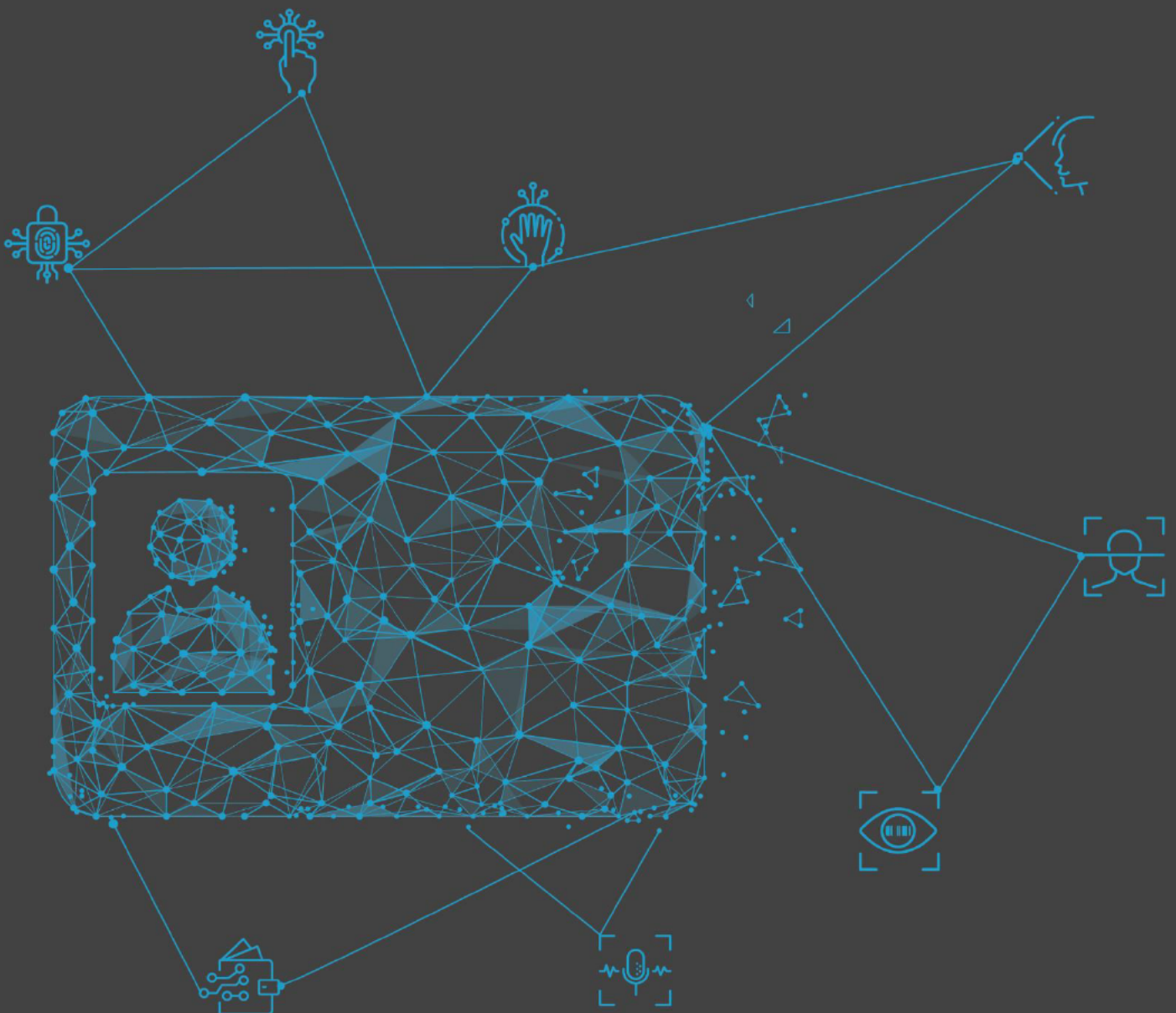


# National Digital Identity Roadmap

February 2022



## Digital Transformation Agency



© Commonwealth of Australia (Digital Transformation Agency) 2019

With the exception of the Commonwealth Coat of Arms and where otherwise noted, this product is provided under a Creative Commons Attribution 4.0 International Licence. (<http://creativecommons.org/licenses/by/4.0/legalcode>)

The Digital Transformation Agency has tried to make the information in this product as accurate as possible. However, it does not guarantee that the information is totally accurate or complete. Therefore, you should not solely rely on this information when making a commercial decision.

Digital Transformation Agency is committed to providing web accessible content wherever possible. If you are having difficulties with accessing this document, please email [communications@dtg.gov.au](mailto:communications@dtg.gov.au).

Version: 1801

# Contents

Introduction.....	2
Commonwealth.....	4
Western Australia.....	11
Queensland.....	18
South Australia.....	21
Northern Territory.....	28
New South Wales.....	30
Australian Capital Territory.....	42
Victoria.....	51
Tasmania.....	58
Appendix A – National Digital Identity Roadmap Visual.....	60

# Introduction

Australia has a bold ambition to be a top three digital Government by 2025. A resilient and leading digital identity system is a key enabler to reach this goal and support a thriving digital economy.

To accelerate Australia's progress towards this goal, the Ministers met at the Australian Data and Digital Council (ADDC) in July 2020 and agreed to develop a National Digital Identity Roadmap (the Roadmap) for visibility of initiatives across the Commonwealth and state and territory jurisdictions. The Roadmap aims to guide a consistent approach for digital identity across Australia.

Following the [Review of Council of Australian Governments \(COAG\) Councils and Ministerial Forums](#), the Data and Digital Minister's Meeting (DDMM) replaced the ADDC as a regular, ongoing ministers meeting. The DDMM improves outcomes for customers by driving cross-government collaboration on data and digital transformation to drive smarter service delivery and improved policy outcomes.

Reporting to the DDMM, the Digital Identity Cross Jurisdictional Working Group (DICJWG) was established to enable the Commonwealth and State and Territory governments to collaborate on Ministerial commitments to work towards a consistent approach for digital identity across Australia. The National Digital Identity Roadmap was compiled by the Digital Transformation Agency (DTA) in collaboration with the states and territories, who submitted their current and future digital initiatives.

An array of digital identity activities are provided within this document, and underpinning this, is the alignment to the Trusted Digital Identity Framework (TDIF) and associated Identity Proofing levels.

The Commonwealth and all jurisdictions are united in providing a seamless end to end experience for users when doing business with government at all levels online. Discussions are continuing with the jurisdictions interested in commencing accreditation to participate within the Commonwealth's Digital Identity System.

## **The objectives of the Roadmap are to:**

- provide a high-level, consolidated view, of current and future Digital Identity initiatives to highlight future direction of digital identity in Australia

- surface opportunities for collaboration and reuse across the jurisdictions and the Commonwealth
- identify citizen outcomes and benefits across each jurisdiction.

**Intended outcomes of the Roadmap outlined by the ADDC:**

- ensure consistency and interoperability across jurisdictions on digital identity verification
- support reuse of commonly held digital identities across jurisdictions, and
- provide better, more convenient experiences for people and businesses interacting with government and across government boundaries.

The structure of the Roadmap includes:

- a longform report detailing the initiatives across the Commonwealth, States and Territories; and
- a high-level pictorial detailing the initiatives on a page (see Appendix A).

The above artefacts are contained in this document. Note, the visual depictions of the Roadmap are high-level and are not intended to be chronologically accurate.

It is intended that the Roadmap is an **internal** document that will be reviewed and updated every 6 months.

## Commonwealth

# Expression of Interest process for the Trusted Digital Identity System

The DTA has published an expression of interest survey on the digital identity website for organisations in the private sector to register their interest in future accreditation and/or onboarding.

The Expression of Interest (EOI) represents the first formal way for organisations to express their interest in learning more about the Digital Identity System or in participating in the System.

This EOI is aimed at increasing engagement with, and gauging interest from, businesses that would like to participate in the System in one of the specified roles:

- Identity provider
- Attribute service provider

- Credential service provider
- Identity exchange
- Relying parties.

The simple survey on the digital identity website will inform further development of the System, ensuring it will meet the needs of participants and consumers. By signing up, the DTA will gather information related to an organisation's interest in participation and understand knowledge gaps that currently exist.

## Estimated timeframe for delivery

The EOI will remain open until March 2022. Following the passage of the Trusted Digital Identity Bill, the DTA will approach the market via an RFI.

## Commonwealth

### Identity Proofing Level 3 Public Beta

Identity Proofing Level 3 (IP3) uses biometric technology to allow Australians to access higher risk and higher value services online in real time, without visiting shopfronts to prove their identity.

