

Public Sector Network & EY Present:

Innovate Australia

Where Public Sector Meets to Pioneer Progress...



Wednesday, 15 March 2023

National Convention Centre Canberra (NCCC)

Agenda at a Glance

After a smashing success in 2022, Public Sector Network in collaboration with EY, is excited to bring back the 8th annual **Innovate Australia Showcase**.

This Showcase will bring together 700+ federal government leaders and influencers to converge, decipher and navigate the next frontier of emerging innovation and strategic direction within the APS.

We will be sense-checking critical tools, technology and requirements at the forefront of public service progression and collectively unveiling powerful next steps in accelerating - operational advancement, CX revolution and public trust in a new era of public service.

Join us in March 2023, as we collaborate with industry peers and supporters to examine break-through data and digital technologies, people strategies, and pioneering approaches to achieving a Whole of Government alignment in advancing the Australian innovation agenda, into 2023 and beyond.



Who You'll Meet

Senior Public Sector Leaders from:

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

Benefits of Attending



Employ a strategic approach to digital transformation, that aligns with Whole-of-Government (WoG) targets



Create an enabling environment by driving innovation in people, data, technology and CX functions



Deep-dive into case studies from across federal agencies to inform and inspire your own work



Discover emerging technologies and methodologies to help realise meaningful outcomes and greater efficiencies

Key Themes for 2023

Strategy: Sense-checking critical components heading into 2023 for operational resiliency, public/economic prosperity and WoG alignment in strategic service delivery

Digital & Citizen Experience: Embracing the next frontier of citizen services – CX and digital services that inspire true public trust and engagement

Technology & Transformation: Turbo-charging transformation and innovation in business management, enterprise architecture and service delivery throughout internal and external portfolios

People & Culture: Powering a next-gen public sector culture by focusing on wellbeing, strategic workforce planning and increased employee engagement

Data & Analytics: Accelerating the analytics agenda by pinpointing and utilising critical data and insights to advance capabilities across all service delivery and operational priorities

Check out the 2022 Highlights



Your Inspiring Speakers



Dr Rachel Bacon

Deputy Secretary, Public Sector Reform

Department of Premier and Cabinet



Chris Fechner

CEO

Digital Transformation Agency



Subho Banerjee

Deputy Commissioner, Head of APS Academy and Capability

Australian Public Service Commission



Mike Hill

Chief Digital Information Officer

UK Cabinet



Susie Kluth

Chief Data Officer

Department of Education, Skills and Employment



Jonathon Thorpe

Deputy CEO, Customer Service Design Group

Services Australia



Jordan Hatch

Assistant Secretary, Regulatory Technology and Innovation

Department of Finance



Kylie Bryant

First Assistant Secretary

Department of Finance



Tom Rogers

Electoral Commissioner

Australian Electoral Commission



Amanda Cattermole

CEO

Australian Digital Health Agency



Philip Smith

First Assistant Secretary

Department of Infrastructure, Transport, Regional Development, Communications and the Arts



