

The Hon Natalie Hutchins MP  
Minister for Government Services

# 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
- 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



## 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

