



FUTURE OF WORK AND CURRICULUM DISRUPTION

Forum 3

The Future of Public Service and Work: Shaping the Future while Delivering Today

The Future of Work is changing.

Public services are embracing new possibilities for civic participation, co-creation of services and data-informed innovation. Still, human insight is vital in the decision-making needed for a growing number of public issues resistant to resolution.

This forum explores how public service and work can deliver today while shaping the future, and how the University can equip our students to engage productively with this future of work.

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SCHEDULE

FORUM 3 | Public Service and the Future of Work: Shaping the Future while Delivering Today

Wednesday, 7 February 2018

Western Sydney University | Peter Shergold Building

169 Macquarie Street, Parramatta

TIME	SESSION	PRESENTER	LOCATION
9:00am - 9:30am	REGISTRATIONS <i>Arrival refreshments</i>		FOYER
9:30am - 9:45am	WELCOME ADDRESS <i>Acknowledgment of Country</i>	Professor Denise Kirkpatrick <i>Deputy Vice-Chancellor & Vice-President (Academic)</i>	Level 9, Conference rooms 1 & 2
9:45am - 10:30am	KEYNOTE ADDRESS Is the Future of Public Administration Robotic?	Professor Peter Shergold <i>Chancellor, Western Sydney University</i>	Level 9, Conference rooms 1 & 2
10:30am - 10:50am	Keynote Q&A		
10:50am - 11:10am	MORNING TEA		FOYER
11:10am - 12:10pm	PANEL DISCUSSION Shaping the Future While Delivering Today Dr Eddie Jackson – Director City Community and Culture, Liverpool Council, NSW Paul Shetler – Former Chief Executive Officer, Australian Government, Digital Transformation Office Associate Professor Lyria Bennett Moses - Director Allens Hub for Technology, Law and Innovation, UNSW Lakshmi Logathassan - Founder The Laptop Project, and Law student, Western Sydney University Chair: Jan Fran – The Feed, SBS		Level 9, Conference rooms 1 & 2
12:10pm - 12:30pm	Panel Q&A		
12:30pm - 1:00pm	CLOSING ADDRESS Phil Minns Deputy Secretary People, Culture and Governance, NSW Ministry of Health		Level 9, Conference rooms 1 & 2
1:00pm - 1:15pm	Closing Address Q&A		
1:15pm - 2:00pm	NETWORKING LUNCH		FOYER

Is the Future of Public Administration Robotic?

Much of the work of public services depends upon people exercising administrative and professional skills in delivering programs, collecting revenue and regulating civil behaviour in accordance with legislative and administrative guidelines. It has been suggested that a great deal of this complex but carefully routinized procedures will be subject to robotic process automation, with machines able to undertake tasks 24/7/365 to a higher level of accuracy and enhanced public auditability of decision-making. As machines learn they will be able to mine vast data sets to identify patterns and anomalies and suggest policy solutions to matters such as epidemiological control, traffic movement, weather events or criminal behaviour – or, indeed, to help governments to tailor their political messages to the expressed online preferences of voters. Much of this is exciting. Some of it is scary. But will cognitive technology actually be transformative? And, if it is, what will the work of public servants look like in the future?



**PROFESSOR
PETER
SHERGOLD**
Chancellor,
Western Sydney
University

Professor Peter Shergold AC has been the Chancellor of Western Sydney University since 2011.

In 1972, Peter migrated to Australia to take up a lectureship at the University of New South Wales and in 1985 became Head of the Department of Economic History. He also taught for periods at the University of Illinois, Southampton University, London School of Economics and Pennsylvania State University. He has twice been awarded a Fulbright Scholarship and remains a Senior University Fellow of the Singapore Civil Service College.

Leaving academic life in 1987, Peter became a CEO in the Australian Public Service (APS) for two decades, working with Prime Ministers and Ministers from both sides of politics. In February 2003, Peter was asked by the then Prime Minister to serve as Secretary of the Department of the Prime Minister and Cabinet, becoming the nation's most senior public servant. He did so for 5 years. He remains active in public administration at both the Commonwealth and State level, including in the areas of higher education, vocational education, public administration, aged care reform, refugee resettlement, Medicare Data and the development of Western Sydney airport. He chairs the NSW Public Services Commission Advisory Board and chairs the Higher Education Standards Panel.

