



Digital Transformation Strategy 2.0 Dashboard 2019-20

Dashboard update

Welcome to the Digital Transformation Strategy Dashboard. We released [the Strategy](#), with a [Roadmap of initiatives](#) to improve government services.

We made a public commitment to provide annual updates to demonstrate our progress to deliver better digital government services in line with the Strategy. This is our second update.

From 2018 to 2020, we worked to deliver our vision and implement the 3 strategic priorities of a government that is:

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

This vision and these 3 priorities are detailed through 13 objectives. We have provided a description of each objective, with measurements and case studies to help you understand what we are doing and how we are achieving them. Each objective also highlights some of the leading digital projects across government.

Actions we have taken

The Digital Transformation Strategy Update: Year 2 (November 2019 - November 2020) demonstrates how the Strategy is making a positive difference to government users, including citizens, public servants, and industry.

We understand that Australians expect their dealings with government to be simple, helpful, respectful and transparent. It is becoming more critical for these services to also be accessible at any time, from anywhere and from any device.

In 2020 major unprecedented events such as the COVID-19 pandemic, the bushfire crisis and severe weather events highlighted a real need for Australians to be able to interact with government in a simple and accessible way. It has also demonstrated the importance for government to support Australians 'in the moment' through the provision of information and services at the time and place it is needed.

Our response to COVID-19

Progress of the Strategy, including foundational capabilities delivered through the Roadmap initiatives, allowed Government to respond to the evolving COVID-19 crisis. This included the delivery of the COVIDSafe app, rollout of the Australia.gov.au website and fast tracking of digital prescriptions and Cruise Ship Tracking to assist Australians on cruise ships in case additional medical assistance was required following a cruise.

Government worked hard to maintain operations and delivery of critical services to users with minimal interruption. To achieve this, we quickly mobilised public servants 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 APS workforce worked remotely from home.

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Objective 1 – You will be able to access all government services digitally by 2025

Status: In progress

Our goal is to make the information and services Australians need and expect available digitally. Many services are already available online, with more on the way as we develop the required policy, technology, expertise and infrastructure. We will continue to invest in creating and developing digital platforms that meet your needs across all government services as we move towards 2025.

Metrics

We are seeing an increasing number of people using digital services, as availability and access to these online government services improves. For example:

1. **15.3 million unique visitors**

Australia.gov.au provided a cross-jurisdictional information platform during the COVID-19 pandemic that attracted over 15.3 million unique visitors, with 31.5% of them classified as returning visitors.

2. **99% digital transactions**

More than 99% of IP Australia customer transactions are completed digitally, establishing it as truly a digital service delivery agency.

Case Studies

IP Australia - A completely digital service delivery agency

Initiative

To establish and operate as a completely digital service delivery agency both with client interactions and business operations.

Benefits:

- agility and flexibility to seamlessly transition operations to remote and mobile environments

- capacity to deliver uninterrupted services.

Summary

While the COVID-19 environment in the first half of 2020 presented challenges for Australian businesses, it also reinforced the Government's decision to move towards digital solutions.

IP Australia is set to become the first completely digital service delivery agency in the Australian Government, with more than 99% of customer transactions now being conducted digitally. Having made this investment in its digital services, IP Australia were well positioned to continue to meet their customers' needs during this challenging period.

This was further enabled by IP Australia's commitment to a flexible way of working. The shift to working from home was seamless, well managed by all staff, and most importantly the services continued uninterrupted for IP Australia customers.

Digital Transformation Agency - Australia.gov.au refresh

Initiative

Transition the Australia.gov.au website from a portal for government websites to a whole-of-government, cross-jurisdictional information platform.

Benefits:

- improved discoverability and, importantly, comprehension of government information
- timely "in the moment" communication of government information
- provision of a trusted site to deliver information that meets user expectations.

Summary

The Australia.gov.au website at the start of March 2020 functioned as a portal to many government websites. This version was essentially a static site, listing government agencies and their functions.

Once the COVID-19 pandemic hit, Government needed an agile platform that provided Australians with a single source for up to date information about case numbers, lockdown restrictions, testing availability and support services available. A refreshed Australia.gov.au was the way to achieve this.

The DTA delivered this refresh in just 24 hours – and continued to iterate this digital capability to meet the needs of Australians for reliable, trusted government information.

A cross-agency governance forum was established for Commonwealth, State and Territory governments and associated public services to quickly manage features, content and risk. This allowed Government to successfully deliver and iterate the platform - while at the same time ensuring Australians received the time critical messages they needed from Government and National Cabinet 'in real-time'.

Objective 2 – You will have seamlessly integrated services that support your needs and life events

Status: In progress

While people often interact with government for discrete services, such as completing a yearly tax return, there are events in a person's life which require interactions with multiple Government services provided by different agencies or tiers of government (like having a baby, experiencing a natural disaster or starting a business).

Looking at government services in the context of people's life events enables us to simplify, integrate and tailor the delivery of services to the needs of people, as opposed to the structures of government.

We are working with the Australian public, across the Australian Public Service and with State and Territory governments to identify common issues and opportunities for us to improve. This lets us streamline services to make government easier to deal with.

Metrics

Through the life events approach, we're building services that work together to make it easier for us to support your needs.

1. **90 + Agencies participating in Life event communities**

The Life Event Communities bring together more than 750 people from over 90 organisations. They work across Federal, State, Territory and local governments, industry and service providers, to understand people's needs and develop collaborative improvements to government services.

2. **206,060 electronic medical prescriptions**

206,060 electronic prescriptions have been transmitted, reducing the risk to users and their community.

3. 63 languages translated

A dedicated website presenting factsheets and information on the continually evolving COVID-19 situation in 63 languages, totalling 2731 updates.

Case Studies

Australian Digital Health Agency- Fast-track electronic prescriptions

Initiative

Fast-track of the electronic prescriptions service in response to the COVID-19 outbreak.

Benefits:

- allow people safe and convenient access to their medicines
- lessen the risk of infection being spread in general practice waiting rooms and at community pharmacies
- reduce the risk of transcription errors.

Summary

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 2020 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.

The Department of Home Affairs - Cultural and Linguistically diverse COVID-19 internet communication

Initiative

Provide a dedicated website that hosts whole-of-government COVID-19-related information in 63 languages and directly supports the Department's commitment to support and enhance social cohesion in the Australian community. As at 30 June 2020, the website had more than 1 million unique page views with the most popular languages accessed being Chinese (Simplified), German, Chinese (Traditional), Arabic and Spanish.

Benefits:

- more Australians can now access factsheets and information in their own language
- improved access to information across key themes of Education, Health, Business and Financial Support, Community Safety and Settlement Services and Visas and the Border.

