



AUSTRALIAN DIGITAL COUNCIL

State of the Data and Digital Nation

An overview of data and digital government initiatives across the nation.

April 2019



Australian Digital Council

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The Hon Victor Dominello MP, New South Wales
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Minister for Police, Fire and Emergency Management
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Minister for Tourism, Sport and Culture
Minister for Corporate and Information Services

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Introduction

Data and technology are changing how Australians live, work and prosper. We are living in the digital age, where citizens expect to be able to access government services when and where they want to. Citizens expect governments to meet the highest standards of service delivery; to protect their data, privacy and security; to offer a wide choice in accessing services; and to account for diverse needs.

Australia is a global leader when it comes to open data and transformation of services. In July 2018, Australia was ranked second in the UN e-Government Development Index for the third reporting period in a row. This global survey measures e-government effectiveness in the delivery of public services. In addition, Australia is ranked second globally for open data initiatives (Open Data Barometer 2017).

However, to keep up with technological change and people's expectations, Commonwealth and State and Territory Governments must continue to transform and improve service delivery. As a federation, all Australian governments need to continue to work together to help create efficiencies, encourage the sharing of capabilities and research, and ultimately create better user experience for individuals and businesses.

The Australian Digital Council was formed in September 2018 to drive better cross-government collaboration on data and digital transformation. The Council is working to align services and strategies across Australia to achieve smarter service delivery and improved data and digital policy outcomes.

The State of the Data and Digital Nation provides an overview of the main data and digital transformation initiatives taking place across our country, at both Commonwealth and State and Territory government levels. Jurisdictions are striving to make Australians' lives better, developing and implementing data and digital transformation initiatives to ensure Australia is at the forefront of data and digital policy, programs and service delivery.

This publication has two key purposes:

1. Increase visibility and transparency of data and digital initiatives across the nation
2. Identify alignment and areas for collaboration between jurisdictions.

Data and digital initiatives described in this publication are grouped into six key themes:

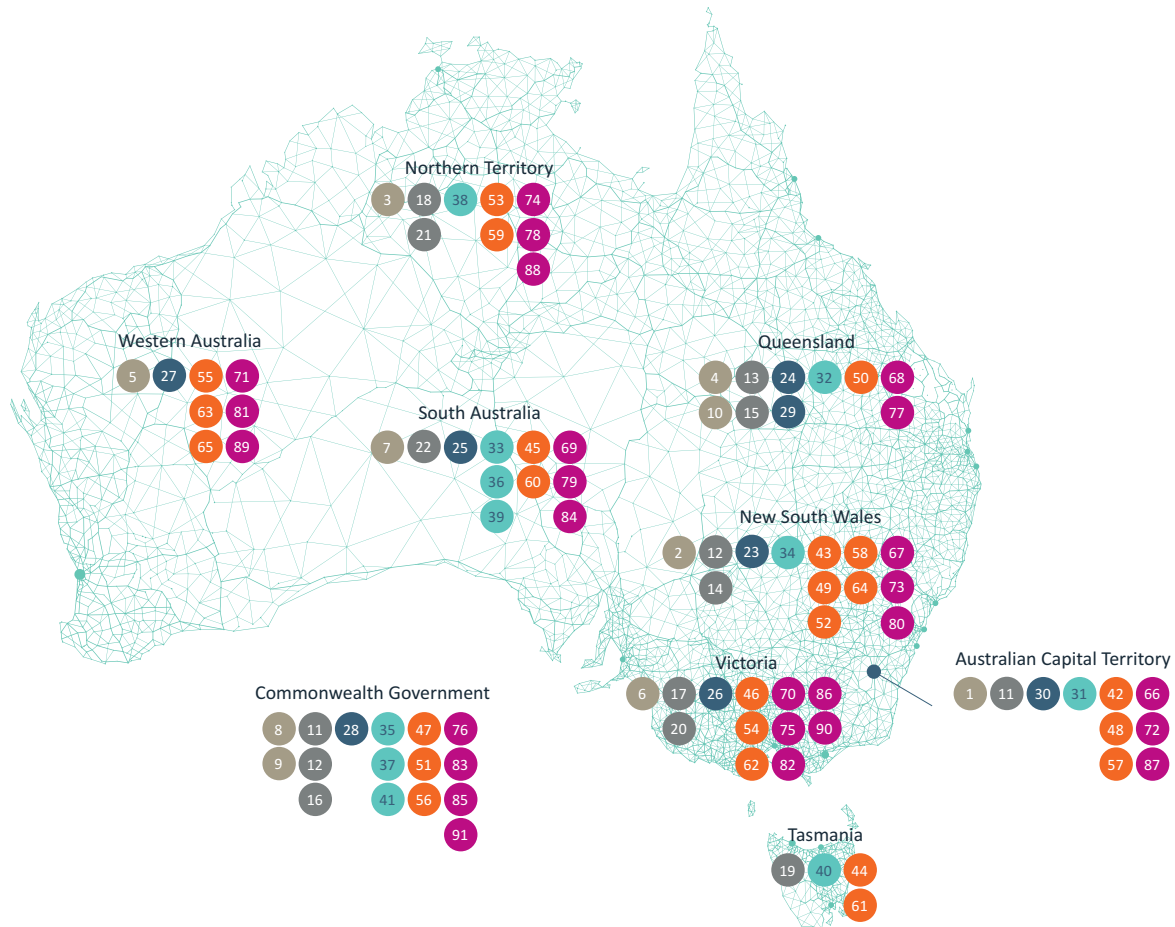
1. Policy and Strategy
2. User Experience
3. Products and Services
4. Service Enablers
5. Internal Capabilities
6. Data Sharing and Linking

Case studies are shared throughout, highlighting achievements in each jurisdiction.

This publication is not intended to be exhaustive; it only provides a snapshot of work being undertaken across jurisdictions. Providing visibility and transparency is one of several steps in aligning priorities for the Commonwealth and States and Territories to deliver more integrated services, and ensure a unified direction for work on data and digital transformation.

Policy & strategy

Digital & Data Signature Initiatives



POLICY AND STRATEGY

Jurisdiction/digital strategies

1. ACT Chief Minister's Statement of Ambition (ACT)
ACT Digital Strategy (ACT)
2. NSW Digital Government Strategy (2017) (NSW)
3. Digital Territory Strategy and 2018-19
Action Plan (NT)
4. Our Future State plan (QLD)
5. Digital WA ICT Strategy 2016-2020 (WA)
6. Data Reform Strategy (VIC)
Statements of Direction (DPC) (VIC)
Data Access Policy (VIC)
IT Strategy 2016-2020 (VIC)
Victorian Protective Data Framework (VIC)
Data Exchange Framework (VIC)
Cyber Security Strategy (VIC)
7. Digital Transformation Strategy (SA)
Digital Transformation Strategy (CTH)
Sourcing Strategy (CTH)
Platform Strategy (CTH)
Digital Capability Strategy (CTH)
Hosting Strategy (CTH)
Digital Continuity, Information and
Data Strategy (CTH)
Digital Economy Strategy – Australia's Tech
Future (CTH)
Public Data Policy Statement (CTH)
ISA: Australia 2030 (CTH)

