

**Jo de Morton, Secretary**

# **Department of Government Services**

**Public Accounts and Estimates Committee**

**21 November 2023**

# Department of Government Services

Established on 1 January 2023 to improve everyone's experience of doing business and interacting with government

Bringing together around 30 functions from 4 departments to focus on better services



\$311.58 million

## Digital and ICT

- Service Victoria
- Cyber security
- Data
- Telecommunications
- Digital policy
- Digital inclusion
- Cenitex
- Public Record Office Victoria



\$366.98 million

## Customer and Regulatory

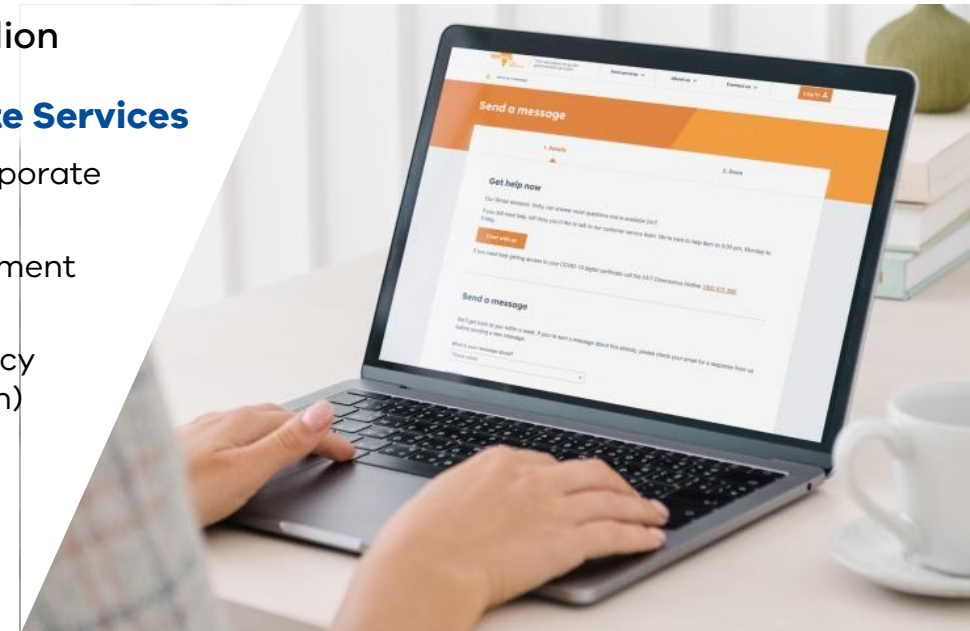
- Consumer Affairs
- Residential Tenancies Bonds
- Business Licensing
- Dispute Services
- Local Government
- Identity services
- Worker screening
- WOVG Grants Centre



\$106.47 million

## Shared Corporate Services

- DPC and DTF corporate services
- Whole-of-government shared services
- Procurement policy (non-construction)



# Modern digital services

The department is designing and delivering government services that are responsive to changing customer needs and rapidly-evolving digital technologies

