

4/6/26

Innovation Strategy & Digital Economy



Data and Digital Government

Highlights for 2025-2026

Digital Strategy and Services
Department of Premier and Cabinet



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Overview

The Tasmanian Government has marked a year of significant digital progress with new platforms, improved services, and strengthened cyber resilience delivering real benefits for the community.

Key achievements include the continued success of the myServiceTas portal, with more than 89,000 new accounts created between April 2025 and March 2026, and the launch of the myServiceTas app in December 2025. The TasALERT App recorded 90,606 additional downloads/installs in the 12 months to 31 March 2026, with 15,429,150 million emergency notifications sent in that period, to help keep Tasmanians safe.

myServiceTas

89K+

NEW customer accounts created & **210,000+** transactions completed since April 2025.



TasALERT

90.6K

 app downloads/installs

15.4 million emergency notifications sent since April 2025.

The Government also processed over 1.1 million payslips valued at more than \$2 billion, supported 53,000+ voice endpoints, and maintained digital infrastructure across 960 locations in 128 towns.

Cyber security remained a top priority, with a major whole-of-government cyber security exercise undertaken in July 2025, and Version 2 of the State Cyber Security Emergency Plan released.

These achievements reflect a maturing digital capability that is secure, inclusive, and focused on delivering better services and outcomes for all Tasmanians.

Digital Strategy and Policy

Digital Strategy and Services within the Department of Premier and Cabinet (DPAC) provides leadership and coordination for data and digital priorities. It includes strategy, policy and governance, national collaboration, ministerial support for the Innovation, Science and the Digital Economy portfolio, ICT industry liaison, and engagement with the Tasmanian Community.

Key Strategy and Policy Achievements in 2025-26

- **Digital Tasmania Strategy:** Public consultation commenced in April 2025 to inform the update of *Our Digital Future*, aiming for a cross-sectoral approach to new digital challenges. The resulting strategy, *Digital Tasmania 2026-2031* was formally launched by the Minister in March 2026 and can be found at www.digital.tas.gov.au.

- **Responsible AI Use:** Work was completed on the national AI assurance framework, and the Tasmanian Government published guidelines for responsible AI use, drafted an AI use policy framework, and contributed to national AI regulation discussions.
- **ICT Supply Chain Engagement:** Active engagement was maintained across the sector with ICT industry groups (TASICT, Australian Computer Society - ACS), with participation in industry events, and regular meetings with strategic partners and local suppliers.
- **Advancing Digital Inclusion:** Work to support and understand digital inclusion in Tasmania continued in 2025-26. Significantly, building on the Digital Tasmania consultation, a digital inclusion framework is being drafted for release in June 2026.
- **Digital Identity and Verifiable Credentials:** Work continued on the National Digital Identity and Verifiable Credentials Strategy and common standards for secure online service access. A Digital Drivers Licence (and further credentials) business case for Tasmania was developed and delivered to government in March 2026.
- **Inter-jurisdictional Collaboration:** Tasmania actively participates in and supports a wide range of national data and digital forums, including the Data and Digital Ministers Meeting (DDMM), National Cyber Security Committee (NCSC), State and Territory AI Roundtable, Regional Connectivity Ministers' Roundtable (RCMR), the APS Digital Profession, and the National Digital Inclusion Working Group.
- **National Data Sharing Work Program:** Tasmania also continues to contribute to the National Data Sharing Work Program, focusing on projects to improve data sharing for services to victims of family/domestic violence, the development of a national data catalogue, and alignment with broader national data initiatives like the National Disability Data Asset (NDDA) and Australian National Data Integration Infrastructure (ANDII).

Strategic Programs and Initiatives

The Tasmanian Government continues to advance its digital transformation agenda through several key initiatives with whole-of-government impact.

Key Strategic Program Achievements 2025-26

This period included significant advancements across several key government digital and service initiatives:

- **myServiceTas app:** Launched in December 2025, the app has seen strong uptake with 30,000 account registrations in the first three months. A digital wallet for the app is now under development.

- **myServiceTas Digital Portal:** Continues to grow with the addition of Marine and Safety Tasmania (MAST) portal access for boat licensing, registration and moorings; and Working With Vulnerable People renewals, identity verification and live face check.



- **Human Resources Information System (HRIS):** The HRIS project deployed the first functionality of PeopleCentral – Establishment Management, to the initial agency, Department of Premier and Cabinet (DPAC), in November 2025. This was followed by the delivery of Position Management functionality, also within DPAC. The project will standardise HR business processes across agencies, creating a single, accurate, whole-of-government workforce management approach.
- **Astria Release 2 (Corrections):** The Astria program went live in April 2025, supporting approximately 1,000 users across Corrections, including the Tasmania Prison Service and Community Corrections. Since its release there have been no instances of prisoners being released early or late due to sentence calculation errors, delivering directly on one of the program's primary drivers.
- **Digital Communications Service Model Transformation:** A new service model for whole-of-government digital communications is in development, designed in collaboration with agencies, the model will feature pre-approved supplier panels and a brokered operating model.
- **TasALERT App:** The uptake of the emergency information app continued to grow with an additional 90,606 downloads, and more than 15.4 million notifications delivered.
- **Cyber-Hubs Initiative:** The project is now well underway with broad consultation across government on standardised incident management processes, managed detection and response service contracting, and a new whole-of-government operating model. Additionally, a whole-of-government critical services assessment has been completed.
- **Digital Workforce Capability Development:** The period saw key milestones achieved in skills profiling, promoting digital careers, supporting pathways for ICT students and graduates, and contributing to national digital and cyber security workforce initiatives.