The IP3 capability builds on IP2 by including liveness detection and facial biometric verification. To create an IP3 level identity, the user consents to myGovID matching a 'selfie' taken using the myGovID app. The 'selfie' will be matched against their passport photo held by the Australian Passports Office to create a 'strong' myGovID.

The first Commonwealth service to use IP3 is the online Tax File Number (TFN) application process managed by the Australian Taxation Office (ATO). Previously, people applying for a TFN needed to do a mixture of online, 'face to face' interview and a form, and wait for up to 30 days to receive their TFN. The introduction of IP3 has meant that users can choose to complete the process from end to end online in under 15 minutes.

Other Commonwealth services have also started publicly testing IP3 capability including for Centrelink Customer Reference Number (CRN) applications. This lets people choose to apply online for payments like Job

Seeker and Youth Allowance without first visiting a Centrelink shopfront.

Rigorous testing of IP3 proves the platform is secure and exceeds rigorous standards for biometric matching, security and usability. Users have provided encouraging feedback to date, with 99% of people participating in testing successfully completing facial verification, and 80% being able to then go on to create an IP3-level 'strong' myGovID by providing additional documents.

More Commonwealth services will move fully online using the new IP3 capability throughout 2022 and beyond, and people will find that they need to visit Government shopfronts much less frequently over time. Over 6 million Australians have created a digital identity using myGovID – with over 1 million of these being verified to an IP3 level – reducing the need for in-person identity verification. Time savings are anticipated to increase following passage of the Trusted Digital Identity Bill, when the System is expanded to the private sector and state and territory governments.

## Estimated timeframe for delivery

The introduction of IP3 in August 2021 was a significant milestone for the Digital Identity Program. The passing of the *Identity Matching Services Bill 2019* will enable Home Affairs to integrate jurisdictions' drivers' licence photo stores with the Face Verification Service. This means that more Australians will be able to complete high risk and higher value transactions online will be further expanded with the inclusion of drivers' licence photos available to support the creation of a strong myGovID.



## Commonwealth

### Digital Identity Charging Framework

A charging framework is being developed to ensure the ongoing, long-term financial sustainability of the Digital Identity system and to support its expansion to a whole-of economy solution; balancing the need for market maturity with the capacity to meet the changing needs of the community over time and provide commercial opportunity to private sector participants.

The Digital Identity Charging Framework sets out the administration and mechanisms for the charging of Commonwealth, State and Territory Government and private sector entities who seek accreditation through the Trusted Digital Identity Framework and/or consumed services through the Australian Government's Digital Identity system.

The proposed Trusted Digital Identity legislation includes a set of charging principles that guide the development of the framework. These principles align with the Australian Government Charging Framework and Cost Recovery Guidelines and focus on promoting inclusion and facilitating affordability for users and participants and ensuring transparency of charging arrangements. The Australian Government will not charge users for the creation or use of a Digital Identity, instead it is proposed that relying parties are charged for the use of a Digital Identity.

The charging framework includes the structure for charges as they relate to regulatory and non-regulatory services provided to participants accessing the Digital Identity system or Trusted Digital Identity Framework (TDIF), their relevant charge points and participants that will incur these charges.

As the Digital Identity system continues to expand across government and the broader economy, it is crucial that those seeking to participate in the Digital Identity system are provided with the opportunity to view and contribute to the development of the charging framework. A collaborative approach to development of the charging framework with Commonwealth agencies, State and Territory jurisdictions and commercial sector stakeholders is being taken. This includes working stakeholders to understand base components for the system, design the service catalogue for charging, and work through participation, use cases and demand to

inform pricing options, and define charging mechanisms and funding

approaches that will support participation.

### **Estimated timeframe for delivery**

Development of the preliminary charging framework has occurred in parallel to development and consultation of the primary legislation. Refinement of the charging framework will continue into 2022, with the intent to have an initial position to support introduction of the Bill to parliament, timing of which is still under Government consideration.

The implementation of the charging framework relies on the passage of the Trusted Digital Identity Bill and subordinate legislation. When enacted, the legislation will create the ability for the Oversight Authority and Accredited participants to charge fees for Digital Identity activities and functions included in the charging framework.

## Commonwealth

### Trusted Digital Identity Bill

Development of legislation that, once passed, will enable the expansion of the Trusted Digital Identity System and enshrine in law a range of privacy and consumer protections.

The Digital Identity legislation is a package of multiple legislative instruments which, together, form the rule book that governs how the Australian Government Digital Identity System (and other aspects, like the accreditation framework) will work.

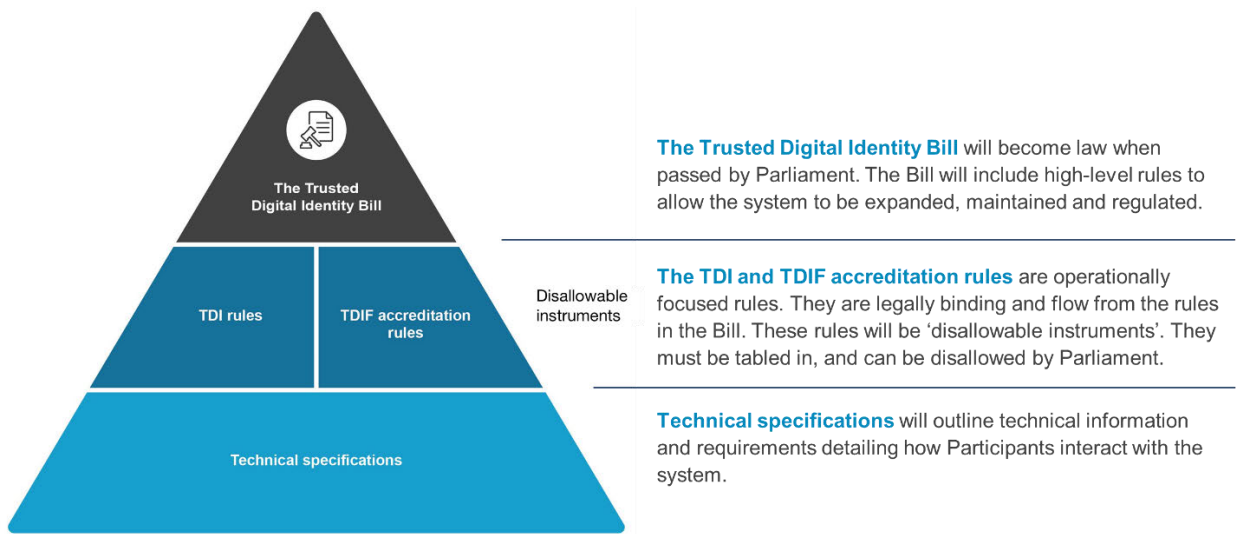
The passage of this legislation will allow for the further expansion of the System to state and territory governments and the private sector. This will mean that more Australian businesses, community organisations, state and territory governments and individuals can all benefit from safe and secure identity services.

This will also enshrine a number of new privacy and consumer safeguards, in addition to the protections which already exist under Australian privacy law. The legislation will require any entity playing a part in the Australian Government Digital Identity System, as well as entities which choose to join the Trusted Digital Identity Framework (TDIF) accreditation scheme, to meet these protections.

Further, the legislation will establish permanent regulatory and governance arrangements by establishing a permanent Oversight Authority with responsibility for governing the Australian Government Digital Identity System and the TDIF accreditation scheme. The Oversight Authority will be independent, transparent and accountable.

This exposure draft package is the result of more than six years of work and consultation to ensure that the Australian Government Digital Identity System's design, operation, governance and now legislation meets the expectations of Australians and businesses. This includes extensive consultation with the community and industry on the Australian Government's existing Trusted Digital Identity Framework (TDIF) accreditation scheme (which provided the privacy and technology policy basis for the legislation), and a year of specific consultation on the legislation itself.

Government is currently considering the timing of the introduction of the Bill into Parliament.



*Instruments included in the Digital Identity legislation package*

# Western Australia

## Jurisdictional Strategy

In 2022 the Western Australian Government will continue to focus on improving the online customer experience for its citizens. This will be a year of significant digital transformation as we implement a range of innovative new digital identity initiatives to ensure our services are better integrated, more convenient and more intuitive to meet the needs of the Western Australian community.

With the recent establishment of the \$500M Digital Capability Fund, the Western Australian Government is committed to investing in the establishment of digital identity capabilities that will make connecting and getting things done with government easier and faster for our people and businesses.

Led by the Office of Digital Government, the newly launched WA Digital Identity Exchange will lay the foundation for a suite of critical new digital identity initiatives in 2022. Key amongst these is the ServiceWA App which will revolutionise digital service delivery in Western Australia by providing a single mobile platform for citizens to access Western Australian Government services.