E-health strategies

8. Digital Health Strategy (CTH)
9. Digital Health Strategy (QLD)

USER EXPERIENCE

Life events mapping

10. Birth of a Child (ACT + CTH)
11. End of life (NSW + CTH)
12. Looking for work (QLD)

Customer experience improvement

13. Customer Journey Mapping (NSW)
CX Pipeline (NSW)
14. Customer journey programs (QLD)
15. Medicare newborn enrolment (CTH)
Welfare payments (CTH)
16. Customer Journey Mapping (VIC)
17. Grants NT (NT)

Digital inclusion/vulnerable groups

18. Digital Inclusion Strategy (TAS)
19. Digital Accessibility (VIC)
20. Remote Telecommunications Co-investment (NT)
Outback Connections (NT)

Regional and agriculture

21. Business Transformation program
(Primary industries) (SA)

PRODUCTS AND SERVICES

Simplified service points

22. Service NSW (NSW)
Digital Driver's Licence (NSW)
23. Simplified digital front door to
government services (QLD)
24. SA.gov.au (SA)
Common digital forms (SA)
Digital Process Improvement – Education (SA)
Service Redesign – Human Services (SA)
25. Engage Victoria (VIC)
Single Digital Presence (VIC)
Service Victoria (VIC)
26. WA.gov.au website (WA)
27. Digital Marketplace (CTH)
Better SMS notifications from myGov inbox (CTH)
ATO online (CTH)
Proactive, opt-in notifications to businesses (CTH)
australia.gov.au (CTH)
Virtual assistants for welfare support (CTH)

Specific cohort

28. Blue card (Working with Children Check) (QLD)
29. My Profiling (Apprenticeships) (ACT)

SERVICE ENABLERS

Identity and access management

- 30. ACT Digital Account (ACT)
- 31. Tell us once (authentication proof of concept) (QLD)
SA.gov Services Portal (proof of concept) (SA)
Identity and Access Management Strategy – Primary Industries (SA)
Identity Management – Education (SA)
Identity Authentication – Revenue (SA)
Organisation Identity Authentication – Revenue (SA)
- 32. Single view of Government (NSW)
- 33. Digital Identity Program (CTH)
Digital Identity Program for the Australian Business Registry (CTH)
Digital Identity Program replacing AUSkey (CTH)
Platform Services (CTH)
Business Registration Online (CTH)

Platforms for content

- 34. Website as a Service (SA)
- 35. Enhancing business.gov.au (CTH)

Platforms for managing services

- 36. Frontline Digital Transformation Program (NT):
 - Health Services clinical solution (CCSRP)
 - Policing Solution (SerPro)
 - Child protection and youth justice solution (CMSA).
- 37. YourSAY online consultations (SA)
Education Management System and Integration Data Platform (SA)
Concessions Database Improvements (SA)
Online Results Reporting System (SA)
- 38. Police Project Unify (TAS)
Justice Connect (TAS)
Child Youth Services – integrated client information system (TAS)

- 39. Platform services (CTH)
Single Touch Payroll (CTH)
Business Registration Online (CTH)
Tailored assistance for employers (CTH)
Business registration assistance (CTH)
Pre-qualify for government programs (CTH)

INTERNAL CAPABILITIES

Building digital capability

- 40. Growing our digital capability (ACT)
- 41. digital.nsw Accelerator (DNA) Lab (NSW)
Digital Design System (NSW)
Policy Lab (NSW)
- 42. Digital Ready for Business (TAS)
Tasmanian Start-up Accelerator Programs (TAS)
- 43. Digital Skills Program (SA)
Digital Workspace Strategy (SA)
- 44. Standards and Technology for digital and data skills (VIC)
Data Analytics capability uplift (VIC)
- 45. Building Digital Capability (CTH)
Design practices (CTH)
Collaboration support (CTH)
APS Productivity Roadmap (CTH)
APS Data Skills and Capability Framework (CTH)

Procurement

- 46. Responsive procurement (ACT)
- 47. Buy.NSW and Savings Program (NSW)
- 48. Transformation of business and suppliers interface (QLD)
- 49. Digital Sourcing Framework for ICT procurement (CTH)

Cybersecurity

- 50. Cyber Security Strategy (NSW)
Emergency Response Sub Plan and Exercises (NSW)
- 51. Cyber Security Governance (NT)
Cyber Security Strengthening (NT)
- 52. Cyber Security Strategy (VIC)
- 53. Cybersecurity Cooperative Research Centre (CRC) MOU (WA)
Work Integrated Learning (WIL) Program (WA)
Information Classification Policy (WA)
- 54. Cyber Security Strategy (CTH)

Government ICT infrastructure and applications

- 55. Geospatial Ecosystem (ACT)
Digital Records Strategy (ACT)
- 56. Whole of Government Technology Services (NSW)
State Roadmap and Digital Investment Plan (NSW)
Ongoing and Enhanced ICT Assurance Function (NSW)
NSW Data Analytics Centre (DAC) (NSW)
- 57. Data Centre Transition Program (NT)
- 58. Improved connectivity in schools (SA)
NAPLAN and SACE Online Adoption (SA)
Classroom modernisation (SA)
- 59. Unified Communications Program (TAS)
- 60. API Standards and Gateway (VIC)
Developer Portal (VIC)
- 61. GovNext-ICT (WA)

National infrastructure

- 62. NSW Critical Infrastructure (NSW)
- 63. Regional communications network improvements (WA)

DATA SHARING AND LINKING

Datasets, spatial, real time data

- 64. Healthy Waterways (ACT)
Family Safety (ACT)
Business Mapping (ACT)
LIDAR – Emergency Services (ACT)
Live Traffic Data (ACT)
- 65. Major Data Assets (NSW)
Outcomes Based Budgeting (NSW)
Digital Twin (NSW)
4D FSDF (NSW)
- 66. Procurement data analytics (QLD)
Predictive investment model for Queensland Fire and Emergency Services (QLD)
Office of State Revenue (OSR)
Transformation Program (QLD)
- 67. 3D Adelaide – Planning and Transport (SA)
Location SA (SA)
- 68. My Victoria Platform (VIC)
Citizen Insights Platform (VIC)
- 69. Index of Biodiversity Surveys for Assessments (WA)

Data use and management

- 70. ACT Data Analytics Centre (ACT)
- 71. Data Sharing Frameworks (NSW)
Data Analytics Centre (DAC) (NSW)
dMarketplace (NSW)
NSW Data Sharing Act (2015) (NSW)
- 72. Data Governance Framework (NT)
Identity and Access Management (NT)
- 73. Victorian Data Sharing Act 2017 (VIC)
Centre for Victorian Data Linkage (VIC)
Person Hub (VIC)
- 74. Data Sharing and Release reforms (CTH)
Consumer Data Right (CTH)

Data linking

- 75. Our Child (QLD)
- 76. Data exchange for child protection and youth justice solution (CMSA Program) (NT)
- 77. Vulnerable Children Project (SA)
Energy4Life (SA)
- 78. Their Futures Matter (NSW)
- 79. WA Data Linkage System (WA)

- 80. Centre for Data Insights (VIC)
Web Analytics (VIC)
- 81. Data Integration Partnership for Australia (CTH)

Inter-jurisdictional data sharing

- 82. SA-Commonwealth DHS data sharing (SA)
My Health Record Integration (SA)
- 83. Data sharing support services (CTH)
Social License (CTH)
- 84. Data Analytics Centre Forum (VIC)

Open data

- 85. Open Data Program (ACT)
- 86. Open Data Policy (NT)
Open Data Portal (NT)
- 87. data.wa.gov.au portal (WA)
- 88. Data Dictionary (VIC)
Data.Vic (VIC)

Advanced decision support

- 89. Advanced technologies framework (CTH)



THEME 1

Policy and strategy

Citizens' expectations of digital services are continually increasing. Keeping pace with these expectations is essential for all governments.

