



Innovate WA

Part of the Public Sector Innovation Series

Collaborate / Ideate / Innovate

Thursday, 03 February 2022

Perth Convention and Exhibition Centre



Agenda at a glance

Innovate WA looks to bring together the brightest minds of Australia's Public Sector to network and connect. With a focus on collaboration, the event gives you the opportunity to meet with senior public sector leaders to share stories of all the good work happening, and to explore the innovative strategies key agencies and departments are harnessing to build a more unified government.

What's New in 2022:



Largest gathering of Western Australian State Government leaders



Enjoy 8+ hours of in-person networking with over 150 of your peers



Share your thoughts and ask your burning questions in interactive polls, panel discussions and Live Q&A sessions



Discuss the 'new normal' and the impact on ways of working in a post-COVID-19 environment



Benchmark against 7+ case studies showcasing how different government departments are achieving holistic innovation and pioneering seamless citizen delivery across the state



Tailor your experience to your department's needs by selecting from four new function-based streams

Agenda Overview

2020 will go down as a year like no other. Western Australia's response to the pandemic however has been world leading. As part of this response the State Government is working together to restore the economy and industry, support community and build new infrastructure to create jobs through the \$5.5 billion WA Recovery Plan.

Underpinning all of this is a new digital-first ICT Strategy that will transform the way public services are designed, supported and delivered for a community living and working in a digital world. These initiatives combined look to cement WA as a thriving and innovative place in which to live, work, visit and do business.

Innovate WA, in partnership with Ernst & Young, will take you on a journey from recovery through to growth, and provides the ideal meeting place to learn, collaborate, and discuss the trends and innovations helping encourage economic prosperity for WA now and in the future, with some of the brightest public sector minds in the State.

Who should attend?

Senior Public Sector Leaders from:

- Digital Innovation and ICT
- Citizen Engagement and Experience
- Service Design and Delivery
- Workforce Planning and HR
- Data & Analytics
- Process Excellence
- People and Culture

Key Themes for 2022:

Technology & Innovation

Embracing emerging technologies and methodologies to accelerate innovation and drive citizen-centric service delivery

People & Culture

Building a strong public sector culture by focusing on wellbeing, strategic workforce planning and increased employee engagement

Data & Analytics

Creating data-driven departments that ethically leverage public sector data sets to turn information into actionable insights

Process and Collaboration

Optimising internal structures that pivot from the transactional to support the delivery of more citizen-centric outcomes



“Excellent quality presenters and content; probably the best conference I have attended face to face.”

Australian Taxation Office

Speakers



Hon Don Punch MLA

Minister for Disability Services; Fisheries, Innovation and ICT; Seniors and Ageing



Catherine Stoddart

Deputy Director General
Department of Communities WA



Jonas Petersen

Chief Digital Officer,
Office of Digital Government, Department of Premier and Cabinet WA



Sandra Labuschagne

Deputy Auditor General
Office of the Auditor General



Ben Day

Chief Digital Officer
Department of Finance



Nicki Godecke

Director General
Department of Finance



Joan Brierley

Director Service Delivery - Driver and Vehicle Services
Department of Transport



Warwick Calkin

Chief Information Officer
University of Western Australia



Paul Tzaikos

Director of Digital Connectivity
Department of Primary Industries & Regional Development



Valerie Jovanovic

Executive Director, People, Capability and Culture,
Child and Adolescent Health Service



Daniel Kasatchkow

Principal Data Consultant,
Office of the Auditor General



Stuart Walsh

Director ICT
Department of Fire & Emergency Services



Ashleigh Brinkhuizen

A/GM Business Engagement
Department of Mines, Industry Regulation & Safety



Giles Nunis

Chief Digital Transformation Officer
WA Primary Health Alliance



Luella Forbes

Director, Transformation
Health Support Services



Matthew Negus

A/Director Operational HR
Department of Justice



Sonia Mackay-Coghill

Vice President (Enterprise & Development)
Edith Cowan University



Michele Clement

Director, Defence Science Centre
Department of Jobs, Tourism, Science and Innovation



