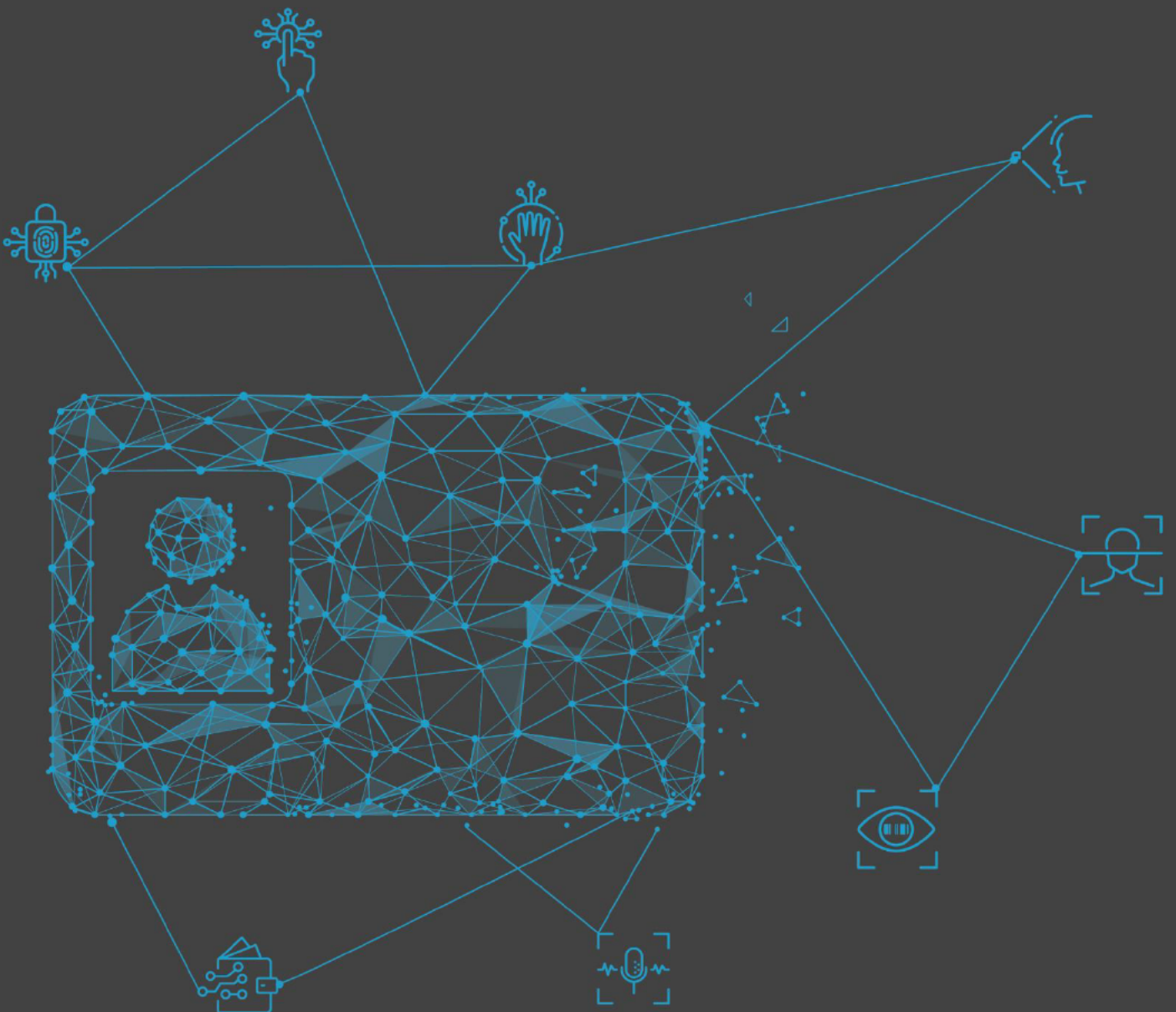


# National Digital Identity Service Transformation Roadmap

February 2023



## Digital Transformation Agency



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# Introduction

Creating an interoperable and seamless digital identity experience for users, whilst also allowing the sharing of verifiable credentials and their attributes, is a key enabler to delivering resilient digital identity systems that enhances users' safety and security.

Together, the Commonwealth and State and Territory governments, are committed to providing world leading identification and verifiable credential platforms that are citizen centric and provide the user with a fast, secure and seamless end to end experience when accessing government services.

The Data and Digital Minister's Meeting (DDMM) improves outcomes for customers by driving cross-government collaboration on data and digital transformation to drive smarter service delivery and improved policy outcomes. The DDMM is reporting to National Cabinet on increasing productivity to which digital identity is an important enabler.

Reporting to the DDMM, the Digital Identity Working Group (DIWG) 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 Service Transformation Roadmap (the Roadmap), provides visibility of initiatives across the Commonwealth and State and Territory jurisdictions. This is the second iteration of the Roadmap, which provides a consolidated snapshot of initiatives underway and opportunities for collaboration.

The 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).

## **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:**

- ensure consistency and interoperability across jurisdictions on digital identity, verifiable credentials and attribute 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 Strategy report with an overview of Commonwealth, states and territories digital identity systems and initiatives underway or planned; and
- a high-level pictorial detailing the initiatives.

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 or a comprehensive list.

It is intended that the Roadmap is an **internal** document.

# Commonwealth, states and territories digital identity systems and initiatives underway or planned

Jurisdiction	Building Id Provider	Building Credential Provider	Building Id Service Exchange (broker Service or IdB)	Building ID Attribute Exchange	Using Commercial Service (IdP, IdB, IdA)	Using Digital Credentials (Wallet)	Developing Legislation	Using other Jurisdiction solution	Customer Portal linked to Identity	Biometric Services Utilised
Commonwealth	MyGovID	MyGovID	Services Australia Service Exchange (MyGov)	Services Australia Service Exchange (MyGov) and RAM	No	MyGov App	Trusted Digital Identity Bill, Privacy Act Amendments and the Identity Services Verification Bill	No	MyGov, MyGov App and Enhance myGov (incl addressing myGovId integration issues)	IDMS (DVS and FVS)
New South Wales	NSW Digital ID in Service NSW App	VC Wallet in Service NSW App	No	Via accredited exchanges and directly	Via accredited exchanges and directly	VC Wallet in Service NSW App	NSW DIVC Legislation and ID Support NSW Legislation	No	ServiceNSW App	NSW DL and PC direct connect FVS not connected yet as NSW PC not integrated yet
Australian Capital Territory	Account (moving to verified account)	No	No	Tell Us Once for change of circumstances and concessions management	No	No	No	No	Access Canberra, limited use cases in Community Services and Revenue Office	IDMS (DVS and FVS)
Victoria	ID verification through Service Victoria	Service Victoria	No	No	No	Service Victoria App	Service Victoria already has legislation in place	No	Service Victoria	DVS, in discussions regarding FVS and also SIBM
Tasmania	Account	No	No	No	No	No	No	No	Service Tasmania Digital Portal	IDMS (DVS and FVS)
South Australia	mySAGOV Account (adding MyGovID)	No	SA Government Identity Exchange	No	No	mySAGOV app	No	adding MyGovID	SA One Stop Shop and mySAGOV app	IDMS (DVS and FVS)
Western Australia	No (using MyGovID)	Yes, WA RAM	Yes, WA IDX	Yes, WA IDX	No	ServiceWA App (COVID cert only). Developing digital wallet	Yes, PRIS	MyGovID	WA.gov.au	IDMS (DVS and FVS)
Northern Territory	Citizen Digital ID (proposed verified account)	No	No	Tell Us Once	No	No	No	MyGovID	Territory Services (proposed)	IDMS (DVS and FVS)
Queensland	QGov (In production for 8 years and will transition to future myQldID) - myQldID (intention to be ISO compliant)	QGov (currently ~ Level 2 provider)  Under construction - Qld Digital Licence App - Level 3 - ISO Compliant	myQld/Tell Us Once Identity Broker	myQld/Tell Us Once Identity Broker	No	Digital Licence App & myQldApp (Planned)	TBC	MyGovID (for limited services and expanding)	63 services (Customer portals and individual services) including Business Queensland Launchpad portal  myQld Customer Portal under development, providing choice of Digital Identity managed through the myQld/TUO Identity Broker	IDMS (DVS and FVS) TMR Biometric system

## Commonwealth

# Digital Transformation Agency

The DTA drives and secures the Australian Government's investment in Australia's digital future by providing strategic leadership, policy leadership, investment advice and oversight to drive government digital transformation that delivers benefits to all Australians.

On behalf of the Commonwealth, the DTA's Digital Identity program provides strategy, policy, accreditation and operational guidance for the Australian Government's Digital Identity System (the AGDIS). Having a safe and secure way for citizens to verify identity online is imperative as more people realise the benefits of accessing government services online.

The AGDIS is a federated system of accredited organisations providing digital identity services that people and businesses can use confidently across different levels of government. To date over 9.5 million digital identities have been created with access to over 125 services now available.

## Digital Transformation Agency

# Trusted Digital Identity Framework (TDIF)

## Release 5

The DTA has commenced its next iteration of the TDIF. Targeted consultation is underway now with specific stakeholders including the states and territories. Regular reviews of the TDIF are imperative to ensure it remains fit for purpose, and up to date with current International and Commonwealth standards.

