

“Speaker Spotlight”

9TH ANNUAL
INNOVATE AUSTRALIA SHOWCASE

Powering the Next Phase of Simple, Secure and Connected



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Modern service delivery to me is also about diversity, respecting the fact that people will be diverse in terms of their needs, in terms of their capabilities, in terms of their backgrounds, and so being able to accommodate that in a sophisticated way is a big part.



— DAVID HAZLEHURST
SERVICES AUSTRALIA





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“ There is a really big difference between the way you present a service and think about it being oriented around the citizen, rather than around the structure of government, and that’s been one of the great transformations I think the digital service standard has driven over time. ”

— CHRIS FECHNER
DIGITAL TRANSFORMATION AGENCY



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“The requirement for the APS to undertake long-term insights briefings is a requirement that’s now in legislation. Our first briefing that we undertook was, “how does AI affect and impact the trustworthiness of public service delivery?”



— DR. RACHEL BACON
AUSTRALIAN PUBLIC SERVICE COMMISSION





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“ Department of Social Services, our mission is to improve the lives of Australian families and communities, and one of the really important ways we do that is to make sure that we are transparent and have a lot of information available to be able to help those vulnerable communities and Australians. ”

— GEMMA VAN HALDEREN
DEPARTMENT OF SOCIAL SERVICES



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For Geoscience Australia, it's really in user-centric design and informing targeted and tailored, place-based policy options... so that expectation for open, simple, sophisticated, trustworthy public services (that a customer focus really needs) is what we're servicing.



— ALISON ROSE
GEOSCIENCE AUSTRALIA





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“ How do we use policy as a positive intervention and show that we can manage those [AI] risks, that we can contain them so that there's a positive arc and people can see a positive story that they want to be a part of. ”

— ZOE HAWKINS
ANU TECH POLICY DESIGN CENTRE



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“There’s a balance in this really complex space of tech regulation...the first one is making sure that we enable innovation, the second one is preventing harm, and the third and really important one that we’ve talked about here on the panel is about building trust.”

— NIKI STRACHAN
DEPARTMENT OF INDUSTRY, SCIENCE & RESOURCES





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“Trust is something that is really hard to get and easily lost. I’m very conscious in the current world we live in, around cyber attacks, it feels like you’re only ever one breach away from losing a lot of trust. So certainly, having the right security settings and privacy is crucial, but to start with, bringing people on the journey.”

— JOHN SHEPHERD
DEPARTMENT OF FINANCE



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“Regulatory innovation could be key to unlocking greater trust for government agencies. Modern, technologically neutral, robust regulatory protections are key to ensure business and government have a social licence to truly innovate with technology.”

CARLY KIND

— OFFICE OF THE AUSTRALIAN
INFORMATION COMMISSIONER





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“ We were deadly serious about getting out and talking to real apprentices, real employers, real providers, and understanding how the system was working to support their needs. What we’ve delivered four years later has changed probably hundreds of times from the business case that we wrote.



— ADAM SHAIN
DEPARTMENT OF EMPLOYMENT & WORKPLACE RELATIONS



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“

Digital simplicity is really key, because if you give people a tool that's so complicated that it requires a two hour training session and a 20 page instruction manual, then no one's ever going to use it.

”

— RAI FERGUSSON
INFRASTRUCTURE AUSTRALIA





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“ Data doesn't equal wisdom. How do we synthesise it and derive wisdom from it? In terms of improving data literacy, it's really interesting that we throw around these phrases like democratisation of data. It's a cultural conversation first and foremost, for me, that a senior leadership team needs to start to flesh out. ”

— FAWAD ABRO
ATO



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In order to make good decisions about where tech needs to go within the APS, we need people with the right skill sets, and we need a range of skill sets. We need technical experts feeding into policy. We need legal experts. We need tech experts of all types.



— TANIA CHURCHILL
AUSTRALIAN CRIMINAL INTELLIGENCE COMMISSION



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“What we need is much more specific guidance in the form of a way of connecting the principles to the actual bits, the risk frameworks, to the algorithms you’re going to apply. It’s that level of specificity we actually need.”

— IAN OPPERMAN
SERVICEGEN



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We want to bring in contemporary skills, but then we say, "we want you to do the same thing we've always done in the same way". So we really need to not be so focused on moulding new talent to the way that we want them to be for the public service, but actually go, "what can you bring that's different?"



— CATHERINE MCLACHLAN
DEPARTMENT OF HOME AFFAIRS





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“You have to be looking for opportunities for reuse in your technology and your systems as much as possible. Simplifying the back of house technology as much as you can, which then hopefully translates to a more seamless customer experience.”

— JUSTINE HALL
IP AUSTRALIA





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In the health sector, there's been some great work done so that information can be shared. There's still lots of barriers, lots of legislation we need to work with, but lots being done to ensure that not only can information flow, but we don't lose the meaning of that information while it flows from point to point.



— RYAN MAVIN
AUSTRALIAN DIGITAL HEALTH AGENCY



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“ If we can use technology embedded with people, then we can actually achieve scale. Simplify the process, and then we can use technology to scale the process. ”

MICHAEL BURN
— AUSTRALIAN INSTITUTE OF ABORIGINAL
AND TORRES STRAIT ISLANDER STUDIES



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We need to invest time and effort with our cross-functional team to have a look at what the future might be, understanding our users' needs and having ongoing conversations with our stakeholders across sectors.



— LISA BUSH
GEOSCIENCE AUSTRALIA





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“ We need to get better at collaborating across different areas, so we don't end up with multiple bespoke systems that are hard to maintain, hard to get skill sets for, and hard to upgrade. ”

— GREG CASSIS
AUSTRALIAN FINANCIAL SECURITY AUTHORITY



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“ We need to really start to think about the types of skills that underlie the capacity to operate in this new environment, focusing on high-level relational skills, cognitive flexibility, and the ability to lead remote teams. ”

— RACHAEL MCMAHON
NATIONAL INDIGENOUS AUSTRALIANS AGENCY





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“ Digital uplift is about keeping up with the pace of technology change and taking advantage of new technology like generative AI for efficiency and productivity to drive change. ”

— REBECCA OSTERGAARD
CSIRO



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“ We promote human-centred design because it works. It is effective and a good business strategy, not just because it feels good. It helps improve compliance, reduce risk, and ultimately benefits the Australian community. ”

— ADELE MARSHALL
DEPARTMENT OF HEALTH AND AGED CARE



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“ There is no static role and structure that you settle into for the rest of your time within an organisation. The new normal (and it’s not even the new normal anymore, it’s just the normal) is that you are constantly iterating, being challenged, flexing and working much more in a multidisciplinary team.



— DR RINA BRUINSMA
AUSTRALIAN RED CROSS





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“ We have a learning culture, so really strong, regular lessons learned, and building those into the next increments or sprints of work we do. Making sure you do have the right mix of people at level, offering learning, development opportunities, not just on the job, but as part of the role.



— THOMAS RYAN
AUSTRALIAN ELECTORAL COMMISSION



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“ What we’re trying to do is align state and territory, transport systems, technologies, regulation... so our transformation has been from a regulatory organisation, from a regulatory design organisation, to a to a change facilitation organisation. ”

— MICHAEL HOPKINS
NATIONAL TRANSPORT



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“ I think the idea of stewardship in the public service is a really nice way to think about building the capability of the public service and the responsibility on every individual to share knowledge and expertise with others. ”

— DANIELA SCHLESIER
AUSTRALIAN PUBLIC SERVICE COMMISSION

