

Respondent

< 71 Anonymous >

68:32
Time to complete

1. Country name *

Australia

Contact information

2. Your name *

Scott Ashwin

3. Title *

Acting Director

4. Organization *

Digital Transformation Agency

5. Email *

digitalstrategy@dta.gov.au

6. Please select whichever applies *

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

A. Institutional / Organizational Framework

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

Note: E-government and digital government are used interchangeably in this Questionnaire.

Official Australian e-portal - <https://www.australia.gov.au/> Individual services for Australians - <https://my.gov.au/> Digital Transformation Agency - <https://www.dta.gov.au/> A listing of Government websites in Australia - <https://www.gov.au/> Australian Public Service Commission (APSC) - <https://www.apsc.gov.au/>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

The Australian Government has multiple portals for providing services, please see links attached - <https://jobsearch.gov.au/> <https://my.gov.au/> <https://www.ipaustralia.gov.au/> <https://connect.dva.gov.au/> <https://www.ppsr.gov.au/> https://www.ato.gov.au <https://www.afsa.gov.au/> <https://apvma.gov.au/> <https://www.arc.gov.au/> <https://www.asqa.gov.au/> <https://www.austrade.gov.au/> <https://www.casa.gov.au/> <http://www.cleanenergyregulator.gov.au/> <https://www.csc.gov.au/> <https://www.dha.gov.au/> <https://www.awe.gov.au/> <https://immi.homeaffairs.gov.au/> <https://www.dva.gov.au/> <https://www.exportfinance.gov.au/> <https://www.fairwork.gov.au/> <https://www.blood.gov.au/> <https://www.ndis.gov.au/> <https://www.ntc.gov.au/> <https://www.childcarefinder.gov.au/> <https://www.myschool.edu.au/> <https://www.healthdirect.gov.au/>

<https://www.studyinaustralia.gov.au/> <https://moneysmart.gov.au/> <https://business.gov.au/>
<https://www.myagedcare.gov.au/>

9. Please provide link(s) for portal(s) providing following services/features:
- E-participation or similar *

Digital Transformation Agency - <https://www.dta.gov.au/> <https://ogpau.pmc.gov.au/>
Petitions - <https://www.aph.gov.au/e-petitions>

10. Please provide link(s) for portal(s) providing following services/features:
- Open government data

<https://www.datacommissioner.gov.au/> <https://www.abs.gov.au/> <https://ogpau.pmc.gov.au/>
<https://www.data.gov.au/> <https://pmc.gov.au/public-data> <https://www.transparency.gov.au/>

11. Please provide link(s) for portal(s) providing following services/features:
- Public procurement

<https://marketplace.service.gov.au/> <https://www.buyict.gov.au/> <https://www.tenders.gov.au/>
<https://www.grants.gov.au/>

12. Please provide link(s) for portal(s) providing following services/features:
- Others (if any)

Australian Public Service Commission - <https://www.apsc.gov.au/> Australian Parliament House - <https://www.aph.gov.au/> Australian Government Grants Assistance - <https://www.grants.gov.au/> Australian Bureau of Meteorology - <http://www.bom.gov.au/> Services Australia - <https://www.servicesaustralia.gov.au/> Productivity Commission - <https://www.pc.gov.au> Foreign Investment Review Board - <https://firb.gov.au/> (See also the response to Q 43 of this MSQ)

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Digital Transformation Agency - <https://www.dta.gov.au/> Department of Prime Minister and Government – <https://pmc.gov.au/> Minister responsible for digital government - Hon Stuart Robert MP, Minister for Employment, Workforce, Skills, Small and Family Business - https://www.aph.gov.au/Senators_and_Members/Parliamentarian?MPID=HWT

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Randall Brugeaud

16. Title *

Chief Executive Officer

17. Organization *

Digital Transformation Agency

18. Email *

Randall.Brugeaud@dta.gov.au

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

Mr Randall Brugeaud is the Chief Executive Officer of the Digital Transformation Agency (DTA), a position he had held since July 2017. In his tenure, Mr Brugeaud has led the organisation to:

- develop the Australian Government's first Digital Transformation Strategy - <https://www.dta.gov.au/digital-transformation-strategy>
- enhance the Australian Government's primary services portal myGov - <https://beta.my.gov.au/> with a focus on life events
- further extend the Government's digital identity program including the launch of version 4 of the Trusted Digital Identity Framework - <https://www.dta.gov.au/our-projects/digital-identity/trusted-digital-identity-framework> and securing funding of AUD\$256.6m in the 2020-21 Budget to develop the system to enable more secure and convenient engagement with government services, and in future, the private sector
- AUD\$3 billion in government business being awarded to Small and Medium Enterprises through the Digital Marketplace - <https://marketplace.service.gov.au/>
- lead the development and management of the Australian Government's communication channels during the COVID-19 pandemic - <https://www.australia.gov.au/>
- develop and manage the Australian Government's digital contact tracing solution, COVIDSafe, which was the fastest downloaded Australian government app and has more than 7.4 million registered users - <https://covidsafe.gov.au/index.html>