Nick Blong

First Assistant Secretary

Department of Agriculture, Fisheries and Forestry



Paul Franklin

Executive General Manager, Consumer Data Right

ACCC



Kerryn Kovacevic

Chief Digital Officer

Department of Employment and Workplace Relations



Simon Joyce

Assistant Secretary, Data Governance and Services

Department of Defence



Matthew Hay

Deputy Commissioner, Strategy & Architecture, Enterprise Solutions & Technology

Australian Taxation Office



Martin Mane

General Manager, Digital and Technology

Austrade



Marek Rucinski

Deputy Commissioner, Head of Smarter Data Program

Australian Taxation Office



Jenny Humphreys

Data Access Branch Manager

Department of Social Services



Susan Calvert

Assistant Secretary/Managing Director, BETA

Department of the Prime Minister and Cabinet



Michael Schwager

Director-General

IP Australia



Laura Gray

Senior Director, People Capability

Australian National Audit Office



Shane Worthington

Chief Digital Officer

Australian Skills Quality Authority



Jenet Connell

Deputy Australian Statistician and Chief Operating Officer

Australian Bureau of Statistics

Your Inspiring Speakers



Matt Dragun

Founder, Managing Director

Matae



Andrew Garner

Oceania Government Digital and Technology Lead

EY



Jon Palin

Chief Product Officer

Objective



Cassie Alexander

Assistant Secretary, HR Services

Defence Australia



Kayelle Drinkwater

Chief Data Officer

Department of Industry, Science, Energy and Resources



Michelle Graham

Chief Architect/Assistant Secretary, Architecture Design & Security

Department of Home Affairs



Sarah Polhill

Chief Information Officer

ACCC



Marcus Paterson

Director APAC

Storyblok



Subho Banerjee

Deputy Commissioner, Head of APS Academy and Capability

Australian Public Service Commission



Helen Wilson

Deputy Commissioner

Australian Public Service Commission



Rina Bruinsma

First Assistant Commissioner

Australian Public Service Commission



Mark Nixon

Government & Public Sector Leader Oceania

EY



Mark Williams

Federal Government Lead

Publicis Sapient



Simon Poidevin

Mental Health, Wellness and High-Performance Executive and World Cup winning Wallaby Player



Zoë King

Deputy Lead Client Partner - Health, Care & Social Welfare

IBM Consulting



Dan Cooke

Chief Business Officer - Australia

Roboyo



Thomas Edberg

VP, Secure Collaboration, Office of CTO

Pexip A.S



Catherine Friday

Oceania Government and Health Sciences Managing Partner

EY

Your Inspiring Speakers



Karl Pickering

Head of Solutions Specialist ANZ

Iron Mountain



Dr Simone Richter

Director, Science Digital Transformation

CSIRO



Michael Rowell

Deputy Commissioner, User and Technology Services

Australian Taxation Office



Nick Kervin

Chief Executive Officer

Frisk



Gerald Cadden

Program Consultant Trainer

Scaled Agile



James Della-Porta

Director, Enterprise Sales - Asia Pacific

Udemy



Peter Jones

Public Sector Lead ANZ

GitLab



Permenthri Pillay

EY Government and Public Sector Business Transformation, Digital Transformation Partner

EY



Allyson Skene

Senior Director, Office of CHRO

Workday APJ



Johan Swanepoel

Principal Solutions Architect

Elastic



Juan Martin

Co-founder and Director

PhoenixDX



John Mackenney

Principle Digital Strategist

Adobe



Richard Davies

Director Digital Transformation APAC

OutSystems

Innovate Australia 2022 **Snapshot**

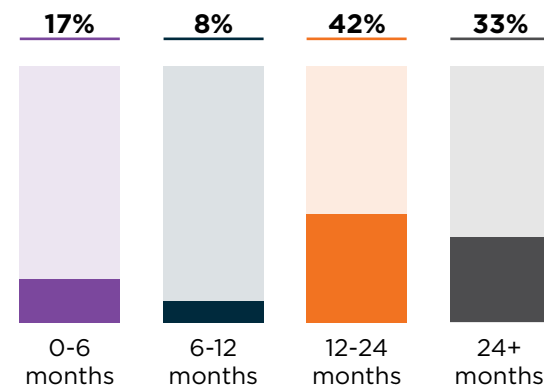
JOB FUNCTIONS

Business Management	Service Design	Business Analysis
Engagement	Transformation / Innovation	Data/Analytics/Insights
Digital Government	HR/ Workforce Management	Information & Enterprise Architects
Digital Services	Communications/Marketing	Information Management
ICT Capabilities	Customer Experience	Change/Culture

