



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Australia

19/07/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

1. <https://www.australia.gov.au/> (central portal to over 900 Australian government websites)

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

1. <https://my.gov.au/> (a simple and secure way to access government online services, such as Australian JobSearch, the Australian Taxation Office, Child Support, My Aged Care, My Health Record, and the National Disability Insurance Scheme)

2. <https://business.gov.au/> (a hub for services from across government, including information, grants, registrations and support for businesses)

- b. E-participation⁴:

Australia's commitment to e-participation is reflected in whole-of-government initiatives such as the Open Government Partnership:

1. <https://ogpau.pmc.gov.au/> (Open Government Partnership Australia)

There are whole of government platforms that enable e-participation and these underpin major public consultations, such as:

2. <https://www.australia.gov.au/news-and-social-media/public-consultations> (a hub that connects to all current public consultations for both individuals and businesses)

3. <https://www.pmc.gov.au/get-involved/consultations> (the hub for the Department of the Prime Minister and Cabinet's public consultations, including the Independent Review of the Australian Public Service)

4. <https://consult.industry.gov.au/> (the Department of Industry, Innovation and Science's consultation

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

- hub allows citizens to participate in consultations that interest them)
5. <https://engage.dss.gov.au/> (allows citizens to input into Australia's social policy direction online)
 6. <https://consultations.health.gov.au/> (the Department of Health's hub for consultations, including through online conversations)
 7. <https://consultation.business.gov.au/consultation/> (provides opportunities for businesses, individuals, industry associations and not for profits to work with the government to improve policies and regulations)
 8. <https://www.homeaffairs.gov.au/help-and-support/how-to-engage-us/overview> (Department of Home Affairs' consultation hub)
 9. <http://www.agriculture.gov.au/about/what-we-do/consultations> (Department of Agriculture's public e-consultation hub)
 10. <https://treasury.gov.au/review/black-economy-taskforce/consultation> (The Treasury's portal for e-consultations)
 11. <https://www.environment.gov.au/climate-change/government/emissions-reduction-fund/consultation/facilities> (Department of Environment's consultations page)
 12. <https://www.ipaustralia.gov.au/beta> (IP Australia's intellectual property e-consultations)
 13. <https://www.ntc.gov.au/current-projects/in-service-safety-for-automated-vehicles/> (National Transport Commission e-consultation hub)
 14. <https://www.infrastructure.gov.au/departments/ips/consultations.aspx> (Department of Infrastructure, Regional Development and Cities e-consultations)
 15. <https://www.arc.gov.au/about-arc/consultations> (Australian Research Council e-consultations)
 16. <https://www.amsa.gov.au/news-community/consultations/have-your-say-make-submission> (Australian Maritime Safety Authority's online consultation process)

Australia's states and territory governments also have sites, such as:

17. <https://yoursay.sa.gov.au/> (South Australian Government's public e-participation site)
18. <https://www.nsw.gov.au/improving-nsw/have-your-say/> (New South Wales Government's engagement site)
19. <https://engage.vic.gov.au/consultations> (Victorian Government's e-participation site)
20. <https://www.getinvolved.qld.gov.au/gi/> (Queensland Government's online consultation forum)

c. [Open government data:](#)

1. <https://data.gov.au/> (the central source of Australian open government data and publicly-funded research data and datasets from private institutions that are in the public interest. Over 30,000 datasets are available. Anyone can access the anonymised public data published by federal, state and local government agencies)
2. <https://www.transparency.gov.au/> (the Transparency Portal is a central repository of publicly available corporate information for all Commonwealth bodies).
3. www.nationalmap.gov.au (NationalMap is an online map-based tool to allow easy access to spatial data from Australian government, business and the public to support commercial and community innovation)

d. Public procurement:

