

The Beyond Digital Strategy will guide NSW Government to deliver **smart, simple and seamless personalised services** available from anywhere, to all our customers. This means...

### OUR STRATEGY

- ✓ We put **customers at the centre** of everything we do
- ✓ We deliver Government Made Easy through decisions informed by **data and insights**
- ✓ We reimagine **investing for better outcomes**
- ✓ We deliver **better frontline technology**
- ✓ We are a World Class Public Service with **capabilities for the future**

### OUR COMMITMENTS

In practice: our **Commitments** outline what customers can expect when receiving services from NSW Government:

<p><b>Easy to Engage</b></p> <p>Make it easy to access what I need Make it simple for me to understand</p>	<p><b>Act with Empathy</b></p> <p>Show you understand my situation Treat me fairly and with respect Provide service in my time of need</p>	<p><b>Respect my Time</b></p> <p>Tell me what I need to know beforehand Minimise the need for me to repeat myself</p>	<p><b>Explain what to Expect</b></p> <p>Be clear about what steps are involved Contact me when I need to know something</p>	<p><b>Resolve the Situation</b></p> <p>Be accountable for your actions Be clear in decision-making Reach an outcome</p>	<p><b>Engage the Community</b></p> <p>Listen to the community and understand our needs Ask us how we want services to be delivered</p>
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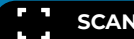
### EXAMPLES

Examples of how we are **delivering smart, simple and seamless personalised services...**

<p><b>Government made easy</b></p> <p>Increase the number of government services where citizens of NSW only need to "Tell Us Once" by 2030.</p>	<p><b>Apply to enrol in a government school anytime and anywhere</b></p> <p>A new online enrolment pilot is providing a seamless and convenient way to complete school enrolments.</p>	<p><b>Consolidate NSW Payment Platforms across Government</b></p> <p>Transform customers' payment experience and to optimise costs for the sector.</p>
<p><b>Making it easier to start, run or grow a business</b></p> <p>Get free access to trusted and tailored guidance to run and grow your business.</p>	<p><b>View timely property information now</b></p> <p>Get access to free, timely and up to date information on land and property in NSW, including upcoming development.</p>	<p><b>Digitally transforming parking experience for citizens in NSW</b></p> <p>Finding and paying for your nearby parking instantaneously is only a tap away.</p>

#### Become an advocate for change

Tell us how you're already **Beyond Digital**



#### How to get involved

Go to the Beyond Digital website for specific actions and details of the Cluster 10-year digital / ICT investment plans.

[www.digital.nsw.gov.au/beyond-digital](http://www.digital.nsw.gov.au/beyond-digital)

#### Email

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