



Australian Government

Data and Digital Government Strategy Implementation Plan 2025



The 2025 Implementation Plan is the third annual update on the Government's progress against the Data and Digital Government Strategy (the Strategy).

The Strategy's 2030 vision is to deliver simple, secure and connected public services, for all people and business, through world class data and digital capabilities.

The 2030 vision is underpinned by five missions:

- Delivering for all people and business
- Simple and seamless services
- Government for the future
- Trusted and secure
- Data and digital foundations



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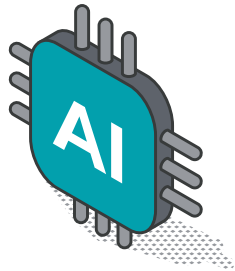
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2026 Priorities

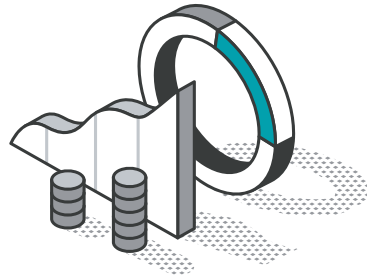
The 2025 Implementation Plan describes what the Government is doing to deliver outcomes, boost productivity and protect all people and business as more services are delivered online, centred on four priorities over the next year:

Artificial Intelligence



Capturing the opportunity of Artificial Intelligence (AI) to unlock productivity gains and make digital service delivery faster and more personalised, allowing people to focus on what matters.

Data



Providing an evidence base to support decision-making, helping Government better understand what people and business need, and allowing government data to be used more broadly.

Connected service delivery



Streamlining how people and business engage with government services by offering simple and seamless user experiences.

Cyber, trust and resilience



Protecting people and business against cyber threats and scams, safeguarding against misuse of government data, and making systems future-ready to ensure the public can confidently trust in the systems that store and use their data.

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The 2025 Implementation Plan complements related whole of Government initiatives, including the APS Data, Digital and Cyber Workforce Plan and the 2023-2030 Cyber Security Strategy, to drive progress towards the 2030 vision.



[Read the
Workforce Plan >](#)

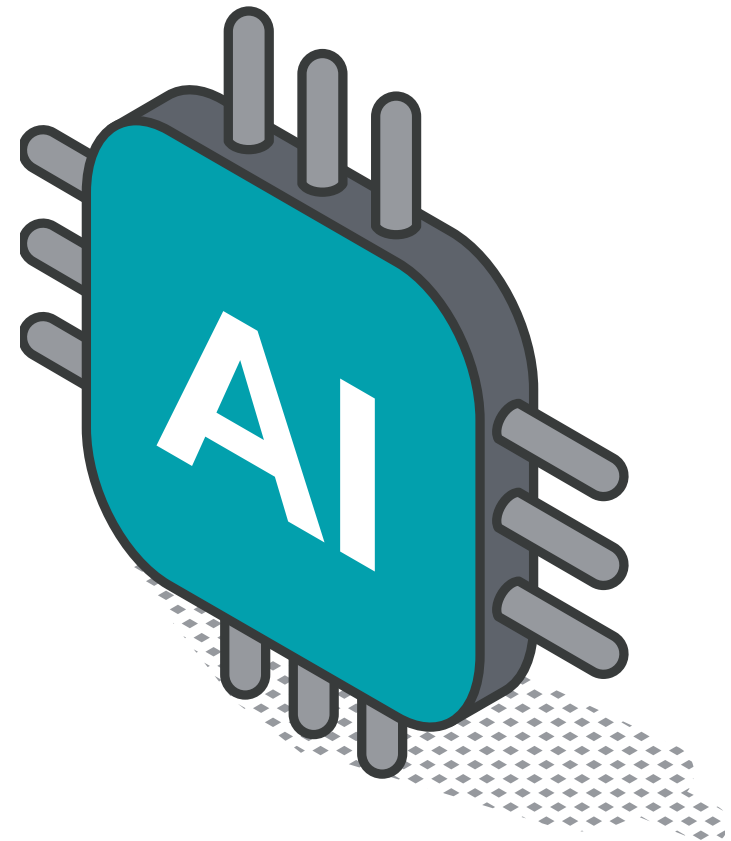


[Read the
Cyber Strategy >](#)

Artificial Intelligence

Capturing the opportunity of AI is vital to enhancing the Government's ability to build world class data and digital capabilities, improve productivity and economic resilience, and deliver better policy and services for all people in Australia.