The TDIF's fifth release (TDIF R5) is focussing on:

- streamlining the accreditation process
- a rework and review of roles within the TDIF
- considering how attributes are treated
- considering new use cases for biometrics and protecting biometric information
- ensuring the TDIF is up to date with referenced standards
- considering verifiable credentials and their interaction with the TDIF
- review of Identity Proofing Requirements, Biometric policy, and Minimum Age for identity.

### Estimated timeframe for delivery

Targeted consultation commenced mid-December and will conclude mid-February. Public consultation is anticipated to run March to May 2023.



## Digital Transformation Agency

### Digital Identity Charging Framework

A charging framework is being developed to consider 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 TDIF and/or consumed services through the Australian Government's Digital Identity System (the System).

A set of charging principles have been developed to 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 TDIF, their

relevant charge points and participants that will incur these charges.

As the System continues to expand across government and the broader economy, it is crucial that those seeking to participate in the 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 with stakeholders to:

- understand base components for the system
- design the service catalogue for charging
- 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 proposed preliminary charging framework has occurred in parallel to development and consultation of the primary legislation. Refinement of the charging framework will continue into 2023, with the intent to have an initial position to support introduction of the legislation to parliament, timing of which is still under Government consideration.

The implementation of the charging framework relies on the passage of the 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.

## Digital Transformation Agency

### 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.

The Digital Identity legislation and other guidance 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

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 (the System) and the TDIF accreditation scheme. The Oversight Authority will be independent, transparent and accountable.

Introduction is subject to Government direction.

# Home Affairs

## Overview of Home Affairs

Identity is critical to the Department of Home Affairs – it is a key enabling capability and central to the management of borders, the facilitation of travel and trade, the operation of background checking, the provision of government benefits and services and the promotion of economic activity including the digital economy.

The Department of Home Affairs establishes, verifies and manages identity, internationally, at the border and domestically. Within Australia, Home Affairs provides identity matching services for Government and industry, through simple automated processes allowing for a person's identity information to be matched against existing state and federal government records.

Home Affairs is the commencement of identity authority for 29 per cent of Australians born overseas and over nine million visa applicants per year.

The Department also provides cost recovered security and criminal background checking services for people working in critical industries including aviation, maritime, security sensitive biological agents and major national events.

## Home Affairs

# The Identity Verification Services Legislation (previously The Identity Matching Services Legislation)

The Identity Verification Services Legislation is being considered by the Commonwealth Government.

Whilst different aspects of the legislation are still being considered by Government, it is intended that the legislation will enable biometric verification (1:1 matching) of identity, with consent, against government records (e.g. against passport and driver licence records). The legislation will give effect to the 2017 Intergovernmental Agreement on Identity Matching Services. The Intergovernmental Agreement seeks to enable the use of biometric matching across jurisdictional borders, particularly driver licences, which around 80% of Australians hold. The Intergovernmental Agreement commits jurisdictions to enable 1:1 biometric verification of identity with consent.

The legislation will enable the efficient delivery of government services and the prevention of, and recovery from identity crime, scams and data breaches. This will support verification of identity for online services provided by government and the private sector, including the creation of biometrically-verified digital identities. To prevent fraud and make sure the

right people are accessing services, businesses and government agencies need to know who they are dealing with. Biometric verification of identity against government-issued credentials supports this.

By giving businesses and government agencies a high degree of confidence in a customer's identity, biometrics can also support broader efforts to reduce collection and retention of personal information. This is particularly the case where an individual uses a biometrically verified digital identity such as a 'strong' myGovID. Reducing the collection and retention of personal information will help reduce the impact of future data breaches (less data will be at risk of being exposed), thus reducing the risk of further identity crime, scams and cybercrime. Where credentials are compromised, biometrics can add an extra layer of security. They make it harder for a criminal to misuse a compromised credential. Biometrics can also help individuals to quickly and easily verify their identity and revoke or recover lost credentials and identities.

## Estimated timeframe for delivery

Introduction is subject to Government direction.

## Home Affairs

# National Identity Proofing Guidelines Review (NIPG Review)

The update of the National Identity Proofing Guidelines (the Guidelines) will address longstanding inconsistencies in identity management practices, drawing on the recommendations of the review of the Guidelines in 2022 and previous reviews.

In the short term, the update will:

- Align the Guidelines with current international standards for identity proofing and the Trusted Digital Identity Framework.
- Provide guidance on the collection, retention and destruction of personal information collected under identity proofing processes.
- Include minimum standards and provide examples of how to apply the Guidelines for each identity proofing level.
- Add guidance on authenticating and accepting digital identity that parallels guidance on physical credentials.
- Review the use of proof of age cards.

The updated Guidelines will also serve as the basis for discussions on a mandatory Code of Identity to drive improved security of Australian identity credentials. A mandatory Code of Identity would be subject to agreement from all jurisdictions.

## Estimated timeframe for delivery

The update of the National Identity Proofing Guidelines is an initiative under the draft National Strategy for Identity Resilience, which will be considered by the Data and Digital Ministers Meeting (DDMM) at its February 2023 meeting. If endorsed, detailed plans will be considered by the DDMM at its May 2023 meeting.

Subject to DDMM consideration, the update of the National Identity Proofing Guidelines is scheduled to be completed by May 2024.

## Home Affairs

# National Strategy for Identity Resilience

Australia needs a national approach to identity resilience; to make Australian identities hard to steal and, if compromised, easy to restore.

Owing to the federated nature of identity arrangements in Australia, partnerships between states, territories and the federal government are critical – our best defence is a nationally consistent approach to identity resilience, with all jurisdictions working together on common objectives, standards and practices.

The Department of Home Affairs is working with Commonwealth, state and territory agencies to develop a National Strategy for Identity Resilience.

The National Strategy for Identity Resilience consists of ten agreed principles and seven initiatives that will strengthen identity security and resilience arrangements across the nation.

The ten agreed principles are:

- Seamless Commonwealth, state and territory digital identity systems will support identity resilience;
- Identity needs to be inclusive;
- Individuals, industry and government have a role to play in identity resilience;
- All jurisdictions will work towards consistent high national identity standards;
- Biometric verification can improve resilience;

- All jurisdictions will allow an individual to update their information once;
- Less data collection and retention;
- Clear data-sharing arrangements;
- Consistent revocation and re-issuance; and
- Clear accountability and liability.

The seven initiatives, as listed below, are multi-jurisdictional and give effect to the above principles.

Immediate initiatives (Up to 12 months to implement):

- Implementation of the review of the National Identity Proofing Guidelines;
- Cohesive national approach for responding to the identity security aspects of data breaches; and
- Identity resilience education and awareness.

Medium term initiatives (1-3 years to implement):

- Credential Protection Register; and
- Mobile phone trust scores.

Long term initiatives (3 -5 years to implement):

- Reissuing Digital Credentials through Digital wallets; and
- One-stop-shop / no wrong doors for identity remediation.

A public facing version of the National Strategy for Identity Resilience will also be developed in consultation with all jurisdictions.

Over time, new initiatives may be pursued under the National Strategy for Identity Resilience.

### **Estimated timeframe for delivery**

The draft National Strategy for Identity Resilience will be considered by the Data and Digital Ministers' Meeting at its February 2023 meeting.

If agreed, jurisdictions will seek agreement to the strategy and any immediate initiatives they are leading on, including costs, from their respective Cabinets.

The Department of Home Affairs will seek Data and Digital Ministers' Meeting agreement to the final strategy at its May 2023 meeting. There will also be a proposal to release a public facing strategy.



## Home Affairs

### Digital Confirmation of 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.

In order to access a range of services, Australian citizens (by both application and by birth) are required to prove their identity and demonstrate their Australian citizenship status to the Australian government on multiple occasions throughout their life.

For Australian citizens by application, their physical citizenship certificate currently serves as both evidence of citizenship and their primary commencement of identity document. For Australian citizens by birth, a State or Territory issued birth certificate

serves as their primary commencement of identity document, however further documentation may be required to confirm their citizenship status.

It is intended that this initiative would enable digital access to confirmation of citizenship for all Australian citizens, and integrate with State and Territory efforts to develop electronic birth certificates. This will provide flexibility for clients, reduce the inconvenience and cost of replacing lost citizenship certificates, and simplify access to government services.

### Estimated timeframe for delivery

The digital confirmation of Australian citizenship initiative is subject to funding, with scoping work planned to progress in the Medium Term, if funded.

## Home Affairs

### Electronic Travel Authority (ETA) app

Australia needs a national approach to identity resilience; to make Australian identities hard to steal and, if compromised, easy to restore.

The Australian ETA App (developed in partnership with SITA) supports the lodgement and processing of ETA applications. The ETA app auto-populates biographic data directly from the passport and captures biometric data, including a live facial image. This data is sent to the Department's appropriate risk and identity systems for risk checking.

The ETA app pilot was conducted from 1 October 2020 to 30 September 2021 and demonstrated that the app collected accurate biographic data and proved that biometric data can be collected in an uncontrolled environment and used for matching purposes. It is currently running in an interim production mode while awaiting full integration with the Department's identity and biometric systems.

#### Estimated timeframe for delivery

From March 2023, the ETA app will be integrated with the Department's Identity Management System (IMS), resulting in biometrics captured through the app being run against the Department's biometric holdings. This will create a unique, biometrically-anchored identity record for each client which can then be used to link their future applications, mitigating the risk of creating duplicate records. This will also address the risk of those who may hold adverse immigration histories from changing biographic details to bypass current watch listing capabilities.

