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Government Services

Public Accounts and Estimates Committee

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Government
Services



Department of Government Services

The Department of Government Services' purpose is to improve how Victorians and business engage with government, and to accelerate digital transformation and corporate services reform across the Victorian Public Service.



Community & Regulatory Services

- Service Victoria
- Life event registrations
- Worker screening
- Consumer Affairs
- Local Government
- Public Record Office Victoria



Technology services and programs

- Cyber
- Data
- Cenitex
- Telecommunications



Corporate Shared Services

- DGS, DPC and DTF corporate services
- Whole-of-government shared services

Key Achievements in 2023-24

Improving and digitising service delivery

- 1 Delivering the **Digital Driver Licence** has been delivered, which adds to the 8 existing cards in the Service Victoria wallet.
- 2 Establishing the new consolidated whole of government **contact centre** (132 VIC) has been established, making it even easier for people to contact government.
- 3 Improving **Births, Deaths and Marriages services** with reduced wait times, quicker certificate turnaround times and extended contact centre hours.

Connecting regional and growing communities

- 4 Support in the Government's response to the **February 2024 severe storms**
- 5 Fast tracking better mobile coverage through the **Connecting Victoria** program.
- 6 Regular **advocacy to the Commonwealth** to address connectivity challenges and more appropriately regulate the telecommunications sector.

Protecting critical infrastructure and data

- 6 The **Cyber Defence Centre** has been established and responded to over 558 incidents during 2023/24.

The Centre provides 24/7 incident response support, automated threat intelligence sharing and targeted cyber uplift program for Victorian government entities.
- 7 A **new cyber internship program** was introduced, which recruited its first intake of Certificate IV Cyber Security graduates this year.

Key priorities for 2024-25



Making it easier for business and individuals to engage with government

- Improving the administration of grants via the **WoVG Grants Centre**.
- Making **more information and services** available to the community through the Service Victoria app and website.
- Delivering the statewide rollout of **Digital Driver Licences** for Learner and Probationary drivers.
- Supporting **'tell us once'** by increasing the ability to reuse Service Victoria digital ID when applying for government services.
- Improving citizen experience through modernising and consolidating government **Contact Centres**.



Strengthening services to government

- Strengthening **cyber and data security** through an additional \$10.8 million over the next three years in the 2024-25 State Budget.
- Driving **VPS productivity** through corporate shared services reform, with a \$25 million investment to onboard DPC, DTF and DGS to a standardised cloud-based HR system.
- Supporting Government's partnerships with Kinaway Aboriginal Chamber of Commerce and Social Traders to support the **social procurement** framework.



Accelerating digital transformation for Victoria

- Responding to **emerging digital technologies** such as Generative AI.
- Advocating to the Commonwealth for better investment in **regional connectivity** and regulation of the telecommunications sector.
- Progressing the roll out of the **Connecting Victoria** program.