1. <https://www.tenders.gov.au/> (AusTender provides centralised publication of Australian Government business opportunities, annual procurement plans and contracts awarded)
2. <https://www.grants.gov.au/> (GrantConnect provides centralised publication of forecast and current Australian Government grant opportunities and grants awarded)
3. <https://www.digitalmarketplace.gov.au/> (the Digital Marketplace helps government agencies and digital experts do business together. It offers a range of sourcing options to suit the varying needs of Government buyers, so that they can do business with sellers of digital services, including small to medium enterprises. This includes some sourcing options only available through the Marketplace.)

e. Other major portals at the national level:

Several national portals exist, supporting people and businesses to find the information they need. Examples include:

1. <https://www.mychild.gov.au/> a resource for parents looking to find a preschool or kindergarten;
2. <https://www.myschool.edu.au> - - a resource for parents, educators and the community to find information about Australia's schools
3. <https://www.healthdirect.gov.au> - a government-funded service, providing quality, approved health information and advice
4. <https://www.myhospitals.gov.au> – a resource to search and compare performance of Australian hospitals
5. <https://www.studyinaustralia.gov.au> – a resource for international students seeking to study or currently studying in Australia
6. <http://www.moneysmart.gov.au> – the Australian Securities & Investments Commission's financial literacy website
7. <https://www.myagedcare.gov.au> – repository of government-funded aged care services
8. <https://www.ndis.gov.au/> - information about services for people with disabilities
9. <https://www.humanservices.gov.au/individuals/indigenous-australians> – services for indigenous Australians
10. <https://www.ato.gov.au/> – information about and portal to lodge tax returns
11. <https://www.ag.gov.au/Pages/default.aspx> – resource for those seeking to resolve a dispute or requiring further information about the legal system
12. <https://www.carergateway.gov.au/disability-support-services> – resources for carers of persons with disability
13. <https://www.austrade.gov.au> – provides assistance to Australian companies seeking to export and clients looking to invest in Australia

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

1. Digital Transformation Agency – <https://www.dta.gov.au/> (Provides strategic leadership on whole-of-government ICT and digital capabilities and services)
2. Office of the National Data Commissioner (sharing, release and use of government data) – <https://www.datacommissioner.gov.au>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

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5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

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a. Planning and Development

Department of Infrastructure, Regional Development and Cities – <https://infrastructure.gov.au/> (designs and implements the Australian Government's infrastructure, transport and regional development policies and programmes.)

b. Education

Department of Education and Training – <https://www.education.gov.au/> (delivers initiatives that improve access to quality and affordable early child care and childhood education, school education, higher education, vocational education and training, international education and research.)

c. Health

Department of Health – <http://www.health.gov.au/> (Leading and shaping Australia's health system and sporting outcomes through evidence based policy, well targeted programmes and best practice regulation.)

d. Social Protection and Welfare

1. Department of Social Services – <https://www.dss.gov.au/> (improves the wellbeing of individuals and families in Australian communities.)
2. Department of Human Services – <https://www.humanservices.gov.au/> (delivers social and health payments and services.)

e. Employment and Decent Work

1. Department of Employment, Skills, Small and Family Business – <https://www.employment.gov.au/> (supports economic growth, by delivering policies and programs that assist job seekers to find work, encouraging small and family businesses to grow, and maximising opportunity through access to quality skills and training)
2. Fair Work Commission – <https://www.fwc.gov.au/> (Australia's national workplace relations tribunal)

f. Environment

Department of Environment and Energy – <https://www.environment.gov.au/> (designs and implements the Australian Government's policies and programmes to protect and conserve the environment, water and heritage and promote climate action)

g. Energy/Water

1. Department of Agriculture – <https://www.agriculture.gov.au/> (implements policies and programmes to support the agriculture, fisheries, food and forestry industries.)
2. Department of Environment and Energy – <https://www.environment.gov.au/> (designs and implements the Australian Government's policies and programmes to provide adequate, reliable and affordable energy)

h. Finance/Taxation

1. Department of Finance – <https://www.finance.gov.au/> (assists the government across a wide range of policy areas to ensure its outcomes are met, particularly with regard to expenditure, financial management, and the operations of government)
2. The Treasury – <http://www.treasury.gov.au> (provides sound economic analysis and authoritative policy advice on issues such as: the economy, budget, taxation, financial sector, foreign investment, structural policy, superannuation, small business, housing affordability and international economic policy)
3. Australia Taxation Office – <https://www.ato.gov.au/> (principal revenue collection agency)

