

FUTURE STATE

1

Multi-faceted pilot

2

ServiceWA channels

3

Face-to-face pilot sites

4

Aboriginal community pilot pop-ups

5

State government agencies

ServiceWA Pilot Design

8 direct citizen data collection hubs

Utilising 3 existing accommodation premises, with a strong branding presence

Engagement through pilot sites, concierges, data collection points, online feedback, and placed based groups

Growing a better understanding of placed based needs across 17 points

Accessibility online and face-to-face across metro, regional, and remote

Benchmarking existing and new service delivery across 4 agencies

Value for money, citizen centric, community facing transactional services, informed by evidence

ServiceWA what does it look like?

ServiceWA online directory using WA.gov.au

Embedded evaluation, feasibility assessment, hot feedback, rapid review across 12 months

Aboriginal community co-design through 4 pop-ups

Pilot to inform future state feasibility

2 Community Resource Centre pop-ups, as well as Community Resource Centres used for citizen data collection

Central Government Agency

Department of Transport

Department of Justice

Western Australia Police Force

Department of Primary Industries and Regional Development

Total 36 Services

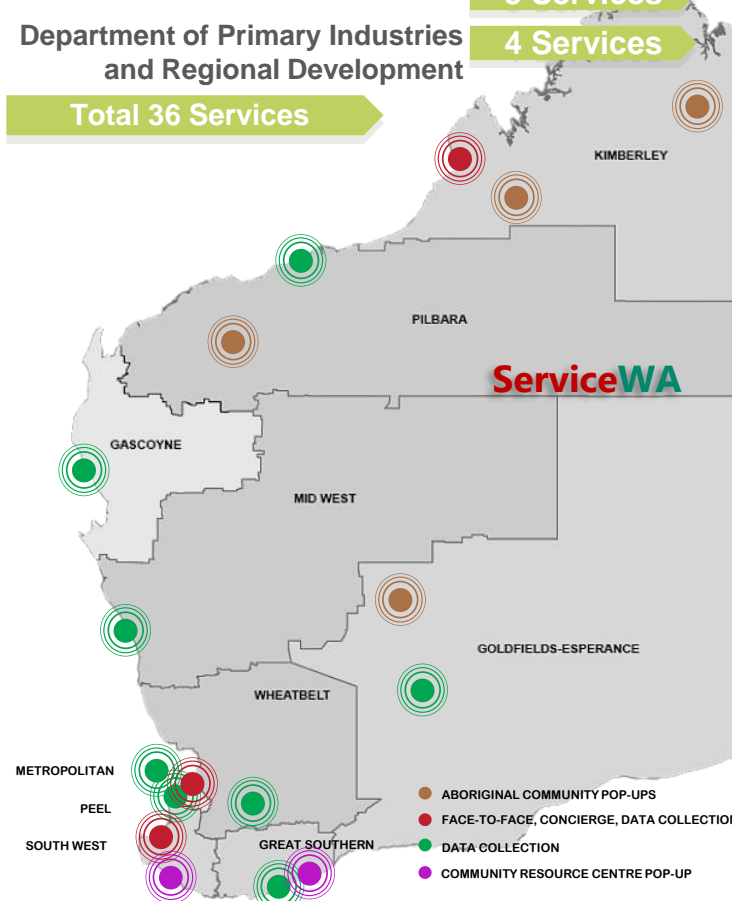
Program Agency

19 Services

8 Services

5 Services

4 Services



ServiceWA

- ABORIGINAL COMMUNITY POP-UPS
- FACE-TO-FACE, CONCIERGE, DATA COLLECTION
- DATA COLLECTION
- COMMUNITY RESOURCE CENTRE POP-UP

October 2020

"ServiceWA Pilot listens to the WA community"

January 2021

"WA Government makes sure no one's voice gets left behind in defining the future of ServiceWA"

"ServiceWA concierge saved me time, effort and energy. They showed me how to apply online next time"

"ServiceWA offers me one point of contact, normally I would be running around trying to figure out where to go"

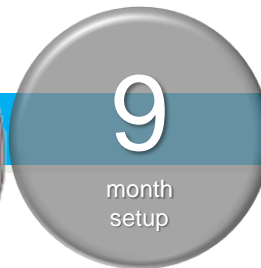
"I found the process a lot easier with ServiceWA help."

I'm starting a new job and I needed a driver's licence, but I had outstanding fines. At ServiceWA I was able to set up a time to pay for my fines, which meant I could renew my licence.

I was also able to get a new birth certificate and a national police clearance while I was there – and I did it all at once at the one place!"



ServiceWA Pilot Implementation



1 July 2019
"WA Government pilots to improve service delivery"



April 2020
Soft launch



1 July 2020
"ServiceWA Pilot launches three customer service desks"

May 2020
"ServiceWA Pilot delivers online presence"

