



Innovate WA

Part of the Public Sector Innovation Series

Collaborate / Ideate / Innovate

Thursday, 3 February 2022

Perth Convention and Exhibition Centre



Agenda at a glance

Innovate WA 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 meet with senior public sector leaders 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 2022:



Largest gathering of Western Australian State Government leaders



Enjoy 8+ hours of in-person networking with over 150 of your peers



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



Discuss the 'new normal' and the impact on ways of working in a post-COVID-19 environment



Benchmark against 7+ case studies showcasing how different government departments are achieving holistic innovation and pioneering seamless citizen delivery across the state



Tailor your experience to your department's needs by selecting from four new function-based streams

Agenda Overview

The last two years have seen us face challenges like no other. Western Australia's response to the pandemic however has been world leading. As part of this response the State Government is working together to restore the economy and industry, support community and build new infrastructure to create jobs through the \$5.5 billion WA Recovery Plan.

Underpinning all of this is a new digital-first ICT Strategy that will transform the way public services are designed, supported and delivered for a community living and working in a digital world. These initiatives combined look to cement WA as a thriving and innovative place in which to live, work, visit and do business.

Innovate WA, in partnership with EY, will take you on a journey from recovery through to growth, and provides the ideal meeting place to learn, collaborate, and discuss the trends and innovations helping encourage economic prosperity for WA now and in the future, with some of the brightest public sector minds in the State.

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 & Analytics
- Process Excellence
- People and Culture

Key Themes for 2022:

Technology & Innovation

Embracing emerging technologies and methodologies to accelerate innovation and drive citizen-centric service delivery

People & Culture

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

Data & Analytics

Creating data-driven departments that ethically leverage public sector data sets to turn information into actionable insights

Digital & Citizen Experience

Digitising systems and processes to streamline operations and deliver more inclusive, citizen-centric services



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

Australian Taxation Office

Speakers



Hon Don Punch MLA

Minister for Disability Services; Fisheries, Innovation and ICT; Seniors and Ageing



Nicki Godecke

*Director General
Department of Finance*



Jonas Petersen

*Chief Digital Officer,
Office of Digital Government, Department of Premier and Cabinet WA*



Sandra Labuschagne

*Deputy Auditor General
Office of the Auditor General*



Ben Day

*Chief Digital Officer
Department of Finance*



David Etherton

*Chief Executive Officer
VenuesWest*



Joan Brierley

*Director Service Delivery -
Driver and Vehicle Services
Department of Transport*



Warwick Calkin

*Chief Information Officer
University of Western Australia*



Paul Tzaikos

*Director of Digital Connectivity
Department of Primary Industries & Regional Development*



Henrietta Farrell

*Chief Customer Officer
Department of Finance*



Daniel Kasatchkow

*Principal Data Consultant,
Office of the Auditor General*



Isabeau Korpel

*A/Executive Director People and Culture
Department of Transport*



Giles Nunis

*Chief Digital Transformation Officer
WA Primary Health Alliance*



Sonia Mackay-Coghill

*Vice President (Enterprise & Development)
Edith Cowan University*



Michele Clement

*Director, Defence Science Centre
Department of Jobs, Tourism, Science and Innovation*



Samantha Francke

*Director, Change Management
Health Support Services*



Paul Wilding

*Director of Employee Relations
Department of Education*



Elise Vervetjes

*General Manager, Information & Technology
Water Corporation*



Steven Paice

*ICT Operations Lead
East Metropolitan Health Service*



Carl Binning

*Executive Director, Capability and Performance,
Department of Primary Industries and Regional Development*



Stuart Walsh

*Director ICT
Department of Fire & Emergency Services*



Lauren Aitken

*Director, Planning & Strategy
Infrastructure WA*



Matt Arrah

*A/ Director ICT Corporate Services
Department of Training and Workforce Development*



Jason Cowie

*Chief Information Officer
Curtin University*



Johan Nel

*Associate Director of Talent, Organisational Development and Workforce Diversity
University of Western Australia*



Monica Butler

*Assistant Director, Employee Relations Division,
Western Australia Police*

Agenda

Program Thursday, 03 February 2022

8:00am Registration and Networking Coffee

9:00am Welcome from the Public Sector Network

9:10am Welcome from Chair
Presented by EY

9:20am Ministerial Address

Transforming Western Australian Public Services to Support Economic Growth and Prosperity

- Understanding the opportunities of big data and open government data
- Leveraging big data and analytics to improve citizen outcomes and experiences
- Exploring strategies to encourage collaboration and data innovation in the 'new normal'

Hon Don Punch MLA, Minister for Disability Services; Fisheries; Innovation and ICT; Seniors and Ageing

9:30am Government Keynote:

WA's New Digital Strategy: Convenient, Smart and Secure Services for WA

- Insights into WA's new Digital Strategy for the Western Australian Government 2021-2025
- Driving improved, and more cohesive, on-stop-shop digital services for citizens
- Understanding the drivers and outcomes of the Digital Strategy

Jonas Petersen, Chief Digital Officer, Office of Digital Government, Department of Premier and Cabinet WA

9:50am Partner Session

10:10am Panel Discussion:

Building Public Sector Resiliency in the 'New Normal'

- Securely modernising ICT and Data accessibility to drive flexibility
- Building a culture that encourages agility and employee wellbeing
- Developing progressive business continuity plans to minimise disruption yet maintain security

Nicki Godecke, Director General, Department of Finance

David Etherton, Chief Executive Officer, VenuesWest

Sandra Labuschagne, Deputy Auditor General, Office of the Auditor General

Carl Binning, Executive Director, Capability and Performance, Department of Primary Industries and Regional Development

