2019
5th Public Sector Innovation Show
Innovating, transforming, sustaining
26th March 2019
National Convention Centre, Canberra

1000+
Attendees
60+
Exhibitors
50+
Speakers
4+
Streams
2
Free Show Floor Theatres
1
Marketplace

Supporters
Dear Colleagues,

The 2018-19 Federal budget called for the Australian government to continue to respond to the challenges of a rapidly changing global environment and the continued need for fiscal discipline. Key focus areas are transforming the delivery of government services to individuals, families and businesses, and improving how the public sector operates.

In its 5th edition, the Public Sector Innovation Show in Canberra will bring together federal, state and local government agencies and statutory bodies to discuss the critical challenges of achieving a more innovative, transformative and sustainable public sector in Australia.

Bringing together over 1000 attendees, the event will deliver Australia’s key large-scale whole of public sector improvement focused gathering. Core themes to be explored in the show are the transformation of government service delivery for the better through improving the management of people, enhancing processes, back-office-transformation and employing new innovative tools and technologies.

Join us in Canberra next March and take part in the biggest annual gathering of public sector leaders in Australia. Stay up to speed with the latest innovations in digital transformation, the future of work, process improvement, and the latest tools and technologies. Take away tangible and practical improvement strategies on how to meet the increasing demand for services and the changing needs and expectations of the population, while maintaining strong fiscal discipline.

Charlie Hamer
Co-founder
Public Sector Network
The 2018 - 19 budget outlines a strong focus on resourcing, productivity, workforce and culture to ensure the success of new citizen and business-focused initiatives. To assist the APS in achieving this, the Public Sector Innovation Show program 2019 includes a specialist focus stream on skills development to support greater capability as the demand for government services continues to grow. Topics include attracting, developing, retaining and engaging a diverse range of talent, the future of work, effective multigenerational workforce management, employee engagement, leadership and remote working arrangements.

Doing more with less is an ongoing goal for the APS. A key strategy to achieve this is back-office-transformation and transforming existing processes to deliver better and more efficient services. This specialist stream will focus on enhancing lean and agile process transformation, automating processes and simplifying digital access to a broader range of services, to enable scale, better responsiveness and multi-channel service delivery.

Creating and utilising a digital strategy tool-kit is crucial for successful digital transformation in the APS. Topics to be explored will include how to utilise data analytics to better understand your processes and customers, visualising and automating data insights, enhancing quality, innovation, reduction of red tape and agility in service delivery and how to eliminate non-value-add work to focus on innovation and better service outcomes.

Technology plays a critical role in transforming government. Topics to be discussed in this specialist stream will include Cloud, incorporating leading edge technology, AI, chatbots, automation and robotics, rapid machine learning, and how to utilise IoT, cloud and other emerging technologies to achieve a more efficient public sector. As well as how to best balance cyber risk and resilience while maintaining organisational effectiveness and complying to privacy laws and where to from here?
03 / CONFIRMED SPEAKERS 2019

Jose Clastornik
Executive Director of AGESIC, the National Agency for e-Government and Information Society, Government of Uruguay (UR)

Stephanie Foster PSM
Deputy Secretary - Governance, Department of the Prime Minister and Cabinet

Malcolm Harrison
Former CEO, Cream Commercial Service, Cabinet Office and Group CIO, CPS UK

Dr M. Joo Moon
Professor, Department of Public Administration, Director, Institute for Future Government (IFG)

Mohan Aiyaswami
Chief Technology Officer, Department of Defence

Rachel Bacon
Deputy Secretary, Department of Infrastructure and Regional Development

Elizabeth Kelly PSM
Deputy Secretary, Innovation, Department of Industry, Innovation and Science

Gavin McCasker
Deputy Chief Executive, Chief Operating Officer, Australian Financial Security Authority

Prof. Peter Shergold AC
Chancellor, Western Sydney University

Melinda Smith
Chief Service Delivery Officer, ATO

Antony Stinziani
Chief Information Officer, Information Services Division, Department of Parliamentary Services

