



PUBLIC
SECTOR
NETWORK



cenitex

Innovate VIC 2024

New, Now, Next: Digital Strategies to
Elevate Service Delivery for Victorians

Thursday, 25 July 2024

Pullman Melbourne Albert Park, Victoria



Event Overview

Experience the forefront of digital innovation in government at the 6th Annual Innovate VIC 2024 Showcase, a dynamic one-day summit hosted by the Public Sector Network and Cenitex. PSN are delighted to be partnering with Cenitex to bring you our 2024 programme which will showcase a broad range of agencies who are demonstrating leadership in the innovative digital strategic projects that are being implemented to modernise essential public services and deliver accessible, simplified citizen experiences for a rapidly evolving digital era.

Join us at this year's Innovate VIC 2024 Showcase as we convene to explore the transformative landscape of Digital & Customer Experience (CX) in the public sector, igniting discussions that shape the future of pioneering technologies to redefine workforce skillsets. This event explores the forefront of innovation, putting a spotlight on what's shaping the future of service delivery and citizen interactions.

Public sector employees, register your complimentary attendance now, for an immersive one-day summit exploring the transformative landscape of Digital & Customer Experience (CX) in the Victorian State government.

[VIEW THE WEBSITE](#)



Be a part of the Innovation Series

[Click to Explore](#)

Innovate WA - 13 Feb



Innovate SA - 4 Apr



Innovate Aus - 29 May



Innovate NSW - 20 Jun



Innovate VIC - 25 Jul



Innovate QLD - 10 Sep



Innovate NZ - 5 Nov



Check out last year's highlight reel!

Who You'll Meet

This series is designed for professionals involved in:

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



Benefits of Attending



Unpack the critical next steps to regaining and retaining public confidence and trust



Share successful approaches to innovating within budget constraints and navigating competing priorities



Learn how your Victorian public sector peers are driving digital capability and intuitive services to improve citizen/customer experience



Deep-dive into case studies from Victorian Departments & Agencies to inform and inspire your own work



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



Delve into the most effective and responsible use of AI and data to enable reliable, actionable insights for strategic and informed decision-making

Key Themes for 2024

- **Digital & CX Evolution:** Dive into the next phase of the digital agenda, where seamless service delivery and simplified experiences are paramount. Learn how these efforts foster public confidence and trust, driving a more connected and responsive government.
- **Technology & Transformation:** Explore the maturation of technology within Digital & CX, catalysing advancements in service quality and accessibility. Discover strategies to leverage technology for enhancing citizen engagement and operational efficiency, propelling the public sector into a new era of effectiveness.
- **Future of Work & Next-Gen Skillsets:** Uncover the blueprint for a future-ready public service, fuelled by strategic talent development and recruitment initiatives. Hear from senior government industry leaders on investing in individuals who possess the innovative prowess to design and deliver exceptional outcomes for customers and constituents alike.
- **Advancing AI and Data:** Delve into the realm of artificial intelligence and data analytics, navigating the complexities of regulation, ethics, and practical applications. Gain insights into harnessing generative AI and strategic data insights, unlocking opportunities for transformative growth and advancement within the public sector landscape.

