

FOR OFFICIAL USE ONLY



Australian Government  
Digital Transformation Agency

**dta**

PO Box 457  
CANBERRA ACT 2601  
[dta.gov.au](http://dta.gov.au)

17 November 2017

Right to Know Applicant "UD"

Email: [foi+request-3551-54e4e508@righttoknow.org.au](mailto:foi+request-3551-54e4e508@righttoknow.org.au)

Dear UD

**Freedom of Information Request no. ID-155 – Notification of decision and statement of reasons**

I refer to your Freedom of Information request (**request**) made under the *Freedom of Information Act 1982 (FOI Act)* received on 22 May 2017 seeking access to the following documents held by the Digital Transformation Agency:

*"Any briefing papers or similar document prepared for the Minister for Cities and Digital Transformation relating to the recent announcement of a partnership with Australia Post."*

References in this letter to provisions of legislation are references to the FOI Act unless the contrary intention appears.

**Authority**

I am authorised under section 23 to make decisions in relation to requests for documents made under the FOI Act.

**Timeframe**

We received your request on 22 May 2017. We acknowledged receipt of it on 1 June 2017, within the 14 day period prescribed in section 15(5)(a). On 22 June 2017 we extended the time for responding to the request to enable consultation to occur. The result was that a decision was due to be provided to you on 20 July 2017.

On 9 August 2017 we wrote to the Office of the Australian Information Commissioner (**OAIC**) to advise that we were continuing to undertake consultations and that additional time was required to finalise those consultations and then respond to your application. We requested that the Information Commissioner grant an extension of time to 1 September 2017 to respond to the request under section 15AC. The Information Commissioner granted that request on 21 August 2017.

## **Relevant documents**

We have identified one document that is responsive to the request, being a ministerial briefing paper dated 15 May 2017 prepared by Peter Alexander and addressed to the Assistant Minister for Cities and Digital Transformation (**the Brief**).

## **Relevant legislation**

I have set out the provisions of the FOI Act relevant to my decision in the annexure to this letter.

## **Material considered by me**

In reaching my decision, I have had regard to the following:

- the FOI Act;
- the Information Commissioner's Guidelines made under section 93A;
- the terms of the request; and
- the content of the Brief.

## **Decision**

I have decided to grant access to an edited version of the Brief, from which I have deleted the certain information (**Deleted Information**) under section 22.

I have decided that the Deleted Information is exempt under sections 47 (Trade secrets or commercially valuable information) and section 47C (Deliberative processes).

I have decided to grant access by providing you with a copy of the edited version of the Brief under section 20.

### **Section 47 - Trade secrets or commercially valuable information**

Section 47(1) relevantly provides a document is exempt if its disclosure under the FOI Act would disclose trade secrets or any other information having a commercial value that would be, or could reasonably be expected to be, destroyed or diminished if the information were disclosed.

The Deleted Information concerns matters to be considered and decisions to be made by the Minister and DTA in relation to the Govpass program. I am satisfied that is information which has commercial value that would or could reasonably be expected to be diminished or destroyed if it were to be released and I have therefore decided that the Deleted Information is exempt under section 47.

### **Section 47C – Deliberative processes**

Section 47C(1) relevantly provides that a document is conditionally exempt from release if it would disclose matter (**deliberative matter**) in the nature of opinion, advice or recommendation prepared in the course of, or for the purposes of, the deliberative processes involved in the functions of an agency, a Minister or the Government of the Commonwealth. Under section 47C(2), "deliberative matter" does not include operational information or purely factual information. Certain types of documents are excluded from the operation of section 47C by section 47C(3).

I am satisfied that the Deleted Information contains matters in the nature of opinion and advice to the Minister concerning the matters to be considered and decisions to be made by the Minister and DTA in relation to the Govpass program. I am further satisfied that Deleted Information was

prepared for the purpose of deliberative processes involved in the functions of the DTA, the Minister's responsibilities and the government of the Commonwealth generally.