Mr Brugeaud co-Chairs the Senior Officials Group that supports Data and Digital Ministers from across Australia - <https://www.pmc.gov.au/public-data/data-and-digital-ministers-meeting>. This is supported by working level forums to progress national priorities including life events, data sharing, digital inclusion and digital identity. Mr Brugeaud is a member of OECD E-Leaders - <https://www.oecd.org/gov/digital-government/>, and the DTA engages regularly in various OECD Thematic Groups. The DTA has a number of intra-governmental agreements in place including with Vietnam on e-government and digital transformation - <https://www.dta.gov.au/media-release/australia-and-vietnam-collaborate-digital-transformation>, as well as Singapore and New Zealand on digital identity, and a working relationship with the Government of Indonesia. Mr Brugeaud is the Chair of the Digital Leadership Committee, a body that provides executive oversight of whole of government digital outcomes. Mr Brugeaud is also member of the Secretaries Digital Committee, a preeminent senior leadership body that provides strategic leadership to promote an APS-enterprise approach to the planning, coordination and delivery of

trusted and secure digital and ICT capabilities across government. Mr Brugeaud has also been appointed as inaugural Head of the Australian Public Service Digital Profession - <https://www.dta.gov.au/help-and-advice/digital-professional-stream/aps-digital-professional-stream-strategy> Other e-government strategies and programs include:

- The DTA has signed Digital Identity Mutual Recognition Agreements with the governments of Singapore and New Zealand.
- Mutual recognition of digital identity is a formal and reciprocal arrangements where the governance authorities in two or more jurisdictions agree to manage and enforce the standards, rules and processes required to establish trust and confidence in each other's digital identity systems and authentication credentials.
- In practice, mutual recognition means that a digital identity created in an identity system governed by a trust framework may be relied upon with some confidence by Relying Parties in another identity system governed by its own trust framework.
- Currently the DTA are undertaking a review of the legal environment and digital identity policy settings in both countries.
- Mutual recognition of digital identities between countries can accelerate trade in digital services and products and expand markets.

Sectoral agencies/departments/ministries

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

21. Planning/development *

Department of Infrastructure, Transport, Regional Development and Communications - <https://www.infrastructure.gov.au> Ministers - <https://minister.infrastructure.gov.au/>

22. Education *

Department of Education, Skills and Employment - <https://www.dese.gov.au> Ministers - <https://www.dese.gov.au/about-us/our-ministers>

23. Health *

Department of Health – <https://www.health.gov.au/> Ministers - <https://www.health.gov.au/ministers> and Australian Digital Health Agency - <https://www.digitalhealth.gov.au/> Ministry - <https://www.digitalhealth.gov.au/about-us>

24. Social Welfare (social inclusion, social protection, etc.) *

Department of Social Services - <https://www.dss.gov.au/> Ministers - <https://www.dss.gov.au/ministers> Services Australia – <https://servicesaustralia.gov.au> Minister - <https://minister.servicesaustralia.gov.au/>

25. Employment and Labour *

Department of Education, Skills and Employment - <https://www.dese.gov.au/> Ministers - <https://www.dese.gov.au/about-us/our-ministers>

26. Environment *

Department of Agriculture, Water and the Environment - <https://www.awe.gov.au/> Ministers - <https://minister.awe.gov.au/>

27. Justice *

Attorney-General's Department - <https://www.ag.gov.au/> Ministers - <https://www.attorneygeneral.gov.au/portfolio>

28. Economy/finance *

Department of Finance - <https://www.finance.gov.au/> Ministers - <https://www.financeminister.gov.au/> and The Treasury Department - <https://treasury.gov.au> Ministers - <https://treasury.gov.au/the-department/about-treasury/our-ministers>

29. Industry/trade *

Department of Industry, Science, Energy and Resources - <https://www.industry.gov.au/> Ministers - <https://www.minister.industry.gov.au/> and Department of Foreign Affairs and Trade - www.dfat.gov.au Ministers - <https://www.dfat.gov.au/about-us/our-people/Pages/ministers> Australian Trade and Investment Commission – <https://austrade.gov.au> Ministers- <https://www.austrade.gov.au/about/minister>

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No

Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

A dedicated website for all Australians - <https://www.australia.gov.au/> An overview and explanatory site from a Health perspective - <https://www.health.gov.au>

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

Yes

No

33. Please provide link and detail.

Budget 2021-22 - <https://www.health.gov.au/ministers/the-hon-greg-hunt-mp/media/budget-2021-22-generational-change-and-record-investment-in-the-health-of-australians> Digital Economy Strategy specifically calls out a recovery from Covid-19 including