Peter was made a Member in the Order of Australia (AM) for public service on Australia Day 1996 and was presented with the Centenary Medal in 2003. In 2007, he received Australia's highest award, the Companion in the Order of Australia (AC) for service to the community. The honour acknowledged Peter as a significant leader of change and innovation in the public sector, particularly through the development and implementation of a whole-of-government approach to policy development and program delivery.

PANEL



JAN FRAN
(CHAIR)
The Feed, SBS

Jan Fran is a journalist, presenter, emcee and social commentator. She currently hosts The Feed on SBSVICELAND. Jan is a former TV journo-turned-VJ who has shot and produced documentaries from all over the world including Bangladesh, Uganda, Nauru, Fiji, Korea, Japan and the United States. Her last documentary, Grassroots America looked at the lead up to the 2016 US Presidential election. Her next documentary, The Disappearing States of America is about climate change. Jan is a regular commentator on The Drum, Lateline, ABC News Breakfast and Triple J's Hack. She has been nominated for a Young Walkley award and three UN Media Peace Prizes.

@Jan_Fran



DR EDDIE JACKSON
Director City Community and
Culture, Liverpool Council, NSW

Eddie is the Director of City Community and Culture at Liverpool City Council. He leads the unit responsible for delivering services that enhance the liveability, amenity and connectedness of the community's diverse and growing population. This includes important areas such as community planning and development, and the management of libraries, community facilities, children's services, Casula Powerhouse Arts Centre and major civic events. Eddie is the former CEO of the Belfast Local Strategy Partnership, which was established under the European Union Peace Programme to address the twin challenges of reconciliation and regeneration in Belfast. He worked closely with Belfast's politicians, business and community leaders, including paramilitary leaders, in formulating public policy to address the city's signature issue of sectarianism and in trying to consolidate peace at street, community and city levels. His work looked at social partnership as a public policy instrument to address social and economic exclusion through better governance, conflict resolution and building the capacity of civil society to prevent and transform political violence.



PAUL SHETLER
Former Chief Executive Officer,
Australian Government,
Digital Transformation Office

Paul is a technologist, entrepreneur and former head of the Australian Government's Digital Transformation Office (DTO). Paul has managed and delivered some of the world's largest IT integration and organisational change programmes. This has included roles as the Director of the UK's Government Digital Service (GDS) and the Chief Digital Officer for the UK Ministry of Justice. Under Paul's leadership, the Australian DTO began the transformation of the government's approach to digital development. The DTO created cloud.gov.au, a unified platform that made it easier for government to release, monitor and grow user-facing digital services. The platform enabled the rapid development of many new prototypes and exemplar digital applications including People Centred Connected Care, designed to deliver an easier way for citizens to manage their access to outpatient and community-based health services. Paul is the cofounder of Hypereal, a consulting and advisory agency helping businesses become digital-ready and he is currently the expert-in-residence at the Sydney FinTech hub Stone & Chalk.

@paul_shetler



ASSOCIATE PROFESSOR LYRIA BENNETT MOSES
Director Allens Hub for
Technology, Law and Innovation,
UNSW

Lyria is Director of the Allens Hub for Technology, Law and Innovation and an Associate Professor in the Faculty of Law at UNSW Sydney. Lyria's research explores issues around the relationship between technology and law, including the types of legal issues that arise as technology changes, how these issues are addressed in Australia and other jurisdictions, the application of standard legal categories such as property in new socio-technical contexts, the use of technologically-specific and sui generis legal rules, and the problems of treating "technology" as an object of regulation. Lyria is currently a Key Researcher and Project Leader on the Data to Decisions CRC, exploring legal and policy issues surrounding the use of data and data analytics for law enforcement and national security. Lyria is also Chair of the Australia Chapter of the IEEE Society for the Social Implications of Technology, Lead of the UNSW Grand Challenge on "Living with 21st Century Technology", and a PLS Alliance Fellow.
@lyria1