Harnessing the opportunity of AI and sharing its benefits is expected to help the APS improve standards of living in Australia. Realising the benefits of AI in Government requires a culture of innovation, accelerating the safe and responsible use of AI across all government agencies while maintaining the trust and confidence of the public.



Accelerating AI adoption

Over the next year, the Government will continue ensuring the Australian Public Service can lead an AI-enabled future.

The AI Plan for the Australian Public Service (the AI Plan) outlines a path to accelerate adoption of AI across the service, from policy areas to service delivery. The AI Plan identifies initiatives to support adoption and use of AI, structured around three pillars:

- **Trust:** Building public confidence through transparency, ethical use and strong governance.
- **People:** Uplifting capability across the Australian Public Service to ensure safe and effective use of AI, while remaining conscious of the impact change has on people.
- **Tools:** Expanding access to secure, fit-for-purpose AI technologies.

The AI Plan positions the Government to improve service delivery, efficiency and productivity by substantially increasing the safe and responsible use of AI in government.

As AI becomes increasingly widespread, the Government will continue to leverage this technology to achieve benefits for people and business, ensuring the right governance is in place and supporting people to use it safely.

Agencies will be supported to unlock the full potential of AI by leveraging cloud infrastructure, enabling real-time data access and supporting advanced analytics. The Government has developed a new whole-of-government Cloud policy to set clear requirements for cloud use, guiding agencies to accelerate uptake while maintaining compliance with protective security standards and uplifting workforce capability. It also enables efforts to address legacy migration challenges so that transitions are managed safely and efficiently.



[Read the AI Plan >](#)



12.4%

of Australian Public Service staff were in data and digital roles in 2025.

.....

78.6%

agreed their workgroup had the appropriate skills, capabilities and knowledge to perform well.

.....

This highlights the APS' capability to attract and grow the skills it needs to harness emerging technologies and enhance the use of data to deliver services for all Australians.

Source: 2025 APS Census

Adopting AI responsibly

By establishing clear rules and guidance to support AI adoption in the Australian Public Service, the Government has made substantial progress in responsibly adopting AI. Getting the balance right will unlock the benefits of AI while minimising the potential for harm and privacy risks, including where AI may replicate existing biases and inequalities.

Government agencies are increasingly adopting AI, with over 70% identifying specific opportunities where AI can deliver measurable benefits to their work. AI Transparency Statements are making this AI use visible, understandable and comparable across government, with 81% of agencies reporting having measures in place to monitor the effectiveness of AI systems.

[The Policy for the responsible use of AI in government](#) provides the foundation for AI transformation in the Australian Public Service. Released in September 2024, it requires agencies to use AI ethically, transparently, and with clear lines of accountability. It mandates the appointment of AI Accountable Officials and the publication of AI Transparency Statements.

Since its release, the Government has updated the Policy for the responsible use of AI in government to include a broader set of AI governance practices that will support agencies to confidently adopt AI while building public trust.

This includes requiring agencies to develop a strategic position on AI adoption and to communicate this position to staff, to support agencies to better engage with and realise the benefits of AI. Accountability requirements will be strengthened so that each in-scope use case has a clearly assigned accountable officer and are recorded in an internal register.

The Policy for the responsible use of AI in government builds trust in government's use of AI, including through mandating use of the AI Impact Assessment Tool, a practical assessment tool for evaluating risks and impacts of AI use cases against Australia's [AI Ethics Principles](#). The tool supports agencies to identify and manage AI risks, leading to safer, more transparent, and accountable AI deployments to protect the public interest.