Tanja Cvijanovic
First Assistant Secretary, Policy Innovation and Programs Division, Department of the Prime Minister and Cabinet

Robert Hanlon
Chief Finance Officer, Department of the Environment and Energy

Liz Watts
Senior Director, The Haskell Group

Antoinette Dailey
Executive Director, Australian Space Agency

TBC Speaker
Department of Finance

Dr Charles Day
Chief Executive Officer, Office of Innovation and Science Australia

Bernadette O’Neill
General Manager, Fair Work Commission

TBC Speaker

Yaso Arunugam
Chief Information Officer, National Archives Australia

David Parker
Chair, Clean Energy Regulator

Charles McHardie
A/Chief Information Officer, Department of Human Services

Dr Sarah Pearson
Chief Innovation Officer & Chief Scientist, Department of Foreign Affairs and Trade

Bas Wilson
Chief Technology Officer, Department of Prime Minister and Cabinet

Daniel Sloper
Chief People Officer, Department of Foreign Affairs and Trade

Simon Kovacs
Division Manager - Information Strategy Unit, Treasury

Joanne Gray
Director, ICT Architecture, UK Design & Online Services at Department of Social Services, Department of Social Services

Berin Denham
Innovation Lead, Department of Education and Training

Robert Bollard
Chief Information Officer and General Manager Innovation and Technology Group, IP Australia

Sal Petroccitto
Chief Information Officer, National Heavy Vehicle Register

David Parker
Chair, Clean Energy Regulator

Charles McHardie
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Dr Sarah Pearson
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Innovation Lead, Department of Education and Training

Robert Bollard
Chief Information Officer and General Manager Innovation and Technology Group, IP Australia

Sal Petroccitto
Chief Information Officer, National Heavy Vehicle Register

TBC
Digital Transformation Agency

Matt Yannopoulos
Deputy Secretary Corporate Operations, Department of Health

Tom Rogers
Electoral Commissioner, Australian Electoral Commission

Sue Bird
Chief Technology Officer, Australian Federal Police

Belinda Casson
Chief Executive Officer, Department of Education and Training (TBC)

Mark Sawade
Chief Information Officer, Department of Education and Training

Rudi Kovacevic
Assistant Secretary, Major Capability Division, Strategy Architecture and Innovation Group, Department of Home Affairs

Paul Grimes
Public Service Commissioner, Victorian Public Service Commission

PUBLIC SECTOR INNOVATION SHOW 2019

BOOK NOW: EVENTS.PUBLICSECTORNETWORK.COM.AU
## 04 / Agenda Morning Plenary

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<tr>
<td>8:00</td>
<td>Registration and Breakfast</td>
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<tr>
<td>8:55</td>
<td>Welcome from the Public Sector Network</td>
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<tr>
<td>9:00</td>
<td>Opening Remarks from the Chair</td>
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<tr>
<td></td>
<td>Achieving a more agile and innovative public sector</td>
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<td>Reforming a fit-for-purpose public sector</td>
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<td></td>
<td>Working towards creating a smaller, smarter and more productive, sustainable public sector</td>
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<td></td>
<td>The role of innovation and technology</td>
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<tr>
<td>9:10</td>
<td>Opening Keynote</td>
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<td></td>
<td>The Future of the Public Sector: Expectations, Challenges and Possibilities</td>
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<td></td>
<td>Prof Peter Shergold AC, Chancellor, Western Sydney University</td>
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<tr>
<td>9:30</td>
<td>Keynote Address</td>
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<tr>
<td></td>
<td>Driving innovation to achieve a fit for purpose public sector</td>
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<td>Fostering a whole of public sector culture of innovation and continuous improvement</td>
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<td>Overcoming barriers to the innovation process with collaboration</td>
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<td>Creating a digitally skilled and empowered public sector workforce</td>
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<td>Elizabeth Kelly PSM, Deputy Secretary, Innovation, Department of Industry, Innovation and Science</td>
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<tr>
<td>9:50</td>
<td>International Keynote Address</td>
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<td>Innovation in servicing citizens and businesses</td>
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<td>Driving improved efficiency and productivity in the public sector</td>
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<td>Utilising innovative technology to minimise transaction costs, streamline processes and improve government services</td>
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<td>Creating a converged digital experience platform that supports “any device, any location, any time”</td>
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<td>Driving value through taking a more customer focused and commercial approach</td>
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<td></td>
<td>Malcolm Harrison, Former CEO, Crown Commercial Service, Cabinet Office and Group CEO, CIPS (UK)</td>
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<tr>
<td>10:10</td>
<td>Partner Session</td>
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<td></td>
<td>The key to digital transformation in the public sector</td>
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<td>Empowering agencies to modernise legacy IT systems, better protect data from cyber-attacks and reduce long-term spending.</td>
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<tr>
<td>10:30</td>
<td>Morning Tea and Networking Break</td>
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</table>
**AGENDA**  SPECIALIST STREAMS

