



# Process Transformation & Continuous Improvement Roadshow

Sustaining Innovation in the Public Service

NSW | 9<sup>th</sup> April 2024

ACT | 11<sup>th</sup> April 2024

VIC | 23<sup>rd</sup> April 2024

## Event Overview

Stay ahead in the dynamic landscape of emerging technologies like AI, understanding how to execute them safely and financially responsibly with aligned real outcomes and KPIs. Join us at this groundbreaking forum spanning NSW, ACT, and VIC. We'll delve into government innovation and efficiency, where continuous improvement takes centre stage. Government leaders and workers will explore proven strategies for achieving operational excellence, ensuring faster time to value while mitigating risks and costs.

More specifically, this forum will examine the realm of mixed autonomy & empathy in service delivery, exploring how AI collaborates with case workers for enhanced effectiveness while preserving a human-centric approach. You'll discover how to maintain momentum beyond initial projects, fostering continuous improvement, and leveraging technological innovation. You will hear from public sector leaders on delivering low-risk, mission outcomes with a focus on empathy-driven citizen and employee engagement. Learn about the implications for the APS, citizen data, and the vast opportunities for process enhancement. Join us to shape the future of government excellence.

[VIEW THE WEBSITE](#)



## Who You'll Meet

### Chiefs / Directors / Heads / Managers / Lead:

- Case Management
- Claims
- Operations
- Data
- Digital
- Analytics
- Continuous Improvement
- Process
- Information Management
- Governance
- Regulation

## Benefits of Attending



**Attendees will gain valuable insights** into proven strategies and methodologies for achieving operational excellence by exploring innovative approaches to sustaining and supporting continuous improvement in the rapidly evolving government landscape



**Stay at the forefront of emerging technologies** and discover how these innovations can drive efficiency and innovation in the public sector while minimising risks

