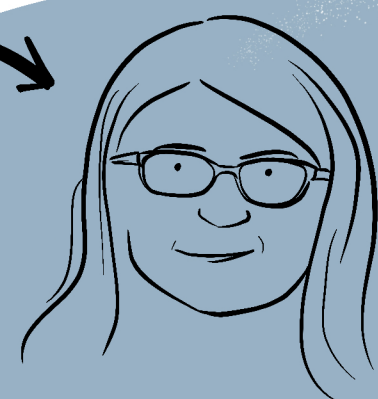


STATE of the SERVICE ROADSHOW

Queensland



PANEL: Michelle Lees & Andrew Johnson



STRATEGY AROUND
DIGITAL CAPABILITIES
& PROFESSIONAL
DEVELOPMENT
PROCUREMENT

GREAT
CHANGE...
CRISIS
NATIONAL
EMERGENCY



DIGITAL
TRANSFORMATION

WE NEED THIS,
& WE NEED PEOPLE
TIME!



CUSTOMERS AT
the HEART of
EVERYTHING WE DO!



WE MUST SET OUR
PEOPLE UP FOR
SUCCESS

MYGOV
BLUE

VOICE
TECHNOLOGY

24/7
ACCESS

CONSISTENCY
ACROSS
AGENCIES

DIGITAL +
DATA
SKILLS ARE
NEEDED
EVERYWHERE

APS
ACADEMY

ENTRY
ROLES
CAN BE LOCATED
REGIONALLY

WAGES
POLICY
LOOKS @
BROADER
ECONOMY

WHAT ELSE
IS
IMPORTANT
to EMPLOYEES?

MOBILITY

IMMERSION
LEARNING

CONFIDENCE

COHESION

HOPE

MC: Christina Bolger



FIRST ASSISTANT
COMMISSIONER-
HEAD of ACADEMY
Grant Lovelock

DELIVERING FOR
AUSTRALIANS IS
NOT GOING TO GET
EASIER...

VALUES
commitment
SERVICE



50% of APS
are DIGITAL
NATIVES

IF EVERYONE IS MOVING
FORWARD TOGETHER, THEN
SUCCESS TAKES
CARE of ITSELF.

Ford

WE ARE
IN
CARETAKER
MODE



2021:
IT'S BEEN BOTH
CHALLENGING &
REWARDING!

ONE
APS



continuous
learning

AGILITY &
INNOVATION

FIT
FOR
THE
FUTURE

DATA &
DIGITAL
LITERACY



WE PROCESSED
1.5 MILLION JOB
KEEPER CLAIMS
in 5 WEEKS

MICRO-
CREDENTIALS
WERE KEY

SURGE
RESPONSE

DATA
CAPABILITY
SERVED US
WELL

LEARNING &
INSIGHTS FROM
ACROSS
AGENCIES

collaborate & work as one