\$1.2 billion for activities – <https://digitaleconomy.pmc.gov.au> As to the funding the Australian Government has committed to as part of the COVID-19 vaccination roll-out, Page 108 of the 2021-22 Budget's Budget Paper 2 outlines the COVID-19 Response Package – vaccine purchases and rollout measure - https://budget.gov.au/2021-22/content/bp2/download/bp2_2021-22.pdf, of which about two thirds of the \$358.8 million over five years described in the third dot point relates to e-Government activities. In essence this initiative provides funding in the e-Government space for:

- the National Vaccine Booking System, which gives consumers an easy way to check their eligibility for vaccination, connect with vaccine clinics, register their interest and book online <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-vaccinated-for-covid-19/how-will-i-get-my-covid-19-vaccine>
- enhancement of the Australian Immunisation Register and My Health Record <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register>
- the Vaccine Data Solution that provides essential tracking and visibility of the vaccine distribution network <https://www.health.gov.au/ministers/the-hon-greg-hunt-mp/media/contracts-signed-for-rollout-of-covid-19-vaccine>
- the ordering system to support improved reliability and automation of local inventory management, improved ordering, acceptance, wastage and stock management <https://www.health.gov.au/using-our-websites/privacy/privacy-notice-cvas>
- non-digital support, with additional phone line support provided through Healthdirect and the development and hosting of the COVID-19 vaccine symptom checker <https://www.healthdirect.gov.au/covid-19-vaccine-side-effect-checker>
- an industry innovation program to allow Government to respond quickly to emerging challenges as identified during the initial phases of the rollout <https://www.industry.gov.au/about-us/our-departments-covid-19-response>
- ongoing operation of the Clinician Vaccine Integrated Platform, which is a streamlined way for clinics to report vaccine administration data to the Australian Immunisation Register <https://www.digitalhealth.gov.au/healthcare-providers/cvip>
- JobSeeker - <https://www.servicesaustralia.gov.au/individuals/services/centrelink/jobseeker-payment>
- Jobkeeper - <https://www.ato.gov.au/general/jobkeeper-payment/>
- HomeBuilder - <https://treasury.gov.au/coronavirus/homebuilder>
- Early access to superannuation - <https://www.ato.gov.au/individuals/super/in-detail/withdrawing-and-using-your-super/covid-19-early-release-of-super/>

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

The Australian government has not developed a specific COVID-19 recovery digital strategy although it is reflected in the current refresh of the Digital Transformation Strategy. The Australian Government will leverage:

- the pandemic budgetary decisions - <https://www.pm.gov.au/media/modern-digital-economy-secure-australias-future>
- the

Digital Transformation Strategy to guide the delivery of government digital services - <https://www.dta.gov.au/digital-transformation-strategy/digital-transformation-strategy-2018-2025> • the Digital Economy Strategy which is largely focused around economic recovery and future prosperity - <https://digitaleconomy.pmc.gov.au/>.

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

37. If yes, please provide link and detail.

• Privacy Act 1988 - <https://www.legislation.gov.au/Details/C2014C00076> • Freedom of Information Act 1982 - <https://www.legislation.gov.au/Series/C2004A02562> • Office of the Australian Information and Privacy Commissioner - <https://www.oaic.gov.au/> • Office of the National Data Commissioner <https://datacommissioner.gov.au> • Data Availability and Transparency Bill 2020 - https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r6649

38. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

39. If yes, please provide link and detail.

• Freedom of Information Act 1982 - <https://www.legislation.gov.au/Series/C2004A02562> • The Protective Security Policy Framework - <https://www.protectivesecurity.gov.au/> • The Privacy Act 1988 - <https://www.legislation.gov.au/Details/C2014C00076> • Attorney-General's Department - <https://www.ag.gov.au/> • Office of the Australian Information and Privacy

Commissioner - <https://www.oaic.gov.au/> • Data Availability and Transparency Bill 2020 - https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r6649

40. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

41. If yes, please provide link and detail.

• Australian Federal Police - Cyber crime - <https://www.afp.gov.au/what-we-do/crime-types/cyber-crime> • Cybercrime Act 2001 - <https://www.legislation.gov.au/Details/C2004A00937> Australian Cyber Security Centre - <https://www.cyber.gov.au/> • Australian Cyber Security Strategy - <https://www.homeaffairs.gov.au/about-us/our-portfolios/cyber-security/strategy> • E-Safety Commissioner – <https://www.esafety.gov.au>

