

Planned activities in 2023-24

NSW Education Wallet: Digital Qualifications
 The NSW Education Wallet program aims to work with registered training organisations and other issuers to progressively digitise key education credentials. Allowing customers to store credentials such as First Aid Certificate, HSC and Record of School Achievement within a secure digital vault, so they can be efficiently managed, shared and utilised by the customer

Trusted Digital Identity Legislation
 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.

Territory Services Digital Portal
 Centralised customer portal for Northern Territory citizens and businesses to transact and interact with government digitally and online. Version 1.0 prototype to launch in 2023. Ongoing development and releases will continue regularly.

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.

Commercial Identity Exchange
 Testing exchange of a single identity attribute (proof of age) with a third party via an accredited exchange. Q1 2023

Verifiable credential Platform
 Onboarding of various national and local issuers and testing their ability to issue digital credentials in a verifiable W3C format into the Service NSW wallet. Piloting with the NSW Education Wallet and the Digital Birth Certificate. Q2 2023

Queensland Digital Identity Service (myQIdID)
 Exploration of the establishment of a Whole of Government Identity Service Provider (IdP). 2022-2023

Citizen Digital Identity
 Initial establishment of digital identity credentials for Northern Territory residents to access online service. Design and Phase 1 build in Q3 2023 will establish core capability. Ongoing phases will continue in 2023 and beyond to further enhance the solution.

National Strategy for Identity Resilience
 Immediate initiatives (Up to 12 months to implement):
 • Implementation of the review of the National Identity Proofing Guideline;
 • Cohesive national approach for responding to the identity security aspects of data breaches; and
 • Identity resilience education and awareness

IDMS
 Domestic –
 • Combined IDMS hub to provide more efficient and effective service delivery. September 2023.
 • Addition of Proof of Age/Identity cards as a verifiable credential through Identity Matching Services. TBC

Notification Services – Phase 2
 Phase 2 will expand the notifications platform enabling text message and/or email, from multiple agencies for a range of WA Government services. Q3 2023

Licensing Program
 Overall end date for the Licensing Program.

Commercial use cases
 Expanding pilots into a variety of commercial use cases to assist with customer onboarding or employee onboarding, requiring identity and credential verification. 2024 +

National Strategy for Identity Resilience
 Long term initiatives (3-5 to implement):
 • Reissuing Digital Credentials through Digital wallets.
 • One-stop-shop/ no wrong doors for identity remediation.

Identity Matching Services (IDMS)
 Domestic –
 • Credential Protection Register enhancements
 • Expanded response providing context – June 2023.
 • Application delivering notification via service centre support – TBC.
 • Application delivering/accepting identity proofing, registration of documents for notification and/or control as an identity document – TBC

DIVC and ID Support Bills
 NSW Legislation to be finalised, supporting the DIVC system and its participants and extending ID Support functions. Q4 2023

Scaling of pilots
 Combining the pilots into a holistic product and a seamless customer experience, including Service NSW application, Strong Digital Identity and the Service NSW Wallet housing a variety of verifiable credentials that can be digitally shared with third parties. Q3 2023

Environment Online
 Allow verified citizens and businesses to apply for and manage environmental submissions across a wide range of regulatory services. 2024

Identity Management Upgrade
 International/Border. Enhancement to the client centric identity and biometric systems. 2024

National Strategy for Identity Resilience
 Medium term initiatives (1-3 years to implement):
 • Credential Protection Register; and
 • Mobile phone trust scores.

myGovID improvements
 It is currently funded for sustainment until June 2024.

Electronic Travel Authority (ETA) app
 International/Border -
 • Electronic Travel Authority (ETA) app full integration project to provide biometrically-anchored unique identities and necessary context to decision makers. March 2023.
 • Additional enhancements to the ETA app to provide further improvements to the biometric collection and matching regime. August 2023.

Digital Credentials and Digital Wallet
 Digital credentials to be securely embed into the Digital Wallet functionality on the ServiceWA App. Q4 2023

First stage of Service Tasmania Digital Portal
 Outcomes to be delivered Q4 2023:
 • rollout of digital identity for citizens,
 • customer account/dashboard
 • early adopter services and transactions (eg. high volume transport transactions).

