กรมพัฒนาสังคมและสวัสดิการ
เลขรับ: 16204
วันที่รับ: 27/10/2569
เวลารับ: 15:30

กลุ่มบริหารทรัพยากรบุคคล
เลขรับ: 5954
วันที่รับ: 27/10/2569
เวลารับ: 15:46

AUSTRALIAN EMBASSY
THAILAND

AMBASSADOR

22 October 2026

Director-General
Department of Social Development and Welfare
Ministry of Social Development and Human Security
1034 Krungkrasem Road, Klongmahanak
Pomprabsattrupai, Bangkok 10100

Dear Director-General

I am pleased to inform you of an opportunity for your staff to participate in the Mekong-Australia Partnership (MAP) Regional Masterclass on 'Digital Transformation for Enhanced Service Delivery', to be delivered by The University of Queensland.

This masterclass strengthens economic resilience, modernises service delivery and builds digital skills. It helps governments and agencies adopt business process management, data analytics and inclusive e-services. The program aligns with country priorities to improve public services and embed inclusive digital solutions across the Mekong subregion.

The masterclass is funded by the Australian Government and begins with a two-day pre-course workshop in Vietnam (14–15 December 2026), followed by a two-week in-Australia masterclass (15-26 February 2027). Participants then receive 11 weeks of virtual mentoring (March–May 2027) to develop work-based projects, culminating in a two-day post-course colloquium in Lao PDR (24–25 May 2027).

MAP will cover program fees, return economy international and domestic airfares within Cambodia, Lao PDR, Thailand, Vietnam and Australia, accommodation, transport and airport transfers, visa fees and facilitation as needed, living allowance, and travel and health insurance.

We are pleased to offer **one** place from your organisation and appreciate your assistance in sharing this opportunity with suitable staff. Nominees must meet the eligibility criteria and complete the online individual application form by **Sunday 8 November 2026**. Following the closing date, applications will be reviewed and successful nominees notified.

Soi ArunMcKinnon (off Wireless Road), Bangkok 10330, Thailand
Telephone: 66-2-344 6545

Further details are included in the enclosed program overview. For enquiries, please contact Leadership and Skills Program, Mekong-Australia Partnership Support Unit, at masterclass@mapsupportunit.org.

Yours sincerely

Pablo Kang

AUSTRALIAN EMBASSY
BANGKOK

Soi ArunMcKinnon (off Wireless Road), Bangkok 10330, Thailand
Telephone: 66-2-344 6545

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Australian Government

THE UNIVERSITY OF QUEENSLAND
AUSTRALIA

PROGRAM OVERVIEW

MEKONG-AUSTRALIA PARTNERSHIP

REGIONAL MASTERCLASS ON DIGITAL TRANSFORMATION FOR ENHANCED SERVICE DELIVERY

ABOUT THE MEKONG-AUSTRALIA PARTNERSHIP

Through the Mekong-Australia Partnership (MAP), Australia aims to support a resilient and inclusive Mekong subregion that pursues joint solutions to shared and transboundary challenges.

KEY INFORMATION ABOUT THE MASTERCLASS

This masterclass strengthens economic resilience, modernises service delivery and builds digital skills. It helps governments and agencies adopt business process management, data analytics and inclusive e-services. The program aligns with country priorities to improve public services and embed inclusive digital solutions across the Mekong subregion.

Key topics include:

- Digital readiness assessment methods and templates
- Business process management for public sector, including mapping, redesign and automation basics
- Service design and user journeys for e-governance
- Low-cost digital tools and platforms for e-services
- Data analytics for performance monitoring, including dashboards and key performance indicators
- Data governance, privacy and basic cybersecurity for public systems
- Interoperability and simple application programming interfaces for service integration
- Gender Equality, Disability Equity, and Social Inclusion (GEDSI) in digital design: accessibility, gender-responsive features and inclusive testing
- Change management, procurement considerations and scaling pilots
- Work-based pilot design, testing, mentoring and pitch sessions

PURPOSE AND LEARNING OBJECTIVES:

The masterclass helps public sector managers, policy, planning and service delivery professionals, digital transformation leads, reform champions and SME support officers plan and implement digital transformation for a selected public service, administrative process or SME-support function. By the end of the masterclass, participants will be able to:

1. Analyse digital service delivery gaps and prioritise high-impact digital interventions for public services and priority sectors.
2. Map and redesign business processes using business process management methods to improve efficiency and transparency.
3. Design pilot e-services and simple rollout plans for areas such as e-governance, data governance, digital skills and service improvement in priority sectors.
4. Use data analytics to define key performance indicators and measure service performance.
5. Apply data governance, privacy and basic cybersecurity measures for public digital systems.
6. Integrate GEDSI considerations into digital designs to ensure access for women, people with disability and other marginalised groups.
7. Develop a work-based project and a phased implementation pathway for piloting, testing, learning and scaling.
8. Present the mentored work-based project and refine it using peer, facilitator and agency feedback.

...practical methods and mentoring, the program