

Innovate VIC

Part of the Public Sector Innovation Series

Collaborate | Ideate | Innovate

8 - 9 November 2021

Online



Agenda at a glance

Innovate VIC looks to bring together the brightest minds of Australia's Public Sector to network and connect. With a focus on collaboration, the event gives you the opportunity to virtually attend to share stories of all the good work happening, and to explore the innovative strategies key agencies and departments are harnessing to build a more unified government.

What's New in 2021:



Advance whole of Victoria Government priorities by facilitating interdepartmental collaboration and knowledge sharing



Hear from an inspiring speaker panel of 26 leaders from across the State



Benchmark against 12+ case studies showcasing how different government departments are achieving holistic innovation and pioneering seamless citizen delivery across the state



Four new streams by function to enable you to deep dive into sessions that are most relevant to you



Eight hours of online content to be viewed with 300+ peers at this virtual event



Share your thoughts and ask your burning questions in interactive polls, panel discussions and Live Q&A

Agenda Overview

Advancing Digital Capability, Agility and Insights to Secure a Citizen-Centric Future

The Public Sector is continuously evolving and progressing. And 2020 was definitely no exception.

Now is a time to harness what shifts have occurred as a result of COVID-19 and advance the new vision that has been created as a result.

Resilience, agility, speed and data have underpinned the success of Government in remaining accessible and supportive for citizens amidst feelings of uncertainty and fear.

With a digital strategy well into its third year and a recent freeze on IT initiatives from the most current budget, the focus for Victoria will be on building and improving upon existing solutions and capabilities; adapting to prosper in a changed world and creating the conditions for future success.

The Public Sector Innovation Show Victoria 2021, in partnership with Ernst & Young, will virtually bring together leaders from across the state to collaborate, share experience and enable progressive leadership and vision.

Who should attend?

Senior Public Sector Leaders from:

- Digital Innovation and ICT
- Citizen Engagement and Experience
- Service Design and Delivery
- Workforce Planning and HR
- Data, Information Management, Analytics and Insights
- People, Culture and Change Management
- Business Transformation and Continuous Improvement

Key Themes for 2021:

Technology and Transformation

Leveraging innovation in business management, enterprise architecture and service delivery throughout internal and external portfolios

People and Culture


Building a strong public sector culture by focusing on wellbeing, strategic workforce planning and increased employee engagement

Data and Analytics

Identifying, collecting, and utilising critical data to develop stronger regulation and compliance, improve cyber security and drive in-house analytical capabilities

Process and Collaboration

Promoting citizen-centric approaches, objectives alignment and improved fiscal management through interdepartmental strategies



“Excellent quality presenters and content; probably the best conference I have attended face to face.”

Australian Taxation Office

Speakers



Sandy Pitcher

Secretary,
Department of Families,
Fairness and Housing



Adam Fennessy

Commissioner
Victorian Public Sector
Commission



Lill Healy

Deputy Secretary,
Higher Education and
Skills
Department of
Education & Training



Naomi Bromley

Deputy Secretary,
Covid Response
Department of Health &
Human Service



Emma Eastwood

*Chief People & Culture
Officer,*
Department of Treasury &
Finance



Elizabeth Wilson

Chief Information Officer,
Department of Education
& Training



Annie Reeves

*Executive Director, People
and Culture*
Department of Jobs,
Precincts and Regions



Kathryn Gulifa

*Chief Data and Analytics
Officer,*
WorkSafe Victoria



James Ross

Regional Vice President, ANZ,
ForgeRock



Luke Belfield

*Associate Victorian Chief
Engineer*
Department of Treasury
and Finance



Lisa Tepper

*Deputy Chief Executive
Officer*
Digital Victoria



Joanne de Morton

CEO,
Service Victoria



Noeleen Carey

*Director Organisational
Development and Learning*
Dental Health Services
Victoria