42. Is there any legislation, law or regulation on digital identity? *

Yes

No

43. If yes, please provide link and detail.

• Cybercrime Act 2001 - <https://www.legislation.gov.au/Details/C2004A00937> • Australian Cyber Security Centre - <https://www.cyber.gov.au/> • E-Safety Commissioner - <https://www.esafety.gov.au> • The Trusted Digital Identity Framework - <https://www.dta.gov.au/our-projects/digital-identity/trusted-digital-identity-framework>

44. Is there any legislation, law or regulation on digital signature? *

Yes

No

45. If yes, please provide link and detail.

• Electronic Transactions Act 1999 - <https://www.legislation.gov.au/Details/C2011C00445> •
Electronic Transactions Regulations 2020 -
<https://www.legislation.gov.au/Details/F2020L00956>

46. Is there any legislation, law or regulation on e-procurement? *

Yes

No

47. If yes, please provide link and detail.

• Commonwealth Procurement Rules 14 December 2020 -
<https://www.legislation.gov.au/Details/F2020L01519> • Public Governance, Performance and
Accountability Act 2013 - <https://www.legislation.gov.au/Details/C2013A00123> • ICT
procurement (guidelines) - <https://www.dta.gov.au/help-and-advice/ict-procurement>

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

49. If yes, please provide link and detail.

• Commonwealth Procurement Rules -
<https://www.finance.gov.au/government/procurement/commonwealth-procurement-rules> •
Annual Reports - <https://www.finance.gov.au/government/managing-commonwealth-resources/planning-and-reporting/annual-reports> • Public Governance, Performance and
Accountability Act 2013 - <https://www.legislation.gov.au/Details/C2013A00123>

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

Multiple links, sites and government agencies - • New Australian Government Data Sharing and Release Legislation - https://www.pmc.gov.au/sites/default/files/publications/australian-government-data-sharing-release-legislation_issues-paper.pdf • Building interoperability - <https://www.naa.gov.au/information-management/building-interoperability> • Data Availability and Transparency Bill 2020 - <https://www.ags.gov.au/express-law-no-293> • Office of the National Data Commissioner - <https://www.datacommissioner.gov.au> • Data Availability and Transparency (Consequential Amendments) Bill 2020 - https://www.aph.gov.au/Parliamentary_Business/Bills_LEGislation/Bills_Search_Results/Result?bld=r6650 • The Privacy Act 1988 - <https://www.legislation.gov.au/Details/C2014C00076>

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

• Guidelines and proposed legislation - <https://www.dta.gov.au/help-and-advice/guides-and-tools/requirements-australian-government-websites/open-data> • Data Availability and Transparency (Consequential Amendments) Bill 2020 - https://www.aph.gov.au/Parliamentary_Business/Bills_LEGislation/Bills_Search_Results/Result?bld=r6650 • Open Data - <https://pmc.gov.au/public-data/open-data>

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

• Using artificial intelligence to make decisions: Addressing the problem of algorithmic bias (2020) - <https://humanrights.gov.au/our-work/rights-and-freedoms/publications/using-artificial-intelligence-make-decisions-addressing> • Understanding emerging technologies - <https://www.industry.gov.au/data-and-publications/australias-tech-future/introduction/understanding-emerging-technologies> • Automated decision-making better practice guide (2019) - <https://www.ombudsman.gov.au/publications/better-practice-guides/automated-decision-guide>

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

7 years with a mid-cycle refresh, (currently unde

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

Yes

No

59. Please provide link and detail.

Australia has a national e-government strategy called the Digital Transformation Strategy - <https://www.dta.gov.au/digital-transformation-strategy>. This is currently under review and will be linked to the Australian Digital Economy Strategy (DES) which was released on 11 May 2021 - <https://digitaleconomy.pmc.gov.au/>

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

61. Please provide link and detail.

Yes - the Digital Transformation Strategy - <https://www.dta.gov.au/digital-transformation-strategy> is guided by and aligned with UN's SDG's 1, 3, 4, 7, 8, 9, 11, 13 and 15. <https://sdgs.un.org/goals> Australia's National Science Agency, CSIRO are exploring how digital could improve sustainability through the Future Science Platform- <https://www.csiro.au/en/about/strategy/Future-Science-Platforms>

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

63. Please provide link and detail.

The Australian States and Territories typically take guidance and have reference to the federal strategies when formulating their own strategies. In some instances, they adopt the federal strategies in full, in others they accept them in part and adjust to suit their individual needs. Nation-wide collaboration on data and digital matters, for the Commonwealth and all states and territories, occurs through the quarterly meeting of Data and Digital Ministers - <https://www.pmc.gov.au/public-data/data-and-digital-ministers-meeting>

