



## THE BETTER SERVICE DELIVERY PROGRAM

### What is the Better Service Delivery Program?

The Better Service Delivery Program (BSDP) is an initiative of the NSW Government to improve client services provided by human service agencies, especially for clients with multiple or complex needs. BSDP aims to help people gain the services they need by making it easier to access information about services and by making it easier for clients to be referred to other appropriate agencies by the first agency of contact. The program will improve information technology for government and non-government services to help achieve these aims and to protect clients' privacy. \$13.9 million has been committed to provide better information management and communication tools. The program is currently being run as a pilot program

### What are the Components of the Program?

- **Human Services Network (HS Net)** - An expanded, secure, human services Intranet site to provide information and networking for staff of government agencies and non-government organisations.
- **Service Line** - An on-line directory of human services across NSW, which will be available 24 hours a day.
- **Referral Link** - A system for electronically transferring client referral information between agencies.
- **IT Infrastructure for Non-Government Organisations** - Hardware, software and training for non-government human services organisations across NSW.
- **Client Information Management System** - A ready-made system for small agencies and non-government organisations

The program will also include privacy guidelines and management guidelines.

### Who is Involved in the Program?

The NSW Government agencies involved in the program are:

- Aboriginal Affairs
- Ageing, Disability and Home Care
- Community Services
- Education and Training
- Housing
- Juvenile Justice
- NSW Health
- Department for Women
- Premier's Department
- Department of Information Technology and Management

Involvement of non-government organisations in BSDP is voluntary. The Council of Social Service NSW (NCOSS) and the Forum of Non-Government Agencies (FONGA) are representing the non-government sector within the program. The Mental Health Co-ordinating Council (MHCC) attended the Consumer Discussion Forum on 21st November to represent the issues and concerns of Mental Health consumers and NGOs. The feedback provided by MHCC and other agencies will be utilised to make the program more useful and appropriate for both staff and clients.

#### **Why is the Better Service Delivery Program needed?**

In addition to government agencies, there are approximately 5,000 non-government organisations providing human services in NSW. Every year six million clients are referred between NSW government human services agencies and NGOs. Many of those referrals require agencies to gather information that clients have already provided to other organisations. The BSDP will assist the human services sector to make better use of information management and technology. Clients could be referred across agencies from their first point of contact. This will save time for the agencies and provide a better service for the client. The program will also improve the usefulness of the Internet. Information on services and agencies will be available online 24 hours a day. This will make it easier and more convenient for staff in government agencies and NGOs to find appropriate services to meet client needs.

#### **What are the Aims of the BSDP?**

- To make accurate information about services easier to obtain
- To protect client privacy in collecting, recording and transferring information
- To assist human service agencies in the exchange of information
- To assist agencies to make referrals for clients
- To make better use of resources and technology
- To help in the identification of gaps in service
- To improve communication and coordination between agencies
- To assist human services agencies to provide a better service for clients

#### **Do clients know what information is transferred to another agency?**

Clients view the information being sent about them and need to consent to this information being sent. They also receive a printed copy of the information sent. Consent can be provided by parents, guardians or legal representatives for clients who are under 16 or who lack legal capacity.

Further information about BSDP can be obtained at:  
[www.hsnet.nsw.gov.au/bsdip](http://www.hsnet.nsw.gov.au/bsdip) or [www.oit.nsw.gov.au](http://www.oit.nsw.gov.au)

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