Samantha Francke

Director, Change Management
Health Support Services



Paul Wilding

Director of Employee Relations
Department of Education



Elise Vervetjes

General Manager, Information & Technology
Water Corporation



Carl Binning

Executive Director, Capability and Performance,
Department of Primary Industries and Regional Development



Henrietta Farrell

Chief Customer Officer
Department of Finance



Lauren Aitken

Director, Planning & Strategy
Infrastructure WA



David Etherton

Chief Executive Officer
VenuesWest



Matt Arrah

A/Director ICT Corporate Services
Department of Training and Workforce Development



Kim Ellwood

Executive Director Sport and Recreation,
Department of Local Government, Sport and Cultural Industries

Agenda

Program Thursday, 03 February 2022

08:00am Registration and Networking Coffee

09:00am Welcome from the Public Sector Network

09:10am Welcome from Chair
Presented by Ernst & Young

09:20am Ministerial Address

Transforming Western Australian Public Services to Support Economic Growth and Prosperity

- Understanding the opportunities of big data and open government data
- Leveraging big data and analytics to improve citizen outcomes and experiences
- Exploring strategies to encourage collaboration and data innovation in the 'new normal'

Hon Don Punch MLA, *Minister for Disability Services; Fisheries; Innovation and ICT; Seniors and Ageing*

09:30am Government Keynote:

WA's New Digital Strategy: Convenient, Smart and Secure Services for WA

- Insights into WA's new Digital Strategy for the Western Australian Government 2021-2025
- Driving improved, and more cohesive, on-stop-shop digital services for citizens
- Understanding the drivers and outcomes of the Digital Strategy

Jonas Petersen, *Chief Digital Officer, Office of Digital Government, Department of Premier and Cabinet WA*

09:50am Partner Session

10:10am Panel Discussion:

Building Public Sector Resiliency in the 'New Normal'

- Securely modernising ICT and Data accessibility to drive flexibility
- Building a culture that encourages agility and employee wellbeing
- Developing progressive business continuity plans to minimise disruption yet maintain security

Nicki Godecke, *Director General, Department of Finance*

David Etherton, *Chief Executive Officer, VenuesWest*

Sandra Labuschagne, *Deputy Auditor General, Office of the Auditor General*

Carl Binning, *Executive Director, Capability and Performance, Department of Primary Industries and Regional Development*



10:40am Morning Tea and Networking Break

SPECIALIST STREAMS →

TECHNOLOGY

PEOPLE

11:10am Welcome from Stream Chair

Welcome from Stream Chair

11:25am Keynote:
Creating a Digital-first Culture in Government through People, Processes and Technology Transformation

- Leveraging a three phased innovate, optimise and fix & stabilise approach to help unlock the potential of digital
- Restructuring platforms and service delivery to drive customer experience
- Ensuring seamless transformation by building leadership capability and engaging teams early

Ben Day, *Chief Digital Officer*, Department of Finance

Keynote:
Leadership and Workforce Management in Times of Crisis

- Insights into the changing face of public sector leadership in times of crisis
- Discussing leadership, mental wellbeing and employee engagement during times of crisis and rapid change

Catherine Stoddart, *Deputy Director General*, Department of Communities

11:45am Partner Session

Partner Session

12:05pm Panel:
Exploring the Tools, Strategies and Innovations Driving Transformation

- The technologies and tools making waves in the public sector space
- Upskilling and uplifting teams for next gen ways of working
- Delivering exceptional UX that customers & employees will embrace

Joan Brierley, *Director Service Delivery - Driver and Vehicle Services*, Department of Transport
Stuart Walsh, *Director ICT*, Department of Fire & Emergency Services
Paul Tzaikos, *Director Digital Connectivity*, Department of Primary Industries & Regional Development

Panel:
Developing the Next Generation Public Sector Workforce

- Discussing the skills and capabilities needed for a next generation workforce
- Prioritising wellbeing to drive productivity and retention
- Developing a workforce to support long-term department goals