## Home Affairs

### Australian Border enhancements

The Australian Border Force supports national prosperity by facilitating legitimate trade and travel and supports national security by securing Australia's border. Modernisation and automation of travel, through the Digital Passenger Declaration (DPD) and next generation SmartGate rollout and associated ICT enhancements, are a priority.

Streamlining traveller facilitation through improving digital data capture and more seamless touch-points, while continuing to strengthen national security, is a key priority for the ABF.

SmartGates automatically process passengers through passport control. SmartGates provide a biometric automated clearance system for arriving and departing air travellers and use facial recognition technology and an ePassport to check a traveller's identity. In 2018-19, approximately 10 million (50%) of arriving travellers were processed at the primary line rather than SmartGates. The Department has significant evidence that persons of interest bypass biometric controls (SmartGates) to circumvent the accuracy of automated biometric matching.

The intent of the Biometric Cameras at the Primary Line project is to biometrically verify all eligible air travellers at the border.

New biometrically enabled cameras will be installed at all primary line modules in both arrivals and departures. The cameras will be integrated with a passport reader and the Home Affairs border clearance system.

Primary Line Australian Border Force Officers will capture a traveller's biometric facial image which will be automatically matched against the traveller's passport image. Additionally, verification of the traveller's image will be undertaken against a biometric watchlist and biometric gallery within the Enterprise Biometric Identification Service.

#### Estimated timeframe for delivery

Work is progressing and it is envisaged that a "Go Live Decision" will be made June 2024. User Acceptance Testing is scheduled to be complete by December 2023 and Airport trials will be concluded late April 2024 to inform the go live decision.

# Australian Taxation Office

## Overview of the Australian Taxation Office and its role in the AGDIS

The ATO is the Australian Government's principal revenue collection agency, administering the legislation governing tax, and supporting the delivery of government benefits to the community.

The ATO is the Whole of Government provider for the following two critical components of the AGDIS:

- **myGovID** – a mobile application that enables a user to prove their identity and logon to online services. myGovID is TDIF accredited to identity assurance level 3 which includes face biometric verification.
- **Relationship Authorisation Manager (RAM)** – a service that enables an individual to represent a business and for business administrators to delegate and manage employee authority.

Exponential growth in digital services and the pandemic has resulted in myGovID and RAM adoption and usage exceeding expectations and firmly establishing myGovID and RAM as critical government infrastructure. Ongoing investment and enhancements to these products is essential to meet client expectations, mitigate emerging cyber/fraud risks and support further expansion across the economy.

myGovID is a leader in the security and volume of biometrically verified Digital Identities (IP3) and is well positioned to enable the National Identity Resilience strategy.

Together myGovID and RAM support:

- 125 online services across 38 agencies (Federal, State & Territory)
- 7.5m verified identities (4m x IP2 and 3.5m x IP3 Face Verified),
- 1.54m active ABNs,
- 1.2m authorised business representatives,
- Machine to machine authentication enabling over 500 external software providers to integrate with Government APIs

## Australian Taxation Office

### myGovID improvements

myGovID and RAM were released into public beta in June 2019 and became the primary identity solution for business entities in April 2020 when the AUSkey system was decommissioned. It is currently funded for sustainment until June 2024.

This level of sustainment funding supports operations (technology and ATO contact centre), enhancements to the system and to address critical user irritants.

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).

# Services Australia

## Overview of Services Australia's and its role in the AGDIS

Services Australia (the Agency) designs, delivers, coordinates and monitors government services and payments relating to social security, child support, students, families, aged care and health programs and is responsible for leading the delivery of a number of core elements of the AGDIS.

These are:

- Delivering and operating the AGDIS Exchange that provides essential infrastructure to enable the realisation of private and secure TDIF design.
- Operation and enhancement of myGov along with Centrelink and Provider Digital Access (PRODA), each of which

participate in the AGDIS as relying parties.

- Delivering and sustaining the Interim Oversight Authority (IOA). The IOA is responsible for independent administration and oversight of the AGDIS. The Agency shares this role with the DTA who work together as a multidisciplinary team.

## Services Australia

# Enhancing the AGDIS Exchange, including the myGovID and myGov integration

The Agency continues to enhance the AGDIS Exchange through the following activities:

- Supporting relying parties to connect to the AGDIS through onboarding activities. This includes migration of the ATO's Relationship Authorisation Manager (RAM), and other services.
- Enhance privacy and security features.
- Strengthening the AGDIS scalability and stability by transitioning the AGDIS Exchange to the Agency's OpenShift Platform.
- Expanding the adoption of Digital Identity to the Agency's Medicare and Child Support online services.

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

services operated and provided by the IOA. 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. In 2023, the Agency will industrialise the platform, establishing it as the 'front door' for all IOA services.

- myGov is integrated with the AGDIS as both a relying party, and an attribute provider. Together these roles provide users with the option to use their Digital Identity to sign into myGov and, for some services such as Centrelink, present their Digital Identity to support online identity verification.

The Agency is working closely with the DTA and ATO to explore opportunities for improving the integration of Digital Identity with myGov, starting with the sign-in experience, and streamlining Connected Services linking processes.

# Western Australia

## Jurisdictional Strategy

During 2022 the Western Australian Government has implemented a suite of innovative digital identity initiatives improving the online customer experience for Western Australians. This year has seen significant digital transformation ensuring government services are better integrated, more convenient and more intuitive to meet the needs of the community.

Through the additional allocation of \$400 million to the existing \$500 million Digital Capability Fund, the WA Government is accelerating its digital identity capabilities to make it easier for people and businesses to connect, interact and transact with government.

Led by the Office of Digital Government, the WA Digital Identity Exchange lays the foundation for a suite of transformative digital identity initiatives. Key amongst these is the ServiceWA App, revolutionising digital service delivery in Western Australia by providing a single mobile platform for Western Australians to access government services.

Launched in January 2022, the first iteration of the ServiceWA App features 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 evolve over time to incorporate new functions and capabilities as required by the community.

In addition to the ServiceWA App, the WA Government has launched: Environment Online – a one-stop shop for environmental assessments and approvals; Fast-Track Grants – a platform to streamline the small business grants process; Notification Services – allowing citizens to verify their identity and subscribe to WA Government notifications; and the WA Relationship Authorisation Manager (RAM) with integration to the Australian Government RAM to manage authorisations allowing representatives to act on behalf of a business online.

The WA Government will continue progressing Digital Credentials and Digital Wallet – securely embedding the digital credentials of WA citizens into the digital wallet functionality of the ServiceWA App, and additional phases of Environment Online and Notification Services. Each of the launched and progressing initiatives have the capability to leverage the Commonwealth Government's myGovID for identity verification purposes.

To ensure all 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.

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.

Secure

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

Inclusive

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

These bold and exciting initiatives will markedly accelerate progress towards WA's digital vision. They will better enable convenient, smart and secure services for all Western Australians and enhance government's ability to respond to future challenges holistically, in working towards a more secure, sustainable and digitally inclusive future.

## Western Australia

### ServiceWA app

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

The ServiceWA App provides 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 are able to access services from multiple agencies in one place, simplifying and streamlining customer interactions with government.

The ServiceWA App launched in January 2022. The App provided the highest level of vaccination assurance possible during COVID-19 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 uses myGovID's digital identity capability to provide a high level of identity assurance and contains in-application security measures to authenticate the validity of the COVID-19 vaccination certificate displayed via the application. Users are required to download and register to use the application with a myGovID digital identity. Once a user's identity is verified, the citizen can access services in the App.

Other government services added to the ServiceWA App in 2022 include:

- FuelWatch
- SharkSmart and Weather Stations
- Bushfire warning notifications
- Unclaimed Money Register

### Delivered

The ServiceWA App launched in January 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 used myGovID to verify their identity and to pre-register online for available grants using the WA Digital Identity Exchange.

Led by the Small Business Development Corporation in partnership with the Office of Digital Government, the initiative fast-tracked 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 benefits of embedding digital identity into the grants process meant:

- 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 went live in January 2022, with a total of 36,787 application submitted.

### Delivered

The Fast-Track Grants initiative went live in January 2022.

## Western Australia

### Notification Service

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

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

The first phase of the Notifications service, delivered in 2022, enables citizens to receive notification and inbox messaging through the ServiceWA App from multiple agencies.

The next phase will expand into a full platform enabling text message and/or email, from multiple agencies for a

range of Western Australian Government services.

By utilising the WA Digital Identity Exchange to verify the identity of citizens, and integrating multiple services, notifications make it easier and faster for the WA Government to securely distribute communications to members of the community.

Led by the Office of Digital Government and the Department of the Premier and Cabinet, the Notification service launched in Q4 2022.

### Delivered

Phase 1 Launched Q4 2022 enabling citizens to login online and receive important WA Government notifications through their inbox in the ServiceWA app.

Phase 2 will be delivered in Q4 2023 further expanding the notifications platform enabling text messaging and/or emailing of multiple WA Government agencies for a range of services.

## 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.

Environment Online Phase 1 went live in August 2022. Iterative releases of new features are scheduled 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. Environment Online Phase 1 went live in August 2022. This will be followed by iterative releases leading through to a final launch in mid-2024.

## Western Australia

### 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.

The WARAM is a WA state government service and is part of the WA Digital Identity Exchange.