The Deleted Information does not include operational information or purely factual information. It is not contained in a type of document exempted from the operation of section 47C by section 47C(3).

I am therefore satisfied that the Deleted Information is conditionally exempt.

Having decided that the Deleted Information is conditionally exempt, I must now consider whether it would be contrary to the public interest for the Deleted Information to be disclosed (section 11A(5) and 11B). That requires me to weigh the public interest factors in favour of, and against, disclosure of the Deleted Information.

The public interest factors that weigh in favour of disclosure include that disclosure would:

- help to inform debate about the operations of the DTA and the Govpass program;
- promote effective oversight of expenditure on the Govpass program; and
- promote the transparency and accountability of decision-making made in relation to the Govpass program.

The public interest factors that weigh against disclosure include that the Deleted Information:

- is commercially sensitive information and its release could reasonably be expected to prejudice the commercial activities of the Commonwealth; and
- contains advice to the Assistant Minister and its release may prejudice the future provision of advice of that kind to the Assistant Minister and of the management of the DTA more generally.

On balance, I am satisfied that it would not be in the public interest for the Deleted Information to be released. Significant amounts of information about the Govpass program is already in the public domain which has, to date, facilitated vigorous and generally well-informed debate on the program. The release of the Deleted Information may help to inform that debate further, but is likely in my view to do so to only a modest degree. In contrast, the risk to the Commonwealth's commercial activities posed by the release of the Deleted Information is meaningful and substantial. I consider that risk outweighs the modest contribution the Deleted Information would make to informing public debate.

I am not satisfied that release of the Deleted Information would prejudice the future provision of advice to the Assistant Minister or the management of the DTA more generally and so I place no weight on that factor.

I have not considered any of the irrelevant matters prescribed in section 11B(4).

### **Charges**

There is no charge for access to the Brief.

### **Release of document**

None of the persons consulted have objected to the release of the Brief.

A copy of the edited version of the Brief is **enclosed**.

## Review rights

If you are unhappy with my decision, you can either request an internal review or request an independent review by the OAIC. You can also apply to the OAIC after an internal review has been conducted, or if we fail to make a decision on an internal review application within 30 days, or if we refuse to give you additional time to make an internal review application.

A request for an internal review needs to be in writing and must be sent to us within 30 days after you are notified of my decision. Please send any request for an internal review to PO Box 457 Canberra, ACT 2601. The internal review will be done by a person other than me.

A request for an independent review by the OAIC needs to be sent to the OAIC within 60 days after you are notified of my decision, include a copy of this decision, include an address to which the OAIC may send you notices, and be sent to:

Director of FOI Dispute Resolution  
GPO Box 5218  
SYDNEY NSW 2001

Alternatively, it can be emailed to [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au) or faxed to +61 2 9284 9666.

For further details regarding the Information Commissioner visit [www.oaic.gov.au](http://www.oaic.gov.au). A copy of the application form preferred by the OAIC is available at <https://www.oaic.gov.au/freedom-of-information/foi-review-process>.

## Complaints

Any complaint about the processing of your FOI request can be forwarded to the Information Commissioner. The complaint needs to be in writing and identify the agency against which the complaint is made. There is no particular form required to make a complaint, but the complaint should set out the grounds on which you consider the action should be investigated. The Information Commissioner can be contacted on 1300 363 992.

The Commonwealth Ombudsman also has the power to investigate the DTA's actions and make recommendations where appropriate. The Ombudsman will consult with the Australian Information Commissioner before deciding who should investigate your complaint.

You can contact the Commonwealth Ombudsman by phoning 1300 362 072.

## Further information

If you require further information about my decision, please contact me on 0410 604 512.

Yours sincerely



Peter Alexander  
Australian Government Chief Digital Officer  
Digital Transformation Agency  
Australian Government  
[www.dta.gov.au](http://www.dta.gov.au)

## ANNEXURE

### RELEVANT PROVISIONS OF THE FOI ACT

#### 11A Access to documents on request

##### *Scope*

- (1) This section applies if:
- (a) a request is made by a person, in accordance with subsection 15(2), to an agency or Minister for access to:
    - (i) a document of the agency; or
    - (ii) an official document of the Minister; and
  - (b) any charge that, under the regulations, is required to be paid before access is given has been paid.