2024 Speakers



The Hon. Victor Dominello

Director

UNSW/UTS Trustworthy Digital Society Hub, Tech Council of Australia Board



Lance Emerson

Deputy Secretary

eHealth, Victoria Department of Health



Eleanor Williams

Managing Director; Assistant Secretary

Australian Centre for Evaluation, Department of Treasury



Natalie Bekis

Assistant Secretary, Workforce Planning and Strategies Branch

Department of Health and Aged Care



Adam Carthew

Chief Information Officer

Service Victoria



Marija Maher

Chief Operating Officer

Victorian Ombudsman



Frances Cawthra

Chief Executive Officer

Cenitex



Alexis Ewing

Executive Director Infrastructure Services

Cenitex



Melissa Martino

Executive Director, People & Innovation

Magistrates' Court of Victoria



Ash Dhareshwar

Head of Innovation and Improvement

Cenitex



Janet Rowe

Head of Emergency Management Commercial, Technology and Data

Department of Justice and Community Safety



Trent Rhodes

Director of Road Safety

Department of Justice and Community Safety



John Gehman

Senior Data Scientist

Victorian State Department of Premier and Cabinet



Karen Dermody

Director, Digital Business Partners

Department of Education & Training, Victoria



Max Jacobs

Director, Strategic Partnerships, Analytics & Innovation

Victorian Centre for Data Insights



Nikhil Patinge

Director, WoVG Data Integration (API Capability) Service

Department of Government Services



Andrew Henshaw

Director, Data Strategy & Governance, Business Insight and Analytics

Department of Transport Victoria



Agresh Doshi

Digital Development and Solution Manager

Bureau of Meteorology



Sanja Galic

Senior Client Partner

Publicis Sapient



Su Jella

Director, Data & Insights, Tennis Australia; Vice President

Women's Tennis Foundation Inc

Innovate VIC 2023 Snapshot

DATABASE SIZE

7,700+

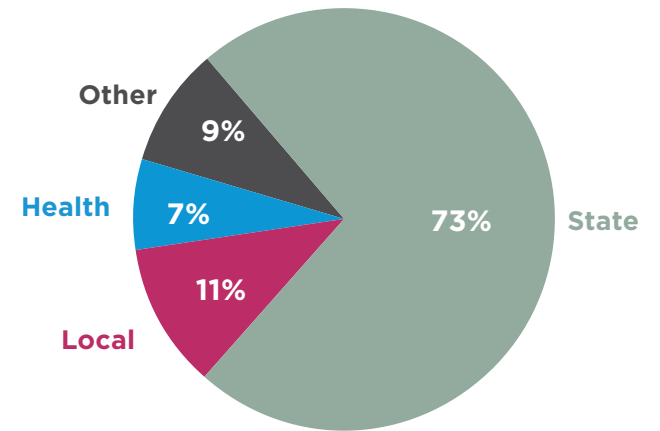
KEY JOB TITLES

- Business Management
- Engagement
- Digital Government
- Digital Services
- ICT Capabilities
- Service Design
- Transformation / Innovation
- HR / Workforce Management
- Communications / Marketing
- Customer Experience



TOP FIVE ORGANISATIONS

1. Department of Health
2. Department of Transport
3. Department of Education and Training
4. Department of Premier and Cabinet
5. Department of Environment, Land, Water and Planning

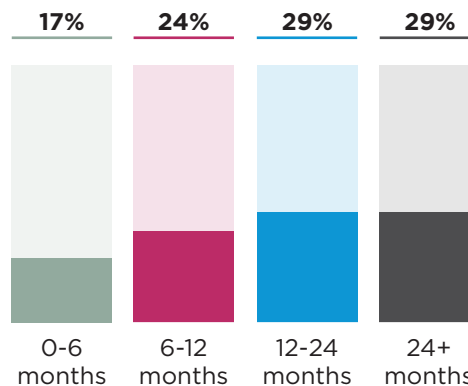
KEY SECTORS



TOP INTEREST AREAS

-  Data Management & Analytics
-  Business Process Transformation and Optimization
-  Digital Product Development

INVESTMENT TIMEFRAME



DECISION MAKING ROLES

- 19% Users
- 34% Decision Makers
- 46% Influencers

2024 Agenda

8:00am Registration and Networking Coffee

9:00am Opening from PSN & Acknowledgment of Country

9:10am Welcome from Event Chair

9:20am Ministerial Address: Victoria's Digital Strategy

9:30am Partner Perspective

9:50am Government Keynote:

The Hon. Victor Dominello, *Director*, UNSW/UTS Trustworthy Digital Society Hub, Tech Council of Australia Board

10:10am **Panel Discussion:** How Victorian Government Departments and Agencies are Sparking Collaborative Innovation: Exploring Emerging Technologies to Solve Complex Challenges

This interactive Q&A expert collaborative discussion session will scrutinise the “innovation as usual” journey at VIC Government and showcase how technology and connected ecosystems are developing innovation solutions for a better Victoria. The panellists will focus on how Cenitex, and their industry partners boldly defined an agile, innovative, and smarter way of working together to transform delivery of services and citizen experiences in Victorian government.

