Jo de Morton
Secretary

Department of Government Services

Public Accounts and Estimates Committee

25 November 2025

VICTORIA
State Government | 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 Victorians

- Service Victoria
- Life event registrations
- Worker screening
- Consumer Affairs
- Local Government
- Public Record Office Victoria

Services to government

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

Accelerating digital enablers

- Telecommunications
- Cyber
- Data
- Cenitex

We support 3 portfolios:

Government Services   **Consumer Affairs**   **Local Government**

A better customer experience

More online services

- Over 200 services now accessible through Service Victoria

- New and expanded services - Servo Saver, new parent's portal, expanded offerings for Savings Finder and digital driver licence types

Used by more people, more often

- 157 million government website visits (5% increase)

- 37 million activities on Service Victoria (43% increase)

- 2.9 million Service Victoria accounts (23% increase)

Easy to use

- 95% customer satisfaction on Service Victoria and 'easy' is still the most common word used in customer verbatim feedback.

- Less need for service assistance - 5% less contacts (0.78 million) and fewer repeat calls

- Fast help when you need it – 83% increase in online support (chatbots, webchat and email) with a one-third reduction in calls
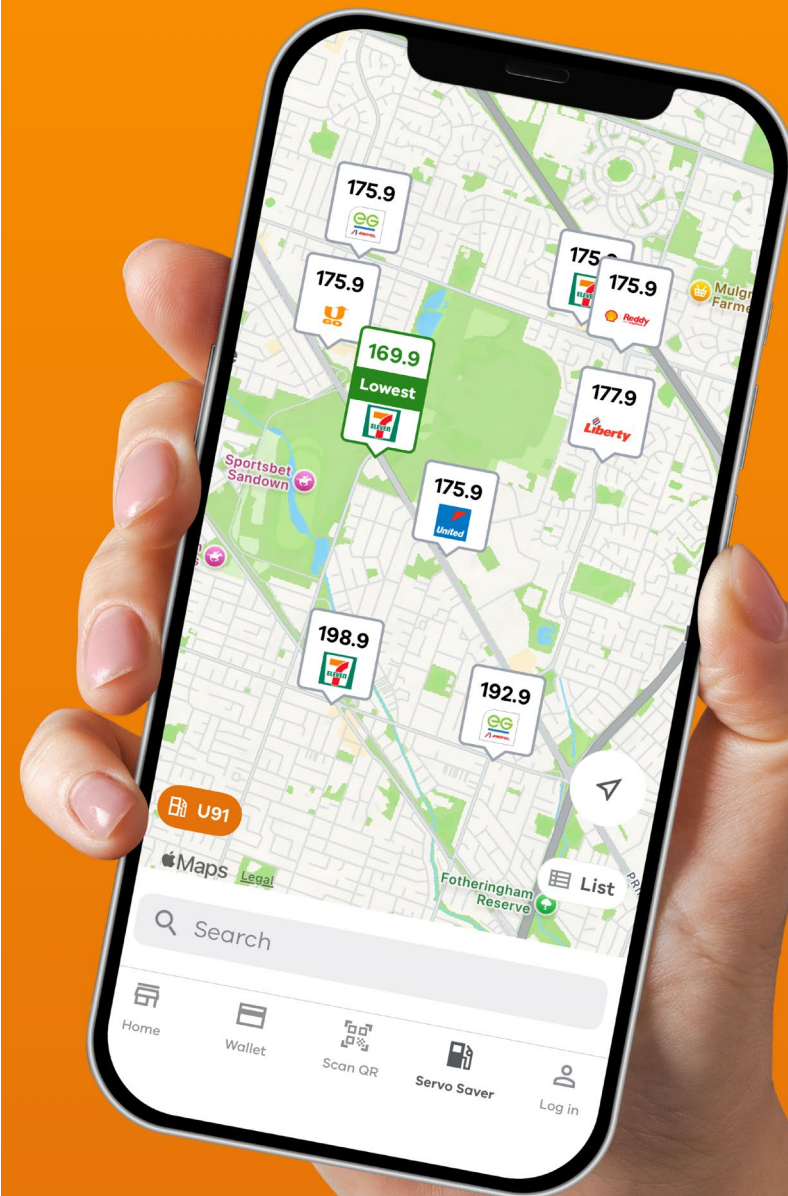
Easier access to services

Better digital inclusion

- Better mobile and broadband coverage through 318 mobile and 25 broadband projects

- Free public WiFi at 400 hotspots across Melbourne, and 6 regional locations

Easier to manage your identity

- Identities verified online 1.2 million times during 2024–25

- Most identity certificates processed within 3 days, with live webchat making it even easier to get assistance

