



Government of **Western Australia**
Department of the **Premier and Cabinet**
Office of **Digital Government**

Earning and Retaining Citizen Trust: Accessibility, visibility, security

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Seamless Service Delivery – Every service point matters
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Ability to access services

Information is protected

Ability to access services

Digital Inclusion Partnership Framework

Vision: “All Western Australians can easily access and use digital technologies”

- ✓ 4 key barriers: connectivity, affordability, skills and design.
- ✓ 6 target groups
- ✓ 12 current digital inclusion initiatives
- ✓ 2 Partnership Framework activities



Digital Inclusion Partnership Framework



'Accord' to demonstrate commitment

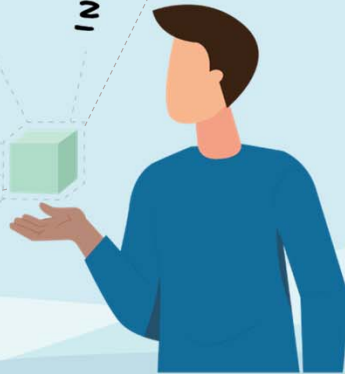


Leadership Forum for collaboration and advice



COLLABORATING

COMMUNITY SERVICES ORGANISATIONS & COMMUNITY MEMBERS



Join the Accord



<https://www.wa.gov.au/government/publications/digital-inclusion-accord>

Enquiries can be made via
Dgov-administrator@dpc.wa.gov.au or phone on (08) 6552 5000.

Ability to **easily** access services

Customer focused whole-of-government approach

Unified login across all of government

Unified interface(s) with simple navigation

Online signatures, documents, transactions, etc.

Communication campaigns for new solutions

In person assistance



Passport renewal through myGov on the way

Tom Burton

Australians will soon be able to renew their passports online through myGov as the government prepares legislation to enable statutory declarations and deeds to be executed digitally in a uniform manner across the country.

Allowing documents to be in electronic form, and to be executed using e-signatures, is expected to save businesses and individuals about \$400 million a year, according to Accenture modelling undertaken for a deregulation task force. More than 4.5 million deeds and 3.8 million statutory declarations are completed in Australia each year by small and medium enterprises and consumers.

This adds about 6 million and 9 million hours respectively to printing,

filling out, signing and physically witnessing their execution.

Modernising document execution would bring about the end of the centuries-old practice of paper-based deeds and statutory declarations, which require all parties to sign in wet ink and to have the documents attested before physical witnesses.

The move to digitise statutory declarations and deeds opens the way for several other government services that rely on so-called "solemn" documents, to be completed online, including passport renewal and election enrolment.

A recent audit of the government's myGov service portal by a taskforce led by former IBM and Telstra chief David Thodey called for the portal to be confirmed as the "go-to" place for people to access services online from the Austra-

lian government and communicate with all Australians.

MyGov has only 15 services. To expand its day-to-day utility and make accessing services much simpler, the audit recommended that passport renewals and updating the electoral role be digitised and brought on to myGov as a priority.

The development work to digitise document execution is being undertaken by the finance department, which has picked up the previous deregulation program from the prime minister's department. This work is funded after the previous government committed \$150 million over four years to support red tape reduction reforms in the 2021-22 budget.

Work to modernise business communications and document execution

was led by former assistant minister Ben Morton under the previous government. It followed the temporary relaxation of rules requiring wet ink signatures during the early period of the COVID-19 pandemic. Some of these were made permanent by changes to federal corporation law.

It is understood the attorney-general's department is now preparing legislation to support the modernisation changes and is aiming to create a uniform national approach to document execution for all types of entities and for most types of transactions.

The states and territories oversee document execution and the Law Council of Australia and others have pushed for the harmonisation of rules.

Commercial and personal transactions regularly cross borders and previ-

ous attempts to streamline document execution have been thwarted by the lack of uniform laws across all nine jurisdictions.

Once the legal and development work has been completed, this will enable other services that rely on solemn declarations to be also moved on to myGov. These include passport renewal and election enrolment and updates.

This is expected to occur over the next 12 months.

The provision of these services online would require citizens to confirm their digital identity using the myGov ID service, which is run by the Australian Taxation Office. Legislation to expand this identity service to state governments and business is being prepared for the spring sittings of parliament.

Ability to access services

Information is protected

Information is protected

- Authentication rather than providing documents as proof of identity
 - Unified login across all of government (and the private sector)
- Cyber security uplift
- Privacy and Responsible Data Sharing legislation
 - Privacy Commissioner: monitor agency compliance; receive complaints
 - A mandatory data breach notification scheme
 - Chief Data Officer
 - Aboriginal data sovereignty and governance
- Etc.

Questions and discussion

