



# The Coalition's Policy

## Key Commitments

Digital technology and innovation are critical to Australia's economic prosperity.

Australians are strong adopters of technology. There are around 12.9 million Internet subscribers in Australia and 1.31 mobile phone subscriptions per person.

Around 80 per cent of Australians now own a smartphone and the majority use a mobile device (smartphone or tablet) to access the Internet. The growing trend toward mobility is disrupting many traditional business models and transforming the way Australians access services.

Australians now expect to be able to access services on the go through their mobile device.

Digital services are more accessible and more cost-efficient to deliver. Digital transactions are more than 42 times cheaper than face-to-face transactions and 16 times cheaper than transactions over the phone.

Investing in digital technology enables business and government to improve the quality and accessibility of services and lower the cost of service delivery.

The Coalition has a strong record investing in digital technology to improve government services.

We are delivering modern digital infrastructure by rolling out the National Broadband Network (nbn) more quickly and at less cost to consumers. Under the Coalition the nbn has been made available to more than 2.6 million premises, with over a million paying customers, and will be completed by 2020.

We have established a Digital Transformation Office and made innovation in government services an important focus of our National Innovation and Science Agenda.

We have delivered a Public Data Policy and released more than 8,000 datasets in anonymised and machine readable form.

In addition, we will use public dashboards to measure our performance, which will be benchmarked against best practice in the private sector.

The Coalition will accelerate the digitisation of government services and drive innovation in government by:

- investing \$50 million to modernise myGov and streamline the myGov login process
- delivering a digital transformation roadmap for government by November 2016
- establishing a taskforce in the Prime Minister's Department to reform government ICT procurement policies

## **Our Plan for Better and More Accessible Digital Services**

The Coalition will continue to invest in digital technology to boost innovation in government and improve the quality and accessibility of government services.

Around 80 per cent of Australians own a smartphone and the majority use a mobile device to access the Internet.

Australians expect to be able to access world class services on the go through their mobile device.

Digital services are more accessible and more cost efficient to deliver.

Digital services also provide consumers with choice and flexibility.

The Coalition established a Digital Transformation Office in July 2015 and made innovation in government an important priority of our National Innovation and Science Agenda.

We are also investing in modern digital infrastructure to boost productivity and drive innovation.

Under the Coalition, the nbn has been made available to more than 2.6 million premises, with over a million paying customers, and will be completed by 2020.

As part of our Innovation and Science Agenda, we are investing an additional \$112 million in targeted STEM (science, technology, engineering and maths) programmes to prepare our children for the opportunities of the 21st century.

And we have established Data61, a world class data science capability.

The Coalition will continue to invest in digital technology to improve the quality and accessibility of government services.

We will promote the role of the Digital Transformation Office, modernise myGov and benchmark the performance of government services against best practice in the private sector.

Our commitment to boosting innovation and technology in government will improve the quality and accessibility of government services and promote digitisation across the economy.

## **1. Modernise myGov**

The Coalition is investing \$50 million to modernise myGov.

Millions of Australians use myGov to engage with government online across a wide range of agencies, including Medicare, Centrelink, Child Support and the Australian Taxation Office.

Over the next 12 months the Digital Transformation Office will partner with relevant agencies to improve the myGov service, including:

- Australians will be able to choose their own unique username, starting with their email address
- the overall sign-in experience will be simplified and improved
- Australians will be able to sign-in to participating agencies directly without having to first go through myGov
- improved usability and design of myGov, particularly on mobile devices

## **2. Provide Australians with secure control of their personal information**

We will build on our 'tell us once' policy by providing Australians with greater control of their personal information.

At present, providing, updating and accessing personal information stored by government is often complex, repetitive and can lead to errors.

This commitment means that the public will only need to update their details once and that information will be shared with all Australian Government agencies, and with linked private sector services.

Users will have complete control over which agencies and linked services they share personal information with.

This will enable someone who has moved house to update their address or contact details with government and have that information shared with the private sector services of their choice, such as their bank or insurance company.

## **3. Deliver a digital transformation roadmap for government by November 2016**

The Coalition will deliver a digital transformation roadmap for government services by November 2016.

The Digital Transformation Office will work with government agencies to publish agency level roadmaps.

The Digital Transformation Office will also identify the highest value services and prioritise them for digital transformation. Examples include child care attendance and registration, incoming and outgoing passenger cards, and support services for job seekers and employers.

Roadmaps will include clear milestones, including delivery timelines and key performance indicators such as cost per transaction, user satisfaction and completion rates.

#### **4. Adopt cloud technologies to deliver better digital services**

The Coalition will refresh current shared services arrangements and trial cloud services for common non-sensitive desktop infrastructure and administration applications.

All government services should be responsive to the needs of Australians.

Like the private sector, government agencies should be using the cloud to scale and adapt services to the needs of our customers, the Australian public.

Unlike cloud services, bespoke systems can be costly and are difficult to adapt to changing consumer needs. Contract arrangements for bespoke systems are also often lengthy and difficult to exit early.

Cloud services offer a number of benefits for government and for consumers.

By increasing uptake of cloud services, government agencies will be able to deliver digital services that are more responsive, accessible and less costly than traditional services.

The Digital Transformation Office will work with government agencies to identify opportunities to use cloud services for non-sensitive working environments by default.

