

# Virtual Continuous Improvement & Operational Excellence

Enhancing Government Outcomes through Improved Agility, Digital Transformation and Operational Excellence Practices

Online → Wednesday, 22 September 2021 | 11:00am AEST

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## Agenda Overview

Ineffective and inefficient government operations cost taxpayers billions of dollars every year and result in unmet citizen needs. While public sector operators have always felt the pressure to improve service delivery, without access to additional resources this pressure has increased ten-fold since the onset of the pandemic.

Continuous improvement, which drives waste reduction and efficiency, coupled with operational excellence can help forward thinking departments work smarter; not harder, do more with less and achieve better outcomes for citizens.

To help your department embed sustained operational excellence we've brought together a panel of public sector operations and process transformation leaders to share their insight at the Continuous Improvement and Operational Excellence for Gov Virtual Event.

## Who Attends?

**Chiefs/Directors/Heads/Managers of:**

Digital Transformation | Operational Excellence | Business Improvement | ERP | Operations | Corporate Services | Shared Services | Business Systems

## Speakers



**Sanja Galic**  
*Executive Director, Fines & Debt Revenue NSW*



**Fiona Notley**  
*Chief Operating Officer Curtin University*



**Mansi Hasbanis**  
*Manager - Enterprise Solutions, Architecture and BI Ambulance Victoria*



**Fabio Oliviera**  
*Insights and Innovation Director WorkSafe Victoria*



**Christy Milella**  
*Director, Corporate & Operations Victorian Agency for Health*



**Lisa Collett**  
*Chief Operating Officer Commonwealth Ombudsman*





**Rowan Dollar**  
*Chief Innovation Officer Public Sector Consulting*




**Thomas Kohlenbach**  
*Senior Product Specialist Nintex*

## Reasons to Attend

Explore continuous improvement and OpEx ideologies and learn what these can deliver for your department 

Discover the technologies and solutions streamlining workflows and delivering smarter ways of working 

Learn how to embed strategies and drive long-term, sustainable operational excellence outcomes 



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11:00am	PSN Welcome	12:20pm	Government Case Study <b>Leveraging ERP in Healthcare to Improve Oversight and Operational Efficiency</b> <ul style="list-style-type: none"> <li>Tying together multiple business processes to enable improved data flow and oversight through ERP</li> <li>Improving business insight, efficiency, agility and experience through process automation</li> </ul> <b>Mansi Hasabnis</b> , <i>Manager - Enterprise Solutions, Architecture and BI, Ambulance Victoria</i>
11:10am	Chair Opening: <b>Understanding the Benefits and Opportunities of OpEx in Government</b> <b>Rowan Dollar</b> , <i>Chief Innovation Officer, Public Sector Consulting</i>	12:35pm	Refreshment Break
11:20am	Government Keynote: <b>Driving Change and Operational Excellence through Active Leadership</b> <ul style="list-style-type: none"> <li>Adapting leadership to meet changing team dynamics and expectations in a 'new normal' operating environment</li> <li>Transitioning and transforming business models to encourage buy-in from teams and enable OpEx initiatives</li> </ul> <b>Fiona Notley</b> , <i>Chief Operating Officer, Curtin University</i>	12:40pm	Panel Session <b>Combining Technology, Process and People to Build a Framework for Long-term Operational Excellence</b> <ul style="list-style-type: none"> <li>Discussing technologies and methodologies transforming government operations</li> <li>Exploring change management strategies and the importance of culture</li> <li>Tips and lessons learned from process transformation leaders</li> </ul> <b>Lisa Collett</b> , <i>Chief Operating Officer, Commonwealth Ombudsman</i> <b>Fabio Oliviera</b> , <i>Insights and Innovation Director, WorkSafe Victoria</i> <b>Christy Milella</b> , <i>Director, Corporate &amp; Operations, Victorian Agency for Health Information</i> <b>Thomas Kohlenbach</b> , <i>Senior Product Specialist, Nintex</i>
11:35am	Partner Session: <b>Leveraging Workflow Solutions to Standardise and Optimise Processes</b>	1:00pm	End of Conference
11:50am	Government Case Study: <b>Harnessing Emerging Technologies and Methodologies to Transform Operational Processes and Deliver Improved Citizen Experiences</b> <ul style="list-style-type: none"> <li>Embedding human centered design approaches to optimise operational systems and processes</li> <li>Leveraging AI to identify and support vulnerable customers and add value to customer interactions</li> </ul> <b>Sanja Galic</b> , <i>Executive Director, Fines &amp; Debt, Revenue NSW</i>		
12:05pm	Partner Session: <b>Harnessing Operational Process Automation to Reduce Costs and Simplify Operations</b>		