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

65. Please provide link and detail.

The Digital Transformation Strategy - <https://www.dta.gov.au/digital-transformation-strategy> includes e-participation, engagement and/or digital inclusion in the 13 objectives and 3 strategic priorities. The Digital Transformation Agency is refreshing the Digital Transformation Strategy. E-participation will be a common theme throughout the strategy refreshed version. No specific link will be available until release of that refresh in late 2021. Participation is a common theme through the Digital Economy Strategy - <https://digitaleconomy.pmc.gov.au/>

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

67. Please provide link and detail.

The Digital Transformation Strategy objectives 5, 6, 7 and 8 refer to the importance of data - <https://www.dta.gov.au/digital-transformation-strategy> Data Availability and Transparency Bill 2020 - https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r6649 specifically addresses national data governance and is aligned to the refresh of the Data Transformation Strategy due late 2021. The Office of the National Data Commissioner provides governance to the Australian Public Service - <https://datacommissioner.gov.au/data-management/foundational-four>

68. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

69. Please provide link and detail.

The Digital Transformation Strategy is underpinned by three strategic priorities, including government that's easy to deal with. Objective 3 of the Digital Transformation Strategy under the 'easy to deal with priority' related to digital identity specifically: "[People] will be able to choose a secure and easy to use digital identity to access all digital government services." - <https://www.dta.gov.au/digital-transformation-strategy/digital-transformation-strategy-dashboard-0/objective-3-you-will-be-able-choose-secure-and-easy-use-digital-identity-access-all-digital-government-services> Further details on Digital Identity can be found at <https://www.digitalidentity.gov.au/>

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

71. Please provide link and detail.

The Digital Transformation Strategy is underpinned by three strategic priorities, including that government is 'fit for the digital age'. Objectives 9-13 of the Digital Transformation Strategy specifically address this priority including on agile ways or working, cross-

jurisdictional collaboration and appropriate management of costs and risks - <https://www.dta.gov.au/digital-transformation-strategy> The Australian Government's Digital Service Standard is a mandated policy that applies to the design and re-design of government digital services - <https://www.dta.gov.au/help-and-advice/about-digital-service-standard>

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

The DTA has developed a platform called the 'Tell us Once' - <https://www.dta.gov.au/news/roadmap-future-tell-us-once-and-notifications>. The platform progressed to beta stage which was then retired as a DTA project. The capability is available for government agencies use. The initiative now forms a capability in the DTA Whole of Government Architecture Strategy - <https://www.dta.gov.au/blogs/developing-whole-government-architecture> The Digital Transformation Agency is refreshing the DTS. One of the enhanced outcomes, A government that is transparent and informed' will further enhance data-once-only principle. No specific link will be available until release of that refresh in late 2021.

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

Reference to AI - <https://digitaleconomy.pmc.gov.au/> AI Ethics Framework - <https://www.industry.gov.au/data-and-publications/building-australias-artificial-intelligence-capability/ai-ethics-framework> Using artificial intelligence to make decisions: Addressing the

problem of algorithmic bias (2020) - <https://humanrights.gov.au/our-work/rights-and-freedoms/publications/using-artificial-intelligence-make-decisions-addressing>

76. Robotics - please provide link and detail:

Reference to Robotics - <https://digitaleconomy.pmc.gov.au/>

77. Blockchains - please provide link and detail:

Reference to Blockchains - <https://digitaleconomy.pmc.gov.au/> Blockchain - <https://www.dta.gov.au/help-and-advice/technology/blockchain> National blockchain roadmap - <https://www.industry.gov.au/data-and-publications/national-blockchain-roadmap>

78. 5G - please provide link and detail:

Reference to 5G - <https://digitaleconomy.pmc.gov.au/>

79. Internet of Things (IoT) - please provide link and detail:

Reference to IoT - <https://digitaleconomy.pmc.gov.au/>

80. Others - please provide link and detail:

Government that's fit for the digital age - <https://www.dta.gov.au/digital-transformation-strategy/3-strategic-priorities/government-thats-fit-digital-age> The Digital Transformation Strategy is underpinned by three strategic priorities, including that government is 'fit for the digital age'. Objectives 7 of the Digital Transformation Strategy calls out AI - <https://www.dta.gov.au/digital-transformation-strategy> Australia's Tech Future - <https://www.industry.gov.au/data-and-publications/australias-tech-future/australias-tech-future>

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

The Digital Transformation Strategy leverages the UN e-Government Development Index (EGDI) - <https://publicadministration.un.org/egovkb/en-us/About/Overview/-E-Government-Development-Index> As part of the refresh of the Digital Transformation Strategy, the strategy will align with the OECD Digital Government Maturity <https://www.oecd.org/going-digital/mdt-roadmap-digital-government-maturity.pdf>