With an anticipated go-live date of Q1 2022, the first iteration of the ServiceWA App will feature COVID-19 check-in capability, proof of COVID-19 vaccination status, G2G Pass functionality and digital identity, as well as a service directory and customer inbox. With a user-centric and scalable design, the ServiceWA App will have the capacity to evolve over time to incorporate new functions and capabilities as required by our community.

In addition to the ServiceWA App, the WA Government will be implementing Environment Online – a one-stop shop for environmental assessments and approvals; Fast-Track Grants – a platform to streamline the small business grants process; and Notify Me – allowing citizens to verify their identity and subscribe to WA Government notifications. Each of the above initiatives have the capability to leverage the Commonwealth Government's myGovID for identity verification purposes and be available to the public this year.

To ensure all of our digital identity projects deliver meaningful and equitable benefits to the people of Western Australia, we will align with the strategic direction outlined in

the Digital Strategy for Western Australia 2021 – 2025, and be guided by the following key digital identity principles:

Citizen-Centred

Citizens will be able to access services from multiple agencies in one place, simplifying and streamlining customer interactions with government.

Secure

Our digital identity platforms will deliver robust security and privacy capabilities that are fully compliant with relevant standards and regulations to protect user information.

Smart

We will work in close collaboration with the Commonwealth Government and jurisdictional partners to develop interoperable and shared trusted digital identity solutions, concepts and frameworks.

Inclusive

All Western Australians are able to access and effectively participate in the State's emerging digital platforms and services.

The bold and exciting initiatives planned for 2022 will markedly accelerate progress towards WA's digital vision. They will better enable us to deliver simple and integrated services for Western Australians and enhance our ability to respond to future challenges in a holistic way, as we work towards a more secure, sustainable and digitally inclusive future.

## Western Australia

### ServiceWA app

The ServiceWA App will be a robust, secure and scalable mobile application for citizens to access WA Government services including COVID-19 check-in capability, proof of COVID-19 vaccination status, G2G Pass functionality and digital identity.

With the mySA GOV app, users can easily and securely store their licence information online, and conveniently access it when they need it most. They can also set registration and licence renewal reminders which will send push notifications to their phone when the renewal is due.

The ServiceWA App will lay the foundations for future digital service delivery in Western Australia by providing a scalable customer-facing mobile application for citizens to access WA Government services.

Citizens will be able to access services from multiple agencies in one place, simplifying and streamlining customer interactions with government.

Importantly, the ServiceWA App will provide the highest level of vaccination assurance possible in the current environment by addressing the two key risks associated with the validity of COVID-19 vaccination certificates:

1. The certificate risk – is the vaccine certificate authentic; and

2. The person risk – does the certificate belong to the person claiming it.

The ServiceWA App will utilise myGovID's digital identity capability to provide a high level of identity assurance and contain in-application security measures to authenticate the validity of the COVID-19 vaccination certificate displayed via the application. To utilise the ServiceWA App, users will be required to download and register to use the application with a myGovID digital identity. Once a user's identity is verified, the citizen can push their COVID-19 vaccination certificate directly to the ServiceWA App from the Services Australia Medicare service.

It is anticipated that the ServiceWA App will be made available to the public in Q1 2022, to facilitate the State's transition and easing of border controls once 90 per cent of people aged 12 years and over are double dose vaccinated.

## Estimated timeframe for delivery

Q4 2021 - Q1 2022



## Western Australia

### Fast-Track Grants

The Fast-Track Grants initiative will improve the grant disbursement process by creating a secure platform for small businesses to verify their identity with a myGovID and pre-register for future grants using the WA Digital Identity Exchange.

Western Australian small business owners will soon be able to verify their identity with a myGovID and pre-register online for future grants using the WA Digital Identity Exchange.

Led by the Small Business Development Corporation in partnership with the Office of Digital Government, the initiative will fast-track the grant disbursement process by creating a simple and secure online platform for business owners (or an appropriate delegated authority such as an accountant) to register and apply for funds.

The projected benefits of embedding digital identity into the grants process are:

- a reduction in identity fraud as users will be required to verify that they are who they say they are and are authorised to act on behalf of the business;
- an acceleration in the disbursement of funds to businesses in need, including those experiencing financial burden and hardship; and
- an enhanced user experience for the WA business community with a platform that is well-integrated, fast and simple to use.

The Fast-Track Grants initiative is due to go-live in Q1 2022, with 15,000 applications anticipated to be lodged by small businesses in 2022.

### Estimated timeframe for delivery

Q4 2021 - Q1 2022

## Western Australia

### Notify Me

Notify Me will enable citizens to login online with a verified identity to subscribe to important WA Government notifications.

Western Australian citizens will soon be able to login with a verified identity, such as myGovID, to request targeted notifications based on their unique subscription profile.

The Notify Me platform will enable citizens to receive updates from multiple agencies, through their choice of text message and/or email, for a range of Western Australian Government services. These services may include notifications to renew a licence or card, overdue infringements or emergency alerts.

By utilising the WA Digital Identity Exchange to verify the identity of citizens, and integrating multiple services into the one simple platform, the Notify Me platform will make it easier and faster for the WA Government to securely distribute confidential and/or urgent communications to members of the community.

Led by the Office of Digital Government and the Department of the Premier and Cabinet, the Notify Me initiative is currently under development with an expected launch date of Q2 2022.

### Estimated timeframe for delivery

Q3 2021 – Q2 2022

## Western Australia

### Environment Online

Environment Online is a customer-focussed, digital one-stop shop for environmental assessments and approvals in Western Australia.

Environment Online will enable citizens and businesses to login with a verified identity (such as myGovID) to apply for and manage environmental submissions across a wide range of regulatory services, including industry and water licences and permits, native vegetation clearing and environmental impact assessments.

The platform utilises data and knowledge sharing between WA's environment, planning, heritage, industry regulation and work safety agencies, and Geoscience Australia, to consolidate water and environmental regulatory processes into one straightforward and simple-to-use online hub.

Features, including real-time data analysis, will allow users to track progress of submissions, generate reports, graphs and other infographics from a single source.

With an anticipated go-live date of Q1 2022 for the Environmental Impact Assessment function followed by iterative releases of new features through to 2024, Environment Online will improve the transparency, certainty and consistency of environmental approvals so that projects can be delivered in a responsible way that safeguards the protection of WA's natural environment.

### Estimated timeframe for delivery

Environment Online is comprised of seven delivery phases, with implementation of the Environmental Impact Assessment feature taking place between Q3 2021 – Q1 2022. This will be followed by iterative releases leading through to a final launch in mid-2024.

# Queensland

s47B



## Queensland – Department of Transport and Main Roads

### Queensland Digital Identity Service (myQIdID)

Exploration of the establishment of a Whole of Government Identity Service Provider (IdP)

This initiative could enable Queensland customers to obtain a modern, TDIF aligned digital identity for use across government agencies online services.

- integration to a commercial identity exchange to allow customer consent-based authentication

s47B

s47B

- integration to the new QLD Digital Licence App onboarding process to ensure only authenticated customers can download their credentials.

#### Estimated timeframe for delivery

s47B

## Queensland Government

### myQldID/Tell Us Once

Establishment of Identity Broker to provide Customers their choice of digital identity to use to transact with Queensland Government

Establishment of a whole of government digital identity broker (IdB) service.

This is a foundation initiative that will provide Queensland customers with the choice of digital identity to use when transacting with Queensland Government.

#### To date:

- Identity Broker Service (IdB) has been established and operating,

providing authenticated digital services using the current Queensland Government Identity Provider (QGov)

- myGovID for Business is also connected for select services.

#### Scheduled:

- Connection of myGovID for individuals – Production services planned to commence Q2 FY21/22.

### Estimated timeframe for delivery

Q3 FY20/21

# South Australia

## Jurisdictional Strategy

In accordance with the South Australian Government's ICT, Cyber Security and Digital Government Strategy, the Department of the Premier and Cabinet is leading the development of a whole-of-government identity ecosystem that enables users to establish a single digital identity with common authentication credentials that could be recognised by different agencies across government, allowing them to securely verify and share (with consent) information about themselves to improve their experience interacting with government.

Aligning with the Trusted Digital Identity Framework will ensure a secure and consistent experience, and will assist with the government's long-term plans to expand the identity ecosystem to interoperate with other jurisdictions and encompass other sectors, including finance and retail.