- **Data and Information Sharing:** In response to the Commission of Inquiry recommendations, an Information and Data Governance Group, and a Community of Practice were established, and facilitated the development of guidelines to improve information sharing practices, particularly for protection of children.

Agency Focused Transformation Initiatives

In addition to the whole of government initiatives, agencies have also progressed digital transformation initiatives aligned with their core business priorities. The following initiatives highlight the collective momentum of these efforts, showcasing the diverse ways government is adopting new technologies and innovative approaches to improve operations and service delivery. The commitment and achievements of these agencies are instrumental in advancing the Government's broader digital vision for Tasmania.

Key Initiatives through 2025-2026

- **Digital Health Transformation:** The Tasmanian Government's Digital Health Transformation Program (2022-2032) is a 10-year, \$476 million initiative being delivered by the Department of Health that focuses on leveraging digital technologies to improve patient outcomes by creating a more connected and accessible health system for all Tasmanians.
- **RWVP E (Registration to Work with Vulnerable People – Expansion):** The RWVP E is the Department of Justice's program to replace and modernise the existing RWVP system with a contemporary, cloud-based solution built on Dynamics 365, Dataverse, Power Apps and Power BI. The program addresses known limitations in the current system, including data quality issues, legacy reporting, and constrained scalability, by introducing stronger validation, modern reporting, and a more robust digital architecture.
- **Justice Connect:** Justice Connect is a project within the Department of Justice that focuses on a major digital transformation of the state's justice system, aiming to replace outdated systems with an integrated end-to-end digital solution called Astria. The second phase of the Astria transformation went live in Corrections in April 2025, supporting over 1,000 users in Community Corrections and the Tasmanian Prison Service. The final major phase will be Release 3 - Courts and Prosecutions.
- **Fisheries Digital Transition:** The Fisheries Digital Transition Project, overseen by the Department of Natural Resources and Environment Tasmania, aims to modernise commercial fisheries through digital platforms for licensing and catch reporting, with ongoing efforts to expand to recreational fisheries and aquaculture.
- **Statewide Parks Online Booking System:** The Statewide Parks Online Booking System is an initiative being delivered by the Department of Natural Resources and Environment Tasmania, aiming to deliver a modern online platform for booking campsites, park passes, walks, and tours in Tasmanian parks and reserves. The tender has been awarded and work is underway, with an anticipated launch in the latter half of 2026.

Cyber Resilience and Risk

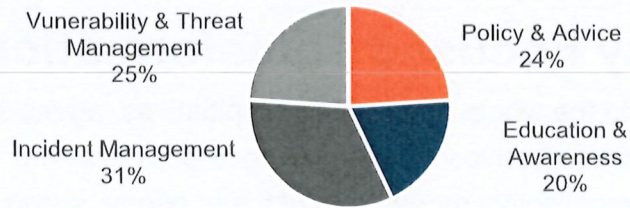
Incidents

541

incidents responded to by whole-of-government cyber team.

1 April 2025 – 31 March 2026

Activity Breakdown



- The Tasmanian Government is committed to protecting its information and ICT systems and supporting Tasmanians impacted by cyber-attacks.
- DPAC's Digital Strategy and Services leads this effort by:
 - Providing central governance and coordination for cyber security.
 - Developing whole-of-government cyber security policies, standards, and guidelines.
 - Delivering common services like incident response support, education, threat intelligence, and workforce development.
 - Fulfilling DPAC's role as Response Management Authority for cyber emergencies.
 - Collaborating nationally and inter-jurisdictionally on threat intelligence, strategy, and incident response coordination (currently co-chairing the NCSC).

Key Cyber Security Achievements in 2025-2026

- The Tasmanian Government provided the delivery of cyber security training programs, including Australasian Inter-service Incident Management System (AIIMS) training and contracted for a new cyber incident management exercise and training platform.
- Tasmania hosted the year's first National Operations Sub-Committee (NOSC) forum in February 2026, bringing together senior cyber professionals nationwide to share intelligence, collaborate on operational issues, and coordinate responses, showcasing Tasmania's leadership in strengthening Australia's cyber resilience.
- Represented Tasmania by providing advice and collaborating with the Australian and state and territory governments in multiple national cyber security committees.
- Successfully managed escalated cyber security incidents, in collaboration with other agencies.
- A whole-of-government exercise was undertaken for the State Cyber Security Emergency Plan.