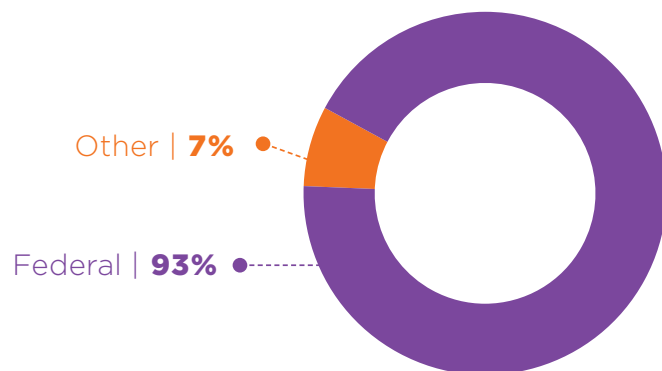
INNOVATION DATABASE

15,000+

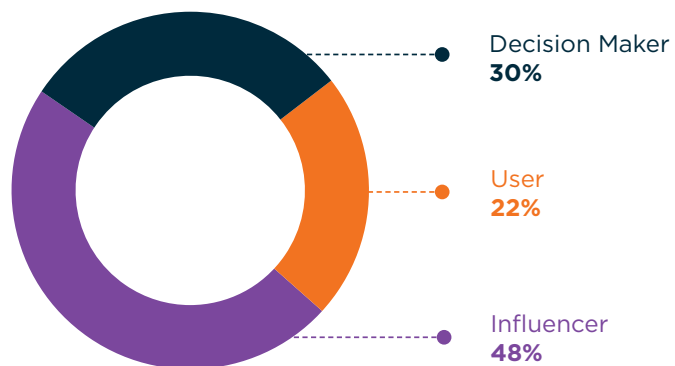
INVESTMENT TIMEFRAME



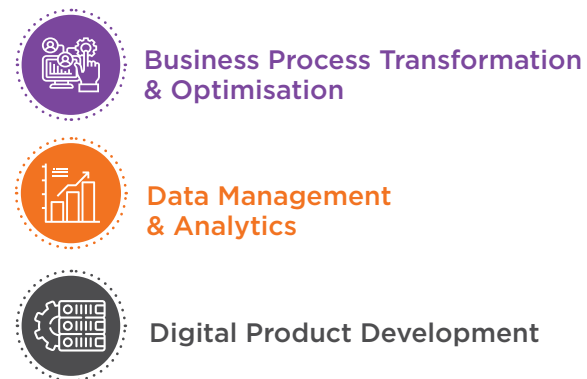
TIER OF GOVERNMENT



ATTENDEE ROLE



TOP INTERESTS



8:00am Registration And Networking Breakfast

9:00am Welcome to Country

9:10am Welcome from Public Sector Network

9:30am Welcome From EY (Event Chair)

Catherine Friday, *Oceania Government and Health Sciences Managing Partner*, EY

9:40am **Government Keynote:** Bringing together Data and Digital to usher in a new age of public sector reform and service delivery
Chris Fechner, *CEO*, Digital Transformation Agency

9:50am **Panel:**

Chris Fechner, *CEO*, Digital Transformation Agency

Subho Banerjee, *Deputy Commissioner, Head of APS Academy and Capability*, Australian Public Service Commission

Jenet Connell, *Deputy Australian Statistician and Chief Operating Officer*, Australian Bureau of Statistic

10:10am **Partner Session:** Solving Essential Public Service Delivery Challenges with Low-Code - a Case Study

- Deliver a wide-variety of custom solutions that fit the need of the public sector
- Reduce security and compliance risks
- Speed time to market within budget and with limited resources

Richard Davies, *Director Digital Transformation APAC*, OutSystems

Juan Martin, *Co-founder and Director*, PhoenixDX

10:30am **Panel Discussion:** Next-Gen Citizen Service – Exploring the Evolving Requirements to Tackle The New Frontier