Led by the Department of Mines, Industry Regulation and Safety in partnership with the Office of Digital Government, the WARAM consolidates authorisations for one party (business or person) to act on behalf of another party (business or person) allowing customers to have a central source of truth for all their authorisations.

The WARAM can be used in both professional and private lives to authorise representatives. Once an authorisation is established and recognised, one party can transact online on behalf of:

- another person or

- a business, volunteer organisation or other entity who is not a person.

The WARAM went live in August 2022 and currently supplies authorisations to the Environment Online service.

The Australian Government RAM is part of the Federal Digital Identity Ecosystem. This attribute service provides national business identity information for businesses that possess an ABN related to authorise representatives.

The WA Digital Identity Exchange is a Relying Party to the Federal Digital Identity Ecosystem; and connection to the RAM was established in November 2022. The RAM is available to all WA Digital Identity Ecosystem participants.

### Delivered

The WARAM initiative went live in August 2022, facilitating management of authorisation allowing representatives to act on behalf of a business online. The RAM connection was established in November 2022.

## Western Australia

### Digital Credentials and Digital Wallet

Digital credentials to be securely embedded into the Digital Wallet functionality on the ServiceWA App.

Current commercial wallets do not provide enough control to verify each and every credential without having the infrastructure and capability to actively challenge what's being presented. A common approach is that for every credential held within a commercial wallet a QR code is embedded which can then be presented and verified, thereby confirming the sighted digital credential is genuine and valid.

Before using commercial Digital Wallets, WA will develop the active challenge technology in parallel to building digital credentials that rely on

sighted verification through the ServiceWA App only.

Through the ServiceWA App a citizen will easily be able to present a digital credential (i.e., drivers' licence) and when a citizen hires a vehicle or attends events where a digital credential is requested, they will be able to open their ServiceWA app and present the credential to the verifying party for sighted validation.

#### Estimated timeframe for delivery

It is expected that digital credentials will be available in the ServiceWA App in Q4 2023. Further enhancements, including the ability to actively challenge sighted credentials, will be implemented in 2024.

# Queensland

s47B





## Queensland – Department of Transport and Main Roads

### Queensland Digital Identity Service (myQldID)

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

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- 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

# myQIdID/Tell Us Once

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

The establishment of a whole of government digital identity broker (IdB) service, 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.
- Connection of myGovID for individuals – Production services commenced

### Delivered

Went live in 2022.

# 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 exchange, will be available by February 2023 – allowing the existing 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).

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 an Identity Exchange (broker), which will provide a mechanism for connecting agency service providers with different members of the identity ecosystem.

The Identity Exchange will connect the SA Government One Stop Shop and other agency service providers to enable the use of the mySAGOV account and myGovID as well as

manage and co-ordinate 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.

In the future, 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.

### Delivered

December 2022.

## South 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-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.

The MVP for the One Stop Shop will be launched in December 2022. For citizens and businesses, the initiative builds the foundations for

agencies to deliver a broad range of digital services:

- A single login to access online services provided by a range of South Australian Government agencies
- ability to prefill applications, with consent, so users don't have to repeatedly provide the same details
- transaction status updates from a range of agencies, displayed on the single dashboard
- ability to update details in one place
- ability to view digital licences details in one place, building on success of the mySAGOV app

### Delivered

December 2022.

# Northern Territory

## Jurisdictional Strategy

The NT is actively pursuing development of a whole of government digital portal and citizen ID capability and plans to launch the initial 'version 1.0' prototype in Q3 2023. Following on from the success of the Territory business portal and our development approach for COVID-related digital solutions, a citizen portal will be established as the gateway for Territorians to securely access digital services. Over time, all NT Government services will be available or accessible via the portal. The NT government aims to align with the Trusted Digital Identity Framework to support future interoperability.

Non-digital service channels will be an ongoing requirement for NT customers unable or unwilling to access digital channels, which will be necessary given the connectivity challenges for remote Territorians.

## Northern Territory

# Territory Services Digital Portal

Centralised customer portal for Northern Territory citizens and businesses to transact and interact with government digitally and online.

Harnessing the capabilities and digital solutions developed for the NT Can-Do business portal, the NT will develop a centralised digital “shop front” to streamline and transform the ways NT citizens and businesses access government services.

While the NT has had a range of government services readily available online, awareness of and accessing them is not consistent. Territory Services represents the next chapter in our digital journey to improve citizen experience and serve as a foundation for further digitising new services in the future.

The front end will be a digital portal and native mobile application, while the back-end technology will optimise and streamline government process and service delivery.

The solution will be developed in stages to maintain the ability to pivot as

technology options and capability matures, with important foundational technologies being established early and a small number of transaction types piloted. As the underlying platform evolves, this will be maintained and developed by a dedicated team responsible for the adoption and rollout of Territory Services.

Progress updates will be published regularly as each milestone is achieved, and the capabilities of the Territory Services portal will grow over time. The project will involve engagement with and support from all NT Government agencies working with Department of Corporate and Digital Development as the lead. Territory citizens and businesses will also be engaged to maximise take-up and satisfaction with the digital services.

## Estimated timeframe for delivery

Version 1.0 prototype to launch in 2023. Ongoing development and releases will continue regularly.

## Northern Territory

### Citizen Digital ID

Establishment of digital ID for Northern Territory residents and businesses to access online service like the new Territory Services solution.

The initiative will establish digital ID for use by Northern Territory residents and other NT Government customers. The initiative will use modern identity solutions and align with the TDIF for purposes of interoperability between jurisdictions and bring your own identity use cases.

NT Government is currently assessing solution partners to support the detailed design and architecture, configuration and establishment of a pilot solution that can integrate with myGovID. The implementation of a reliable digital identity for customers will also enable the rollout of mobile drivers' licenses and verifiable credentials, dramatically improving

Territorians' privacy and digital security.

Important non-technical considerations include community engagement, communicating the value and benefits of a digital identity, challenges for remote access to digital infrastructure and tools and sufficiently proving identity for a large number of territory residents who may not possess evidence of identity documents.

Aligned to the Territory Services project, citizen 'tell us once' experience will be enabled as the identity and portal projects are implemented, streamlining and improving people's use of government services.

### Estimated timeframe for delivery

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.



# New South Wales

## Jurisdictional Strategy

NSW's vision is to build a simple, secure and private digital identity solution for customers, supported by a trusted technology foundation and legislative framework. Building on the NSW Identity Strategy, NSW will achieve a cohesive, strategic approach to digital identity and verifiable credentials (DIVC) that will ensure a consistent customer experience, reduce fragmentation and maximise investment in technology solutions underpinned by a policy and legislative framework.

The DIVC initiatives 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. Security, privacy, interoperability, customer control and consent are core principles that are guiding the development of these future-facing services.

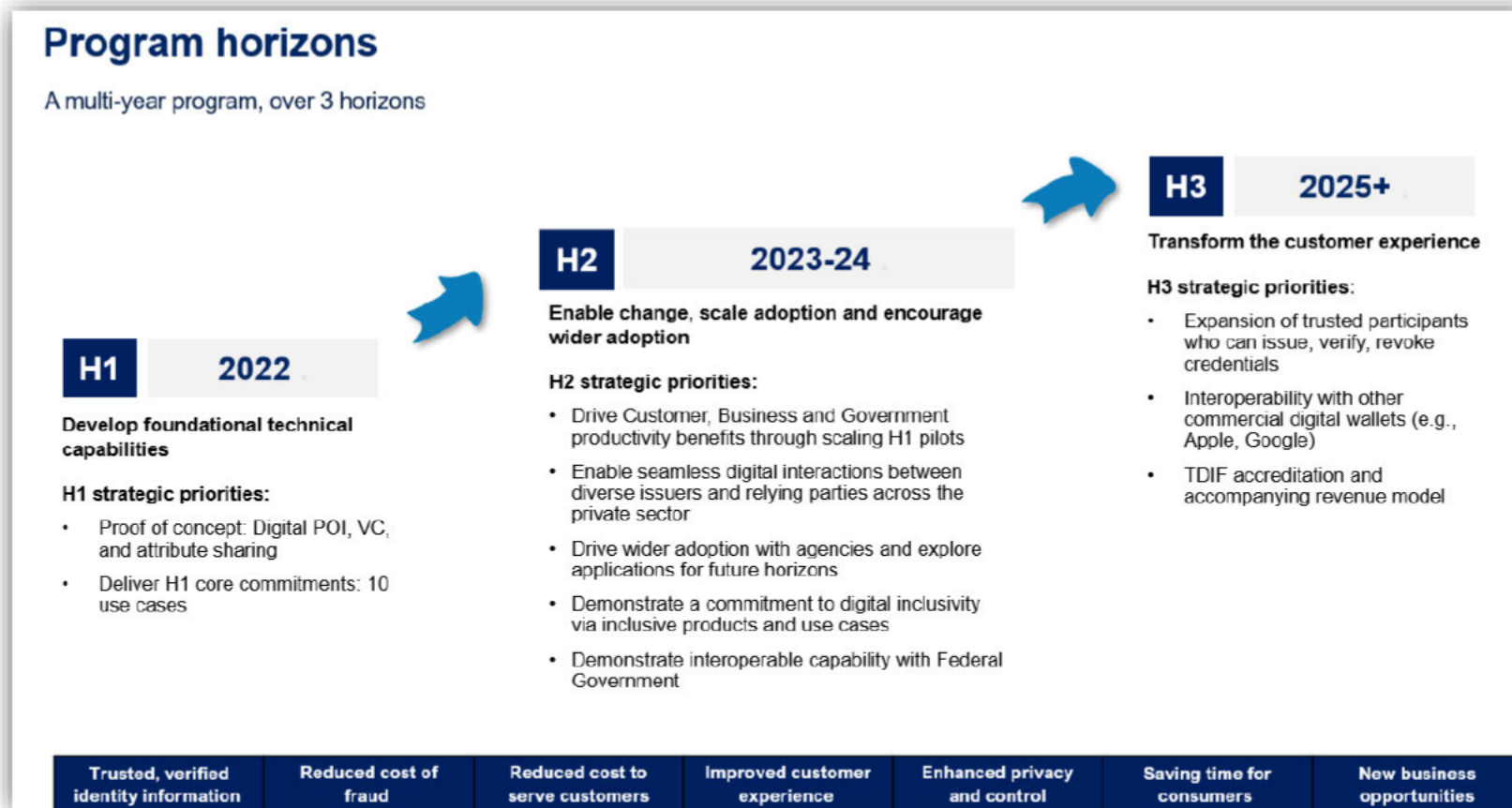
NSW's strategic direction focuses not only on digital identity to prove who a customer is, but also verifiable credentials that prove what a customer is eligible to do, such as holding a trade licence or education qualification. The DIVC program is establishing the foundational elements for NSW customers to validate and share their identity and credential attributes digitally with both NSW Government and the private sector.