The Coalition will also work with industry bodies and the private sector to develop a Secure Services Strategy. The strategy will prioritise the security of Australians' private information and set guidelines for the hosting of public services.

#### **5. Make it easier for small and medium businesses to win Government work**

The Coalition will establish a taskforce in the Prime Minister's Department to reform government ICT procurement policies.

The taskforce will be supported by the Digital Transformation Office and will complement initiatives from the National Innovation and Science Agenda such as developing a digital marketplace.

The taskforce will identify existing procurement barriers and opportunities to streamline ICT procurement.

It will also identify opportunities to make it easier for startups and small and medium businesses to compete for government ICT contracts.

Many digital companies offer innovative 'off the shelf' products that are low risk and could be used to accelerate the digitisation of government services.

It is important that innovative digital companies, particularly startups and small and medium businesses, are not hindered by traditional procurement pathways for minor or standard products, or compliance requirements that do not match the simplicity of the procurement.

## **6. Make government services more accessible**

Government will release web services to approved third party websites to make it easier and faster for people to complete day to day transactions.

By default, all new essential government services will be built to enable access by application program interface or web services, enabling them to be integrated and compatible with third party platforms.

Enabling access via compatible web services will allow schools, hospitals and community groups to provide their website users with up to date information and access to Government services.

For example, students could enrol in a university and apply for Youth Allowance on the one website.

## **7. Build our digital capability**

The Coalition will establish an Expert in Residence programme to make it easier for government agencies to access world class digital experts.

We will partner with private sector companies to access digital experts on three, six or 12 month secondments.

Secondments will help increase the level of collaboration between government and the private sector, making it easier for government agencies to access specialist digital skills.

Secondees from the private sector will offer important insights and experience that will support government agencies to deliver services that are simpler and more accessible for customers.

The Digital Transformation Office will be the first agency to trial the programme.

## **8. Release the data Australians want**

The Coalition will work with the research, not for profit and private sectors to identify high value government datasets for release.

This will be supported by a public registry of significant non-sensitive datasets yet to be published on data.gov.au.

There are 8,000 discoverable datasets on data.gov.au. By comparison the UK has 32,000 and the US 183,000. Australia has an opportunity to substantially boost and accelerate the availability of government data.

We have released a Public Data Policy and mandated that non-sensitive data should be made openly available in machine readable and anonymised form.

The Coalition will accelerate the release of government data in anonymised and machine readable form by proactively engaging with the research, not for profit and private sectors to identify high value datasets.

Deeper collaboration will also enable researchers, the not for profit sector and innovative businesses to extract the most value from government data, which is one of Australia's most significant digital assets.

## **9. Increasing transparency of government services**

The Coalition will expand the use of a public dashboard to measure the performance of government services.

Through a public dashboard users will be able to track the performance of key government services, including: cost per transaction, user satisfaction, and completion rates.

Government services will also be benchmarked against best practice in the private sector.

## **10. Expand the Data Start programme**

The Coalition will expand the Data Start Programme to create opportunities for Australian startups to develop sustainable businesses through access to open government data.

Round one Data Start projects included new services to reduce avoidable hospital admissions, an online tool to help small business compliance, and a job sharing platform.

Expanding the Data Start programme will provide more opportunities for startups to collaborate, test their ideas, and partner with government to turn an idea into a service.

## The Choice

The Coalition has a strong record promoting innovation in government.

We are investing in technology to deliver digital services that are simpler to use and more accessible.

Australians are strong adopters of technology and expect to be able to access government services on the go through their mobile device.

We established a Digital Transformation Office in July 2015, which has delivered Australia's first digital service standard and is building a new online presence for the Australian Government through GOV.AU

We are investing \$50 million to modernise myGov and streamline the myGov login process. Australians will be able to choose their own unique username, starting with their email address. We will also simplify and improve the overall sign-in process.

In addition, we will use public dashboards to measure government services and benchmark our performance against best practice in the private sector.

The Coalition is delivering modern digital infrastructure.

We are rolling out the nbn more quickly and at less cost to consumers. Under the Coalition the nbn has been made available to more than 2.6 million premises, with over a million paying customers, and will be completed by 2020.

We have delivered a Public Data Policy and released more than 8,000 datasets in anonymised and machine readable form.

We established Data61, a world class data science capability, and are investing an additional \$75 million to help them grow.

We are also investing in Australia's digital future.

As part of our Innovation and Science Agenda, we are investing an additional \$112 million in targeted STEM (science, technology, engineering and maths) programmes to prepare our children for the opportunities of the 21st century.

Labor has no plan to bring government into the 21st century and deliver more accessible services for Australians. In six years in Government Labor failed to invest one dollar in improving mobile telecommunications infrastructure. Under Labor, the nbn was behind schedule and over budget.

Only the Coalition has a plan to deliver government services to Australians how and when they want them.



## Costs

The Coalition's policy for better and more accessible digital services will not place additional costs on the Budget.



**THE NATIONALS**  
*for Regional Australia*

For further details of the Coalition's plan go to  
[www.liberal.org.au/our-plan](http://www.liberal.org.au/our-plan)  
[nationals.org.au/our-plan/](http://nationals.org.au/our-plan/)