## South Australia

### Digital Identity System

A new digital identity system, including an identity provider and identity exchange, will be available by February 2022 – allowing the existing ~900,000 active mySA GOV account users to use their existing username and password, but providing an improved user experience, enhanced security, and greater options for identity proofing up to IP Level 2 (in alignment with the TDIF).

The Department of the Premier and Cabinet is implementing a digital identity system to provide the people of South Australia with a more reliable and secure method of establishing and using a digital identity to access SA Government services online.

The identity system includes key components such as an Identity Service Provider (IDP), which will enable users to establish a re-usable digital identity that can be verified in accordance with the TDIF, and an Identity Exchange (broker), which will provide a mechanism for connecting agency service providers with different members of the identity ecosystem.

The IDP will initially provide users with the ability to create either IP1 (unverified) or IP2 identities, utilising the Document Verification Service (DVS) to verify two of the following document types:

- Australian Driver Licence

- Australian Passport
- Medicare Card
- Australian Visa (foreign passport).

Users will also be able to add additional security to their accounts with the use of 2-factor authentication options.

The Identity Exchange will connect the SA Government Services Portal and other agency service providers to the new IDP as well as manage and coordinate the flow of attributes, claims and assertions between members of the identity ecosystem. This may include connections to additional IDPs, such as those from other jurisdictions, and connections to other agencies, etc. that can act as attribute service providers to enhance the personalisation of a user's interaction with an agency.



Users acting on behalf of a business will be able to establish authorisations in the ATO's Relationship Authorisation Manager (RAM) and use their

myGovID to log into business-related services in the SA Government Service Portal.

### **Estimated timeframe for delivery**

February 2022

## South Australia

### Service Portal Initiative

A common digital portal will provide a simple, secure and seamless face of government to citizens and business. This whole-of-government initiative will improve citizen experience; make it easier to do business for South Australian small and medium enterprises; provide a platform for future acceleration of the transition to digital services across government; and reduce the cost to serve.

The South Australian Government is embarking on a whole-of-government initiative aimed at providing citizens and businesses with seamless access to government services through a secure and accessible online services portal.

Over time, citizens and businesses will be able to complete a wide range of transactions online.

The Department of the Premier and Cabinet, in partnership with other government agencies, is working on the digital platforms that will enable this service transformation.

A first tranche of significantly improved digital services will be available through a new online portal by February 2022.

For citizens and businesses, the initiative builds the foundations for agencies to deliver a broad range of digital services:

- an opt-in account, with a single login to access online services provided by a range of South Australian Government agencies
- personalised, tailored and timely communication with citizens and businesses, including electronic notifications and updates aligned to their needs
- the ability to update details in one place (e.g., change of address)
- a consistent and inclusive digital experience that aligns with global accessibility standards (WCAG - Web Content Accessibility Guidelines) and improves

accessibility for vision-impaired  
users

- reduced need to physically attend government offices to undertake their business.

## **Estimated timeframe for delivery**

February 2022

## South Australia

### New mySA GOV app

A common digital portal will provide a simple, secure and seamless face of government to citizens and business. This whole-of-government initiative will improve citizen experience; make it easier to do business for South Australian small and medium enterprises; provide a platform for future acceleration of the transition to digital services across government; and reduce the cost to serve.

With the mySA GOV app, users can easily and securely store their licence information online, and conveniently access it when they need it most. They can also set registration and licence renewal reminders which will send push notifications to their phone when the renewal is due.

At present the app offers:

- Driver's licence
- Proof of age
- Real estate registrations for land agents, sales representatives and property managers
- Occupational licences for builders, tradespeople, security and investigation agents.
- Recreational boat licences.

A new and enhanced mySA GOV mobile application will improve existing capabilities and also enable greater integration with the SA Government Service Portal to enable users to easily complete service transactions from their mobile device.

Future enhancements will also enable the app to be integrated with the digital identity system to use it for 2-factor authentication and identity proofing. Connection to the Face Verification Service (FVS) will enable a user to securely verify their facial image against selected government-issued photo IDs, in accordance with user-driven privacy controls.

Sophisticated liveness detection will ensure the user is a real person and not holding up a photograph or creating a 'deep fake'.

## Estimated timeframe for delivery

February 2022

# Northern Territory

## Jurisdictional Strategy

The NT will be actively establishing whole of government digital citizen identity capability through 2022. Using the Territory business portal as a template, a citizen portal will be established as the gateway for Territorians to securely access digital services. More services will be added to the portal over time, selected using a range of prioritisation criteria. The NT government will be able to exchange NTG credentials with other governments (in particular the Commonwealth) using the Trusted Digital Identity Framework.

## Northern Territory

### Citizen Digital Identity

Initial establishment of digital identity credentials for Northern Territory residents to access online service.

The initiative will establish a digital identity for Territory residents and potentially some other individuals. The initiative will use digital identity credentials of individuals to provide access to a citizen portal which will provide personalised access to government services and transactions.

Key inclusions are detailed design and architecture, technical product selection and configuration, integration into citizen portal and interoperability with Commonwealth identity (myGovID) through a TDIF-aligned exchange.

Important non-technical considerations include community engagement and acceptance of digital identity, determination of priority services for 'portalising' and measuring uptake.

As more services can be accessed using digital identity, more of these will contribute to a personalised experience. The experience for the citizen will be further improved as 'tell us once' features are implemented, such as pre-population of forms and recognition of prior contact.

### Estimated timeframe for delivery

Delivery to occur through 2022.

# New South Wales

## Jurisdictional Strategy

Building on the NSW Identity Strategy, NSW will achieve a cohesive, strategic approach to Digital Identity and Credentials that will ensure a consistent customer experience, reduce fragmentation and maximise investment in technology solutions.

The Digital Identity and Credentials initiatives below reflect the NSW Government's commitment as a leader in the provision of digital services and in laying the foundations to ensure that future solutions will be interoperable across jurisdictions.

NSW's strategic direction focuses not only on Digital Identity to prove who a customer is, but digital credentials that prove what a customer is eligible to do, such as holding a trade licence or education qualification.

The initiatives being implemented in NSW will transform customer experience by improving day-to-day access to services. Individuals and businesses will be able to easily prove their identity and share their trusted and verifiable identity and credentials. Customers will be able to access new and more efficient, private and secure digital services across the entire NSW economy.

Over the next 6 months NSW will be piloting a number of credentials for customers to be able to opt-in to store and use in their MyServiceNSW App. NSW will also launch a service to support customers if their identity or credentials are compromised. Security, privacy, interoperability, customer control and consent are core principles that will guide the development of these future-facing services.

[NSW Government Digital Identity Future Vision](#)

[NSW Government Digital Regulation Future Vision](#)



## New South Wales

### IDSsupport NSW

Providing a 'no wrong doors' approach for citizens impacted by identity misuse.

#### Background:

Currently, customers can spend an average of 35 non-consecutive hours to undo the effects of identity misuse. They do not know where to go for assistance and spend too much time dealing with multiple identity issuers. The cost and effort of rectification is placed on the impacted customer and they can go through the rigmarole several times if affected by multiple breaches. There is currently no central NSW Government agency responsible for coordinating support.

#### Objectives of IDSsupport

- IDSsupport will support NSW Government Agencies reduce the time it takes them to notify and rectify issues experienced by customers affected by a privacy breach
- It will establish a centre of excellence for responding to privacy breaches as well as represent efficient government administration, delivering a

solution that is extendible to all jurisdictions.

- With a professional and customer-centred design, it will increase trust and confidence in government and provide a solution that is both reactive (in responding to breaches) and proactive (in reducing the likelihood and consequences of breaches by strengthening security of credentials).

#### For Citizens:

- Citizens will have a single front door for support:
- They will no longer be required to tell and retell multiple POI issuers, with a case manager streamlining the remediation of compromised credentials.
- Their credentials will be further protected from misuse with proactive notification and mitigation to customers affected by dark web/unlawful trading platforms data caches.

#### For Government:

- NSW Government will have access to pre-built, tested and iterated breach response frameworks and platforms, as well as prequalified/vetted breach response suppliers/vendors.
- NSW government can be confident they have the right customer with the right risk information and the right contact details.

- During significant breach events IDSupport will provide whole of government coordination.

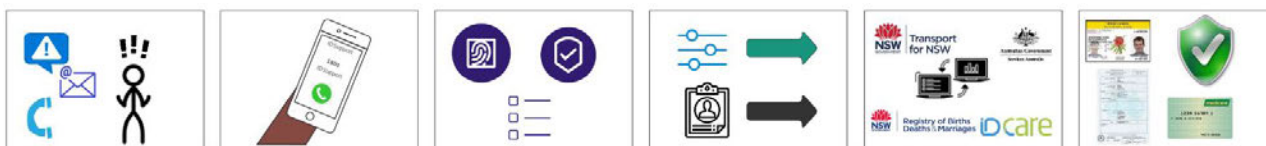
**Education:**

- IDSupport will deliver cyber and identity resilience awareness and education campaigns.
- Personal Information and Proof of Identity awareness programs will educate consumers about transfer of risk and aims to change behaviours around using and storing POI documents.