i. Industry/Trade

1. Department of Foreign Affairs and Trade (DFAT) – <https://www.dfat.gov.au/> (negotiates international trade agreements)
2. Department of Industry, Innovation and Science – <https://www.industry.gov.au/> (drives economic growth and productivity, by facilitating economic transformation and boosting business competitiveness)
3. Austrade – <https://www.austrade.gov.au/> (trade, investment and education promotion abroad agency.)

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?
(Maximum 250 words)

Australia's approach to the 2030 Agenda is to integrate the SDGs into policies, strategies and programs led by Government agencies. This integrated approach is more appropriate and effective for Australia's system of government. The Department of the Prime Minister and Cabinet and the Department of Foreign Affairs and Trade lead a process to ensure whole-of-government coordination on how to best give effect to the 2030 Agenda, domestically and internationally. At the national level, [policy agencies](#) have been allocated goals to support through their policies. Government (local, state and federal), civil society, the private sector, academia and individuals all have a part to play in progressing the 2030 Agenda.

Australia's [first Voluntary National Review](#) (presented in 2018) outlines over 100 key national policies and commitments relevant to the achievement of the SDGs domestically and internationally. Data on progress is collected and published at <https://www.sdgdata.gov.au/>.

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

The Australian Government's [Digital Transformation Strategy](#) ("the Strategy") was released in November 2018. It represents a maturation of the [Digital Transformation Agenda](#) 2015 and sets the direction to modernise the Australian Public Service to 2025.

The [Digital Transformation Roadmap](#) is the rolling two-year **implementation plan** of the Strategy. It outlines the government's commitment to use and explore **new, emerging and future technologies** such as blockchain technology, big data and secure cloud technology to deliver better services for people dealing with government. Principles of effectiveness, inclusiveness, accountability, trustworthy and openness direct how government applies technologies; not the other way around.

The Strategy and the [Digital Service Standard](#), which is a set of best-practice principles for designing and delivering government services, encourages the government's **digital engagement** through services that are designed around peoples' needs, with a strong emphasis on approaches that involve citizens in the design and delivery of government policies, programs and services.

8. Please check whichever applies.

National e-government strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy
- is aligned with the Sustainable Development Goals (SDGs).
- is aligned with sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
- makes specific reference to the use of social media in the government.
- makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

Following the statement in Question seven, the Strategy **reflects many of the SDGs**. The Strategy highlights how digital government should be sustainable, efficient, and improve wellbeing. The Strategy encourages agencies to adopt **user-centred design** as a starting point when designing policies and services.

The Strategy also focuses on ensuring that **e-government is accessible by and inclusive of all users**, leaving no one behind, in line with [criteria 9](#) of the Digital Service Standard. The [Web Content Accessibility Guidelines 2.1](#) cater to those with disabilities.

There is an emphasis on ensuring that digital options are preferred by as many citizens as possible, including through inclusive design and thoroughly understanding user needs. Nonetheless, citizens have a choice as to how they wish to interact with government, including technology-enabled offline services when desired, without repetition or confusion.

The **once-only (data)** principle drives [my.gov.au](#) and work underway on “tell us once” and digital identity platforms allow users to provide details to government only once to access multiple services. The Roadmap drives government to apply **new technologies**, such as **blockchain**.

The Australian Digital Council helps to align the Strategy with **sub-national/local** digital development strategies. The Council brings together ministers responsible for data and digital transformation to collaborate across government jurisdictions.

Australia is a member of the [Open Government Partnership](#), and is currently implementing its second National Action Plan to facilitate **e-participation and engagement** of citizens in public life. The communities at [data.gov.au](#) provide a mechanism for consultation and for users to request new datasets.

