

The Hon Natalie Hutchins MP
Minister for Government Services

Government Services

Public Accounts and Estimates Committee

5 JUNE 2025



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
- Worker screening
- Public Record Office Victoria



Services to Government

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



Digital Strategy and Transformation

- Cyber
- Data
- Cenitex
- Telecommunications

Key achievements in 2024-25

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Improving access to government services

- 143 services are now available on the [Service Victoria](#) customer platform, with 33 million activities forecast to be completed via the mobile app and website
- Launch of Ls and Ps [digital driver licences](#) in November 2024 completed the rollout of digital licences
- Modernisation of 15 paper-based [liquor licensing](#) forms into nine digital transactions, reducing processing times and administrative burden for businesses
- Service Victoria's [Savings finder](#) is making it easier to access over 100 different concessions and savings opportunities across government
- The [online Parents portal](#), launched in April 2025, is making it easier for parents and carers to find the information they need in one simple to use online tool
- The [Registry of Births, Deaths and Marriages](#) has improved certificate processing times to an average of five days



Enhancing digital inclusion, connectivity & security

- The [Connecting Victoria program](#) is closing the digital divide, with delivery of 350 mobile infrastructure projects and 25 broadband infrastructure projects
- [VicFreeWiFi](#) is providing free public internet access at over 400 outdoor hotspots, improving digital connectivity in high-traffic areas like Melbourne's CBD and train stations, as well as 6 regional centres.
- The [Cyber Defence Centre](#) has supported public sector organisations to respond to 2,240 cyber threat intelligence activities so far this year.



Effective and efficient services to government

- DGS is delivering value-for-money through 37 [State Purchase Contracts](#), which deliver social benefits as well as efficiencies through aggregated purchasing and standardised contractual frameworks
- 10 State Purchase Contracts have been migrated to the [Digital Marketplace](#), making the procurement process simpler by bringing together buyers and suppliers into one central online location.
- 29% increase [zero emission vehicles](#) in the Victorian Government fleet over the past 12 months

Government Services Budget 2025-26

The 2025-26 State Budget is investing to make it easier for Victorians to engage with government.

- **\$105.8 million** to modernise our services and continue making them easy to access through the Service Victoria app and Victorian Government websites
- **\$37.5 million** to continue central cybersecurity functions and controls for the VPS, as well as to continue Victoria's open data program
- **\$49.4 million** for worker screening and Births, Deaths and Marriages operations
- **\$2.3 million** for the Victorian Archives Centre to manage our state's valuable public records.
- **\$0.8 million** to continue the partnership with Kinaway Aboriginal Chamber of Commerce and Social Traders to support the Government's social procurement framework
- The 2025-26 State Budget also centralises a significant portion of the VPS' **accommodation funding** into the Department of Government Services to improve strategic management of the portfolio.