**Estimated timeframe for delivery**

Pilot to go live December 2021.

Enduring service offering with automated integration with NSW Gov POI issuers Q1/2 2022



*Prototype of a user journey following identity misuse*

## New South Wales

### NSW Education Wallet: Digital Qualifications

The NSW Education Wallet program aims to digitise verified education credentials within a secure digital vault, so they can be efficiently managed, shared and utilised by the customer.

The Education Wallet program is a multi-agency initiative aiming to provide economic and efficiency benefits to NSW customers and significantly improve their access and management of education credentials provided by the NSW Government and non-government entities.

The Education Wallet will demonstrate the importance of having secure and trusted credentials that can be verified and shared to maximise value.

Research published in the Australian Financial Review in 2015 shows that the average time to hire staff in Australia is 68 days. Reducing recruitment administration time for employers would result in substantial benefits to employers, employees and the broader economy.

In addition to a faster path to employment, the replacement of manual, paper-based processes currently required to share and verify education credentials will also result in:

- Expedited and efficient ways to prove education achievement,

micro-credentials and attainment of skills to gain credit for prior learning with registered training organisations and universities, employment and career advancement

- Greater social and economic growth by lowering the cost and risks associated with quality assessment
- Reduction in costs associated with identity theft and fraud associated with education credentials
- Reduction in administration effort and costs often incurred when education credential documents need to be re-issued
- Substantial productivity benefits across the economy as providers can confidently verify customers' eligibility for services based on their education credentials.

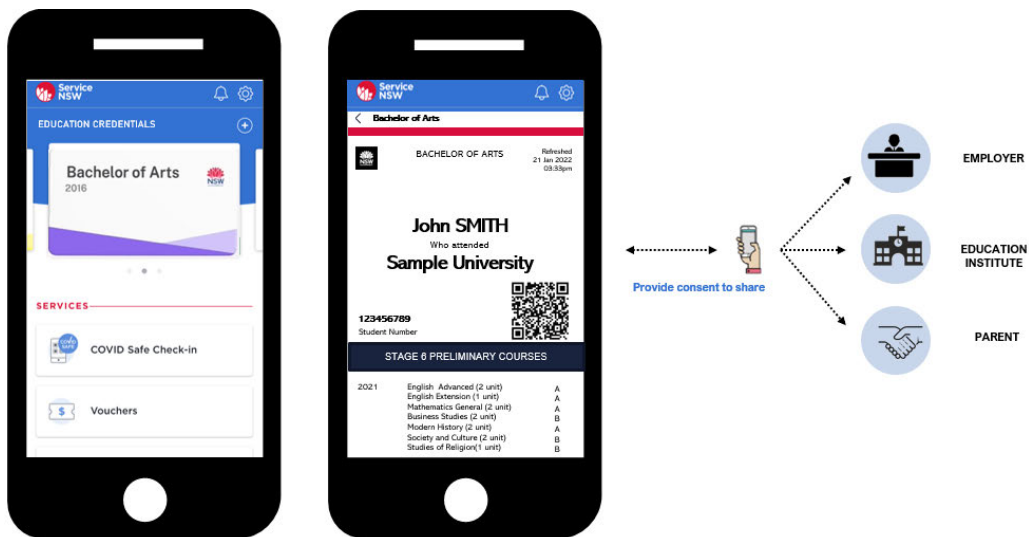
The outcomes of Education Wallet - digital qualifications will also support

the new NSW Student Learner Profile initiative, which will represent a young person’s passport to future education and employment.

### Estimated timeframe for delivery

The initiative is currently in the pilot stage and is aiming to release the First Aid certificate in Q4 for financial year 2021/22.

In the first half of 2022-23 the program will digitise the Higher School Certificate (HSC) and Record of School Achievement (RoSA) issued by NSW Education Standards Australia (NESA). Over the following 18 months to the end of 2023-24 financial year, the program will work with registered training organisations and other issuers to progressively digitise key education credential.



Prototype of a digital education credential wallet

## New South Wales

### Digital Proof of Identity L2+/3

The Digital Proof of Identity project aims to make it easier for customers to digitally prove their identity to a high level of assurance within a few clicks anytime anywhere.

This digital solution utilises liveness detection and facial matching. Working With Children Check (WWCC) renewals are the first customer transaction where this solution will be implemented.

Many government transactions require a customer to prove who they are to a high level of assurance (TDIF level 2+ or Level 3) to apply for or renew a licence or service (e.g., Working with Children Check, High Risk Licence, NDIS Workers Check). Currently customers have to physically travel to a Service Centre to prove their identity. This is time consuming, provides a fragmented customer experience and is inefficient.

The new digital solution will enable customers to digitally provide their identity by matching their live facial scan with an authoritative source image. This will enable customers to apply for or renew a licence within a few simple clicks.

The solution provides numerous benefits for customers and government:

#### Customers:

- **Efficient Transaction Times:** Digital POI solution will significantly reduce transaction time (estimated 2hrs of customer's time saved per transaction on average)
- **Enhanced Customer Experience:** Customers to apply and/or renew licenses anytime and anywhere. Seamless and streamlined customer experience
- **Inclusive Service:** Improved convenience and access for more customers such as rural and remote customers
- **Enhanced Security and Fraud:** Improved security and reduced fraud through increased

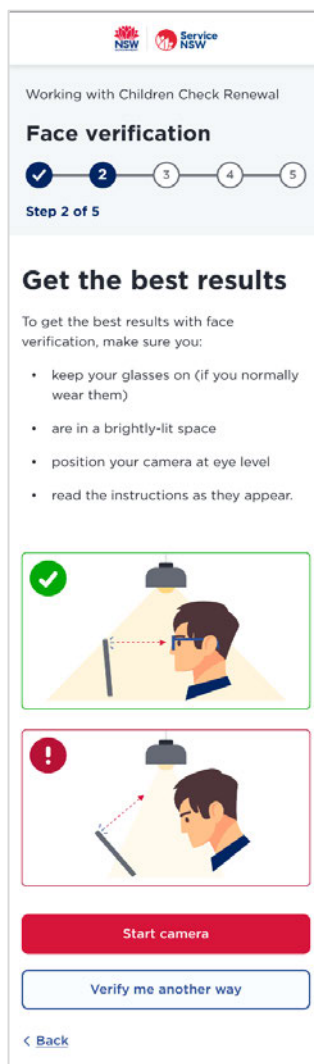
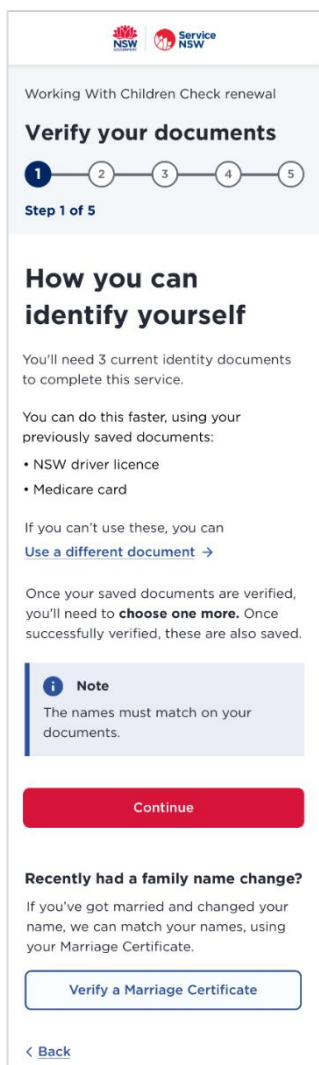
confidence that the customer is who they claim to be.

**Government:**

- **Improved Social Outcomes:**  
Aligned with Government Made Easy Premier's Priority by reducing customer effort
- **Digital First Approach:**  
Improved digital footprint for Service NSW, aligned with NSW Digital Strategy – Beyond Digital
- **Simple and Seamless:**  
Streamlined government processes and improved efficiency
- **Cross-Cluster Collaboration:**  
Improved collaboration and agility across Service NSW and the wider NSW Public Sector.
- **Cost Savings:** Cost savings by reducing cost to serve
- **Improved Transparency:**  
Opportunity to improving accountability and transparency by increasing access to government data.