The Government's new [AI technical standard](#) provides practical guidance for building, purchasing, and experimenting with AI systems. It is designed for technical specialists and business owners embedding AI in government systems, enabling agencies to confidently experiment with and develop AI use cases while maintaining alignment with public expectations and ethical principles. The standard outlines best practices for design, development, deployment, and use of AI systems, reinforcing Government's commitment to AI Ethics Principles, and offers structured advice at every stage of the AI system lifecycle.

It was developed in collaboration with a cross-government working group, with an inclusive approach reflecting diverse perspectives grounded across various government contexts. The standard supports agencies to responsibly innovate and adopt AI, embedding accountability, safety and transparency and a future-ready approach to public sector AI implementation.

The Government is developing guidance to support agencies procuring AI products and services. It will continue to monitor and update its procurement panels to ensure agencies have access to trusted AI vendors, making it easier to source AI solutions that align with government standards.



[Read the AI in government policy >](#)

Partnering to drive AI adoption

The Government has begun unlocking the benefits of AI by connecting industry, academia and government, helping businesses adopt AI effectively and safely.

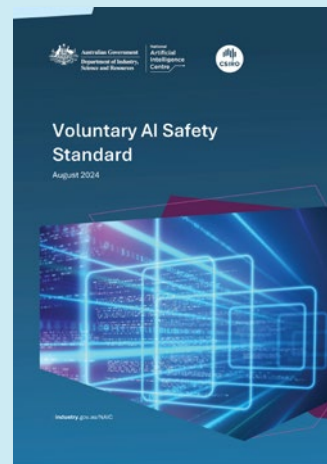
In July 2025, over 650 industry representatives and APS staff attended the [AI Government Showcase](#), presenting unique use cases from government agencies and enabling small to medium enterprise AI vendors to connect directly with attendees.

The Government's [National AI Centre](#) is supporting Australian industry to build confidence, capability and clarity in AI adoption to secure productivity benefits. This includes delivering best-practice guidance and building AI literacy.

In 2024 the Government established four [AI Adopt Centres](#) as part of the AI Adopt Program. The AI Adopt Centres support small and medium sized enterprises to adopt responsible AI-enabled services and enhance their business, leading to improved productivity and economic outcomes for Australia.

The [Voluntary AI Safety Standard](#), released in late 2024, provides business with practical guidance on the safe adoption of AI for innovative purposes Australian businesses have used the Voluntary AI Safety Standard to harness a range of AI opportunities, from warehouse accident detection to providing best value hotel accommodation for people, and reducing customer wait times using GenAI chatbots.

In late 2025 the Government will release a new suite of industry guidance building on the Voluntary AI Safety Standard, including extending best practices to developers, and the delivery of resources and tools to support responsible AI adoption.



[Read the Voluntary AI Safety Standard >](#)



Images: Discussions held at the AI Government Showcase

Source: DTA

Adopting AI to improve productivity

The Government is committed to developing AI solutions that increase productivity, solve difficult problems and provide simple and seamless services to people and business.

Agencies are already applying AI in diverse and impactful ways:

- **Services Australia** provides the public with a GenAI-powered Digital Assistant to help answer questions and find the right information, services and outcomes.
- **The Australian Taxation Office** uses GenAI to quickly gather and analyse publicly available information from its website, helping staff prepare responses to queries quickly and efficiently.
- **The Department of Veterans' Affairs** has developed an AI-enhanced search tool on its external website that delivers plain-English summaries and direct links to trusted content, improving access to support for veterans and their families.
- **The Department of Employment and Workplace Relations'** Knowledge Workbench Proof of Concept explores using AI and automation to handle manual or labour-intensive tasks, allowing agencies to devote additional time to serving the public.
- **The Department of Education and the Department of Employment and Workplace Relations** use a GenAI tool, Parlihelper, to automate the summaries and analysis of transcripts from parliamentary hearings such as Senate Estimates, freeing up staff to concentrate on higher value tasks.
- **The National Library of Australia** is using AI to preserve Australian history and culture through transcription of 58,000 hours of interviews in its oral history collection.