Policies and strategies are an important tool in ensuring governments develop effective data and digital initiatives leading to improved and nationally consistent services for citizens. Effective policies and strategies act as guides, allowing individuals and entities to innovate and experiment with solutions advancing a collective vision for digital transformation.

Many jurisdictions have developed plans to promote open data and digital transformation.

Policy and strategy

Initiatives include:

	Digital Transformation Strategy; Digital Economy Strategy; National Digital Health Strategy; Public Data Policy Statement; Sourcing Strategy; Digital Capability Strategy; Hosting Strategy; Digital Continuity, Information and Data Strategy; ISA: Australia 2030
	NSW Digital Government Strategy
	Data Reform Strategy; Cyber Security Strategy; Statements of Direction (DPC); Data Access Policy; IT Strategy 2016-20; Victorian Protective Data Framework (Office of Victorian Information Commissioner); Data Exchange Framework
	Our Future State plan; Digital Health Strategic Vision for Queensland 2026
	Digital WA ICT Strategy 2016-2020
	SA Government Digital Transformation Strategy
	ACT Chief Minister's Statement of Ambition; ACT Digital Strategy
	Digital Territory Strategy and 2018-19 Action Plan

CASE STUDY NORTHERN TERRITORY

Digital Territory Strategy and 2018-19 action plan

The *Digital Territory Strategy* was released by the Northern Territory Government in October 2018. This strategy provides a framework for digital initiatives across NT sectors, setting out a vision and digital directions.

The Digital Territory Strategy brings together the Northern Territory Government, industry and the community to harness digital technology to drive economic growth and a more digitally inclusive society.

The 2018-19 annual action plan defines key initiatives and expectations for the year ahead. The 61 actions, which have been identified by NT government agencies, local government, the digital industry and local business sector, and the research and higher education sector, set out digital priorities and initiatives to build a secure, connected and thriving digital economy, increasing digital capability and jobs, and improving services and opportunities, and social prosperity for Territorians.





CASE STUDY QUEENSLAND

Digital Health Strategy

The *Digital Health Strategic Vision* for Queensland sets out a vision and goals for system-wide digital solutions, services and digital innovation to 2026. It builds on the eHealth Investment Strategy to enable world class hospitals and facilities.

Queensland Government's eHealth initiatives include a Digital Hospitals rollout – integrated electronic Medical Records (ieMR) providing clinicians with real-time patient information which improves safety and quality of care for patients, and faster treatment to get them home sooner.

The ieMR solution allows doctors, nurses and healthcare team to document and access patient medical information (such as who they are, reason for admission, medical history and any allergies) on computers instead of using paper files.

New digital bedside patient monitoring devices automatically upload patient vital signs and observations, such as blood pressure, temperature and heart rate, directly to the secure electronic medical record.



CASE STUDY VICTORIA

Data Reform Strategy

The *Data Reform Strategy* for the Victorian Public Service (VPS), which commenced operation in April 2018, aims to achieve a collective vision of better decisions underpinned by data.

The Strategy identifies five strategic priority areas for data reform: incentivising better use of data, establishing the VPS data linkage and analytics environment, developing people capabilities, strengthening and streamlining analytics processes, and driving data analytics innovation.

The Victorian Centre for Data Insights is delivering the strategy in an iterative, test-and-learn way. The Centre has a focus on providing services and products to help VPS departments and agencies on their own transformation projects. This includes assisting VPS departments and agencies to develop their own data strategies, build high performing data-driven teams, and leverage whole-of-government data integration initiatives.



CASE STUDY VICTORIA

Victorian Government Information Technology Strategy 2016-2020

The *Victorian Government Information Technology Strategy 2016-2020* charts the Victorian Government's direction over the period 2016–2020 for open information, digital services, strong modern systems and increased capability.

Its goal is to give guidance to decision makers in the public service and provide insight into government's approach in the Information and Communication Technology sector.

With the publication of annual action plans and a digital presence highlighting and tracking progress, this strategy positions information technology as supporting the design and delivery of good policy.



CASE STUDY WESTERN AUSTRALIA

Regional communications network improvements in agricultural areas

The provision of *digital connectivity* across regional WA is a priority for the WA government. Improvements in digital connectivity will enable significant productivity gains in industry sectors such as mining and resources, agriculture and food processing. Key initiatives include:

Digital Infrastructure Atlas: in 2017, WA undertook Australia's first audit of regional telecommunications infrastructure. This audit identified the gaps in network connectivity, particularly in remote and regional areas. Some of the data is now publicly available through the Atlas.

Digital Farm Program Grants: provides funding for last-mile solutions for clusters of farming enterprises in agricultural and pastoral regions that lie outside the current or planned NBN Fixed Wireless and Fixed Line footprint.

E-connected Grainbelt project: provides funding to create a more profitable WA grains sector through increased use of technology and information, enabling farm businesses to better manage risks.

Regional Telecommunications Project: provides funding to expand high-speed mobile voice and data coverage through the establishment of 231 mobile base stations across regional WA. Current projects include the Tjuntjuntjara Community Wifi Development project that aims to pilot an accessible, affordable and sustainable solution for digital connectivity in remote areas.



CASE STUDY AUSTRALIA

Digital Transformation Strategy

Launched in November 2018, the Australian Government's Digital Transformation Strategy sets a bold vision to be among the top three digital governments in the world by 2025. It will achieve this by delivering on three key priorities:

Government that's easy to deal with: creating simple and intuitive services that are design around the needs of Australian people and businesses. This includes building our digital identity program for easy and secure access to services.

Government that's informed by you: using data analysis so that services are responsive to individual needs. Government policies and programs based on evidence will build trust in government as a strong custodian of Australians' data.

Government that's fit for the digital age: looking closely at how the public service works, and building the skills and underlying technology needed to deliver on the opportunities digital transformation presents.

The Strategy is supported by a Roadmap that shows key digital initiatives underway over the next two years. This will be updated annually.

The Digital Transformation Strategy is designed to work alongside strategies in other jurisdictions.



THEME 2

User experience

By understanding the user experience, governments are able to design simple, convenient and easy-to-access services that meet user needs.

Governments can deliver user-centred services by using a 'life event' based approach. By forming a common understanding of key life events, the government can work with stakeholders to deliver seamless services.

Jurisdictions are working to ensure government services are accessible for all Australians through inclusive design and engagement with diverse groups of people.

User experience

Initiatives include:

	Medicare newborn enrolment; Digital Transformation Agency life event communities; Birth of a child life event (with ACT); End of life event (with NSW); Welfare payments
	End of life event (with Cth); Customer Journey Mapping; CX Pipeline
	Digital Accessibility; Customer Journey Mapping
	Customer journey programs; Looking for work
	Business Transformation Program – Primary Industries
	Digital Ready for Daily Life (Digital Inclusion)
	Birth of a Child life event (with Cth)
	Remote Telecommunications Co-investment; Outback Connections; Grants NT

CASE STUDY TASMANIA

Digital Ready for Daily Life

The *Tasmanian Government's Digital Ready For Daily life (Digital Inclusion)* program aims to increase digital literacy in specific target groups: low income households; older Tasmanians; and people not in paid employment.

