

Reinventing Government Efficiency

How Intelligent Automation Can Power Public Sector Transformation in Australia

By Greg Crawl, Tungsten Automation

Introduction: A Nation at a Digital Crossroads

Australia's Federal and State governments are at a pivotal juncture. Citizens are demanding faster, more accessible public services, while agencies face ongoing fiscal pressure, legacy IT constraints, and rising volumes of complex data. Government departments—from Services Australia to state-level health, justice, and planning bodies—are being asked to do more with less.

To meet this challenge, the public sector must look beyond digitisation and embrace **intelligent automation**.

The Automation Opportunity in the Australian Context

From Centrelink claims to planning approvals and FOI requests, government processes are often paper-heavy, repetitive, and labour-intensive. These inefficiencies contribute to long wait times, staff burnout, and dissatisfied constituents. In areas like aged care regulation, immigration processing, and state transport licensing, the consequences of operational bottlenecks can be significant.

Intelligent Automation tools, including Artificial Intelligence, can address these pain points through:

- **Automated data extraction from forms, scanned documents, and PDFs**
- **AI-driven decision support** for case adjudication and triage
- **Low-code workflow design** to streamline multi-agency coordination
- **End-to-end transparency** for audit and compliance

By integrating AI and automation into back-office and citizen-facing processes, governments can dramatically reduce processing times, improve accuracy, and reallocate human resources to higher-value policy and service delivery work.

Key Use Cases for Australian Governments

1. Digital Service Transformation (Aligned with the DTA's Vision)

The Australian Digital Transformation Agency (DTA) is focused on helping agencies deliver efficient, secure, and fast public services. Intelligent automation capabilities can help agencies meet these goals by:

- Digitising inbound documents (applications, claims, inquiries)
- Automating routine responses with Agentic AI-powered bots
- Routing tasks intelligently based on policy rules and SLAs
- Greatly reduce the time required to deploy automation solutions
- Increase the accuracy and quality of data being processed by backend systems and analytic platforms

This directly supports government-wide initiatives like the **Digital ID**, **myGov** enhancements, and **Tell Us Once** programs.

2. Human Services and Claims Processing

Departments like Services Australia and State Human Services agencies deal with massive caseloads. With AI-based document understanding and workflow automation:

- Claims can be processed faster and with fewer errors
- Inconsistencies or fraud indicators can be flagged automatically
- Staff can focus on complex cases and citizen support

3. Planning and Infrastructure Approvals

State and local planning authorities can automate permit workflows, reduce red tape, and accelerate decisions using intelligent automation to:

- Extract data from application packs
- Validate supporting documentation against local and state requirements
- Route cases to appropriate teams for faster approvals

This supports productivity and growth, aligning with infrastructure strategies at both state and national levels.

4. Regulatory Compliance and FOI

From ASIC to state integrity commissions, agencies are under constant pressure to manage compliance and transparency. Intelligent Automation can enable:

- Automated handling of FOI and records access requests
 - End-to-end logging and audit trails
 - Real-time reporting on processing times and volumes
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Supporting Australian Government Values

It's important to implement an automation approach that aligns closely with the **APS Values** and **State Public Service Principles**:

- **Integrity:** Full audit trails and policy-based automation ensure transparency
- **Efficiency:** Tasks that once took weeks can be resolved in hours
- **Service:** Improved citizen experiences through faster, clearer, digital-first interactions
- **Innovation:** Modern low-code platforms allow rapid iteration and agency self-sufficiency
- **Human Rights:** Respecting and promoting human rights in all decisions and actions

The selected automation technology should also support Australia's data sovereignty and security standards, with deployment models that accommodate **onshore hosting, hybrid cloud, and integration with existing GovERP and CRM platforms.**

Real Impact for the Public Sector

Imagine a regional Department of Transport office in Queensland. Paper-based licensing requests are scanned, verified, and routed automatically for approval. Staff receive alerts for anomalies, reducing errors and fraud risk. Wait times drop from days to hours/minutes, and constituents get real-time updates via email or SMS.

Or consider a Victorian planning authority processing new residential development proposals. Intelligent Automation technology can auto-validate site maps, cross-references zoning regulations, and forwards compliant applications directly to assessment officers. Productivity increases, complaints drop, and housing approvals accelerate.

These are not just hypothetical improvements; they are the kind of transformation that Intelligent Automation is already delivering to organisations worldwide.

Conclusion: Building a Smarter, More Responsive Government

The need for faster, more intelligent government services in Australia has never been clearer. With AI and Intelligent Automation, technology can help the public sector streamline operations, improve transparency, and deliver better outcomes for all Australians.

In a time of rapid change and rising expectations, automation is not a luxury, it's a necessity. And with the right partner, government agencies can turn today's challenges into tomorrow's breakthroughs.

Tungsten Automation - A Strategic Partner for Australia's Next Era of Government

Tungsten Automation offers more than software—we provide **strategic partnership**. With global scale and a proven track record in regulated environments, Tungsten's localised approach can support government departments through:

- Tailored solution design with a deep understanding of public sector workflows
- Accelerated deployment through low-code/no-code tools – taking advantage of the latest artificial intelligence technologies in a controlled and audited manner
- Ongoing support and optimisation aligned with changing policy needs

Tungsten also complements Australia's existing investment in digital capability uplift, aligning with DTA frameworks and state IT strategies.

Now is the time for Australian governments to move from pilot projects to enterprise-wide impact. Tungsten Automation is ready to help lead the way.

About the Author

Greg Crowl is Vice President, Solution Engineering, APAC for Tungsten Automation. He is dedicated to ensuring that organisations are successful in adopting and exploiting process automation and artificial intelligence solutions to deliver bottom-line improvements in efficiency, citizen experience and compliance.