English Language Test Integration
 International/Border. Integration of English Language test centres with the Home Affairs' Identity System. TBC

Automated Mutual Recognition of Licenses
 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.

Digital Identity System
 A new digital identity system, including an identity exchange, will be available by February 2023 – allowing the existing 1-2 million mySAGOV account users to use their existing accounts, but providing the option to use myGovID for enhanced security and greater options for identity proofing up to IP Level 3 (in alignment with the TDIF). Feb 2023

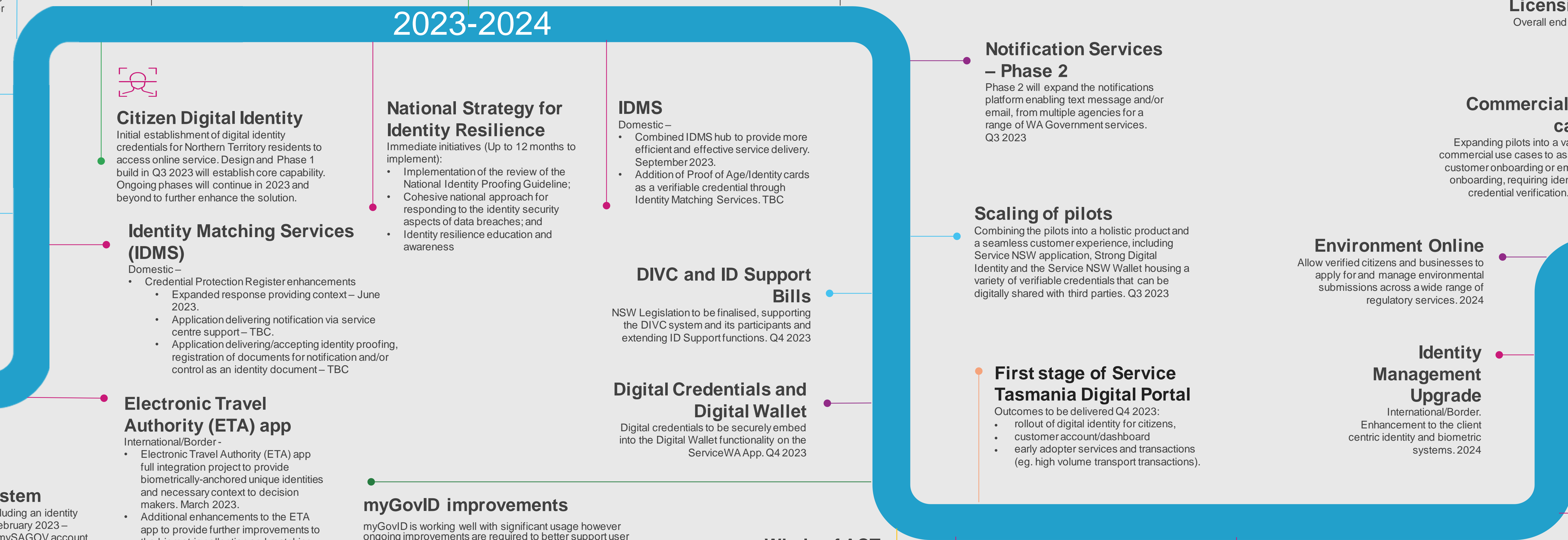
myGovID improvements
 myGovID is working well with significant usage however ongoing improvements are required to better support user experience within the app, improve integration with myGov and to support users in managing their myGovID account:
 Significant user updates in the upcoming 12 months include:
 • Providing a user with more options to recover their myGovID account to prevent lock outs and support users whose identity has been compromised
 • Enabling a user to update their name when it has changed.
 • Enabling a user to manage their devices to improve security.
 • Streamlining the logon process when used in myGov (SA leading).

Whole of ACT 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.