Summary

The Department of Home Affairs delivered a dedicated website for the benefit of individuals and businesses from culturally and linguistically diverse communities. On behalf of all Government agencies, it provided factsheets and information on the continually evolving COVID-19 situation to members of the community challenged by their grasp and comprehension of the English language or Australian culture.

This dedicated website was updated several times to include fact sheets and information in 63 languages, helping communicate government's COVID-19 response to all Australians.

Launched on 29 April 2020, these updates have further enhanced access to information across the key themes of Education, Health, Business and Financial Support, Community Safety and Settlement Services and Visas and the Border.

Services Australia – Managing Income and Assets

Initiative

Simplifying updates to income and asset details online.

Benefit

Customers and their nominees are able to view and update their income and asset details in one simple transaction online.

Summary

When receiving a payment from government it is important for customers to keep their income and asset details up to date to ensure they are receiving the correct payment. Services Australia has made changes to its digital services to make this process simple through the enhanced 'Manage Income and Assets' online service.

When customers are asked to provide a document such as a shareholding certificate, they can upload the document directly online. Once documents are uploaded, customers receive a confirmation message so they can be confident that their updates have been received. By automating these simple updates, Services Australia provides faster outcomes to customers.

On average, the enhanced 'Manage Income and Assets' online service has automated around 60% of updates made by customers online. Automation of this process also means that Services Australia staff are more readily available to provide support to customers with more complex needs.

By offering this functionality online as part of improving Services Australia's digital services for customers, Services Australia are taking another step in making it simpler to deal with government so that people can get on with their lives.

Objective 3 – You will be able to choose a secure and easy-to-use digital identity to access all digital government services

Status: In progress

We understand the challenge of individuals having to repeatedly prove who they are when interacting with government and private sector services online and that this can lead to significant frustration. We are continuing to develop a Digital Identity system that provides citizens with a secure and convenient way to engage with government services.

Metrics

People are using the Australian Government's digital identity service to securely prove their identity and access government services digitally.

1. 1.8 million + Digital Identities

Over 1.8 million Australians and 1.2 million businesses are using digital identity to access over 70 federal, state and territory government services.

Case studies

Department of Home Affairs - Enterprise Biometric Identification Service (EBIS)

Initiative

To incorporate multi-modal biometric identity management and authentication solution for international travellers entering Australia. EBIS will utilise facial and fingerprint recognition algorithms in visa and border management.

Benefits:

- improves services and waiting times for international travellers through automated identity checking
- increases the ability to identify travellers of concern.

Summary

The requirement for the use of biometrics in visa and border management requires a state-of-the-art biometric system. EBIS is a multi-modal biometric identity management and authentication solution – using facial and fingerprint recognition, which provides a biometrically anchored person-centric identity. It is also a much faster technology than the previous biometric solution and is scalable to support over 10 million visa applicants and 50 million border crossings every year.

This provides opportunities to automate the facilitation of millions of travelers arriving or departing Australia, while simultaneously delivering greater capability to focus on travelers of concern, both at the visa application stage and the border crossing.

Anchoring a client's identity with biometrics, at their first interaction, provides robust management of their identity, allowing biometric verification at future interactions. This will provide the client with future streamlined and efficient services, building on their identity history from light touch temporary visa application, all the way to permanent residency Visa or Citizenship, with the highest levels of identity assurance.

EBIS provides the biometric capability for the Department's Identity Management Services (IMS) – a capability that provides the biographic services and integration with business systems. The IMS, supported by EBIS, provides a consolidated and centralised identity capability using combined sophisticated biometric and biographic capabilities.

Digital Transformation Agency – Digital Identity

Initiative

Digital Identity is being expanded to make accessing government services online simpler, safer and more secure.

Benefits:

- use Digital Identity on the go, at any time of day
- save weeks of time and effort when accessing online services

- setup a Digital Identity only once
- be confident that information provided is safe and secure.

Summary

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 online 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.

As Digital Identity is expanded, people will be able to complete more interactions online - like applying for a Tax File Number, registering for a new business, claiming assistance from a natural disaster and much more - in minutes rather than weeks.

As part of the Digital Business Package, the Government will expand Digital Identity to make it available as a whole of economy solution. This will allow people to use Digital Identity to access state and territory services as well as private sector services.

Student Identifiers Registrar – Unique Student Identifier (USI) Digital Identity initiative

Initiative

Provides students with additional choice in how they verify their identity online with the use of a Digital Identity to create a USI or log into their existing USI account.

Benefits:

- reuse of an existing Digital Identity provides a streamlined and efficient way for students to create USIs
- provides students with a secure and easy USI account access solution.

Summary

The Student Identifiers Registrar is a Commonwealth statutory officer responsible for administering the USI initiative nationally. All students completing tertiary education must hold a USI. With over 11 million USIs created to-date, the aim is to continually advance the service to ensure students have improved online services.

The USI public beta trial began in June 2020, with 3,067 USIs created using a myGovID.

Going forward, USI will continue to enhance the initiative based on customer feedback and will look at integrating emerging Digital Identity authentication solutions to improve the service and increase student choice.

Objective 4 – You will have access to alternatives if you are unable to access services in a digital way

Status: In progress

We want all Australians to be able to access the government services they need, whether they choose to do so digitally, on the phone or in person. This means that we're investing in digital channels, but we're also improving non-digital experiences. We're reducing call waiting times and bringing mobile government shopfronts to you.

Metrics

1. **200 + communities**

Mobile service operations were provided to over 200 communities devastated by the bushfire crisis.

2. **Near 100 per cent decrease in busy signals**

There has been a near 100% decrease in busy signals of Services Australia calls in 2020-21 - 45 busy signals from 1 July 2020 to 30 September 2020, compared to 5,993,244 busy signals in the same period last year.

3. **289 towns visited and 9,189 people assisted**

Services Australia's two Mobile Service Centres, Golden Wattle and Desert Rose, visited 289 towns and helped 9,189 people in the 2019-20 financial year. The Mobile Service Centres spent 75 days in 83 bushfire affected communities of Queensland, Northern New South Wales and Victoria and helped over 4,064 people.

Case studies

Services Australia - Access to Bushfire Support

Initiative

Establish mobile and remote operational capability that provides agility and flexibility to function in impacted areas lacking resources such as buildings, power and internet.

Benefits:

- provision of support to Australians in environments where normal digital services are not available
- expedited processing of claims and payments, providing timely assistance to Australians in need.

Summary

Across the country, Services Australia deployed mobile service teams, and mobile service centres over 420 times into 200 communities, where staff served more than 7,500 people.

Assisted by the Australian Defence Force, Services Australia provided support in otherwise inaccessible locations, and worked side by side with other State and Federal agencies to deliver an all of Government response to people in impacted areas. This provided disaster payments and up to date information on all Services Australia payments and services, all in the one place.

