



# 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



**David Etherton**

*Chief Executive Officer*  
VenuesWest



**Jonas Peterson**

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



**Stuart Walsh**

*Director ICT*  
Department of Fire &  
Emergency Services



**Sandra Labuschagne**

*Deputy Auditor  
General*  
Office of the Auditor  
General



**Ben Day**

*Chief Digital Officer*  
Department of Finance



**Paul Tzaikos**

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



**Jason Cowie**

*Chief Information Officer*  
Curtin University



**Isabeau Korpel**

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



**Sonia Mackay-Coghill**

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



**Michele Clement**

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



**Richard Macliver**

*Innovation Manager*  
Child and Adolescent Health  
Service



**Samantha Francke**

*Director, Change Management*  
Health Support Services



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*Director, Change Management*  
Health Support Services



**Paul Wilding**

*Director of Employee  
Relations*  
Department of Education



**Bruce Wright**

*Head of Data & Analytics,  
Information & Technology  
Group*  
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



**Matt Arrah**

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



**Lauren Aitken**

*Director, Planning & Strategy*  
Infrastructure WA

# Speakers



## 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



## Nick Jenkins

Director,  
Mechanical Rock



## Adam Howe

Services Manager WA,  
Insight Enterprises



## Steve Humphrys

Account Director - Western  
Australia  
Boomi



## Bev Andrews

ASPIRE Director,  
ASPIRE Change Management



## Sue Wilson

CIO  
Department of Primary  
Industries and Regional  
Development



## Justin Thomas

Managing Director,  
DC Two



## Bill Scanlan

Partner, Infrastructure Advisory  
EY



## Daniel Kasatchkow

Educator,  
UWA Data Analytics  
Bootcamp



## Warren Reid

Account Director  
Objective Corporation



## Joan Brierley

Director Service  
Delivery - Driver and  
Vehicle Services  
Department of Transport



## Henrietta Farrell

Chief Customer  
Officer  
Department of Finance



## Warwick Calkin

Chief Information  
Officer  
University of Western  
Australia



# Agenda

**Program** Thursday, 03 February 2022

**8:00am** Registration and Networking Coffee

**9:00am** Welcome to Country

**Marie Taylor**, *Elder, Whadjuck/Balardong Noongar People*

**9:10am** Welcome from Public Sector Network

**Marion Burchell**, *Advisor, Public Sector Network*

**9:20am** Welcome from Chair

**Bill Scanlan**, *Partner, Infrastructure Advisory, EY*

**9:30am** 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 Stephen Noel Dawson MLC**, *Minister for Emergency Services; Innovation and ICT; Medical Research; Volunteering, WA Government*

**9:40am** 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*

**10:00am** 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

**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

**11:10am** Welcome from Stream Chair  
**Bev Andrews**, *ASPIRE Director*, **ASPIRE Change Management**

**11:25am** Partner Session  
**Presented by Datacom**

**11:45am** Panel:  
**Exploring the Tools, Strategies and Innovations Driving Transformation**

- 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**, *Director Service Delivery - Driver and Vehicle Services*, **Department of Transport**  
**Stuart Walsh**, *Director ICT*, **Department of Fire & Emergency Services**  
**Paul Tzaikos**, *Director Digital Connectivity*, **Department of Primary Industries & Regional Development**  
**Adam Howe**, *Services Manager WA*, **Insight Enterprises**

## PEOPLE

Welcome from Stream Chair  
**Marion Burchell**, *Advisor*, **Public Sector Network**

Keynote:  
**Building a Capable and Future Ready Organisation**

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

Panel:  
**Developing the Next Generation Public Sector Workforce**

- 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**, *Director of Employee Relations*, **Department of Education**  
**Samantha Francke**, *Director, Change Management*, **Health Support Services**  
**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**  
**SAP Panellist**