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 and share only the relevant and necessary identity and credential attributes with relying parties. Customers will be able to access new and more efficient, private and secure digital services across the entire NSW economy.

NSW is piloting a digital identity together with various verifiable credentials for customers to be able to opt-in, store, use and share from their MyServiceNSW App. NSW has also launched ID Support, a service to support customers if their credentials are compromised.

# NSW Digital ID

## Estimated time of delivery



## NSW DIVC pilots

Service NSW is currently piloting the NSW Digital ID (Beta) and the photo-matching capability. The six digital identity and verifiable credential pilots allow us to thoroughly test the individual components of the product are secure, private and simple to use. Customer feedback will drive potential enhancements.

Results and learning from these pilots will inform the roll out of new digital services and products, such as Working with Children Check (WWCC) online renewals, proof-of-age verification, and additional digital credentials such as the Digital Birth Certificate or First Aid Certificate.

Horizon 2 of the DIVC program starting in Q2 of 2023 will focus on innovation

and delivery of more NSW Government services and integration with private sector and Commonwealth through particular high impact use cases, such as school check-ins, verified bank details for distribution of grants/disaster relief, contractor licenses, assistance with life journeys such as change of name, Medicare card, rental property applications, and many more.

### NSW Legislation and policy

Legislative and non-legislative documents will support DIVC Participants and ensure customers have a clear understanding of legislative protections and associated recourse when using NSW Digital ID. NSW Government is aiming to draft, publicly consult on and introduce legislation into Parliament in 2023. Commercial pilots will not transition to fully operational services until the legislation is passed.

### NSW DIVC Legislation

Among other things, the DIVC Legislation will encompass the following key elements and foundational principles:

- Determine roles, rights, obligations, and responsibilities of government and industry bodies operating within the DIVC System.
- Provide enhanced privacy and consumer safeguards to protect customer data from misuse including regulating the use of biometric information and provision of alternative channels.
- Provide flexibility to allow for technological developments and

innovation, ensuring the DIVC System will not be limited by technology-specific solutions.

- Establish liability of scheme participants and exemptions, penalties and enforcement provisions.
- Formalise the functions and governance arrangements for

the DIVC System and outline administration of charges and revenue.

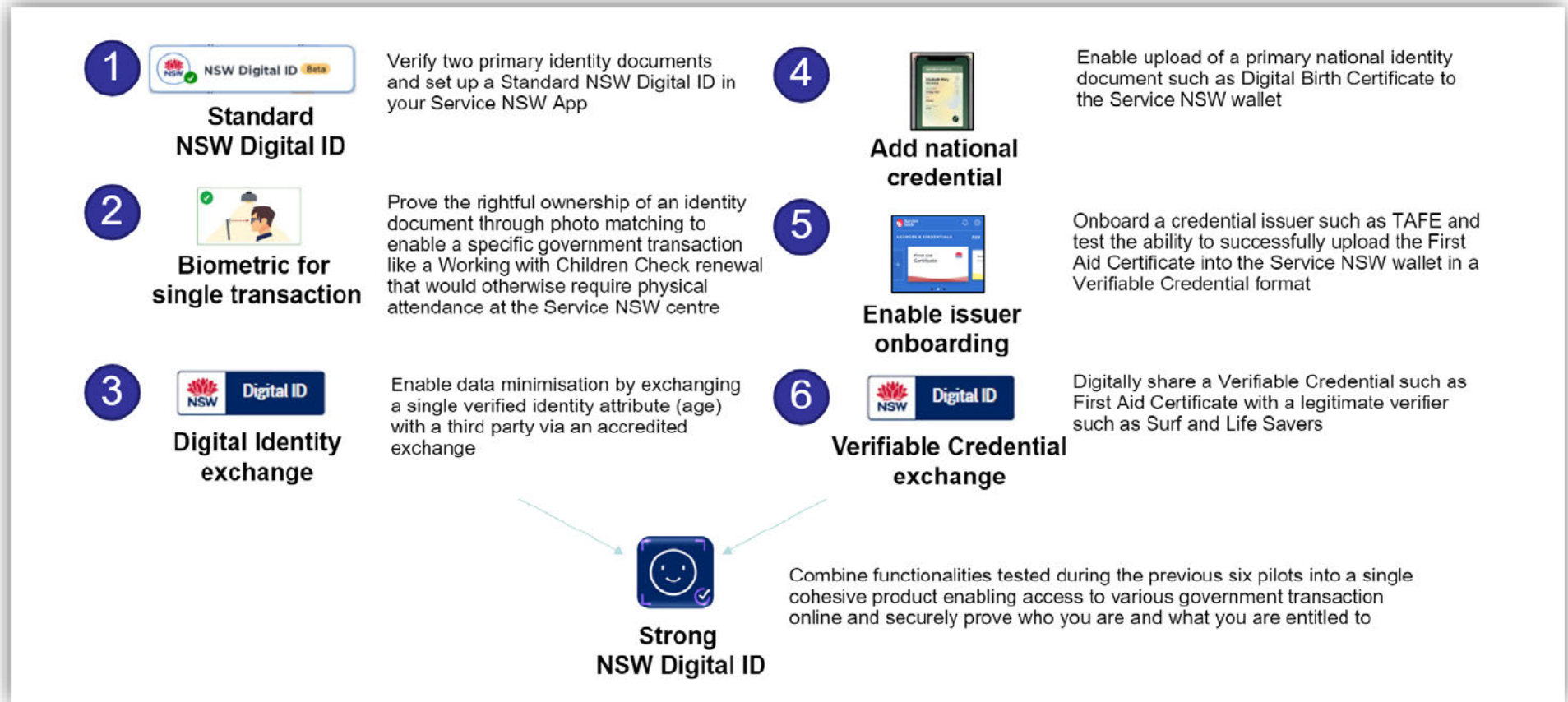
- Enable the DIVC System to expand to the Commonwealth Government, other state and territory governments, the private sector and internationally.

## ID Support NSW Legislation

Among other things, the ID Support NSW Legislation will encompass the following key elements and foundational principles:

- Formalise the establishment of ID Support NSW as a business unit within DCS, including by providing for funding on an ongoing basis.
- Facilitate proactive identity remediation activities and the delivery of support to affected customers, including NSW Government agencies and individuals, in the wake of a breach.
- Facilitate the efficient and effective collection, use and disclosure of information in relation to identity protection and identity remediation activities, including fraud control.
- Enable information relating to a customer's identity and contact details to be lawfully shared with ID Support NSW for the purpose of identity protection and identity remediation.
- Lawfully receive information relating to a customer's identity from law enforcement agencies who have detected that information online, having been released or exposed without the customer's authority, and take steps to prevent and mitigate the effects of misuse.
- Complement and strengthen the fraud control programs of NSW government agencies.

