

PUBLIC SECTOR INNOVATION AWARDS

2020 WINNERS



IPAA
ACT



**PUBLIC SECTOR
innovation**

A PARTNERSHIP BETWEEN IPAA AND THE PUBLIC SECTOR INNOVATION NETWORK

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CITIZEN-CENTRED INNOVATION CATEGORY

DEPARTMENT OF EDUCATION, SKILLS AND EMPLOYMENT REGIONAL UNIVERSITY CENTRES PROGRAM

Regional University Centres expand access and opportunities for regional and remote tertiary students, offering customised facilities and student services, driven by local communities. Centres provide students with the option to remain in their regional or remote community while undertaking their study online in a fully supported 'campus-like' environment.

The Judges felt this was a unique and creative approach to higher education, allowing people in regional areas to access support from universities across the country and world. There was significant research, planning and community collaboration involved.



CULTURE AND CAPABILITY CATEGORY

AUSTRALIAN TAXATION OFFICE SINGLE TOUCH PAYROLL

Harnessing business payroll systems to create an enduring, real-time flow of pay and super information and realise new levels of transparency, compliance and social benefit for the Australian community.

The Judges were impressed with the business process integration and the broader cultural change for the ATO and businesses. This excellent nomination highlighted the impact, innovation and scale of the Single Touch Payroll program. The Judges noted the program is also being used to deliver JobKeeper assistance in response to the COVID-19 pandemic.



DIGITAL AND DATA CATEGORY

DEPARTMENT OF AGRICULTURE, WATER AND THE ENVIRONMENT INNOVATIONS WITH 3D X-RAY TECHNOLOGY

Using 3D X-ray technology and creating auto-detection algorithms to identify biosecurity risk at the Australian border. The increase of global trade and tourism means the increase of biosecurity threats, and leveraging innovative technologies and processes ensures the efficient and effective protection of Australia from exotic pests and diseases.

The Judges felt this was an interesting and unique project that was extremely important for Australia as a country. It was evident this was addressing a significant challenge in protecting Australia's borders and security and had a clear and measurable impact.



JUDGES' AWARD

DEPARTMENT OF PARLIAMENTARY SERVICES CLASSIFIED: INNOVATIVE CYBER SECURITY AWARENESS PROGRAM (CULTURE AND CAPABILITY CATEGORY)

Leveraging on public-private partnerships and storytelling methods to develop an innovative and engaging approach to promoting cyber security awareness amongst users.

The Judges enjoyed the innovative and collaborative approach in this public and private partnership. It was evident that this initiative was responding to a critical and urgent need and was a non-standard response from government to use entertainment to educate and effect cultural change. This project could be adapted by other organisations to a range of settings.

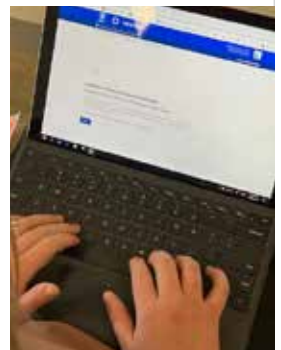


JUDGES' AWARD

SERVICES AUSTRALIA JOBSEEKER STREAMLINED CLAIM (CITIZEN-CENTRED CATEGORY)

Services Australia delivered a streamlined digital JobSeeker claim experience to ensure rapid connection to payment for people; reduce the need for staff intervention and remove steps where people need to call or visit the agency.

The Judges noted that this was an excellent achievement for Services Australia, demonstrating agility to implement the changes in a short period of time. The agency responded to a significant challenge, while under severe pressure during the COVID-19 pandemic. This project had a clear effect on the citizen with over 250k JobSeeker applications moved online in a matter of weeks.



ABOUT THE AWARDS

The Institute of Public Administration Australia (IPAA), in partnership with the Public Sector Innovation Network (PSIN) at the Department of Industry, Science, Energy and Resources, presents the 2020 Public Sector Innovation Awards.

The Awards are held annually to recognise, celebrate and share innovative work in the Australian Public Service (APS).

A successful public service is one that can find new and better ways of doing things by collaborating, thinking differently, and experimenting to create better citizen solutions.

These Awards were created to better recognise and celebrate the innovative work that occurs within the sector.

The Awards provide a platform to share innovative approaches across the public service and to encourage others to adopt more innovative mindsets in public administration.

For more information about the Awards, please contact the IPAA team on 02 6154 9800 or at awards@act.ipaa.org.au.

More information about the Public Sector Innovation Network can be found at <https://innovation.govspace.gov.au>.



**Building a better
working world**

IPAA and PSIN thank EY for their support of the Awards.