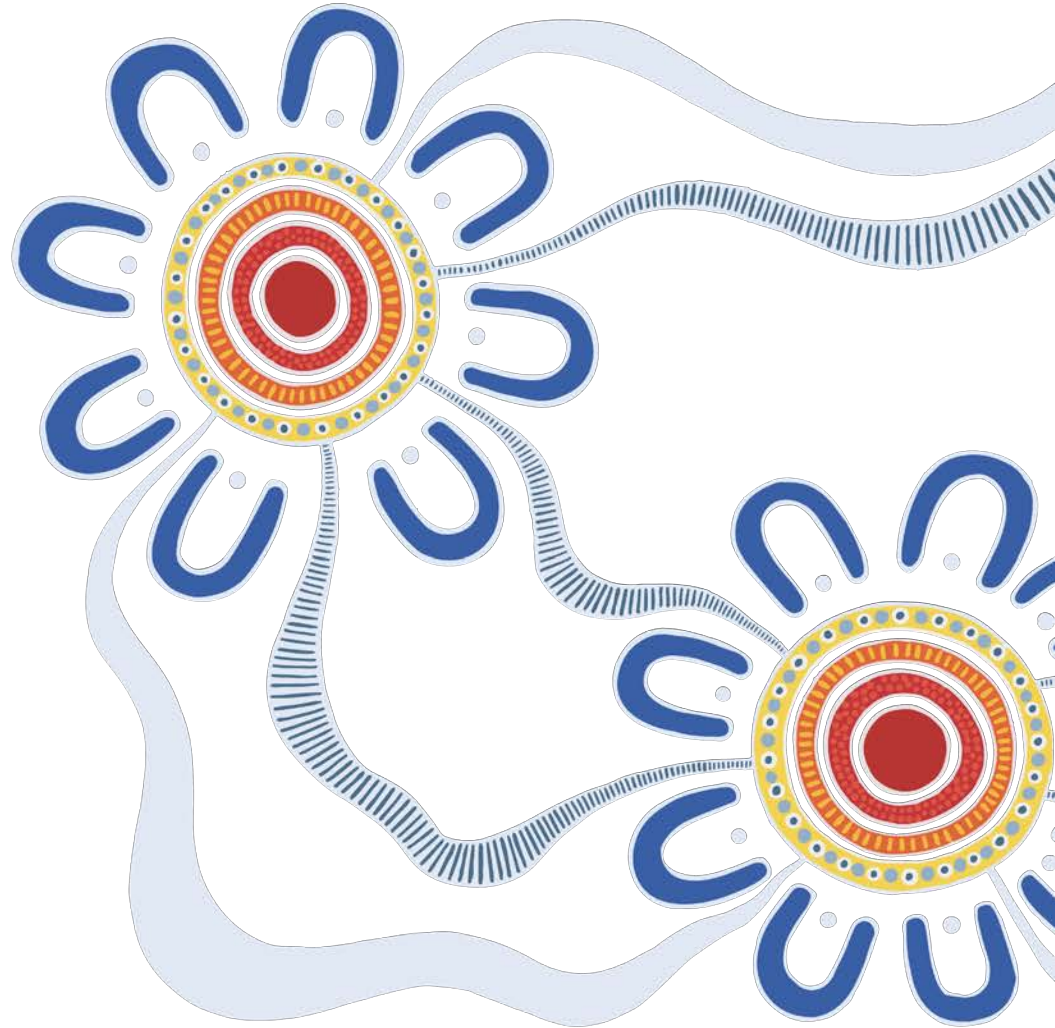
Supporting Customers in Financial Hardship

Financial Inclusion Network –
Road to Resilience
Conference

February 2022

Acknowledgement of Country

I begin today by acknowledging the Traditional Custodians of the land on which we meet today, and pay my respects to their Elders past, present and emerging. I extend that respect to Aboriginal and Torres Strait Islander people here today.



Service NSW is committed to making it easier for NSW residents and businesses to connect with government

- A positive customer experience is our highest priority
- Easier access to Government services
- Single point of contact
- Service NSW provides over 1200 types of transactions
- Navigational and relationship-based services for the people of NSW
- Provide customers with a multi-channel service delivery (digital, over the counter, over the phone).



