SERVICE DELIVERY TRANSFORMATION

Driving efficiencies and improving outcomes in the public sector

10 - 12 June 2015
The Grace Hotel, Sydney

KEY SPEAKERS:

- **Gavin McCairns**, First Assistant Secretary - Research and Innovation Division, Department of Immigration and Border Protection
- **Senior Representative**, Digital Transformation Office, Department of Prime Minister & Cabinet
- **Richard Host**, Chief Information Officer, Fire & Rescue NSW
- **Jim Barclay**, Chief Information Officer, Logan City Council
- **Bruce McGregor**, Executive Director - Customer Service, Queensland Building and Construction Commission
- **Greg Curry**, Executive Director - Business Development & Growth, Service NSW
- **Darren Whitelaw**, Assistant Director - Strategic Communication and Protocol Branch, Department of Premier and Cabinet VIC
- **Rino Matarazzo**, General Manager - Customer Service North West, Sydney Trains
- **Neil Brown**, General Manager - City Infrastructure and Public Works, Adelaide City Council
- **Christine Johnstone**, Director, National Archives of Australia
- **Andrew Gissing**, (former) Director, Department of Family and Community Services
- **Craig Milburn**, Director - Corporate and Community Services, Shoalhaven City Council
- **Ben Dornier**, Director - Corporate and Community Services, City of Palmerston NT
- **Superintendent Matthew Vanderbyl**, Commander - Policelink and Programs Group, Queensland Police Service
- **Belinda Hayes**, Senior Program Manager - Digital Strategy & Engagement, Department of Environment, Land, Water and Planning VIC
- **Paul Cullen**, Manager - Probity Assurance, Sydney Trains
- **Melissa Crutch**, Business Transformation Consultant, Sydney Trains
- **Melissa Gibbs**, Deputy Director, Australian Centre of Excellence for Local Government
- **Steve Pratley**, Board Member, Australasian Shared Services Association

EARLY BIRD DISCOUNTS AVAILABLE
SAVE $440 OFF THE STANDARD PRICE

15 EXCLUSIVE CASE STUDIES

KEY BENEFITS OF ATTENDING

- Create standardised processes across departments to improve efficiency and effectiveness
- Change the way you deliver services to meet the community’s needs
- Transform services in the digital era
- Deliver accessible and secure services to the public
- Leverage contestability to deliver higher value and cost effective services
- Design innovative service models to produce effective outcomes

ENDORSED BY:
CONFERENCE DAY ONE: WEDNESDAY 10TH JUNE 2015

8:00 Registrations
9:00 Opening remarks from Chair
   Andrew Gissing, (former) Director, Department of Family and Community Services

WHOLE OF GOVERNMENT APPROACHES TO SERVICE DELIVERY

9:10 KEYNOTE
Transforming service delivery in the digital era
- Digital economy implementations in governance and public policy
- Embracing the notion and implementation of digital services agendas
- Engaging with and improving the quality of life of citizens
- Exploring some of the ways service delivery is being transformed for the digital era
   Senior Representative, Digital Transformation Office, Department of Prime Minister & Cabinet

9:50 CASE STUDY
Developing whole of government solutions for digital service delivery
- Creating an overall digital channel management strategy
- Seeing the big picture
- Integrating all segments for long term strategy
- Overcoming the inertia culture of the public sector
   Greg Curry, Executive Director - Business Development & Growth, Service NSW

10:30 Morning tea
11:00 KEY UPDATES
How digital transition has progressed and changed business processes
- National Archives Digital Continuity 2020 policy
- Progress report on the Digital Transition Policy which set targets for the end of 2015
- New digital capability and measurement
- How well are we doing digitally
   Christine Johnstone, Director, National Archives of Australia

11:40 CASE STUDY
Building organisational capability in delivering digital service
- Keeping abreast with technological development
- Improving ability for user centered design
- Balancing cost efficiency and usability
- Developing a capability improvement plan to reach targets
   Darren Whitelaw, Assistant Director - Strategic Communication and Protocol Branch, Department of Premier and Cabinet VIC

12:20 Lunch
1:20 INTERACTIVE WORLD CAFÉ SESSION:
- Each facilitator will be prefaced with a topic and rotate around each table within a 10 minute interval.

