

# Better Government Services for Victoria

## Implementation Task Force Established

The Hon Ted Baillieu, MP - Premier of Victoria - Friday 16 March 2012

A new taskforce of experienced executives from the public and private sectors will oversee a range of improvements to give Victorians better services, Premier Ted Baillieu announced today.

Mr Baillieu said the taskforce would be focused on providing an improved public service without putting extra strain on taxpayers' budgets.

"This government was elected on a platform to fix the problems and deliver services that work, which is precisely what this taskforce will help to achieve," Mr Baillieu said.

"The public service has provided for Victorians well over the years, but there is always room for improvement and taxpayers deserve the best service we can give them without raising costs."

Mr Baillieu said the Secretary of the Department of Premier and Cabinet Helen Silver would lead the Better Services Taskforce to ultimately provide Victorians with what they need, when and where they need it.

The taskforce will also include the Secretary of the Department of Treasury and Finance Grant Hehir, Professor Sally Walker, Mr Jeff Whalan, Ms Alison Watkins and Mr Iain Rennie.

"The world is changing and so is Victoria, and that means our services need to change too," Mr Baillieu said.

"The Victorian public service must ensure it is resilient so that Victorians continue to get quality services regardless of the financial circumstances across the globe.

"This will help us to not only deliver better services, but to also invest in the infrastructure required to support Victoria's growth. This means looking at how agencies and departments work and how they can improve."

Mr Baillieu said the Taskforce would learn from the private sector and other jurisdictions, to implement changes and improve services across the board.

The Taskforce will build on work already underway to refocus government agencies on service delivery and improved operations.

"Departments and service providers, both inside and outside of government, need to be accountable and must deliver results," Mr Baillieu said.

"This is about generating improved outcomes for Victorians who now require more choices in the services they get and greater access to those services.

"This Taskforce will help to build on the results the public service already provides to make sure Victoria continues to grow," Mr Baillieu said.

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# Taskforce Terms of Reference

## Background

- The Victorian Government is committed to rebuilding public services in Victoria to provide services that work best for all Victorians.
- This means providing high quality, lower cost services that give Victorians choice and access. It also means holding public agencies to account for delivering the results that Victorians expect, and achieving the outcomes taxpayers have invested in.
- The Government has initiated several important processes to support the rebuilding of public services and the development of a culture of service, including the Sustainable Government initiative (announced in the Budget Update of December 2011) and the Independent Review of State Finances.

## Purpose

The Better Services Implementation Taskforce has been established to drive the achievement of the Government's goals in the next stage of public services reform and the development of a culture of service. It will ensure that Victoria remains at the forefront of service delivery and good governance in Australia. The Taskforce will combine industry and public sector experience to oversee the development of innovative solutions and realistic implementation plans that will achieve the goals the government has determined.

## Membership

The Taskforce will comprise:

Ms Helen Silver, Secretary, Department of Premier and Cabinet (Chair) Mr Grant Hehir, Secretary, Department of Treasury and Finance

Ms Alison Watkins, CEO and Managing Director, GrainCorp; Director, ANZ

Mr Iain Rennie, State Services Commissioner and Chief Executive, NZ State Services Commission Mr Jeff Whalan AO

Professor Sally Walker.

The Taskforce will be supported by a Secretariat comprising staff from the Departments of Premier and Cabinet and Treasury and Finance. Its initial term is for 12 months, after which its effectiveness will be evaluated.

## The Taskforce will:

1. Guide, support and endorse the development of department all-agency strategies and implementation plans to achieve the Government's public services reform objectives, including the Sustainable Government initiative and advice from the Independent Review of State Finances (when available), as well as advice from external oversight agencies.
2. Identify options for the more efficient delivery of services and identify innovative programs and models from other jurisdictions and sectors.
3. Monitor progress and drive a culture of service and continuous improvement in service delivery.