

2026

ELEVENTH ASSEMBLY

**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

Digital Canberra Half Yearly Performance Report (31 December 2025)

Pursuant to section 30E of the *Financial Management Act 1996*

**Presented by
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Minister for the Public Service
February 2026**

Digital Canberra

Half Yearly Performance Report (31 December 2025)

The following Half Yearly Performance Report sets out the performance of Digital Canberra to 31 December 2025 against the accountability indicator targets set during the 2025-26 Budget process.

When reading the following Half Yearly Performance Report please note:

- All tables in this report should be read in conjunction with the accompanying notes and explanations.
- All variances are rounded to the nearest whole number.
- All variances are calculated before rounding.
- Negative variances are indicated using brackets.
- The term 'total costs' in the accountability indicator output tables refers to the total expenditure against that output minus any intra-directorate transactions which are eliminated.
- The term 'controlled recurrent payments' in the accountability indicator output tables refers to revenue received from the ACT Government to fund the net costs of delivering outputs. Controlled recurrent payments is recognised when Digital Canberra gains control over the funding which is obtained upon the receipt of cash, given it does not contain enforceable and sufficiently specific performance obligations as defined by AASB 15 Revenue from *Contracts with Customers*.

Output Class 1: Digital Canberra

Output 1.1: Digital, Strategy and Solution Delivery

Through the Digital Strategy and Solution Delivery output, Digital Canberra:

- supports the digital and data transformation of government services and provides strategy, policies, advice and support for many aspects of technology and data development and implementation;
- delivers a range of technology and data services, including technology infrastructure, cyber security, artificial intelligence, software applications development and other technology components of projects to directorates and agencies; and
- manages the day-to-day operation of the technology environment for ACT Government.

Digital Canberra will deliver this output by taking advantage of digital and data to achieve:

- better services for the community;
- greater engagement and better outcomes for business and academia;
- a more sustainable and efficient government;
- a more productive, engaged and learning workforce;

- providing services to government agencies as outlined in the ICT catalogue of services and affirmed through various service level support agreements;
- managing the whole-of-government data and communications policy, services and network; and
- providing general service and help desk functions.

Table 1: Accountability Indicators Output 1.1

	2025-26 Targets	2025-26 YTD Target	2025-26 YTD Result	Variance (%)	Note
Accountability Indicators					
a. Maturing our data and AI ecosystem	3	n/a	n/a	n/a	
b. The value delivered through technology investment improves	3	n/a	n/a	n/a	
c. Delivery of joined up services achieve benefits for the community and for government	≥99.99%	≥99.99%	100%	0	
d. ICT requests made via the OneGov Service Centre are completed within Service Level Agreement timeframes	90%	90%	92%	2	
e. Average time taken for telephone ICT service requests to be answered by a Service Desk Officer	80%	80%	81%	1	
f. Number of successful attacks on internally hosted ACT Government websites	0	0	0	0	
Total Cost (\$'000)	270 277	130 181	126 466	(3)	
Controlled Recurrent Payments (\$'000)	181 816	81 367	90 435	11	1

