



Virtual Event



Local Government and Municipalities



# Innovating Digital Service Delivery to Streamline Processes and Improve Operational Efficiency

Part of the Local Government Community National Insights Series

Online → Tuesday, 9 August 2022 | 11:00am – 1:10pm AEST

## Your Inspiring Speakers



**GREG CURCIO**

Chief Customer and Transformation

City of Stonnington (VIC)



**GAYA GOUNDER**

Chief Information Officer

Camden Council (NSW)



**MARTIN MCCARTHY**

Chief Executive Officer

The Barossa Council (SA)



**KATE RAYNER**

Manager Corporate Services and Finance

District Council of Robe (SA)



**MATT SUND**

Manager Spatial Information Services

City of Sydney



**LIESL WESTBERRY**

Head of Service Optimisation and Improvement

City of Casey (VIC)



**RAVI JAYAPRAKASH**

Senior Solutions Engineer

Okta



**CHRIS BEN**

Senior Solutions Engineer

Nintex

## Benefits of Attending



**Learn how councils are** applying new technologies to improve business processes



**See dynamic ways to** deliver priorities responsively through digital innovation



**Understand how to improve** productivity through process automation



**Uncover ways to improve** access, usability and privacy of council services

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## Agenda Overview

Each day, citizens choose to interact with their local council via an electronic or smart device. Covid-19 has further accelerated this growing trend that is quickly replacing traditional methods of service delivery via phone or face-to-face.

Councils across Australia are using digital technologies to innovate the way they operate, share information and deliver services. Leveraging digital capabilities offers many opportunities to deliver beneficial change and reshape local government service delivery at a much lower cost to traditional means. Yet many councils remain ill-equipped to effectively leverage these digital technologies and provide personalised, accessible, reliable and secure services. Furthermore, digital technologies are not an end, but a means to improving service delivery, increasing engagement and ultimately improving the lives of citizens and employees alike.

Public Sector Network's **Innovating Digital Service Delivery to Streamline Processes and Improve Operational Efficiency Virtual Event** will equip attendees with the knowledge to transform their operating models, improve digital services processes and expedite digital transformation efforts to meet and exceed the needs of their local communities.



## Who You'll Meet

### Chiefs/Directors/Heads/Managers of:

- Digital Transformation
- Community & Stakeholder
- Corporate Services
- Human Resources
- Customer Experience
- ICT
- Data & Analytics
- Strategy
- Engagement
- Workforce

## Explore the Agenda

**11:00am** Public Sector Network Welcome

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**11:10am** Welcome from Chair

Liesl Westberry, *Head of Service Optimisation and Improvement*, City of Casey (VIC)

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**11:20am** Government Keynote: Driving a Holistic Organisational Transformation Through Data

- Understanding the importance of data and how data impacts each section of council
- Reviewing the impact of data in driving a customer-centric cultural transformation
- Reflecting on the unintended consequences of transparency with City of Stonnington

Greg Curcio, *Chief Customer and Transformation*, City of Stonnington (VIC)

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**11:35am** Government Case Study: Transforming Council Operations Post-Pandemic Through Digital Innovations

- Enhancing the innovation and integration of council services with streamlined frameworks
- Recognising the importance of transformational leadership in streamlining operations and services
- Applying business analytics and real time information to pinpoint efficiencies and improve operations

Gaya Gounder, *Chief Information Officer*, Camden Council (NSW)

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**11:50pm** Partner Session: Improving Productivity Across Entire Council Through Process Automation

Ravi Jayaprakash, *Senior Solutions Engineer*, Okta

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**12:05pm** Government Keynote: Improving Access and Usability with Data to Empower Citizens

- Providing unified, personalised and inclusive digital platforms that address customer needs
- Ensuring transparency in service delivery and managing citizen expectations around privacy
- Utilising mechanisms to collect feedback and continuously improve delivery of services

Matt Sund, *Spatial Information Services Manager*, City of Sydney (NSW)

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**12:20pm** Break

**12:25pm Panel Discussion**

**Maintaining Business Continuity in a Volatile Landscape**

- How do you develop and maintain robust business continuity plans in an environment that is constantly changing?
- What processes have enabled your business continuity to stay on track?
- How have you utilised process automation to aid in business recovery?
- What are your top tips for moving forward with your business continuity plans in the current unpredictable environment?

**Martin McCarthy**, *Chief Executive Officer, The Barossa Council (SA)*

**Kate Rayner**, *Manager Corporate Services and Finance, District Council of Robe (SA)*

**Chris Ben**, *Senior Solutions Engineer, Nintex*

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**1:10pm Close**

Our **Partners**



**Gold Partner**



**Premium Panel Partner**