Moderator:

Ash Dhareshwar, *Head of Innovation and Improvement*, Cenitex

Panellists:

Frances Cawthra, *Chief Executive Officer*, Cenitex

Alexis Ewing, *Executive Director Infrastructure Services*, Cenitex

Senior Executive Leader, VIC State Government

Senior Executive Leader, Industry Partner

10:40am Morning Tea and Networking

Streams	Citizen Experience & Digital Innovation	Data & Technology
11:10am	Welcome from Stream Chair Sanja Galic , <i>Senior Client Partner</i> , Publicis Sapient	Welcome from Stream Chair Su Jella , <i>Director, Data & Insights</i> , Tennis Australia; <i>Vice President</i> , Women's Tennis Foundation Inc

<p>11:20am Government Keynote: CASE STUDY: How an Innovative Project and Collaboration between the Department of Justice and Community Safety and the Government Services improved the safety of Victoria's roads</p> <ul style="list-style-type: none"> Improving the safety of Victoria's roads through a data-driven approach to rostering speed cameras How conventional methods of road safety can be enhanced with technology Improving data sharing and integration to support better decision-making Using AI to create models of complicated systems How to optimise a system without disrupting it <p>Co-presented by: Trent Rhodes, <i>Director of Road Safety</i>, Department of Justice and Community Safety John Gehman, <i>Senior Data Scientist</i>, Victorian State Department of Premier and Cabinet</p>	<p>Government Keynote: CASE STUDY: Democratising Analytics for Enhanced Efficiencies at the Victorian Department of Transport</p> <ul style="list-style-type: none"> How we planned, implemented and tested the effectiveness of our strategy for fostering well-evidenced, informed, inclusive, real-time agility in decision-making Connecting our data sets together: matching congestion and bus networks with data modelling causality and asset performance degradation Enabling access to real-time key metrics enabled by collection of critical data points related to our assets e.g. trams, trains and buses How we have increased capability by investing in a new coding tool Improving operational decisions by effectively leveraging our wealth of siloed data <p>Andrew Henshaw, <i>Director, Data Strategy & Governance, Business Insight and Analytics</i>, Department of Transport Victoria</p>
<p>11:40am Partner Perspective</p>	<p>Partner Perspective</p>
<p>12:00pm Government Keynote: Transforming the Courts of Victoria: Adapting to Operational Challenges with Innovation: When a Crisis Became an Opportunity for Transforming Legacy Systems, Service Delivery and User - Experience</p> <ul style="list-style-type: none"> How COVID became the driver for the Courts to finally ditch our legacy paper-based records and digitally transform our data governance How transformation has affected our performance and service levels Designing an authentically accessible, inclusive and equitable, human-centered user-experience How we centered an optimal user-experience, digital inclusion & accessibility designed for the diverse range of legal services and complex justice related needs of Melbourne's culturally rich melting-pot <p>Melissa Martino, <i>Executive Director, People & Innovation</i>, Magistrates' Court of Victoria</p>	<p>Government Keynote: CASE STUDY: Use of Artificial Intelligence and advanced analytics within the Victorian Health System: the Tools that are Saving Lives</p> <ul style="list-style-type: none"> Using data linkage and predictive analytics to prevent hospitalisation of patients with chronic heart disease - saving lives and health system costs Harnessing machine learning technology to prevent antimicrobial resistance in hospitals - one of the biggest threats to our health system Using AI and learning algorithms to address a range of public health threats - ensuring the health and safety in Victorians <p>Lance Emerson, <i>Deputy Secretary</i>, eHealth, Victoria Department of Health</p>

12:20pm Partner Perspective

12:40pm Panel Discussion: Prioritising Digital Initiatives, Cultivating Innovation, and Elevating Capabilities: Delivering Seamless Citizen Experiences on a Budget

- How can government agencies strategically allocate budgets to prioritise essential digital initiatives that foster innovation and elevate technological capabilities?
- What criteria should be considered when identifying and prioritising critical digital projects within the constraints of a public sector budget?
- How can collaboration with the private sector be effectively structured to leverage resources, expertise, and investments, enabling the public sector to advance technologically despite budget limitations?
- What are the key considerations for ensuring successful and mutually beneficial public-private partnerships?
- How do agile methodologies and incremental approaches contribute to making steady progress in digital innovation?
- What challenges and opportunities arise when adopting agile frameworks in the public sector?
- How can emerging technologies such as cloud computing, open-source solutions, and shared services be effectively harnessed?
- What role do collaborative platforms and information-sharing initiatives play in maximizing resource efficiencies?