Funding has been provided to the Tasmanian Council of Social Service to undertake community consultation to identify:

- geographical areas of digital inclusion disadvantage in the state

- key characteristics of low digital inclusion, and
- what 'foundation knowledge' and entry-level capabilities individuals and communities require to improve their digital capability.

Informed by this research, the program will commence in 2019 and consist of scheduled general information seminars, instructional Bring Your Own Device (BYOD) workshops and a digital assistance pathways directory that will provide details on where assistance can be found.





CASE STUDY AUSTRALIA

Life event communities

The Digital Transformation Agency Life event communities were established in November 2018. The purpose of these communities is to foster cross-government collaboration to create a better future experience for Australians experiencing common pain points during life events. The communities have regular face-to-face meet-ups and keep in touch using an online forum.

The first life event community meet-up was held in November 2018 with 113 attendees from 15 agencies across federal and state government. This event identified opportunities for agencies and jurisdictions to work together to improve the life event experience.

The inaugural event saw the creation of five online life event communities:

- Death of a loved one
- Having a baby
- Accessing childcare
- Finding a job
- Becoming a carer

As of February 2019, the online communities have a combined membership of 315 people represented by over 30 Commonwealth, state and local departments.

The long-term vision is to design seamless government services by working in collaboration across all layers of government.



CASE STUDY AUSTRALIAN CAPITAL TERRITORY

Birth of a Child

The ACT Government and the Department of Human Services are collaborating to design and test the feasibility of a seamless, digital end-to-end customer pathway for new parents to register a newborn child with minimal customer interaction.

The birth of a child triggers a range of required activities, from registering the birth with Births, Deaths and Marriages (BDM), obtaining a birth certificate, enrolling in Medicare and relevant social welfare services. In many cases, this requires new parents providing the same information to multiple agencies at both state and federal government levels. This pilot aims to automate the process as much as possible through data exchange with trusted sources and create a much easier and better experience for people at a big moment in their lives.

The outcomes sought are to:

- Remove the burden of form-filling, re-using information that the Government already holds by using systems already in place and the data that flows through them naturally.

- Establish an identity of integrity we can all rely on, and
- Represent efficient government administration with a solution that is extensible to all jurisdictions.

Work to date has included the creation of a multi-disciplinary team, design workshops covering exceptions, barriers, data requirements, vision/scope and future design, and the creation of journey maps highlighting what happens, pain points and administrative touch points throughout the birth of a child process. The pilot also builds upon work already underway, such as the Department of Human Services Medicare Newborn Enrolment Hospital Trial and human centred design framework, and the Digital Transformation Agency's "Tell us Once" protocol.



CASE STUDY NORTHERN TERRITORY

Outback connections

The Centre for Appropriate Technology (CfAT) in Alice Springs has created a simple robust and ingenious mobile phone hotspot that greatly extends mobile phone signal, enabling people to make calls from very remote locations.

The hotspots use a satellite dish to amplify the signal from mobile phone towers extending the range of mobile services from 30 kilometres up to 100 kilometres, depending on the terrain.

The hotspots are constructed by CfAT's Aboriginal workforce in Alice Springs. CfAT's innovative design means the units are rugged, with no moving parts and use no power, making them ideal for the NT's harsh conditions.

The hotspots are providing vital communications links to residents and visitors travelling through the bush for safety or just to stay in touch.

Through a grant from the NT Government, CfAT has built and installed 27 hotspots across the Territory, along with 19 more hotspots funded through other sources. CfAT is patenting this unique product and pursuing interstate and international markets.



THEME 3

Products & services

Jurisdictions are developing innovative products and services that improve convenience and usability, guided by policies and strategies.

Most jurisdictions are establishing simplified physical and digital service points, which provide smart services and make dealing with governments easier. Bringing services together in one location makes it easier for people to understand and access government services.

States and Territories are also working to streamline processes for Working with Vulnerable People Checks.

Products & services

Initiatives include:

	Digital Marketplace; australia.gov.au website; Virtual assistants for welfare support; Better SMS notifications from myGov inbox; ATO Online; Proactive, opt-in notifications to businesses
	Service NSW, Digital drivers licence
	Service Victoria; Engage Victoria; Single Digital Presence
	Blue Card (Working with Children Check) – streamlined application process; Simplified digital front door to government services
	WA.gov.au website
	SA.GOV.AU Information and Services; Common Digital Forms; Digital Process Improvement - Education; Service Redesign Projects – Human Services
	My Profiling – an education profile tool which offers a suite of products across all ACT Australian Apprenticeships qualifications

CASE STUDY SOUTH AUSTRALIA

Common Digital Forms

The South Australian Government has implemented a cross-government initiative to provide agencies with a common digital forms platform, allowing for consistency in internal and external online forms.

More than just a forms platform, this enterprise solution has been integrated with many agencies' own systems to create fully online, end-to-end processes. The initiative provides expert staff to work with agencies to review the current forms provided to citizens and business to reduce length, remove duplication, and only seek the information required to provide the service.

So far, this initiative has implemented over 260 online forms, replacing in excess of 400 paper-based forms across government, and saving an estimated 850,000 pieces of paper annually. This equates to 5.5 tonnes of greenhouse gas emissions saved.



Service Victoria

Making it simpler and easier for you to get things done with the Victorian Government.

Apply and Buy

- ▶ Fishing license
- ▶ Ambulance/vehicle membership
- ▶ National police check
- ▶ Find home owner grant

Renew and Register

- ▶ Vehicle or boat registration
- ▶ Tell police you're heading a party
- ▶ Tell police you're away from home
- ▶ Register trade

Monitor and Check

- ▶ Vehicle tags
- ▶ Working with Children Check details
- ▶ Search family history



One website. Many services.

You've told us you want one place to go for Victorian government services. So at Service Victoria, we're bringing your most-used government transactions online.

Simpler. Easier.

What you see now is just the start. We're adding new features all the time to make it simpler and easier for you to transact with government.



Tell us your feedback

Help us make Service Victoria relevant for you. Take a look around and let us know what you like, what you don't and the services you'd like to see.

Accessibility

Terms of use



Give feedback
Tell us about your experience

Copyright

Privacy and security

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CASE STUDY VICTORIA

Service Victoria

Service Victoria is the Victorian Government's new dedicated customer service agency created to make it easier, simpler and faster to access government services online.

The Service Victoria Act 2018 (the Act), an innovative legislation framework, enshrines clear accountability for customer service and new powers to set standards for customer service and identity verification.

The Act enables the statutory transfer of customer service and identity verifications functions from Victorian government agencies to Service Victoria streamlining regulation and delivering efficiencies across government.

Efficiencies will be achieved over time by the transfer of function to Service Victoria, standardisation of systems and processes, reduction in duplicated technology investments and the focus on customer strategies, digital design and delivery capabilities.



CASE STUDY VICTORIA

Single Digital Presence

The Victorian Government's *Single Digital Presence* (SDP) initiative aims to transform Victorian Government Departments' web presence through open source and open design to help departments reduce the cost and effort of digital development.