Valerie Jovanovic, *Executive Director, People, Capability and Culture*, Child and Adolescent Health Service
Paul Wilding, *Director of Employee Relations*, Department of Education
Samantha Francke, *Director, Change Management*, Health Support Services

12:35pm Networking Lunch

DATA	PROCESS
<p>01:35pm Welcome from Stream Chair</p>	<p>Welcome from Stream Chair</p>
<p>01:50pm Keynote: Harnessing Data and Technology to Deliver Improved Citizen Outcomes</p> <ul style="list-style-type: none"> • Understanding the opportunities of public sector data sets • Leveraging emerging technologies to curate information and glean actionable insight to deliver improved citizen outcomes through digital innovation <p>Giles Nunis, <i>Chief Digital Transformation Officer, Western Australian Primary Health Alliance</i></p>	<p>Keynote: Optimising Operations to Deliver Citizen-Centric Services</p> <ul style="list-style-type: none"> • Engaging staff and end-users in process transformation and developing fit-for-purpose solutions • Aligning transformation with organisational objectives and purpose <p>Joan Brierley, <i>Director Service Delivery - Driver and Vehicle Services, Department of Transport</i></p>
<p>02:10pm Partner Session</p>	<p>Partner Session</p>
<p>02:30pm Panel: Curating Public Sector Data to Optimise Processes and Derive Actionable Insights</p> <ul style="list-style-type: none"> • Effectively managing and curating data to ensure and preserve usefulness • Leveraging data insights to transform systems and services • Creating data-centric cultures. <p>Warwick Calkin, <i>Chief Information Officer, University of Western Australia</i> Ashleigh Brinkhuizen, <i>Acting General Manager, Business Engagement Customer Information, Department of Mines, Industry Regulation and Safety</i> Daniel Kasatchkow, <i>Principal Data Consultant, Office of the Auditor General</i> Elise Vervetjes, <i>General Manager, Information & Technology, Water Corporation</i></p>	<p>Panel: Driving Operational Excellence and Resiliency through People and Process Transformation</p> <ul style="list-style-type: none"> • Exploring tools, strategies and methodologies to drive process efficiency • Pivoting back office functions to more strategic and value-added work • Streamlining ways of working <p>Luella Forbes, <i>Director, Transformation, Health Support Services</i> Matthew Negus, <i>A/Director Operational HR, Department of Justice</i> Matt Arrah, <i>Associate Director ICT Corporate Services, Department of Training and Workforce Development</i></p>

“The quality of the speakers were first class; very informative and thought provoking.”

ACT Government

Good insights from knowledgeable speakers. Will apply learning to my own projects.

Australian Bureau of Statistics



03:00pm Break

03:10pm Government Keynote:

ServiceWA: Reforming Government Service Delivery and Citizen Experience

- Insights into the ServiceWA pilot program
- Understanding how digital reform and digital identities are streamlining processes for citizens and employees alike
- Leveraging valuable customer insights to reassess, refine and inform the future of service delivery

Henrietta Farrell, *Chief Customer Officer, Department of Finance*

03:30pm Partner Session

03:50pm Panel Discussion:

Strategies & Innovation to Support the Future Growth and Prosperity of Western Australia

- Priorities to support public sector innovation and transformation
- Encouraging cross departmental and cross-functional collaboration to achieve State-wide vision
- Taking a citizen-centric view to public sector innovation

Kim Ellwood, *Executive Director, Sport and Recreation, Department of Local Government, Sport and Cultural Industries*

Sonia Mackay-Coghill, *Vice President (Enterprise & Development), Edith Cowan University*

Lauren Aitken, *Director, Planning and Strategy, Infrastructure WA*

Michele Clement, *Director Defence Science Centre, Department of Jobs, Tourism, Science and Innovation*

04:20pm Closing Remarks and Networking Drinks

Partners

Lead Chair



Exhibition



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.