



Digital Transformation Strategy: 2019–20 update



We are committed to transparency and accountability on how we are achieving our vision in the Digital Transformation Strategy (the Strategy). This is our second update which demonstrates our progress to deliver digital government in line with the Strategy.

Our vision is based on the 3 strategic priorities of a government that's:

- easy to deal with
- informed by you
- fit for the digital age.

In 2020 major unprecedented events such as the COVID-19 outbreak, the bushfire crisis and severe weather events highlighted a need for Australians to be able to readily interact with government.

It also demonstrated the importance for government to be able to support Australians 'in the moment' by providing information and services when they are needed.

In response to COVID-19, government worked hard to maintain operations and delivery of critical services to users with minimal interruption. To achieve this, public servants were quickly mobilised to deliver functions across government. This included processing claims for the Economic Support Payment and the JobSeeker and JobKeeper payments, whilst a large percentage of the Australian Public Service workforce worked remotely from home.

\$2.73B+ contract value awarded through the Digital Marketplace

1.3M JobSeeker claims processed in 55 days

1.8M Digital Identities created

Case studies



COVIDSafe App

Provide secure contact tracing capability to identify close contacts of people suspected of contracting the COVID-19 virus.

COVIDSafe is a system designed to augment Australia's world-leading manual contact tracing capability. It is a combination of the COVIDSafe app that users have installed on their mobile device, and the Health Portal that State and Territory health officials (contact tracers) use to identify close contacts.

The original CovidSafe app was developed in 3 weeks in Australia by our team and partners.

Ongoing improvements to the app and Health Portal mean contact tracers are continuously improving their capability to establish and identify close contacts.



Fast-track electronic prescriptions

Under the COVID-19 National Health Plan, the Australian Government announced a fast-track implementation of electronic prescriptions.

The Australian Digital Health Agency and the Department of Health worked closely with software providers, consumer groups, clinical peak bodies and jurisdictions to respond to this accelerated approach.

Australia's first ever electronic prescription was successfully transmitted on 6 May in Anglesea, Victoria, within the 8 week timeframe set in the COVID-19 fast-track implementation announcement. Since that time there has been significant uptake of electronic prescriptions, and 'eScripts' are helping to protect people most at-risk from COVID-19, by supporting the telehealth measures that have been made available to reduce the risk of community transmission of COVID-19. Electronic prescriptions allow people convenient, digital access to their medicines, while reducing the risk of infection being spread in general practice waiting rooms or pharmacies.

It also improves patient safety by reducing the risk of transcription errors.



Digital Twin – a powerful data sharing, collaboration and visualisation tool

The Digital Twin platform captures Australia's built and natural environments to enable better planning, design and management of our cities. This includes climate and natural disaster management.

Digital Twins are based on rich historical and real time data.

It can allow data collaboration between planners, infrastructure owners, builders, property developers, policy makers, researchers and the community.

The platform delivers 3D data capability and unlocks high-value transport, infrastructure, property, planning and environmental datasets. This helps reduce data duplication and makes sure the Digital Twin is the one authoritative source of this information.



Digital Identity

Digital Identity makes it easier and safer for Australians to do business online. Digital Identity is the digital equivalent of a 100-point ID check and allows Australians to prove who they are simply and securely.

Digital Identity is already improving government service delivery. More than 1.8 million Australians and 1.2 million businesses are using Digital Identity to access more than 70 government services.

The government committed an extra \$256 million to the program at budget. As part of the Digital Business Package, Digital Identity will expand, so people can complete interactions online in minutes rather than weeks. New legislation is currently being considered to expand Digital Identity to a whole of economy solution.

