



**Gladys Berejiklian**

Treasurer  
Minister for Industrial Relations

**Dominic Perrottet**

Minister for Finance, Services and Property

## **MEDIA RELEASE**

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### **NSW BUDGET: NEW UNIT TO IMPROVE SERVICE DELIVERY**

The NSW Government will establish a new Commissioning and Contestability Unit (CCU) to improve government services by exploring delivery models that include a mix of government, NGO and private sector providers, Treasurer Gladys Berejiklian and Minister for Finance Dominic Perrottet announced today.

Delivering on the Government's State Priority to improve services, the unit will put government service delivery under the microscope to identify innovative opportunities to improve quality, efficiency and value for citizens and is backed by a \$2.9 million investment, to be included in the June 21 NSW Budget.

Drawing on world's best practice, the CCU will work with Government agencies to test the efficiency and effectiveness of current and proposed government programs, exploring delivery models that include a mix of government, private and not-for-profit service providers to improve competition and value for money, while delivering better services.

"Our principle in Government has always been to deliver quality services to the people of NSW, no matter who is providing the service," Ms Berejiklian said. "The CCU will look for innovative ways of providing better services for our customers, right across government."

The CCU will offer expertise for Government agencies to draw on at each stage of a project, from scoping to execution, building on the example of similar initiatives overseas, such as in the UK where the government has adopted a widespread and successful commissioning market for a range of government services.

Mr Perrottet said the CCU would take the same approach the Government had taken in a range of recent reforms, applying those principles across government to deliver quality services and make better use of public funds.

"NSW citizens want quality services delivered at an efficient cost, regardless of who is providing them," Mr Perrottet said. "A great example of the Government re-imagining services around what customers want is Service NSW, and that is the kind of transformative innovation the CCU will deliver," he said.

"What matters is that citizens are put at the centre, and whether that means government providing its services better, or partnering with the best of the private sector, the CCU will be a powerful tool to make that happen".

The CCU sits within NSW Treasury, reporting to the Treasurer and the Minister for Finance.

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