


STATE of the SERVICE ROADSHOW

Australian Capital Territory



COMMISSIONER
PETER
WOOLCOTT, AO

THE
LAUNCH!

THE WORLD IS
CHANGING AT
A RAPID PACE

WE NEED
DIVERSIFY



APS
ACADEMY



CONTINUOUS LEARNING...

WE MUST HARNESS
OUR DATA CAPABILITY

WORKFORCE
SKILLS

EVENTS CAN ONLY
BE UNDERSTOOD
BACKWARDS,
BUT MUST BE
MANAGED
FORWARDS.

THESE LAST FEW
YEARS HAVE BEEN
CHALLENGING!



FLEXIBILITY
IS POSSIBLE!

LOCATION
of OUR
PEOPLE

COLLABORATING
on APS-WIDE
TOOLS, PLATFORMS
& APPS

DIGITAL
LITERACY



PANEL:



Chris Fechner
& Melinda Smith



CEO

REDEFINING
HIERARCHY

FEED
BACK
LOOPS

ATTRACT
DIVERSE
PEOPLE

CUSTOMER

FUTURE of
WORK

RETHINKING
OUR PROCESSES
WITH A CITIZEN'S
FOCUS

CYBER SAFETY
IS A CONSTANT
CONCERN

THERE'S
A LOT MORE
WE NEED TO
DO!

PUBLIC
TRUST

THE WAR ON
TALENT

MARKETING
the PUBLIC
SERVICE

TALENT ISN'T
ALWAYS MOTIVATED
BY SALARY



SUCCESS
BREEDS
SUCCESS

UNDERSTAND
DATA +
LEVERS

RESPONSIVE!

TECHNOLOGICAL
SOLUTION to
SUPPORT IT

LARGE
SCALE
PROJECTS

SURGE

WE'RE
LEARNING
FROM EACH
SURGE

WE ARE
ONE APS

BETTER for
CITIZENS!

FOCUS on the
OUTCOMES

IT'S UP TO
US to MAKE
IT WORK!



HYBRID
CULTURE

WE'VE
EMBRACED
TECHNOLOGY &
IT HAS ENHANCED
CULTURE



BENEFITS

continuous innovation, continuous LEARNING!

MC: Clare Walsh