- (2) This section applies subject to this Act.

Note: Other provisions of this Act are relevant to decisions about access to documents, for example the following:

- (a) section 12 (documents otherwise available);
- (b) section 13 (documents in national institutions);
- (c) section 15A (personnel records);
- (d) section 22 (access to edited copies with exempt or irrelevant matter deleted).

##### *Mandatory access—general rule*

- (3) The agency or Minister must give the person access to the document in accordance with this Act, subject to this section.

##### *Exemptions and conditional exemptions*

- (4) The agency or Minister is not required by this Act to give the person access to the document at a particular time if, at that time, the document is an exempt document.

Note: Access may be given to an exempt document apart from under this Act, whether or not in response to a request (see section 3A (objects—information or documents otherwise accessible)).

- (5) The agency or Minister must give the person access to the document if it is conditionally exempt at a particular time unless (in the circumstances) access to the document at that time would, on balance, be contrary to the public interest.

Note 1: Division 3 of Part IV provides for when a document is conditionally exempt.

Note 2: A conditionally exempt document is an exempt document if access to the document would, on balance, be contrary to the public interest (see section 31B (exempt documents for the purposes of Part IV)).

Note 3: Section 11B deals with when it is contrary to the public interest to give a person access to the document.

- (6) Despite subsection (5), the agency or Minister is not required to give access to the document at a particular time if, at that time, the document is both:
- (a) a conditionally exempt document; and
  - (b) an exempt document:
    - (i) under Division 2 of Part IV (exemptions); or
    - (ii) within the meaning of paragraph (b) or (c) of the definition of exempt document in subsection 4(1).

### **11B Public interest exemptions—factors**

#### *Scope*

- (1) This section applies for the purposes of working out whether access to a conditionally exempt document would, on balance, be contrary to the public interest under subsection 11A(5).
- (2) This section does not limit subsection 11A(5).

#### *Factors favouring access*

- (3) Factors favouring access to the document in the public interest include whether access to the document would do any of the following:
  - (a) promote the objects of this Act (including all the matters set out in sections 3 and 3A);
  - (b) inform debate on a matter of public importance;
  - (c) promote effective oversight of public expenditure;
  - (d) allow a person to access his or her own personal information.

#### *Irrelevant factors*

- (4) The following factors must not be taken into account in deciding whether access to the document would, on balance, be contrary to the public interest:
  - (a) access to the document could result in embarrassment to the Commonwealth Government, or cause a loss of confidence in the Commonwealth Government;
  - (b) access to the document could result in any person misinterpreting or misunderstanding the document;
  - (c) the author of the document was (or is) of high seniority in the agency to which the request for access to the document was made;
  - (d) access to the document could result in confusion or unnecessary debate.

#### *Guidelines*

- (5) In working out whether access to the document would, on balance, be contrary to the public interest, an agency or Minister must have regard to any guidelines issued by the Information Commissioner for the purposes of this subsection under section 93A.

### **15 Requests for access**

#### *Persons may request access*

- (1) Subject to section 15A, a person who wishes to obtain access to a document of an agency or an official document of a Minister may request access to the document.

*Requirements for request*

- (2) The request must:
  - (a) be in writing; and
  - (aa) state that the request is an application for the purposes of this Act; and
  - (b) provide such information concerning the document as is reasonably necessary to enable a responsible officer of the agency, or the Minister, to identify it; and
  - (c) give details of how notices under this Act may be sent to the applicant (for example, by providing an electronic address to which notices may be sent by electronic communication).
- (2A) The request must be sent to the agency or Minister. The request may be sent in any of the following ways:
  - (a) delivery to an officer of the agency, or a member of the staff of the Minister, at the address of any central or regional office of the agency or Minister specified in a current telephone directory;
  - (b) postage by pre-paid post to an address mentioned in paragraph (a);
  - (c) sending by electronic communication to an electronic address specified by the agency or Minister.

