

# TBL Assessment

Directorate: Chief Minister and Treasury Directorate

Title of the Submission: Service planning: development of transformational service advice

## Summary of Impacts

- Development of Transformational Service Advice will have widespread positive impacts across the services delivered by the ACT Government, and therefore will benefit a very wide range of groups of stakeholders.

Key to impacts: Red – negative, Amber neutral and Green Positive.

## Social

<b>Access to services</b>	<ul style="list-style-type: none"><li>• The focus of the process is to deliver improved, better-targeted services. This will include improving access to services, including through expanding on-line and other options</li></ul>
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<b>Disadvantaged and vulnerable people</b>	<ul style="list-style-type: none"><li>• Providing better services to disadvantaged and vulnerable people will be one element of development of transformational service advice.</li></ul>
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<b>Community and individual health</b>	<ul style="list-style-type: none"><li>• Development of transformational service advice provides the basis for improving health services.</li></ul>
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## Economic

<b>ACT Government Budget</b>	<ul style="list-style-type: none"><li>• The emphasis in service planning is to improve the quality and mechanisms for service delivery. Reducing total budget costs is not itself a target of the process, but service planning does provide a mechanism for redesigning services so as to address increasing demand within constrained fiscal conditions.</li></ul>
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## Environment

<b>Environmental management</b>	<ul style="list-style-type: none"><li>• Development of transformational service advice can facilitate the redesigning of improved environment and conservation services.</li></ul>
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