- Aspiring to simple, useable, trustable and transparent – sense-checking the requirements to become a world-leading digital government
- Painting the picture - unpacking what ‘user driven’ and ‘connected’ looks like today and navigating the path to embodying these within public service
- Building on 2020-22 headway and progressing successful elements into 2023 and beyond – assessing the tools, strategies and approaches at the forefront of innovation

Dr Rachel Bacon, *Deputy Secretary, Public Sector Reform*, Department of Premier and Cabinet

Jordan Hatch, *Assistant Secretary, Regulatory Technology and Innovation*, Department of Finance

Amanda Cattermole, *CEO*, Australian Digital Health Agency

10:55am Morning Tea and Networking Break

Streams	PEOPLE & CHANGE PATHFINDERS FITZROY / MURRAY ROOM	DIGITAL & CX PIONEERS BRADMAN THEATRETTE	DATA & ANALYTICS DECODERS MENZIES THEATRETTE	TECHNOLOGY & TRANSFORMATION TRENDSETTERS ROYAL THEATRE
	11:20am			
	Welcome from RGF Staffing APEJ (Stream Chair) Mario Deniese , <i>Regional Manager NSW/ACT, Chandler Macleod (part of RGF Staffing)</i>	Welcome from Publicis Sapient (Stream Chair) Mark Williams , <i>Federal Government Lead, Publicis Sapient</i>	Welcome from Chair Dr Simone Richter , <i>Director, Science Digital Transformation, CSIRO</i>	Welcome from Matae (Stream Chair) Matt Dragun , <i>Founder, Managing Director, Matae</i>
11:30am	Keynote: 'The People Piece' to Progressive Public Service - and What It Means for Embarking on the Next Phase of the Change Agenda <ul style="list-style-type: none"> How to promote creativity in a virtual world. The intricacies of change – key practical requirements to progress your agenda. How to create enthusiastic employees - understanding and meeting desires Where are we headed into 2023 and beyond? Anticipating the change trajectory. Kylie Bryant , <i>First Assistant Secretary, Department of Finance</i>	Keynote: Shaping the Future of Government Services and Outline: Harnessing Design, Innovation and CX to Improve Services for all Australians <ul style="list-style-type: none"> Shaping the service of tomorrow: The vision Breaking down barriers when innovating within government Digital capability and CX intersection Working towards whole of government services Jonathon Thorpe , <i>Deputy CEO, Customer Service Design Group, Services Australia</i>	Keynote: The Integration Illusion – Have You Truly Embedded Your Data? Digging Deeper. <ul style="list-style-type: none"> How to uplift data capabilities at enterprise scale – ushering in useable insights. Myths about data culture curation - cutting through the noise to adopt a method that resonates uniquely within your organisation. All that glistens is not gold – the best approach to filtering out the shiniest tools for the ones that will deliver. Reliable integration hacks – for lasting impact. Simon Joyce , <i>Assistant Secretary, Data Governance and Services, Department of Defence</i>	Keynote: Traversing Transformation – Unveiling Successful Approaches, Blind Spots, And Integral Learnings <ul style="list-style-type: none"> Delving into digital detail – how to welcome the next frontier of evolution within public services. Unpacking the powerful, practical and realistic opportunities of 2023 – where should the focus for progression lie? Fundamentally change the way ICT Investment is executed through architecture blueprints. Using the nexus between strategy and operations to focus the resources and release the innovation. Michelle Graham , <i>Chief Architect/ Assistant Secretary, Architecture Design & Security, Department of Home Affairs</i>

11:50am

Gov Talks: Culture Curation – An Exposé

- Yes, you can create culture in remote and hybrid organisations. Here's how.
- What's not working in the way we work? The remedy for rectification.
- Taking an honest look – the good, the bad, the ugly. How can we most effectively reform public service culture?
- It's all in the EX – next level employee experience tools to attract, retain and engage targeted talent.

