HOW MODERN TECHNOLOGY
WILL CHANGE THE FACE
OF WELFARE IN AUSTRALIA

INTERNATIONAL CONFERENCE ON WELFARE REFORM
MEETING THE POLICY CHALLENGES OF CHANGE

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A/g Programme Executive Director
About the Department of Human Services

- 25.4 million visits to shopfronts
- 124 million online account transactions
- 57 million phone calls
- 115 million visits to website
- $165 billion payments
- Over 34,000 staff
- Took nearly
Delivering services in Australia

LIVE IN CAPITAL CITY

KULTUKATJARA
7.5 hours
from nearest city

BORN OUTSIDE AUS

KULTUKATJARA
POPULATION: 295

7.5 hours from nearest city
Australia and the digital age

- 92% use internet every day
- 50% use a tablet
- 10.7m online every day
- 10.9m have transacted online


Slide 4
Our journey so far

- **single logon**
- **single website**
- **mobile apps**
- **shopfronts**
Ongoing challenges

Customer expectations

Customers with complex needs

Demand for services

Access to digital services
Why are we changing?

- **1980s**
  - 2.5m people
  - $10b

- **2014**
  - 7.3m people
  - $100b

- Original technology
  - +350 components
  - 30 years old

Current welfare payment system
Welfare Payment Infrastructure Transformation

- Policy agility
- Less red tape and better digital service delivery
- Simplification
- Opportunities for innovation in service delivery
- Better real time data and analytics
- Greater integrity and compliance
Key success factors

Culture

Our People

Collaboration

Transformation

Business as usual activities