National Strategy for Identity

Reissuing Digital Credentials through Digital wallets.

One-stop-shop/no wrong doors for identity remediation.

Long term initiatives (3-5 to implement):

Resilience

2025+

Planned activities in 2023-24

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NSW Education Wallet:

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

Commercial Identity Exchange

Testing exchange of a single identity attribute (proof of age) with a third party via an accredited exchange.

Queensland Digital

Identity Service (myQldID) Digital Birth Certificate. Q2 2023 Exploration of the establishment of a

Whole of Government Identity Service

Provider (IdP).2022-2023

Automated Mutual

and an interoperable ICT eco-system.

Recognition of Licenses

The Commonwealth is seeking to facilitate the

automation of mutual recognition of licenses between

all States and Territories through harmonised policy

Digital Qualifications

The NSW Education Wallet program aims to

Digital Identity System

(in alignment with the TDIF). Feb 2023

A new digital identity system, including an identity

allowing the existing 1-2 million mySAGOV account

option to use myGovID for enhanced security and

greater options for identity proofing up to IP Level 3

Enhancing the AGDIS Exchange, including

In 2023, the Agency will industrialise the platform, establishing it as the 'front door'

the myGovID and myGov integration

users to use their existing accounts, but providing the

exchange, will be available by February 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

for all IOA services.

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



Official: Sensitive

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.

- Phase 2

Q3 2023

Notification Services

Phase 2 will expand the notifications

email, from multiple agencies for a

range of WA Government services.

Scaling of pilots

platform enabling text message and/or

Identity and the Service NSW Wallet housing a

First stage of Service

Outcomes to be delivered Q4 2023:

variety of verifiable credentials that can be

digitally shared with third parties. Q3 2023

2023-2024

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.

Identity Matching Services

- Credential Protection Register enhancements
- Expanded response providing context June
- 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

National Strategy for Identity Resilience Immediate initiatives (Up to 12 months to

- 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

- 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

Combining the pilots into a holistic product and a seamless customer experience, including Service NSW application, Strong Digital

DIVC and ID Support

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

Digital Credentials and Digital Wallet •

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

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.

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
- Enabling a user to manage their devices to improve
- Streamlining the logon process when used in myGov (SA

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. providers to verify that status

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

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Licensing Program Overall end date for the Licensing

Commercial use

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

Environment Online

Management

Enhancement to the client

centric identity and biometric

Australian Border Enhancements

eligible air travellers at the border. June 2024

International/Border.

Upgrade

systems. 2024

Streamlining traveller facilitation through improving digital data capture and more

The Biometric Cameras at the Primary Line project will be able to verify all

seamless touch-points, while continuing to strengthen national security.

Identity •—

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

Tasmania Digital Portal

 rollout of digital identity for citizens, customer account/dashboard

 early adopter services and transactions (eg. high volume transport transactions).

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.

English Language Test Integration

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

National Digital Identity Service Transformation Roadmap

Commonwealth Home Affairs Australian Taxation Office

Queensland South Australia Northern Territory **New South Wales**

Western Australia

Victoria

Tasmania

Services Australia Australian Capital Territory Released by the Department of Finance under the Freedom of Information Act 1982

FOI 23-24/116 - Document 5

Outcomes achieved to date

Digital and non-digital service delivery of the NDIS worker screening

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

IDSupport NSW

Providing a 'no wrong doors' approach for citizens impacted by identity misuse - pilot went live December 2021.

Whole of Government

The ACT Government is aiming to remove

the burden for members of the community

concession status to prove this every time

who have a recognised and current

Concessions

they access a service.

New Service

make it easier to find

Tasmania website

Outcomes completed July 2022:

information on government

central directory of government

incorporating two life events.

Birth of a Child Pilot

The Birth of a Child Piot will deliver a

Commonwealth Government services

better experience for parents when

about their new baby. It will establish

enable easier access to health and

2021-2022

they engage with Territory and

an identity for that child that the

government can rely on and will

other services from birth.

Get Active Kids

The Get Active Kids (GAK) Voucher Program, funded by the Victorian

Government, assists eligible families to get

their kids involved in organised sport and

services and transactions

services for Tasmanians

SmartGates

International/Border ongoing improvements Integration to provide a streamlined capability for border management. Ongoing improvements. Eight countries implemented in 2021.