During the 2019-20 Bushfire season, Services Australia paid out more than \$233 million in Australian Government Disaster Recovery Payments and took over 200,000 calls through the disaster payments hotline. The average speed of answer of these calls was measured in seconds and, in most cases, these payments were made in minutes using the New Payments Platform.

Digital Transformation Agency – Australian Government Style Manual redevelopment for the digital age**Initiative**

Produce a digital Australian Government Style Manual as the definitive guidance for government content.

Benefits:

- supports digital transformation through clear and consistent content across government

- reflects current language usage, as well as accessibility and readability standards
- has clear, definitive rules and guidance based on evidence
- is easily accessible to all users through a free website
- will be continuously improved to ensure it is accurate and contemporary
- is produced centrally, enabling agencies to focus on guidance that is unique to them.

Summary

The Australian Government Style Manual is the standard for all government content across all communications channels. It ensures user needs are at the centre of all content creation. It supports a clear and consistent approach to all government content. This helps to contribute to a seamless user experience across government. Through the application of the Style Manual, citizens have consistent and accessible content to make their experience of dealing with government simple and helpful across their preferred channel.

DTA developed the Style Manual in response to research that showed users needed clear rules and guidance supported by examples, rationale and evidence.

This was developed with the support of:

- a cross-agency working group and governance board to oversee and champion the product and support implementation
- an advisory board to adjudicate on points of style
- subject matter experts to provide expert technical advice
- a content partner to create the first draft of content.

The Style Manual is digital first in both content and format. It provides guidance to support digital accessibility and readability. It also introduces the emerging practice of content design.

The team continues to do user research to expand and improve the Style Manual. The Style Manual will be a living product and regularly updated to ensure it remains up to date.

- Further updates will be based on:
- evidence and shifts in Australian style
- Australian and international standards for accessibility and readability
- insights from ongoing user research
- emerging patterns in user feedback.

Objective 5 – Services will be smart and adapt to the data you choose to share

Status: In progress

We will do more to improve your experience when dealing with government. Data is important in achieving this goal. We already collect data as part of our work delivering services to you. We use this information in aggregate to help us develop policies and services. However, if services are to become truly ‘smart’, tailored and personalised, we need to know about your individual needs and incorporate that information in delivering services to you. We will always do this by protecting your privacy and in the most secure way possible. We will earn your trust and ensure your needs are front of mind through implementation of the Australian Data and Digital Council’s principles and commitments.

Case Studies

Department of Foreign Affairs and Trade (DFAT) - Cruise Ship Tracker

Initiative

Develop a single source of truth that assisted the tracking of Australians on cruise ships through the collection of passenger and vessels data and provision of up-to-date reporting.

Benefits:

- real-time analysis and reporting enabling very quick turnarounds in tracking Australians at risk
- efficiencies gained through a reduction in the manual workload of tracking and collating information from many sources
- improved accuracy in analysis and reporting.

Summary

At the beginning of the COVID-19 pandemic, Department of Foreign Affairs and Trade needed to track Australians on cruise ships to assist with disease containment. The Department of Foreign Affairs and Trade planning and collaboration across business and technology areas resulted in a fit for purpose app, 'COVID-19 Cruise Ship Tracker', that was ready for use by the department within 3 days.

The solution enabled a single source of truth that collected data and provided up to date reporting on the number of:

- passengers (Australian, New Zealanders and Canadians) and crew on board cruise ships overseas
- vessels, current location and expected port and date for disembarkation.

Data entered into the app was available in real-time as the solution enabled the entry of data at any time, from any device or location. This significantly reduced the manual workload of tracking and collating information from many sources.

The success of the solution was due to the collaboration to gather requirements and identify what was needed to meet the immediate need to implement a 'good enough' solution. After the first release of the solution, collaboration continued to refine and improve the solution. The result was that the department was able to provide accurate dynamic reporting for officials, media and Ministers 24/7.

The ability to deliver a solution quickly was due to the department's prior investment in a rapid app development capability.

Objective 6 – Policy and services will draw on data and analytics

Status: In progress

We are modernising how we use data held by government. This data is a national resource and can benefit all Australians through better and more targeted government policies, programs and services. We can also use it to research and fix real problems. We're carefully exploring its potential in line with community expectations. We are making some of the data we hold available responsibly and securely through open data platforms such as data.gov.au. As we improve our ability to create policies and services that draw on data and analytics, you can expect more services that better meet your needs.

Metrics

1. 91,000 + open source datasets available
There are now more 91,000 data sets on data.gov.au.

Case studies

Department of the Prime Minister and Cabinet – Central Analytics Hub support for bushfire response

Initiative

Support Government in its national bushfire response by establishing an analytical capability within the National Bushfire Recovery Agency.

Benefit

Bringing together data from across government drove a whole-of-government response, allowing for more timely decision making.

Summary

The Central Analytics Hub within the Department of the Prime Minister and Cabinet supported the Prime Minister with the national bushfire response by establishing an analytical capability within the National Bushfire Recovery Agency.

The Hub brought together Australian Government geospatial, demographic and social security data assets to build a common picture for the Agency of the impacts of the Black Summer bushfires on local communities. These data-focused analytics drove policy development within the National Bushfire Recovery Agency and informed the Agency's discussion and consultation with states, local governments and affected communities on bushfire recovery. The Hub's analysis was also used in the allocation of early grant funding to local governments.

CSIRO (Data61) – COVID-19 disease spread modelling

Initiative

Establish a regional disease spread model to identify different risks at a localised level and inform outbreak mitigation decision making.

Benefits:

- will inform cross jurisdictional health social-economic trade-offs
- allows better decision making and responses through capturing aspects of an outbreak that are not available in classical population-based mathematical models
- enables governments to pose and answer crucial questions during an infectious disease outbreak and recovery and inform downstream/consequential models for use in informing policy and operations.

Summary

The importance of regional and sub-regional management within jurisdictions is self-evident, as COVID-19 increasingly presents different risks within different regions. For this reason, CSIRO's Data61 and the Commonwealth Department of Health initiated a collaboration in late April 2020 to establish a regional disease spread model and

explore its utility and potential applications. The model establishment phase went well, and an ongoing collaboration is desired.

Going forward, this model has the potential to inform National Cabinet and Commonwealth decisions, such as those relating to international travel or the rollout of new rapid testing techniques and vaccinations, and create an impactful use case for whole-of-government data integration and data driven insights and decisions using leading edge AI technologies.

The project developed new methods to parameterise the fast agent-based epidemiological model that use observed Australian COVID-19 case notification data using a computational method rooted in Bayesian statistics called Approximate Bayesian Computation (ABC) methods. A present focus is now on representing responsive and adaptive control within COVID-19 outbreak and spread simulation studies using a brand of mathematics called Stochastic Optimal Control methods. The prototype was built to answer crucial questions during an infectious disease outbreak and recovery, including:

- What is a hotspot?
- How do we manage hotspots in the context of jurisdictional borders while opening the economy?
- What is a safe and stable state of disease transmission, by region?
- What are the consequences of relaxing the current restrictions too soon?
- What is the risk of a large-scale vaccine roll-out program in generating new hotspots?