Access to government data and records

- 29% increase in demand for government data (524,007 requests) and strong but declining demand for historical records (4,208,903 requests)

Easier to get things done in the public service

Information, data and cybersecurity

- Strengthened safeguards through guidance on **responsible VPS use of AI** and cyber response: > 2,500 threat intelligence activities and 260 incidents

- Completed the pilot of a dedicated AI chat tool for the VPS

Modern technology services

- Progressive deployment of a new '**Modern Desktop**' for devices

- Cenitex's **Multi-Cloud** program to improve scalability, resilience and efficiency

Procurement and property

- Accommodation efficiencies through centralised funding and strategy

- New vehicle policy to mandate ZEV first and 5 additional contracts or registers onboarded to the Digital Marketplace

People services

- New manager and employee hubs provide the foundations for more self-service resources and supports

A fairer consumer experience

Rental agreements

- **Funda-rentals campaign** so rights and responsibilities are understood (viewed 39.2m times)

- **Renting Taskforce** to crack down on renting offences

- **Rental Stress Support Package** provided $4.1 million for community organisations in 2024–25

Housing contracts

- new laws to strengthen protections when entering building contracts, and increased penalties and **enforcement for underquoting**

- new laws to support older Victorians make informed choices about retirement accommodation and improve heating energy-efficiency standards for people in rooming houses

Product safety

- Implemented a **machete ban** and taskforce inspected 2 400 market stalls and 480 retailers
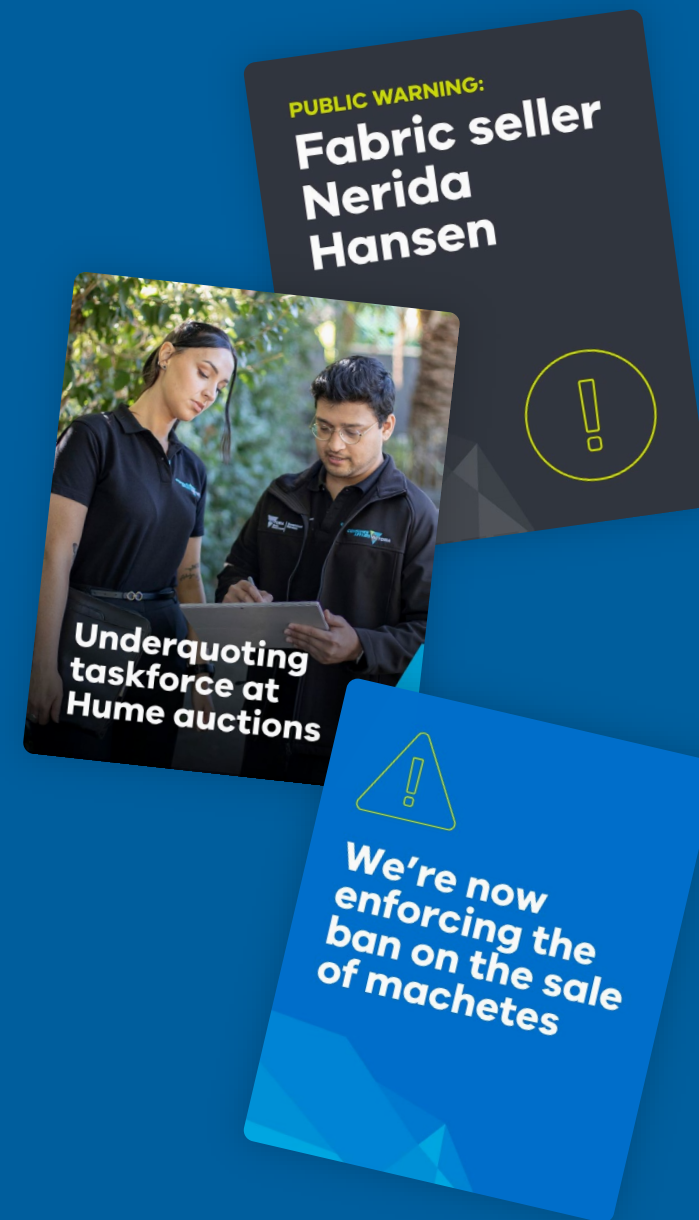
Stronger local governance

Councillor conduct reforms

- New laws include mandatory training, model Code of Conduct and stronger sanctions for misconduct

Supporting gender equality

- 18 Women Leading Locally graduates elected to 15 councils

Public libraries

- $53.7 m for the public libraries funding program, libraries infrastructure and the Premiers' Reading Challenge

- Victoria's first Public Libraries' Ambassador, award-winning author Andrea Rowe, to champion the importance of libraries in Victorian communities

Dealing with emergencies

- $4.9 million Municipal Emergency Resourcing Program grants to support emergency management responsibilities