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure⁸
- data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

Access to information: [Freedom of Information Act 1982](#); [Privacy Act 1988](#);

Personal data protection: [Privacy Act 1988](#), including the [Australian Privacy Principles](#) and [Consumer Data Right \(in draft\)](#)

Open government data: The [Public Data Policy Statement 2015](#) and Open Government National Action Plans [2016-18](#) and [2018-20](#) require agencies to release high-value datasets. To date approximately 75,000 datasets have been published. To take this further, in 2018, the Government [agreed](#) to release legislation to improve the sharing and of public sector data by establishing new governance arrangements.

⁸ Related to SDG Indicator 16.6.1

Digital identity: [Trusted Digital Identity Framework](#)

Digital certifications/signatures: [Electronic Transactions Act 1999](#) allows for digital certifications; [Trans-Tasman Electronic Invoicing Arrangement](#) (e-business between Australia and New Zealand).

E-procurement: follows same legislation as non-electronic procurement: [Commonwealth Procurement Rules](#); [Public Governance, Performance and Accountability Act](#) (2013); [Public Service Act](#) (1999).

Digitally publishing government expenditure: [Public Governance, Performance and Accountability Act 2013](#) and [Public Governance, Performance and Accountability \(Financial Reporting\) Rule 2015](#) require financial reports to be available to Parliament, on agencies' websites and at data.gov.au. The new repository at <https://www.transparency.gov.au> holds publicly available corporate information for all Commonwealth bodies.

Data interoperability: [Digital Services Standard](#) requires agencies to use Open standards; [Australian Government Records Interoperability Framework](#) applies ontology. The [Public Data Policy Statement](#) commits agencies to ensure new systems support interoperability of data.

Digital government as a right: the frameworks above express a *de facto* right to digital government. Public expectations are reflected in key products like the Strategy and Digital Service Standard.

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

Individual agencies collect data on services in the course of their operation. Services that are meeting the Digital Service Standard also publish statistics to the Performance Dashboard (<https://dashboard.gov.au>). The dashboard collects measures on the usage and satisfaction with government services, in line with the Digital Service Standard. These results are public.

The DTA is developing the gov.au Observatory to supplement this work. The Observatory applies machine learning to analytics data from across the *.gov.au domain in order to quantify user interactions with government services and to identify potential service delivery problems. The Observatory currently measures approximately 800 million interactions with government services every month. Observatory findings are shared with the relevant government agencies as they are identified.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

Through the Department of the Prime Minister and Cabinet, the Australian Government is currently delivering a national survey that measures public trust, satisfaction and experience with Australian public services (including e-government services). Over the forthcoming period, as surveying continues, results will be provided online for review by Australian Government agencies and the public.

User satisfaction is a key metric within the Digital Service Standard. The Australian Government Performance Dashboard (<https://dashboard.gov.au/>) collects user satisfaction statistics on some government services, in line with the Digital Service Standard. These results are publicly available.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

Australian Government agencies can access a broad range of social media platforms. Agencies have the autonomy to use social media in ways that best engage the public and to enhance collaboration. There are many examples of how agencies have used social media to improve local service delivery, design better-informed policies and programs, and encourage e-participation. A list of Australian Government social media accounts can be found here: <https://www.australia.gov.au/news-and-social-media/social-media>.

Use of social media by government officials is guided by social media policies that exist in each agency. Overarching guidance is provided by the Australian Public Service Commission here: <https://www.apsc.gov.au/making-public-comment-social-media-guide-employees>.

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

(Please explain further including relevant links. Maximum 250 words)

Australia's investment in strategies for a range of emerging technologies is underpinned by the [National Innovation and Science Agenda](#) and digital economy strategy "[Australia's Tech Future](#)".

In the 2018-19 budget, the [government committed](#) to funding the development of [an artificial intelligence roadmap, ethics framework](#) and standards roadmap. This work is progressing.

In March 2019, the government committed to develop a [national blockchain strategy](#). Work has started. The Digital Transformation Agency has released advice for Australian Government agencies on [blockchain related to government payment schemes](#). Australia Standards has been allocated funding to develop [blockchain standards](#).