A consistent and pluralist approach to modelling the spread of disease (not limited to COVID-19), across government is vital to ensuring that agencies are equipping decision makers with robust, sensible advice.

Objective 7 – Advanced technologies will improve decision-making and be transparent and auditable

Status: In progress

Emerging technology is allowing us to create more convenient and accessible services. We will make decisions about how we use advanced technology in a way that is open and inclusive, with the goal of making services simpler, clearer and faster. As we begin to adopt artificial intelligence (AI) and assistive technologies, like machine translation, it will be easier for people to engage with government when and how they choose. We are working alongside industry and academia to make the most of these opportunities. We are also managing the risks associated with the use of greater technology. This includes creating national frameworks and safeguards to address ethical and privacy concerns, and to protect our systems and national security from any external threats.

Case studies

Attorney General's Department - Robotic Process Automation

Initiative

Establish a basic Robotic Process Automation (RPA) capability to streamline routine finance processes such as accounts receivable and accounts payable.

Benefits:

- improved automation, speed and accuracy of account processing
- increased productivity, control and timeliness of processes
- efficiencies gained from reduction in time completing administrative tasks.

Summary

The Attorney-General's Department is undertaking a project to establish an RPA capability. The RPA will be used to streamline routine finance processes such as accounts receivable and accounts payable.

The aim is to automate high-volume rules-based processes to improve the timeliness and accuracy of financial reporting. This will improve the overall provision of services to clients and result in staff undertaking higher value work.

The operational efficiencies expected to be achieved through the RPA project include:

- improved automation, speed and accuracy of account processing
- increased productivity and engagement from staff who will spend less time on administrative tasks
- increased client satisfaction through better and more timely reporting and billing (i.e. responsiveness)
- increased control and timeliness of processes.

It is expected the benefit from this project will flow across the Financial Services and Client Services teams, alleviating significant pressures they face, which can lead to delays and inaccuracies.

IP Australia - Rights in One (RIO)

Initiative

Deliver a world-leading intellectual property search system to enable Australians to easily manage their intellectual property.

Benefits:

- improved intellectual property search discoverability and accuracy
- ease of use and increased trust in managing intellectual property requests.

Summary

IP Australia has modernised its digital infrastructure to deliver a world-leading intellectual property search system and have made this freely available to the Australian public - enabling Australian businesses to easily manage their intellectual property.

The Rights in One (RIO) program consolidated around 30 legacy ICT systems into a single platform and uses a new global best practice artificial intelligence search capability. IP Australia became one of the first intellectual property offices in the world to integrate image recognition and search technology.

These search systems are considered some of the best globally. Their success can be measured by their popularity - Australian Trademark Search has over 1 million-page views from more than 40,000 customers each month.

Objective 8 – Earn your trust through being strong custodians of your data

Sharing data held by government has incredible potential at both the national level and at the individual level, but it must be done prudently and safely. Maintaining trust with the Australian community is fundamental to realising the full potential of this national asset. Trust is increasing and we will continue to make sure enhanced safeguards, privacy and security protections underpin public sector data sharing arrangements. We are developing new data sharing legislation that will enshrine these protections, along with a clear, consistent and transparent approach to the safe sharing of data held by government.

Status: In progress

Metrics

1. 7 million + registrations

There have been more than 7.1 million registrations for the COVIDSafe app.

Case Studies

Department of the Prime Minister and Cabinet - Reforming how public sector data is shared

Initiative

Developing a new Data Availability and Transparency Bill (the Bill), to provide an alternative pathway for government agencies to safely use public sector data.

Benefits:

- drive better and more efficient government services, policies and programs
- provide better access to public sector data for research
- improve data integrity and risk management.

Summary

The Government is developing a new Bill to provide a consistent pathway for government agencies to safely use public sector data.

The Bill forms part of the Government response to recommendations made by the Productivity Commission's 2017 inquiry into Data Availability and Use. The inquiry looked at how data was used across the Australian economy and recommended reforms to unlock its full potential.

The Bill will authorise sharing of public sector data with accredited users for specific purposes only – informing government policy and programs, research and development and government service delivery. The Bill will establish the National Data Commissioner to oversee and maintain the integrity of the data sharing scheme and data shared will also be subject to a new risk management framework called the Data Sharing Principles, which build on the internationally recognised Five-Safes framework.

The Office of the National Data Commissioner has released a Data Sharing Agreement template consistent with the Data Sharing Principles, which can be used by anyone needing to share data. The Foundational Four guidance sets out simple and useful steps for working with data more productively.

Digital Transformation Agency and Department of Health – COVIDSafe App

Initiative

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

Benefits:

- individuals do not need to remember the places and time of visits or those they have interacted with
- provide a trusted source of data that mitigates human error
- in conjunction with the Coronavirus Australian App and WhatsApp messaging, increase trust and confidence in Australia's management of COVID-19 as well as empower people to manage their own responses.

Summary

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.

COVIDSafe assists contact tracers in two ways:

- increasing the speed of discovering, verifying, and contacting close contacts
- supporting the scale up of the contact tracing process to better deal with large outbreaks.

During its development, the DTA engaged external, independent privacy experts to undertake a privacy impact assessment of COVIDSafe. They endorsed key design features: to allow users to decide when and whether they will release their contact information, that the information remains on the phone under user control and that the shared data is automatically deleted after 21 days.

COVIDSafe is closely aligned to, and supported by, the Coronavirus app and WhatsApp messaging service, that keep Australians informed with the latest up to date information and advice on COVID-19.

Objective 9 – Equip our people and Australian businesses with the skills necessary to deliver world-leading digital services

Status: In progress

We are focussing on the cultural and digital capability changes that government needs to deliver the services of the future. We are attracting, developing and retaining digital talent. We are doing this through events, mentoring programs, coaching circles, specialist services and more. We are developing career pathways to show the specific skills needed for over 100 digital and ICT roles across government. We are also establishing a digital profession to support and guide the development of digital practitioners across the public service. At the same time, we are working with Australian businesses to deliver world-leading services.

Metrics

1. **100 + speakers at the 2020 Digital Summit**

Over 100 speakers, 21 case studies, and 18 workshop submissions were received for inclusion into the 2020 Online Digital Summit.

2. **946 Digital Profession foundation members**

946 foundation members have signed up to the Digital Profession Stream, helping shape the profession since its launch on 30 April 2020.

3. **770 individuals attended digital sourcing events**

625 Federal, State and Territory Government staff and 145 people from industry attended Digital Sourcing Network events, joined the mailing list or participated in the common interest groups and working groups to improve sourcing practices since April 2019.

