

Digital Services

We put customers first



A proud history

Digital Services has a proud history in government, producing maps and assorted printed material from as early as the 1800s.

The origins of this service date back to the early years of European settlement in Australia. The first known lithographic printed product produced in 1828 in the Surveyor General's Department under the guidance of Sir Thomas Mitchell. This makes Digital Services the longest running printing service in Australia.

The business was relocated to Bathurst in 1976 with the creation and opening of the Central Mapping Authority. Digital Services continues in Bathurst complimented by Digital Services Sydney situated at the historic Queens Square office.

Our services

Client requirements can be met by individual teams or as part of an overall package provided by multiple teams in Digital Services.

Integrated workflow systems ensure seamless production of client solutions. Additionally, our management team monitor:

- quality management
- staff development
- environmental management
- WH&S

ensuring requirements are met to support production processes.

Digital Services provides a range of services to DCS and external customers across both the public and private sectors. Diverse and agile resources within our team mean that we achieve fast turnaround and high quality for customers wholly within Digital Services' facilities.



Design and Communication

We provide graphic design and desktop publishing through to lithographic plate production and digital printing. State of the art computer-to-plate (CTP) workflow and colour management systems enable the team to produce proofs and plates for quick turnaround to industry quality standards.

Design and communication also provide a number of softcopy and hardcopy services including scanning, the digital printing of booklets and flyers, large format posters, banners and display prints.

With design in-house our team has the unique ability to work closely with customers and the pressroom to oversee the development of your concepts from the ground up and ensure expectations are realised in both hardcopy and digital products.

Design and communication offers several desktop publishing solutions including:

- Graphic design (logos, stationery, promotional material etc)
- Generation of print ready artwork
- Scanning
- Retouching and digital restoration
- Variable data printing and mailout services.

Printing

The pressroom's large format Mitsubishi press is the centrepiece of Digital Services' operations, delivering key products for Spatial Services, DCS and external clients. These include maps, posters, flyers, and an assortment of bound products including year books and annual reports.

Digital Services is equipped with a number of high-end production machines to compliment pressroom services. These provide multiple finishing and book binding options with no minimums, offering industry standard quality at competitive rates. Anything from business cards to A0 posters and large display banners can be printed digitally in full colour on a variety of media.

The Digital Services print team offers customers a wide range of print-based solutions delivered through a variety of state of the art devices.

Common print products include:

- Large format maps and posters
- Stationery and promotional material
- Large scale mailout products
- Hand or machine bound books
- Invitations and programs
- High quality photo and canvas prints.

Print finishing

Print finishing boasts a dedicated team of skilled trade qualified people and a range of machinery offers several specialised services, including:

- Trimming
- Folding
- Binding
- Book repair
- Laminating
- Framing
- Automated barcode insertion
- High tech security foiling.

Digital imaging unit

Digital imaging unit offers a wide range of digitisation and conservation services including:

- Scanning
- Digitisation
- Conservation
- Quality Assurance
- Optical Character Recognition
- Digital image enhancement
- High volume data management and transfer.

Mailhouse and inventory management

Digital Services provides an in-house mail processing service and a warehouse and dispatch inventory system. Warehousing facilities enable Digital Services to store and distribute customers' finished product on demand.

A complete warehouse and dispatch inventory system tracks products from warehouse to customer.

The ability to provide mail processing from existing or supplied customer databases allows for complete mail house processing including the personalising of individual items. Mailing is able to coordinate a complete service from database cleansing through to co-ordination and lodgement with Australia Post for distribution.

We offer end to end mailout services, including:

- Data cleansing
- Large scale variable data printing
- Warehouse and dispatch inventory and distribution through Australia Post.

Digitisation projects

- Digitisation and records transfer project
- Crown plans held by state records
- Real Property Act dealings (1863-1998)
- Historic aerial photography digitisation
- Old system deeds pre/post 1921
- Deposited plans
- Survey plans
- Vendors indexes
- Grant indexes
- Crown plans.

Who we do it for:

- Department of Customer Service
- Roads and Maritime Services
- Crown Lands
- Forestry NSW
- Department of Trade and Investment
- Local Land Services
- External commercial clients.



For more information

Manager | Matthew McRobert

T: (02) 6332 8133 | M: 0409 120 724

E: matthew.mcrobert@customerservice.nsw.gov.au

Accounts/Inquiries | Ben Weal

T: (02) 6332 8072 | M: 0439 131 863

E: ben.weal@customerservice.nsw.gov.au