



New South Wales

# Service NSW (One-stop Access to Government Services) Regulation 2022

under the

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

Her 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 Customer Service and Digital Government

## 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the provisions of the *Service NSW (One-stop Access to Government Services) Regulation 2018*, which would otherwise be repealed on 1 September 2023 by the *Subordinate Legislation Act 1989*, section 10(2).

This Regulation—

- (a) prescribes persons to whom the Chief Executive Officer of Service NSW may sub-delegate customer service functions, and
- (b) prescribes certain functions of the NRMA as customer service functions that may be exercised by the Chief Executive Officer of Service NSW, and
- (c) prescribes certain companies as approved persons for the *Service NSW (One-stop Access to Government Services) Act 2013*, section 12 to enable the companies to enter into agreements with Service NSW to act as Service NSW's agent.

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

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## Service NSW (One-stop Access to Government Services) Regulation 2022

under the

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 2022*.

### 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and replaces the *Service NSW (One-stop Access to Government Services) Regulation 2018*, which would otherwise be repealed on 1 September 2023 by the *Subordinate Legislation Act 1989*, section 10(2).

### 3 Definition

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.

### 4 Sub-delegation of customer service functions by CEO

For the Act, section 7(3)(b), each of the following is prescribed—

- (a) a registrar of the Local Court,
- (b) a council, a county council or a joint organisation within the meaning of the *Local Government Act 1993*,
- (c) Mid North Coast Local Health District,
- (d) a person employed by a person referred to in paragraph (b) or (c).

### 5 Customer service functions of non-government entities

(1) For the Act, section 10(1), 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 the services,
- (b) the receipt or processing of applications for NRMA services, including the collection of fees for the services,
- (c) a function of the NRMA that is ancillary to a function in paragraph (a) or (b).

(2) In this section—

*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 Act, section 12, the following are prescribed as approved persons—

- (a) Business Enterprise Centre - Central NSW Limited (ABN 32 509 822 549),
- (b) Community Migrant Resource Centre Incorporated (ABN 89 786 937 360),
- (c) Concentrix Services Pty Ltd (ABN 63 166 171 991),
- (d) Creative Plus Business Group Pty Ltd (ABN 57 610 010 930),
- (e) Datacom Connect Pty Ltd (ABN 16 103 112 303),
- (f) Epiphany Training & Consulting Pty Ltd (ABN 86 165 780 049),
- (g) Hunter Business Centre Ltd (ABN 47 002 940 249),
- (h) Kategic Pty Ltd (ABN 88 623 500 069),
- (i) Mid North Coast Local Health District (ABN 57 946 356 658),
- (j) NORTEC Employment and Training Limited (ABN 88 129 092 280),
- (k) NSW Indigenous Chamber of Commerce Inc (ABN 16 806 409 016),
- (l) Penrith City and District Business Advisory Centre Limited (ABN 24 302 072 098),
- (m) Probe Asia Pacific Pty Ltd (ABN 86 082 618 148),
- (n) Probe Contact Solutions Australia Pty Limited (ABN 30 006 688 955),
- (o) Queanbeyan Enterprise Centre Incorporated (ABN 19 367 650 049),
- (p) Realise Business Ltd (ABN 78 779 264 661),
- (q) Serco Citizen Services Pty Ltd (ABN 89 062 943 640),
- (r) Telco Services Australia Pty Ltd (ABN 31 106 527 422),
- (s) The Illawarra ITEC Ltd (ABN 70 003 683 565),
- (t) Ungooroo Aboriginal Corporation (ABN 64 020 872 467).

## **7 Repeal and savings**

- (1) The *Service NSW (One-stop Access to Government Services) Regulation 2018* is repealed.
- (2) An act, matter or thing that, immediately before the repeal of the *Service NSW (One-stop Access to Government Services) Regulation 2018*, had effect under that Regulation continues to have effect under this Regulation.