



Digital Tasmania 2026-2031

Digital Strategy and Services
Department of Premier and Cabinet



Accessibility

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Acknowledgment of Country

The Tasmanian Government acknowledges and pays respect to Tasmanian Aboriginal people as the traditional owners and continuing custodians of Tasmania's land, sea and waterways. We acknowledge Elders – the custodians of Aboriginal knowledge and holders of wisdom, who are deeply respected in their community, who generously share their time and knowledges to provide guidance and care for Country and people. We also recognise the voice of Tasmanian Aboriginal people who share Culture and heritage for the benefit and support of the Tasmanian community.

Aboriginal people carry the stories of their Ancestors. Data and information is more than numbers or reports – it is their knowledge, stories and aspirations for the future. It is layered, interconnected, and intrinsically linked to every element of their ways of knowing and being.

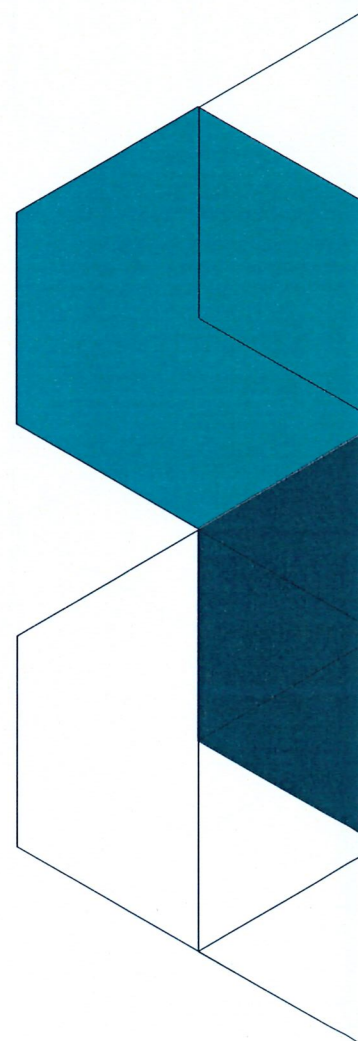
Closing the Gap

The National Agreement on Closing the Gap 2020 is clear that better outcomes are achieved when change is led by Aboriginal people, with Aboriginal people at the centre. As a signatory to the National Agreement on Closing the Gap, the Tasmanian Government is committed to Closing the Gap for better life outcomes for Aboriginal people. This will be achieved through four priority reforms:

1. Formal partnerships and shared decision-making with Aboriginal people.
2. Building the Aboriginal community-controlled sector.
3. Transforming Government organisations, including to eliminate institutional racism, ensure cultural safety, increase the provision of services by Aboriginal organisations and increase accountability.
4. Sharing access to data and information to support the Aboriginal sector to participate in service design, delivery and monitoring.

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A message from the Minister



Digital technology underpins how Tasmanians live, learn, work and access essential services.

As expectations rise and tools like Artificial Intelligence (AI) mature, our responsibility is clear: ensure every Tasmanian can participate confidently and ensure government services keep pace with community needs.

In forming Digital Tasmania 2026 - 2031, we undertook extensive statewide consultation where we heard from community members and organisations, industry, researchers and government partners. The message was consistent: Tasmanians want a future that is inclusive, connected, secure and ready for what's next. Tasmanians asked for fair access, practical digital skills, simple and joined up services, and trustworthy use of data and AI services.

Digital trends reinforce these priorities. National data continues to show growing demand for digital and AI related skills, increasing pressure on regional connectivity, and the rising importance of strong cyber resilience across all sectors. At the same time, digital inclusion is now recognised as essential to economic participation and community wellbeing, placing Tasmania in a strong position to build on its strengths and address barriers head on.

This strategy reflects what Tasmanians told us matters most. It sets a practical and ambitious direction for strengthening digital capability, driving innovation, improving services and ensuring everyone can benefit from the opportunities ahead.

I would like to thank the many Tasmanians and organisations who contributed their insights and expertise. Your perspectives have shaped a strategy that reflects the needs, strengths and ambitions of our state.

Together, we can build a digital Tasmania that is connected, competitive, efficient and confidently prepared for the future.

A handwritten signature in blue ink that reads "Madeleine Ogilvie". The signature is fluid and cursive, with a prominent initial 'M'.

The Hon. Madeleine Ogilvie MP
Minister for Innovation, Science and the Digital Economy

Introduction

Digital capability is now fundamental to Tasmania's social, economic and service future. Digital Tasmania 2026-2031 builds on a strong foundation of work already underway through Our Digital Future 2020-2025 which strengthened digital inclusion, modernised systems and laid the foundation for better, more resilient digital services across Tasmania.

Tasmania's digital landscape has evolved significantly. Community expectations have increased, technologies such as AI continue to mature, and the importance of cyber resilience, data stewardship and digital inclusion has grown. These changes, together with feedback from Tasmanians highlighted the need for an updated strategy with a clearer focus and a scope that better reflects Tasmania's current priorities and future needs.

Digital Tasmania 2026-2031 reflects this shift and provides a more practical, capability focused approach to digital transformation across government. It represents a move from laying foundations to scaling delivery, strengthening system resilience and ensuring digital services are designed around the needs of Tasmanians.



