

Virtual Event

Corporate & Shared Services

National Insights – Summer Edition

Reimagining Business Processes to Enable the Evolving Government

Online → Wednesday, 9 February 2022 | 11am – 1pm AEDT

Your Inspiring Speakers



JULIE PRATER
Executive Leader - Project
Director eInvoicing
Australian Taxation Office



REBECCA MURDOCH
Director Financial Reform,
Finance and Business Services
Department of Human Services
South Australia



CAROLINE CAWTHORN
Director, Budget, Systems and
Reporting, Financial Services
Division
Department of Education and
Training



LORENA ARPKE
Assistant Commissioner,
Corporate Services, Systems
and Tax Management
Australian Taxation Office



NARELLE BEATTIE
Director Corporate Services &
Governance
Taronga Conservation Society
Australia



SATISH KUMAR
Chief Financial Officer
Australian Maritime Safety
Authority



DUNCAN LUCAS
Executive Director Transport
Shared Services, Corporate
Services
Transport for NSW



CHRISTY MILELLA
Director Corporate and
Operations, Victorian Agency
for Health Information
Department of Health



ERIN COCKRAM
General Manager CFO Group, Financial
Services and Procurement
Department of Industry, Science,
Energy and Resources



MARWAN AL KHATIB
Associate Director Finance
Business Partner - Train Crew
Sydney Trains

Benefits of Attending



Understand what is key to an adaptive, continuous corporate services function approach within the context of our fast-changing economic climate



Hear from back-office transformation leaders about streamlining, optimising and repositioning the back office as an intelligent advisory support function



Discover how to seamlessly enact change through exploration of real-world case studies across all back office corporate service functions



Learn from local and international public sector finance innovation experts and explore best practices, top tips and lessons learned

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Reimagining Business Processes to Enable the Evolving Government

2022 will continue to change the priorities of public sector corporate and back office services, driving the evolution into more data-driven, communicative, and intelligence enabling decision-making hubs. And where the back office begins delivering strategic, analytical value and continuous improvement capabilities, public sector corporate functions will see more opportunity to pivot and transform their services and take on more of a business enabling role.

To aid further exploration of how corporate functions of the future could take shape, we've put together the first Virtual Event in our **2022 Corporate & Shared Services Community National Insights series**.

Tune in to hear case studies from corporate-focused peers and discuss how to further create modern, digitally enabled and integrated public sector corporate services divisions in Australia, as the role continues to shift from being task-centric to value-adding through new tools and processes.

The assorted challenges and complimentary aspects of all things corporate will be addressed in two concurrent panel sessions, allowing you to choose the one that piques your own relevant interest most.

Who You'll Meet

Chiefs/Directors/Heads/Managers of :

- Finance
- Finance Transformation
- Corporate Services
- Procurement Shared Services
- Business Transformation
- Process Excellence
- Contract Management
- Supply Chain
- Supplier Management
- Compliance
- Governance
- Business Improvement



Explore the Agenda

11:00am PSN Welcome

11:10am **Welcome from Chair**
Spotting The Corporate Practice Trends Leading the Finance Function of the Future

11:20am **Government Keynote:**
How the Australian Government is Promoting eInvoicing

- Delivering efficiency, productivity, and digitalisation benefits for Australian businesses and the Australian economy through eInvoicing
- How the Australian and New Zealand Government Electronic Invoicing Arrangement recognises and engages with the global framework - raising awareness and literacy around the economic and environmental benefits of eInvoicing
- How Federal, State and Territory governments have taken action to lead and promote the adoption of eInvoicing and Peppol in Australia

Julie Prater, *Executive Leader - Project Director eInvoicing*, **Australian Taxation Office**

11:35am **Partner Session: Escalating and Clarifying Financial Reporting and Management Through Analytics and Automation**

11:50am **Government Keynote:**
Beyond Covid - Further Pivoting the Way We Do Strategic Stakeholder Partnering, Engagement and Management

- Decisive approaches in dynamic, disruptive times
- Identifying and exploring the strategic pillars of next-generation partner management
- Embedding emerging tools and proactive digital initiatives to enhance supplier relationships and engagement

Rebecca Murdoch, *Director Financial Reform, Finance and Business Services*, **Department of Human Services South Australia**

12:05pm **Partner Session: Leveraging Workflow Solutions to Standardise and Optimise Processes**

12:20pm **Government Keynote:**
What's Needed for a Whole-of-Government Approach to Reporting, Governance and Operations

- Exploring strategies for higher-quality service delivery and operational improvements
- Leveraging new automation and optimisation processes for improved decision support
- Accelerating forecasting and accurate reporting through big data driven decision making

Caroline Cawthorn, *Director, Budget, Systems and Reporting, Financial Services Division*, **Department of Education and Training VIC**

12:35pm **Break**

12:40pm Panel Discussion 1

A Critical Review of Long-Term Finance Priorities, Process Excellence and Business Enablement Tactics

- How to pivot your existing working culture to enhance the quality of corporate services and functions (operational excellence and continuous improvement)
- How big data can be utilised to increase reporting of supply and demand, build more strategic business partnerships, and inform back-office decisions in good time
- How agile practices and technological tools (such as ERP) can boost operational scale and increase the credibility and efficiency of all finance functions
- What are your top tips for ensuring finance processes are translatable and relevant from a back-office to customer facing perspective?

Lorena Arpke, *Assistant Commissioner, Corporate Services, Systems and Tax Management, Australian Taxation Office*

Satish Kumar, *Chief Financial Officer, Australian Maritime Safety Authority*

Duncan Lucas, *Executive Director Transport Shared Services, Corporate Services, Transport for NSW*

Moderator: Narelle Beattie, *Director Corporate Services & Governance, Taronga Conservation Society Australia*

Panel Discussion 2

Leadership and Workforce Management: Shaping the Next Normal

- How to ensure all corporate factions are on a symbiotic transformation journey
- Integrating and communicating new processes, skills, and tech initiatives company wide
- How can back-office corporate support be further modernised through data, AI and ML?
- What operational aspects of corporate function need to stay, and which need to go?
- Top tips for reducing time, costs and mitigating unnecessary impact from redundant back-office processes?

Christy Milella, *Director Corporate and Operations, Victorian Agency for Health Information, Department of Health*

Erin Cockram, *General Manager CFO Group, Financial Services and Procurement, Department of Industry, Science, Energy and Resources*

Marwan Al khatib, *Associate Director Finance Business Partner - Train Crew, Sydney Trains*

1:10pm Close

Thank you to our **Event Partners**

What's On **Next**



National Insights - Autumn Edition

Online

27 April