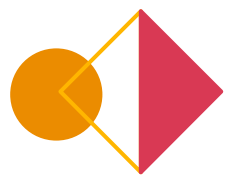


Digital Government Hub

Accelerating digital service delivery to connect government services to people with greater transparency and trust



Together, let's connect human and digital in government.

Governments must accelerate to meet the evolving needs of individuals, communities and businesses across Australia — now. As the speed, adaption and pace of technology transformation accelerates, governments recognise they need to quickly deliver the digital capabilities and services expected by individuals, communities and businesses. The future of government service delivery goes well beyond citizen-centric services, or whole-of-government approaches — it gravitates toward whole-of-life service delivery and an integrated whole-of-government approach.

Do you have the right platform to deliver your digital future?

Are you facing any of these digital transformation challenges:

- Manual forms or complex regulatory processes that you're looking to digitise?
- Looking to provide more personalised digital experiences but still maximise on your current technology investments?
- People are losing time performing manual tasks or reporting on data which should be available in real-time?
- The data you need locked up in core system so you are unable to get meaningful insights?
- Lacking a complete view of interactions with citizens or participants so you can enhance engagement or delivery of services?



Digital Government Hub will deliver your digital future faster

Digital Government Hub is a comprehensive, end-to-end and scalable cloud platform that accelerates your digital transformation, reimagines your employee experience, enables a whole-of-government connected platform and brings the citizen experience to the centre of service delivery.

The challenges

For government departments

- Inefficient and manual processes that requires multiple systems
- Complex regulatory processes that are difficult to navigate
- Data is siloed and hard to access from core systems or across agency
- Core systems that are slow to change and maintain
- Limited view on overall impact on citizen experience and outcomes

For citizens

- Services are often inconsistent across various platforms and channels
- "One size fits all" solutions and they don't factor in a citizen's personal circumstance
- Lack of transparency about where in the process they are or who to reach out to for support

Our solution

A cloud-based platform with a suite of modular and integrated capabilities required to transform engagement with citizens.

Digital Government Hub builds trust through citizen-centric, efficient and transparent service delivery. It enables whole-of-government alignment towards the citizens needs, and provides the platform for future 'whole-of-life' service delivery by Government. It is designed to be interoperable with existing government systems, unlocking data from core systems to drive personalised engagement.

The benefits and impact

End-to-end, scalable, comprehensive

Digital Government Hub is more than just a CRM, or content management platform. It is a single end-to-end digital experience platform that includes modular and pre-integrated capabilities that provides a 360-view of citizens, a decisioning engine to automate complex processes and works seamlessly with your core systems.

You can do it now

Digital Government Hub is available now. We have leveraged our experience to reimagine common use cases like grants management, FOI and many more.

Citizen-centric services

Digital Government Hub adopts person centric design patterns that support life-event based engagement that reduces duplicate entry, is accessible, responsive, guided and contextual.

Trusted providers and capabilities

PwC is an experienced and trusted partner to Government. We know how to work with and within Government, and have a deep understanding of your needs and objectives. We have built the Digital Government Hub using world-class technology capabilities to meet those needs.



Find out how you can unlock efficiency, build citizen trust through transparency and deliver true value with Digital Government Hub.

Contact us for a demo:



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