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

Karen Dermody, *Director, Digital Business Partners; Department of Education & Training, Victoria*

Agresh Doshi, *Digital Development and Solution Manager, Bureau of Meteorology*

Partner Perspective

Panel Discussion: Using Data and Analytics to Provide Strategic Insights and Trusted Advice

- How can organisations effectively navigate the realms of trust, investment, and strategy to simplify the customer experience in the context of digital delivery within Victorian agencies?
- Optimising speed and citizen needs: during a transformation journey, what strategies can be employed to strike a balance between the speed of digital delivery and meeting the diverse needs of citizens?
- How does our workforce contribute to building trust, sharing knowledge, and influencing behavioral change among citizens making service related decisions?
- What key performance indicators (KPIs) should be considered to measure the impact of trust-building initiatives, investment strategies, and changes in mindset on the overall success of CX and digital delivery?

Max Jacobs, *Director, Strategic Partnerships, Analytics & Innovation, WoVG Data Integration (API Capability) Service, Victorian Centre for Data Insights*

Eleanor Williams, *Managing Director; Assistant Secretary, Australian Centre for Evaluation, Department of Treasury*

Janet Rowe, *Head of Emergency Management Commercial and Budget, EM Technology and Data, Department of Justice and Community Safety*

1:10pm Lunch and Networking

2:10pm Interactive Roundtable Discussions

3:10pm Government Fire side Chat:
Future CIO/CDO/CTO: Key Skillsets and Strategic Priorities for Competitive Technology Leadership

- How do we urgently build our capabilities and become mature yet remain within budget?
- Navigating diverse technology landscapes: meeting evolving business and citizen digital needs while scaling initiatives
- Empowering the technology workforce for future demands: prioritising future-oriented skills and meeting digital/IT business needs
- Strategic investment decision-making in a competitive landscape: exercising discernment in new technology and digital service investments

Adam Carthew, *Chief Information Officer, Service Victoria*

3:30pm Partner Perspective

3:50pm Panel Discussion: Igniting Public Sector Innovation: Attracting Tomorrow's Talent through Next-Gen Recruitment Strategies

- How can the public sector leverage emerging technologies and innovative methodologies to attract top-tier talent in a competitive market?
- How can innovative funding models and strategic budget allocation be utilised to overcome budget restrictions and enable the public sector to offer competitive salaries, benefits, and incentives to attract and retain top talent in critical areas of innovation and expertise?
- What novel approaches or incentives can be implemented to entice skilled professionals to pursue careers in the public sector, particularly in fields traditionally dominated by the private sector?
- In what ways can diversity and inclusion initiatives be integrated into recruitment strategies to cultivate a more dynamic and representative workforce in the public service and tech sectors?
- How can the public sector adapt its recruitment processes to accommodate the evolving preferences and expectations of the next generation of talent, including remote work options, flexible schedules, and opportunities for career growth and development?

Panellists:

Marija Maher, *Chief Operating Officer, Victorian Ombudsman*

Natalie Bekis, *Assistant Secretary, Workforce Planning and Strategies Branch, Department of Health and Aged Care*

4:50pm Closing Remarks and Networking Drinks

“

Great networking and insights within Government for Government.”

Cenitex

“

Good opportunity to have a think about how we work and how we could innovate and change processes.”

Department of Jobs, Skills, Industry and Regions

“

I would encourage my colleagues to attend the next event in 2024.”

City of Greater Geelong

“

The blend of speakers from both government and private companies provided a comprehensive viewpoint on the topics discussed.”

Victorian Public Sector Commission

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
Australian Cyber Security 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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