



New South Wales

Service NSW (One-stop Access to Government Services) Regulation 2018

under the

Service NSW (One-stop Access to Government Services) Act 2013

His Excellency the Governor, with the advice of the Executive Council, has made the following Regulation under the *Service NSW (One-stop Access to Government Services) Act 2013*.

VICTOR DOMINELLO, MP
Minister for Finance, Services and Property

Explanatory note

The object of this Regulation is to repeal and remake, with no significant amendments, the provisions of the *Service NSW (One-stop Access to Government Services) Regulation 2013*, which would otherwise be repealed on 1 September 2018 by section 10 (2) of the *Subordinate Legislation Act 1989*.

This Regulation:

- (a) enables the Chief Executive Officer of Service NSW to sub-delegate customer service functions to local councils, county councils and registrars of the Local Court, and
- (b) prescribes certain functions of a non-government entity, the National Roads and Motorists' Association Limited (the NRMA), as customer service functions to be exercised by the Chief Executive Officer of Service NSW, and
- (c) prescribes certain companies as approved persons for the purposes of section 12 of the *Service NSW (One-stop Access to Government Services) Act 2013*, to enable those companies to enter into agreements with Service NSW to act as its agent.

This Regulation is made under the *Service NSW (One-stop Access to Government Services) Act 2013*, including sections 7 (3) (b), 10 (1), 12 (2) and 21 (the general regulation-making power).

This Regulation relates to matters set out in Schedule 3 to the *Subordinate Legislation Act 1989*—namely, matters of a machinery nature.

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Service NSW (One-stop Access to Government Services) Act 2013

1 Name of Regulation

This Regulation is the *Service NSW (One-stop Access to Government Services) Regulation 2018*.

2 Commencement

This Regulation commences on the day on which it is published on the NSW legislation website.

Note. This Regulation repeals and replaces the *Service NSW (One-stop Access to Government Services) Regulation 2013*, which would otherwise be repealed on 1 September 2018 by section 10 (2) of the *Subordinate Legislation Act 1989*.

3 Definition

(1) In this Regulation:

the Act means the *Service NSW (One-stop Access to Government Services) Act 2013*.

Note. The Act and the *Interpretation Act 1987* contain definitions and other provisions that affect the interpretation and application of this Regulation.

(2) Notes included in this Regulation do not form part of this Regulation.

4 Sub-delegation of customer service functions by CEO

Each of the following is prescribed for the purposes of section 7 (3) (b) of the Act:

- (a) a council or county council within the meaning of the *Local Government Act 1993*,
- (b) a registrar of the Local Court.

5 Customer service functions of non-government entities

(1) For the purposes of section 10 (1) of the Act, the following functions of the NRMA are customer service functions:

- (a) the provision or marketing of NRMA services (including the provision of advice or information about those services),
- (b) the receipt or processing of applications for NRMA services (including the collection of fees for those services),
- (c) any function of the NRMA that is ancillary to a function in paragraph (a) or (b).

(2) In this clause:

NRMA means the National Roads and Motorists' Association Limited (ABN 77 000 010 506).

NRMA services means services provided by the NRMA, including:

- (a) memberships offered by the NRMA, and
- (b) international driving permits issued by the NRMA.

6 Approved persons

For the purposes of section 12 of the Act, the following are prescribed as approved persons:

- (a) Concentrix Services Pty Ltd (ABN 63 166 171 991),
- (b) Datacom Connect Pty Ltd (ABN 16 103 112 303),
- (c) Peakbound Holdings Pty Ltd (ABN 41 159 350 008),
- (d) Probe Group Pty Ltd (ABN 90 770 747 494),
- (e) Salmat Contact Solutions Australia Pty Ltd (ABN 30 006 688 955),
- (f) Serco Citizen Services Pty Ltd (ABN 89 062 943 640),
- (g) Stellar Asia Pacific Pty Ltd (ABN 86 082 618 148),
- (h) Telco Services Australia Pty Ltd (ABN 31 106 527 422).

7 Repeal

The *Service NSW (One-stop Access to Government Services) Regulation 2013* is repealed.

8 Savings

Any act, matter or thing that, immediately before the repeal of the *Service NSW (One-stop Access to Government Services) Regulation 2013*, had effect under that Regulation continues to have effect under this Regulation.