Australian Government

Secretaries' Digital and Data Committee

Communique

Date: 15 March 2024

Members in Attendance

- Ms Jenny Wilkinson PSM, Secretary, Department of Finance, co-Chair
- Mr Ray Griggs AO CSC, Secretary, Department of Social Services, co-Chair
- Ms Stephanie Foster PSM, Secretary, Department of Home Affairs
- Ms Meghan Quinn PSM, Secretary, Department of Industry, Science and Resources
- Dr David Gruen AO, Australian Statistician, Australian Bureau of Statistics
- Mr Chris Fechner, Chief Executive Officer, Digital Transformation Agency
- Mr David Hazlehurst, Chief Executive Officer, Services Australia
- Ms Rachel Noble PSM, Director General, Australian Signals Directorate
- Mr Rob Heferen, Commissioner of Taxation, Australian Taxation Office

Apologies:

- Professor Glyn Davis AC, Secretary, Department of the Prime Minister and Cabinet
- Mr Greg Moriarty AO, Secretary, Department of Defence
- Ms Katherine Jones PSM, Secretary, Attorney General's Department
- Mr Gordon de Brouwer PSM, Commissioner, Australian Public Service Commission

Proxies in attendance

- Ms Nadine Williams, A/g Secretary, Department of the Prime Minister and Cabinet
- Mr Chris Crozier, Chief Information Officer, Department of Defence
- Mr Cameron Gifford, Chief Operating Officer, Attorney General's Department
- Dr Subho Banerjee, Second Commissioner, Australian Public Service Commission

Observers

- Mr Ramez Katf, Second Commissioner, Australian Taxation Office
- Mr John Shepherd, First Assistant Secretary, Department of Finance
- Mr Charles McHardie AM, Deputy Chief Executive Officer, Services Australia
- Ms Olivia Wheeler, A/g Branch Manager, Digital Transformation Agency
- Ms Cathy Koch, Director, Secretariat, Digital Transformation Agency

Data and Digital Ministers Meeting 2024 Forward Work Program

The Committee noted the Data and Digital Ministers Meeting 2024 Work Plan and work underway to maintain momentum on data sharing across jurisdictions and between agencies for major projects.

SDDC Biannual Performance Report to Secretaries Board

The Committee endorsed the SDDC Biannual Report for submission to the Secretaries Board and noted it was a good summary and assessment of SDDC achievements.

Sub-Committee Performance Reporting

The Committee endorsed the Annual Performance Reports from the Digital Leadership Committee and the Deputy Secretaries Data Group, as well as the updated Terms of Reference for the Deputy Secretaries Data Group.

Thematic Discussion: Digital Service Delivery

Members discussed the expectations on government to provide people and businesses with high levels of assurance, low levels of risk, and easy to use services. The challenges associated with achieving 'seamless service delivery' were explored, noting that sharing restrictions are often required to ensure data remains safe and secure. Members noted that digital service delivery was only one channel and that government needed to improve the broader service delivery ecosystem, including telephony and shopfronts.

Members discussed accommodating different cohort preferences, for example, individuals and small businesses typically prefer a single point of contact whereas large businesses prefer direct contact through expert systems.

myGov

The Committee noted myGov is for all Australians including those without a phone or computer.

Members were encouraged to consider using myGov prior to developing new, siloed platforms and to apply discipline in the application of consistent design patterns across government to improve the user experience. Members discussed a variety of issues related to myGov and the importance of working across Government to resolve integration issues with different portals.

Members noted the activities underway to progress commitments made in the Government's Response to the myGov User Audit.

Services Australia Strategic Initiatives:

    a. Health Delivery Modernisation (HDM)

Members noted the update on the Health Delivery Modernisation Program.

    b. Birth of a Child Initiative and Budget Submission

Members noted the update for the Birth of Child project.