



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QON No. 6

STANDING COMMITTEE ON ECONOMIC DEVELOPMENT AND TOURISM
JEREMY HANSON MLA (CHAIR), DEEPAK-RAJ GUPTA MLA, MICHAEL PETTERSSON MLA

Inquiry into referred 2018–19 Annual and Financial Reports
ANSWER TO QUESTION ON NOTICE

Asked by James Milligan MLA -

Ref: CMTEDD Annual Report, Output 1.4, Digital Strategy

In relation to: ACT Digital

1. Why was iConnect renamed to ACT Digital?
2. Why does ACT Digital only accept Australian Licences and Birth Certificates for the second-stage verification process?
 - a. How would an Australian citizen sign up to ACT Digital if they did not have an Australian passport, driver's licence or birth certificate?
 - b. Have there been any complaints from the public regarding the restrictions on the nation of origin of these documents?
3. How many accounts are currently registered on ACT Digital?
 - a. Of these accounts, how many were active during the reporting period?
4. What Government Services are available on ACT Digital?
 - a. For the duration of the reporting period, can a breakdown be provided for the number of times each individual service had been used?

Yvette Berry MLA: The answer to the Member's question is as follows:—

1. iConnect was a name used for internal program management purposes. Now the program is live to the community ACT Digital aligns with the name of the app we've released and was considered a more suitable name for public use.
2. ACT Digital utilises the Australian Department of Home Affairs' Document Verification Service to check the validity of identity documents. Australian Licences and Birth Certificates are part of the document suite supported by the Document Verification Service. The Department of Home Affairs do not hold a register of overseas identity documents.
 - a. All residents in Australia can create a digital account with ACT Digital whether an Australian citizen or not. However, should these individuals not have sufficient documentation to verify their identity their access to certain services will be limited. For example, we do not allow the transfer of a traffic infringement from one person to another unless the identity documents have been verified. However, these services are available through other service channels such as Access Canberra's Service Centres and Contact Centres. The ACT continues to work in concert with the Australian Digital Transformation Agency and the Department of Home Affairs toward the national agenda



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on digital identity and remains ready to adopt other Commonwealth services as they become available in order to reach more people through the digital channel.

b. No, there have been no complaints of this nature.

3. The number of accounts as at 14 November 2019 is 12,561.

a. 7,213 from 1 July 2018 to 30 June 2019.

4. The following services are currently available on ACT Digital:

- Transfer My Infringement – for people to declare and re-assign their infringement notice to another person that was in possession or in control of the vehicle at the time of the offence.
- Rental Bond Help – for people wanting to rent accommodation in the ACT, this service offers eligible people a loan of up to 100% of the private rental bond interest free, repayable for up to 24 months.
- ACT Diversity Register – connects people with diverse backgrounds and experiences with ACT Government and non-government board vacancies, as well as opportunities to participate in training and networking.
- My Family – supports families that access multiple services to tell their story once, store and update it to keep track of important information about their family.

5. During the reporting period 1 July 2018 to 30 June 2019, the breakdown for individual services was as follows:

- Transfer My Infringement – 8,161 transactions
- Rental Bond Help – 644 applications
- ACT Diversity Register – 929 registrations to use this service
- My Family – 182 registrations to use this service

Approved for circulation to the Standing Committee on Economic Development and Tourism

Signature:

Date: 22/11/19

By the Acting Chief Minister, Yvette Berry MLA