APPROACHING CONTESTABILITY FROM A GOVERNMENT’S POINT OF VIEW
Facilitated by:
   Craig Milburn, Director - Corporate and Community Services, Shoalhaven City Council

WHAT ARE THE FUTURE TRENDS FOR E-GOVERNMENT?
Facilitated by:
   Darren Whitelaw, Assistant Director - Strategic Communication and Protocol Branch, Department of Premier and Cabinet VIC

IMPROVING INFORMATION GOVERNANCE, MANAGEMENT AND USABILITY TO SUPPORT DIGITAL SERVICES
Facilitated by:
   Christine Johnstone, Director, National Archives of Australia

SUPPORTING DATA FOR DIGITAL SERVICE DELIVERY
Facilitated by:
   Paul Chandley, General Manager - Digital Strategy and Engagement, Department of Justice and Regulation VIC

2:00 CASE STUDY
Developing whole of organisation solutions for effective service delivery
- Seeing the big picture
- Overcoming the inertia culture of the public sector
- Leading change and making it happen
- Creating an multi-channel management strategy
   Craig Milburn, Director - Corporate and Community Services, Shoalhaven City Council

2:40 Afternoon tea
3:10 CASE STUDY
Embracing the notion and implementation of digital services agendas
- Performance management arrangements which balance accountability and opportunity
   Neil Brown, General Manager – City Infrastructure and Public Works, Adelaide City Council

3:50 CASE STUDY
Using the power of data to facilitate change management
- Effective use of data platform and real time data
- Leading effective change management
- What are the challenges of change from an IT perspective?
   Steve Pratley, Board Member, Australasian Shared Services Association

EMBRACE CHANGE MANAGEMENT

4:30 CASE STUDY
Creating high performance teams in a shared services environment
- Building a culture focused on learning and development
- Performance management arrangements which balance accountability and opportunity
- An integrated framework to support organisational change and productivity
   Superintendent Matthew Vanderbyl, Commander – Policelink and Programs Group, Queensland Police Service

5:10 Closing remarks and end of conference day one
2:00 CASE STUDY

Creating tools to improve efficiencies within your department
- Better management of outsourcing functions to deliver better outcomes
- Designing a standardised delivery model to mitigate risk
- An integrated framework to support better management and learning

Paul Cullen, Manager - Probit Assurances, Sydney Trains

2:40 Afternoon tea

DRIVE INNOVATION THROUGH DATA ANALYTICS

3:10 CASE STUDY

Using data to drive innovation in your organisation
- Innovation – drawing on technological and experimental advancements
- The power of big data analytics
- Advancement through connected collaborative partnerships
- Surfacing innovative solutions

Gavin McCairns, First Assistant Secretary - Research and Innovation Division, Department of Immigration and Border Protection

3:50 CASE STUDY

Leveraging private sector as a service to improve delivery
- Developing new approaches to service delivery
- Using predictive analytics to provide better service delivery
- Improving cost efficiencies and outcomes

Richard Host, Chief Information Officer, Fire & Rescue NSW

4:30 Closing remarks and end of conference day two

POST CONFERENCE WORKSHOPS

FRIDAY 12TH JUNE 2015

8:00 Registrations

Workshop A 9:00am - 12:30pm:
How to create a customer-centric culture

How do some organisations provide excellent service to the customer? It’s the service and experience the customer receives when interacting with them. Organisations that get it right are customer-centric. The top rated customer service organisations are often the best places to work for as well. The reason is that the culture within the organisation offers a similar experience to that which the customer experiences on the outside.

What you will take away by attending
- Strategies to develop your staff at a level that keeps them engaged with customer care
- Methods to ensure customer service is acknowledged as a priority throughout your entire organisation
- Recruitment and retention strategies for an improved customer-centric experience
- Tips for delivering customer service the way the customer wants

Melissa Crutch, Business Transformation Consultant, Sydney Trains

Rino Matarazzo, General Manager - Customer Service North West, Sydney Trains

Workshop B 1:30pm - 5:00pm:
How to implement successful digital service delivery

Successful digital transformation comes not from implementing new technologies but from re-orienting the organisation to take advantage of the possibilities that new technologies provide. This workshop will explore the critical success factors for implementing digital programs in government organisations.

Key areas to be covered include:
- Developing a future state vision using a human centric (voice of the citizen) and insight driven approach
- How to harness internal knowledge to develop innovative digital solutions
- Designing a clear strategic roadmap for digital
- Creating a digital vision and understanding what you want to achieve

Steve Pratley, Board Member, Australasian Shared Services Association
### SAVINGS! Choose between:

1. **EARLY BIRD DISCOUNT.** Register and pay by a deadline indicated above to achieve up to 20% SAVINGS on the Standard Rate. Registrations received without payment are ineligible for an Early Bird Discount and will be charged at the Standard Rate.

2. **TEAM DISCOUNT.**
   - (i) Register 3 delegates and receive a $1000 DISCOUNT off the Standard Price
   - (ii) Register 4 delegates and receive the 5th ticket FREE off the Standard Price

All group registrations must be from the same company, at the same time and for the same event. Registrants must choose between the most advantageous discount option.

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