*Agency required to assist*

- (3) Where a person:
  - (a) wishes to make a request to an agency; or
  - (b) has made to an agency a request that does not comply with this section;it is the duty of the agency to take reasonable steps to assist the person to make the request in a manner that complies with this section.

Note: An agency or Minister may refuse to deal with a request if satisfied that a practical refusal reason exists, after undertaking the request consultation process (see section 24).

- (4) Where a person has directed to an agency a request that should have been directed to another agency or to a Minister, it is the duty of the first-mentioned agency to take reasonable steps to assist the person to direct the request to the appropriate agency or Minister.

*Timeframes for dealing with request*

- (5) On receiving a request, the agency or Minister must:
  - (a) as soon as practicable but in any case not later than 14 days after the day on which the request is received by or on behalf of the agency or Minister, take all reasonable steps to enable the applicant to be notified that the request has been received; and
  - (b) as soon as practicable but in any case not later than the end of the period of 30 days after the day on which the request is received by or on behalf of the agency or

Minister, take all reasonable steps to enable the applicant to be notified of a decision on the request (including a decision under section 21 to defer the provision of access to a document).

- (5A) In making a decision on a request, the agency or Minister must have regard to any guidelines issued by the Information Commissioner for the purposes of section 93A.

*Extension of processing period to comply with requirements of section 26A, 27 or 27A*

- (6) Where, in relation to a request, the agency or Minister determines in writing that the requirements of section 26A, 27 or 27A make it appropriate to extend the period referred to in paragraph (5)(b):
- (a) the period is extended by a further period of 30 days; and
  - (b) the agency or Minister must, as soon as practicable, inform the applicant that the period has been so extended.

*Extension of processing period to consult foreign entity*

- (7) Subsection (8) applies if, in relation to a request, the agency or Minister determines in writing that it is appropriate to extend the period referred to in paragraph (5)(b) so that the agency or Minister can:
- (a) consult one of the following:
    - (i) a foreign government;
    - (ii) an authority of a foreign government;
    - (iii) an international organisation; and
  - (b) determine whether the document that is the subject of the request is an exempt document under subparagraph 33(a)(iii) or paragraph 33(b).
- (8) If this subsection applies:
- (a) the period referred to in paragraph (5)(b) is extended by a period of 30 days; and
  - (b) the agency or Minister must, as soon as practicable, inform the applicant that the period has been extended.

**15AC Decision not made on request within time—deemed refusal**

*Scope*

- (1) This section applies if:
- (a) a request has been made to an agency or Minister; and
  - (b) the period (the initial decision period) covered by subsection (2) has ended since the day the request was received by, or on behalf of, the agency or Minister; and
  - (c) notice of a decision on the request has not been received by the applicant.
- (2) The initial decision period covered by this subsection is the period of 30 days mentioned in paragraph 15(5)(b) (or that period as extended, otherwise than under this section).

*Deemed refusal*



- (3) Subject to this section:
- (a) the principal officer of the agency or the Minister is taken to have made a decision personally refusing to give access to the document on the last day of the initial decision period; and
  - (b) notice of the decision is taken to have been given under section 26 to the applicant on the same day.

*Agency or Minister may apply for further time*

- (4) However, the agency or Minister concerned may apply, in writing, to the Information Commissioner for further time to deal with the request.
- (5) The Information Commissioner may allow further time considered appropriate by the Information Commissioner for the agency or Minister to deal with the request.
- (6) If the Information Commissioner allows further time, the Information Commissioner may impose any condition that he or she considers appropriate.
- (7) Subsection (3) (deemed refusal) does not apply, and is taken never to have applied, if the agency or Minister:
- (a) makes a decision on the request within the further time allowed; and
  - (b) complies with any condition imposed under subsection (6).
- (8) However, subsection (3) (deemed refusal) applies as if the initial decision period were extended by the time allowed by the Information Commissioner under subsection (5) if the agency or Minister:
- (a) does not make a decision on the request within the further time allowed; or
  - (b) does not comply with any condition imposed under subsection (6).

