



# Visiting a Service Centre



A Service NSW team member will help answer your questions and find the best way for you to complete your task. If it is busy, you might need to wait to speak to a team member.



You can choose to complete your task using a self-service computer or you can get a ticket so another team member can help you complete your task at a counter.



A team member will help you choose the right ticket and tell you if you need to do anything else. If you need more help when you visit, talk to a team member.



Each ticket has a number. It tells you when it is your turn. If it is busy, you may need to wait for your turn to talk to a team member at a counter.



You can sit, relax, and wait your turn. It may be busy, and some people might need to stand. If you need a seat but none are available, ask a team member for help.



There are screens that tell you when it is your turn. Look for your ticket number and the counter number you need to go to. If you miss your turn or need help, ask a team member.



Go to the counter number shown on the screen. Show your ticket to the team member at that counter. They will help you complete your task.



Our Service NSW teams love getting feedback. It helps us get better at helping people. If you want to, you can give feedback using the touchscreen.

# Extra ways we can help you

- Special Quiet Hour times with lower lighting (where we can), music turned down and mobile phones on silent mode.
- Extra time and support if you need it. It helps us help you, if you have a Hidden Disability Sunflower Symbol.
- Help in your language.
- Booked appointment times for some of our services to avoid wait times or delays.
- Booked Auslan video remote interpreting.
- Accessibility facilities at your local Service NSW location.
- You can talk with us by calling 13 77 88.





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You can visit the [Service NSW website](#).



You can download the Service NSW mobile app for your phone or mobile device.

