Corporate & Shared Services

PUBLIC SECTOR NETWORK | Certified B Corporation | KPMG

Corporate & Shared Services Roadshow 2021

Uniting and Coordinating Back Office Functions to Shift from the Transactional to the Value Added

February 16th — 25th 2021

Sydney | Canberra | Melbourne | Wellington | Adelaide | Brisbane | Perth

Agenda Overview

80% of corporate service back office workload in any given function – whether HR, ICT, Procurement or Finance, has for years focused on transactional and compliance obligations, with these mandatory tasks leaving little capacity to deliver additional value.

Through new shared service delivery models, process innovation and digital advancements,back office functions stand to reduce costs and complexity substantially.More than this however, modern back offices aim to streamline the transactional and pivot newly gained workload capacity towards what has been called the 'intelligent business office' where back office functions begin delivering smart, insight driven advisory services to the broader organisation.

The success of this advisory role however requires a unified and coordinated approachamongst back office functions whereby HR, Finance, Procurement, ICT and Corporate Services breakdown silos to work concurrently as a 'one-stop' intelligent back office unit that delivers value-added insights and outcomes.

To help you breakdown silos, shift focus and unify functions we've curated the 2021 Public Sector Corporate & Shared Services Roadshow – a seven-part series that will explore transformation journeys, innovation strategies and top tips as well as lessons learned from over 20 public sector corporate service leaders from across all back office functions.

Featured Speakers

TERESA SCOTT
Executive Director
Australasian Procurement and Construction Council

JEAN-MICHEL CARRIERE
Chief Procurement Officer
NSW Department of Communities and Justice

LINDA SOUTH
Executive Director, Corporate Services,
Courts Administration Authority

PETER LACEY
A/Exec Dir, Office of the Chief Advisor - Procurement
Department of Housing and Public Works

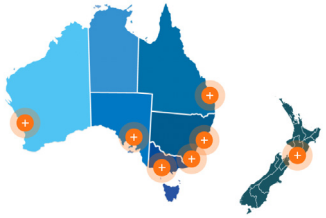
LUCY HICKMAN
GM Corporate Services
Health Promotion Agency

STEVE MITCHINSON
Executive Director, Drivers and Vehicles
Department of Transport WA

ANNIE REEVES
Executive Director, People & Culture
Department of Jobs Precincts & Regions

Reasons to Attend

- **Hear from 20+ back office function transformation leaders about streamlining, optimising and repositioning the back office as an intelligent advisory support function**
- **Discover how to seamlessly enact change through exploration of real-world case studies across all back office corporate service functions including HR, ICT, Procurement and Finance**
- **Uncover practical tools and strategies to breakdown functional silos, gain holistic back office oversight and pivot from the transactional to the value-added**
- **Join live and interactive Q&A panel sessions to learn how to drive strategic vision and balance people, processes and technology in transformation**



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Speakers

Keynote Panel Discussion

Jean-Michel Carriere
Chief Procurement Officer,
NSW Department of Communities and Justice

Dan Hillier
Senior Commercial Manager,
VendorPanel

Trudi Mares
Executive Director Corporate Services,
Transport for NSW

Alexandra Geddes
Director,
StrategyService NSW

Terry Charman
Director,
Mainline Solutions

Curtis Davies
Partner,
KPMG Australia

Teresa Scott
Executive Director,
Australasian Procurement and Construction Council

Joumana El Hassan
Assistant Secretary - Technology and Shared Services, Department of Veteran's Affairs

Belinda Gloyne
National Manager - ICT Shared Services,
Services Australia

Luke Thomas
Regional Vice President APAC,
Appian

A.J Karliner
Senior Commercial and Procurement Advisor
Department of Transport

Linda Scott
Head of Sales,
VendorPanel Australia

Ken Tuke
Director, Procurement engagement,
Department of Transport

Annie Reeves
Executive Director People & Culture,
Department of Jobs, Precincts & Regions

Sarah Renner
Executive Director,
Emergency Communications Services

Partners

MAINLINE solutions

VendorPanel

Appian

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Speakers

Keynote

Panel Discussion

Samantha Durban
Partner,,
KPMG Australia

Lucy Hickman
GM Corporate Services,
Health Promotion Agency

Patrick Labotsky
Corporate Services Manager,
Office of the Children's Commissioner

Andrea Cooke
Change and Capability Director,
Ministry of Business, Innovation and Employment

Linda South
Executive Director, Corporate Services,
Courts Administration Authority

Sorana Dinmore
GM Corporate Services,
City of Marion

Robert Cox
Executive Director Corporate Services
SA Ambulance Service

Andrew Francis
Director,
KPMG Australia

Peter Lacey
A/Exec Director,
Office of the Chief Advisor - Procurement, Department of Housing & Public Works

Rhiannan Howell
Head of Corporate Services,
Department of Employment Small Business and Training

Arthur O'Brien
Assistant Director-General Corporate Services,
Department of Child Safety, Youth and Women

Andrew Barrett
Director,
KPMG Australia

Steve Mitchinson
Executive Director, Drivers and Vehicles,
Department of Transport WA

Isabeau Korpel
Director, Capability & Change,
Department of Transport WA

Jane Mitchell
Head of Information Technology Services
Water Corporation

Ray Slayford
Partner & WA Government Lead Change, KPMG Australia

Partners

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Sydney	Canberra	Melbourne	Wellington	Adelaide	Brisbane	Perth
Tuesday 16 Feb	Wednesday 17 Feb	Thursday 18 Feb	Friday 19 Feb	Tuesday 23 Feb	Wednesday 24 Feb	Thursday 25 Feb

Agenda

SYD | CAN | MEL | WEL | ADE | BRI | PER

08.30am	**Welcome Coffee & Registration**
09:00am	**Welcome from PSN**
09:15am	**Introduction from Chair**
09:30am	**Government Keynote: Delivering Greater Value and Meeting Citizen Expectations by Digitising, Maturing and Scaling Corporate Services** • Transforming the back office • Understanding the role and opportunities of an 'intelligent back office' • Driving value and meeting changing citizen expectations
09:50am	**Sponsor Keynote**
10:10am	**Panel Discussion: Unifying, Uniting and Optimising Back Office Functions to Improve Strategic and Analytical Value** • Breaking down functional silos to mature and scale back office processes • Developing the right culture and change management strategies for seamless transformation • Shifting away from merely transactional processes through process innovation and best practice approaches • Delivering smart, insight driven advisory services to your organisation through united and coordinated back office processes
10:45am	**Closing remarks from Chair & Networking Coffee**

Register Your Attendance Here

Who attends?

Chief/Director/Head of:

- **Corporate Services**
- **Shared Services**
- **Procurement**
- **Finance**
- **HR**
- **IT**
- **Service Delivery**
- **Process Excellence**
- **Transformation**

Your safety is our top priority

WE'RE COVID SAFE

Public Sector Network will closely monitor COVID-19 regulations in accordance with the advice from the Australian Government and local health authorities to ensure the safety of everyone attending the event physically. In addition, we will be working closely with the venue to ensure precautionary measures are in place.