## More services on the Service Victoria app

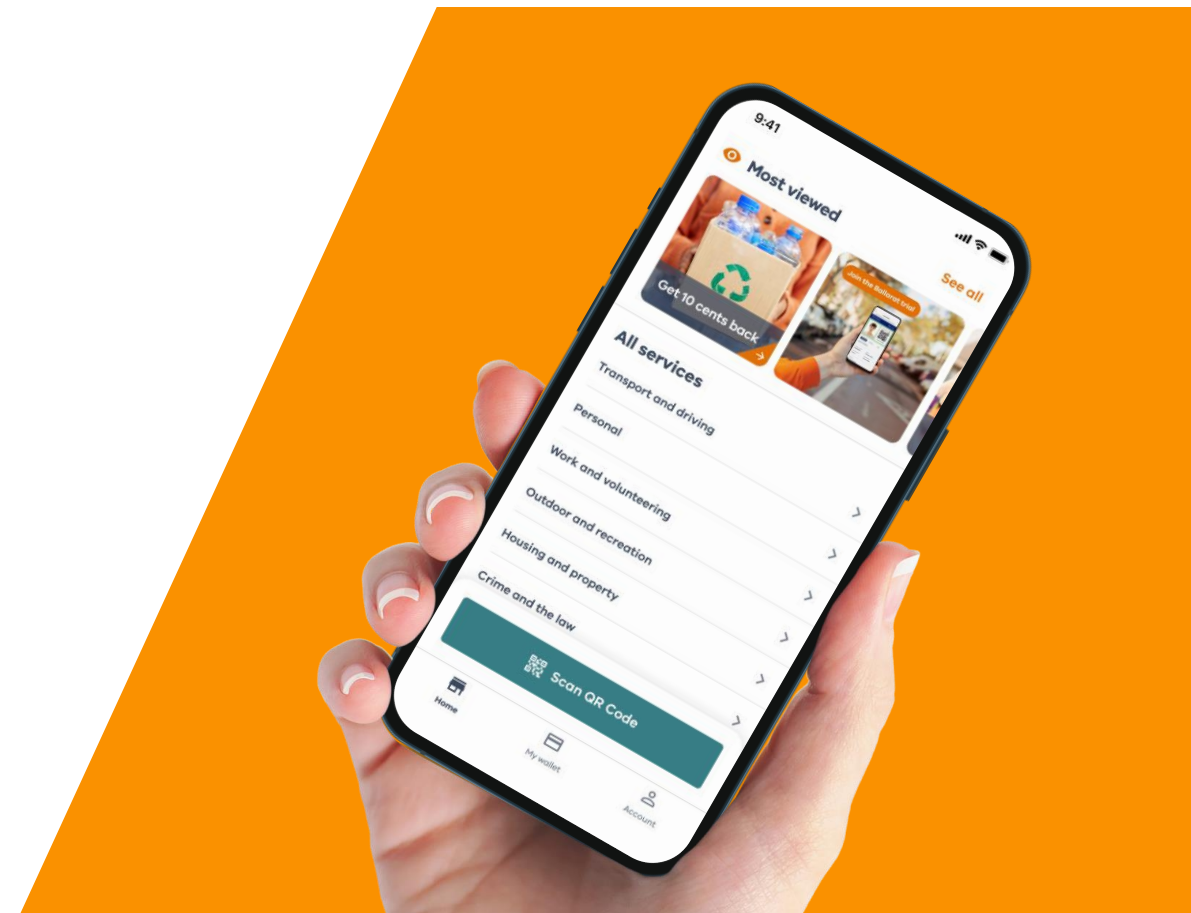
- 134 services. Used more than 50,000 times each day. High customer satisfaction (96%)
- Australia's first end-to-end digital process for Working with Children Checks. ~17,000 digital WWCC cards added since Feb.

## Stronger cybersecurity

- Implemented Domain-based Message Authentication, Reporting and Conformance (DMARC) covering 91% of email domains.
- Responded to 912 cyber incidents and supporting 147 agencies to reduce the harm of cyber incidents.

## Improved accessibility

- 93 mobile and broadband projects delivered to connect more Victorians through the Connecting Victoria program



▲ Service Victoria app - the place to go for government services

# Addressing cost of living

With a priority focus on consumers experiencing vulnerability or disadvantage

## Support for housing transactions

- **Underquoting** taskforce - 375 housing sales campaigns monitored, issuing infringements and official warning letters
- 5,448 **rent increase reviews**
- Support for customers affected by the **Porter Davis Homes** collapse

## Financial hardship support

- Over \$20 million for financial counselling, tenancy and retirement housing services
- Legislative reforms to improve local government arrangements for ratepayers

## Support to find savings

- 835,000 people used the Service Victoria **Savings Finder tool** to find information about concessions, rebates, grants, vouchers and other savings across government



**Thank you**

