



Secretaries Digital and Data Committee

Communique

Date: 13 March 2025

Strategic Discussion: Enabling Service Delivery

Enabling Service Delivery

Members discussed opportunities for accelerating the transformation of service delivery through data and digital advancements, including artificial intelligence. This included a focus on ensuring digital services are accessible and inclusive and reinforcing whole-of-government approaches.

Barriers to transforming connected service delivery

Members noted the key insights following discovery into the legislative barriers which inhibit progress towards more connected and customer-centred service delivery. Members discussed the progress to date and agreed to collaborate with Services Australia and the Department of Finance to explore and identify opportunities to better connect government services, across all channels, through enhanced digital capabilities and increased data sharing.

Improving the customer digital experience

Members noted the DTA will develop a digital experience (DX) baseline of Australian Government digital services. This will enable the subsequent measurement of whole-of-government DX to improve the quality of digital service delivery.

Digital ID – Commonwealth Plan to increase adoption across services

Members discussed adoption of Digital ID across Commonwealth agencies and work to consider data management and retention practices across government services.

July to December 2024 SDDC Performance Report

Members endorsed the SDDC performance report for the period 1 July – 31 December 2024 for submission to the Secretaries Board.

DDMM 2025 Workplan

Members noted the Data and Digital Ministers Meeting 2025 Workplan and work underway to maintain momentum on data sharing across all jurisdictions and between agencies for major projects.

A campus approach to APS technology skills uplift

Members noted a multi-disciplinary team has been stood up with representatives from across the Australian Public Service (APS) to conduct discovery work to inform development of a pilot for a campus approach to uplift APS skills in the domains of Data, Digital and Cyber.

Update on the scheduled Statutory Review of the *Data Availability and Transparency ACT 2022*

Members noted the update by the Department of Finance regarding the scheduled Statutory Review of the *Data Availability and Transparency Act 2022* in 2025.

Digital Leadership Committee

Members noted the Digital Leadership Committee 2024 Annual Performance Report.

Deputy Secretaries Data Group and Digital Leadership Committee performance reports

Members endorsed the Deputy Secretaries Data Group 2024 Annual Performance Report and its Terms of Reference for 2025.

The date for the next SDDC meeting is 19 June 2025.