Welfare Payment Infrastructure Transformation (WPIT) Programme
Expert Advisory Group
Record of Meeting
4 November 2015
KPMG, Level 15, 10 Shelley Street, Sydney NSW 2000

Members in attendance

Mr Martin Stewart-Weeks	Chair
Mr David Pitchford	Member
Mr David Curran	Member
Ms Akiko Jackson	Member
Ms Kathryn Campbell	Secretary, Department of Human Services

Observers / Guests

Minister for Human Services the Hon Stuart Robert MP	For Items 1 to 3
Mr Mike Banham, Senior Adviser to the Minister for Human Services	For Items 1 to 3
Mr Tamati (Tam) Shepherd, A/g Programme Executive Director, WPIT Programme, Department of Human Services	
Mr Gary Sterrenberg, Chief Information Officer, Department of Human Services	

Secretariat	Mr Jason Armstrong

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Item 1: Welcome and Opening Remarks

The Chair opened the meeting at 3.30pm and welcomed members and observers to the inaugural meeting of the WPIT Expert Advisory Group (the Group). The Chair also welcomed the Minister for Human Services, the Hon Stuart Robert MP (the Minister) and Mr Mike Banham, Senior Adviser to the Minister.

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Item 2 – Minister for Human Services

The Chair invited the Minister to provide the Group with an overview of the Government's objectives for the WPIT programme and his expectations for its underlying purpose, value and impact. He also asked the Minister to provide some further context on the purpose of the Group and his perspective on the areas of focus for the members.

The Minister discussed his priorities and outlined the Government's Digital Transformation Agenda and the significance of the WPIT programme as a core capability to support this. He noted that WPIT provides the foundation on which to transform the experience of Government and public services from the citizen's perspective. Getting the technology right, as well as the associated shifts in business performance and culture, was critical to achieving the Government's broader service reform and digital government priorities.

REDACTED

Actions arising

Nil

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Item 3 – Open Discussion

The Chair invited members to raise any issues where they were seeking guidance from the Minister.

Key issues discussed included:

- WPIT is a business transformation programme first and foremost, with an IT platform as an enabler. Language and culture around the programme from the outset must reflects this.

  REDACTED

- The importance of simplification and some of the associated challenges [
  REDACTED   ]

- The need to maintain close attention to the scope of the programme [

  REDACTED   ]

- The importance of scalability of the platform to be leveraged across government (including possible linkages with state and territory governments) with the ability for easy and effective connectivity for users at the core.

- Programme governance arrangements and the need to avoid unnecessary complexity.

- The importance of an active, effective and future oriented approach [
  REDACTED]

Members discussed the Terms of Reference of the Group [

REDACTED

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Following Item 3, the Chair again thanked the Minister for his time and commitment and the Minister and Mr Banham then left the meeting.

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Item 4 – WPIT Programme

The Secretary, Mr Shepherd and Mr Sterrenberg took EAG members through a presentation of the overview and background, as well as the current state of the WPIT Programme.

Mr Sterrenberg provided an overview of the Service Delivery Reform Programme and detailed the issues with the current systems. He noted the significant shift in customer behaviours towards digital transactions, coupled with the current complexity of design of the existing systems and multiple manual processing touchpoints, as significant drivers of the need for modernisation.

REDACTED

Mr Shepherd outlined for members the WPIT implementation model noting the agile, tranche based approach being taken to design and implementation. This reflects long and widespread consultation across governments and the private sector in the development of the WPIT programme and business case. Mr Shepherd reinforced the business transformation focus of the WPIT programme and the role of the technology platform as an enabler to support this.

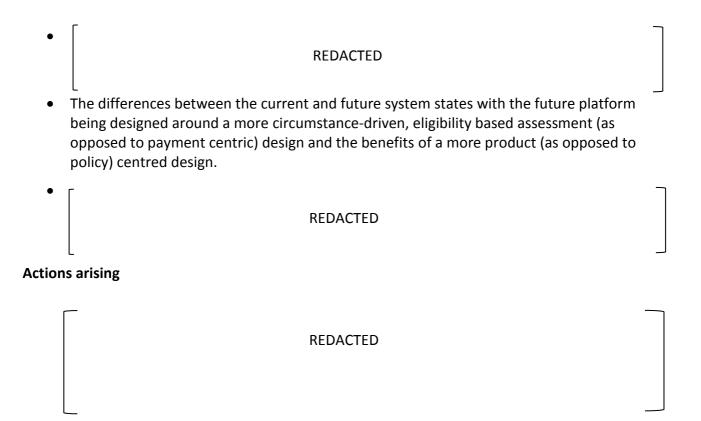**Actions arising**

REDACTED

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Item 5 – Open Discussion

The Chair invited open discussion between members following the presentations by the Minister and the department.

Key issues discussed included:

- The critical role that a strong and sophisticated cybersecurity strategy will play.

- The need for the department's procurement approach and capability to be agile and able to effectively deal with such a large and complex procurement programme, [REDACTED]

- The Group expressed an interest in obtaining further detail on the current thinking in relation to the future business model. [REDACTED]

- REDACTED

- The differences between the current and future system states with the future platform being designed around a more circumstance-driven, eligibility based assessment (as opposed to payment centric) design and the benefits of a more product (as opposed to policy) centred design.

- REDACTED

Actions arising

REDACTED

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Item 6 – Other Business

The Chair discussed with members the approach to external commentary in relation to the role of members and the business of the Group. Members agreed that such commentary would be limited to the purpose of the Group to provide advice to Government. Any other inquiries will be directed to the department.

Members agreed to the following dates and times for 2016 meetings:

- Friday 12 February 2016   3.00PM   Sydney
- Friday 13 May 2016   3.00PM   Sydney
- Friday 5 August 2016   3.00PM   Sydney
- Friday 4 November 2016   3.00PM   Sydney

Members also suggested a local DHS site visit in Sydney towards the end of January 2016. The secretariat to liaise with members to arrange an appropriate day and time.

Actions arising

AI20151104-5: The Secretariat to liaise with members and their offices to convene a suitable day for a site visit.

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Item 7: Meeting Close

The Chair closed the meeting at 5.55pm.

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Date of next Meeting:

The next meeting of the WPIT Expert Advisory Group is scheduled for Friday 12 February 2016 at 3.00pm. It will be held at KPMG, Level 15, 10 Shelley Street, Sydney.

Summary of Actions Arising

REDACTED

AI20151104-5: The Secretariat to liaise with members and their offices to convene a suitable day for a site visit.