<table>
<thead>
<tr>
<th>Time</th>
<th>PEOPLE STREAM</th>
<th>PROCESS STREAM</th>
<th>TOOLS STREAM</th>
<th>TECHNOLOGY STREAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:15</td>
<td>Opening remarks from the Chair Creating a modern workforce to have a fit for purpose public sector in a rapidly changing world.</td>
<td>Opening remarks from the Chair Ensuring that public sector processes support integration, efficiency and have a focus on citizen services.</td>
<td>Opening remarks from the Chair Creating and utilising a digital strategy tool kit.</td>
<td>Opening remarks from the Chair Incorporating leading edge technology to achieve a more efficient public sector.</td>
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<tr>
<td>11:30</td>
<td>GOVERNMENT KEYNOTE: Focussing on a smarter, more productive government workforce • Investing in skills development to support greater capability as the demand for government services continues to grow • Fostering inclusion to build a culture and reputation that attracts, develops, retains and engages a diverse range of talent • Trailing new approaches to mobilising multi-skilled teams • Leveraging technology and human behaviours to foster innovation TBC</td>
<td>GOVERNMENT KEYNOTE: Creating the right structure, support and tools for transformation • Getting the right systems, settings and infrastructure in place for your transformation project • Implementing customer centric self-service processes to enhance digitised processes • Improving procurement processes by using new digital marketplaces • Creating the right structure and support for transformation Rachel Bacon, First Assistant Secretary - Policy Analysis and Implementation Division, Department of the Environment and Energy</td>
<td>GOVERNMENT KEYNOTE: Making best use of data to support government decision making and innovation • Creating innovative data links to improve accessibility and capability • Utilising data analytics to better understand your processes and customers • Visualising and automating data insights • Choosing appropriate metrics to effectively communicate current state, trends, and directions of the organisation Gavin McCosker, Deputy Chief Executive, Chief Operating Officer, Australian Financial Security Authority</td>
<td>GOVERNMENT KEYNOTE: Transforming governments to achieve operational efficiency and service delivery quality • Moving to platform government solutions to be more agile and cost effective • Integrating suitable AI and data technologies to ensure quality of government • Changing administrative operations and service delivery through automation and robotics • Identifying opportunities and challenges to use the latest digital innovations Dr M. Jae Moon, Professor, Department of Public Administration, Director, Institute for Future Government (KOR)</td>
</tr>
<tr>
<td>11:50</td>
<td>PARTNER SESSION: Mastering leadership and change management</td>
<td>PARTNER SESSION: Transforming processes to deliver better and more efficient government services</td>
<td>PARTNER SESSION: Unlocking greater capabilities and efficiencies through data analytics</td>
<td>PARTNER SESSION: Setting a strategic direction for ICT and back-office transformation</td>
</tr>
<tr>
<td>12:10</td>
<td>GOVERNMENT KEYNOTE: Driving transformational change through Culture • Workforce and culture — driving modern workforce practices through strengthening talent management, data analytical capability and digital skills in the public sector • Collaborate, communicate, connect – creating the smart offices of the future • Rethinking existing job roles, accountabilities and mindsets as digitalisation takes place • Using existing human capital data to execute best practice business decisions Antony Stinziani, Chief Information Officer, Information Services Division, Department of Parliamentary Services</td>
<td>GOVERNMENT KEYNOTE: Meeting service delivery expectations • Citizen and business engagement — driving more effective engagement between public sector officials, citizens, businesses and innovators when designing and delivering policies, programs and services • Embedding agile delivery to transform the way your organisation delivers services • Implementing the right service improvement methods to enable scale &amp; responsive, multi-channel service delivery Tom Rogers, Electoral Commissioner, Australian Electoral Commission</td>
<td>GOVERNMENT KEYNOTE: Co-Designing New Government Policy Tanja Cvijanovic, First Assistant Secretary, Policy Innovation and Projects Division, Department of the Prime Minister and Cabinet</td>
<td>GOVERNMENT KEYNOTE: Accelerating digital transformation through technology • Utilising IoT, cloud and other emerging technologies • Lessons learned from rapid machine learning project development • Improving real-time monitoring of your ICT operations • Protecting government against cyber-attacks and responding to a rapidly evolving threat landscape Mohan Aiyaswami, Chief Technology Officer, Department of Defence</td>
</tr>
</tbody>
</table>
### 12:30