Case Studies

Department of Education, Skills and Employment - Capability Accelerator Program

Initiative

Develop a digital staffing capability model to understand and assess capability gaps.

Benefits:

- identifies and addresses critical capability gaps across government
- provides an effective, measurable and scalable approach to capability uplift
- promotes a culture of supported learning and sustainable change.

Summary

A Capability Accelerator Program (CAP) pilot was co-designed by the Digital Transformation Agency (DTA) and the Department of Education, Skills and Employment (DESE). It utilises an internationally recognised capability model to understand and assess capability gaps in digital talent. The program combines coaching and change architecture to deliver lasting capability development.

CAP began by analysing the agency workforce plan to determine the most critical capability gaps. It defined the capability needed and developed a series of Key Performance Indicators with associated skills, knowledge, experience and learning resources.

After identifying the capability gaps, learners were matched with Subject Matter Experts for coaching. The Experts were also coached through CAP to develop their own coaching skills. By the end of the first 2 cycles of the program, one of the 8 learners had graduated to be skilled in the new automated tester role, with 2 more nearing graduation. The 8 learners combined were creating as many automated tests as the established testers, effectively doubling DESE's footprint in this burgeoning skillset.

The cycles continue until everyone graduates. More learners can be introduced at the beginning of each cycle to replace graduates, and graduates can support new learners through peer coaching. The CAP allows continuous capability growth and can easily be extended to other areas of critical capability need.

Digital Transformation Agency - Australian Public Service (APS) Digital Professional Stream

Initiative

The Australian Government committed to the development of an Australian Public Service (APS) Digital Professional Stream to build the capability, skills, expertise and development of APS staff to meet current and emerging needs.

Benefits:

- provide capability, through a mobile digital workforce, to surge around high priorities, with tight deadlines and limited budgets
- maximise technology to operate with the highest efficiency and provide the best delivery of services possible
- reduce costs associated with outsourcing expertise.

Summary

To thrive in the digital era, the APS must evolve to realise the benefits of digital technologies. It will need:

- a digitally savvy workforce to deliver on the government's digital transformation agenda
- to reduce the reliance on third parties and grow its internal knowledge and capabilities.

The Digital Professional Stream will support individuals to have valuable and rewarding digital careers in the public service and will support agencies to develop their digital workforce.

The focus is on establishing common standards, productive pathways and the growth of professional communities. The program will provide the APS with the flexibility and mobility of a digital workforce that can surge around government priorities across agencies.

The Digital Professional Stream also delivers ongoing capability uplift, through activities such as the digital graduate, apprentice and cadet programs, the women in

digital programs, and the placement of a Digital Professional Stream delegate on all recruitment panels for digital and ICT focussed SES roles. While utilising an internal consulting model, Digital Squads allows for quick support and deployment of digital experts to agencies with digital priorities.

Objective 10 – Adopt better ways of working that bring people together quickly and efficiently and reduce risk

Status: In progress

Digital transformation means more than just new technology. It means we improve our traditional ways of working. We are taking steps to work more effectively across all levels of government. Rather than building a big project and waiting for it to be perfect, we work in an agile way. This means we deliver iterative milestones and make incremental improvements along the way. At times we may move in a different direction so we can better meet your evolving needs. We may take more time to build a service, to ensure it does what it needs to and meets your expectations. The outcome for you is simpler, clearer and faster services, from a government who is committed to getting it right.

Metrics

1. **40,000 + digital conference calls**

APS staff now typically conduct over 40,000 video and audio conference calls per month in GovTEAMS.

2. **20% increased productivity**

Almost 20% of ABS managers reported staff productivity had increased since new working arrangements addressing COVID-19 were put in place.

Case studies

Administrative Appeals Tribunal - Digital delivery of files stored off-site

Initiative

To support Tribunal members and staff working out of office through the provision of digitised copies of the physical case files stored offsite.

Benefits:

- resourcing and costing efficiencies gained from reduced effort in storing, collecting and locating files
- tribunal members get faster access to retrieved files in digital format.

Summary

The Administrative Appeals Tribunal has some 300 members across Australia who conduct independent merits review of decisions of Australian Government agencies. These members are supported by 900 staff. Most members and staff are now working from home due to the COVID-19 pandemic, but the Tribunal have had to institute rapidly evolving digital solutions to continue work remotely.

The team looks after physical and electronic records, in addition to other electronic information services. We have some 3 kilometres of physical records stored at our offsite storage contractor. These records are often required to support active cases in the Tribunal.

The benefits of this solution are that no staff need to be onsite to receive physical files. There are no deliveries of physical records from the offsite storage contractor and the Tribunal members get faster access to retrieved files in a digital format. This reduces the traffic of people to and from our offices.

The service is available in all District Registries in each state and the ACT. Digital will be the now be the default delivery format for all files requested from offsite storage.

Department of Industry, Science, Energy and Resources (DISER) - Venture Capital Reporting and Analytics (VeRA).

Initiative

Develop an online system which gives the Venture Capital team secure access to self-service reports for all venture capital programs in one place and automates program processes and administration.

Benefits:

- cost and resource efficiencies gained through automated and improved program administration processes
- operational features have improved service delivery for clients
- provision of reliable, accurate and trusted data.

Summary

The Venture Capital team used a bottom up innovation methodology to develop their Business Intelligence reporting system called Venture Capital Reporting and Analytics (VeRA). VeRA is an online system which gives the team access to self-service reports for all programs in one place. It is also an operational system which automates program integrity, insights, and committee administration.

VeRA allowed for the digitisation and modernisation of the team's processes. It facilitated a move from processes reliant on spreadsheets to manage data, to online forms which are automatically loaded to a Structured Query Language (SQL) database. Vera uses Microsoft's Power BI as a front end, which all members of the team can access securely via a browser. Implementation has been widely accepted and realised the following benefits:

- VeRA has automated and improved program administration processes
- operational features of VeRA have improved service delivery for clients.

VeRA has over 20 years of data on venture capital investment and has recently been used internally to assess COVID-19 impacts on venture capital programs and to inform policy proposals and Government action plans for economic recovery.

Department of Defence - Defence Enterprise Resource Planning

Initiative

Deliver a transformational program that modernises and integrates critical functions across logistics, engineering, maintenance, finance, human resources and estate management.

Benefits:

- reduction in the complexity and cost of legacy systems, infrastructure and maintenance
- consistency in processes will lead to efficiencies in effort and timeliness
- increased data accuracy through automation.

Summary

Defence is delivering a transformational program to modernise and integrate critical functions across logistics, engineering, maintenance, finance, human resources and estate management.