## Estimated timeframe for delivery

The initiative is currently in delivery phase. The proof of concept and pilot will be delivered in Q1 2022.



Online identity verification via Service NSW online

## New South Wales

### Digital Birth Certificate

To develop a practical, safe and secure digital birth certificate; that citizens can access anytime from anywhere; which is complementary to the paper birth certificate.

A birth certificate is a cornerstone artefact that enables Australian citizens to establish their legal identity and access public and private services. It is one of only two commencement of identity documents in Australia, the second being immigration. The current use of a birth certificate ranges from enrolling in school, getting a passport or driver licence, voting, or opening a bank account. In Australia, the birth certificate is a paper-based artefact.

A national Digital Birth Certificate (DBC) would provide Australians with access to their identity in a digital format, making it easier and faster to meet the proof of identity requirements of government, business and the host of stakeholders who require trust in this

information as part of their enrolments and applications.

It will be a significant step in meeting the NSW Premier's priority initiative of Government Made Easy (GME).

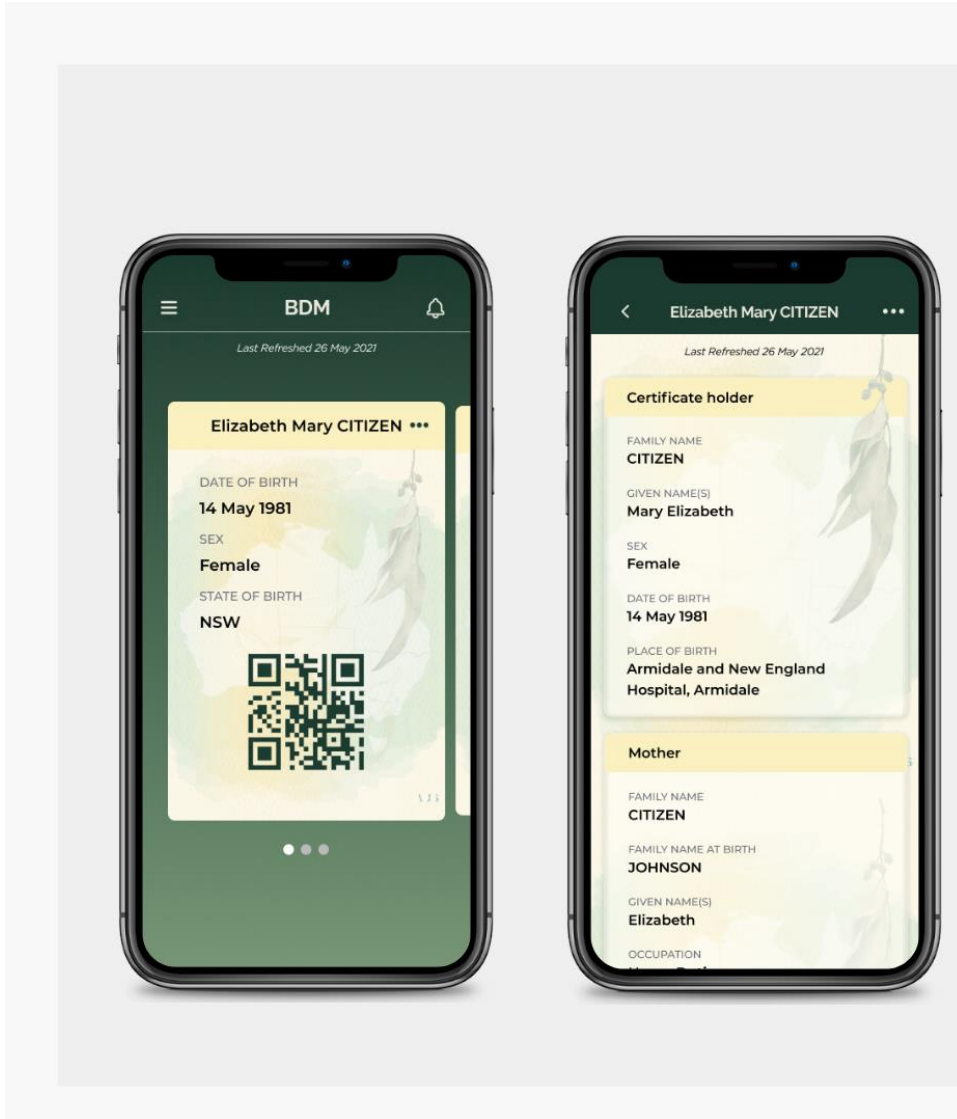
The product aim for the DBC is:

- To create a practical, safe, and secure DBC.
- A DBC that citizens can access and use anytime from anywhere.
- A DBC that compliments the paper birth certificate in the future
- A DBC that has privacy, security, and accessibility at the centre

### Estimated timeframe for delivery

2022/2023





*Prototype design of a digital birth certificate, final design to be confirmed.*

## New South Wales

### Licencing Program

Using validation of digital credentials in the application process for a licence and building a digital licence credential to create digital end-to-end occupational and vocational licensing journeys in NSW.

The NSW Licensing Program (the Program) is transforming licensing services in NSW by using digital interfaces and integrations for a range of processes and building a digital licence credential product to create end-to-end digital licensing journeys.

The Program digitally validates customer credentials such as POI and qualifications to support greater convenience. This also results in less paperwork being lodged and improved processing efficiencies for regulators. The Program will look to digitise the application pathway, using digital credential validation processes where possible, for 130 licence schemes across 13 NSW Government Agencies. These provide substantive consumer productivity benefits through time savings of obtaining a licence for customers and businesses.

The ability to conduct digital credential checks for features such as biometric facial verification, qualifications and police checks enables fully digitised application processes by customers

and businesses for complex, high risk licensed industries. Once processed this licence can then be linked to a digital licence credential created for customers available through the Service NSW app. The digital licence credential can be reused for a number of purposes by industry to ensure compliance with checking of licensing details and for businesses to ensure anyone engaged or employed has the necessary credentials needed to perform the work.

This has already been proven by the Program for the White Card. This card is a mandatory credential across Australia that is required by anyone on construction sites to ensure safety. The NSW Digital White Card was implemented in March 2021. The problem solves reducing the amount of wallet clutter and enables more seamless validation of a licensing credential on the go. Over 158K+ holders have already downloaded the Digital White Card and we've received very positive feedback as to its convenience and ease of use.

This is the digital future for licensing credentials we're setting and will include other trade related licenses by June 2022 before moving to other industries in the overall Program scope. Digital NSW are working closely with Service NSW, Safework NSW and NSW Fair Trading to ensure the move towards digital assurance and acceptance in legislation to support the full impact of the digitisation effort.

The Program is NSW's commitment to creating true digital pathways for government services. Digitally uplifting a number of industries to speed up the process for customers and business to obtain a licence and the processes around checking licences digitally, is critical to our economic development and recovery.

### Estimated timeframe for delivery

The overall Licencing Program end date is 2024. First scheme to utilise a level 3+ digital POI process anticipated by Q3 2022. The creation of the committed Digital Trade Licence products as a NSW digital credential will be completed by June 2022. The Program will continue to build on these to support a suite of licences being available as a digital wallet in the future.



*Digital licencing prototype*

# Australian Capital Territory

## Jurisdictional Strategy

The strategy for the ACT is to move:

- **From** the current state where identity is proofed at each point of interaction, for each transaction that requires identity verification to varying levels of confidence and then forgotten creating rework and burden for both the citizen and government
- **To** a system where the customer proves their identity once and from then on can use their digital identity to access all connected services. The digital identity processes are secure, can be trusted, are persistent across time and across services, and build increasing confidence for relying parties of the identity in use.

At the point of a customer seeking to interact with the ACT Government, the key steps in this strategy are:

- **Step 1 – Establish the ACT Digital Account (DA) (This is current functionality).**  
This enables a customer and gov to have a remembered and full record of transactions in a **centralised** model of identity management for the ACT Government.
- **Step 2 – POI documentation verification. (This is in production).**  
Adding this ONCE to the DA gives us increased confidence that the person transacting is the real-world person, and we trust this for REUSE with future transactions on a risk-based assessment.
- **Step 3 – Face to Face interview (ideally to be replaced with biometrics). (This is in practice on some services as appropriate)**  
Adding this to the DA gives us high confidence the person is who they say they are.
- **Step 4 – Continue to add services to the DA.**  
These will that require varying POI requirements and over time citizens will

strengthen the identity attributes in their DA. There are three services funded and being developed this financial year as outlined below. We also include the Birth of a Child project.

**Relationship with the federated ecosystem:** ACT does not yet understand how the federated ecosystem is intended to work on the ground, in the hands of people in the community, for identity providers, and for relying parties.

