Australian Government
Department of the Prime Minister and Cabinet

DATA AND DIGITAL MINISTERS' MEETING

4 February 2022

Agenda item 3: National Digital Identity Roadmap

LEAD: COMMONWEALTH

RECOMMENDATIONS

That members:

a. **Note** the National Digital Identity Roadmap (Attachments A and B), developed in collaboration with states and territories.

b. **Note** the National Digital Identity Roadmap is not for public distribution.

c. **Agree** next steps to support a national approach on Digital Identity and the role of DDMM in a national system.

KEY ISSUES

Excellence in digital government is critical to Australia's resilience and growth and delivering the Australian Government's digital transformation agenda by 2025.

Ministers agreed in July 2020 to develop a National Digital Identity Roadmap (the Roadmap) to provide visibility of the work the Commonwealth, states and territories are undertaking and to work towards a consistent approach for digital identity across Australia.

The Roadmap presents opportunities to identify areas for collaboration on potential service offerings, and for knowledge sharing and reuse.

The Roadmap includes: a longform report detailing the key digital identity initiatives across the Commonwealth, states and territories (Attachment A) and a high-level placemat (Attachment B).

In summary, the Roadmap:

- provides a high-level, consolidated view of current and future priority Digital Identity initiatives;
- identifies opportunities for collaboration across jurisdictions; and
- outlines outcomes and benefits for citizens across each jurisdiction.

The Roadmap is an internal government document, and is not for public distribution.

The Roadmap will be reviewed every 6 months and updated yearly at a minimum. The Digital Transformation Agency (DTA) will maintain responsibility for coordinating updates.

This is the first version of the Roadmap and not intended as a comprehensive listing of the digital identity activities underway. For example, the DTA is working closely with our partner agency, the Australian Taxation Office (ATO), to migrate the business services available through the ATO

Business Portal to the Digital Identity System. Eighty services are migrating including a number of services from states and territories.

A nationally consistent approach to digital identity, its capability and digital inclusion are key enablers to deliver economic opportunities and personal benefits to the Australian community and can only be achieved through collaboration with states and territories.

More than 7 million Australians and 1.3 million businesses have now created a Digital Identity via the Commonwealth's identity provider myGovID, giving them access to over 80 government services.

While this adoption has exceeded many international experiences, a national approach is needed to realise the potential whole-of-economy benefits for Australian consumers, businesses and governments. It is proposed that DDMM is the appropriate body to drive a national approach and provide strategic policy approval and governance of a national system.

The Commonwealth (led by the DTA) is progressing the development of both a System brand and Trustmark. These are critical to support adoption, raise awareness and importantly develop trust and confidence in the system. Early designs demonstrating how a national System brand could be incorporated are included in Attachment D for consideration.

NEXT STEPS

1. Understand lessons learned from each state and territory's application of digital identity.
2. Maintain the Roadmap as an artefact to guide the evolution of digital identity across all jurisdictions.
3. Continue the collaboration between jurisdictions through the Digital Identity Cross Jurisdictional Working Group.
4. Further consultation and engagement with states and territories is needed to identify opportunities and potential considerations to support the adoption of the current Digital Identity System as a national solution.

PREPARED BY: Commonwealth (Digital Transformation Agency)

Attachment A: National Digital Identity Roadmap (longform)

Attachment B: National Digital Identity Roadmap visual

Attachment C: Jurisdiction services on-boarded to ATO's RAM/BAM for business services

Attachment D: Commonwealth proposal for the Australian Government Digital Identity System brand elements, applications, research and consultation