The Department of the Prime Minister and Cabinet is responsible for [public data policy](#) at the national level. [Earlier strategies](#) around big data also exist.

The Department of Infrastructure, Regional Development and Cities launched the [Smart Cities Plan](#) in 2016 to promote more sustainable and effective cities and better performance benchmarking.

The National Science and Technology Council [commissioned](#) the Australian Council of Learned Academies to examine **artificial intelligence** (\$209,346) and the **internet of things** (\$208,595) through the Supporting Responses to Commonwealth Science Council Priorities scheme. The outcome will inform the development of Australia's AI and IoT policies.

The Australian government invested more than \$33 million to explore **quantum computing** in partnership with the private sector and [academia](#), including through the joint venture [Silicon Quantum Computing Pty Ltd \(SQC\)](#).

The government is investing in **virtual and augmented reality**, particularly through the [Department of Defence](#) and [Data61](#) (the data science arm of Australia's federal research agency).

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

Yes, the Digital Transformation Agency (DTA), an Executive Agency under the Portfolio of Services Australia. The DTA reports to the Minister for Government Services. It exists to make it easier for people and businesses to deal with government. The DTA helps to transform government services to be simple, clear and fast, based on users' needs and developed in modern, digital ways. The DTA explores how new and emerging tech can achieve this goal, such as through blockchain and open data.

The Department of the Prime Minister and Cabinet is responsible for public data policy.

The Department of Industry, Innovation and Science leads technology policy and provides advice to the Minister for Industry, Science and Technology on emerging technologies, including artificial intelligence, the internet of things, blockchain, 5G, and virtual and augmented reality.

The [National Science and Technology Council](#) provides advice to the Prime Minister, the Minister for Industry, Science, and Technology as well as other relevant Ministers on science and technology issues.

The Department of Infrastructure, Regional Development and Cities leads national policy on smart cities and autonomous vehicles.

CSIRO conducts [leading edge research](#) into emerging technologies.

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services? *(Max. 250 words)*

Previous surveys of satisfaction with specific services provided both online and offline have usefully indicated satisfaction rates, for example up to 85 per cent of users were satisfied with [Medicare](#) (Australia's universal health care system) in 2017-18. Driven by a desire to continuously improve services and broaden this database, the Australian government is currently progressing a broad-scale citizen satisfaction surveys to capture public feedback on citizens' broad experience of public services online.

18. What percentage of your GDP is allocated for ICT investment in the public sector? *(Max. 250 words)*

An estimate for ICT investment as a proportion of GDP is not available.

At the Australian Government level, the value of investment in current projects is approximately \$7 billion. This figure does not include business-as-usual spending or investment by state and territory governments.

19. What is the proportion of persons employed in central government organizations routinely using ICTs? *(Max. 250 words)*

It is estimated that close to all Australian government employees routinely use ICT and digital technologies.

20. What is the proportion of persons employed in central government organizations routinely using the Internet? *(Max. 250 words)*

It is estimated that close to all Australian government employees routinely use the internet.

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

¹⁰ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

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21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Recognising the need for people to be able to take advantage of e-government services that they can access, Australia is investing in developing the digital skills of vulnerable groups such as the elderly. There are also programs to teach these skills to schoolchildren and enhance the level among civil servants and the private sector.

As part of the \$1.1 billion National Innovation and Science Agenda, the Australian Government has allocated over \$64 million to fund early learning and school STEM initiatives under the Inspiring all Australians in Digital Literacy and STEM measure. This includes two measures: Embracing the Digital Age (school initiatives – \$51 million) and Inspiring STEM Literacy (early learning initiatives – \$14 million).

Be Connected is an Australian Government initiative aimed at increasing the confidence, skills and online safety of older Australians in using digital technology. Be Connected launched on 3 October 2017, and is delivering a range of resources specifically designed to support these Australians.

The Australian Curriculum, Assessment and Reporting Authority undertakes testing of school children's digital literacy through national school testing.