The SDP platform has been developed with a user-first approach that introduces a common user experience, with flexible design options. It utilises a containerised, open source hosting environment and a common content management system.

The platform is being rolled-out across the Victorian government and will make it easier for government agencies to build consistent secure websites that people can recognise and easily access.

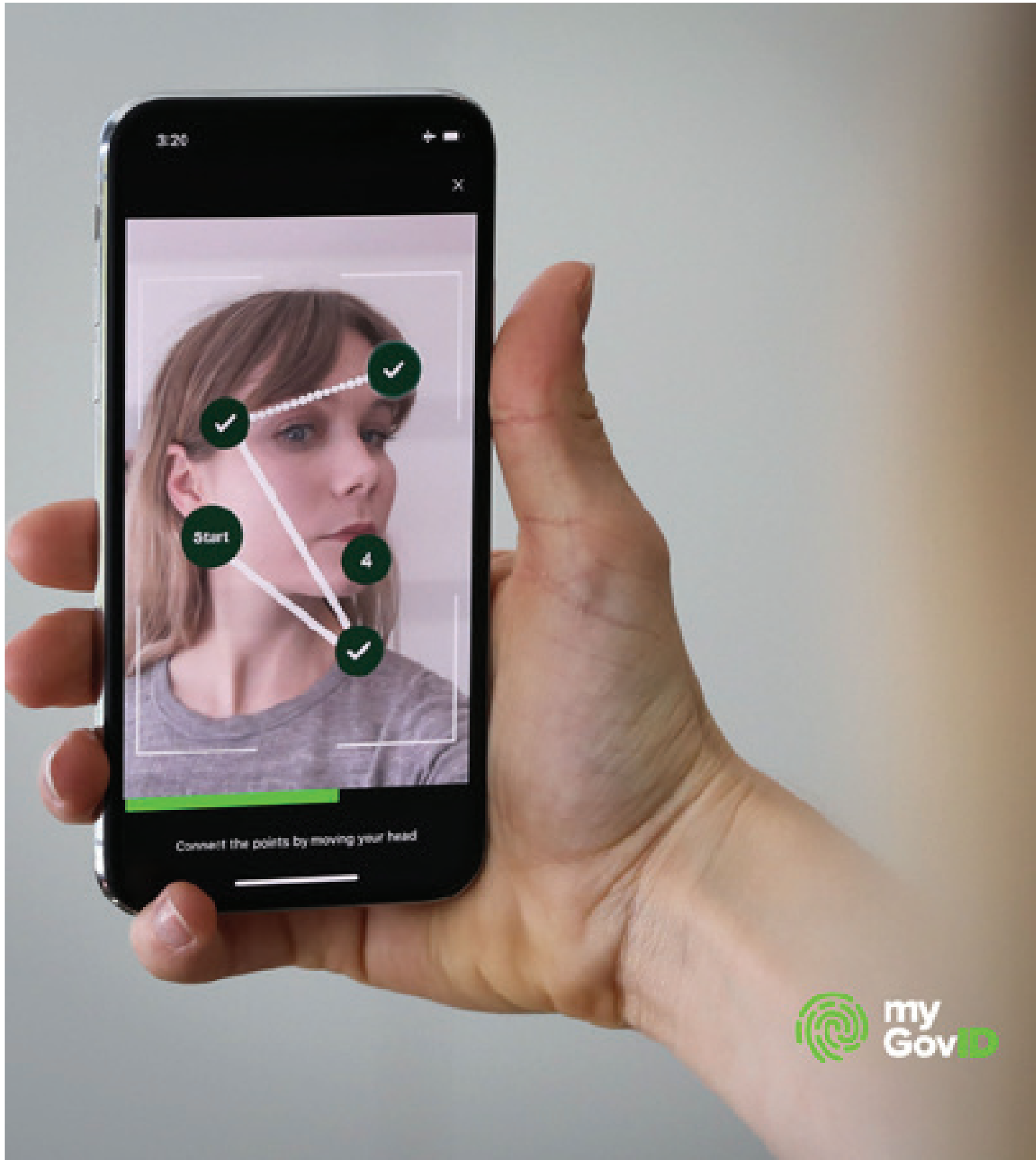


CASE STUDY NEW SOUTH WALES

Digital driver's licence and Fuel check

The *Digital Driver's Licence* is the electronic version of the NSW Driver Licence available through the Service NSW app. The new Digital Driver Licence trial has commenced in selected suburbs in Sydney's Eastern Beaches and the greater Dubbo area ahead of the statewide roll-out in 2019

FuelCheck provides real-time information about fuel prices at service stations across NSW and is accessible on any device connected to the internet, including smartphones, tablets, desk top computers and laptops. FuelCheck uses information from cellular, Wi-Fi, and Global Positioning System (GPS) networks to determine a vehicle's approximate location and nearest service stations based on permissioned use of data from users.



THEME 4

Service enablers

Service enablers, such as digital identity, can facilitate better service delivery.

Digital identity and access management initiatives are underway in most jurisdictions. The Commonwealth is leading a federated approach that will enable citizens and businesses to identify themselves once for access to numerous government services.

Providers of identity verification are required to align their service to national identity standards and connect to a national identity exchange.

New platforms for managing web content are also being delivered in several jurisdictions, while others are improving the platforms to support the delivery of specific services in policing, justice, youth services, education and clinical services.

Service enablers

Initiatives include:

	Digital Identity Program; Digital Identity Program for the Australian Business Registry; Digital Identity Program replacing AUSkey; Platform services; Business Registration Online
	NSW Digital Driver's Licence – Service NSW; Single view of government
	'Tell us once' (authentication proof of concept)
	SAGOV Services Portal PoC; Website as a Service; YourSAy Online Consultations; Education Management System & Integration Data Platform – Education; Concessions Database Improvements – Human Services; Online Results Reporting System – Human Services; Identity and Access Management Strategy – Primary Industries; Identity Management – Education; Individual Identity Authentication – Revenue SA; Organisation Identity Authentication – Revenue SA
	Digital Ready for Business; Police Project Unify; Justice Connect; Child Youth Services- integrated client information system
	ACT Digital Account
	Digital Transformation Programs – Health, Policing and child Protection Services

CASE STUDY NEW SOUTH WALES

Digital on the Inside

Becoming *digital on the inside* means transforming NSW Government internal processes to realise efficiencies across NSW Government.

Government processes can be complex and daunting for users and NSW is committed to changing that – working toward joined-up, efficient and streamlined public services, which means improving internal processes.

From starting a business to getting a license, there are three digital standards NSW working toward to becoming digital on the inside:

User centric, Streamlined processes, Automated where appropriate





CASE STUDY AUSTRALIAN CAPITAL TERRITORY

ACT digital

The ACT Government has established a new capability which includes functions such as digital identity and verification, payments, customer relationship management, sophisticated customer experience, push notifications and integration. The vision is end to end digital.

User journey

As a citizen: I only have to prove who I am once and be able to access all services applicable to me, based on my needs and the services I have used before.

I can choose to be notified and reminded of my bills, renewals and authorisations, and be able to pay, set for payment or make a payment arrangement anytime from the convenience of my phone.

I can update any details about me on my phone and expect that government will update their records (if I request or consent for government to share this information), for example:

- I sold the car;
- I've bought a dog;
- I enrolled my child at school; or
- I moved house.