Digital Confirmation of Australian Citizenship
 The objective of the proposed digital confirmation of Australian citizenship initiative is to enable all Australians to demonstrate their citizenship status digitally, and for government, employers, educational institutions and service providers to verify that status

Australian Border Enhancements
 International/Border. Streamlining traveller facilitation through improving digital data capture and more seamless touch-points, while continuing to strengthen national security.
 • The Biometric Cameras at the Primary Line project will be able to verify all eligible air travellers at the border. June 2024

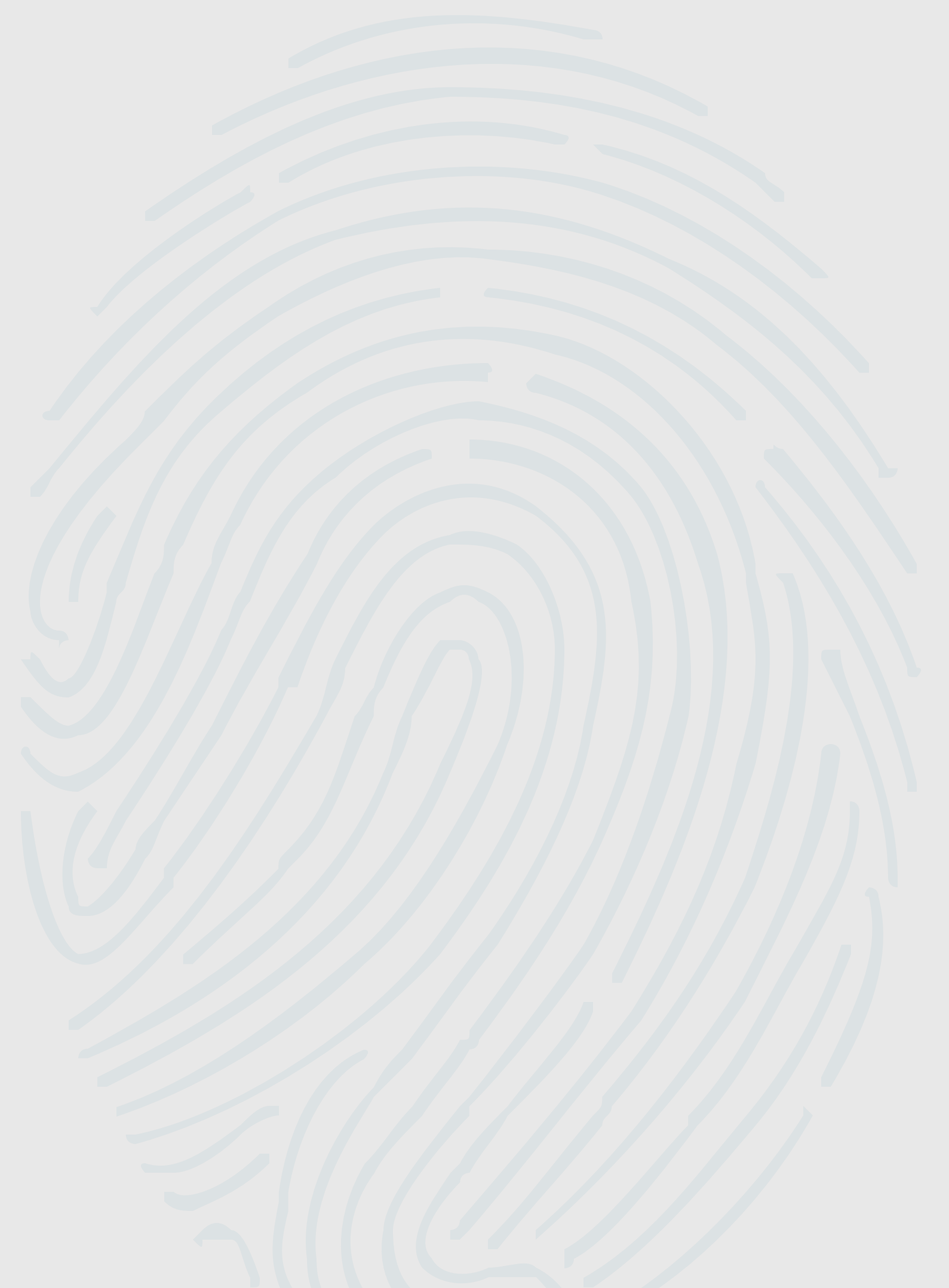
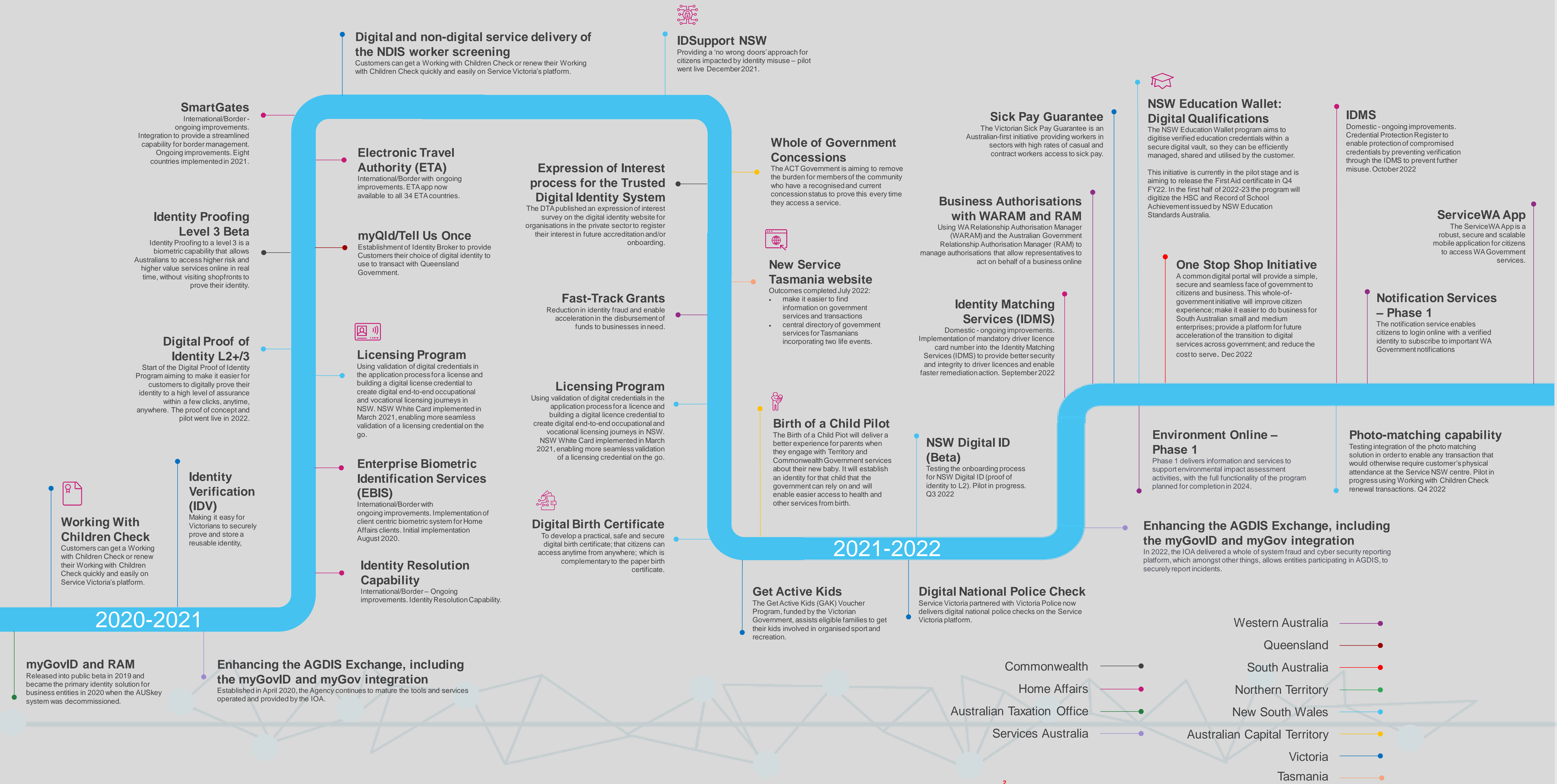
Enhancing the AGDIS Exchange, including the myGovID and myGov integration
 In 2023, the Agency will industrialise the platform, establishing it as the 'front door' for all IOA services.



- Western Australia
- Queensland
- South Australia
- Northern Territory
- New South Wales
- Australian Capital Territory
- Victoria
- Tasmania
- Commonwealth
- Home Affairs
- Australian Taxation Office
- Services Australia

National Digital Identity Service Transformation Roadmap

Outcomes achieved to date



National Digital Identity Service Transformation Roadmap