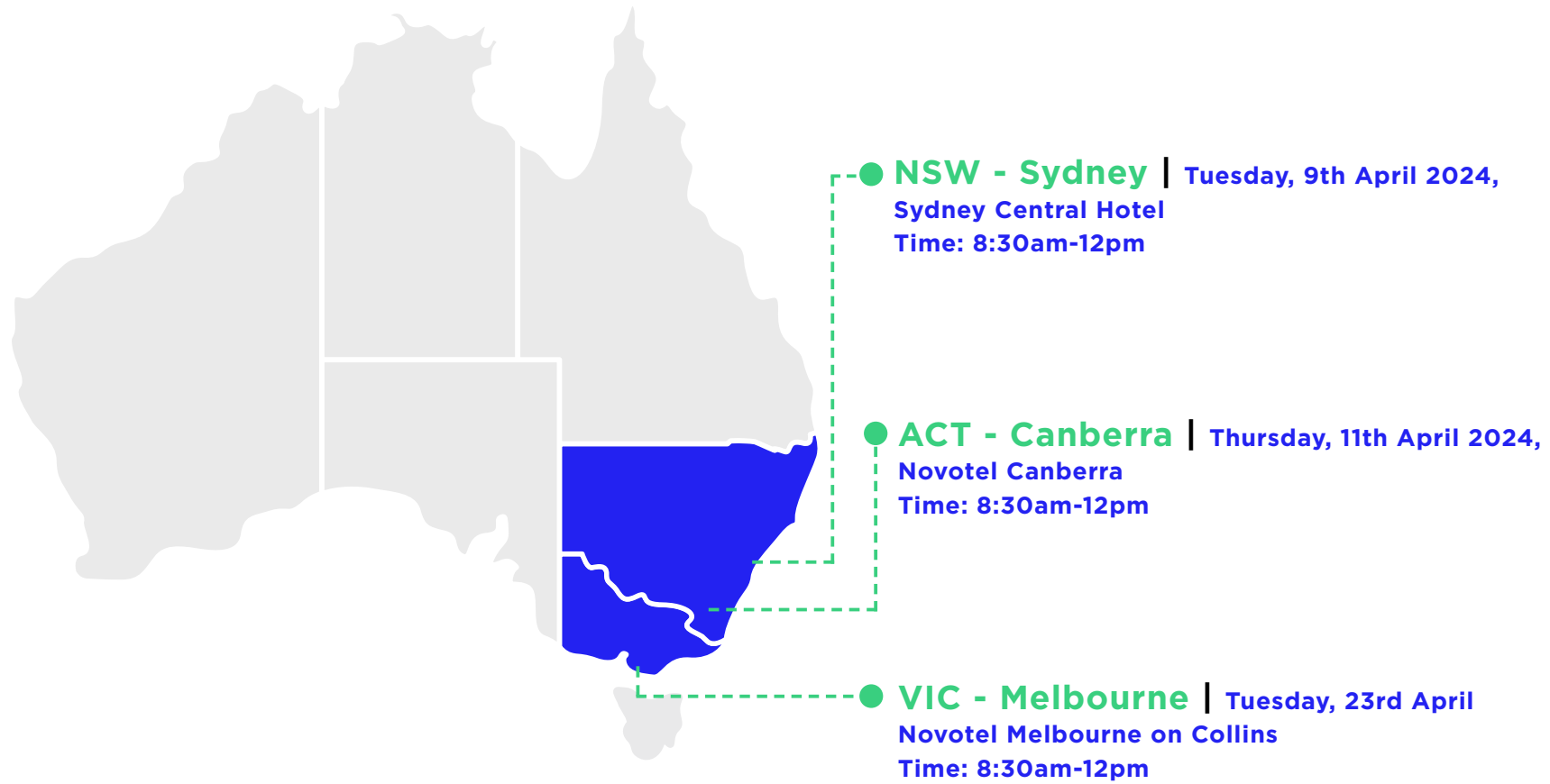


**Benefit** from real-life case study examples shared by Public Service leaders within Australia



**Connect with industry experts** and peers to build a valuable network for ongoing support and collaboration beyond the conference

# Your Guide



# Your Inspiring Speakers - NSW



**TIM ECKERSLEY**

*Chief Technology Officer*

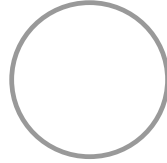
NSW Health Pathology



**DAN BOWES**

*Executive Director, Taxes and Grants*

Revenue NSW



**RUPERT COLE**

*Director of Analytics*

Illawarra Shoalhaven Local Health District



**RENEE COLLINS**

*Director Performance Analytics and Business Intelligence*

Northern Sydney Local Health District



**FANG CHEN**

*Executive Director*

University of Technology Sydney Data Science Institute

**“Hearing from different leaders in government as to how they are aiming to improve efficiency and their processes”**

Transport for NSW

**“Different perspectives from COO/ CFOs around different government organisations”**

Infrastructure NSW



**8:30am** Registration and Networking Coffee

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**9:00am** PSN Opening

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**9:05am** Chair Welcome

**Fang Chen**, *Executive Director*, University of Technology Sydney Data Science Institute

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**9:15am** Government Keynote: Process & Operational Excellence, Continuous Improvement

- Insights into proven strategies and methodologies for achieving operational excellence in the public sector
- How to then sustain innovation and support continuous improvement in today's rapidly evolving environment

**Renee Collins**, *Director Performance Analytics and Business Intelligence*, Northern Sydney Local Health District

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**9:40am** Mixed Autonomy & Empathy in Service Delivery

- Exploring the concept of mixed autonomy where AI supports and collaborates with case workers to enhance effectiveness while creating room for empathy
  - Showcase how case management as a service can foster better outcomes without compromising on human-centric service delivery
  - How to maintain momentum beyond the initial project to build continuous improvement and the leverage of technology innovation
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**10:05am** Morning Break

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**10:25am** Fireside Chat: High Impact, Mission Outcomes Driving Operational Efficiencies

Real life examples of how public sector leaders within Australia are delivering mission outcomes with a focus on end-to-end process automation and empathy fueled citizen and employee engagement.

**Brendan Oldham**, *Director, Information Management and Technology*, Office of the Director of Public Prosecutions NSW

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**10:50am** Panel Discussion: Balancing Technology with People, Process, and Data for APS Evolution and Citizen-Centric Process Enhancement

AI capabilities represent an opportunity for the Public Sector however AI is nothing without People, Process and Data, what are the implications for:

- The APS?
- Citizen Data?
- The Process Enhancement Opportunity?

**Tim Eckersly**, *Chief Technology Officer*, NSW Health Pathology

**Dan Bowes**, *Executive Director, Taxes and Grants*, Revenue NSW

**Rupert Cole**, *Director of Analytics*, Illawarra Shoalhaven Local Health District

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**11:20am** Closing Remarks

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**11:30am** Light Lunch & Networking

## Your Inspiring Speakers - ACT



**MATTHEW JAMES**

*Deputy CEO*

Australian Institute of  
Health and Welfare



**JENNIFER BARDSLEY**

*Assistant Secretary of  
the Corporate and Case  
Systems Branch*

Department of Home  
Affairs



**RYAN MAVIN**

*Executive Branch Manager*

Australian Digital Health  
Agency



**PAT HOWARD**

*Executive General Manager*

Australian Sports  
Commission



**CRAIG MUTTON**

*Chief Digital Officer*

University of Canberra

**“Opportunity to hear from a  
range of government speakers  
and some of the lesser-known  
vendors in the private industry”**

Australian Institute of Aboriginal and Torres Strait Islander Studies

**“An impressive range of speakers.  
All interesting and appropriately  
selected”**

Federal Court of Australia



# Explore the Agenda - ACT

Thursday, 11th April 2024, Novotel Canberra

**8:30am** Registration and Networking Coffee

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**9:00am** PSN Opening

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**9:05am** Chair Welcome

**Craig Mutton**, *Chief Digital Officer*, University of Canberra

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**9:15am** Government Keynote: Process & Operational Excellence, Continuous Improvement

- Insights into strategies and methodologies for achieving operational excellence in the public sector
- How to then sustain innovation and support continuous improvement in today's rapidly evolving environment

**Pat Howard**, *Executive General Manager*, Australian Sports Commission

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**9:40am** Mixed Autonomy & Empathy in Service Delivery

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- The APS?
- Citizen Data?
- The Process Enhancement Opportunity?