Nick Blong, *First Assistant Secretary*,
Department of Agriculture, Fisheries
and Forestry

Patrick Hanlon, *Chief Security Officer*,
Austrade

Peter Jones, *Public Sector Lead ANZ*,
GitLab

Bridie Dawson, *Assistant Secretary*,
HR, Attorney-General's Department

Partner Perspective: Transforming digital experiences so no citizen is left behind

- Navigating the next frontier of digital-first citizens - meeting expectations for connected and responsive services
- Ushering in the next level of digital accessibility – where do we still need to improve?
- How leading governments are driving greater digital equity among citizens
- How to unlock citizen preferences to make it easier and more intuitive for every citizen to engage with government

John Mackenney, *Principle Digital Strategist*, Adobe

Partner Perspective: The untapped potential of unstructured data: Practical steps to prepare for harnessing its power

- Unearthing highly valuable business insights
- Unleashing unstructured data
- Preparing for 2025 – where to start optimising for anticipated 80% unstructured data levels
- Exploring how government agencies can undertake a more seamless journey to tap into this potential

Nick Kervin, *Chief Executive Officer*,
Frisk

Partner Perspective: Federated Information Governance: A Key Ingredient for Successful Transformation Initiatives

Explore the reality of Federated Information Governance and its importance in digital transformation initiatives. Improve data quality, increase security, and enhance compliance while fast-tracking your transformation goals.

Jon Palin, *Chief Product Officer*,
Objective

Streams

12:10pm

PEOPLE & CHANGE PATHFINDERS FITZROY / MURRAY ROOM

Partner Perspective: Utilising technology to innovate the people practices of the Public Service in Australia

- Value, Inclusion, Belonging and Equity for All
- Innovations for Fast, Fluid and Frictionless Employee Experiences
- Embracing Employee Engagement to Retain and Attract Talent
- Building Agile & Mobile Organisations
- Tapping into Your Current Skills base

Allyson Skene, Senior Director, Office of CHRO, Workday APJ

DIGITAL & CX PIONEERS BRADMAN THEATRETTE

Gov Talks: An Eye-Opening Guide to Making Headway in The CX Arena – Paving A Pioneering Path

- How to overcome innovation inertia.
- Are you consistent and reliable? Steps to making your digital delivery stand the test of time.
- Why customer obsession has never been more important.
- Becoming truly people-driven – understanding user demands for improved CX.

Martin Mane, GM Digital and Technology, Austrade

Marcus Paterson, Director APAC, Storyblok

Shane Worthington, Chief Digital Officer, Australian Skill Quality Authority

DATA & ANALYTICS DECODERS MENZIES THEATRETTE

Gov Talks: Turning Insights Tangible - The 'Insight' Every Data Leader Should Have for Citizen-Centric Decision Making

- How to support the pressure of critical decisions – do you trust your own data?
- Finessing your fundamental data framework – assessing requirements for reliable citizen-centric insights.
- The 4 best tools to power proactivity – forecasting the future to seamlessly support citizen needs.

Kayelle Drinkwater, Chief Data Officer, Department of Industry, Science, Energy and Resources

Marek Rucinski, Deputy Commissioner, Head of Smarter Data Program, Australian Taxation Office

Jenny Humphreys, Data Access Branch Manager, Department of Social Services

Johannes Swanepoel, Principal Solutions Architect, Elastic

TECHNOLOGY & TRANSFORMATION TRENDSETTERS | ROYAL THEATRE

Gov Talks: Turbo-Charging the Technology Agenda – Unpacking the Successes and Lessons Learnt in Acceleration Since 2020

- How to navigate the next frontier of innovation – approaching the emerging realm of technology with tactical insight
- Getting to know your technology more intimately to enable its full potential.
- How to select what transformation initiatives to progress for the most impact.