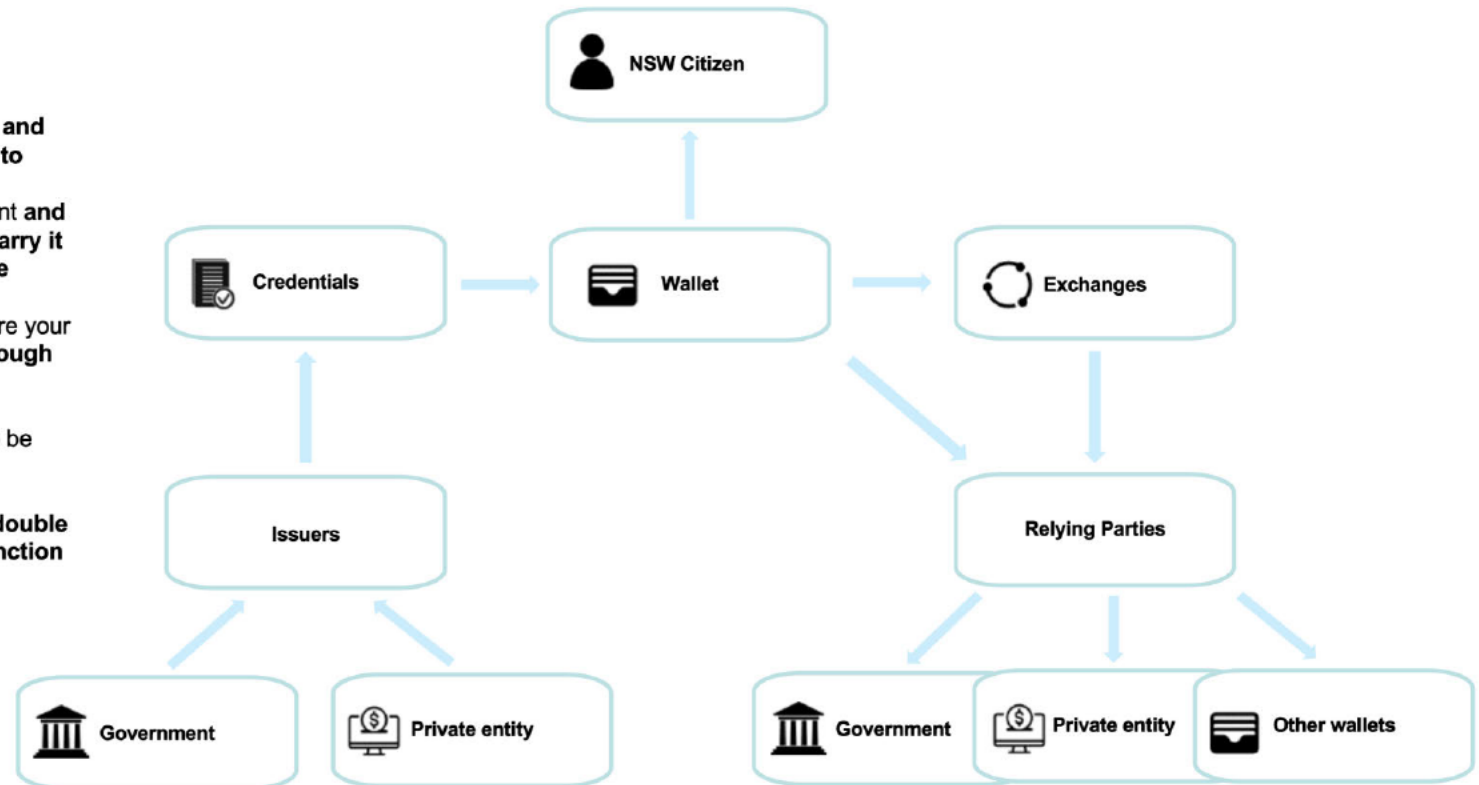
## NSW DIVC pilots



## Highlights

### Highlights

- You can prove who you are, **and also what you are entitled to**
- You can use it for government **and private transactions and carry it in the wallet of your choice**
- You can choose how you share your information - **directly or through an exchange**
- Strong Digital Identity has to be verified **to source**
- Exchange has to provide a **double blind customer privacy function**



# 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.

## 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.



## Delivered

The Birth of a Child pilot commenced in the ACT Centenary Hospital for Women and Children in December 2020 for Medicare enrolment of the newborn, which is completed using data sent to Services Australia from the hospital, without the need for the customer to lodge a paper or online form.

The pilot was extended in March 2022 when the processing of Centrelink Family Assistance Claims was integrated into the Birth of a Child service through pre-population of birth data. This removed the need for parents to provide proof of their baby's birth to Services Australia via a paper form. Two QLD hospitals in Townsville and the Gold Coast were also on-boarded to the pilot in April and May 2022.

In September 2022, the pilot incorporated myGov functionality into the service to enable more parents to participate. The September release was the "Provide the name of your baby" task to enable participants who have been discharged from hospital without naming their baby to provide their baby's name at a later date through myGov.

The next major milestone for the pilot is integration of ACT Registration of Birth into the service. This will enable pilot participants to complete the birth registration process and request a birth certificate from the ACT Registry of Births, Deaths and Marriages via myGov. For participants who opt in, this milestone will achieve the first end to end "tell us once" Birth of a Child life event experience.

## 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.

## Delivered

Base capability for whole of government concessions management was implemented in July 2022 including the ability to:

- Receive concession status information from Centrelink and Dept of Veteran Affairs
- Hold concession status as an attribute against Digital Account customer profile
- Ability to provide this information to downstream agencies, and
- An initial tranche of concessions has been enabled in production for the ACT Revenue Office

Work continues on this multiyear project to progress onboarding of other concession services.

## 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

This project was subject to a change in delivery partner and is still in the design phase. The project is currently being re-baselined with delivery aimed for 2023-24.

## 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

The majority of this project has been delivered including:

- Licensee notifications,
- Eligibility checker
- A register, and
- System of communications with other jurisdictions

The final element of this project is the ability to notify other jurisdictions of 'risk events' which is to be delivered in January 2023.

# Victoria

## Jurisdictional Strategy

Victoria launched the *Victorian Government Digital Strategy 2021 - 2026* in November 2021 (the Strategy). The strategy sets the vision for creating a digital, thriving Victoria, and 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.

Victoria has an existing, well-established digital ecosystem leveraged primarily through the Service Victoria platform. The Victorian digital identity ecosystem is underpinned by legislation and includes an Identity Verification (IDV) service and a digital wallet.

Victoria intends to continue developing its digital identity eco-system and work towards interoperability with the Commonwealth Digital Identity System.

## Victoria

### Identity Verification (IDV)

Making it easy for Victorians to securely prove and store a reusable digital identity.

Victoria was the first jurisdiction to offer identity verification to the highest level of assurance possible online.

Since going live in 2019, more than 1 million Victorians have confirmed their identity through Service Victoria's reusable ID verification platform.

Victoria's online identity verification system has the latest biometric technology, supported by sophisticated artificial intelligence algorithms.

It uses real-time facial recognition which compares a minimum of 140 different facial landmarks to confirm the person completing the check accurately matches the photo ID.

Optical character recognition compares the name and details from the identity documents, which are then matched against the national document verification service, and there's complex counterfeit detection to minimise fraud and identity theft.

The Service Victoria online solution also requires the applicant to take a passport-style photo in real-time, which is then matched against the supporting photo-ID.

A verified identity is checked against a compromised document 'watch-list' and compared against a national register of deceased persons to further prevent fraudulent use.

Customers can choose to save a digital identity created during the identity verification process, which lasts for 10 years. This means people with a Service Victoria digital ID can re-use their identity credential and login to access around 30 other online services – with new ones being added all the time.

Victoria's reusable, secure digital identity saves applicants time and effort and lets people choose where and when they transact, at a time and place convenient to them. No standing in queues or waiting on the phone.

Service Victoria's privacy-by-design principles protect customer information and the 'tell us once' technology doesn't keep or store identity documents.

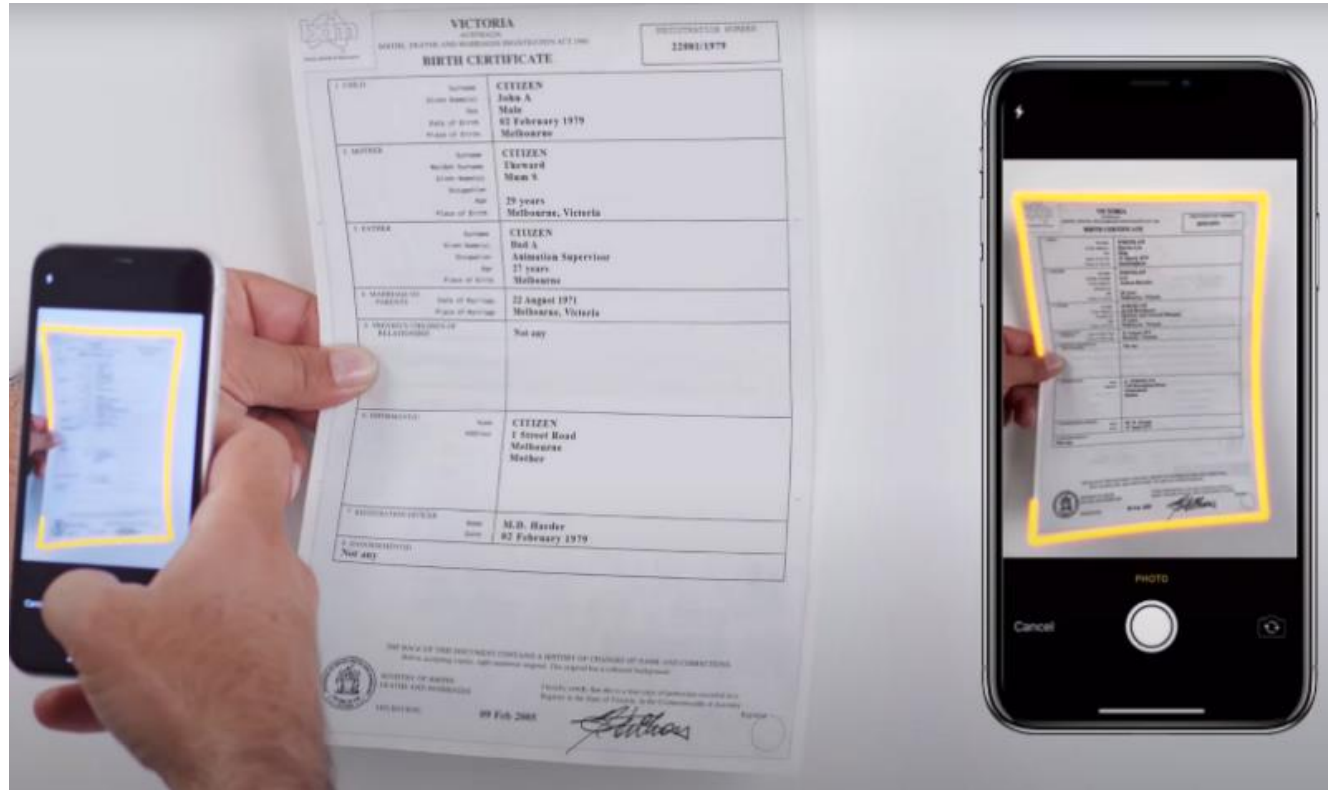
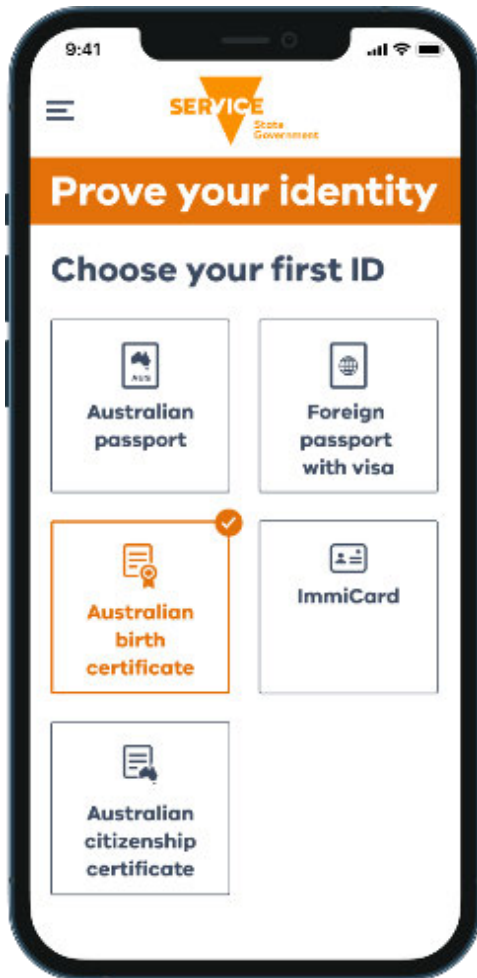
A paper-based, mail-in service, supports those who can't prove their identity online.