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

Gov X - Seamless, connected government services to improve people's user experience during key life events - <https://www.dta.gov.au/our-projects/govx> Specific Australian Government agencies use a range of foresight and planning tools to ensure they are future and digital ready. Examples include: • Department of Defence Australian Contingency Context Scenarios - <https://www.dst.defence.gov.au/projects/australian-contingency-context-scenarios> • Infrastructure Australian Infrastructure Audit 2019 - <https://www.infrastructureaustralia.gov.au/sites/default/files/2019-08/Australian%20Infrastructure%20Audit%202019%20-%201.%20Introduction.pdf> (Page 8 of 14 specifically but other references contained in the audit) A recent Independent Review into the Australian Public Service used scenarios planning to identify and make recommendations around the key challenges facing the Australian Government <https://www.apsreview.gov.au/sites/default/files/news/scenario-report-2030.pdf> and <https://www.apsreview.gov.au/news/imagining-future>

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

The Australian Government has introduced the enhanced regulatory sandbox (ERS). The sandbox allows Australian citizens and businesses to test certain innovative financial services or credit activities without first obtaining an Australian financial services (AFS) licence or Australian credit licence (credit licence). The ERS aims to facilitate financial innovation in Australia from 1 September 2020 - <https://asic.gov.au/for-business/innovation-hub/enhanced-regulatory-sandbox> Cloud.gov.au is a secure cloud-based platform for hosting website applications. It helps government agencies build digital services quickly - <https://cloud.gov.au/>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

88. If yes, please provide link and detail.

Digital Transformation Strategy - <https://www.dta.gov.au/digital-transformation-strategy>
Digital Service Standard - <https://www.dta.gov.au/help-and-advice/about-digital-service-standard>
Digital Service Standard – Make it accessible - <https://www.dta.gov.au/help-and-advice/digital-service-standard/digital-service-standard-criteria/9-make-it-accessible>
Department of Industry, Science, Energy and Resources - <https://www.industry.gov.au/data->

and-publications/australias-tech-future/inclusion/what-is-the-government-doing-to-improve-inclusion Digital Economy Strategy - <https://digitaleconomy.pmc.gov.au/>

89. Is there a national e-participation policy/strategy or similar? *

Yes

No

90. If yes, please provide link and detail.

The Australian Government's Digital Transformation Strategy will be updated in late 2021. The updated Strategy includes information on e-participation. A link to the updated Strategy will not be available until it is released in released in late 2021 An Australian Government Strategy to Boost Women's Workforce Participation - <https://womensworkforceparticipation.pmc.gov.au/sites/default/files/towards-2025-strategy.pdf> Enhancing Public Participation in Government Decision Making - <https://ogpau.pmc.gov.au/national-action-plans/australias-first-open-government-national-action-plan-2016-18/52-enhancing>

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

Digital Transformation Strategy - <https://www.dta.gov.au/digital-transformation-strategy> * requires government to provide accessible digital services, content and products for all Australians. Digital Service Standard - <https://www.dta.gov.au/help-and-advice/about-digital-service-standard> * requires government to provide accessible digital services, content and products for all Australians. Australian office for women - <https://pmc.gov.au/office-women> An Australian Government Strategy to Boost Women's Workforce Participation - <https://womensworkforceparticipation.pmc.gov.au/sites/default/files/towards-2025-strategy.pdf>

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

Digital Transformation Strategy - <https://www.dta.gov.au/digital-transformation-strategy> * requires government to provide accessible digital services, content and products for all Australians. Digital Service Standard - <https://www.dta.gov.au/help-and-advice/about-digital-service-standard> * requires government to provide accessible digital services, content and products for all Australians. General social security and health policies and services for Australians: • Department of Social Services - <https://www.dss.gov.au/> • My Health Record - <https://www.myhealthrecord.gov.au/> Services for people with disability: • National Disability Insurance Scheme - <https://www.ndis.gov.au/> • Disability Gateway - <https://www.disabilitygateway.gov.au/> • Disability Advocacy Finder - <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/> • Disability Employment Services - <https://www.jobaccess.gov.au/people-with-disability/available-support/1631> Services for Indigenous Australians: • National Indigenous Australians Agency - <https://niaa.gov.au> • Indigenous Business Australia - <https://iba.gov.au/> Services for people from culturally and linguistically diverse backgrounds: • Translating and Interpreting Service - <https://www.tisnational.gov.au/> Services for women: • Office for Women - <https://pmc.gov.au/office-women> • Workplace Gender Equality - <https://www.wgea.gov.au/> • eSafety – Women - <https://www.esafety.gov.au/women> • Respect - <https://www.respect.gov.au/services/> • Family and domestic violence - <https://www.servicesaustralia.gov.au/individuals/subjects/family-and-domestic-violence> Services for older Australians: • Older Australians - <https://www.servicesaustralia.gov.au/individuals/older-australians> • MyAgedCare – Getting support - <https://www.myagedcare.gov.au/getting-support> Services for parents: • Separated parents - <https://www.servicesaustralia.gov.au/individuals/separated-parents> Services for veterans: Department of Veterans' Affairs - <https://www.dva.gov.au/>