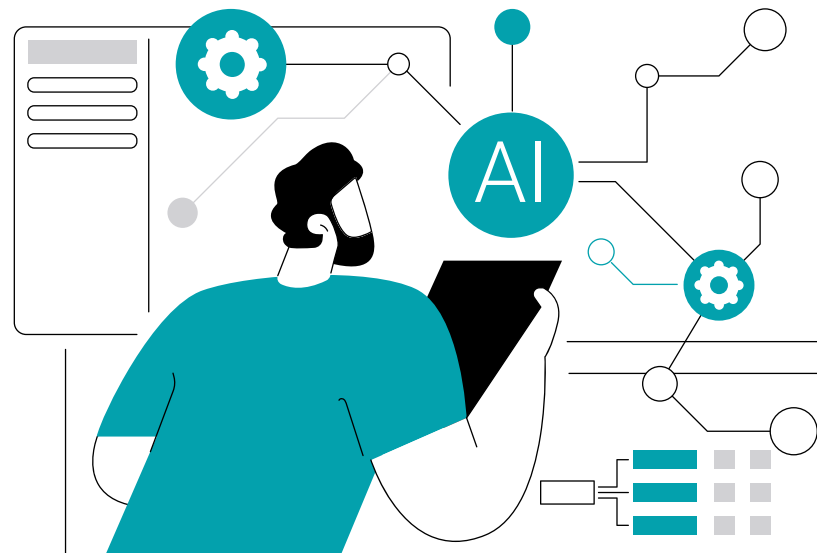




Image: Tiwi Ranger watching a drone over the water
Source: Tiwi Resources

Spotlight

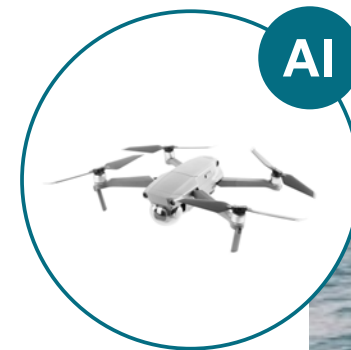
Using AI to care for Country

The [Ghost Nets program](#) showcases community-driven environmental care, where local rangers harness AI-powered tools and drone technology to monitor and safeguard ecosystems.

The program detects and manages marine debris, particularly abandoned fishing nets and plastics, that accumulates along the remote northern Australian coastline and threatens the environment and wildlife.

A labelling platform, co-designed with rangers, enables annotation of drone imagery of marine debris which is then used to train AI models to recognise marine debris, ensuring that technology development is grounded in local knowledge and expertise.

This initiative demonstrates how AI is making a tangible difference in remote communities, enhancing environmental stewardship and delivering real benefits for both Country and community.



Enhancing AI capability in the public sector workforce

The uplift of digital skills and leadership across the public sector is central to AI adoption.

Implementation of the [APS Data, Digital and Cyber Workforce Plan 2025–2030](#) (the Workforce Plan) will ensure the public service workforce is appropriately skilled and ready to lead government AI innovation. Released on 7 March 2025, the Workforce Plan provides a strategic framework to attract, develop and retain critical data, digital and cyber talent across the APS. This supports agencies to build and strengthen this critical workforce to deliver better policy, services and outcomes in a rapidly evolving digital landscape.

Spotlight

Enhancing workforce capability

The [GovAI](#) service provides Australian Public Service staff with practical, hands-on opportunities to build AI capability. Through the Interactive Learning Environment and Knowledge Hub, GovAI allows staff to safely explore AI tools, deepen their understanding, and apply their learning to real public service scenarios.

The Department of Finance created GovAI to allow APS staff to experiment safely with AI tools to improve public service delivery.

GovAI is a first of its kind platform exposing staff to technical services, resources and tools in a controlled environment. Staff will gain AI skills that are directly transferrable to real world scenarios, equipping them to use AI to connect and secure services to bring value to people and business.