This is much easier for me – no forms to fill in or obligations to notify.

If I hold one or more concession cards, I can choose for the details to be shared so I don't have to prove my entitlements over and over again. This saves me from burdensome red tape and saves government the administration costs and time to validate my concessions. I will sign up because this is good service, and my trust in government improves.

Released on 31 May 2018, the ACT Digital Account currently has four discrete services available. These proved the capability for simple and complex interactions using low volume services. Despite only four services, over 4000 people have chosen to sign up, and an average of 30 ACT Digital Accounts are created each day.

The four services currently available through the ACT Digital Account are:

- Housing ACT's Rental Bond Help, which offers eligible people interest-free financial assistance to enter the private rental market.
- Access Canberra's Transfer My Infringement, for people to transfer their infringement notice to the driver of the vehicle at the time of the offence.
- The Office for Women's ACT Diversity Register, which supports diverse representation on government boards and committees by promoting membership, training and networking opportunities.
- The Community Services Directorate's My Family service, a central place for people to tell their story once, update it and share it with those providing them with support.

As more services are re-imagined using the ACT Digital capabilities, the value proposition for citizens will increase, as they find it an easier way to interact with the government services they need to use.



Rose - the student

Rose has just completed Year 12, and is looking to attend TAFE. She seeks financial support from the government to study full time.

CURRENTLY ROSE WOULD NEED TO:

- 1 Apply for a unique student identifier using identity documents
- 2 Apply for her education course through TAFE
- 3 Complete a form with the Australian Taxation Office
- 4 Print out the form and verify her identity in person at Australia Post
- 5
- 6 Link it to her Centrelink account with myGov using identity documentation and proof of record ownership
- 7
- 8 Receive her tax file number via post (up to 30 days after visiting the Post Office)
- 9 Receive an SMS to login to myGov to see her youth allowance details (when approved)

USING DIGITAL IDENTITY ROSE WILL BE ABLE TO:

- 1 Prove who she is through creating a digital identity by verifying her identity documents and facial biometrics online
- 2 Apply for her unique student identifier, her tax file number, and Youth Allowance (via myGov), all online using her existing digital identity

The current process for students to apply takes up to

6
weeks

With digital identity the process to apply will take

1
hour

CASE STUDY AUSTRALIA

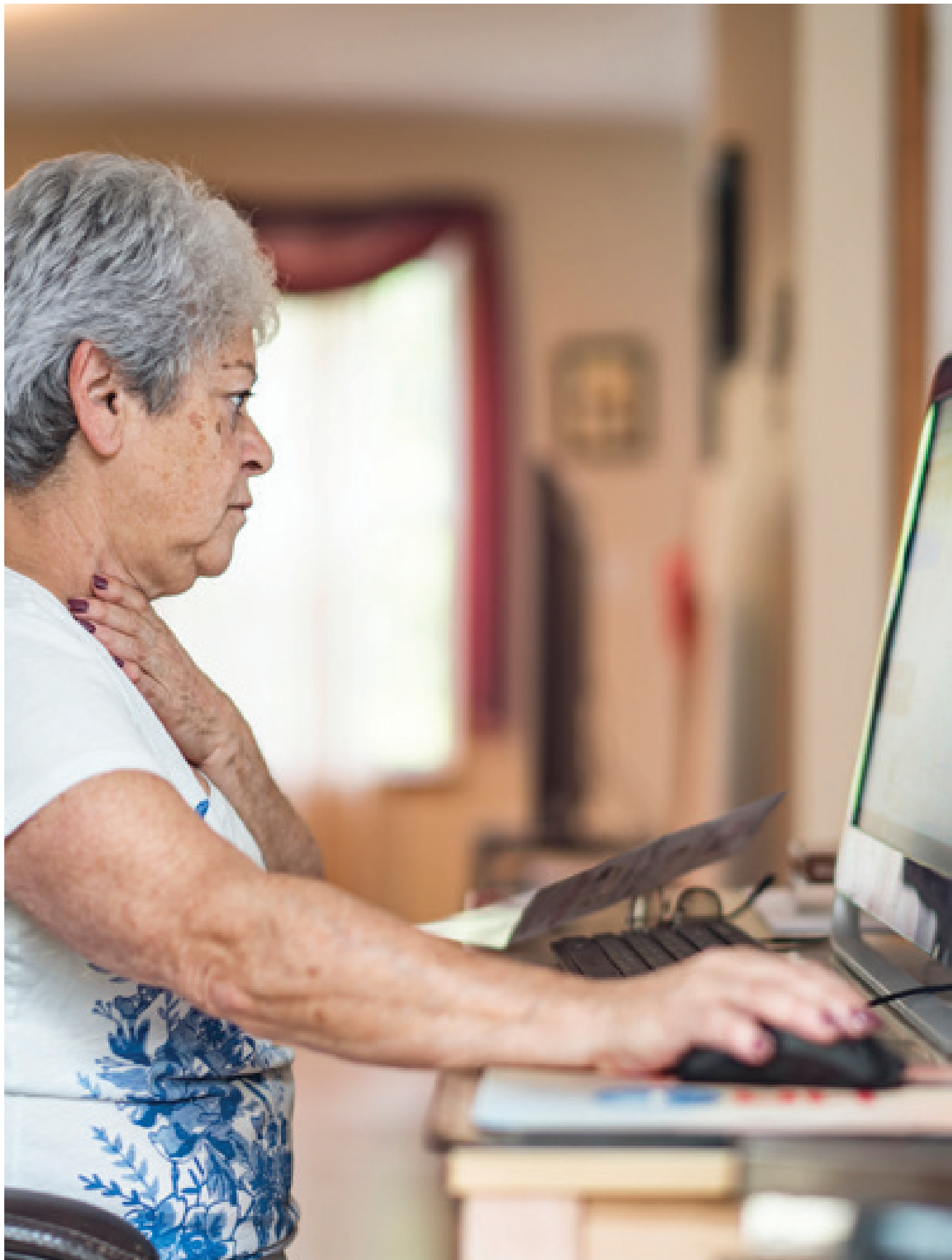
myGovID

At certain points in their lives people are required to interact with multiple government services across a life event. This will most often also involve the person having to prove who they are again and again to each of these different services.

The Australian Government's GovPass program is building a trusted digital identity ecosystem to support online access to high volume Federal Government services. The program is being delivered in partnership by the Digital Transformation Agency, the Australian Taxation Office, Department of Human Services, Department of Home Affairs and the Department of Foreign Affairs and Trade.

myGovID, currently in development, is the Australian Government's safe, secure and reusable identity provider. myGovID is currently being piloted with people on a number of services including applying for a Tax File Number. The current manual process to obtain a TFN requires people to visit a shop front to verify their identity, and takes up to four weeks for them to obtain their TFN by post. myGovID is entirely online and reduces this process to around 15 minutes.

The user journey shown on the adjacent page shows the current complexity and how digital identity, including myGovID, could simplify and streamline people's interactions with government.



CASE STUDY VICTORIA

Engage Victoria

Engage Victoria is Victoria's first whole of government digital engagement platform.

This platform responds to growing community expectations to be heard and considered as part of the policy making process. Engage Victoria was developed in response to a fragmented online approach across government, which saw over 40 separate consultations on different software platforms and tools.

