

## **ASIC SERVICE CENTRE KIOSKS**

### **The changes**

- ASIC is continuing to change arrangements at our Service Centres in line with the Federal Government's e-government and digital economy policy of moving online major services and interactions with individuals.
- As such, as of 1 July 2017 physical lodgement boxes will be removed in all ASIC offices.
- Documents can continue to be submitted in hard copy but these documents must be sent directly to our Traralgon office.
- Service Centre Kiosks with computer and phone facilities will remain in all ASIC offices.

### **Background**

In July 2014, ASIC transitioned to new service delivery arrangements in Service Centres from a counter-based service to a self-service kiosk service providing on-line and phone access to the Customer Call Centre and a hard copy mail service to the Traralgon office.

Since then:

- a. 90% of all Registry lodgements are now received online;
- b. Only 22% of hard-copy documents are lodged in kiosks. (80% of those lodged could be processed online or are not time critical and can be posted to Traralgon for processing);
- c. Less than 10 customers nationally required face-to-face help in the Service Centre Kiosks within the last 6 months; and
- d. Computers available for customers are used on average 201 minutes/day nationally. Sydney, Perth and Melbourne account for the highest users with approximately 42 minutes/day.

As of 1 July 2017 lodgements can be made either:

- a. Online;
- b. by mailing directly to ASIC's Traralgon office GPO Box 4000 Gippsland Mail Centre Victoria 3841; and
- c. using an agent.

New arrangements will be put in place for court order documentation that must be lodged within 1 day. These will be communicated to Registry customers.

Service Centre Kiosks will remain in all ASIC capital city offices.

For more information, contact Laurel Bennett 03 9280 3546 or Robert Rush 0429 122 973.

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