Accountability Indicator Descriptions

- This accountability indicator covers the program of work for the Data, AI and Digital Records branch (DAIDR). This indicator is considered completed through the delivery of policy, strategy and services to mature the ACT's data and information management capability and support safe and responsible use of artificial intelligence solutions across the service. In 2025-26, this indicator is considered complete when the following have been delivered.
 - Lead the ACT's participation in national data integration partnerships, ensuring timely provisioning of data as per schedules agreed with the Commonwealth and other relevant partners. Lead the participation in and broader jurisdictional roll out of the Data and Digital Ministers' Meeting data agenda.
 - The implementation of the ACT AI policy and assurance framework including the establishment of the AI Advisory Group, and a high level of utilisation of the AI assurance risk self-assessment across AI initiatives (falling under the remit of the policy).
 - Mature the ACT's data and information management practices and capabilities to ensure legislative compliance, and reliable data and digital information to support evidence informed decision-making, and the safe and reliable deployment of automation or AI technologies.
- DCBR leads the provision of whole-of-government advice to inform technology priorities, resource allocation and investment decisions. DCBR will continue to support government to make informed technology investment decisions and will embed the principles outlined in the ACT Digital Strategy. In 2025-26, this indicator will be considered complete when:
 - a greater percentage of business cases and initiative proposals with technology components are developed in accordance with the 2024 update to *Guiding Best Practice Design and Delivery* (GBPDD) guidance. Measured by the proportion of business cases and proposals that align with the stages in the GBPDD guidance, with 2025-26 Budget business cases establishing the baseline year.
 - a greater percentage of business cases and initiative proposals with technology components are developed in accordance with the *Technology Investment Framework* and aligned to the *Technology Directions*. Measured by the proportion of business cases that are advised as ready to proceed for investment, with 2025-26 Budget business cases establishing the baseline year.

- the establishment of a whole-of-government Enterprise Architecture practice provides advice to align with the *Technology Investment Framework* and *Technology Directions*. Measured by the establishment of governance committees and the publishing of three solution patterns for whole-of-government adoption, prioritised by technology capability.
- c. This accountability indicator covers uptime of the Salesforce platform administered by ACT Digital to support the ACT Digital Account and a range of community facing services. This accountability indicator is considered to have been met through achieving a platform uptime exceeding 99.99% across the 2025-26 financial year.
- d. Service Level Agreement timeframes are standards for DDTS service delivery.
- e. This measure covers the percentage of calls answered within 240 seconds.
- f. This measure covers security breaches of internally hosted ACT Government systems and web applications.

Explanation of material variances (+/-5%)

1. The variance is mainly due to higher appropriation drawn down for upfront supplier payments relating to software and ICT support, in line with contractual commitments.

Output 1.2: Digital Health Enablement and System Support

The Digital Health Enablement and System Support output supports the ACT public health system by delivering and maintaining the digital foundations required for clinical and operational excellence. It includes:

- delivery of agreed priorities under the ACT Digital Health Strategy, including oversight of major digital health programs and platforms;
- provision of secure, high availability digital infrastructure and services to the Health and Community Services Directorate and Canberra Health Services;
- development and maintenance of digital health platforms, including the Digital Health Record (DHR), health integration services, and analytics environments;
- cyber security operations and risk management for health-related digital assets, ensuring compliance with national standards and protection against emerging threats;
- support for innovation in digital health, including pilot programs, proof of concept initiatives, and the adoption of emerging technologies; and
- collaboration with national digital health bodies and alignment with Commonwealth digital health initiatives to ensure interoperability and strategic coherence.

Table 2: Accountability Indicators Output 1.2

	2025-26 Targets	2025-26 YTD Target	2025-26 YTD Result	Variance (%)	Note
Accountability Indicators					
a. ACT health system digital services are reliable and efficient:					
I. Percentage of calls answered measures all phone calls placed to the Digital Solutions Division's Service Desk that are answered within 240 seconds	80%	80%	82%	2	
II. Percentage of JIRA requests for assistance resolved within the 24-hour Service Level Agreement timeframe	80%	80%	87%	7	1
Total Cost (\$'000)	131 798	67 084	58 675	(13)	2
Controlled Recurrent Payments (\$'000)	90 519	44 716	56 074	25	3

Accountability Indicator Descriptions

- a. This percentage is based on the callers' wait time in the queue and includes abandoned calls in the overall percentage. They are calculated on a monthly average.

Explanation of material variances (+/-5%)

1. The variance is due to a consistent and reliable service.
2. The variance is mainly driven by lower than anticipated new assets created during the first half of the year due to amended capital project schedules resulting in deferred completion and capitalisation of assets.
3. The variance is mainly due to higher appropriation drawn down for upfront supplier payments relating to software and ICT support, in line with contractual commitments.