The Defence Enterprise Resource Planning (ERP) Program achieved its first major milestone in July 2020. A new solution went live, providing fully aligned finance, enterprise and organisational structures within a single system and setting the foundation pillars for future ERP releases. This release delivered a new financial reporting suite lifting financial reporting efficiency through automation. A reduction in manual intervention in report creation (and automation more broadly) will provide Defence cost account managers with more trustworthy financial information. This enables better decision making, support auditability and business analysis, and reduces duplication of effort. A new chart of accounts will support the Defence financial reform agenda.

When fully implemented, the ERP will support enhanced whole-of-Defence planning, analysis and decision-making across the Defence workforce. The complexity and cost of legacy systems, infrastructure and maintenance will be reduced, with consistent processes and system automation achieved through timely and accurate data.

Objective 11 – Collaborate with other sectors, including small and medium-sized enterprises, community organisations and academia

Status: In progress

We are drawing on a diversity of thinking and leading-edge skills from businesses, academia and the Australian community, to solve real and challenging problems. This means that we're simplifying the process for small and medium enterprises to compete for government business. We're making it easier for academics to access public data to support their research through data.gov.au and we're engaging with community organisations and individuals to really understand your needs. We're also finding ways to bring these sectors together to make the most of their different skills and to create better solutions for you.

Metrics

1. **\$2.73b contract value on the Digital Marketplace**

The Digital Marketplace to date has awarded more than \$2.73 billion worth of contracts to sellers, with 70% of this value going to SMEs in the 2019-20 Financial Year.

2. **One of the largest Digital Twins in the world**

The NSW Spatial Digital Twin is one the largest in the world (in terms of land coverage and data being delivered), supporting 8,000 square kilometres with 3D data.

3. **490 hours per month reduced**

Automation of the data collection for Power station to create Large-scale Generation Certificates (LGCs) saves the industry approximately 490 hours of industry effort per month based on 30 minutes per month per power station (979 power stations).

Case Studies

CSIRO (Data 61) - Digital Twin - a powerful data sharing, collaboration and visualisation tool for Australia

Initiative

Develop a digital model platform capturing Australia's built and natural environments, to enable data better planning, design and management our cities. This includes climate and natural disaster management.

Benefits:

- provides a secure platform to facilitate role-based access to open, shared and closed data
- easy online access to data discovery visualisation and querying through a web browser
- reduces data duplication, increases collaboration capabilities
- provides a trusted authoritative source for the data sets.

Summary

Digital Twin is a digital model of the built and natural environments based on rich historical and real time data. Digital Twins are powerful tools that can enable data collaboration between planners, infrastructure owners, builders, property developers, policy makers, researchers and the community. It can be used to help better plan, design and manage our cities, including for climate and natural disaster management.

CSIRO's Data61 partnered with federal and state governments and industry to develop a Spatial Digital Twin capability for Australia. In February 2020, NSW Minister for Customer Service launched the NSW Spatial Digital Twin. This is one the largest in the world (in terms of land coverage and data being delivered), supporting 8,000 square kilometres with 3D data at time of launch. It unlocks high-value transport, infrastructure, property, planning and environmental datasets, reducing data duplication and ensuring that the Digital Twin is the one authoritative source of this information.

NSW Spatial Services provides the Spatial Data Collaboration Portal. Together with Data61's TerriaJS -based mapping software and Magda data discovery tool, it provides a secure platform to facilitate role-based access to open, shared and

sensitive data. This platform allows data custodians (government, industry, academia, or the community) to share data while retaining control over their data at the same time. The software allows users to access the data visualisation through a web browser, without installing any software.

These Digital Twin tools are the latest government data platforms in the journey commenced by National Map and TerriaJS in 2014. Additional platforms developed along the way include:

- the Australian Renewable Energy Mapping Infrastructure (AREMI) with Australian Renewable Energy Agency
- the National Drought Map with the National Drought and North Queensland Flood Response and Recovery Agency
- Digital Earth Australia Map and Digital Earth Africa Map with Geoscience Australia.

CSIRO's Data61 has also partnered with the Queensland Government on a QLD Spatial Digital Twin which is soon to be released.

Note: The National Map, underpinned by Data61's TerriaJS software, now provides access to over 11,000 data sets from governments across Australia. National Map is managed by the Digital Transformation Agency and supported by Geoscience Australia and other agencies.

Australian Digital Health Agency - Communities of Excellence

Initiative

Aims to embed digital health capabilities across targeted communities and use the learnings from these fully connected communities to create a toolkit that will enable scalable replication across the country.

Benefits:

- connect healthcare providers within designated communities to the national My Health Record system

- expansion of telehealth capabilities across the care continuum
- increase use of secure messaging to exchange clinical information across different care settings
- greater digital health literacy and participation (healthcare practitioners, patients/families).

Summary

The Communities of Excellence program is a national initiative led by the Australian Digital Health Agency (the Agency). Its aim is to embed digital health capabilities across targeted communities and use the learnings from these fully connected communities to create a toolkit that will enable scalable replication across the country.

The program will deliver 5 core workstreams:

- connect healthcare providers within designated communities to the national My Health Record system
- support the expansion of telehealth capabilities across the care continuum
- drive greater use of secure messaging to exchange clinical information across different care settings
- enable the use of electronic prescriptions in general practices and community pharmacies
- build digital health literacy and participation of healthcare practitioners, patients and their families.

There are currently 3 communities participating in the Program. Emerald in Queensland and Hedland in Western Australia were foundation communities, being part of this initiative since late 2019. Their population size, strong local clinical and digital leadership as well as community support made them ideal participants. More recently, East Arnhem in the Northern Territory was added based on factors including the distance and remoteness of the community, the influence of severe weather and

other factors impacting access to health services, and the ongoing need to treat and manage chronic disease.

Clean Energy Regulator – Solar Irradiance

Initiative

Utilise solar irradiance data to automatically estimate the amount of generation for solar power stations that are under 1MW in determining the Large-scale Generation Certificates (LGC) entitlement.

Benefits:

- reduce cost to both industry and government in administrating LGC claims
- increased accuracy in data collection
- increased capability to identify claim discrepancies quickly and efficiently.

Summary

Power station operators report energy generation monthly via the Renewable Energy Certificate (REC) Registry to create Large-scale Generation Certificates (LGCs) in their account. They do this by logging into REC Registry each month, manually enter energy generated (TLEG) for each power station and submit data to substantiate their claim. The Clean Energy Regulator (CER) assesses these claims against the data provided and either approves or fails the LGCs accordingly.

Industry feedback suggest each claim takes approximately 30 minutes per month, per power station to lodge with the CER. With 979 power stations in this category, this equates to approximately 490 hours of industry effort per month. In addition, it requires 2 FTE to identify discrepancies in the claims and conduct detailed assessments on their validity.