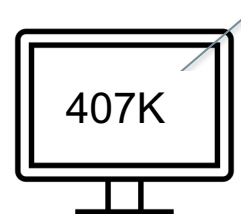
The original overarching aim of the NSW Government Cost of Living Program is to put money back in the pockets of its citizens

- Cost of Living was launched in July 2018
- Consolidated rebates and savings information onto one website
- Designed to increase awareness and uptake of NSW Government rebates and savings
- Currently, there are over 70 rebates and savings currently available to the people of NSW



Since its inception (July 2018) our customers have accessed more than **\$1.7 billion** in potential rebates and savings

- Over 90,000 Cost of Living appointments
- 47,000 face to face appointments
- Over 67,000 appointments where savings were claimed
- Average saving of \$600 per customer
- A total saving of \$40.7 million dollars
- Overall satisfaction with Cost of Living appointments is tracking above 99%
- Over 2.9M customers accessed the Savings Finder tool to identify potential saving outcomes



Completed
Savings Finder
Tool

COVID-19 Financial support



Job Saver Program

Test and Isolate Payment

Diner & Discover Vouchers

\$7.09m



\$53.6m



\$339.7m



\$75K



\$11.2m

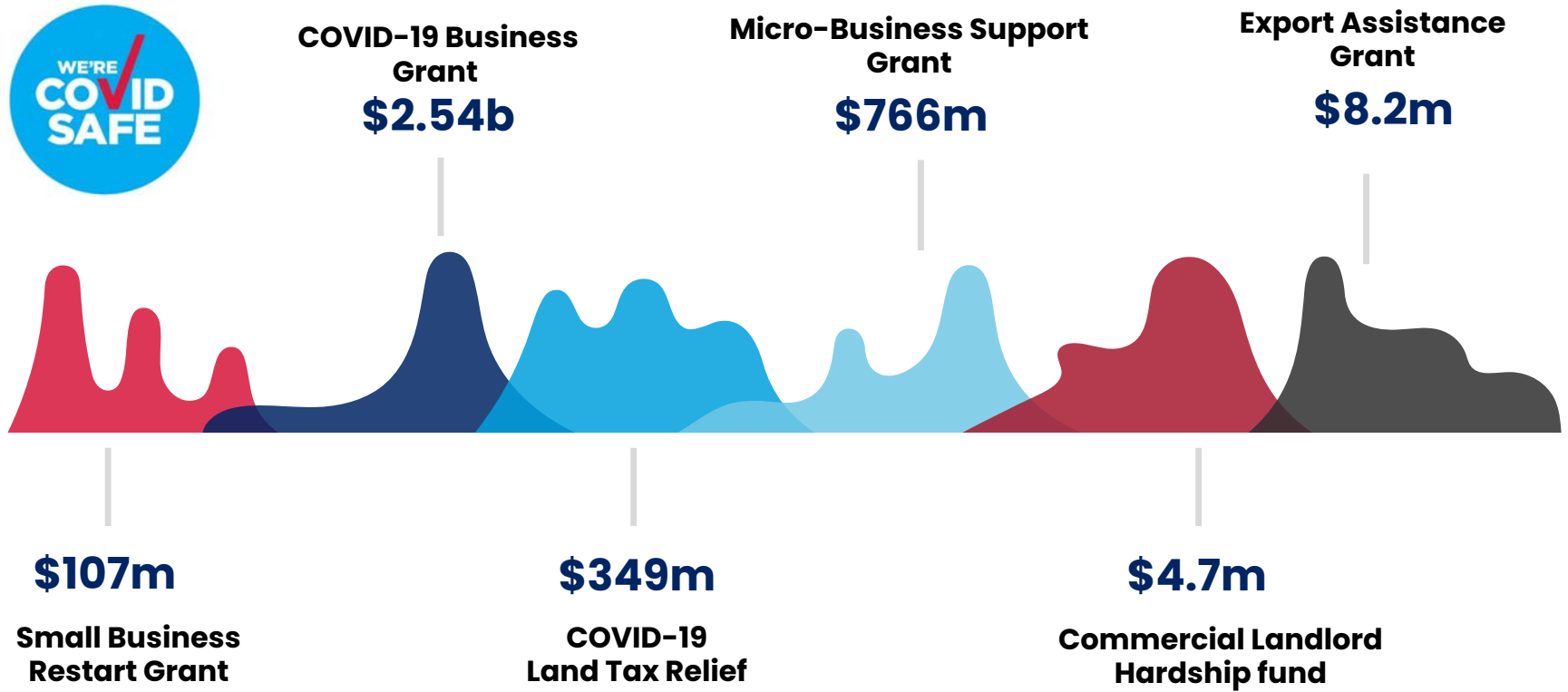


Energy Account Payment Assistance

Accommodation Support Grant

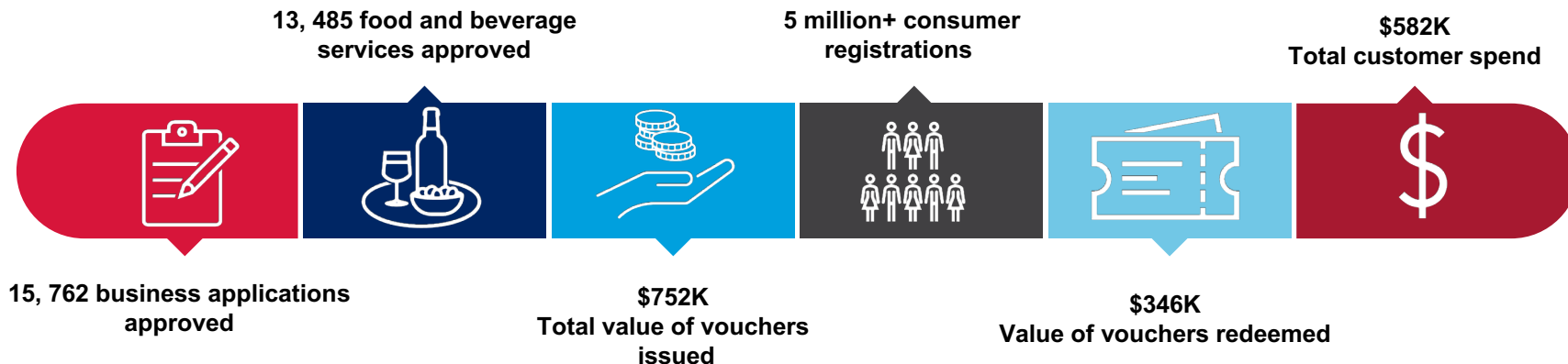


COVID-19 Financial support - Business



Dine & Discover Program

- The Dine & Discover Program was initiated as part of the disaster recovery initiatives introduced by Service NSW
- Vouchers include:
 - 3 x \$25 Dine NSW Vouchers to be used for dining in at restaurants, cafés, bars, wineries, pubs and clubs or for takeaway
 - 3 x \$25 Discover NSW Vouchers to be used for entertainment and recreation, including cultural institutions, live music, and arts venues.