**Matthew James**, *Deputy CEO*, Australian Institute of Health and Welfare

**Ryan Mavin**, *Executive Branch Manager*, Australian Digital Health Agency

**Jennifer Bardsley**, *Assistant Secretary of the Corporate and Case Systems Branch*, Department of Home Affairs

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**11:10am** Closing Remarks

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**11:20am** Light Lunch & Networking

# Your Inspiring Speakers - VIC



**DEEPTI KASTURI**

*Chief Information Officer*

**Victorian Building  
Authority**



**ALETHEA BELFORD**

*Chief Data Officer*

**Victoria Legal Aid**



**DARRYL SLABE**

*Program Director, Digital  
Transformation*

**Office of Public  
Prosecutions Victoria**



**KIRSTY MCAVINEY**

*Program Enablement and  
Assurance Lead*

**Department of Premier  
and Cabinet**



**NIKHIL PATINGE**

*Director - WoVG Data  
Integration (API Capability)*

**Department of  
Government Services**



**KATE LUCAS**

*Chief Analytics Officer and  
Executive Director*

**Department of Health  
Victoria**





# Explore the Agenda - VIC

Tuesday, 23rd April 2024, Novotel Melbourne on Collins

**8:30am** Registration and Networking Coffee

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**9:00am** PSN Opening

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**9:05am** Chair Welcome

**Kirsty McAviney**, *Program Enablement and Assurance Lead*, Department of Premier and Cabinet

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**9:15am** Government Keynote: Process & Operational Excellence, Continuous Improvement

- Insights into proven strategies and methodologies for achieving operational excellence in the public sector
- How to then sustain innovation and support continuous improvement in today's rapidly evolving environment

**Deepti Kasturi**, *Chief Information Officer (CIO)*, Victorian Building Authority

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**9:40am** Mixed Autonomy & Empathy in Service Delivery

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  - How to maintain momentum beyond the initial project to build continuous improvement and the leverage of technology innovation
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**10:05am** Morning Break

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**10:25am** Fireside Chat: High Impact, Mission Outcomes Driving Operational Efficiencies

Real life examples of how public sector leaders within Australia are delivering mission outcomes with a focus on end-to-end process automation and empathy fueled citizen and employee engagement.

**Darryl Slabe**, *Program Director, Digital Transformation*, Office of Public Prosecutions Victoria

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**10:50am** Panel Discussion: Balancing Technology with People, Process, and Data for APS Evolution and Citizen-Centric Process Enhancement

AI capabilities represent an opportunity for the Public Sector however AI is nothing without People, Process and Data, what are the implications for:

- The APS?
- Citizen Data?
- The Process Enhancement Opportunity?

**Nikhil Patinge**, *Director - WoVG Data Integration (API Capability)*, Department of Government Services

**Alethea Belford**, *Chief Data Officer*, Victoria Legal Aid

**Kate Lucas**, *Chief Analytics Officer and Executive Director*, Department of Health Victoria

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**11:20am** Closing Remarks

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**11:30am** Light Lunch & Networking

# Event Schedule

## FEBRUARY

Innovate WA Showcase	WA
Cyber WA Showcase	WA
HR & Future of Work Roadshow	NSW   WA   QLD   SA   VIC   QLD   NZ
Future Series: Future Services	Virtual

## MARCH

Future Series: Health	Virtual
Digital & CX Roadshow	NSW   WA   QLD   SA   VIC   QLD   NZ
Future Series: Future AI	Virtual
Future Series: Future Workforce	Virtual
Future Series: Future Mobility	Virtual

## APRIL

Innovate SA Showcase	SA
Cyber SA Showcase	SA
Local Gov Showcase	NSW   WA   QLD   SA   VIC   QLD   NZ
Appian Roadshow	NSW   ACT   VIC

## MAY

Innovate Australia Showcase	ACT
Cyber Federal Showcase	ACT

## JUNE

Data and Analytics Roadshow	NSW   WA   QLD   SA   VIC   QLD   NZ
Innovate NSW Showcase	NSW

## JULY

Health Innovation Roadshow	NSW   WA   QLD   SA   VIC   QLD   NZ
Cyber VIC Showcase	VIC
Innovate VIC Showcase	VIC

## AUGUST

Operational Excellence Roadshow	NSW   WA   QLD   SA   VIC   QLD   NZ
Australian Security Showcase	ACT

## SEPTEMBER

Safer Cities Roadshow	NZ   VIC   ACT   WA   SA   NSW
Innovate QLD Showcase	QLD

## OCTOBER

Cyber NSW Showcase	NSW
ICT & Cloud Roadshow	QLD   VIC   WA   SA   ACT   NSW
Health NZ Roadshow	NZ

## NOVEMBER

Innovate NZ Showcase	NZ
Cyber NZ Showcase	NZ
Smart Cities and Municipalities Showcase	NSW

Digital.NSW Showcase	NSW
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## DECEMBER

Data and AI Showcase	ACT
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