

2022-23 Budget Estimates Hearing

Public Accounts and Estimates Committee

The Hon Danny Pearson MP

Minister for Government Services

16 May 2022



Premier
and Cabinet

Making it easier for Victorians to get things done with government

Key achievements

- Last year, Service Victoria was the most downloaded app in Australia – it's now on more than 6.5 million devices
- Customers completed over 1.1 billion transactions with Service Victoria *
- Customer satisfaction rating of 95 per cent
- More than 80 services available online so citizens can get things done with government departments and agencies at a time and place that suits them
- Victoria was the first jurisdiction to enable customers to add their COVID-19 vaccination certificate to a state app

Data as at 10 May 2022.

Key priorities 2022/23

- \$99.8.M investment in Service Victoria to move even more services online, reducing paperwork for individuals and businesses, making it easier to get licences, permits and government payments.
- Victorians struggling with the cost of living will be able to use the new *Savings Finder* in the Service Victoria app to find government discounts, subsidies and other savings.
- More local council approvals and permits will also be added to the platform.

Driving digital transformation across the Victorian Government

Key achievements 2021/22

- Appointment of inaugural CEO
- Launch of the Victorian Government Digital Strategy 2021-2026
- Launch of Victoria's Cyber Strategy 2021
- Expansion of the Single Digital Presence, making it easier for Victorians to find, understand and use government information
- Improved use and sharing of data across the public sector, and uplifting government data analytics, reporting and intelligence capabilities

Key priorities 2022/23

- Implementation of the Victorian Government Digital Strategy 2021 – 2026
- Implementation of Victoria's Cyber Strategy 2021
- Continued implementation of common corporate systems for Whole of Victorian Government
- Reforms in architecture and procurement to promote efficiencies, and improve digital outcomes
- Continue the Insights Victoria platform to support reporting and use of cross-portfolio data and analytics