Using solar irradiance data, CER can automatically estimate the amount of generation for solar power stations that are under 1MW to determine the LGC entitlement without manual intervention from scheme participants or CER staff. Scheme participants who opt-in to the irradiance method will have their generation data automatically entered in

the REC Registry. Participants will be able to review their generation and, if they identify discrepancies between the irradiance value and their metered data, contact the CER for a correction. This will provide a two-fold benefit – help us refine our calculations for better accuracy and provide confidence to scheme participants they will receive their full entitlement.

The CER has engaged the Bureau of Meteorology (BOM) and Solcast, another weather observation company, to provide data which will enable the calculation of LGC entitlement on behalf of a solar photovoltaic (PV) power station.

Australian Bureau of Statistics - Cloud analytics platform

initiative

The Australian Bureau of Statistics (ABS) DataLab, provides online access for government and academic researchers to undertake complex statistical analysis on ABS microdata.

Benefits:

- improved security and access to microdata
- increased capability for Australians to integrate and undertake complex analysis of ABS statics.

Summary

In 2018, under the Data Integration Partnership for Australia (DIPA), the ABS commenced a project to deliver a Cloud based analytics and storage platform for the ABS DataLab. The ABS DataLab provides online access for government and academic researchers to undertake complex statistical analysis on ABS microdata. Microdata is data in a unit record file that provides detailed information about people, households, businesses or other types of records. Microdata remains in the secure ABS environment. DataLab users view and analyse de-identified unit record information using software including R, Python, Stata and SAS. All analytical outputs for use outside the DataLab are checked by the ABS before release to ensure individuals and businesses cannot be identified.

The aim of the Cloud DataLab project is to improve DataLab performance, increase capacity to meet growing demand, enhance user experience and to further improve the already strong ABS DataLab data security protections. The Cloud DataLab can also support secure sharing of data across government agencies.

The ABS Cloud DataLab Beta environment has been established, with a trial that commenced in May 2020. A number of government and academic analysts are participating in the Beta trial, which will continue to December 2020. During this time, the ABS will collect feedback from users on their experiences and iteratively improve the platform. In addition, the ABS will collect metrics on usage and Cloud costs. DataLab has been developed in a user centred way, involving focus groups, surveys, and user testing of alpha versions of the environment.

In parallel to the Beta Trial, ABS have also commenced work on a CRM User Portal. This portal will further improve the user experience, replacing email and paper-based processes for requesting, approving and managing access to data.

Objective 12 – Develop sustainable platforms that we can share across government

Status: In progress

We are developing sustainable platforms and capabilities across government, with an APS-wide focus on identifying, sharing and sourcing reusable platforms. This means buying, building or developing once and reusing many times. This reorientation of services is founded on having the right approach, the right interconnected platforms and the right processes across government.

Agencies seeking a solution will be able to assess existing government platforms for reuse and bring providers together in a way that encourages local participation, flexibility, collaboration and innovation, to create better value for money and to make it easier for you to use.

Metrics

1. **444,000 + registered records**

More than 440,000 records have been registered by 29,300 active PDMS users, compared to 380,000 in all of 2019.

2. **225% increase in agencies using Notify**

There are 370 registered services (227% increase) from 120 agencies (145% increase) across all 3 levels of government using Notify, in both trial and live mode.

Case Studies

Department of Finance - Parliamentary Document Management System (PDMS)

Initiative

Update the PDMS Ministerial Correspondence process with Automation capability and the capacity to support flexible and remote working arrangements.

Benefits:

- reduces a government environmental footprint (paper reduction)
- resourcing and cost efficiencies gained from automation of the manual process required for managing and tracing ministerial correspondence
- improved response times to the public for ministerial enquiries.

Summary

The Parliamentary Document Management System (PDMS) is used to store, monitor and manage the flow of parliamentary documents. It is one of the first successful whole-of-government platforms, being actively used by more than 80 agencies. To date, more than 440,000 records have been registered by 29,300 active PDMS users in 2020, compared to 380,000 in all of 2019. Continuous engagement with PDMS users has driven ongoing platform improvements since its launch in 2013. This approach has ensured that PDMS remains fit for purpose and is sustainable into the future.

What was once an email-based, spreadsheet-managed endeavour, taking hundreds of hours to maintain, is now a seamless, traceable and trackable workflow undertaken within PDMS. So far in 2020 alone, agencies have registered and processed over 140,000 pieces of correspondence from the Australian public. PDMS successfully empowers agencies to manage this ever-increasing workload.

The 2020 PDMS addresses 2 of the most significant themes in technology today:

- the use of mobile devices supporting flexible working arrangements
- the rise of automation.

Re-designed with its agency users, the PDMS now provides the capability to automate the registration of ministerial correspondence from any existing agency system. It captures, notifies and tracks all letters sent to Ministers or departmental executives. This reduces an agency's environmental footprint, saves paper and reduces the time staff spend registering correspondence. Staff are free to respond more quickly and more thoroughly to the Australian public.

COVID-19 has forced agencies to move to flexible working arrangements and augment their desktop computers with mobile devices. The 2020 PDMS supports this trend by re-engineering the user interface to be more modern, scalable and intuitive. This empowers APS officers to draft, review, and clear documents on whatever device they are using. Part of the user interface update extends PDMS into Ministers' offices, providing a holistic portfolio view to Ministers of all their documents and an annotation facility.

Digital Transformation Agency - Whole-of-Government Architecture

Initiative

The Whole-of-Government Architecture aims to take the government from siloed capabilities to a landscape of connected platforms and services.

Benefits:

- promote integrated service design to provide a seamless user experience
- support better investment decisions in government services and technologies
- foster improved and standardised architecture capability across government.

Summary

In 2019, the DTA was tasked to develop a Whole-of-Government Architecture, supported by a whole of representative government taskforce. The Government Architecture Design Authority (GADA) was established in 2020 to provide governance for the initiative, and is composed of senior architecture representatives from identified government agencies.

In early 2021, the Taskforce will deliver a draft Government Business Architecture that will provide a holistic Government Business Model supported by architecture, platforms and a framework to drive and facilitate cross-agency services. Key initiatives include:

- Government Business Model: provides a view of the core capabilities and functions of government (assurance)

- Platform Enablement: provides the tools to maximise platform re-use and integration opportunities, including ‘Operating Model Standard’ and ‘Platform and Services Catalogue’
- Integration and Orchestration Blueprint: Provides the range of methods and frameworks to orchestration and integrate cross-agency platforms and services.

The Taskforce will develop the emerging architecture through co-design with a range of inflight projects across government, such as myGov and the Entitlement Calculation Engine. This will ensure the architecture is driven by real world challenges, needs and experience.

Department of Finance - GovTEAMS

Initiative

Provide an accessible, secure and reliable platform to modernise and enhance the way government employees communicate and collaborate.

Benefits:

- provides capability for APS staff to maintain productivity while working remotely
- delivers a mechanism for government to continue to interact and meet, while achieving lockdowns, restrictions and social distancing requirements.