*No further time allowed*

- (9) If subsection (8) (deemed refusal after allowance of further time) applies, the Information Commissioner does not have the power to allow further time under this section in relation to the decision taken to be made under subsection (3) in its operation as affected by subsection (8).

**20 Forms of access**

- (1) Access to a document may be given to a person in one or more of the following forms:
- (a) a reasonable opportunity to inspect the document;
  - (b) provision by the agency or Minister of a copy of the document;
  - (c) in the case of a document that is an article or thing from which sounds or visual images are capable of being reproduced, the making of arrangements for the person to hear or view those sounds or visual images;
  - (d) in the case of a document by which words are recorded in a manner in which they are capable of being reproduced in the form of sound or in which words are contained in the form of shorthand writing or in codified form, provision by the agency or Minister of a written transcript of the words recorded or contained in the document.

- (2) Subject to subsection (3) and to section 22, where the applicant has requested access in a particular form, access shall be given in that form.
- (3) If the giving of access in the form requested by the applicant:
  - (a) would interfere unreasonably with the operations of the agency, or the performance by the Minister of his or her functions, as the case may be;
  - (b) would be detrimental to the preservation of the document or, having regard to the physical nature of the document, would not be appropriate; or
  - (c) would, but for this Act, involve an infringement of copyright (other than copyright owned by the Commonwealth, an agency or a State) subsisting in matter contained in the document, being matter that does not relate to the affairs of an agency or of a Department of State;

access in that form may be refused and access given in another form.
- (4) Subject to subsection 17(1), where a person requests access to a document in a particular form and, for a reason specified in subsection (3), access in that form is refused but access is given in another form, the applicant shall not be required to pay a charge in respect of the provision of access to the document that is greater than the charge that he or she would have been required to pay if access had been given in the form requested.

## **22 Access to edited copies with exempt or irrelevant matter deleted**

### *Scope*

- (1) This section applies if:
  - (a) an agency or Minister decides:
    - (i) to refuse to give access to an exempt document; or
    - (ii) that to give access to a document would disclose information that would reasonably be regarded as irrelevant to the request for access; and
  - (b) it is possible for the agency or Minister to prepare a copy (an edited copy) of the document, modified by deletions, ensuring that:
    - (i) access to the edited copy would be required to be given under section 11A (access to documents on request); and
    - (ii) the edited copy would not disclose any information that would reasonably be regarded as irrelevant to the request; and
  - (c) it is reasonably practicable for the agency or Minister to prepare the edited copy, having regard to:
    - (i) the nature and extent of the modification; and
    - (ii) the resources available to modify the document; and
  - (d) it is not apparent (from the request or from consultation with the applicant) that the applicant would decline access to the edited copy.

### *Access to edited copy*

- (2) The agency or Minister must:

- (a) prepare the edited copy as mentioned in paragraph (1)(b); and
- (b) give the applicant access to the edited copy.

*Notice to applicant*

- (3) The agency or Minister must give the applicant notice in writing:
  - (a) that the edited copy has been prepared; and
  - (b) of the grounds for the deletions; and
  - (c) if any matter deleted is exempt matter—that the matter deleted is exempt matter because of a specified provision of this Act.
- (4) Section 26 (reasons for decision) does not apply to the decision to refuse access to the whole document unless the applicant requests the agency or Minister to give the applicant a notice in writing in accordance with that section.

