PUBLIC SECTOR INNOVATION

An introduction to the OECD Observatory of Public Sector Innovation

18 June 2013

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Collecting innovation to inspire change

Sharing knowledge and experiences via online platform

Promoting learning through research
Innovation in public services today

- Competition
- Integration
- Tailoring
Innovative service tailoring for better access: an example

• Remoteness and isolation (rural areas in Australia)

• Extend service reach using existing channels (Drought Bus)

• Experienced staff specialists in personalized rural servicing

• Now, access to a wide set of payments and services