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Minister for Government Services

Public Accounts and Estimates Committee

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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 the Community and Regulatory Services

- Service Victoria
- Life event registrations
- Public Record Office Victoria



## Digital Strategy and Transformation

- Cyber security
- Data
- Cenitex
- Telecommunications
- Digital and AI strategy
- Digital inclusion



## Services to Government

- VicGov Services: common corporate services
- Accommodation management
- Procurement
- Fleet

# Key achievements in 2025-26



## Making life easier for Victorians

- Making it simpler for Victorians, with more than 200 services now available on [Service Victoria](#).
- Making it simpler for parents - providing [digital birth certificates](#) when they register their child's birth.
- Making it easier to engage with government with a 90% customer satisfaction rating for the [Whole of Victorian Government Contact Centre](#).



## Supporting cost of living relief

- Making it easier to find the cheapest fuel – more than 582,600 Victorians have now accessed the [Servo Saver](#) feature since October 2025.
- Supporting the Government's [Rego Rebate](#) through Service Victoria.
- Making it easier to find savings across government – with more than 50 savings opportunities added to Service Victoria's popular [Savings Finder](#)
- Connecting Victorians through new [mobile and broadband infrastructure](#), with over 1000 projects completed.



## Effective and efficient services to government

- Making it safer, with DGS supporting Victorian public sector organisations to respond to 1,341 [cyber threat intelligence activities](#) and more than 232 [cyber incidents](#).
- Increased [zero emission vehicles](#) to 813 in the Victorian Government fleet, a 38% increase over the past 12 months.
- Launched [VicGov Chat](#), a closed loop AI tool for the VPS

# Budget 2026-27

The 2026-27 State Budget is investing to make life easier and help with cost of living

## Helping with cost of living

- **Rego rebate** – from 1 June 2026, Victorians can apply for 20% back off car registrations paid in 2025-26. This will save a driver with one car up to \$186 and a family with two cars up to \$372

## Making life easier

- **\$5 million** for Service Victoria to deliver new products and services, making it easier for busy Victorians to engage with government, and support the establishment of an AI advisory committee.
- **\$20 million** for the Victorian registry of Births, Deaths and Marriages to continue the registration of life events and build upon improved services.



**Thank you**



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