Gavin Whyte

CEO,
BrewAI



Elizabeth Watson

*Vice President for Customer
Experience, APAC*
Conga



Sven Bluemmel

*Information Commissioner,
Office of the Victorian
Information Commissioner*



Don Parker

Director
Better Regulation Victoria



Michael Wootten

Chief Transformation Officer
Greater Western Water



Cam Birrell

Director Innovation Centre
Worksafe Victoria



Peter Morison

CEO,
VicWater



Catherine Friday

*Oceania Government and
Health Sciences Managing
Partner*
Ernst & Young



Cass Trumble

*Senior Talent and Leadership
Consultant*
SEEK

Speakers

The Hon Jaala Pulford MLC

*Minister for Employment,
Minister for Innovation,
Medical Research and
the Digital Economy,
Minister for Small
Business*



Andrew Greaves

*Auditor-General
Victorian Auditor-
General's Office*



Marija Maher

*Chief Operating
Officer
Victorian Ombudsman*



Martin Cass

*Chief Technology
Officer
Department of Justice &
Communities*



Catherine Rooney
*Executive Director Strategy
Innovation And Data Insights
Department Of Transport*



Omar Davidson
*Manager Solutions
Engineering
Box*



Gavin Diamond
*Regional Vice President ANZ
Box*



Kelly Crothwaite
*Executive Director, People
and Culture,
Department of
Environment, Land, Water
and Planning*



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



John Hamill
*CEO,
Essential Services
Commission*



Jackie Kearney
*Executive Director Aged Care,
Department of Health*



Jen Bednar
*Director Customer and
Business Transformation
City of Casey*



Anna Vourtis
*Executive General Manager
Communications &
Engagement
VicTrack*



David Barbagallo
*Chairman
WV Technologies*



Zoe Penman
*Advisor
Public Sector Network*



Julie Holland
*Public Sector Director, VIC
Snowflake*



Rowan Dollar
*CIO, Public Sector Network
and Partner
Public Sector Consulting*



Gisele Kapterian
*Director, Public Sector
Strategy, APAC
Salesforce*



Mark Hile
*Director of Technical Services
Datacom*



Sean Cummins
*Director ICT Project
Department for Education,
SA*



Clarence Dent
*Country Manager Australia &
New Zealand
WalkMe*



Adam Dinneen
*Product Lead, APAC
WalkMe*



Agenda

Program Monday, 8 November, 2021



08:45am Registration/Online Lobby Open

09:00am Welcome from the Public Sector Network

09:10am Welcome from Chair
Catherine Friday, *Oceania Government and Health Sciences Managing Partner, Ernst & Young*

09:20am Ministerial Opening Address
The Hon Jaala Pulford MLC, *Minister for Employment, Minister for Innovation, Medical Research and the Digital Economy
Minister for Small Business*

09:30am Government Keynote:
The Future of Digital Customer Service

- Driving effective digital capabilities within the public sector
- Leveraging data to derive customer insights and shape experiences
- Ensuring the public sector workforce has the capability to meet the needs of a digitally-progressive government

Joanne de Morton, *CEO, Service Victoria*

09:50am Government Keynote:
Stewarding Public Services through a time of Significant Change

- Positioning public residential aged care services in Victoria to meet the challenges of national reform and to pursue excellence and innovation
- Starting the journey with the sector to identify challenges, risks and opportunities to support more efficient, effective and sustainable operations into the future

Jackie Kearney, *Executive Director Aged Care, Department of Health*

10:10am Partner Session:
How the Department for Education, SA enabled staff and teachers to successfully and easily use their technology systems and processes.
Sean Cummins, *Director ICT Project, Department for Education, SA*
Clarence Dent, *Country Manager Australia & New Zealand, WalkMe*

10:30am Panel Discussion:
Transformation Leadership: Lessons Learnt in Driving Change, Delivering on Your Vision and Creating the Right Culture to Underpin Public Sector Resiliency