10:40am Morning Tea and Networking Break



SPECIALIST STREAMS →

	TECHNOLOGY	PEOPLE
11:10am	Welcome from Stream Chair Presented by Aspire Change Management	Welcome from Stream Chair
11:25am	Keynote: Creating a Digital-first Culture in Government through People, Processes and Technology Transformation <ul style="list-style-type: none"> Leveraging a three phased innovate, optimise and fix & stabilise approach to help unlock the potential of digital Restructuring platforms and service delivery to drive customer experience Ensuring seamless transformation by building leadership capability and engaging teams early Ben Day , <i>Chief Digital Officer, Department of Finance</i>	Keynote: Building a Capable and Future Ready Organisation <ul style="list-style-type: none"> Insights into the Department of Transport's shift towards being a values driven organisation by 2023 Discussing driving innovation through leadership, employee wellbeing, belonging and diversity Exploring lessons learned from the last three years and a look towards next steps and the future Isabeau Korpel , <i>Executive Director People and Culture, Department of Transport</i>
11:45am	Partner Session Presented by Datacom	Partner Session
12:05pm	Panel: Exploring the Tools, Strategies and Innovations Driving Transformation <ul style="list-style-type: none"> The technologies and tools making waves in the public sector space Upskilling and uplifting teams for next gen ways of working Delivering exceptional UX that customers & employees will embrace Joan Brierley , <i>Director Service Delivery - Driver and Vehicle Services, Department of Transport</i> Stuart Walsh , <i>Director ICT, Department of Fire & Emergency Services</i> Paul Tzaikos , <i>Director Digital Connectivity, Department of Primary Industries & Regional Development</i> Insight Enterprises Panellist	Panel: Developing the Next Generation Public Sector Workforce <ul style="list-style-type: none"> Discussing the skills and capabilities needed for a next generation workforce Prioritising wellbeing to drive productivity and retention Developing a workforce to support long-term department goals Paul Wilding , <i>Director of Employee Relations, Department of Education</i> Samantha Francke , <i>Director, Change Management, Health Support Services</i> Johan Nel , <i>Associate Director of Talent, Organisational Development and Workforce Diversity, University of Western Australia</i> Monica Butler , <i>Assistant Director, Employee Relations Division, Western Australia Police</i>
12:35pm	Networking Lunch	

	DATA	DIGITAL & CX
1:35pm	Welcome from Stream Chair	Welcome from Stream Chair
1:50pm	<p>Keynote:</p> <p>Harnessing Data and Technology to Deliver Improved Citizen Outcomes</p> <ul style="list-style-type: none"> Understanding the opportunities of public sector data sets Leveraging emerging technologies to curate information and glean actionable insight to deliver improved citizen outcomes through digital innovation <p>Giles Nunis, <i>Chief Digital Transformation Officer, Western Australian Primary Health Alliance</i></p>	<p>Keynote:</p> <p>Optimising Operations to Deliver Citizen-Centric Services</p> <ul style="list-style-type: none"> Engaging staff and end-users in process transformation and developing fit-for-purpose solutions Aligning transformation with organisational objectives and purpose <p>Joan Brierley, <i>Director Service Delivery - Driver and Vehicle Services, Department of Transport</i></p>
2:10pm	<p>Partner Session</p> <p>Presented by DC Two</p>	<p>Partner Session</p> <p>Presented by Mechanical Rock</p>
2:30pm	<p>Panel:</p> <p>Curating Public Sector Data to Optimise Processes and Derive Actionable Insights</p> <ul style="list-style-type: none"> Effectively managing and curating data to ensure and preserve usefulness Leveraging data insights to transform systems and services Creating data-centric cultures. <p>Warwick Calkin, <i>Chief Information Officer, University of Western Australia</i> Daniel Kasatchkow, <i>Principal Data Consultant, Office of the Auditor General</i> Elise Vervetjes, <i>General Manager, Information & Technology, Water Corporation</i> Boomi Panellist</p>	<p>Panel:</p> <p>Discussing Strategies to Modernise and Digitise Ways of Working and to Deliver Improved Services for Citizens</p> <ul style="list-style-type: none"> Exploring digital tools and methodologies to drive process efficiency Streamlining ways of working Delivering more inclusive, citizen-centric services and outcomes <p>Matt Arrah, <i>Associate Director ICT Corporate Services, Department of Training and Workforce Development</i> Jason Cowie, <i>Chief Information Officer, Curtin University</i> Steven Paice, <i>ICT Operations Lead, East Metropolitan Health Service</i></p>

“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



3:00pm Break**3:10pm** Welcome back from the Chair
Presented by EY**3:15pm** Government Keynote:
Reforming Government Service Delivery and Customer Experience with Service WA

- Insights into the ServiceWA Trial
- Understanding how service delivery reform can maximise customer experience
- Leveraging valuable customer insights to reassess, refine and inform the future of service delivery

Henrietta Farrell, *Chief Customer Officer, Department of Finance***3:35pm** Partner Session
Presented by Objective**3:55pm** Panel Discussion:
Strategies & Innovation to Support the Future Growth and Prosperity of Western Australia

- Priorities to support public sector innovation and transformation
- Encouraging cross departmental and cross-functional collaboration to achieve State-wide vision
- Taking a citizen-centric view to public sector innovation

Sonia Mackay-Coghill, *Vice President (Enterprise & Development), Edith Cowan University*
Lauren Aitken, *Director, Planning and Strategy, Infrastructure WA*
Michele Clement, *Director Defence Science Centre, Department of Jobs, Tourism, Science and Innovation***4:25pm** Closing Remarks and Networking Drinks

Public Sector Network will closely monitor COVID-19 regulations in accordance with the advice from the Australian Government and local health authorities to ensure the safety of everyone attending the event physically. In addition, we will be working closely with the venue to ensure precautionary measures are in place.

Partners

Lead Chair



Gold



Silver



Exhibition