Digital trends across Australia

Inclusion and access

- Digital exclusion persists, with around one in five Australians still facing affordability, skills or access barriers limiting their ability to use essential services¹.
- Affordability remains a major constraint, with low income households experiencing significant affordability stress and often cutting back on speed or data to stay connected².
- Regional and remote communities face higher costs and poorer service quality, with digital inclusion scores decreasing with remoteness³.
- Tasmanian Aboriginal people and their communities face a significant digital gap, with pronounced affordability and access challenges in remote areas⁵.

Skills and capability

- Digital skills shortages remain severe, with national reporting identifying widespread skills gaps affecting competitiveness and productivity⁵.
- Demand for AI, cybersecurity, cloud and data skills continues to accelerate, closely tied to Australia's digital ability trends and workforce capability initiatives⁶.
- Everyday digital skills are now core to work, with workers spending nearly 40 per cent of their time on digital tasks, underscoring the need for universal foundational literacy.
- Government and industry are expanding digital training and leadership capability, aligned with national AI and digital workforce development programs⁸.
- Innovation capability is economically critical, with national digital inclusion research noting structural gaps and the need for stronger innovation strategies⁵.

Trust, safety and transparency

- Cyber threats are rising, prompting a national shift toward increased cyber resilience and secure digital platforms⁹.
- Government is adopting responsible AI frameworks emphasising ethics, transparency and accountability⁹.
- Data governance reforms continue to mature, with national efforts to treat data as a strategic asset supported by digital inclusion and AI policy research⁹.
- Public expectation for trustworthy digital systems is growing, with rising scrutiny of algorithmic decisions, data handling and identity systems⁹.

Modern, connected digital services

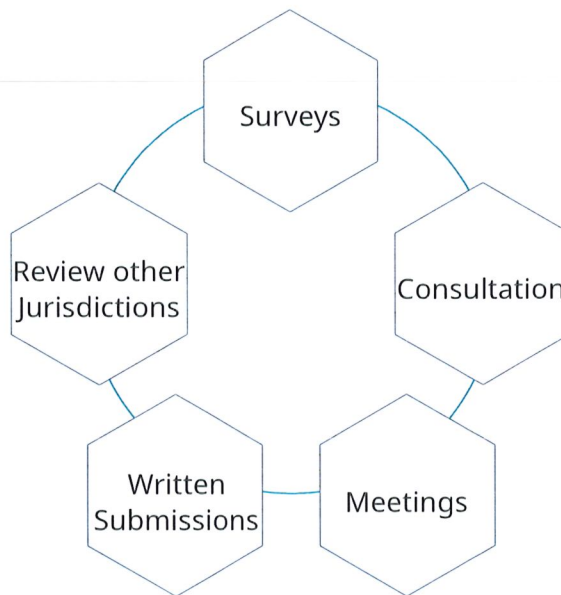
- National shift toward simple, connected, life event services, improving accessibility and reducing friction for users¹⁰.
- Rapid adoption of AI across government, enhancing service speed, accuracy and personalisation when used responsibly¹¹.
- Accelerating modernisation of technology stacks, including cloud platforms and secure digital architectures replacing legacy systems¹².
- Interoperability and modern architecture becoming standard, supporting more consistent experiences across channels¹².



How we developed the strategy

We engaged with community groups, local government, businesses, industry, researchers, education providers, individuals and across government through 48 surveys, consultations, meetings and written submissions.

We also reviewed strategies and research from other jurisdictions to inform and strengthen the approach.



What we heard

From our consultation activities, seven key themes emerged:

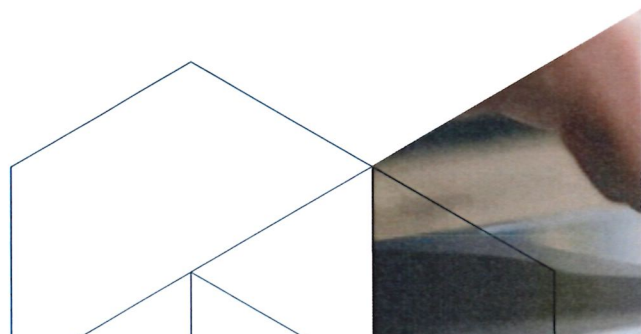
Inclusion and access: Tasmanians said digital inclusion must be a core priority. They want everyone, regardless of income, location, age, ability or culture, to have the skills, confidence and support needed to use digital services. They emphasised the importance of community led training, affordable connectivity and culturally safe, face to face support delivered through trusted local places such as libraries, Aboriginal organisations and neighbourhood centres.

“Digital inclusion isn’t just about technology — it’s about people, connection and confidence.”

Skills and leadership: Tasmanians highlighted the need to build digital capability across the whole community. They called for lifelong learning opportunities, from basic digital skills to advanced capability in areas such as

AI, cyber security and data analytics. Strong leadership, diverse pathways into digital careers and mentoring across sectors were seen as critical to building confidence and talent.

Trust, ethics and security: Tasmanians said they will only embrace digital transformation if systems are secure, transparent and ethical. They want strong safeguards around AI, clear accountability, and openness about how data and algorithms are used. Tasmanian Aboriginal people highlighted the importance of Aboriginal data sovereignty and culturally safe technology and design. Many Tasmanians also supported open data, transparent performance reporting, and consistent privacy and security standards across government.



“Trust is built through openness, fairness and accountability in every digital service.”