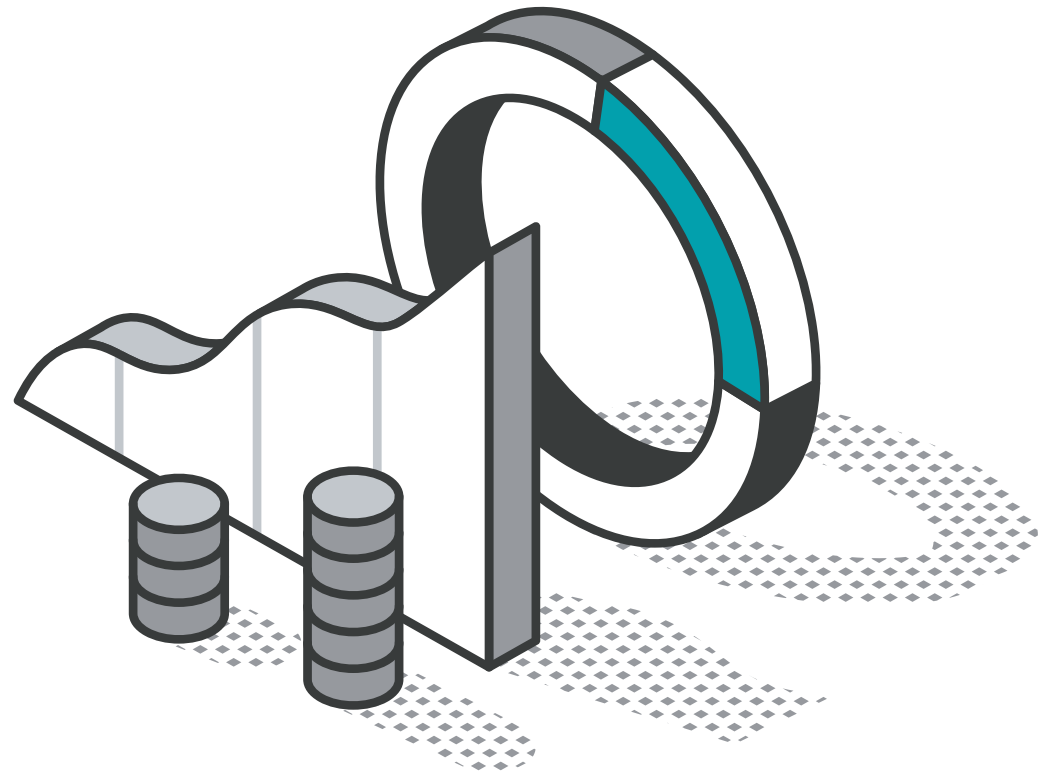
The screenshot displays the GovAI website interface. At the top, the Australian Government and GovAI logos are visible, along with navigation links: Explore, Learn, Collaborate within the APS, Build with GovAI, and Contact. The main header features the GovAI logo and a background image of a person interacting with a digital interface. Below this, a dark blue banner reads 'Enabling AI Use Across the APS' with a brief description of the service and a link to 'Learn more about GovAI'. The central section, titled 'Start exploring GovAI', contains three white tiles: 'Learn about AI' (describing the interactive learning environment), 'Collaborate within the APS' (describing peer-to-peer collaboration), and 'Build with GovAI' (describing the AI hosting service). Below this, another section titled 'Built for government by government' features three more white tiles: 'Explore demonstration apps' (describing the Knowledge Assistant), 'Interactive Learning Environment' (describing the secure space for experimentation), and 'Use Case Library' (describing access to existing use cases).

[Learn more about GovAI >](#)

Data

Data is created whenever Government interacts with people, business and its stakeholders.