To ensure sustainability, Engage Victoria relies on a subscription from each department and agency that utilises the platform, which also supports continuous improvement.

Over 450,000 visitors have viewed close to 1.3 million pages on the Engage Victoria platform. Over 70,000 individual contributions have been made to the site, demonstrating the desire of Victorians to participate in the decisions that shape the future of the State.

Two high-profile engagements that have been delivered by this platform are Pick My Project – a significant Victorian community grants allocation program voted on by the community – and the Mental Health Royal Commission Terms of Reference consultation.



CASE STUDY WESTERN AUSTRALIA

Index of biodiversity surveys for assessments

The first of its kind nationally, Western Australia has implemented the *Index of Biodiversity Surveys for Assessments* (IBSA).

IBSA is operated by the Western Australian Government and was designed in collaboration with the Western Australian Biodiversity Science Institute.

IBSA captures and consolidates data from approximately \$32 million of industry surveys that are conducted each year to support environmental impact assessments, and provides a platform for making these data publicly accessible.

The enhanced availability of biodiversity survey data through IBSA will improve timeframes and reduce costs for environmental assessments, support decision-making and deliver improved environmental outcomes.



THEME 5

Internal capabilities

Successful delivery of digital and data services depends upon building digital skills within the public service and improving the technical foundations of security and infrastructure. Skills in developing and supporting digital services, and managing data and digital initiatives, are required across government.

States and Territories are making greater use of cloud computing services and improving their capabilities in geographic systems.

Cybersecurity, which requires continuous improvement due to the constant evolution of security threats, is a major focus of all jurisdictions.

Internal capabilities

Initiatives include:

	Building Digital Capability; APS Data Skills and Capability Framework; Design practices; Collaboration support; APS Productivity Roadmap; Digital Sourcing Framework for ICT procurement; Cyber Security Strategy
	NSW Data Analytics Centre (DAC); digital.nsw Accelerator (DNA) Lab; Digital Design System; Policy Lab; Buy.NSW and Savings Program; Cyber Security Strategy; Emergency Response Sub Plan and Exercises; Whole of Government Technology Services; State Roadmap and Digital Investment Plan; Ongoing and Enhanced ICT Assurance Function; NSW Critical Infrastructure
	Whole of Government (WoVG) API Standards; API Factory and Consultancy; WoVG data analytics capability uplift; WoVG standards and technology for digital and data skills; WoVG UX Tool Kit; Open Source Code Management; WoVG API Gateway; WoVG Developer Portal
	Transformation of business and suppliers interface
	GovNext-ICT; Cybersecurity Cooperative Research Centre (CRC) MOU; Work Integrated Learning (WIL) Program; Information Classification Policy; Regional communications network improvements
	Digital Skills Program; Digital Workspace Strategy – Primary Industries; Improved Connectivity in Schools – Education; NAPLAN & SACE Online Adoption – Education; Classroom Modernisation – Education
	Tasmanian Start-up Accelerator Programs
	Whole of Government Digital Records Strategy; Growing our digital capability; Responsive procurement; Geospatial Ecosystem
	Cyber Security Governance; Data Centre Transition Program

CASE STUDY WESTERN AUSTRALIA

GovNext – ICT

ICT procurement reform is a key strategic objective for the State, and *GovNext-ICT* is a major component of this reform agenda. GovNext provides the foundations for a connected, modern ICT environment to support improved digital service delivery and data analytics, by moving all agencies to a service consumption model connected via a secure, central government network.

A mandatory Common Use Arrangement provides a competitive Infrastructure-as-a-Service (IaaS) marketplace for cloud, telephony, secure network & internet services, to mitigate the risk of ageing equipment and the need for capital investment, to simplify procurement, increase competition and to drive value through economies of scale. Importantly, moving to IaaS frees up staff to build capabilities in digital service delivery and data analytics.





CASE STUDY NEW SOUTH WALES

Data analytics centre

The *NSW Data Analytics Centre's* (DAC) mission is to build world-class capabilities in whole-of-government data analytics to improve health and well-being, safety, social, economic and environmental outcomes for the citizens of NSW.

In a world of increasing complexity, population growth and rapid change, data analytics has the potential to deliver innovation in service provisions and improve outcomes by generating new perspectives on complex problems. The NSW DAC was the first of its kind in Australia.



CASE STUDY VICTORIA

Centre for data insights

The Victorian Centre for Data Insights (VCDI) was established in 2017 and is led by Victoria's first Chief Data Officer. VCDI was established to transform the way government uses data, including by partnering with Victorian government departments and agencies to conduct data analytics projects that deliver for all Victorians, as well as offering a range of partnership-based services.

VCDI's key functions include:

- partnering with departments and agencies on data analytics projects that inform policy making and service design
- building data analytics skills and capability of the Victorian Public Service (VPS)
- contributing to improving how data is collected and managed across the VPS
- working with other governments across Australia on better data use.



CASE STUDY VICTORIA

Whole of Victorian government API program

Victoria has built Application Programming Interface (API) capability with core infrastructure that lays the foundations for an 'API first' approach to data sharing across the Victorian Public Service. A centralised whole of Victorian government API Gateway and API Factory has been established to develop, host and manage APIs and integrations across the Victorian government and open data community.

Victoria is also implementing Australia's first whole of government shared API Portal for accessing and developing APIs, which is available to government, businesses and citizens alike.

To complement this new capability, Victoria has developed best practice design standards in collaboration with government Chief Information Officers and the developer community. The standards are intended to ensure quality, consistency, and interoperability when designing and building APIs.

The standards are intended to ensure quality, consistency, and interoperability when designing and building APIs.



THEME 6

Data sharing & linking

Most jurisdictions have implemented, or are developing, data sharing legislation to provide a legal framework for agencies to share data. This legislation allows governments to use public data to improve policy settings and service delivery across a range of portfolios.

Several jurisdictions have invested in data linkage and data integration activities to generate new insights into intractable social policy challenges.

Many State and Territory Governments are focusing on building their analytics capabilities, including through establishing data analytics centres.

In addition, most jurisdictions are pursuing an open data agenda to improve transparency and accountability by making non-sensitive data openly available and accessible for research and analytical purposes.

Data sharing & linking

Initiatives include:

	<p>Data Sharing and Release reforms; Consumer Data Right (from 1 July 2019); Data Integration Partnership for Australia; data.gov.au; Making Australian Government Data Available (MAGDA); National Drought Map; and fostering a social licence with the public</p>
	<p>Their Futures Matter; NSW Data Sharing (Govt) Act 2015; Major Data Assets; Outcomes Based Budgeting; Digital Twin; 4D FSDF; Data Sharing Frameworks; Data Analytics Centre; dMarketplace</p>
	<p>Victorian Data Sharing Act 2017; My Victoria Platform; Citizen Insights Platform; Centre for Victorian Data Linkage; Person Hub; Victorian Centre for Data Insights; WoVG Web Analytics; Data Analytics Centre Forum; Data Dictionary; Data.Vic</p>
	<p>Predictive investment model for Queensland Fire & Emergency Services; Procurement data analytics; Office of State Revenue Transformation program; Our Child to instantly share information about children missing from out of home care</p>
	<p>Index of Biodiversity Surveys for Assessments; Data linkage system; data.wa.gov.au portal</p>
	<p>3D Adelaide – Planning and Transport; Location SA; Vulnerable Children Project; Energy4Life; SA-Commonwealth Data Sharing – Human Services; My Health Record Integration- Health</p>
	<p>Family Safety; Healthy Waterways; Business Mapping; LIDAR- Emergency Services; Live Traffic Data; ACT Data Analytics Centre; Open Data Program</p>
	<p>Open Data Policy and Portal; Data Governance Framework; Identity and Access Management; Data exchange for child protection and youth justice solution</p>