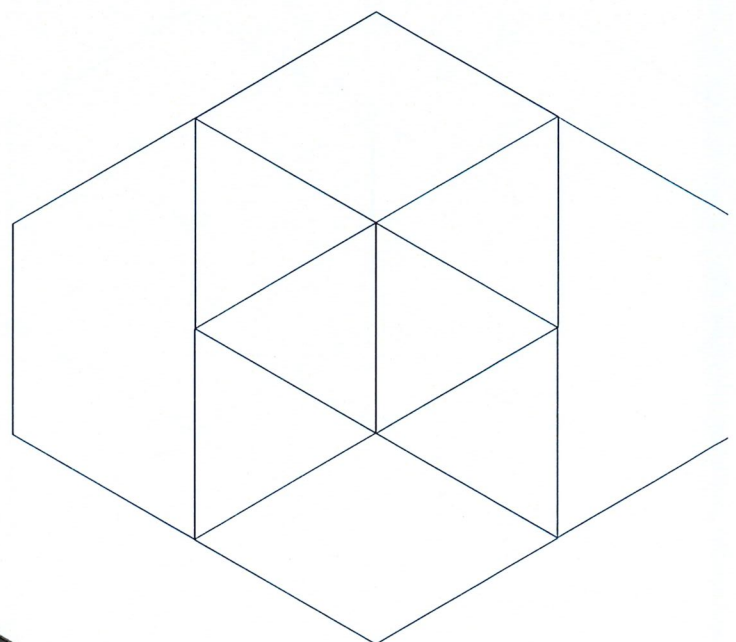
Modern digital government: Tasmanians said they want government services that are modern, connected and easy to use. Many supported creating a single ‘MyTas’ digital identity and portal to simplify access to licences, payments and records. Tasmanians also emphasised the need for services to remain intuitive and inclusive, with phone and face to face options for those who prefer them. They saw strong potential for reusable digital platforms and emerging tools, including generative AI, to make government more efficient, consistent and collaborative.

Innovation and regional opportunity: Tasmanians said digital innovation is closely tied to regional opportunity and community resilience. They emphasised the importance of local, community driven projects to ensure all regions share in digital benefits. Tasmanians highlighted the role of libraries, councils and community hubs as key enablers of digital skills and access and suggested targeted regional investment in connectivity and initiatives to retain young talent through local digital career pathways. They also noted that Tasmania’s small scale and renewable energy strengths make the State well suited to testing new technologies, with opportunities identified across sectors such as health, education, justice, agriculture and tourism.

“Tasmania can lead as a living lab for ethical, green digital innovation.”

Sustainability and resilience: Tasmanians said digital transformation should align with the State’s clean energy strengths and environmental values. They supported adopting green ICT standards, investing in energy efficient data centres and promoting circular approaches to reduce e waste. Tasmanians also linked sustainability to resilience, highlighting the importance of digital tools for preparing for and responding to natural disasters and climate related challenges.

Integration and future focus: Tasmanians supported integrating the industry components of Our Digital Future into the Advanced Technology Strategy (ATS), while developing a dedicated digital government strategy focused on service delivery, accessibility and trust. They said industry development, research and commercialisation activities are better aligned under ATS, and that digital government should retain a clear, people centred roadmap to guide future transformation.



Our role

The Tasmanian Government plays multiple roles in shaping the State's digital future as an enabler, provider, regulator, investor and partner.

This strategy identifies opportunities to strengthen and align our contribution across these roles, ensuring a coordinated and people centred approach to digital transformation.