**PEOPLE STREAM**

**PANEL DISCUSSION:**
Delivering an effective multigenerational public sector workforce

- Attracting and retaining young people and engaging with the innovation and new ideas they bring
- Ensuring workforce age diversity to deliver supportive workplaces and a multiskilled staff portfolio
- Providing management and leadership that overcomes cultural barriers and collaborates across boundaries
- Enhancing mobility arrangements between agencies, other jurisdictions, and the private and not-for-profit sector to improve workforce capability, capacity and diversity

**Panellists:**
- Dr Paul Grimes PSM, Commissioner, Victorian Public Service Commission
- Daniel Sloper, Chief People Officer, Department of Foreign Affairs and Trade
- Belinda Casson, Branch Manager - People, Culture and Capability, Department of Education and Training
- Robert Hanlon, Chief Finance Officer, Department of Environment and Energy

**Process Stream**

**PANEL DISCUSSION:**
Streamlining public sector processes to better facilitate collaboration, innovation and coordination in corporate services and service delivery

- Enhancing the use of leading edge data and digital and methodological tools to inform better policy and program outcomes
- Automating manual business processes to accuracy and speed of financial and personnel data processing
- Creating opportunities to learn new skills, increase capabilities and refocusing energy on higher priorities
- Thinking creatively about how to deliver better quality services at lower cost

**Panellists:**
- David Parker, Chair, Clean Energy Regulator
- Sal Petroccitto, Chief Executive Officer, National Heavy Vehicle Regulator
- Bernadette O’Neill, General Manager, Fair Work Commission

**Tools Stream**

**PANEL DISCUSSION:**
Enhancing quality, innovation, reduction of red tape and agility in service delivery

- Maintaining compliance across all your information assets by delivering strong governance across your organisation
- Providing a feedback loop for staff and citizens to help optimise processes further
- Optimising business processes to eliminate non-value-add work to focus on innovation and better service outcomes
- Empowering staff to be more efficient with secure, instant access to information, wherever and whenever it’s required

**Panellists:**
- Dr Charles Day, Chief Executive Officer, Office of Innovation and Science Australia
- Joanne Gray, Director ICT Architecture, UX, Design & Online Services, Department of Social Services
- Simon Kovacs, Division Manager – Information Strategy Unit, Treasury
- Dr Sarah Pearson, Chief Innovation Officer, Department of Foreign Affairs and Trade
- Sue Bird, Chief Operating Officer, Australian Federal Police

**Technology Stream**

**PANEL DISCUSSION:**
Revolutionising technology use in the public sector

- Automating services through use of AI, machine learning, chatbots and more
- How to best utilise IoT, cloud and other emerging technologies
- How to best balance cyber risk and resilience while maintaining organisational effectiveness and complying to privacy laws
- What will be the next big thing?

