



Robyn Preston MP

Member for Hawkesbury

MEDIA RELEASE

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QUIET HOUR COMING TO HAWKESBURY SERVICE NSW CENTRES

Member for Hawkesbury, Robyn Preston MP has welcomed the introduction of a permanent Quiet Hour at Richmond and Castle Hill Service NSW Centres.

Ms Preston said eight Service Centres across the State were selected for a trial of Quiet Hour by the NSW Liberal and Nationals Government in 2022.

“The trial was very successful and 97 per cent of people surveyed found it a positive experience,” said Ms Preston.

“It’s wonderful that a permanent Quiet Hour is now being rolled out to 107 Service Centres across NSW, including at Richmond on Wednesdays from 10:00 a.m. to 11:00 a.m. and at Castle Hill on Wednesdays from 2:00 p.m. to 3:00 p.m.

People in our own community who may be sensitive to light or overstimulated by sound can now complete Service NSW transactions in a more comfortable and safer environment.”

During Quiet Hour, the volume of music and ticket announcements is reduced, lighting is dimmed and customers are asked to minimise conversations and put their mobile phones on silent mode.

Robyn Preston said Service NSW staff will also undertake disability awareness training to help provide customers living with disability and their carers, extra support during each visit.

“I couldn’t be prouder of our Service NSW staff and the world-class customer service they provide to everyone in our community,” Ms Preston said.

“Introducing a Quiet Hour is a small step forward, but for Service NSW customers living with disability it is a big step towards creating a supportive and inclusive environment.”

For more information and a full list of Service Centres participating in Quiet Hour, go to: www.service.nsw.gov.au/about-us/our-organisation/quiet-hour.

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