## Delivered

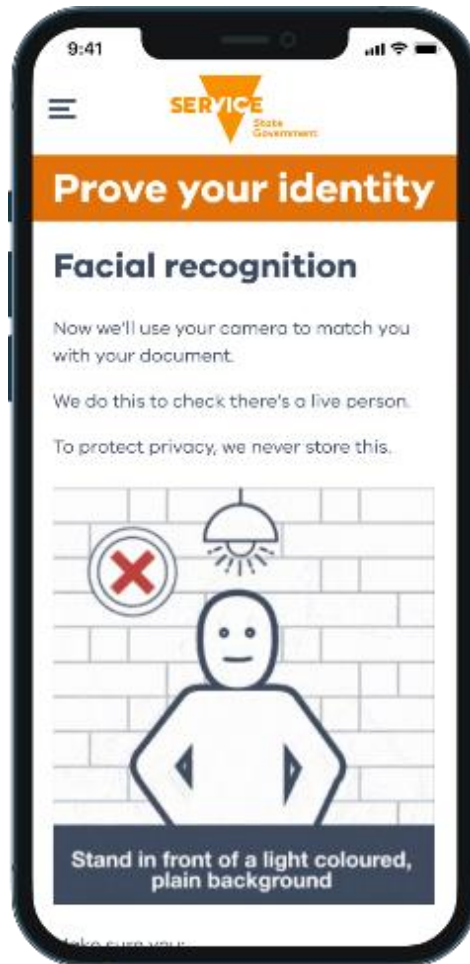
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# Identity Verification (IDV)



## Identity Verification (IDV)



## Victoria

### 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 recreation.

Service Victoria delivered a simple customer experience for sporting organisations and families wishing to participate in the GAK program.

Customer satisfaction has been consistently above target, with voucher applications for parents and guardians above 98%; and satisfaction for activity provider registration and redemption above 96% and 98% respectively.

#### Parents and guardians

Families apply through Service Victoria to receive vouchers for \$200 to cost of membership and registration, uniforms and equipment fees.

To verify eligibility, Service Victoria verifies applicant Medicare card and concession card details through the Commonwealth's Document Verification Service, including verifying

the participating child is listed on the card.

#### Sporting organisations

Organisations who deliver sport and active recreation activities can register to be a GAK activity provider and redeem vouchers through Service Victoria.

To be eligible, a provider must have an ABN, be registered with an appropriate regulator, and affiliated to a Sport and Recreation Victoria recognised Victorian State Sporting Association or Victorian State Sport and Active Recreation Body.

Service Victoria collects and validates organisation details and ABN. Customers create an account when registering as a provider, allowing organisation details to be updated in future.

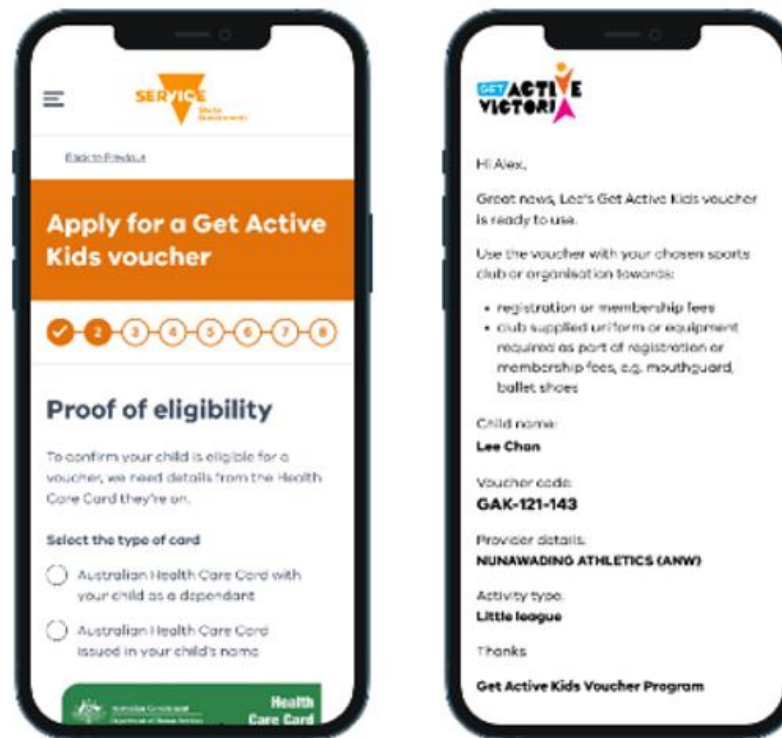
#### Delivered

2022.

## Get Active Kids

*“The online form and questions are user friendly. It has checks and controls in case of typos. It is linked with providers and other required databases which makes it easy and interesting.”*

– Get Active Kids applicant



## Victoria

### Digital National Police Check

Service Victoria partnered with Victoria Police to deliver digital national police checks on the Service Victoria platform.

Service Victoria partnered with Victoria Police to deliver digital national police checks on the Service Victoria platform. The service launched on 26 July 2022 and has successfully processed more than 14,000 national police checks.

The digital national police check has supported fast turn-around times for paper-based applications normally processed by Victoria Police. Applicants using this service no longer need to send in forms with certified copies via post. This means the previous process, which took around 10 working days, can now be resolved for many applicants in less than 40 minutes.

The digital police record covers:

- Purpose of the check
- Identity verification to Level of Assurance 3
- Electronic payment

- Other information required for the nationally coordinated criminal history check to be performed by the Australian Criminal Intelligence Commission.

Applicants upload their identity document information online and use their phone's camera to digitally match their image to their photo on documents. Customer data is validated through document verification service prior to submission to the Australian Criminal Intelligence Commission.

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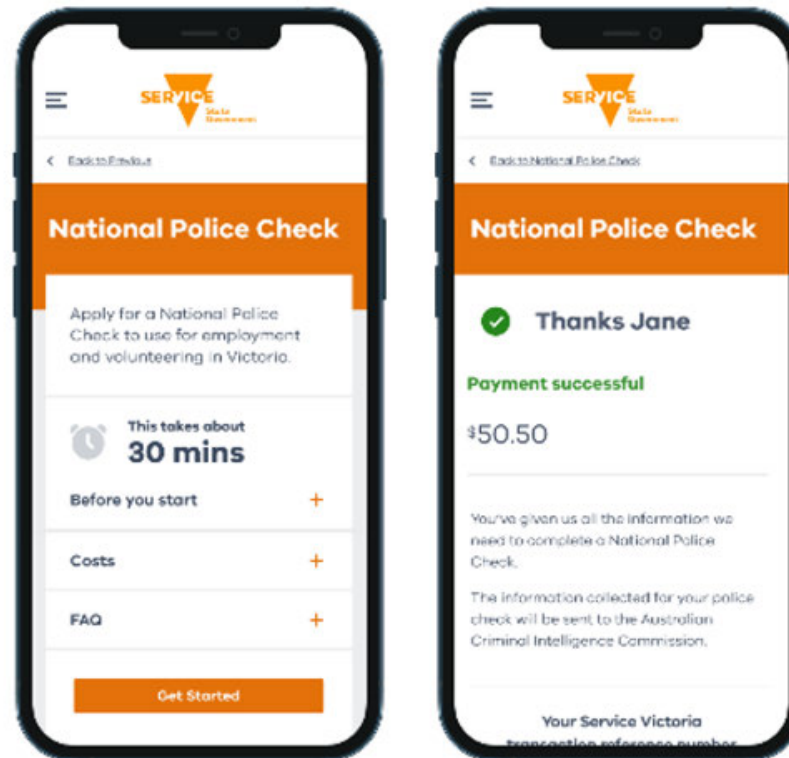
## Delivered

2022

## Digital National Police Check

*“The process was so simple and easy! No paperwork to fill in and take down to the post office like the old days, just all online and verifying ID through phone. All up about 10 minutes. Great experience.”*

- National Police Check applicant



## Victoria

### Sick Pay Guarantee

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.