- The success of a federated ecosystem of identity will depend on the value proposition for citizens ease of use and re-use, security, integrity, and interoperability. This needs to be closely designed between all S&Ts given S&T role in identity creation in the first place. To that end the ACT poses the following design questions
  - If a customer proves their identity and gains a myGovID in order to access, say a Medicare service, how is this identity able to be reused to access a different Commonwealth service? Will the myGovID facilitate the ability for a citizen to “prove who they are once and reuse many times”?
  - How would a customer access the ACT government services e.g., change of address service with a MyGov account or Service NSW Account?
  - Equally, how would a customer access Commonwealth services using an ACT Digital account?
  - How would we enable notification of change of address between states and territories and the commonwealth?
  - How would a customer register the Birth of a Child using their ACT Digital Account?
  - If an identity is found to be fraudulent – how is this identified, managed, and resolved across the ecosystem?

## Australian Capital Territory

### Birth of a Child Pilot

The Birth of a Child Pilot will deliver a better experience for parents when they engage with Territory and Commonwealth Government services about their new baby. It will establish an identity for that child that the government can rely on and will enable easier access to health and other services from birth.

There are key moments in life – significant ‘life events’ – when people need to interact with and rely on government. By designing services around people’s needs, rather than how government is organised, government can deliver better services when people need them most.

The birth of a child is one of these significant life events. It triggers a large range of activities, from enrolling a newborn in Medicare to allow access to subsidised health services and medicines, registering the birth with the relevant state or territory Births, Deaths and Marriages Registry and obtaining a birth certificate, and gaining access to relevant social welfare services. In many cases, this requires new parents to provide the same information to multiple agencies at both Territory and federal government levels.

The Birth of a Child Pilot is one of the first life event projects to be supported by the ADDC. The Birth of a Child Pilot

will deliver a better experience for parents to engage with state and Commonwealth Government services about their new baby, establish a strong identity for the child, and enable easier access to health and other services from birth. The outcomes of this pilot are to:

- Remove the burden of form-filling for new parents by reusing information that governments already hold.
- Establish an identity of integrity we can all rely on.
- Address key recommendations in the recent ACT LGBTIQ+ audit report by Equality Australia for reforming birth certificate laws, descriptors, and processes; and
- Ensure the solution can be extended to all jurisdictions.

In the future, a person should be able to access and amend this information using a jurisdictional

digital account, their myGovID or 3rd party provided digital identity.

### **Estimated timeframe for delivery**

2022

## Australian Capital Territory

### Whole of Government Concessions

The ACT Government is aiming to remove the burden for members of the community who have a recognised and current concession status to prove this every time they access a service.

#### Statement of Intent

“As a member of the ACT community I should only need to prove my eligibility for a concession once and have that apply automatically to all relevant services”. This means that where a member of the community has a recognised and current concession status, the ACT Government will remove the burden for them to prove this every time they access a service.

#### Outcome Statement

An agreed detailed design for a whole of government integrated concessions capability that considers:

- An ideal future state experience encompassing all concessions the Territory and Commonwealth issue and administer
- Individuals, families, or groups in a manner that best supports those most in need

- How third parties, non-government organisation, businesses could consume and automatically apply concession entitlements
- Efficiencies for the ACT government administrative staff through the use of this capability
- A data led concessions program that ensures arrangements are financially sustainable in the long-term
- Revenue protection, and ease of access for eligible individuals.

**In the future, a person holding a concession entitlement should be able to apply that concession to any jurisdictional service using a jurisdictional digital account, their myGovID or 3rd party provided digital identity.**



## Estimated timeframe for delivery

Mid 2022

## Australian Capital Territory

### Whole of Government Change of Circumstances

Allow members of the ACT community to quickly and easily notify government of a change in their circumstances and have it automatically updated with any ACT government services that are relevant to them .

#### Statement of Intent

“As a member of the ACT community I should only need to tell government about my change of circumstance once and have that automatically updated in all services relevant to me”. This means when a member of the community updates their ACT Digital Account with changes in their details, they will only need to do it once and have these changes flow to all relevant ACT Government services.”

information within relevant systems across government, in real time

- Reduces the burden for both the citizen and government by removing the duplication of effort
- Provides up-to-date information and data that business areas can consume and rely on to maintain communication with citizens.

#### Outcome Statement

Design and deliver a smart, intuitive, and integrated ACT change of circumstances capability that:

- Proves a way for the citizen to manage and update their own

**In the future, a person should be able to advise any tier of government of a change in personal circumstance using a jurisdictional digital account, their myGovID or 3rd party provided digital identity.**

#### Estimated timeframe for delivery

Mid 2022

## Australian Capital Territory

# Automated Mutual Recognition of Licenses (AMR)

The Commonwealth is seeking to facilitate the automation of mutual recognition of licenses between all States and Territories through harmonised policy and an interoperable ICT eco-system.

### Statement of Intent

The Mutual Recognition Act (1992) and associated amendments provide for the recognition of standards adopted elsewhere in Australia regarding goods and occupations, specifically for the purpose of promoting the goal of freedom of movement of goods and service providers in the national market in Australia.

The Commonwealth is seeking to facilitate the automation of mutual recognition between all States and Territories through harmonised policy and an interoperable ICT eco-system.

The ACT Government supports this initiative and seeks to ease the movement of occupational services between jurisdictions, and to minimise the burden of regulation in the ACT, while ensuring ongoing protection of the consumer, the community, and the environment.

### Outcome Statement

The ACT Government needs to develop an Automated Mutual Recognition (AMR) system that:

- Proves a fit for purpose licensing system to manage the free movement of occupational services between the ACT and other States and Territories including:
  - Establishing an MVP in 2021/2022 to support initial tranche of licence recognition in 2022/2023
  - Establishing an ICT architecture that future proofs ACT Government requirements for a licensing system of record.
  - Providing data interoperability and secure data exchange between jurisdictions, and enhancements to ACT Government systems

- Establishing a system that is consistent with emerging national framework, including any commonwealth ICT solutions
- Establishing a system that is effective and cost efficient for government to run and maintain.
- Enhances user experience by:
  - Allowing interstate licensees to easily identify that their license is recognised in the ACT, and notify the ACT regulator of their intention to practice in the ACT
  - Allowing citizens to easily verify the credentials of occupational licenses practising in the ACT
- Allowing ACT and interstate regulators to efficiently monitor compliance of occupational licensees practising in each jurisdiction
- Allowing regulators to uphold consumer protections and regulatory standards through improved visibility of occupational licences operating in their jurisdiction.

**In the future, a person moving from SA to ACT should be able to apply for mutual recognition of their licences in the ACT using their SA digital account or equivalent, their myGovID or 3rd party provided digital identity. At present, the SA person would have to get an ACT DA to perform this function.**

## Estimated timeframe for delivery

2023

# Victoria

## Jurisdictional Strategy

Victoria launched the Victorian Government Digital Strategy 2021- 2026 in November 2021 which sets the vision for creating a digital, thriving Victoria. It charts Victoria's direction for delivering better, fairer, and more accessible services, creating a digital-ready public sector, and growing a thriving digital economy.

The strategy commits Victoria to working with states, territories, and the federal government to develop a unified and secure position on digital identity to ensure Victorians' identities can be confirmed and protected. It will also establish a single digital identity to support mobility across the public sector.

The strategy sets the framework to scale rollout and adoption of a single digital identify profile for individuals and businesses across the Victoria. This key initiative seeks to remediate existing fragmented profile data across departments and align to common levels of assurance. This will enable a seamless verification experience across government, the ability to engage more simply and regularly with individuals and empower individuals and businesses to control their data.

The strategy will also help Victoria achieve a single VPS digital identity. This will promote ease of movement for VPS staff and enhanced security controls for system and platform access.

## Victoria

### Working With Children Check

Customers can get a Working with Children Check or renew their Working with Children Check quickly and easily on Service Victoria's platform.

On 11 May 2020 Service Victoria began offering customers a fully online Working With Children Check (WWCC) service.

Customers use Service Victoria's online portal to apply for, renew, update or change the category of their Working With Children Check.

The entire transaction, including applying for a National Police Check (NPC), can be completed online via desktop or via the Service Victoria App on a smartphone. This online application saves customers time because they don't have to fill in multiple forms or provide several copies of their ID. Customers can complete their application at a time and place that's convenient to them, rather than attending a government office or post office.