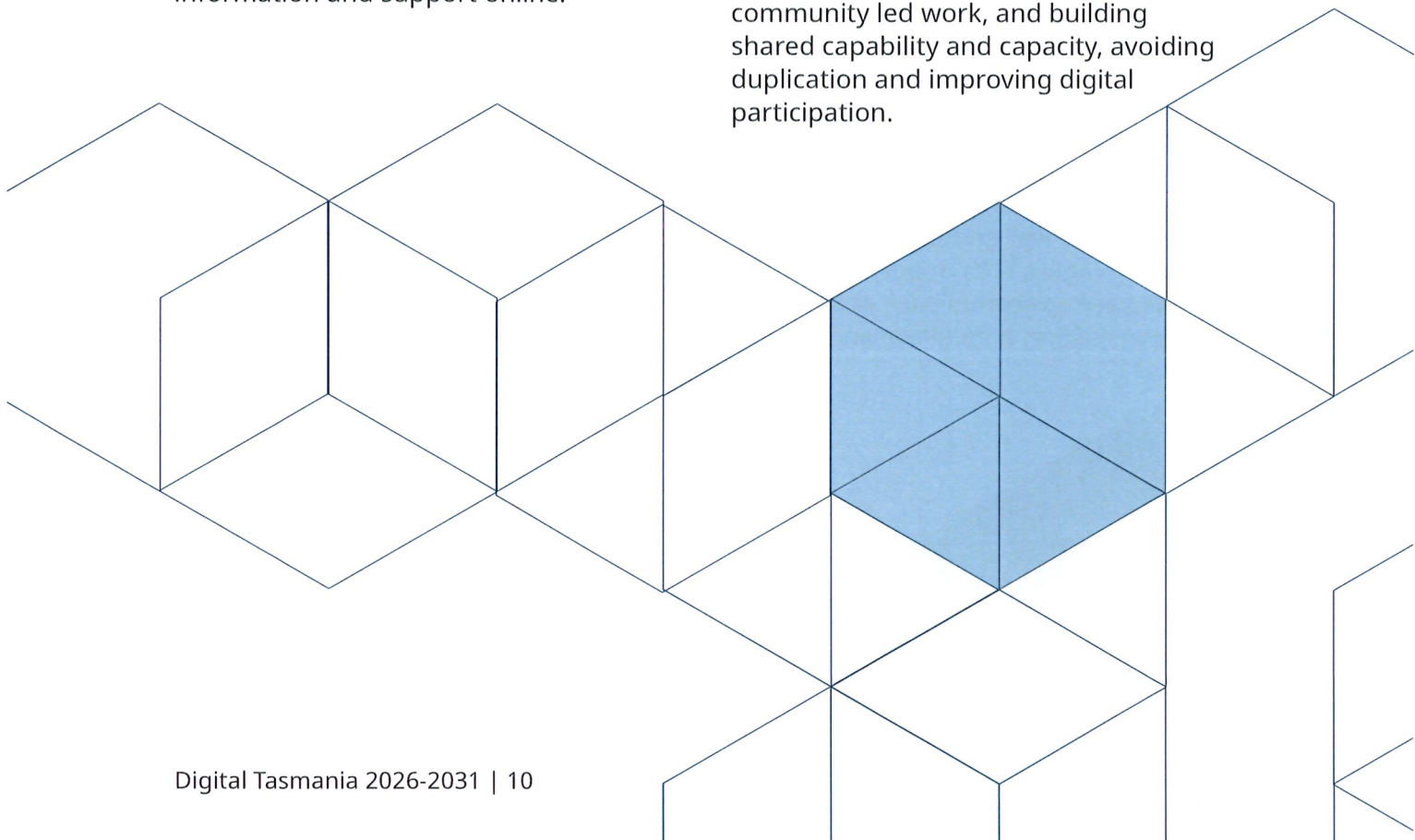
As an **enabler**, the Tasmanian Government supports the foundations that allow people and organisations to participate in the digital world. This includes improving connectivity, supporting modern infrastructure, and helping communities access the tools and support they need.

As a **provider**, the Tasmanian Government designs and delivers digital public services that are simple to use, secure and responsive. This includes improving how people interact with services, strengthening service design capability, and making it easier for Tasmanians to access government information and support online.

As a **regulator**, the Government builds trust, privacy and safety in the digital environment. This includes setting standards for responsible data and AI use, maintaining strong cybersecurity safeguards, and supporting transparency so that Tasmanians can engage confidently with digital systems.

As an **investor**, the Tasmanian Government invests in digital foundations that strengthen participation and capability across the state. This includes funding digital inclusion programs, supporting community based digital access, expanding skills and capability initiatives, and investing in the systems and infrastructure that underpin digital services.

As a **partner**, the Tasmanian Government works with councils, community organisations, Tasmania's Coalition of Peaks partner and the Aboriginal community-controlled sector, libraries, education providers, industry and other government agencies. This includes coordinating effort and supporting community led work, and building shared capability and capacity, avoiding duplication and improving digital participation.



Strategy overview

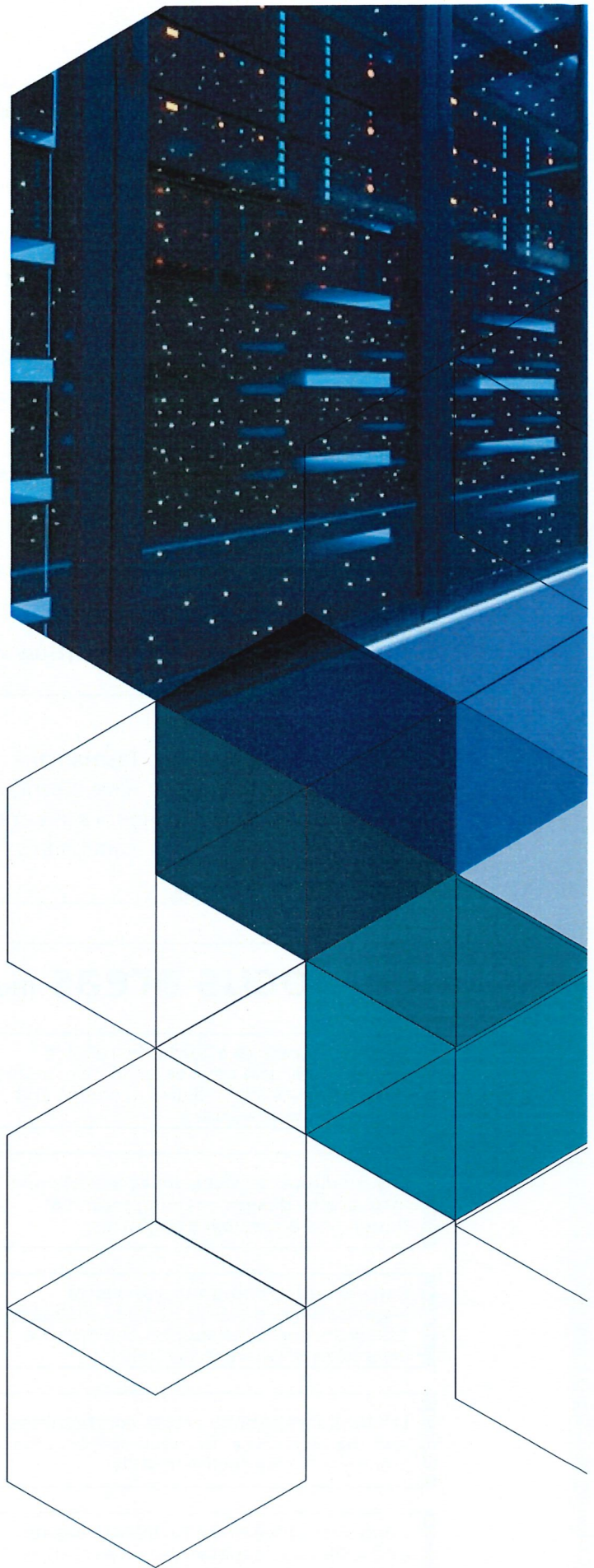
Tasmania's future prosperity depends on our ability to participate confidently in an increasingly digital world. Digital Tasmania 2026-2031 sets a clear statewide vision: a Tasmania where people, communities, businesses and government can thrive through equitable access to technology, strong digital capability, secure and trustworthy systems, and modern, connected services.

