



**Australian Government**  
**Department of Finance**

# Shared Services Program

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# Four Key Themes

1. Drivers
2. Lessons learnt
3. Shared services in the APS
4. Progress



# APS Reform – Our Call to Action

The world is changing



The public sector must be...



# Lessons Learned



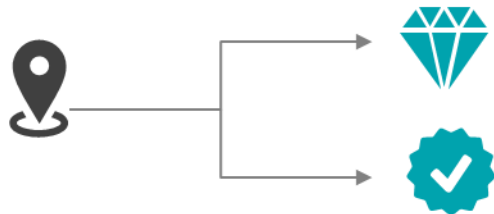
Shared Services is a **long-term** game



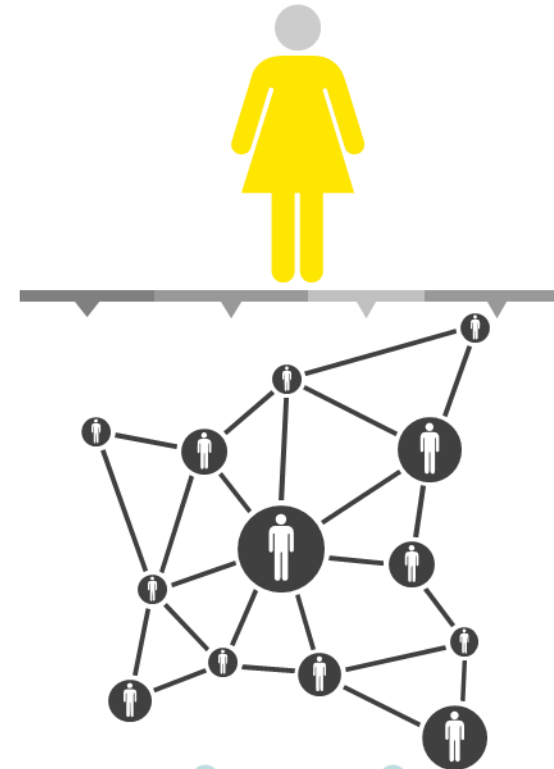
**\$1.2 billion** was spent on corporate services in 2015-16