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

Office for Women - <https://pmc.gov.au/office-women> * see 'Current Initiatives' for details on Australian Government programs being implementing for women. APS framework for engagement and participation - <https://www.industry.gov.au/data-and-publications/aps-framework-for-engagement-and-participation/aps-framework-for-engagement-and-participation> Workplace Gender Equality - <https://www.wgea.gov.au/> Petitions - https://www.aph.gov.au/Parliamentary_Business/Petitions

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

Department of Industry, Science, Energy and Resources - <https://www.industry.gov.au/data-and-publications/australias-tech-future/government-initiatives> Department of Employment - https://docs.employment.gov.au/system/files/doc/other/digital_literacy_skills_framework_accessible.pdf Coaching for Women in Digital – <https://www.dta.gov.au/help-and-advice/learning-and-development/women-digital-coaching-and-mentoring/coaching-women-digital-program> Women in IT Executive Mentoring (WITEM™) - <https://www.dta.gov.au/help-and-advice/learning-and-development/women-digital> Be Connected – improving digital literacy for older Australians - <https://www.dss.gov.au/seniors/be-connected-improving-digital-literacy-for-older-australians> Digital Economy Strategy - <https://digitaleconomy.pmc.gov.au/> Be Connected - <https://beconnected.esafety.gov.au/> National Disability Insurance Scheme - <https://www.ndis.gov.au/> Digital Literacy app - Your Online Journey - <https://www.indigenous.gov.au/teaching-guides/digital-literacy-app-your-online-journey> Digital Literacy Skills Framework - <https://www.dese.gov.au/foundation-skills-your-future-program/resources/digital-literacy-skills-framework>

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Most government agency have their own social media presence, making use of channels including Facebook, LinkedIn, YouTube, Twitter and less commonly, Instagram and TikTok. In addition, www.australia.gov.au also uses a Twitter account - <https://twitter.com/AusGov> to push messages out on behalf of the whole Australian Public Services. Social media is primarily used to support (i), followed by (ii) in specific cases. It is uncommon for it to be used for (iii).

101. Please include any guidelines for government officials/institutions on the use of social media.

Social media: Guidance for Australian Public Service Employees and Agencies - <https://www.apsc.gov.au/working-aps/integrity/social-media-guidance-australian-public-service-employees-and-agencies>

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

103. If yes, please provide link (URL) and detail.

The Australian Government Guide to Regulatory Impact Analysis - <https://pmc.gov.au/sites/default/files/publications/australian-government-guide-to-regulatory-impact-analysis.pdf> Best Practice Consultation guidance - <https://pmc.gov.au/resource-centre/regulation/best-practice-consultation-guidance-note> Behavioural Economics Team of the Australian Government (BETA) - <https://behaviouraleconomics.pmc.gov.au/> Policy Hub - <https://www.policyhub.gov.au/> Women's Economic Security Statement - <https://pmc.gov.au/office-women/economic-security/wess> Australian Parliament House - https://www.aph.gov.au/about_parliament/parliamentary_departments/parliamentary_library/pubs/rp/rp11 Department of Family Services - <https://aifs.gov.au/events/families-focus-webinar-series/hear-childrens-voices> Citizen Experience Survey - <https://pmc.gov.au/public-data/citizen-experience-survey>

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

105. If yes, please provide link and detail.

Digital Service Standard – Measure performance - <https://www.dta.gov.au/help-and-advice/digital-service-standard/digital-service-standard-criteria/11-measure-performance>
Citizen Experience Survey - <https://pmc.gov.au/public-data/citizen-experience-survey>
Annual Reports - <https://www.finance.gov.au/government/managing-commonwealth-resources/planning-and-reporting/annual-reports> Observatory - <https://observatory.service.gov.au/>. This also administers the Commonwealth Google Analytics Service. Individual agencies will use Google Analytics or similar tools to measure their individual service performance and will be included in the Commonwealth Google Analytics Service over time.