National trends show the pace of digital change is accelerating—digital exclusion persists, skills shortages are growing, cyber threats are increasing, and governments are modernising platforms and life event services, so our strategy focuses on the issues that matter most for Tasmania.

To deliver on this vision, Digital Tasmania is structured around four priorities:

1. Inclusion and access – ensuring all Tasmanians can participate confidently in the digital world.
2. Skills and capabilities – building digital confidence and future focused talent across communities and the workforce.
3. Trust, safety and transparency – strengthening cyber security, responsible data use and transparent digital systems.
4. Modern, connected digital services – delivering simple, secure, user centred government services supported by modern technology foundations.

Each priority includes a clear rationale, the outcome we aim to achieve, and the focus areas that will guide delivery across government.



Digital Tasmania 2026-2031

Digital Tasmania | Connected - Competitive - Efficient - Future Ready

Our vision (What we want to see)

A Tasmania where people, communities, businesses and government can confidently participate and thrive in a rapidly changing digital world.

Our priorities

Inclusion and access

Skills and capabilities

Trust, safety and transparency

Modern, connected digital services

Our outcomes (How will we know we are achieving our vision)

Tasmanians can access and confidently use digital technologies and services

Tasmanians have strong digital skills and capabilities

Digital systems are trusted, safe and transparent

Modern, connected digital services

Our focus areas (How we will deliver our strategy)

Improve access to affordable, reliable connectivity and devices so all Tasmanians can participate in the digital economy and access essential services.

Strengthen cyber security and system resilience across government to protect services, data and critical digital infrastructure.

Ensure digital services are accessible and inclusive by design, meeting universal design and accessibility standards.

Ensure ethical transparent and responsible use of data and AI, including strong privacy protections and accountability.

Partner with communities and local organisations to deliver targeted, culturally safe digital inclusion support and improve awareness of where to get help.

Deliver efficient user-centred and connected government services, while maintaining non digital options where needed.

Lift digital capability across communities and the workforce, from foundational digital literacy to future-focussed skills.

Use data and insights responsibly to improve service quality, accessibility and efficiency.

Build a sustainable digital talent pipeline and leadership capability in areas such as data, cyber security, AI and service design, in partnership with education and industry.

Improve interoperability across government and retire legacy systems to enable efficient, joined-up service delivery.



How we will deliver the strategy

Delivering a connected, competitive and future ready Tasmania requires consistent, coordinated and sustainable foundations.

Governance

The Tasmanian Government will provide clear digital leadership and whole of government coordination. A coordinated governance model will oversee priorities, investment, risk and delivery across agencies. Progress will be monitored through structured review points and an annual Digital Highlights Report progressed through the whole of government Data and Digital Committee, the Secretaries' Board, and Cabinet.

Supporting artefacts (strategies, action plans, roadmaps)

Digital Tasmania will be implemented through a coherent suite of supporting strategies, policies, standards, roadmaps and action plans that:

- set detailed policy, technical and operational settings (e.g., digital government, data, cyber security, privacy, digital inclusion, workforce capability).
- sequence delivery and investment through whole of government roadmaps.
- clarify responsibilities and milestones via targeted action plans; and
- are reviewed regularly to stay current with technology, risk and user needs.

Strategic alignment and resourcing

Investments and digital activities across agencies will remain aligned to this strategy. Funding and capability will be allocated transparently to reduce duplication and prioritise shared platforms and capabilities. Long term resource planning will keep delivery achievable, sustainable and responsive to change.

Partnerships and engagement

Collaboration across sectors will be essential to achieving a connected and future ready Tasmania. The Tasmanian Government will work closely with community organisations, industry, local government, education providers and national partners to support inclusion, digital skills, cyber resilience and user-centred service design. Engagement with Tasmanians, particularly priority groups, will ensure digital services and actions remain relevant, accessible and aligned with user and community needs over the life of the strategy.

Capability and workforce development

Leadership capability will be strengthened and communities of practice, learning pathways and shared resources will uplift digital, data, cyber and service design skills across the Tasmanian State Service.

