

Reimagining the Australian Public Service

Global, technological and public policy developments are transforming our economy and society. Citizens and governments expect high-quality service in a constrained fiscal environment.

Service Delivery in 2019

Supply

Contingent Labour and the Multi-gen Workforce

Automation, AI and Machine Learning

- Technology's Exponential Advance
- Purpose as the Primary Incentive at Work

Conversational Platforms and Self-help

Capability: new skills, retraining, pace of change

Governance

The international public sector needs to proactively harness the opportunities presented in reconciling these supply and demand pressures;
but how?

Demand

Social: distrust and the demand for transparency

Demographic: ageing society and millennials

- Rising Consumer Expectations
- Fiscal Pressure: do more with less

Vulnerability to Global Economic Circumstances

Cybersecurity and Privacy Risks

Service Delivery Office



The Service Delivery Office is part of the disruption, focused on transforming the Australian Public Service:



Evidence-based Performance Management



Focus on the Experience of End Users



Business Process Redesign and Automation



Cloud Platform and Standardised Software



The Shared Services Program created a public sector 'market', with six hubs competing to deliver corporate services.



Price Competition



Division of Labour



Economies of Scale



The Shared Services Program created a public sector 'market', with six hubs competing to deliver corporate services.

\$2

Billion per year on Corporate Services

20%

of Operating Expenditure

182

Commonwealth Entities and Companies

167k

Thousand Full-time Equivalent Employees