Identity Proofing Level 3 Beta

Identity Proofing to a level 3 is a biometric capability that allows Australians to access higher risk and higher value services online in real time, without visiting shopfronts to prove their identity.

Digital Proof of

Identity L2+/3 Start of the Digital Proof of Identity Program aiming to make it easier for customers to digitally prove their identity to a high level of assurance within a few clicks, anytime, anywhere. The proof of concept and pilot went live in 2022.

Identity Verification (IDV) Making it easy for

Victorians to securely

prove and store a

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.

2020-2021

Electronic Travel Authority (ETA)

International/Border with ongoing improvements. ETA app now available to all 34 ETA countries

myQld/Tell Us Once

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

(i) **Licensing Program**

Using validation of digital credentials in the application process for a license and building a digital license credential to create digital end-to-end occupational and vocational licensing journeys in NSW. NSW White Card implemented in March 2021, enabling more seamless validation of a licensing credential on the

Enterprise Biometric **Identification Services** (EBIS)

International/Border with ongoing improvements. Implementation of client centric biometric system for Home Affairs clients. Initial implementation August 2020.

Identity Resolution Capability

Enhancing the AGDIS Exchange, including

Established in April 2020, the Agency continues to mature the tools and services

the myGovID and myGov integration

operated and provided by the IOA.

International/Border – Ongoing improvements. Identity Resolution Capability.

Expression of Interest process for the Trusted •——

Digital Identity System The DTA 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.

Fast-Track Grants

Reduction in identity fraud and enable acceleration in the disbursement of funds to businesses in need.

Licensing 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. NSW White Card implemented in March 2021, enabling more seamless validation of a licensing credential on the go.

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.

Sick Pay Guarantee

Official: Sensitive

The Victorian Sick Pay Guarantee is an Australian-first initiative providing workers in sectors with high rates of casual and contract workers access to sick pay.

Business Authorisations with WARAM and RAM

Using WA Relationship Authorisation Manager (WARAM) and the Australian Government Relationship Authorisation Manager (RAM) to manage authorisations that allow representatives to act on behalf of a business online

Identity Matching Services (IDMS)

Domestic - ongoing improvements Implementation of mandatory driver licence card number into the Identity Matching Services (IDMS) to provide better security and integrity to driver licences and enable faster remediation action. September 2022

NSW Digital ID

Testing the onboarding process

identity to L2). Pilot in progress.

Digital National Police Check

Service Victoria partnered with Victoria Police now

delivers digital national police checks on the Service

for NSW Digital ID (proof of

(Beta)

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.

This initiative is currently in the pilot stage and is aiming to release the First Aid certificate in Q4 FY22. In the first half of 2022-23 the program will digitize the HSC and Record of School Achievement issued by NSW Education Standards Australia.

One Stop Shop Initiative

A common digital portal will provide a simple, secure and seamless face of government to citizens and business. This whole-ofgovernment 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. Dec 2022

Domestic - ongoing improvements Credential Protection Register to enable protection of compromised credentials by preventing verification through the IDMS to prevent further misuse. October 2022

ServiceWA App

The ServiceWA App is a robust, secure and scalable mobile application for citizens to access WA Government

Notification Services

- Phase 1

The notification service enables citizens to login online with a verified identity to subscribe to important WA Government notifications

Environment Online –

Phase 1 Phase 1 delivers information and services to support environmental impact assessment activities, with the full functionality of the program planned for completion in 2024.

Photo-matching capability Testing integration of the photo matching

solution in order to enable any transaction that would otherwise require customer's physical attendance at the Service NSW centre. Pilot in progress using Working with Children Check renewal transactions. Q4 2022

Enhancing the AGDIS Exchange, including the myGovID and myGov integration

In 2022, the IOA delivered a whole of system fraud and cyber security reporting platform, which amongst other things, allows entities participating in AGDIS, to securely report incidents.

Western Australia Queensland

Northern Territory

South Australia

New South Wales

Australian Capital Territory

Victoria

Tasmania

Home Affairs

Australian Taxation Office

Official: Sensitive

Commonwealth ———

Services Australia

Identity Service Transformation Roadmap

National Digital

became the primary identity solution for business entities in 2020 when the AUSkey

myGovID and RAM

Released into public beta in 2019 and