Communication and engagement

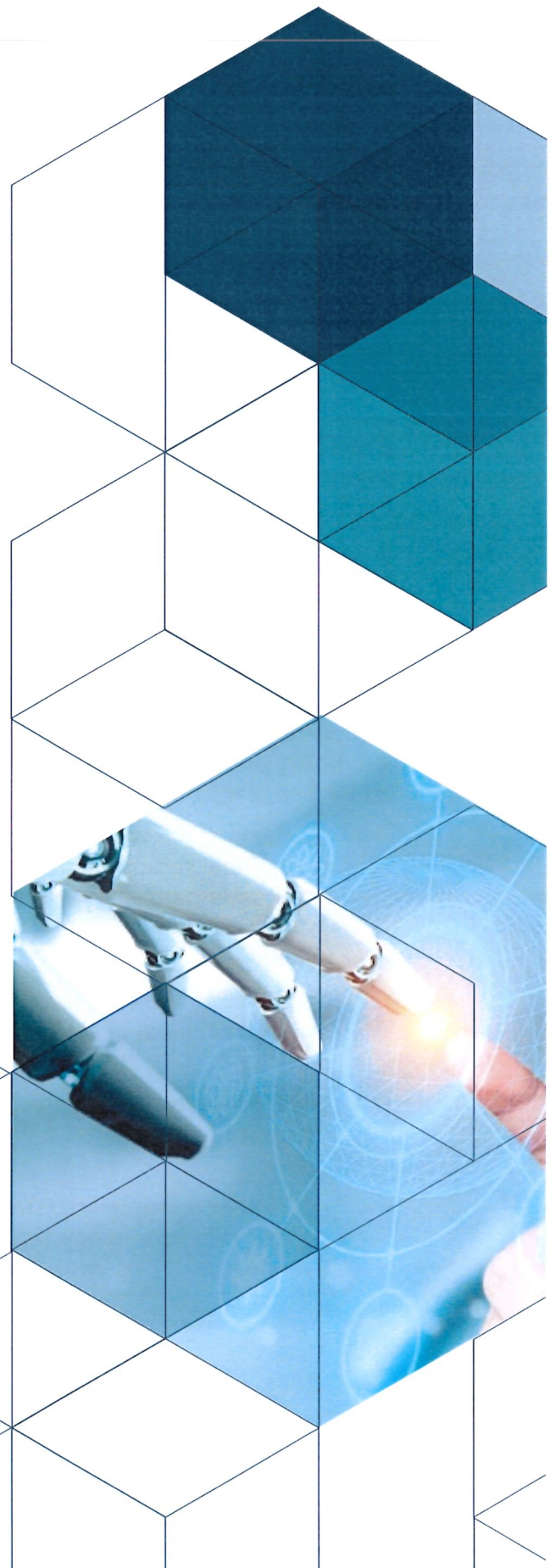
Clear, consistent communication will support implementation and change management. Communication plans and feedback loops will ensure agencies understand priorities, roles and benefits and can surface issues early.

Sustainability and resilience

Sustainable and resilient design will reduce environmental impact, improve resource efficiency and strengthen continuity so services remain reliable during disruptions.

Innovation

Innovation will be enabled through shared tools, modern digital infrastructure, strong partnerships with business, researchers, education providers and community organisations, and guidance that supports safe experimentation and learning.



Strategy boundaries and interfaces

Tasmania's digital system is supported by a broader landscape of strategies, programs and initiatives that together shape how digital transformation is delivered. This section outlines the key strategies and major initiatives that interface with Digital Tasmania, ensuring alignment of effort, reducing duplication and collectively strengthening the state's digital foundations.

Primary strategies

Strategy / Framework	Status	Definition	Interface with Digital Tasmania 2026-2031
Cyber security strategy	Existing	Sets statewide direction to embed cyber governance, security by design and partnerships to protect government systems and information.	Provides security guardrails for platforms, data and services.
Digital inclusion strategy	In development	Improves connectivity, devices and digital skills so all Tasmanians can participate.	Ensures equitable access to digital services and capabilities.
Advanced technology strategy (ATS)	Existing	Strategy to drive advanced technology adoption, innovation ecosystems, commercialisation and investment attraction.	Complements Digital Tasmania 2026-2031 by enabling broader economic and innovation outcomes.
Workforce capability strategy	In development	A whole of government strategy to build the digital, data, cyber and leadership capability of the Tasmanian State Service.	Builds the skills and capacity to deliver Digital Tasmania 2026-2031.
Economic diversification and investment strategy	In development	Long term blueprint to broaden the economy and accelerate growth in digital and advanced technology sectors.	Leverages Digital Tasmania 2026-2031 foundations (platforms, skills, data) for industry growth.
Digital government strategy	Planned	Whole of government approach for modern service delivery, channels, common platforms, identity and technology standards.	Provides the delivery pathway aligned to Digital Tasmania 2026-2031 statewide direction.
Data governance and privacy strategy	Future	Defines statewide objectives, guardrails and priorities for privacy, open data and data sharing, and by mandating the supporting policy and standards.	Enables interoperability and responsible data use across services.