**23 Decisions to be made by authorised persons**

- (1) Subject to subsection (2), a decision in respect of a request made to an agency may be made, on behalf of the agency, by the responsible Minister or the principal officer of the agency or, subject to the regulations, by an officer of the agency acting within the scope of authority exercisable by him or her in accordance with arrangements approved by the responsible Minister or the principal officer of the agency.
- (2) A decision in respect of a request made to a court, or made to a tribunal, authority or body that is specified in Schedule 1, may be made on behalf of that court, tribunal, authority or body by the principal officer of that court, tribunal, authority or body or, subject to the regulations, by an officer of that court, tribunal, authority or body acting within the scope of authority exercisable by him or her in accordance with arrangements approved by the principal officer of that court, tribunal, authority or body.

**47 Documents disclosing trade secrets or commercially valuable information**

- (1) A document is an exempt document if its disclosure under this Act would disclose:
  - (a) trade secrets; or
  - (b) any other information having a commercial value that would be, or could reasonably be expected to be, destroyed or diminished if the information were disclosed.
- (2) Subsection (1) does not have effect in relation to a request by a person for access to a document:
  - (a) by reason only of the inclusion in the document of information concerning that person in respect of his or her business or professional affairs; or
  - (b) by reason only of the inclusion in the document of information concerning the business, commercial or financial affairs of an undertaking where the person making the request is the proprietor of the undertaking or a person acting on behalf of the proprietor; or
  - (c) by reason only of the inclusion in the document of information concerning the business, commercial or financial affairs of an organisation where the person making the request is the organisation or a person acting on behalf of the organisation.

- (3) A reference in this section to an undertaking includes a reference to an undertaking that is carried on by:
- (a) the Commonwealth or a State; or
  - (b) an authority of the Commonwealth or of a State; or
  - (c) a Norfolk Island authority; or
  - (d) a local government authority.

#### **47C Public interest conditional exemptions—deliberative processes**

##### *General rule*

- (1) A document is conditionally exempt if its disclosure under this Act would disclose matter (deliberative matter) in the nature of, or relating to, opinion, advice or recommendation obtained, prepared or recorded, or consultation or deliberation that has taken place, in the course of, or for the purposes of, the deliberative processes involved in the functions of:
- (a) an agency; or
  - (b) a Minister; or
  - (c) the Government of the Commonwealth.

##### *Exceptions*

- (2) Deliberative matter does not include either of the following:
- (a) operational information (see section 8A);
  - (b) purely factual material.
- Note: An agency must publish its operational information (see section 8).
- (3) This section does not apply to any of the following:
- (a) reports (including reports concerning the results of studies, surveys or tests) of scientific or technical experts, whether employed within an agency or not, including reports expressing the opinions of such experts on scientific or technical matters;
  - (b) reports of a body or organisation, prescribed by the regulations, that is established within an agency;
  - (c) the record of, or a formal statement of the reasons for, a final decision given in the exercise of a power or of an adjudicative function.

Note: Access must generally be given to a conditionally exempt document unless it would be contrary to the public interest (see section 11A).

#### **93A Guidelines**

- (1) The Information Commissioner may, by instrument in writing, issue guidelines for the purposes of this Act.

Note: For variation and revocation of the instrument, see subsection 33(3) of the Acts Interpretation Act 1901.

- (2) For the purposes of the performance of a function, or the exercise of a power, under this Act, regard must be had to any guidelines issued by the Information Commissioner under this section including, but not limited to, guidelines issued for the purposes of the following provisions:
  - (a) paragraph 9A(b) (information publication scheme);
  - (b) subsection 11B(5) (public interest factors);
  - (c) subsection 15(5A) (decisions on requests).
- (3) Guidelines are not legislative instruments.

**DIGITAL TRANSFORMATION AGENCY**

PM&C  
Secretary  
Dr Kennedy  
Mr Slater

**To:** Assistant Minister for Cities and Digital Transformation

MO  
Mr Neal

**AUSTRALIA POST MEETING 18 MAY 2017**

<b>Purpose:</b> Briefing for your meeting with Australia Post and potential announcement of joint work on authentication and verification.	<b>Timing and Venue:</b> 3.30pm 18 May 2017 at the DTA Office Surrey Hills Sydney
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**Our Proposed Objectives:** (Talking points are at Attachment A)

- To agree that the DTA and the Australian Postal Corporation (Australia Post) will work together on the Govpass program.