106. Does the Government measure user satisfaction of e-government services? *

Yes

No

107. If yes, please provide link and detail.

Digital Service Standard – Measure performance - <https://www.dta.gov.au/help-and-advice/digital-service-standard/digital-service-standard-criteria/11-measure-performance>
The Australian Government completes a citizen survey through the Department of Prime Minister and Cabinet - <https://pmc.gov.au/public-data/citizen-experience-survey> Multiple government websites use widgets to measure page performances. An example can be found at the bottom of <https://www.afsa.gov.au/insolvency/currently-bankrupt>

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

Multiple government websites use widgets to measure page performances. An example can be found at the bottom of <https://www.afsa.gov.au/insolvency/currently-bankrupt>

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

Australia is a members of OECD e-Leaders and Digital Government Exchange managed by Singapore - MoU with Singapore and New Zealand on digital identity - <https://www.dfat.gov.au/sites/default/files/australia-singapore-mou-on-cooperation-in-the-field-of-digital-identity.pdf> People and business at the centre with digital identity standards – consultations with Singapore and New Zealand - <https://www.dta.gov.au/news/people-and-business-centre-digital-identity-standards> Australia and Vietnam to collaborate on digital transformation - <https://www.dta.gov.au/media-release/australia-and-vietnam-collaborate-digital-transformation> MOU signed with the UK's Government Digital Service - <https://www.dta.gov.au/news/mou-signed-uks-government-digital-service> Australian Public Service Commission - International engagements - <https://www.apsc.gov.au/about-us/what-we-do/international-engagements> A number of Government Agencies conduct international engagements including: Department of Infrastructure, Transport, Regional Development and Communications - <https://www.infrastructure.gov.au/transport/international/> Department of Education, Skills and Employment - <https://www.dese.gov.au/international-education-engagement/international-network> Department of Home Affairs - <https://www.homeaffairs.gov.au/help-and-support/how-to-engage-us/industry-engagement/industry-summit> Department of Foreign Affairs and Trade - <https://www.dfat.gov.au/international-relations/themes/global-themes> AFP International Engagement - <https://www.afp.gov.au/sites/default/files/PDF/AFPInternationalEngagement2020Strategy.pdf?v=1> International Cyber and Critical Technology Engagement Strategy -

<https://www.foreignminister.gov.au/minister/marise-payne/media-release/launch-australias-international-cyber-and-critical-technology-engagement-strategy>,
<https://www.internationalcybertech.gov.au/>, and
<https://www.internationalcybertech.gov.au/about/2017-International-Cyber-Engagement-Strategy>

111. Please provide any other information related to e-government development in your country. *

The Australian Digital Transformation Strategy was launched by the Federal Government in 2018 and the achievements since then have positioned Australia as a global digital leader. Government continues to be responsive to the changing digital landscape and on 10 November 2020, the Minister for Government Services, the Hon. Stuart Robert MP, announced a refresh to the Strategy to be completed in 2021. Australia faced significant challenges during the COVID 19 pandemic. Our efforts are focussing on our nation's recovery and delivering on our goals to become a leading digital economy and society by 2030. On the economic front, the number of Australians employed is higher now than when we entered the pandemic, something no other OECD nation has achieved. Our growth rate in the last quarter was 3.1 per cent. The advances made in digital government to respond to the pandemic are now the building blocks of the next advances, centred around the citizen, not around government. The expectations and needs from people and businesses have changed dramatically over the past 12 months, with the demand for digital services growing significantly. Australia's focus is on a digital government that goes beyond an 'e-government', where the intention is on providing services online and are easy and simple to access. We are striving toward a truly digital government which functions at its core in a way that is digital by design - driven by and respectful of user needs, embraces and explores the full potential of data, is open by default, proactive, and operates on modern technology. The success of the current strategy provides government with the capability to pivot quickly to meet the needs of Australians during this this time by allowing:

- Australians to access services online more readily.
- The government workforce to transition quickly and seamlessly to working from home, remotely and digitally.

The refresh will take us beyond looking at digital as a channel to focus on digital as a capability, in line with renewed definitions of digital government. To continue our digitally connected government strategy, our priority focus for 2021-22 is on:

- The Digital Economy Strategy - <https://digitaleconomy.pmc.gov.au>
- The Digital Transformation Strategy Refresh - <https://www.dta.gov.au/digital-transformation-strategy/digital-transformation-strategy-refresh>
- The Data Strategy - <https://www.datacommissioner.gov.au/data-management/foundational-four/strategy>
- The Data Availability and Transparency Bill - https://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r6649
- Digital Identity legislation - <https://www.dta.gov.au/our-projects/digital-identity>
- The Digital Review (an audit of digital and ICT capability and maturity in government) The original review - <https://pmc.gov.au/resource-centre/government/independent-review-australian-public-service> and the Governments Response in particular Recommendation 14 - <https://pmc.gov.au/resource-centre/government/delivering-for-australians>
- The Whole of Government Architecture - <https://www.dta.gov.au/blogs/developing-whole-government-architecture>
- Reuse Policy - <https://www.buyict.gov.au/sp?id=reuse>

It is important to note that these documents/processes are interlinked to provide a seamless overall common goal for Australian Government. A roadmap of all current and future initiatives can be found at

<https://www.dta.gov.au/dts-roadmap> A study into Australia's technical innovations and future can be found at <https://www.industry.gov.au/data-and-publications/australias-tech-future/australias-tech-future>

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)