

SERVING SOUTH AUSTRALIA

Peter Malinauskas MP | SA Labor Leader



Acknowledgment of country. We acknowledge and respect the Traditional Custodians whose ancestral lands we live and work upon and we pay our respects to their Elders past and present. We acknowledge and respect their deep spiritual connection and the relationship that Aboriginal and Torres Strait Islander people have to Country. We also pay our respects to the cultural authority of Aboriginal and Torres Strait Islander people and their nations in South Australia, as well as those across Australia



FOREWORD

South Australians should be able to interact with their government simply and easily; in person, on the phone or through a digital platform.

They shouldn't have to wade through red tape, be passed from department to department, spend hours waiting on hold, queuing in the street or navigating a clumsy and outdated digital platform.

The experience for interacting with the state government has been poor at a time when South Australians would be right to expect the one stop shop experience offered in other states.

Labor fought to stop the Marshall Liberal government from closing Service SA branches.

They wanted to close branches in Prospect, Mitcham and Modbury, which served hundreds of thousands of South Australians every year.

A Labor government I lead will not close Service SA shopfronts; in fact opening hours will be extended to make it easier for South Australians to access the services they need.

OPEN LONGER HOURS

Labor will open major Service SA branches on Saturdays from 9am - 5pm.

NEW SERVICES

We will also expand the services available through these centres to make them a one-stop shop for all government services.

Currently Service SA is largely restricted to providing registration and licencing for cars and boats and a small range of other services.

Under Labor we will include all government services; from registering your car or boat through to registering a birth or concessions and grant applications.

It's your state government and I want to make it easier for everyone to access what they need where and when they need it.

That also means improving the digital experience for South Australians who want to interact with their government online.

NEW WEBSITE

We will deliver an easy to navigate government-wide, one-stop shop online platform.

It will save time, save money and cut red tape.

Peter Malinauskas MP

SA Labor Leader



Serving South Australia

NEW OPENING HOURS



Extend opening hours to include Saturday mornings in busy metropolitan branches in Marion, Seaford Meadows, Prospect and Modbury and Elizabeth

NEW WEBSITE



Make the Service SA website a one-stop shop for all government services

NEW SERVICES

Service SA will be a one stop shop for all government services that will now include:

- ✓ Registering births, relationships and deaths
- ✓ Boating, fishing and other outdoor pursuits
- ✓ Business, industry and employment including a range of registration and licencing requirements
- ✓ Applications for concessions, rebates and other assistance
- ✓ Driving and transport; including permits and licencing
- ✓ Health and wellbeing support and services, child-care and disability support
- ✓ Education, skills and training
- ✓ Power of Attorney
- ✓ Housing services including public and social housing
- ✓ Planning and permits
- ✓ State government taxes, fees and charges
- ✓ Victims of crime services and support, criminal checks and Justice of the Peace services





South Australians deserve to have a one stop shop that connects them to their state government in their local community.

Additional staff will be recruited to supplement staffing to allow the Marion, Seaford Meadows, Prospect, Modbury and Elizabeth centres to open from 9am to 5pm on Saturdays.

We will also review the resourcing of vehicle inspections at Regency Park with a view to improving access and turn around times for inspections.

Supporting this will be a drive to significantly update the state government’s online one-stop-shop presence, allowing South Australians to

connect and interact with the full range of state government services via a new Service SA website.

Labor will require all government services to embrace fully an accelerated digital by default approach to all of its responsibilities to support the new website.

The commitment will be largely funded through redirecting resources from agencies currently providing services now to be included in the new Service SA model and from the Government’s Digital Restart Fund.

Interacting with government

South Australians have millions of interactions with their government every year; from a applying for a birth certificate to a death certificate, a boating licence or a car licence, certification and licensing in a range of industries, or applying for training courses or government jobs.

There are literally dozens and dozens of different areas in which people interact with their state government. So it should be simple.

Yet the Marshall Liberal government wanted to make it more difficult for South Australians to communicate and transact with their government.

They announced in their first state Budget, in September 2018, plans to close down three Service SA branches in Prospect, Modbury and Mitcham to cut costs.

An 18-month campaign by Labor forced the Marshall Liberal government to back down on the closure of the branches. But they have clearly flagged their intent.

Service SA branches remain at risk, with the Liberals wanting to increasingly push everything over to a digital interaction and anonymise your government.

Yet these branches are an essential service.

Under a Freedom of Information application, the government released figures on how many South Australians use the existing Service SA centres.

Service SA Centre	Customers served FY 2019-20
Adelaide	63,150
Elizabeth	126,818
Gawler	70,384
Marion	104,634
Mile End (Accreditation and Licencing Centre)	42,336
Mitcham	60,591
Modbury	90,222
Mount Gambier	51,648
Port Adelaide	84,751
Prospect	94,172
Regency Park	58,335
Seaford Meadows	82,994
Tranmere	79,416

These offices alone in 2019-20 served more than **one million customers.**

These figures don't include offices in Port Pirie, Port Augusta, Berri, Kadina, Murray Bridge, Naracoorte, Port Lincoln and Whyalla. For these offices they only released the number of transactions undertaken.

Service SA Centre	Transactions FY 2019-20
Port Pirie	61,348
Port Augusta	40,935
Murray Bridge	110,768
Berri	85,795
Naracoorte	32,224
Port Lincoln	53,795
Whyalla	53,865
Kadina	76,436

These service centres conducted more than 500,000 transactions. Additionally, there are service agents in other regional towns also undertaking tens of thousands of government transactions.

The evidence is clear, Service SA is a heavily used community service.

The evidence of how well used they is in the data provided by government on the average wait times in the centres which for some stretch to more than eight minutes on average. At peak periods the wait times are well in excess of this and we have seen queues stretching out the door.

These Service SA centres are an essential service for people who want to have a face to face experience with their government, for the elderly, for people who might need some help understanding forms and for people who might not have English as a first language.

The evidence is clear and Labor has listened. Under a Malinauskas Labor government, Service SA will be open for longer and offer more services, both face-to-face and online.