**Their Objectives:** (Biographies are at Attachment B)

- To become an identity provider for Commonwealth agencies, state government agencies, and other organisations; this would bring commercial returns and enhance digital service opportunities for Australia Post.

**Key Points:**

- At the meeting Australia Post will demonstrate their prototype identity solution to you.
- Australia Post have offered resources to work with DTA on prototypes and experiments to take forward the Govpass authentication and verification program.
- You could publicly announce that the DTA and Australia Post are working together on the Govpass program.
- The DTA has been in discussion with Australia Post regarding working together on Govpass. **FOI Act, ss 47, 47C**

[Redacted]

[Redacted]

[Redacted]

**FOI Act, ss 47, 47C**

- DTA will engage the Australian Information Industry Association (AIIA) and its members as well as others including the Commonwealth Bank of Australia on identity, authentication and verification solutions to ensure we are consulting broadly and not seen to be overly favouring Australia Post.
- Peter Alexander from the DTA will attend the meeting.

# FOI Act, ss 47, 47C


**Background:**

(Further information is at [Attachment C](#))

- Australia Post and DTA policy and product teams have been in regular discussions regarding Australia Post accreditation in the Trusted Digital Identity Framework. This has occurred through SES engagement, and through multiple meetings between policy and product teams from Australia Post and the DTA.
- The DTA is aware that Australia Post has been engaging with DHS, Health and the ATO at the Commonwealth level, and a number of state government agencies, in relation to potential use of their identity service.

Peter Alexander  
First Assistant Secretary,  
Project Procurement and Assurance  
DTA  
15 May 2017

Contact Officer:  
Peter Alexander  
0423 783 027

NOTED:  
  
Date: 20/12/17

## TALKING POINTS

### *Australia Post as an identity provider*

- The DTA, in partnership with DHS and DIIS, is delivering the Govpass program, which includes establishing a Trusted Digital Identity Framework to support a federated identity model.
- The DTA and DHS are collaborating to integrate the Govpass solution and myGov, improving identity verification standards and convenience for millions of Australians.
- Australia Post and DTA policy and product teams have been in regular discussions regarding Australia Post accreditation against the Trusted Digital Identity Framework.
- Australia Post is well placed to become an identity provider within the identity federation, and work will be undertaken to integrate the Australia Post solution with Govpass.
- Involvement of Australia Post as an identity provider in the identity federation means Australians will have a choice as to who they get to prove who they are.
- Privacy advocates had previously raised strong concerns about too much centralisation of data in a single identity provider. Welcoming Australia Post as a provider into the identity federation is the first step in ensuring the government's commitment to avoiding a single "honey pot" of identity data.
- The Govpass program and Australia Post will also work together on alternative identity verification, ensuring people who are unable or unwilling to complete verification online have a pathway to verifying themselves at a counter. This work will also be undertaken with other providers of counter services, such as Centrelink.

### *The Govpass program*

- Everyone, at some stage in their lives, needs to deal with government to get things done. At some point in this process you will be asked to show some form of identification.
- People have told us they often need to provide too much information to prove who they are, and are asked to provide the same information each time they interact with a different government agency.
- The DTA's Govpass project will make it easier for users to prove who they are across more government services.
- Once Govpass is up and running, users will be able to prove who they are by using a government or accredited non-government organisation they already have an established relationship with (these are identity providers or verifiers).



**Biographies**

Andrew Walduck - EGM Trusted eCommerce Services and Group Chief Digital Officer

Andrew Walduck is Executive General Manager of the Trusted eCommerce Services business unit and Australia Post's Group Chief Digital Officer. Andrew joined in January 2012 to help drive the digitisation of Australia Post, and its important transition to become a great digital age company.

