PUBLIC SECTOR INNOVATION SHOW
DELIVERING A SMARTER AND MORE SUSTAINABLE GOVERNMENT
13 AUGUST 2019
MELBOURNE
Dear colleague,

Public Sector employees work hard to make a difference to their community and stakeholders. We know that we need to rethink the ways in which we deliver services, and continually innovate - things cannot stay the same. Supporting innovation in the Public Sector is what the show in August aims to do - it will continue the innovation conversation in Victoria to showcase the fantastic work that is happening across the State this August.

People and Processes
Underpinning all positive change to government administration, process transformation and innovation will be at the forefront of the Public Sector Show agenda. Topics to be explored will be around achieving citizen centric service delivery, policy making and service design, leadership fundamentals, agile and rapid approaches to new government service design, and progress towards empowering innovation in government workforces.

Tools and Technologies
Technology has a critical role in the positive transformation of government; from the upgrading of legacy IT systems, to transitioning of government policy making and service delivery towards digital models, transferring data and services to the cloud and leading advances like automation and machine learning. Latest developments in ICT and digital government will be showcased throughout the Public Sector Innovation Show conference program.

We hope to see you there in August...

Charlie Hamer
Co-founder
Public Sector Network
Benefits from attending

Reap the rewards as you become a part of the largest community of public sector decision makers in Victoria.

- **LEARN** about the latest in government transformation from our high-level presenter line-up.
- **NETWORK** and benchmark with a broad range of over 150 public sector leaders from across Australia and abroad - in the biggest transformation and innovation focussed gathering of public administrators in the southern hemisphere.
- **STAY ABREAST** of policy changes impacting public sector governance at a federal and state level.
- **EXPLORE** the future of the Australian Public Sector.
- **DISCOVER** the latest leading-edge technology innovations through case studies, life demonstrations and on the exhibition floor.
- **UNCOVER** tangible and practical tools and strategies to improve the performance of your government department on the ground.
- **PARTICIPATE** in interactive thought leadership discussion rounds with your peers.

3 PUBLIC SECTOR INNOVATION SHOW VIC 2019
Who will you meet?

Connect and share innovative ideas with over 150 public sector leaders from a broad spectrum of sectors, including:

- Administrative Services and Contestability
- Customer Experience and Citizen Centric Service Design
- ICT and Cyber Security
- Finance and Procurement
- Business Transformation, Innovation and Process Improvement
- Shared Services, Corporate Services and Business Services
- Operations and Strategy
- Digital Transformation
- Human Resources and Workforce Planning and Management
- Information and Data Management and Analytics
Speakers - more coming soon...

Listen to in-depth talks lead by industry-leading experts as they share insight and refresh your knowledge.

Audrey Tang
Digital Minister
Government of Taiwan
(Taiwan) (video link)

Paul James
Chief Executive Officer
Department of Internal Affairs (NZ)

Speaker TBC
Government Bureau
Ministry of the Interior and Safety of the Government of the Republic of Korea (Korea)

Paul Broderick
Commissioner & Chief Executive Officer
State Revenue Office

Carolyn De Gois
Special Advisor – ROIS Corporate Services, One VPS
Department of Premier Cabinet

Renee Cassidy,
Assistant Auditor General, Performance Audit
Victorian Auditor General’s Office

Ryan Phillips
Deputy Secretary, Victim Support, Innovation and Justice Operations
Department of Justice and Community Safety

Steve Hodgkinson,
Chief Information Officer,
Department of Health and Human Services

Rachel Johnson
Chief Executive Officer
Victorian Ports Corporation

Jeroen Weimar,
Chief Executive Officer,
Public Transport Victoria

Tamara Reinsch,
Director Growth and Innovation, National Disability Insurance Agency

Marilyn Kearney,
Director Customer Experience & Business Transformation,
City of Boroondara

Carlos Arribas,
Chief Information Officer,
Department of Treasury and Finance

Leanne Hughson,
Chief of Transformation,
Ambulance Victoria

Ray Baird,
Assistant Director - System Solutions Unit BTIM - Corporate Services Division,
Department of Health and Human Services

Deborah Weiss,
Chief Information Officer,
Victorian Ombudsman

Peter Davey,
Head of Human Resources,
Visit Victoria

Steven Issa
Chief Digital Officer
Australian Digital Health Agency

Colin Fairweather,
Chief Information Officer - Customer and Business Transformation,
City of Melbourne

Liz Watts
Senior Director
The Hackett Group

Lauren Callaway,
Assistant Commissioner – People Development Command,
Victoria Police

Mark Swiftkowski,
Executive Director - Program Strategy,
Transport for Victoria

Gordon Caris,
Executive Director - Corporate Service Centre,
Department of Jobs, Precincts and Regions

Loris Meadows,
Chief Information Officer,
Family Safety Victoria

Catherine Payne
Executive Director
Digital and Customer Communications,
Department of Environment, Land, Water and Planning

Speaker TBC
Director - Social Investment & Innovation,
Crazy Might Work

Nina Cullen
Executive Director
Strategy and Performance
Department of Environment, Land, Water and Planning