- Creating and embedding a culture that encourages agility and ensuring your vision is clear and staff are onboard
- Aligning culture with strategy and understanding what will drive the most value to underpin transformation
- Leading with vision: Keeping the citizen at the heart of your transformation efforts and innovating through challenging times

Naomi Bromley, *Deputy Secretary, Engagement and Delivery, Department of Health*
Lill Healy, *Deputy Secretary, Higher Education and Skills, Department of Education and Training*
Michael Wootten, *Chief Transformation Officer, Greater Western Water*
Cam Birrell, *Director Innovation Centre, Worksafe Victoria*

11:00am Break

SPECIALIST STREAMS

TECHNOLOGY

PEOPLE

11:05am Welcome from Stream Chair
Rowan Dollar, *Chief Innovation Officer, Public Sector Network*

Welcome from Stream Chair
Zoe Penman, *Advisor, Public Sector Network*

11:20am Keynote:
Embedding the Digital Framework to Support Citizen-Centric Operations

- Shaping your digital technology strategy around the user
- Creating and executing your digital roadmap and remaining agile to adapt as you go
- Building on existing technology and digital capabilities

Elizabeth Wilson, *CIO, Department of Education and Training*

Keynote:
The People Aspect: Developing and Executing your Strategic Workforce Roadmap

- Balancing and seamlessly integrating people and technology
- Creating, executing and continuously evolving your workforce roadmap
- Understand what will deliver the most value

Annie Reeves, *Executive Director, People and Culture, Department of Jobs, Precincts, and Regions*

11:40am Partner Session
#Rightcloud conversation: Public sector insight into cloud strategy
Mark Hile, *Director of Technical Services, Datacom*

Partner Session
Demo: See the WalkMe Digital Adoption Platform in Action!
 Watch how you can reduce employee frustration and empower the users of your technology investments.
Adam Dinneen, *Product Lead, APAC, WalkMe*

12:00pm Panel:
Understanding the Best Tools, Strategies and Innovations to Deliver your Transformation Vision

- Identifying what tools and technology will best support your goals
- Embedding new technology with minimal disruption to business and ensuring it is fully utilised
- Modernising and optimising digital delivery to boost customer and employee experience

Lisa Tepper, *Deputy Chief Executive Officer, Digital Victoria*
Catherine Payne, *Executive Director, Digital and Customer Communications, Department of Environment, Land, Water and Planning*
James Ross, *Regional Vice President, ANZ, ForgeRock*

Panel:
How to Progress your Workforce Capabilities, Develop Skillsets and Create the Culture to Underpin your Agency's Innovation Vision

- Securing skills and capabilities needed for a next generation workforce
- Developing a workforce to support your short and long-term vision
- Understanding what will drive the most impact and value to staff in terms of change management
- Embedding the best culture to underpin and support your vision

Emma Eastwood, *Chief People and Culture Officer, Department of Treasury and Finance*
Kelly Crothswaite, *Executive Director, People and Culture, Department of Environment, Land, Water and Planning*
Noeleen Carey, *Director Organisational Development and Learning, Dental Health Services Victoria*
Cass Trumble, *Senior Talent and Leadership Consultant, SEEK*

12:30pm Close

08:45am Registration/Online Lobby Open

09:00am Welcome from the Public Sector Network

09:10am Welcome from Chair
Catherine Friday, *Oceania Government and Health Sciences Managing Partner, Ernst & Young*

09:20am Keynote:
Setting the Strategy and Executing the Vision for Innovative Public Service

- Fostering a whole of public sector culture of innovation and continuous improvement
- Overcoming barriers to the innovation process with collaboration
- Creating a digitally skilled and empowered public sector workforce

Adam Fennessy, *Commissioner, Victorian Public Sector Commission*

09:40am Partner Session:
Stay agile in a shifting environment with integrated eSignature

