




Australian Government

# BUILDING A **DIGITAL** GOVERNMENT FOR YOU

Making government services  
simple, helpful, respectful  
and transparent for people  
and business.

A close-up photograph of a person's hands holding a black smartphone. The person is wearing a light blue denim jacket with a pearl necklace. The background is blurred, showing more of the jacket and necklace. A white text box with a red dotted line on the left side is overlaid on the image.

In Australia, 9 out of 10 people access the internet every day,<sup>1</sup> and more than half of us are doing it from our phones.<sup>2</sup>

AUSTRALIAN GOVERNMENT



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**It's not surprising that Australians are looking to government to provide complete digital services and experiences.**

Our goal is to put the needs of people first. We're doing this by using the latest technology to provide experiences that are secure and reliable, with user needs as the focus.

There's been some great progress over the last few years. The introduction of myGov accounts, Digital Identity and digital medicine prescriptions are just some of the ways we've used digital technology to make lives easier.

With these services you can claim your Medicare refund from your living room, have the pharmacist scan your phone for your new prescription, and prove who you are online.

The introduction of Digital Identity helps Australians securely and safely verify their identity when accessing services online. It removes the need for individuals and businesses to visit a shopfront with their identity documents, saving time and money.

With technology getting better and faster, there are always opportunities to deliver better services.

We're building a better digital future for all Australians by openly and transparently working across government, business and the community to provide a personalised digital experience.



## Benefits for all Australians

**The Digital Government Strategy (DGS) will benefit all Australians by using digital technology to improve and inform our decision-making and services.**



Australians will be able to deal with government anywhere, anytime on any device for every service. Services will be easy to use and accessible.



All digital services and interactions with government will be seamlessly connected, and anticipate users needs and entitlements.



Digital services will be designed for the user. Life events will predict future needs. Digital interactions will operate consistently for ease of use and discoverability of information.

## A GOVERNMENT THAT IS HELPFUL, INNOVATING TO MEET YOUR NEEDS.

Millions of Australians interact with the government every day and it's our responsibility to make that interaction as easy as possible.

Each touchpoint needs to be easy to deal with and work for your specific needs.

### Designing services that work for you

We will enhance our engagement with you by using digital to better understand how you interact with us and what you might need in the future. Our aim is to design services that are both personalised and work for you.

### Innovating to meet your needs now, and years from now

As our lives change, needs change. Through digital innovation, we can better understand and anticipate evolving needs, and provide for the future.

### Making the complex things simple

Government is complex. Sometimes there are multiple departments involved in providing you a single service. Having to provide the same information time and again can be frustrating. That is why we're using digital to streamline our services. You provide information once and let our systems do the rest.



A digital service  
means you  
only need to  
provide your  
information  
**once**



**Australian Government**

We're making all  
government services digital



Soon, you'll be able to deal with us:  
anywhere  
anytime  
on any device.

**For further information visit  
[dta.gov.au/digital-government-strategy](https://dta.gov.au/digital-government-strategy)**

## ILLUSTRATIVE EXAMPLE

# Digital Government Services for small business

Luke is working as an electrician and is looking at starting his own business as a sole trader.

Luke is excited about this next phase of his life and has researched how to register his new business and understand his customer demographic, associated operational costs and cash flow management.

The one aspect Luke is unclear on is the government obligations for a new small business owner.

To better understand his obligations, Luke first searches various government websites but unable to navigate the overwhelming amount of information, resorts to using search engines to obtain the relevant information.

Luke becomes increasingly frustrated with the lack of progress. With no knowledge on government requirements, including how to register his business, Luke has been unable to make the necessary arrangements and has failed to register his business.



### **In the future the information Luke needs will be tailored to his circumstances.**

Luke will be able to easily register his business through a single front door for business.

This initial registration provides him access to his own personalised government dashboard.

He will also be notified of all his requirements as a small business owner and an easy-to-follow schedule. As the service is aligned with MyGovID and connected to associated functions including tax, permits, registrations and grants,

Luke is only required to confirm details he has previously provided to government and

provide additional relevant information in limited circumstances. Secure data sharing supported by machine learning, allows government to anticipate Luke's requirements as a small business owner and provide help when it is needed and not after the event. Luke can manage all of this from his mobile device with a secure Digital ID.

Luke's business will not be delayed due to government processes, and he will be supported with up-to-date advice from government including changes in policy and legislation, and funding initiatives that may affect him as a small business owner.

This information allows Luke to manage his business effectively.



## A GOVERNMENT THAT IS RESPECTFUL, KEEPING YOUR DIGITAL INFORMATION SAFE AND SECURE.

Australians are increasingly moving their lives online, and the more we share, the more vulnerable we become to cyber-threats.

### Security and privacy policies that are simple and consistent

Our security and privacy policies will tell you how the government is using your information and how we're keeping it safe.

As we work to streamline our digital services, we'll also streamline our policies, ensuring they're accurate, simple, up to date, and consistently applied.

### Keeping sensitive information safe

Everyone should feel confident that their data and information protected, and that information will be used ethically, when accessing a government service. We are committed to network safety. This means keeping your information safe and protecting data at every point it's used.

### Security isn't a one time thing

More Australians are accessing the internet in multiple ways through a range of different devices. We always build system security as part of a service design. In our day-to-day operations, we continually review our cybersecurity systems to ensure they are the most robust and up to date available.

“We will provide the right settings to **secure** sensitive information ”



## ILLUSTRATIVE EXAMPLE

# Natural disaster assistance – recovering after a bushfire

Chris and Shae live in regional Australia on a property surrounded by bushland, 45 minutes from the nearest town. The property is both their home and main source of income.

During the summer, their community and surrounding region were impacted by catastrophic bushfires.

Chris and Shae lost their home, supporting infrastructure and as a result their main source of income. They also lost access to essential services including telecommunications, roads and supplies.

Chris and Shae don't know what support or government services are available to assist them, or how to reach out for help.

Frustration has built as they had to go to multiple places and government agencies to receive support, tell their story repeatedly and were asked to provide evidence lost in the fire.

The longer the process takes, the more the emotional and financial stress grows and the less certain Chris and Shae are about next steps.



**In the future Chris and Shae will be able to connect quickly for support.**

Chris and Shae can notify the government of their circumstance including loss of their home and business because of a bushfire through a single front door for citizens.

This notification will trigger an automated process that provides them with all the appropriate services they can draw upon to help them recover.

Services offered may include pre-filled applications for building permits, disaster relief and applicable grants or counselling which will be based on data already held data by government.

Collaboration and transparency across government ensure Chris and Shae will have clear visibility of the pathway to rebuild their lives and business.



# A GOVERNMENT THAT IS TRANSPARENT AND INFORMED.

We're making significant investments to improve the quality of data, its use and analysis, to allow for more informed and better decision making by government.

## Our responsibility to you

How we use your data matters to us as much as it does for you. We will be transparent about how we collect data, how we use that data, and how we secure that data. We are committed to putting the security of our citizens first.

## Using better data to build better services

Your online interactions with government help us gather data on what Australians want and need from government services. We're using data to build services that are not only tailored to each and every user, but that also anticipate what a user may need next. That means better services for you, with less effort from you.

## Transparency is our default

As we work to improve government services, we recognise the value of engaging with our communities early, often and openly. By establishing digital platforms, we can collaborate more readily with our citizens, departments, industry and academia to drive innovation, development of new services, and growth.



[dta.gov.au/digital-government-strategy](https://dta.gov.au/digital-government-strategy)