Michelle Graham, Chief Architect/ Assistant Secretary, Architecture Design & Security, Department of Home Affairs

Dan Cooke, Chief Business Officer – Australia, Roboyo

Michael Rowell, Deputy Commissioner, User and Technology Services, Australian Taxation Office

Streams

12:40pm

PEOPLE & CHANGE PATHFINDERS
FITZROY / MURRAY ROOM

DIGITAL & CX PIONEERS
BRADMAN THEATRETTE

DATA & ANALYTICS DECODERS
MENZIES THEATRETTE

TECHNOLOGY & TRANSFORMATION
TRENDSETTERS | ROYAL THEATRE

Partner Perspective: Advancing Government-to-Citizen Digital Experiences without compromising Data privacy

Government agencies digitise to be more efficient in driving cross agencies collaboration and citizen services delivery. Rapid digital transformation has the world jumping onto the video bandwagon, clearly recognising its merits for helping to accelerate not only enterprise excellence but government as well. The opportunity is huge for government bodies to be able to harness and innovate using video for intra and inter-agency communications and also interacting with members of the public. Thomas will discuss how proactive secure collaboration helped public organisations around the world achieve their mission critical objectives while managing security risks.

Thomas Edberg, VP, Secure Collaboration, Office of CTO, Pexip A.S

Partner Perspective: Health & Wellness 360 Platform: Improving Mental Health Through Technology

How do we take care of caregivers? The pandemic created significant wellbeing concerns for Australians – particularly those facing increased stress from their occupation. IBM, together with the US Government and Total Brain, have developed a platform supporting Veterans transitioning out of service. Hear from Simon Poidevin, ANZ President Total Brain 2020-22, and Zoë King, an Australian Veteran, on how the platform is making a difference through AI, automation and data – providing intuitive tailored support for health and wellness. Learn how the platform can facilitate meaningful interactions and empower individuals, not only Veterans, by promoting conveniently accessible support via personalised tools.

Simon Poidevin, Mental Health, Wellness and High-Performance Executive and World Cup winning Wallaby Player

Zoë King, Deputy Lead Client Partner - Health, Care & Social Welfare, IBM Consulting

Moderator: Catherine Garner, Partner – Public Sector, IBM Consulting

Partner Perspective: Technology Trendsetters – Fad or transformative leadership to unlocking the potential of data


A fireside chat with Fawad Abro, Assistant Commissioner, Enterprise Data & Analytics at Australian Taxation Office and Permenthri Pillay, Government and Public Sector Technology Partner, EY.

Gov Talks: Transformative leadership to unlocking the potential of data

- How is moving data to the cloud is an opportunity to unlock the potential of data?
- Embracing contemporary ways of working requires transformative leadership and cultural change
- What are the ingredients for success? - A journey to deliver business outcomes enabled by technology and people @ the centre

Fawad Abro, Assistant Commissioner, Enterprise Data & Analytics Digital Transformation Partner, Australian Taxation Office

Permenthri Pillay, EY Government and Public Sector Business Transformation, Digital Transformation Partner, EY