As Executive General Manager, Trusted eCommerce Services, he is responsible for creating the next wave of products and services that drive commercial growth to enable Australia Post's future. These draw from identity, payments, financial services, and key government services that are performed in-store or online.

As Group Chief Digital Officer, he is responsible for growing new digital platform businesses, whilst helping to strengthen existing delivery and retail services that power eCommerce. His work also includes transforming the digital experience employees and customers have of Australia Post.

Andrew's career spans more than 25 years in business transformation, digitisation, technology and marketing, and includes transformation roles in global corporations such as Accenture, where he was Partner in the Communications and High-tech Practice, prior roles at IBM, as well as marketing leadership roles in small growing businesses.

Andrew's expertise lies in leading companies to build the strategy, capabilities and change momentum needed to build commercial futures in the digital age. This includes leading the reinvention of business models to pursue new opportunities needed to sustain an organisations future. He also has a passion for developing talented teams that deliver great business result

ADDITIONAL BACKGROUND

*The framework*

The Trusted Digital Identity Framework is a set of rules for an identity federation. It has been in development with a wide range of government departments, state governments, and industry. It will deliver the policy and accreditation framework that will underpin the operation of any digital identity ecosystem / federation.

The Government has agreed to a Govpass work plan included integration of the Govpass platform with myGov. This will enable re-use of millions of established accounts within the context of the Trusted Digital Identity Framework.

*Security and privacy*

Under the Trusted Digital Identity Framework all identity service providers (including the Govpass/myGov integrated service) must be accredited against government security and privacy standards before they “touch” someone’s personal and sensitive information.

Australia Post has been “building, testing and refining the idea of a digital identity ecosystem” and implied in their 2016 White Paper and subsequent promotional material that there only needs to be a single digital identity provider. **FOI Act, ss 47, 47C**

*Accreditation*

The identity team within the DTA (and previously in Finance) have engaged Australia Post for several years.

- Since December 2001 Australia Post has been accredited under the Gatekeeper PKI Framework as a Registration Authority (an over the counter identity verification service).
  - Australia Post is required to undergo an annual independent compliance audit, as a condition of their accreditation. The results of the annual audit are provided to the identity team who work with Australia Post to resolve any non-compliance issues. Australia Post was re-accredited under the Gatekeeper PKI Framework in May 2017.
- In April 2014 Australia Post was awarded accreditation under the Third Party Identity Services Framework for its Digital Mailbox service. This mailbox is connected to myGov and allows individuals to choose to have their government mail sent to Australia Post's Digital Mailbox rather than their myGov Inbox .
  - The Third Party Identity Services Framework is an existing accreditation framework that will be incorporated into the Trusted Digital Identity Framework (and then archived)
  - Australia Post digital mailbox service undergoes annual compliance audits similar to the Gatekeeper accreditation requirements.
- In January 2016 Australia Post applied for accreditation of its proposed Electronic Verification (EV) Service under the Third Party Identity Services Assurance Framework.

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- The Trusted Digital Identity Framework will replace the Assurance Framework, and discussions between DTA and Australia Post have been underway to ensure Post is familiar with the provisions of the new Framework.

### myGov and Australia Post

- A Proof of Concept (POC) commenced in June 2014 that enables myGov users to choose to have copies of messages in their myGov Inbox forwarded to their myPost Digital Mailbox.
- The trial was intended as a temporary feature to assess customer interest in the feature.
- Usability testing undertaken by DHS in early 2016 showed little customer interest or advantage in forwarding mail from myGov to an Australia Post mailbox.
- As at March 2017, there were approximately 63,451 myGov accounts with mail forwarding active under the POC. This equates to around 0.56% of active myGov accounts.
- Ceasing the POC was discussed with Minister Tudge and Assistant Minister Taylor who verbally agreed to DHS and DTA engaging with Australia Post to cease the trial.
- DHS and DTA spoke with Post on 12 May and the three parties agreed to confirm formal correspondence to cease the trial.
- DHS and DTA have committed to engage further with Post in the coming months on further collaboration around myGov.

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