Finally, the Digital Inclusion Index run by Telstra/Roy Morgan/RMIT/Centre for Social Impact and Swinburne shows an increase in [Digital Ability/Basic Skills](#) between 2014 and 2018 to an Index of 60.2 Australia-wide. Nationally, all three components of Digital Ability have improved since 2014: Attitudes (up 5.1 points), Basic Skills (up 10.1), and Activities (up 6.9).

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)

Australia attends several international e-government forums including the World Government Summit, the G20 Ministerial Meeting on Trade and Digital Economy and the OECD Digital Summit. Australia is a member of the OECD Digital Economy Committee.

The Australian Government actively engages with our e-government partners locally, in the region and internationally. Bilateral forums support cooperation with our regional partners, such as Singapore and Indonesia. Australia co-presented at Singapore's Digital Government Exchange conference in 2019.

Officials regularly meet with international counterparts to discuss opportunities and approaches to digital transformation of government. Australia and New Zealand are implementing interoperable systems to support opportunities across the two digital economies. In February 2019, the Australia New Zealand Electronic Invoicing Board was established. It is anticipated to save over AUD\$30 billion in transaction costs in the first ten years. Work is underway with New Zealand and Singapore on digital identity.

Australia is working with ASEAN to deliver the ASEAN-Australian Digital Trade Standards. For ASEAN and Australia to reap the benefits of newly developed industries and emerging technologies, harmonisation of market-relevant international standards is key.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

Australia supports other countries by sharing in open ways around areas of high and emerging need. There is an emphasis on supporting digital progress in the Asia-Pacific region.

Digital Identity

Australia (AU\$6 million) and the UK (AU\$2 million) funded an initiative to accelerate progress towards enabling every woman and girl in the Commonwealth to access a digitally enabled identity by 2030. A major component of the program is delivered through the World Bank's Multi-Donor 'Identity for Development' Trust Fund. The program delivers technical assistance on the enabling policy and regulatory environment, procurement and capacity building.

Pacific Engagement

Australia has a focus on uplifting Pacific digital capacity. In December 2018, Australia part-funded the World Bank's first gathering of Pacific Island Governments on digital identity. Six countries (Fiji, Samoa, Tonga, PNG, Solomon Islands and Vanuatu) sent representatives to present on the state of their identity system, plans for digital identity, and challenges and opportunities for both national and regional action.

Australia is committed to encouraging the use of digital technology to support sustainable and inclusive development. Australia is funding the development of prototypes of the four winners of the Australia-Solomon Islands Technology for Development Challenge. The competition called for innovative and sustainable technology driven solutions to help tackle the challenge of youth unemployment in the Solomon Islands.

24. Are there any ongoing public-private partnerships and multi-stakeholder partnerships, focusing on e-government? (Max. 250 words)

The government has a strong history of designing and delivering across multiple stakeholders and in partnership with industry. The Australian Digital Council is a vehicle to bring together Ministers from across state and federal jurisdictions to collaborate, such as mapping life events and improve experiences across jurisdictions such as having a baby.

Australia has established strong relationships with industry that improve the outcomes of e-government. Whole of government arrangements with major vendors (such as Microsoft, IBM and SAP) foster collaboration on digital government initiatives. To increase efficiency and improve user experiences, the Australian Taxation Office has deployed a chatbot, Alex, in partnership with Nuance Communications. Panel arrangements such as the Digital Marketplace improve government connections to small and medium enterprises (SMEs) focused on supplying digital solutions. SMEs account for over seventy per cent of AU\$500 million of business contracted through the Digital Marketplace.

The Australian Government is working with the private sector to establish a federated digital identity platform. The digital identity program is delivering a secure, trusted and consistent way to verify identity online. The Digital Transformation Agency leads the program, in partnership with the Australian Taxation Office, Services Australia, Department of Home Affairs and the Department of Foreign Affairs and Trade. The government business Australia Post is piloting the integration of digital identity technology into the government's Trusted Digital Identity Framework.

X. Contact and Additional Information

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1. Please select whichever applies:

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- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: *(Max. 250 words)*

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: *(Max. 250 words)*

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.