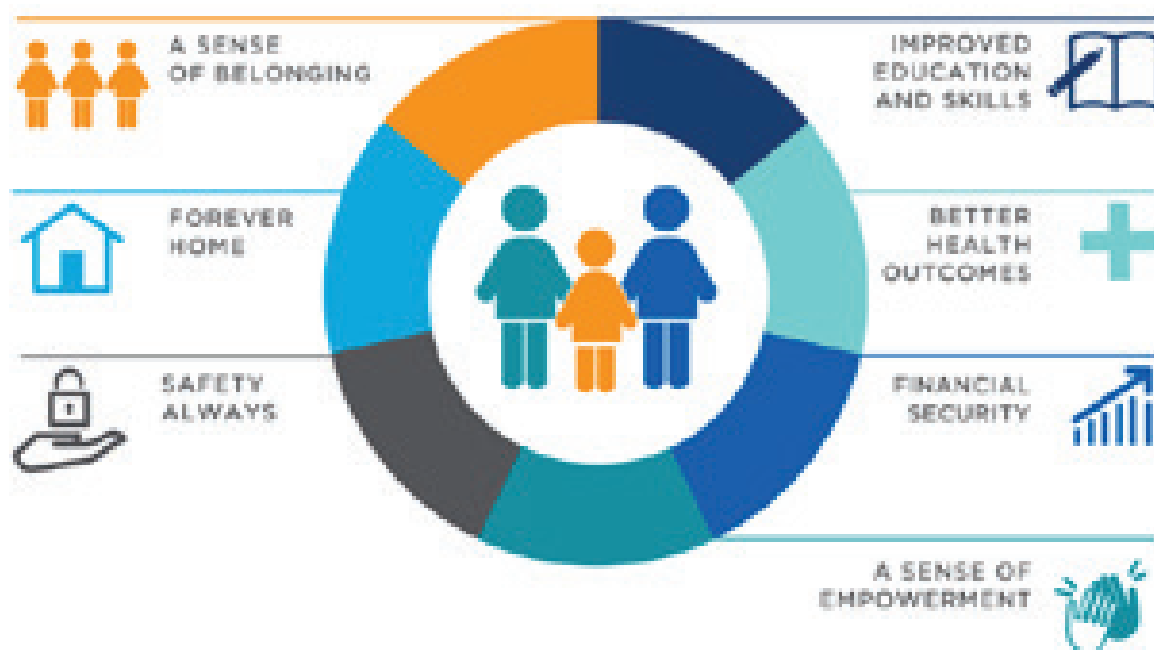
CASE STUDY NEW SOUTH WALES

Their Futures Matter

Their Futures Matter: the NSW Data Analytics Centre and partner agencies have created the Vulnerability Data Set in support of Out-of-Home-Care reform.

This human services data set, with integrated, de-identified data from across six NSW clusters – Health, Education, Justice, FACS, Industry and Treasury – will enable detailed planning into what investment and resources are needed in the future, and where effort should be prioritised.

The information from the NSW Vulnerability Data Set will help government understand and predict demand for services, make evidence-based investment decisions, reduce long-term costs and improve results against existing government priorities.



NSW Human Services Outcomes Framework domains



CASE STUDY AUSTRALIA

Commonwealth data sharing initiatives

The benefits of improving access to data are immense, both for users and for the economy, with open data worth up to \$25 billion per year for the Australian economy. By enabling greater sharing and reuse of data, the Commonwealth Government will be able to deliver better services for citizens, and develop more informed and targeted policies and services.

The Commonwealth is improving the way data is accessed, while ensuring the privacy of individuals is strengthened.

There are a multitude of data sharing activities taking place to facilitate data sharing across the Commonwealth and with trusted users. Examples include:

- **Data Sharing and Release legislation** intends to remove legislative and cultural barriers for data being used for purposes such as policy development, research, service delivery and program design and evaluation. New data sharing and release legislation will improve the use and reuse of public sector data, while strengthening the security and privacy protections for personal and sensitive data.

- **The Data Integration Partnership for Australia** is an investment to maximise the use and value of the Government's data assets. DIPA was funded under the Public Sector Modernisation Fund, with \$130.8 million provided over three years (FY17-18 to FY19-20). Through linking and analysing datasets, DIPA projects provide access to controlled, de-identified data to create new insights into important and complex policy questions.
- The Parliament has passed amendments to the *Crimes Act 1914* to **authorise sharing of personal information for an integrity purpose**, where an integrity purpose includes preventing, detecting, investigating or dealing with fraud or corruption against the Commonwealth.

In addition to these initiatives, many Commonwealth agencies are implementing legislative, technical or cultural reforms to improve their ability to use and share data.



CASE STUDY VICTORIA

Victorian Data Sharing Act 2017

The *Victorian Data Sharing Act 2017* (Act) commenced in December 2017 and affirms the Victorian Government's commitment to using data to drive better policies and services.

The Act provides a clear legal framework that allows for data to be shared within government for the purpose of policy making, service planning and design. Specifically, the Act creates: an additional legal pathway to share identifiable data requested by departments or the Chief Data Officer (CDO), and a legal pathway to share data subject to a secrecy provision with the CDO only.

The Act also creates the statutory position of the CDO to promote and enable data sharing at a whole of government level. The Act includes appropriate safeguards and protections for data sharing, and activities conducted under the Act are subject to oversight by the Victorian Information Commissioner and the Victorian Health Complaints Commissioner.



CASE STUDY WESTERN AUSTRALIA

Data Linkage System

The *WA Data Linkage System* (WADLS) achieves secure data linkage whilst protecting individuals' privacy. This enables the creation of integrated datasets that span multiple sources, which is used for initiatives such as policy development, improving service delivery to citizens and research.

From its modest beginnings in 1995, the WADLS now ranks among the most comprehensive, high quality and enduring linkage systems worldwide. The WADLS infrastructure spans approximately 50 data collections, representing over 115 million linked records, some dating back to as early as 1945.

Through WADLS, WA has pioneered a number of significant initiatives, including proof-of-concept linkages such as the creation of cross-jurisdictional links between Commonwealth and WA datasets, and technical innovations such as the Family Connections system of genealogical links.



Conclusion

The establishment of the Australian Digital Council enables the Commonwealth, state and territory governments to progress a shared data and digital agenda for the nation. The Australian Digital Council provides a forum for sharing best practices across jurisdictions and identifying opportunities for further collaboration.

The State of the Data and Digital Nation publication is an initiative of the Australian Digital Council. It aims to highlight key digital and data initiatives underway across the nation. Harnessing the use of data to drive innovation will help grow the economy, and with a more digitally capable society, Australia will be better positioned for economic and social prosperity.

Digital transformation is not without challenges, however this publication demonstrates the significant progress already made and the opportunities available for all jurisdictions to work together in support of this goal.

For further information, please contact:

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AUSTRALIAN DIGITAL COUNCIL