**Panellists:**
- Yaso Arumugam, Chief Information Officer, National Archives Australia
- Charles McHardie, A/g Chief Information Officer, Department of Human Services
- Bas Wilson, Chief Technology Officer, Department of the Prime Minister and Cabinet
- Robert Bollard, Chief Information Officer and General Manager Innovation and Technology Group, IP Australia
- Mark Sawade, Chief Information Officer, Department of Education and Training

### 13:15

**NETWORKING LUNCH BREAK AND EXPERT INSIGHT SESSIONS ON THE EXHIBITION FLOOR**
Interactive Roundtable Sessions
Interactive roundtable sessions are group discussions around critical issues and strategies that project leaders currently face at their organisations.

Delegates will have the opportunity to attend one roundtable session listed below. Roundtables are designed to be highly interactive and will include lessons learned, best practice tips, practical advice and potential obstacles. *Topics are subject to change*

<table>
<thead>
<tr>
<th>14:30 - 15:15</th>
<th>ROUNDTABLES</th>
</tr>
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<tbody>
<tr>
<td>1. Maximising flexibility and better accommodating team-based work</td>
<td>7. Utilising ‘design thinking’ methodologies to help solve complex problems</td>
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<tr>
<td>2. Planning for the workforce of the future</td>
<td>8. Incorporating citizen feedback and human-centred design to help identify improvements to service delivery</td>
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<td>3. Transitioning to a digital culture and mindset to foster innovation and collaboration</td>
<td>9. Mastering process automation to achieve better service delivery</td>
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<td>4. Emerging leadership paradigms in public sector management – getting the most out of your team</td>
<td>10. Digital service delivery and engagement</td>
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<td>5. Promoting diversity and inclusion in the public sector workforce</td>
<td>11. Making better use of shared and common service platforms</td>
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<td>6. Supporting enterprise mobility, flexible and remote working through technology</td>
<td>12. Streamlining and improving access to government services</td>
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<td>13. Taking a strong focus on citizen outcomes in policy and service design whilst maintaining optimal cost efficiency</td>
<td>14. Agile and rapid approaches to new service design and development</td>
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<td>15. Innovation tools and methodologies Facilitator: Berin Denham, Innovation Lead, Department of Education and Training</td>
<td>16. Transforming the end to end customer experience journey</td>
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<td>17. Latest analytics developments driving financial and procurement decision making</td>
<td>18. Critical citizen data privacy considerations in an increasingly digital government</td>
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<tr>
<td>19. Assessing SaaS options and discussing pros and cons</td>
<td>20. Managing cloud in the public sector</td>
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<td>21. Discussing cyber security in today’s digital world</td>
<td>22. Robotics, automation and AI and their capacity to transform government</td>
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<td>23. Creating a successful back-office transformation strategy</td>
<td>24. Exploring practical examples of implementation of machine learning and artificial intelligence in digital government</td>
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08 / AGENDA  AFTERNOON PLENARY

15:15  INTERNATIONAL KEYNOTE ADDRESS
Bringing Government into the 21st Century
• Going digital by default and delivering e-Services that have intuitive user experiences
• Leveraging data to better understand the needs of citizens and organisations
• Understanding the future of automation in the public sector and utilising machine learning to routinise procedures and streamline services
• Ensuring the public sector workforce has the capability to meet the needs of digital government
Jose Clastornik, Executive Director of AGESIC, the National Agency for e-Government and Information Society (CIO), Government of Uruguay (UR)

15:35  PARTNER SESSION
Managing, leading and delivering core public services with the latest technology