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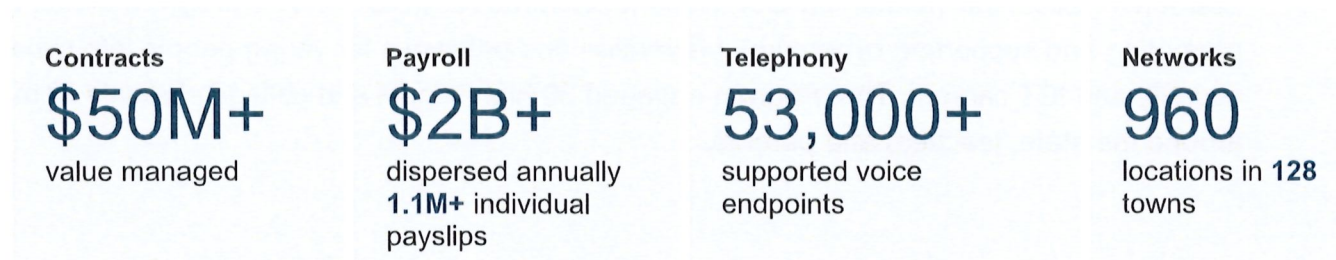
- The Digital Careers campaign program, in partnership with Beacon Foundation, the Department for Education, Children, and Young People, the University of Tasmania, TasTAFE and industry, participated in numerous initiatives across the state aimed promoting and supporting digital career pathways. Initiatives included internships, guest presentations, High School and College careers expos and industry panel sessions, Catch the Flag competitions and in the Tasmanian Government Exhibit at Agfest, Burnie and Hobart Agricultural Shows.
- Collaborating with the Australian Federal Police (AFP) Cyber Crime Prevention Unit and Tasmania Police, the Tasmanian Government delivered re_BOOTCMP, a program aimed at promoting and supporting cybercrime prevention and pathways for young people into cyber security and ICT careers. The program engaged 30 high school and college students from around the state, teachers and parents.



Whole of Government Service Delivery

Through Digital Strategy and Services, DPAC delivers a range of government-to-government services that underpin service delivery and operations across the Tasmanian Government. This includes the management of infrastructure and services contracts, providing savings to government through economy of scale and management efficiencies.

Service Volume:



Core Services

- **Corporate Applications and Technology:** Supports the delivery and ongoing management of enterprise applications and platforms, including application and database hosting, HR and payroll services, and strategic partnerships with vendors such as Microsoft and Oracle. These services ensure that core business systems are robust, secure, and aligned with government objectives.
- **Digital Communications Services:** Provides unified communications and collaboration systems for government, supporting both internal operations and public-facing interactions. This includes fixed telephony, mobile telephony, messaging and contact centre platforms. These services ensure effective and integrated communication across government.
- **Networks and Infrastructure Services:** Provides the foundational digital infrastructure services required for reliable business operations, including digital networks, connectivity, infrastructure and data centre hosting. These services ensure secure, scalable, and high-performance connectivity and hosting across government.

Key Achievements in 2025-2026

- More than 1.1 million individual payslips were processed, with a total value of more than \$2 billion dispersed annually.
- The EmpowerHR system, delivering payroll and HR services across government agencies, was successfully migrated to a cloud environment. This milestone supports a broader program to enhance the efficiency, scalability and security of critical whole-of-government HR services.

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- A reporting and analytics platform integrating HR and financial data was implemented within DPAC. Established as a reference model for the HR Transformation Project, the platform provides a foundation for a future whole-of-government data management and reporting architecture.
- DPAC participated in service design and transition planning for the HR Transformation Program as system owner for the Human Resource Information System, including stabilisation and hardening of existing payroll systems infrastructure; and initiation of work to establish new data and analytics capabilities to support the HR Transformation Program.
- Fully managed digital communications services were delivered for a fleet of more than 53,000 voice endpoints for Tasmanian Government's telecommunications, supporting key government services such as Service Tasmania, hospitals, police stations and mental health services.
- The Negotiation and Contract signing Phase (stage 5) of the Digital Communications Service Model Transformation Program was completed, ensuring contractual terms and conditions are negotiated with the suppliers and the legal departures and other conditions are incorporated into the Standing Offer Arrangement.
- DPAC managed supplier arrangements for critical network and internet communications services supporting government business across 960 locations in 128 towns including schools, Service Tasmania shops, hospitals, and fire stations.
- DPAC has led an initiative aimed at strengthening digital workforce capability across the Tasmanian State Service (TSS) by implementing the international framework, Skills Framework for the Information Age (SFIA), in partnership with the Australian Public Sector Commission (APSC) and the Australian Computer Society (ACS) workforce development team and other state jurisdictions. Between 2023-25, DSS delivered three digital skills profiling and assessments projects engaging over 50 TSS employees and mapping over 100 TSS job roles in partnership with the ACS.