Streams	PEOPLE & CHANGE PATHFINDERS FITZROY / MURRAY ROOM	DIGITAL & CX PIONEERS BRADMAN THEATRETTE	DATA & ANALYTICS DECODERS MENZIES THEATRETTE	TECHNOLOGY & TRANSFORMATION TRENDSETTERS ROYAL THEATRE
1:00pm	<p>12.50 pm Gov Talks: Counterintuitive Strategies to Improve Your Skills Strategy - Empowering People to Power a Public Sector Powerhouse</p> <ul style="list-style-type: none"> The tactics no one will tell you to tackle the biggest conundrum head on – solving the skills shortage equation. What do 2023's employees want from a career – and how can we make public sector more appealing and competitive? Rejigging resources - how can we use the specialist skills we have to deliver what we need? <p>Philip Smith, <i>First Assistant Secretary, Department of Infrastructure, Transport, Regional Development, Communication and the Arts</i></p> <p>Laura Gray, <i>Senior Director, People Capability, Australian National Audit Office</i></p> <p>Cassie Alexander, <i>Assistant Secretary, HR Services Defence Australia</i></p> <p>James Della-Porta, <i>Director, Enterprise Sales - Asia Pacific, Udemy</i></p>	<p>Gov Talks: A Comprehensive Stock Take - What Can We Do with The Existing Digital Capabilities We Have, And Where to Next?</p> <ul style="list-style-type: none"> A look through the magnifying glass: the not so convenient realities about navigating the constantly evolving CX and digital paradigm. Mapping the 2023-24 trajectory: keeping up with citizen and macro demands. Making the most of what we have: where do the opportunities lie? <p>Kerryn Kovacevic, <i>Chief Digital Officer, Department of Employment and Workplace Relations</i></p> <p>Sam Peascod, <i>Assistant Secretary, Digital an Service Design, COVID-19 Vaccine Taskforce, Department of Health</i></p> <p>Karl Pickering, <i>Head of Solutions Specialist ANZ, Iron Mountain</i></p>	<p>Gov Talks: Unleashing the Emerging Realm of Advanced Analytics - Assessing the Next Phase of Utilisation</p> <ul style="list-style-type: none"> Successfully devouring data - exposing the 3 best strategies. Is culture making a difference to utilisation? Taking a critical look at the evidence. Aligning analytics: How can we power a WoG approach to the emerging wave of 2023-24 insights? Assessing the next frontier of tools, technology and strategies - where to next? <p>Susie Kluth, <i>Chief Data Officer, Department of Education, Skills and Employment</i></p> <p>Paul Franklin, <i>Executive General Manager, Consumer Data Right, ACCC</i></p>	<p>Gov Talks: Hard Earned Advice About Discovering the Quick Wins – Where Can We Gain Most Advantage with Existing Technology?</p> <ul style="list-style-type: none"> Pinpointing opportunities to expand capabilities – where is the most ROI? Current approaches to technology – have we got it right? And where could we improve? Dissecting the common challenges - and how they've been overcome. <p>Michael Schwager, <i>Director-General, IP Australia</i></p> <p>Mike Hill, <i>Chief Digital Information Officer, UK Cabinet</i></p> <p>Sarah Polhill, <i>Chief Information Officer, ACCC</i></p> <p>Gerald Cadden, <i>Program Consultant Trainer, Scaled Agile</i></p>
1:30pm	Networking Lunch			
2:30pm	<p>Welcome Back from EY (Event Chair)</p> <p>Mark Nixon, <i>EY Partner, Government & Public Sector Leader Oceania, EY</i></p>			
2:40pm	<p>International Keynote: Transformation Trajectory - fixing the how, accelerating the what</p> <p>Mike Hill, <i>Chief Digital Information Officer, UK Cabinet</i> </p>			

Partner Session: What is digital government without citizen trust?

This discussion about how to create trusted public services with leading technology will include:

3:00pm

- Ongoing EY research reveals why a lack of public trust could undermine Australia's digital ambitions
- Strategies to build the digital services that citizens and public sector teams want – and trust
- Lessons from Australian and global best practice that agencies can act on today

Andrew Garner, *Oceania Government Digital and Technology Lead, EY*

Panel Discussion: The Next Phase of Maturity – Where to Next for a Connected Public Service into 2023 and Beyond?

3:20pm

- Leadership and the digital agenda – what will the APS look like in the not-so-distant future?
- Striking the balance of progressive risk and conservatism – powering change and momentum amidst uncertainty
- EX and CX – exploring strategic steps to meet evolving expectations

Tom Rogers, *Electoral Commissioner, Australian Electoral Commission*

Susan Calvert, *Assistant Secretary/Managing Director, BETA, Department of the Prime Minister and Cabinet*

Matthew Hay, *Deputy Commissioner, Strategy & Architecture, Enterprise Solutions & Technology, Australian Taxation Office*

4:00pm **Closing Remarks From EY (Event Chair)**

4:10pm **Networking Drinks**

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Platinum Partner



Networking Lunch



Stream Chairs



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Gold Partners



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Exhibition



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