The Hon Danny Pearson MP

Minister for Government Services

Government Services Portfolio

Public Accounts and Estimates Committee

5 June 2023

Department of Government Services

Bringing services together to improve people's experience with government

Digital and ICT

- Digital Victoria
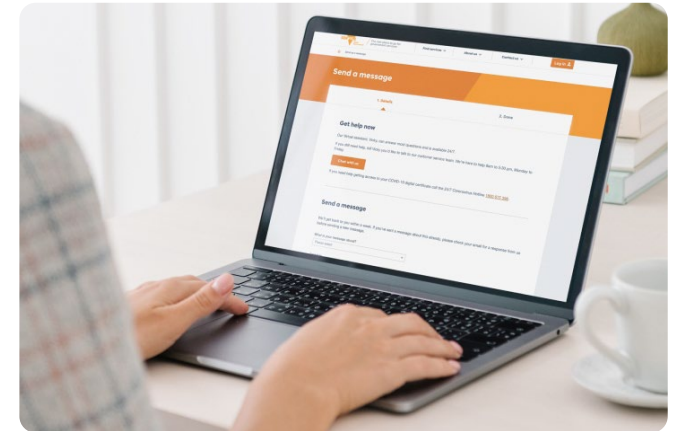- Cenitex
- Telecommunications

Community Services

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

Shared Corporate Services

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

Digital Wallet

Growing the success of a one‑stop app for everyday life

- More than 134 services accessed through the website and app

- Around 50,000 people use the app each day

- More than two‑thirds of Service Victoria traffic is from a mobile device

- 5.5 million interactions with promotional tiles or push notifications for effective government messaging

- Victorian Government‑issued credentials can be trusted because they are easy, secure and private.

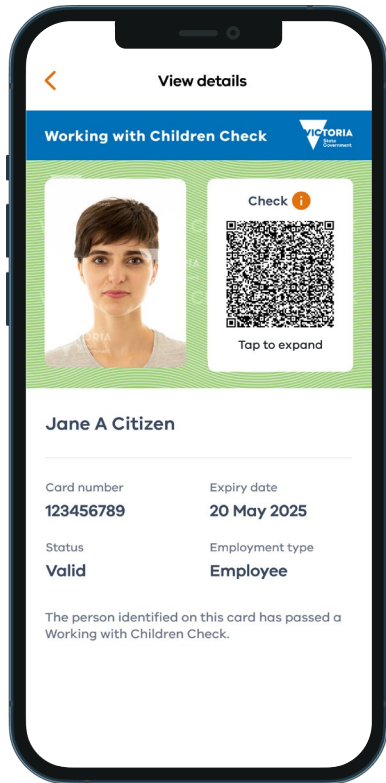The easy, secure and private digital wallet for everyday life.

Very quick and easy to use, the codes were sent to my inbox and I was finished in less than 5 minutes.

— Add digital WWCC card

Digital Wallet (cont.)

Working with Children Check

- Australia's first end-to-end digital process for Working with Children Checks

- Almost 17,000 digital WWCC cards have been added to people's wallets since February this year

- Customer satisfaction with adding a digital card is 98%.

> *"Very quick and easy to use, the codes were sent to my inbox and I was finished in less than 5 minutes."*
> — Add digital WWCC card
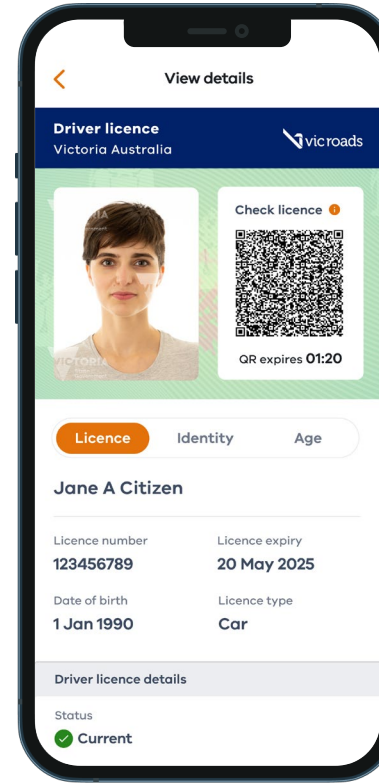
Digital driver licence

- 80% of customers 'likely' or 'highly likely' to use a digital licence

- Pilot beginning in Ballarat next month

Safe and inclusive digital services

Protecting personal information

- Adoption of the Australian Signals Directorate's **Essential 8 Maturity Model** across government

- Victoria's first **Expert Advisory Panel** on Cybercrime

- Victoria's first **Security Operation Centres** with automated threat intelligence sharing programs

- More than 75 government **board members trained** on strategic cyber security risk management

Improving access to digital services

- Release of the **Digital Inclusion Statement** in October 2022.

- **Keeping WiFi free** in Melbourne's CBD and in selected locations across regional Victoria.

- The Connecting Victoria program has delivered 40 projects to **improve broadband access** and contracted more than 1200 projects to **improve mobile coverage** across Victoria.

- Helped 10 million+ users navigate government services with 30 more websites transitioned onto **vic.gov.au**, bringing the total to over 120

The **2023-24 Victorian State Budget** invests in digital services to make life easier for Victorians - cutting costs and red tape for businesses, and saving busy Victorians time and money.

$90m

to modernise and digitise government service delivery

$34.7m

to strengthen the cyber defence systems across the Victorian public sector

$10m

to make Victorian Government information easier for the community to access and navigate

$1.5m

to keep the public Wi-Fi access free and available in Melbourne's CBD until April 2025

$2.7m

for Social Procurement Reform to streamline and simplify procurement for both buyers and suppliers

Thank you.