



Culcairn and Holbrook Self-Serve Kiosks Briefing Kit

Date: April 2016

Welcome to Service NSW

Service NSW is partnering with local councils in regional and remote communities, including Greater Hume Shire Council, to provide easy access to online government services via self-serve kiosks in Culcairn and Holbrook.

The information provided in this kit is for the use of teams at the Greater Hume Shire Council offices in Culcairn and Holbrook, Service NSW service or contact centres and nearby motor registries.

This kit includes:

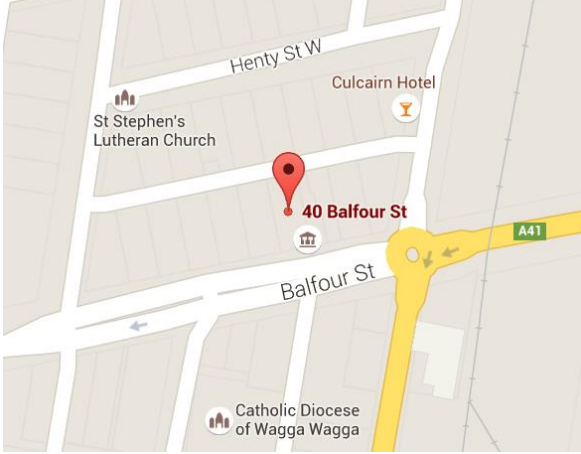
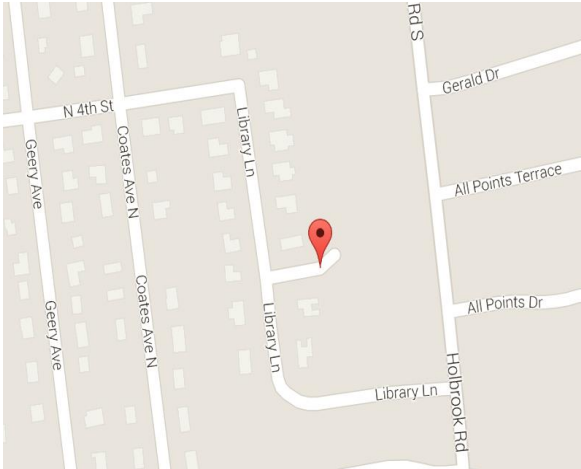
- Questions and Answers for staff and customers about the partnership and the self-serve kiosks.

If you have any questions or concerns regarding this kit, please contact Senior Communications Coordinator, Sahar Syed sahar.syed@service.nsw.gov.au

Questions and Answers

Question	Answer
<p>What is Service NSW?</p>	<p>Service NSW is a new agency delivering on the NSW Government's commitment to make access to government transactions easier for residents. Service NSW brings together transactions provided by Roads and Maritime Services, Fair Trading and much more.</p>
<p>Why is Service NSW partnering with local councils?</p>	<p>Service NSW is partnering with local councils in remote and rural NSW to increase the provision of government services provided to local communities.</p> <p>Working together, Greater Hume Shire Council and Service NSW are offering online government services via self-serve kiosks at Culcairn and Holbrook.</p>
<p>What is a self-serve kiosk?</p>	<p>Self-serve kiosks allow customers to be self-sufficient and complete transactions online without the presence of staff. This enables customers to complete transactions quickly and efficiently online, at their own pace and convenience.</p> <div data-bbox="581 913 1313 1251" data-label="Image"> </div> <p style="text-align: center;">Culcairn Self-Serve Kiosk Holbrook Self-Serve Kiosk</p> <p>Self-serve kiosks are located in council offices in remote and regional NSW and are supported by the customer website service.nsw.gov.au and the 24/7 phone line 13 77 88.</p>

Question	Answer
<p>What transactions can a customer complete at a self-serve kiosk?</p>	<p>By using a credit or credit debit card, customers can complete many transactions online at the self-serve kiosk including:</p> <ul style="list-style-type: none"> • Renew vehicle and boat registration • Apply for an eTag or eToll account • Change a residential or mailing address with Roads and Maritime Services • Renew an individual contractor licence • Check a builder or tradesperson licence • Apply for a NSW Seniors Card • Pay for Housing NSW Rent • Pay a penalty notice • Pay an enforcement order • Pay land tax • Order a National Parks annual pass • Apply for a Recreational Fishing Licence <p>and much more.</p>

Question	Answer
<p>Where is the Scone Self-Serve Kiosk located?</p>	<p>Culcairn Self-Serve Kiosk is located at Greater Hume Shire Council, 40 Balfour Street, Culcairn.</p> <p>Open: Monday to Friday 8:30am to 5pm Saturday 10am to 12:30pm</p>  <p>Holbrook Self-Serve Kiosk is located at Greater Hume Shire Council, Library Court, Holbrook.</p> <p>Open: Tuesday to Friday 11am to 1pm and 2pm to 5:30pm Saturday 9:30am to 12:30pm</p> 
<p>Will there be staff available to help with online transactions or technical difficulties?</p>	<p>Please note that the self-serve kiosks are not staffed. For all self-serve kiosk enquiries, customers are advised to pick up the handset available near the self-serve kiosk. It will automatically connect the customer to the Service NSW contact centre.</p> <p>Alternatively, customers can call the Service NSW contact centre on 13 77 88 for assistance.</p>

Question	Answer
Where can customers provide feedback or obtain further information?	If you would like to provide feedback or obtain further information about Service NSW or the Culcairn and Holbrook Self-Serve Kiosks, please visit service.nsw.gov.au or call 13 77 88 . Customers can also find us on Facebook, Twitter, LinkedIn and YouTube.