Elizabeth Watson, *Vice President for Customer Experience, APAC, Conga*

10:00am Panel Discussion:
Technology, People, Process & Data – How to Bring it all Together to Support the Future Growth and Prosperity of Victoria

- Creating and executing a holistic transformation roadmap
- Identifying top priorities to support public sector innovation and transformation
- Encouraging cross departmental and cross-functional collaboration to achieve your State-wide vision
- Supporting staff and embracing a citizen-centric digital culture

Luke Belfield, *Acting Victorian Chief Engineer, Department of Treasury and Finance*

Martin Cass, *CTO, Department of Justice and Communities*

Jen Bednar, *Director Customer and Business Transformation, City of Casey*

Catherine Rooney, *Executive Director Strategy Innovation And Data Insights, Department of Transport*

10:30am Break

“The quality of the speakers were first class; very informative and thought provoking.”

ACT Government

Good insights from knowledgeable speakers. Will apply learning to my own projects.

Australian Bureau of Statistics

	DATA	PROCESS
10:35am	<p>Welcome from Stream Chair Rowan Dollar, <i>Chief Innovation Officer, Public Sector Network</i></p>	<p>Welcome from Stream Chair Gavin Diamond, <i>Regional Vice President ANZ, Box</i></p>
10:50am	<p>Keynote: Making Information Rights Allies of Innovation by Including Privacy and Transparency at the Design Stage</p> <ul style="list-style-type: none"> Ensuring data and information is secure to maintain public trust Understanding what will drive the most value in progressing your information capabilities Handling information effectively: Embedding the framework for best practice data and information privacy <p>Sven Bluemmel, <i>Information Commissioner, Office of the Victorian Information Commissioner</i></p>	<p>Keynote: Setting and Executing Your Innovation Vision and Aligning Operations to Foster Collaboration</p> <ul style="list-style-type: none"> Reassessing operational innovation: strategies to drive agility, efficiency and productivity Identifying bottlenecks, reducing siloes and improving collaboration Embedding more seamless operations and experience and aligning your strategy with operations to deliver on your vision <p>Peter Morison, <i>CEO, VicWater</i></p>
11:10am	<p>Partner Session Gavin Whyte, <i>CEO, BrewAI</i></p>	<p>Partner Session: Getting Rid of the Inefficiencies in Interagency Collaboration Omar Davison, <i>Manager Solutions Engineering, Box</i></p>
11:30am	<p>Panel: How to Embed Data and Insights at the Heart of your Department to Drive Effective Change</p> <ul style="list-style-type: none"> Creating a data-centric department: Embedding systems, people and process for data-centric ways of working Leveraging insights to identify key priorities and the most beneficial improvements to operations and service Understanding what different cohorts really want and need and embedding these changes <p>Sandy Pitcher, <i>Secretary, Department of Families, Fairness and Housing</i> Kathryn Gulifa, <i>Chief Data and Analytics Officer, WorkSafe Victoria</i> Andrew Greaves, <i>Auditor-General, Victorian Auditor-General's Office</i> Julie Holland, <i>Public Sector Director, Snowflake</i></p>	<p>Panel: How to Improve Operational Excellence to Boost Efficiency, Productivity and Citizen-Centricity</p> <ul style="list-style-type: none"> Reengineering operations to foster and support collaboration and innovation Leveraging insights to identify bottlenecks and inefficiencies Exploring and embedding agile and human-centred methodologies to drive citizen-centricity <p>John Hamill, <i>CEO, Essential Services Commission</i> Marija Maher, <i>COO, Victorian Ombudsman</i> Don Parker, <i>Director, Better Regulation Victoria</i> David Barbagallo, <i>Chairman, WV Technologies</i> Anna Vourtsis, <i>Executive General Manager Communications & Engagement, VicTrack</i></p>
12:00pm	Close	

[CLICK HERE TO REGISTER](#)



Partners

Lead Chair



Platinum



Gold



Silver



Supporting Partner