Customers can:

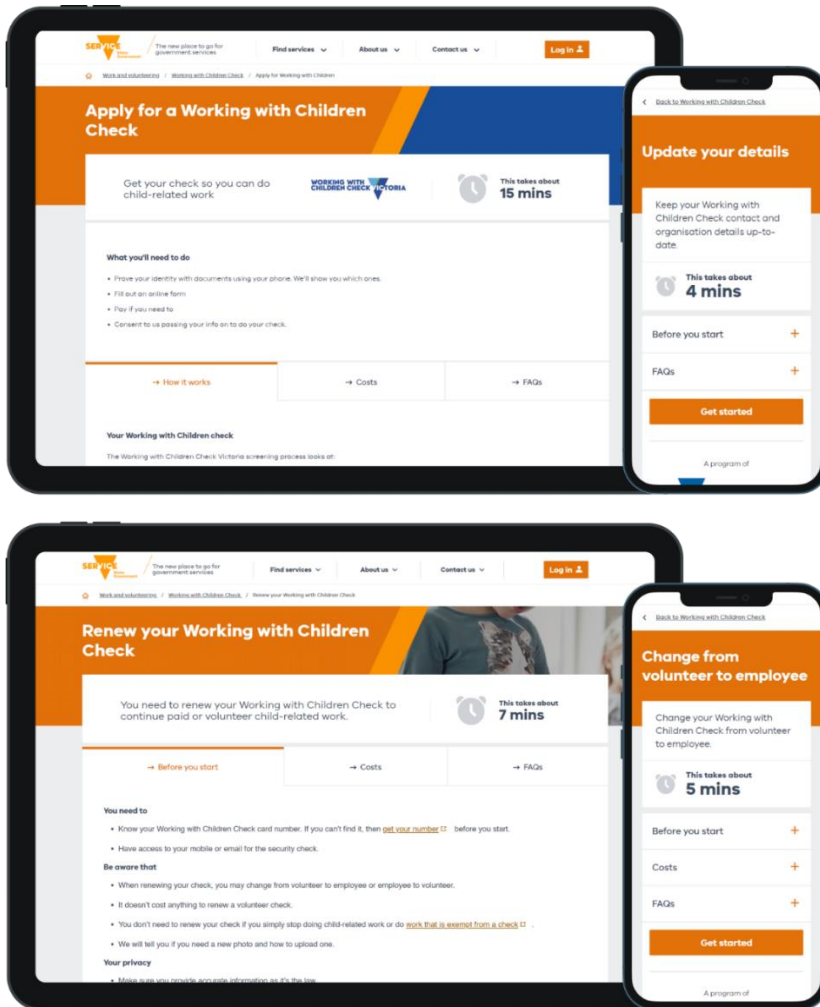
- Enter their personal details once and these details will be used for both the WWCC application and NPC application

- Have their identity verified to Level of Assurance 3, completely online using Service Victoria's ID verification function
- Have a single point of access for their application and any updates they may make in the future

Soon customers will get a digital token they can use as proof of a valid Working With Children Check.

If customers are unable to complete the process online, they're referred directly to Working With Children Check Victoria so their application can be processed manually.

Service Victoria's identity proofing follows [the Service Victoria Identity Verification Standards](#), which broadly align to the national identify proofing guidelines. The Service Victoria Identity Verification standards are a legislative instrument and are available for everyone to view at <https://service.vic.gov.au/about-us/service-victoria-identity-verification-standards>.



*Working with Children Check application and renewal form via Service Victoria online*

## Victoria

# Digital and non-digital service delivery of the National Disability Insurance Scheme (NDIS) worker screening

On 1 February 2021 Service Victoria started delivery of the NDIS worker screening service for Working with Children Check Victoria.

On 1 February 2021 Service Victoria launched its new NDIS worker screening service on behalf of Working with Children Victoria.

The worker screening check was part of a new national requirement for people working for a registered NDIS provider to complete a clearance check so they could work with people with a disability.

Victoria's 'digital first' design of the service was timely given the restrictions on movement relating to the global pandemic. The service was designed in such a way that meant most applicants could complete from the comfort and safety of their home.

In the first six months, the digital transaction was completed by more than 40,000 people, giving Victoria the highest clearance rate in the nation.

The service included:

- Digital identity proofing at level of assurance 3 (the equivalent of

IP3 under the Trusted Digital Identity Framework).

- Collection of information for national police checking
- Collection of work history, qualifications and other information to assess the risk to people with a disability
- Creation of an account where the digital ID could be re-used for other similar applications and worker screenings on the Service Victoria platform.

Service Victoria's identity proofing follows [the Identity Verification Standards](#), which are a legislative instrument, published for public viewing and broadly align nationally with other states, territories and federal identity proofing guidelines.

Three-in-five online applicants choose to create a digital identity to save the hassle of showing their identity documents in future transactions. The digital identity lasts 10 years and can



be re-used in other similar worker screening transactions including a Working with Children Check or a Disability Worker Screening Check.


While Service Victoria has a 'digital first' approach, around 8% of customers can't or won't transact online. These customers are offered an offline process using a mail-in and outbound telephone support model. This approach simply requires them to complete their application by filling out a plain-language paper form, having their identity documents copied and certified, and returning them in the post for processing. The documents are securely destroyed afterwards.

The paper-based form captures the same information as the online process, including:

- Equivalent identity proofing documents certified and checked by a referee
- Confirming the photo ID matches the applicant through a referee (similar to passport applications)
- All information required for the police check and registration requirements.

The offline, paper-based approach provides a channel for the 6% of people who can't or won't, use technology to transact with government.

## NDIS Worker Screening Check



---

### Overview

There are 4 main sections in this form:

- 1 [Proving your identity](#)
- 2 [Who do you require the check for](#)
- 3 [Consent and declaration](#)
- 4 [Payment](#)

### Document checklist

You will need to attach **certified copies** of:

- Three** unique documents
  - **Two** that prove your identity
  - A **third** document for the National Police Check
- A **fourth** document if any of the names on your documents don't match

Do not send us your original documents. See [How to certify your documents](#) on Page 2.

!

If you don't have some of the above documents, you can still send in your form and our customer support team will work with you to complete your application. However, the processing time for an incomplete application would be longer.

### Submitting your completed form

Before mailing your application you must check that you have:

- completed all sections of the form
- read the [Identity documents checklist](#) on Page 3 and attached **certified copies** of your identity documents
- had a referee complete their [Referee details](#) on Page 7 of this form
- confirmed and filled in the **Employer ID** (of the person or organisation you need the Worker Screening Check for) on [Page 9](#) of this form.
- signed and dated the form on Page 10 and read [Appendix A](#) on Pages 13-15.

The completed form and certified copies of your identity documents must be mailed to:

**Service Victoria**  
**Locked Bag 1, Footscray 3011**

### What happens after I've submitted my form?

Only complete applications will be processed. Make sure that you fill everything in accurately so that we can process your application as quickly as possible. The Worker Screening Unit (WSU) will let you know when your application has been received by the WSU. Your employer will then have 30 days to verify your application through the NDIS Quality and Safeguards Commission. If your application is not verified by an employer, it cannot be assessed by the WSU and it may be withdrawn.

V2 06 2021

1

NDIS Worker Screening Check via Service Victoria online

# Tasmania

## Jurisdictional Strategy

The Our Digital Future strategy outlines initiatives focused on Our Digital Community, Our Digital Economy and Our Digital Government. Each of the key focus areas seek to improve the life of Tasmanians and to develop stronger foundations to support 'anytime, anywhere' services and information.

The Tasmanian Government is currently preparing a Digital Identity Roadmap in support of strategic initiatives to improve access to government services such as making it easier to find information through life events and establishing the Service Tasmania Digital Portal.

### Q3, 2022 – New Service Tasmania website

#### Highlights

- make it easier to find information on government services and transactions
- central directory of government services for Tasmanians incorporating two life events.

Digital Identity is recognised as the cornerstone to improving access to digital services and information. To ensure Tasmanians can easily access

government services and information, Service Tasmania are focusing on a significant redevelopment of their online presence – [www.service.tas.gov.au](http://www.service.tas.gov.au). The new presence is informed through citizen research and includes features to improve access, a directory of government services and information linked to a number of key life events.

### Q4, 2023 – First stage of Service Tasmania Digital Portal

#### Highlights

- rollout of digital identity for citizens,
- customer account/dashboard
- early adopter services and transactions (eg. high volume transport transactions).

In developing the first stage of the Service Tasmania Digital Portal, Tasmania will also leverage Digital Identity for citizens to provide a central customer account and dashboard to make it easy to access services from within the portal or quickly access additional services from across Government. The first stage of the Digital Portal will include many of the high volume transactions that Tasmanians need regularly such as roads and transport transactions.

# Appendix A – National Digital Identity Roadmap Visual