15:55  PANEL DISCUSSION
Achieving innovation, transformation and sustainability
• Coordinating public sector transformation initiatives to promote inter-agency collaboration, learning and innovation
• Overcoming impediments to collaborative approaches to government transformation and breaking down silos
• The need for a cultural shift towards more empowerment, growing the digital economy, more agile procurement and a new look at recruitment
• How to increase the knowledge and skills needed to develop citizen-centred public services
• The future of the Australian Public Sector
Anntonette Dailey, Executive Director, Australian Space Agency
Melinda Smith, Chief Service Delivery Officer, Australian Taxation Office
Matt Yannopoulos, Deputy Secretary, Corporate Operations, Department of Health
Stephanie Foster PSM, Deputy Secretary - Governance, Department of the Prime Minister and Cabinet
Radi Kovacevic, Assistant Secretary, Major Capability Division, Strategy Architecture and Innovation Branch, Department of Home Affairs

16:45  NETWORKING DRINKS WITH SPECIAL GUEST SPEAKER

CLOSE
Show Floor Expert Insights Theatre

Nested amongst our free to attend public sector transformation-focused trade exhibition, the Public Sector Show’s Expert Insights Theatre will offer practical demonstrations, drop in advisory sessions, and high level seminars centered on people, process, tool and technology focused opportunities to transform government for the better. *Topics are subject to change.*

### MORNING

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<tr>
<th>EXPERT INSIGHTS THEATRE 1</th>
<th>EXPERT INSIGHTS THEATRE 2</th>
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<tbody>
<tr>
<td><strong>PEOPLE &amp; PROCESS</strong></td>
<td><strong>TOOLS &amp; TECHNOLOGY</strong></td>
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<tr>
<td>This insight theatre will centre on critical human resources challenges facing government and best practice approaches to tackling them. It will also highlight leading edge developments in government process reform</td>
<td>This insight theatre will explore the suite of tools that are available to governments and how these are changing alongside growing advances in technology. It will also take a strong focus on technology and how it can best support government today and into the future, through tools enabling data integration, policy development, program delivery, budgetary management, human resources and more</td>
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| 10:40 - 10:50 | Process automation to deliver better and more efficient services | Innovation in visualisation and automation |
| 10:55 - 11:05 | Process redesign, lean thinking and methodologies | Mastering data analytics to unlock efficiency gains |

### AFTERNOON

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<th>EXPERT INSIGHTS THEATRE 1</th>
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| 13:25 - 13:35 | The key pillars an agile and productive workforce Management | Embracing cloud to deliver modern solutions to citizens and employees |
| 13:40 - 13:50 | Management and leadership skills for a digital future | Transforming the back-office |
| 13:55 - 14:05 | How to build an innovation culture in government | Cyber security in today’s digital world |
| 14:10 - 14:20 | Recruiting for flexible, remote or mobile roles | Accelerating application development |
## Proudly Supported By

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<td>macquarie</td>
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**Supported By:**

- Australian Government: Department of Finance, Department of Human Services, Department of Jobs and Small Business, Department of Industry, Innovation and Science, Department of Digital Transformation Agency, Department of Foreign Affairs and Trade
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If your organisation is interested in connecting with our senior delegation on-site then please contact us ASAP. We only have limited sponsorship opportunities to demonstrate thought-leadership, network and build the brand on-site – please email sponsor@publicsectornetwork.com.au to explore opportunities within your budget.

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Payment Methods: EFT. Payment can be made via EFT, please refer to bank details included on attached invoice.

Credit Card: We accept Visa, Mastercard and Amex. All credit card transactions will incur a 1.8% surcharge. Please click here - Payment to pay via our secure online gateway or contact team PSN team on +61 2 8003 4954 or registrations@publicsectornetwork.com.au to make a payment.

Cancellation & Substitution If, for some reason you are unable to attend, you are welcome to nominate someone else to attend in your place. Please advise substitutions/or cancellations via email so a correct name tag will be available on the day at registration. Cancellation fee's apply, please refer to our Terms and Conditions. Please do not hesitate to contact the registrations team should you have any questions.

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