Primary programs and initiatives

Program / Initiative	Description
Digital communications transformation program	Modernises government communication channels, improves accessibility and consistency, and supports more responsive digital engagement with Tasmanians.
myServiceTas expansion	Upgrades service delivery systems and channels, ensuring a consistent, omni channel customer experience across the state.
Cyber security uplift and cyber hubs initiative	Strengthens whole of government cyber security capability, embeds shared operating models and enhances resilience against emerging threats.
Project unify	Modernises critical policing and justice systems by replacing ageing, disconnected ICT systems with modern, integrated platforms.
Digital health transformation program	A long-term program to modernise digital health systems, improve data use and ensure secure, connected care across Tasmania.
Regional and community led digital initiatives	Includes local government digital innovation programs, digital inclusion projects and place based digital capability initiatives across Tasmania.



Strategic alignment

The Digital Tasmania Strategy 2026-2031 aligns with national and broader strategic frameworks that guide digital transformation, inclusion, skills development, trust and modern service delivery. Ensuring this alignment helps maximise impact, reduce duplication and ensure Tasmania's digital priorities complement work occurring across Australia.

National alignment

This strategy aligns with the following national digital, cyber, data, inclusion and technology strategies, frameworks and policies:

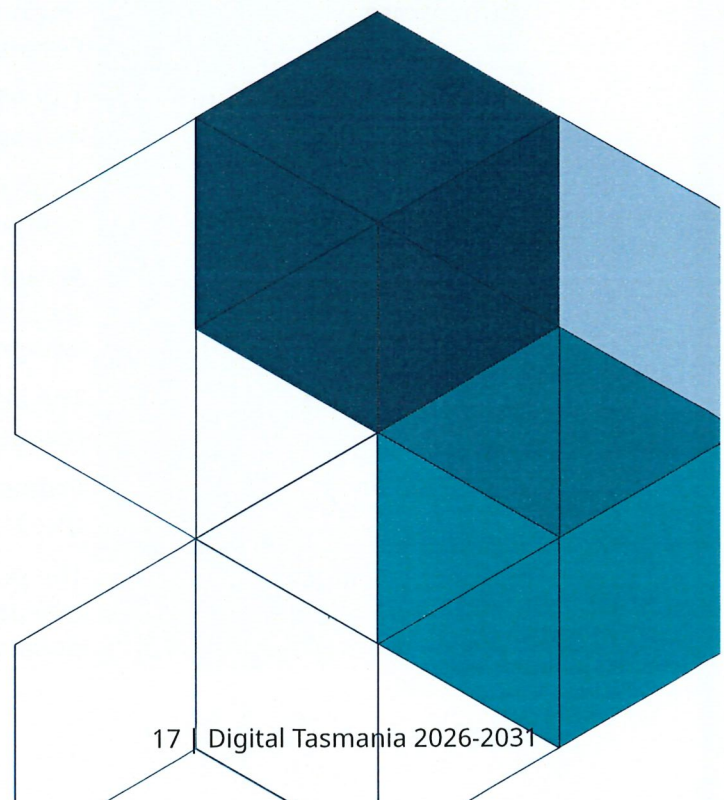
- [2023-2030 Australian Cyber Security Strategy](#)
- [Protective Security Policy Framework \(PSPF 2025\)](#)
- [ASD Information Security Manual \(ISM\)](#)
- [ASD Essential Eight Maturity Model](#)
- [Digital Service Standard \(Digital Experience Policy\)](#)
- [Digital ID Act 2024 and Australian Government Digital ID System \(AGDIS\)](#)
- [National Framework for Assurance of AI in Government \(2024\)](#)
- [Australia's AI Ethics Principles & national AI guidance resources](#)
- [Guidance for AI Adoption \(National AI Centre\)](#)
- [Australia's Disability Strategy 2021-2031](#)
- [Australian Government Architecture \(AGA\) — integration & interoperability](#)
- [APS Digital Profession & APS Data, Digital and Cyber Workforce Plan](#)
- [Australia's Net Zero Plan](#)
- [Circular Economy Policy Direction](#)

- [National Agreement on Closing the Gap](#)
- [First Nations Digital Inclusion \(Target 17 - National Agreement on Closing the Gap\)](#)
- [Priority Reform Four Closing the Gap: Shared access to data and information at a regional level](#)

International alignment

This strategy is consistent with global digital government principles and guidance, including the United Nations E-Government Survey 2024 (Digital Government Model Framework and EGDI) and the OECD Digital Government Policy Framework (digital by design, data driven public sector, government as a platform, open by default, user driven, proactive).

It also reflects the International Telecommunication Union's digital inclusion agenda to support universal, meaningful and accessible connectivity. We use these touchstones to benchmark our approach to inclusion, trust and modern service delivery.