LAKSHMI LOGANATHAN
Founder The Laptop Project,
Law student,
Western Sydney University

Lakshmi is a final year International Studies and Law student from Western Sydney University. She was the 2014 New South Wales Young Woman of the Year for her initiatives to provide underprivileged communities with computers and IT skills. Lakshmi developed 'The Laptop Project' to send used government-funded laptops donated by graduating high school students to rural and remote schools in Kenya and Sri Lanka. Now in its sixth year, The Laptop Project has expanded across NSW with more than 600 laptops donated and digital education initiatives established across four countries. Lakshmi is deeply involved in public service work in Western Sydney. She is a member of the City of Parramatta's Smart City Advisory Committee and she has spearheaded projects with local councils for the 'Laptops for IT Training Program' to teach computer skills to newly-arrived migrants. Lakshmi is part of The Academy at Western Sydney University, which develops future leaders by providing them with hands-on industry and community experience.
@laklog

CLOSING ADDRESS



PHIL MINNS
Deputy Secretary
People, Culture and Governance,
NSW Ministry of Health

Phil is the Deputy Secretary, People, Culture and Governance in the NSW Ministry of Health, where his focus is on critical priority areas of culture, workforce strategy and capability. Phil has an impressive track record of delivering workforce and workplace reform across large scale and complex systems. He has worked across a diverse range of organisations including local, state and federal governments, and the private sector. Most recently he served as the Deputy Commissioner of the NSW Public Service Commission (PSC) where his role was to integrate the reform and improvement initiatives across the Commission and the NSW public sector. He is concerned with how organisational culture affects service, innovation, efficiency and outcomes in the public sector; along with how data-driven debates inform and frame responses to competing futures and the sustainability of our notions of employment and earnings.

STUDENTS AS PARTNERS

The 'Students as Partners' movement is transforming higher education curriculum across the world. Our Western Sydney student partners are working alongside academic and professional staff involved in the 21st Century Curriculum project to support the planning, creative design, and evaluation of the Future of Work.

This initiative has brought students into a creative conversation about how curriculum is designed, to address the challenges that universities face.

At this forum our student partners have researched the speakers and co-developed questions for the morning's panellists. During the forum, our student partners will be interviewing selected participants, curating the twitter feed, and developing creative products from ideas and resources from the day, ready for our next forum.

Our student partners engage with the scholarly research about the future of work; they participate in critical and challenging discussions with a range of curriculum stakeholders; they both question and present current student's views about the future of university education; lead and facilitate discussions with academics and WSU partners; plan, collect, evaluate and analyse data; produce publications and resources, and engage in curriculum inquiry and co-creation.

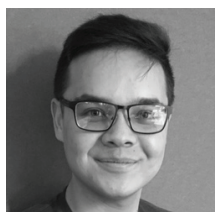
Search the **#studentsaspartners** hashtag to learn more or read more at the Australian Students as Partners Network <http://itali.uq.edu.au/matthews-studentsaspartners> to keep up to date.



FAY BALLOUK
Bachelor of Arts (Interpreting
and Translation)



ASHLEY BEATHE
Bachelor of Arts (Pathway to
Teaching Secondary)



HASSAN RAZA
Bachelor of Business/Bachelor of
Arts



CHINNU JOSE
Bachelor of Law/Bachelor of
Business



MARISSE MANTHOS
Bachelor of Arts (Pathway to
Teaching Secondary)



PAUL MASCELLANI
Bachelor of Social Science
(Psychology)



KATHY NGUYEN
Bachelor of Natural Science

Follow our Western Sydney students on twitter:
@WesternsydU_SAP

Look out for them in their maroon WSU shirts today and engage with them.

Use the hashtag
#westernsydneyu_fow
to be part of the conversation.

**WESTERN SYDNEY
UNIVERSITY**



NEXT FORUM: SOCIAL JUSTICE AND THE FUTURE OF WORK

Wednesday, 11 April 2018

Western Sydney University
Peter Shergold Building
Parramatta City Campus

Register now at
www.westernsydney.edu.au/fowforums

#westernsydneyu_fow
www.westernsydney.edu.au/fowforums

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