19/388 ACT Government Digital Strategy

Summary of Impacts

• The Strategy sets the direction for digital transformation within the ACT Government with a focus on:
 	
  o Community-centred Services;
 	
  o Valuing the data that we collect and use on behalf of the community;
 	
  o City planning – by design – and for wellbeing; and
 	
  o Continuing to build strategic relationships with industry, academia, community services organisations.

Key to impacts: Red – negative, Blue – neutral, Green – positive.

Social

Access to services	• The Strategy requires government services to be designed, developed and tested with the community, which will improve ease of access and usability of government services over time. • Greater development of digital services will also increase the ability for the community to access government services at a time and place convenient to them.
Access to social networks and community activities	• The Strategy recommends the development of community and digital hubs to assist social networking. • It identifies existing facilities in libraries and other community centre's as possible sites for these hubs.
Impacts on different age groups	• A citizen centred and co-design approach to creating government services will consider and include people from different age groups to participate in making services better for them. • City planning by design will include consideration of amenity and access for people of different age groups. • The Strategy will recommend the development of community and digital hubs to assist with training and digital literacy for the public.
Disadvantaged and vulnerable	• While not all government services can or should be provided digitally, all government services can be enhanced by digital technologies. • The Strategy requires the designing of new digital services with an understanding of the impact to those without digital access or low levels of digital literacy. • Services will always be designed with options available for those who cannot, for whatever reason, access or use the digital channels.
Human rights	• The Strategy requires the protection of people's privacy and the security of the data they provide government as a principle for government digital services.

Economic

Productivity and Innovation	• The Strategy encourages innovative approaches to engaging industry and academia on digital challenges, including procuring services based on outcome rather than output, and establishing trials.
Procurement	• The Strategy will require a streamlined and outcomes-based approach to digital procurement that will benefit both government and industry.
ACT Government Budget	• The specific projects listed in the Strategy are already funded. • Some possible initiatives have been identified to illustrate a future direction but are not identified as a commitment.
Investment and Economic Growth	• Streamlining digital procurement and trialling new digital initiatives within Canberra may encourage greater industry participation and investment.

Environmental

Environmental	• Greater use of data and analytics can help make evidence-based decisions that monitor and protect the environment.