Jo de Morton
Secretary

Department of Government Services

Public Accounts and Estimates Committee

19 November 2024

VICTORIA State Government | 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.

Services to Victorians

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

Services to Government

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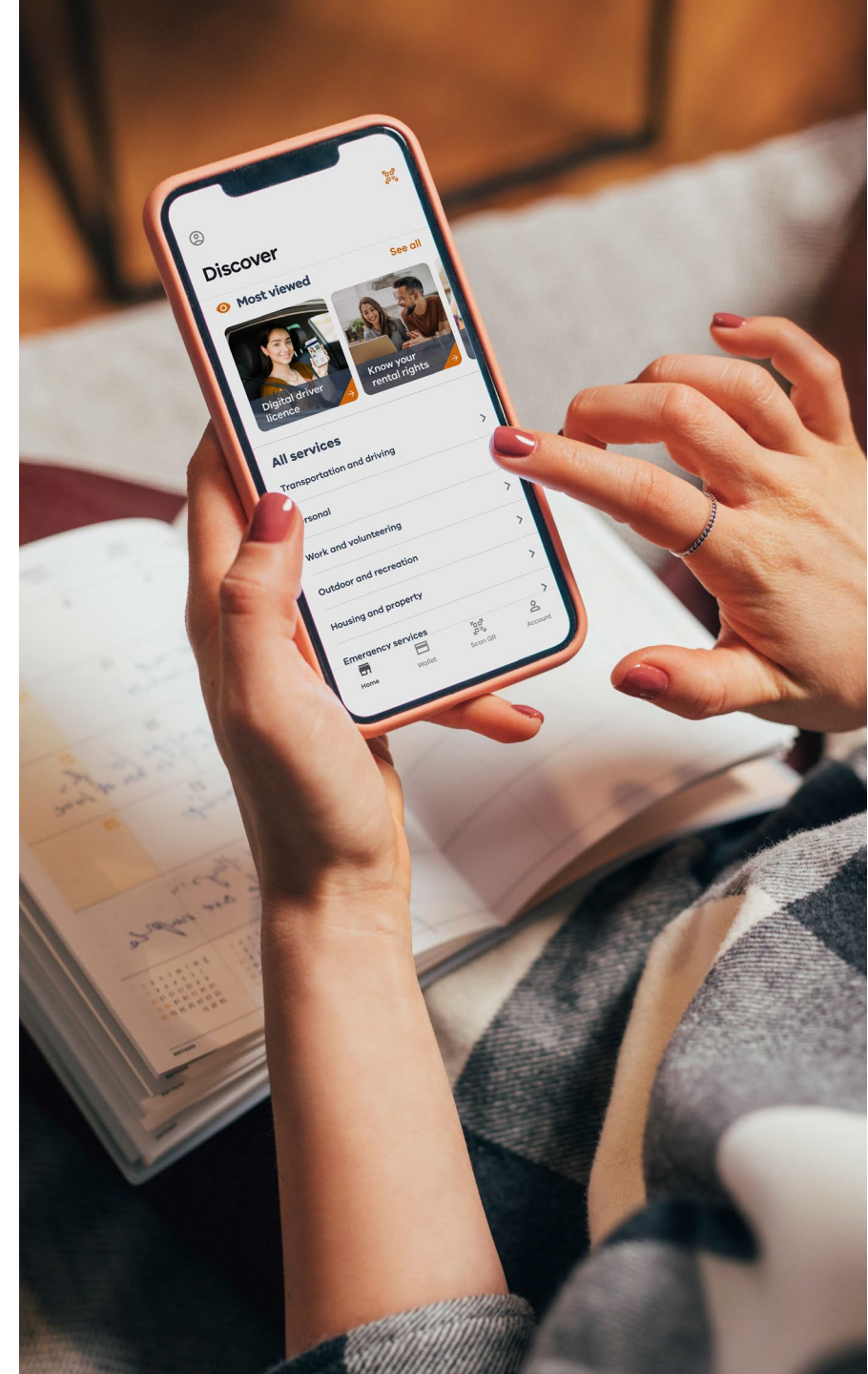- Whole-of-government shared services

Accelerating digital enablers

- Telecommunications
- Cyber
- Data
- Cenitex

Making it easier for business and individuals to engage with government

- New **onlin e portals** on Service Victoria for emergency services, renter rights, and liquor licences, to make it quicker and easier for people to access the services and information they need.

- New digital cards in the Service Victoria wallet including **Digital Driver Licence.**

- New consolidated whole-of-government **contact centre** (132 VIC), making it even easier for people to contact government.

- Improved **Births, Deaths and Marriages services** with applications for certificates assessed in 4 days on average and calls for assistance usually answered within less than 1 minute.

- **Protected new home buyers and renters** through renting taskforce and minimum standards as part of the Housing Statement.

- **Strengthened council governance** and **$51.4m for libraries** to support them to adapt and evolve with their communities.

Strengthening services to government

- Continued to roll out **VicGov People** - our new whole-of-government HR platform.

- Established **6 IT state purchase contracts** ensuring value for money for government.

- **1,900** suppliers registered on the **Digital Marketplace**, and buyers can sort by capability, region, certified social enterprises and Aboriginal-owned businesses.

- **13** additional websites now under the 'vic.gov.au' domain.

- Victorian Government **Grants Centre** expanded to now deliver key grant programs for 6 departments.

Digital Marketplace

Accelerating digital transformation

- Fast tracking better mobile and broadband coverage through the **Connecting Victoria** program, delivering 462 upgrade projects.

- **Cyber Defence Centre** established and responded to 1,600 threat intelligence activities or incidents during 2023/24.

- The centre provides 24/7 **incident response** support, automated **threat intelligence** sharing and targeted **cyber uplift** for Victorian government entities.

- A **new cyber internship program** was introduced, which recruited its first intake of Certificate IV Cyber Security graduates this year.

- Pilots of **new and emerging technologies** to increase productivity and inform how we deploy AI in a safe and ethical way.