Key terms and acronyms

Term / Acronym	Definition
Accessibility	Designing information, services and technology so all people can use them easily, including those with disability or limited digital skills.
Acknowledgment of Country	A formal statement recognising Tasmanian Aboriginal people as the traditional owners and continuing custodians of Lutruwita/Tasmania.
Aboriginal data sovereignty	The right of Aboriginal people to control the collection, access, use and sharing of data relating to their people, communities, lands and cultures.
Closing The Gap (CTG)	A national agreement to improve life outcomes for Aboriginal and Torres Strait Islander people through four priority reforms: shared decision-making, community-controlled services, transforming government, and better access to data.
AI – Artificial Intelligence	Computer systems that perform tasks typically requiring human intelligence, including pattern recognition, decision-making and content generation.
AGDIS – Australian Government Digital ID System	The national digital identity framework enabling secure, verified digital identity for accessing government services.
ATS – Advanced Technology Strategy	A Tasmanian Government strategy (in development) focused on advanced technology adoption, innovation ecosystems and economic growth.
ASD – Australian Signals Directorate	Australia’s national authority on cyber security, responsible for the Information Security Manual and Essential Eight.
ASD Information Security Manual (ISM)	The ASD’s framework for designing, securing and managing government ICT systems.
ASD Essential Eight	A cyber security maturity model outlining eight mitigation strategies to reduce cyber risk.
Circular economy	An approach that reduces waste by reusing, repairing and recycling materials, including ICT equipment.
Cyber resilience	The ability to prepare for, withstand, respond to and recover from cyber-attacks or disruptions.
Cyber security	Protecting systems, networks and data from cyber threats and unauthorised access.
Data governance	The policies and processes that ensure data is managed securely, ethically, and in alignment with privacy and transparency standards.

Term / Acronym	Definition
Digital inclusion	Ensuring people can access, afford and effectively use digital technology, including devices, connectivity and digital skills.
Digital literacy	The skills and confidence required to use digital tools and online services safely and effectively.
Digital service standard	Government standards that define how to design and deliver quality digital services that are simple, secure and user centred.
Digital transformation	Improving services and ways of working using modern technology, design and data.
DDC -Data and Digital Committee	A whole of government governance body and subcommittee of the Secretaries Board providing oversight of digital priorities, investment and performance.
Economic diversification and investment strategy	A whole of state strategy to grow and broaden Tasmania's economy, including digital and advanced tech sectors.
E Government / Digital government	The use of digital tools and platforms to deliver public services that are modern, seamless and easy to use.
Ethical AI	The principles and safeguards ensuring AI is fair, accountable, transparent and safe.
Interoperability	The ability of different systems or organisations to share, understand and use data seamlessly.
ICT - Information and communications technology	The technology and systems used to create, manage, store and exchange information.
Innovation	Developing new ideas, methods, tools or technologies that create value and improve services or efficiency.
Lifetime / life event services	Services designed around key life moments (e.g., having a baby, retiring), rather than around agencies or programs.
Modern, connected digital services	Government services that are integrated, accessible, secure and consistently designed across channels.
MyTas (digital identity)	A proposed secure digital identity and login that will enable Tasmanians to access multiple government services via a single account.
Open data	Government data that is made publicly available in accessible formats to support transparency, innovation and research.

Term / Acronym	Definition
Privacy	The protection of personal information through lawful, ethical and transparent handling practices.
PSPF - Protective Security Policy Framework	The Australian Government's mandatory security framework covering information, personal and physical security.
Regional digital initiatives	Community led or region based programs that improve digital access, infrastructure, skills and innovation.
Responsible data use	Ensuring data is used ethically, securely and transparently, respecting community expectations and cultural protocols.
Responsible AI	Ensuring AI is used safely, ethically and transparently, with safeguards for fairness, accountability and impacts on people.
Security by design	Embedding security and privacy into systems and services from the outset rather than retrofitting later.
Service design	A human centred design discipline that ensures services are intuitive, accessible and meet user needs end to end.
Shared platforms	Core digital systems or tools reused across government to reduce duplication and improve consistency.
Sustainability (Digital / ICT)	Designing and operating technology in ways that reduce environmental impact, including energy use, emissions and e waste.
Transparency	Being open about how data is used, how decisions are made, and how systems operate, to support public trust.
Trustworthy systems	Digital systems that are secure, reliable, ethical and privacy protecting, enabling people to interact confidently.
UN E-government survey	A global benchmark assessing digital government capability and performance across countries.
Workforce capability	The skills, knowledge and competencies required to deliver digital, data, cyber and service design functions effectively.

End notes

1. Australian Digital Inclusion Index (ADII) 2025 – Findings on national digital exclusion (~1 in 5 Australians). [accessibility.org.au]
2. ADII 2025 – Affordability Index data on low income household cost stress and reductions in speed/data.
3. ADII 2025 – Regional and remote digital inclusion gaps; decreasing scores with remoteness.
4. ADII 2025 & First Nations digital inclusion findings – 10.5 point gap nationally, widening sharply in remote areas.
5. RMIT / Australian Digital Inclusion Index 2025 findings on digital skills capacity gaps across the population.
6. RMIT / ADII 2025 – Increased demand for AI, cybersecurity, cloud and data capability as digital ability rises.
7. ADII 2025 – Digital ability scores rising overall but ~1 in 5 Australians still unable to fully access or use digital technologies.
8. National digital capability uplift initiatives referenced in RMIT/ADII reporting – expanded digital training and leadership initiatives across government and industry.
9. RMIT / ADII 2025 – Indicators of rising cyber threats, AI governance priorities, and data stewardship expectations.
10. RMIT / ADII reporting – National movement toward simple, connected, life event-based digital services. [rmit.edu.au]
11. RMIT / ADII 2025 – Evidence of rapid AI adoption to improve service speed, accuracy and personalisation.
12. ADII 2025 – Technology stack modernisation, cloud adoption, and interoperability uplift across government services.



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Department of Premier and Cabinet