**12:35pm** Networking Lunch



	DATA	DIGITAL & CX
1:35pm	<p>Welcome from Stream Chair</p> <p><b>Marion Burchell</b>, <i>Advisor, Public Sector Network</i></p>	<p>Welcome from Stream Chair</p> <p><b>Alex Jenkins</b>, <i>Advisor, WA Data Science Innovation Hub</i></p>
1:50pm	<p>Keynote:</p> <p><b>Harnessing Data and Technology to Deliver Improved Citizen Outcomes</b></p> <ul style="list-style-type: none"> <li>Understanding the opportunities of public sector data sets</li> <li>Leveraging emerging technologies to curate information and glean actionable insight to deliver improved citizen outcomes through digital innovation</li> </ul> <p><b>Giles Nunis</b>, <i>Chief Digital Transformation Officer, Western Australian Primary Health Alliance</i></p>	<p>Keynote:</p> <p><b>Optimising Operations to Deliver Citizen-Centric Services</b></p> <ul style="list-style-type: none"> <li>Engaging staff and end-users in process transformation and developing fit-for-purpose solutions</li> <li>Aligning transformation with organisational objectives and purpose</li> </ul> <p><b>Joan Brierley</b>, <i>Director Service Delivery - Driver and Vehicle Services, Department of Transport</i></p>
2:10pm	<p>Partner Session</p> <p><b>The challenges of securing public data across hybrid multi-cloud environments</b></p> <p><b>Justin Thomas</b>, <i>Managing Director, DC Two</i></p>	<p>Partner Session</p> <p><b>A Strategy for Modernising Digital Citizen Services</b></p> <ul style="list-style-type: none"> <li>How do you modernise digital services while sustaining a 'heritage' ICT estate?</li> <li>How can you deliver better service with constrained capacity?</li> <li>Using the 'stangler pattern' can help you gradually replace services with modern alternatives</li> </ul> <p><b>Nick Jenkins</b>, <i>Director, Mechanical Rock</i></p>
2:30pm	<p>Panel:</p> <p><b>Curating Public Sector Data to Optimise Processes and Derive Actionable Insights</b></p> <ul style="list-style-type: none"> <li>Effectively managing and curating data to ensure and preserve usefulness</li> <li>Leveraging data insights to transform systems and services</li> <li>Creating data-centric cultures.</li> </ul> <p><b>Warwick Calkin</b>, <i>Chief Information Officer, University of Western Australia</i></p> <p><b>Bruce Wright</b>, <i>Head of Data &amp; Analytics, Information &amp; Technology Group, Water Corporation</i></p> <p><b>Daniel Kasasatchkow</b>, <i>Educator, UWA Data Analytics Bootcamp</i></p> <p><b>Steve Humphrys</b>, <i>Account Director - Western Australia, Boomi</i></p>	<p>Panel:</p> <p><b>Discussing Strategies to Modernise and Digitise Ways of Working and to Deliver Improved Services for Citizens</b></p> <ul style="list-style-type: none"> <li>Exploring digital tools and methodologies to drive process efficiency</li> <li>Streamlining ways of working</li> <li>Delivering more inclusive, citizen-centric services and outcomes</li> </ul> <p><b>Matt Arrah</b>, <i>Associate Director ICT Corporate Services, Department of Training and Workforce Development</i></p> <p><b>Jason Cowie</b>, <i>Chief Information Officer, Curtin University</i></p> <p><b>Steven Paice</b>, <i>ICT Operations Lead, East Metropolitan Health Service</i></p> <p><b>Richard MacIver</b>, <i>Innovation Manager, Child and Adolescent Health Service</i></p>



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.

3:00pm Break

3:10pm Welcome back from the Chair  
**Bill Scanlan**, *Partner, Infrastructure Advisory, 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  
**DPIRD's Information Management Journey**

- Challenges of transforming three different Agencies into one
- Keys to achieving success
- What success looks like

**Sue Wilson**, *CIO, Department of Primary Industries and Regional Development*  
**Warren Reid**, *Account Director, 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

**"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





# Partners

## Lead Chair



## Stream Chair



## Gold



## Silver



## Exhibition