Summary

GovTEAMS has become a part of the COVID-19 response story and one of the positive legacies in the wake of the pandemic. Originally designed to modernise and enhance the way government employees communicate and collaborate, GovTEAMS quickly became the APS platform of choice for remote workers. This accessible, secure and reliable platform empowered users across government to register, connect, collaborate and create communities in real-time.

GovTEAMS was making traction before the pandemic changed the Government’s ways of working, but the success stories that have emerged since are the most

compelling. On 1 July 2019, 19,285 people had registered for GovTEAMS and by the end of June 2020 registrations increased by an impressive 67,685 people to 86,970. From 1 March to 30 June 2020, there were 454,497 community-wide chats, 4,761,034 one-on-one chat messages, 142,004 audio and video calls, and 193,874 meeting attendees.

From connecting remote teams, to nurturing new communities and facilitating leadership engagement and decision making, GovTEAMS is heavily relied on across the entire sector. All departmental Secretaries meet fortnightly for Secretaries Board on Protected GovTEAMS and the Chief Operating Officer Committee meets on the Official: Sensitive platform on a weekly basis.

Video conferencing is a vital GovTEAMS feature that has become crucial for GovTEAMS members who were forced to work from home. APS staff now typically conduct over 40,000 video and audio conference calls per month in GovTEAMS.

Services Australia – Payment Utility

Initiative

Building sustainable payment platforms to use across government

Benefit

The reuse capability of Services Australia’s Payment Utility platform means that different payments can be delivered quickly and efficiently on behalf of State, Territory or Federal government.

Summary

Services Australia has built a new centralised payment platform called the Payment Utility, which provides government with the flexibility to deliver same day payments. It can also be used to deliver payments on behalf of State and Territory governments. The reuse benefits of the platform were demonstrated earlier this year as the COVID-19 pandemic unfolded in Australia. Services Australia was able to use the platform to assist the ACT and Victorian governments deliver relief payments quickly. Services Australia successfully distributed Public Housing Lockdown Relief payments worth more than \$1 million to 1,400 Melbourne public housing residents, with residents

beginning to receive payments in just over four days from the time of the request by the Victorian Government.

The platform will also enable more useful information to be provided with payments, reducing the need for customers to contact Services Australia to find out what the payment relates to. Services Australia intends to migrate all payments it delivers to the new platform, which will allow us to apply new and evolving industry payment functionality, such as faster payments, to all payments.

The Payment Utility platform allows Services Australia to deliver better outcomes to customers and supports broader government service delivery agility.

Objective 13 – Deliver value for people and businesses by managing costs and risks

Status: In progress

We understand that Government always needs up-to-date digital capability and the products and services to support it. One way we are doing this is through digital sourcing panels. These are now simpler, clearer and faster than ever before. They make it easier for sellers, including small-to-medium enterprises (SMEs) and Indigenous enterprises, to work with government. As we improve the way we buy ICT capabilities, our service delivery improves, we manage costs and risks better, and we achieve greater value for money.

We recognise the value of partnerships and engagement between industry and government to design improved ICT sourcing policies. The creation of a Platforms Marketplace will provide guided procurement pathways and digital sourcing advice to deliver platforms that are scalable, reusable and better value for money.

Metrics

1. 1,800 + new sellers on the Marketplaces

The number of companies selling hardware, software and services to government agencies through the panels increased significantly over the past financial year, with more than 2,500 sellers now onboarded through the Digital Marketplace, Hardware Marketplace, Software Marketplace and Cloud Services panels.

Case studies

Digital Transformation Agency - Digital Tendering Platform (DTP)

Initiative

Trial a Digital Tendering Platform (DTP) to explore how digital approaches to the market could work.

Benefits:

- provides potential tenderers the capability to securely access the DTP from anywhere to collate and submit their responses online
- reduces submission errors, contradictions and duplication
- improves processing and evaluation times.

Summary

During financial year 2019-20, the Digital Transformation Agency (DTA) trialled a 'public beta' version of its Digital Tendering Platform (DTP) for its approach to market to establish a new Cloud Marketplace (sourcing arrangement). The DTP solution was designed and developed by the DTA in collaboration with industry partners and hosted securely on government infrastructure. The solution worked with AusTender (the Australian Government procurement information system), allowing potential tenderers to securely access the DTP from anywhere to collate and submit their responses online as structured data.

The use of the DTP has enabled error checking and data validation at the time of data entry to minimise errors/omissions, and is expected to improve data processing and evaluation times. Early indications are that this beta trial has proven the viability and benefits of moving to an online based digital tendering solution for future DTA approaches to market. The DTA will conduct a full review of this trial, document the findings and review lessons following completion of the Cloud Marketplace procurement process in order to provide recommendations for next steps.

Australian Fisheries Management Authority (AFMA) - Agency Data Capture project

Initiative

The project delivered a collection of new web services for reporting fishing logbooks and the exchange of location data to other government agencies and the public.

Benefits:

- supports greater levels of business intelligence

- validation and integration of collected data for enhanced data quality and decision making
- easier for vendors to integrate with AFMA
- expansion of digital service offered to the fishing industry.

Summary

On 26 June 2020, the Agency Data Capture project was completed. The project exposed a collection of new web services for reporting fishing logbooks and the exchange of location data to other government agencies and the public. As AFMA's decisions rely on the data it captures, integrates, and interprets, further digitisation of data capture helps to ensure the quality, accuracy, and consistency of this data.

From a client perspective, this project delivered external software a standards-based development experience using Application Programming Interfaces (APIs). Vendors have been able to bring more recent versions of their product to the Australian market, offering an improved User Interface and User Experience for users (the fishing industry). The project has also delivered APIs to enable the sharing of a live feed of Vessel Monitoring Systems data to the Department of Home Affairs.

This new platform has also provided AFMA the capability to allow the digital reporting of catch disposal records, the process where boats unload fish to processors and retailers. AFMA is currently working with the fishing industry to trial this functionality.

Services Australia – Medical Interns

Initiative

Medical interns are equipped to provide Medicare services sooner.

Benefit

Medical interns can obtain Medicare provider numbers faster and start providing Medicare services sooner.

Summary

Health Delivery Modernisation is an 8-year program to stabilise, simplify, consolidate and progressively modernise the government's health payments system.

As an early achievement of the program, medical interns can now obtain a Medicare provider number seamlessly following the development of an automated data feed between the Australian Health Practitioner Regulation Agency (AHPRA) and Services Australia. This means that they receive their Medicare provider number faster. This reduces registration times from up to 6 weeks to just 1-2 days and reduces manual processing work for Services Australia staff.

By improving digital services for health professionals, Services Australia has made it simpler and quicker for health professionals to interact with government and get on with providing quality health care to their patients.