Disaster Recovery



Disaster Welfare
Assistance 20-21
115,429 calls



Disaster Assistance
Finder
138,555 completed

Floods & Storms

Appointments:

- Flood Recovery Customer Care (F2F): 28
- Flood Recovery Customer Phone: 495

- Total number of customers registered for flood assistance at a Recovery centre: 4,017
- Visits to Floods Landing Page: 181,000



2,147,75 total households in impacted areas

Bushfires

- Number of Customer Care calls received: 7,587
- Total Assisted Customers: 12,413

Small Business grants:

- Paid: \$48.4m
- Applications: 4,017
- Business Concierge: 2,816 calls



Over 6,300 properties damaged or destroyed



Tell Us Once when you are experiencing Financial Hardship

Aim: to make it easier for customers to understand and access the support services and concessions available across when experiencing financial hardship.

13.3% of the total NSW population live below the poverty line.
(NCOSS, 2019)



Tell Your Story Once for Disaster Affected People

Aim: to enhance the disaster registration and recovery assistance process and reduce the difficulty associated with applying for government assistance.



Service NSW Customer Care

Aim: to deliver a personalised customer care service providing systemic support and navigation to NSW customers as an integrated multichannel offering with digital assistance finder capability, appointment based, conversation style, personal customer interactions and proactive follow ups.

Cultural and Diversity & Inclusion Programs

These programs aim to build strong relationships with local communities by providing an inclusive environment for both our team members and all our customers.





Refugee Internship Program

Thank you