The Victorian Sick Pay guarantee provides eligible casual and contract workers with a guarantee they'll get sick pay when they can't go to work. This Australian-first program means workers don't have to choose between a day's pay and their health or the health of a loved one.

Workers can apply for Sick Pay Guarantee through the Service Victoria app or website.

The two year pilot is funded by the Victorian Government until March 2024 and administered by the Department of Jobs, Skills, Industry and Regions.

The Guarantee is available to casual and contract workers in hospitality, food trades or food preparation, supermarkets, retail, sales, aged and

disability care, cleaning and laundry, and security.

Eligible workers are paid up to 38 hours of sick and carers pay at the national minimum wage.

Nearly 50,000 casual workers signed up for the program in the first eight months (until November 2022).

Customer satisfaction for Sick Pay Guarantee is 96.84%.

Signing up is easy. Customers create a Service Victoria account, verify their identity (to LOA2) then submit proof of work documents.

An offline channel is available for customers who are unable to prove their identity online.

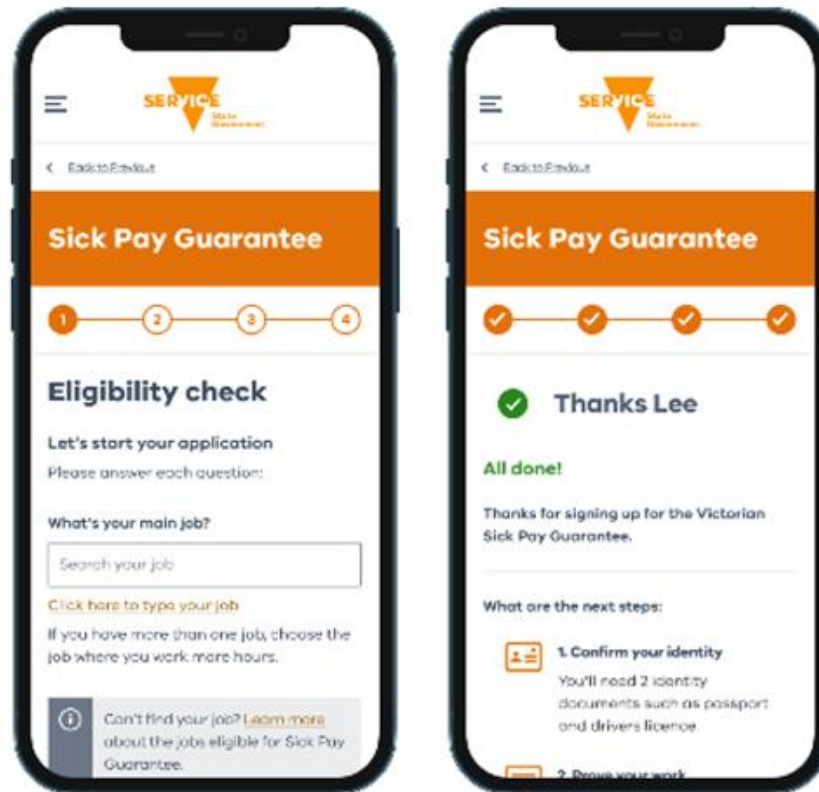
## Delivered

2022.

## Sick Pay Guarantee

*"It was quick, simple and easy and as I am not very computer literate, it makes my claim easier. Thank you."*

Sick Pay Guarantee applicant





# 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.

## Tasmania

### 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.

#### Delivered

Q3, 2022.

## Tasmania

# First stage of Service Tasmania Digital Portal

### Highlights

- rollout of digital identity for citizens,
- customer account/dashboard
- early adopter services and transactions (e.g., 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 bring high-volume registration and licensing transactions online, and enable personalised, targeted electronic communication with Tasmanian citizens.

### Estimated timeframe for delivery

Q4, 2023.

# Insights and Next Steps

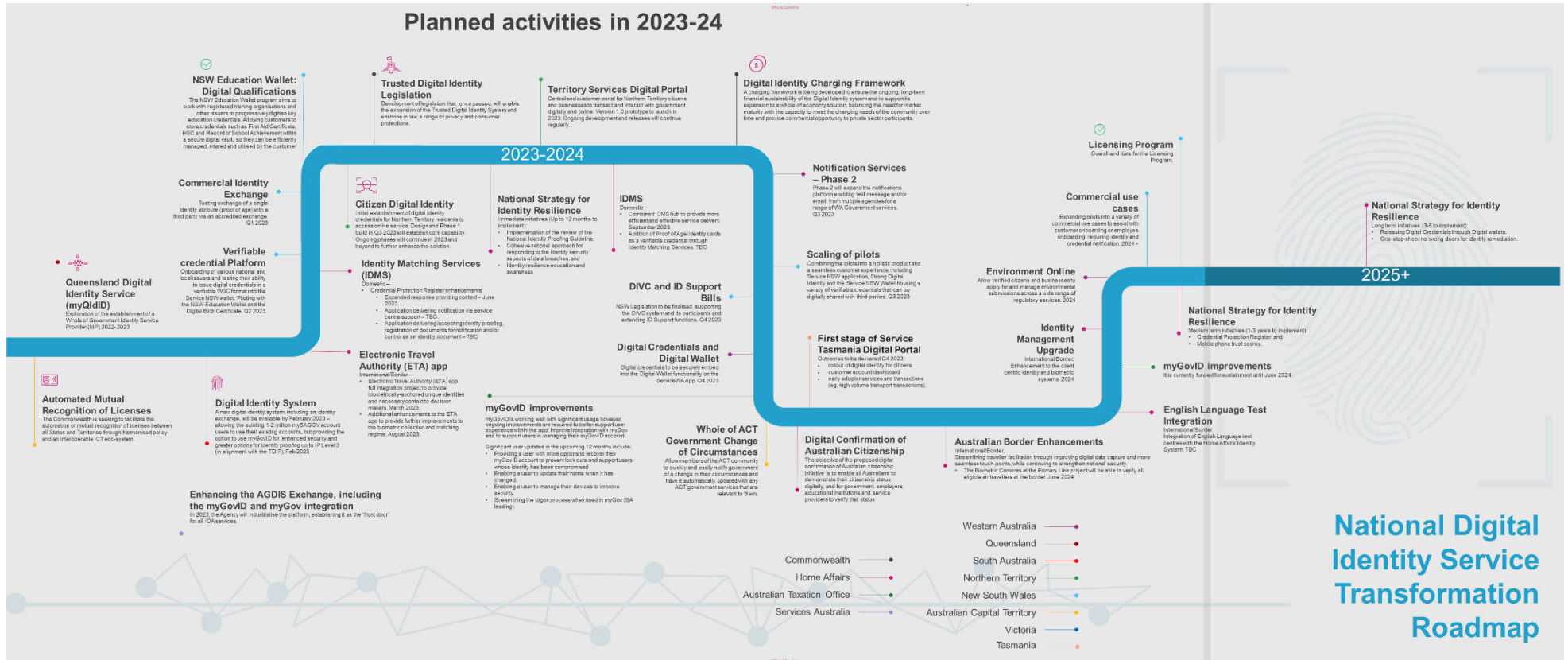
## Insights generated from the Roadmap

1. States and territories largely employed a citizen-centric approach as part of their strategy, with a significant focus on providing a seamless customer experience and reducing friction between transactions.
2. Jurisdictions are working on initiatives such as the development of a website, app or citizen portal that will provide a 'front door' to accessing government services.
3. The reuse of credentials and attributes once a citizen has verified their identity is an emerging theme that will reduce the burden on citizens in their interactions with government.
4. Higher level authentication, such as Identity Proofing Level 3, is an enabler to implementing high value use cases that requires the verification of sensitive personal information.
5. States and territories have implemented digital identity and verifiable credentials for a range of different use cases, including qualifications, grants and authentication for services.

## Next steps to continue momentum

1. Understand lessons learned from each state and territory's application of digital identity, achieved through sharing insights from customer feedback, adoption and technical choices.
2. Maintain the Roadmap as an artefact to guide the evolution of digital identity across state and federal jurisdictions, with the intention of further improving service offerings for citizens.
3. Continue the collaboration between jurisdictions through the DIWG, to surface overlap between initiatives and identify future opportunities to enhance reuse and interoperability across government.

# Appendix A - National Digital Identity Service Transformation Roadmap Visual



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