Speaker TBC
Seek
**Agenda Morning Plenary**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8.00am</td>
<td>REGISTRATION AND BREAKFAST</td>
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<tr>
<td>8.55am</td>
<td>WELCOME FROM PUBLIC SECTOR NETWORK</td>
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<tr>
<td>9.00am</td>
<td>OPENING REMARKS FROM THE CHAIR: Achieving a more agile and innovative public sector.</td>
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<tr>
<td></td>
<td>• Reforming a fit-for-purpose public sector</td>
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<td>• Working towards creating a smaller, smarter and more productive, sustainable public sector</td>
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<td>• The role of innovation and technology</td>
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<td></td>
<td>Liz Watts, Senior Director, The Hackett Group</td>
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<td>9.10am</td>
<td>INTERNATIONAL KEYNOTE ADDRESS: Leading ICT and Digital Transformation in the Public Sector</td>
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<td>Paul James, Chief Executive Officer, Department of Internal Affairs (NZ)</td>
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<tr>
<td>9.30am</td>
<td>KEYNOTE ADDRESS: The art of the possible - innovation in the 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>Paul Broderick, Commissioner and Chief Executive Officer, State Revenue Office</td>
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<tr>
<td>9.50am</td>
<td>INTERNATIONAL KEYNOTE ADDRESS WITH Q&amp;A Digital Social Innovation - Harnessing Technology to Promote Democratic Processes</td>
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<td>Audrey Tang, Digital Minister, Government of Taiwan (Taiwan) (video link)</td>
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<tr>
<td>10.10am</td>
<td>PARTNER SESSION: Exploring the critical role of technology in the transition towards a more citizen centric government</td>
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<td>10.30am</td>
<td>MORNING TEA AND NETWORKING BREAK</td>
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## Agenda Specialist Streams and Afternoon Plenary

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<thead>
<tr>
<th>Time</th>
<th>Tools &amp; Technology Stream</th>
<th>People &amp; Processes Stream</th>
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<tr>
<td>11:00</td>
<td>OPENING REMARKS FROM THE CHAIR: Digital and ICT are already at the core of what we do, now what’s next?</td>
<td>OPENING REMARKS FROM THE CHAIR: TBC Chair - TBC Crazy Might Work</td>
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<td>11:15</td>
<td>GOVERNMENT KEYNOTE: Getting the right systems, settings and infrastructure in place for your transformation project</td>
<td>GOVERNMENT KEYNOTE: Transformational leadership and mindsets for the future of work Carolyn De Gois, Special Advisor – WeV GO Corporate Services, One VPS, Department of Premier Cabinet</td>
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<tr>
<td>11:35</td>
<td>GOVERNMENT KEYNOTE: Building citizen centric digital services</td>
<td>GOVERNMENT KEYNOTE: Working collaboratively to better deliver citizen centred services Gordon Caris, Executive Director - Corporate Service Centre, Department of Jobs, Precincts and Regions</td>
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<td>11:55</td>
<td>PARTNER SESSION: Setting a strategic direction for ICT and back-office transformation</td>
<td>PARTNER SESSION: The Future of the Workplace - Integrating people, place, and technology Speaker TBC, Seek</td>
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<td>12:15</td>
<td>GOVERNMENT KEYNOTE: Delivering citizen centred digital services with data at the core</td>
<td>GOVERNMENT KEYNOTE: Topic TBC Renee Cassidy, Assistant Auditor General, Performance Audit, Victorian Auditor General’s Office</td>
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<tr>
<td>12:35</td>
<td>PANEL SESSION: How can we make the most of digital technologies to transform the way government works? Panellists: Loris Meadows, Chief Information Officer, Family Safety Victoria, Colin Fairweather, Chief Information Officer - Customer and Business Transformation, City of Melbourne, Marilyn Kearney, Director Customer Experience &amp; Business Transformation, City of Borondara, Ray Baird, Assistant Director - System Solutions Unit ITIM - Corporate Services Division, Department of Health and Human Services</td>
<td>PANEL SESSION: How can we best innovate and continually improve Government service delivery? Panellists: Catherine Payne, Executive Director Digital and Customer Communications, Department of Environment, Land, Water and Planning, Ryan Batchelor, Executive Director, Family Violence, Justice, System Transformation, Social Policy Group, Department of Premier and Cabinet, Tamara Rentisch, Director Growth and Innovation, National Disability Insurance Agency, Peter Davey, Head of Human Resources, Visit Victoria, Lauren Callaway, A/Assistant Commissioner – People Development Command, Victoria Police</td>
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<td>11:00</td>
<td>NETWORKING LUNCH BREAK</td>
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<td>2:10</td>
<td>Think Tank Sessions</td>
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<td>3:00</td>
<td>GOVERNMENT KEYNOTE: Innovation Session</td>
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<td>3:25</td>
<td>PARTNER SESSION: Managing, leading and delivering core public services with the latest technology</td>
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<td>3:45</td>
<td>CLOSING KEYNOTE PANEL SESSION: Public Sector Transformation and Leadership</td>
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<td>4:15</td>
<td>CLOSING REMARKS FROM CONFERENCE CHAIR</td>
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<tr>
<td>4:20</td>
<td>CLOSE OF CONFERENCE AND NETWORKING DRINKS</td>
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A little bit about us

Let’s get to know each other.

Public Sector Network is a research company that supports public sector professionals across Australia, New Zealand, Canada, UK and USA, developing roundtables, seminars, and conferences to suit current areas of interest.

Our growing online community spans across Federal, State, and Local government departments, healthcare, and education, allowing members to share information, access the latest in government news and innovation, and engage with other like-minded individuals on a secure and closed-door network.

Events
Public Sector Network Events connect Federal, State and Local government departments, healthcare and education to discuss national and global trends taking place in the public sector.

Training
Developing your skills is vital to remain competitive in an ever-changing working environment. Check out our current training available or contact us for tailor made in-house training requirements.

Marketplace
With so much noise in the market it can be hard to find the right vendor to match your organisational needs. Search our online directory to find out more about vendors doing great things in your sector.

PSN TV
This online streaming service from Public Sector Network is designed to give you top quality content sourced from our Summits and Roadshows to keep you up-to-date and informed.
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