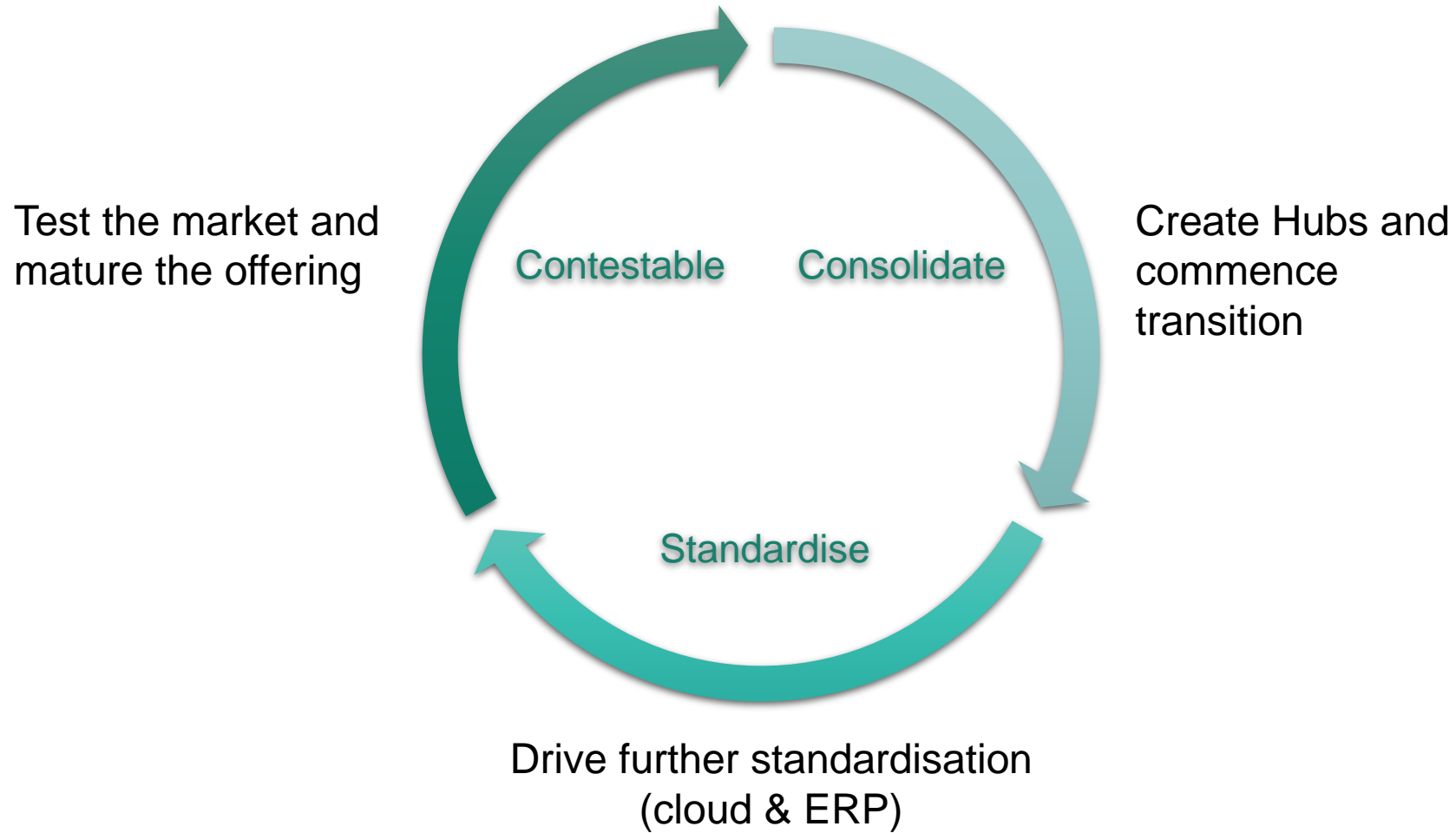
A **staged** approach is necessary



Strong **leadership** support and collaboration is key

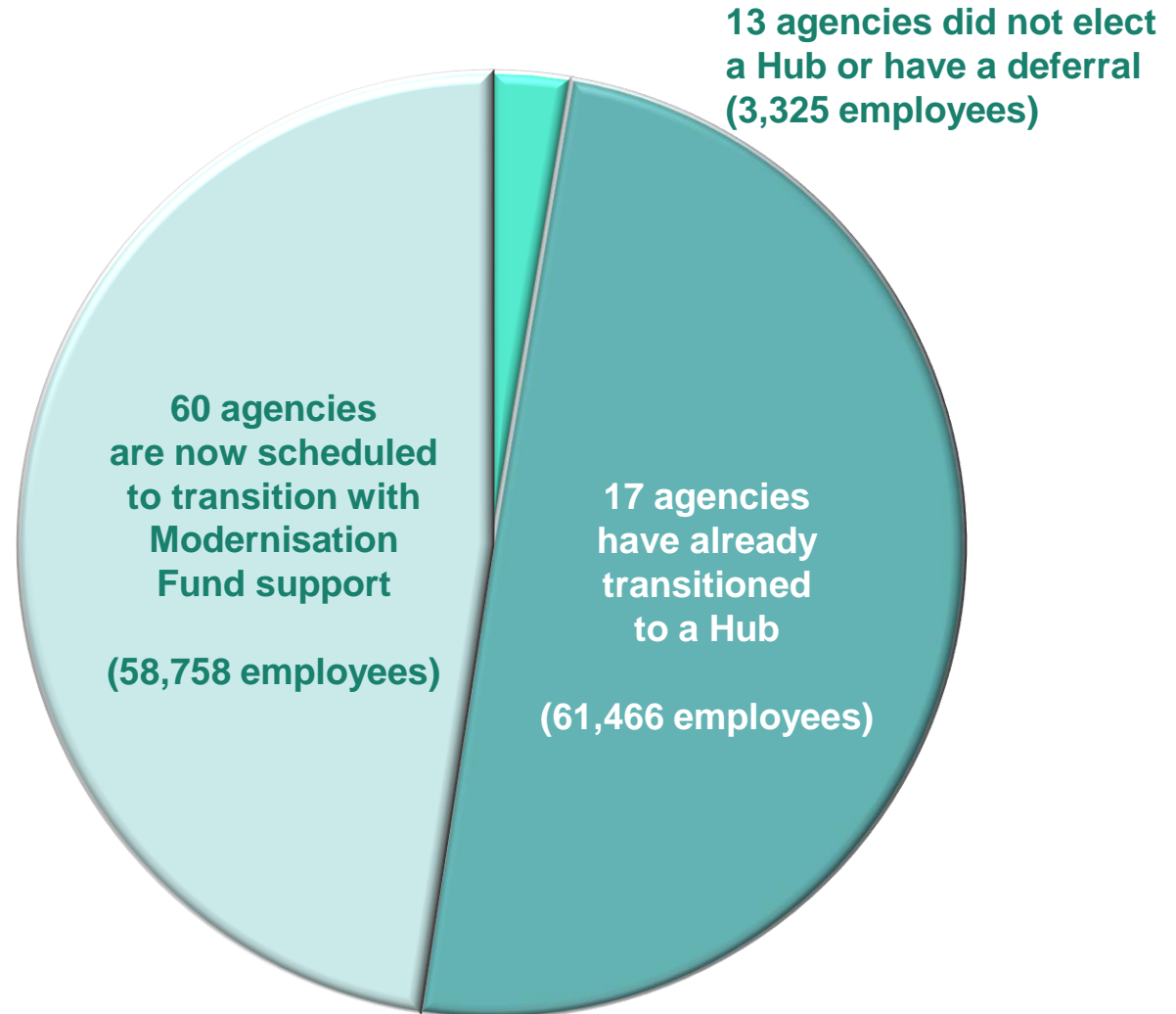


# Shared Services - Our approach



# Impact of the Modernisation Fund

- 90 'in scope' to transition
- 17 transitioned (50% of employees)
- 60 selected a Hub (47% of employees)
- Transition accelerated by at least four years



# A Day in the Life of the Service Delivery Office



The SDO currently services 13 clients with a collective 5,512 employees

## Better practice governance



- A governance ecosystem that supports collaboration, transparency and accountability
- Aligned to better practice ANAO guidance
- Clarity and systematic provider and consumer controls, risk management and assurance



4,804 pays per pay period



114 payments made per day



204 payments received and debts managed per day



1 international trip managed every two days



2,506 credit cards under management



488 jobs opened per day



[www.finance.gov.au/shared-services-program/](http://www.finance.gov.au/shared-services-program/)