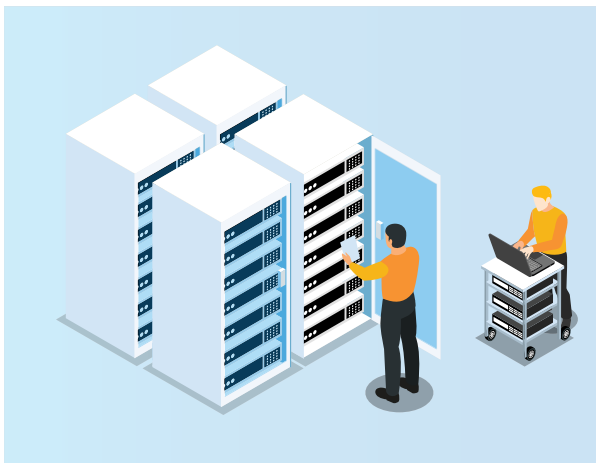
The Government already uses the data it collects to improve services, boost productivity, and make smarter and faster decisions that deliver real benefits for people. However, there is more that can be done to get the full value out of the data Government holds.



Building data foundations

The Government has taken important steps to realise the Strategy's vision for data use, and build strong data foundations. Effective data governance, enhanced data maturity, and fit for purpose legislation are essential to driving better outcomes for people and business.

In September 2025, the Government published the [Australian Government Data Governance Framework](#) to support consistent, secure and ethical management of public data across government agencies. It sets out best practices for data stewardship, access, privacy, and quality. Adherence to the framework supports agencies to streamline data processes and leverage data for innovative policy development and service delivery. For the broader public, the framework supports trust in government management of data, with the promise of more responsive, data-driven services to address community needs.



The Government is committed to measuring its data maturity progress to ensure agencies are keeping data secure, improving services and protecting personal information. [The Data Maturity Assessment Tool](#), introduced in 2024, provides a structured, consistent approach to evaluating the strengths and gaps in each agency's data practices, and enables leaders to pinpoint specific areas where further investment or strategic focus can yield valuable improvements. APS-wide assessments will be undertaken every 2 years. Agencies may identify the need to strengthen data governance, enhance data quality assurance processes, improve privacy and security protocols, or develop better data cataloguing and sharing mechanisms.

The next Data Maturity Assessment is scheduled for mid-2026. This will allow agencies to track their progress since 2024 against a clear set of benchmarks, compare their performance over time, and set targeted goals for areas such as data stewardship, access, interoperability, and innovation. The benefits of improved data maturity will be of benefit to all Australians through better managed data assets and improved data capabilities, which will translate into better service delivery and policy outcomes.



[Read the Data Governance Framework >](#)

Improving lives through better use of data

Data enables deeper understanding of people's needs and helps improve essential services, including in health, ageing and disability. Advanced uses of data can help illuminate people's diverse experiences and gaps in access and outcomes, supporting greater service inclusivity, efficiency and responsiveness.

Initiatives like the [National Health Data Hub](#) are supporting contemporary medical research to inform health, welfare, disability and aged care services planning, monitoring and policy development by government and non-government researchers. It brings together hospital, emergency and outpatient data from participating state and territory health authorities.

Approved researchers will be able to access the de-identified integrated data to create new insights into the health and wellbeing outcomes of Australians.

Other health data linkages have also improved the lives of everyday Australians, such as the one-off linkage of the New South Wales Cancer Registry with the [Person Level Integrated Data Asset \(PLIDA\)](#), which enabled researchers to estimate the likelihood of being diagnosed with lung cancer by socio-demographic characteristics.

PLIDA is supporting policy and program delivery, research and evaluation for a range of government, academic and policy research initiatives.

It is continuously expanding to grow the evidence base available to approved researchers, bringing data together on health, education, government payments, income and taxation, employment, and population demographics (including the Census) over time. PLIDA enables new whole-of-life insights about various population groups in Australia, such as the interactions between their characteristics, use of services like healthcare and education, and outcomes like improved health and employment.



Image 1: Presentation on BLADE and PLIDA

Image 2: User accessing the Census digitally on their mobile phone

Source: ABS

Spotlight

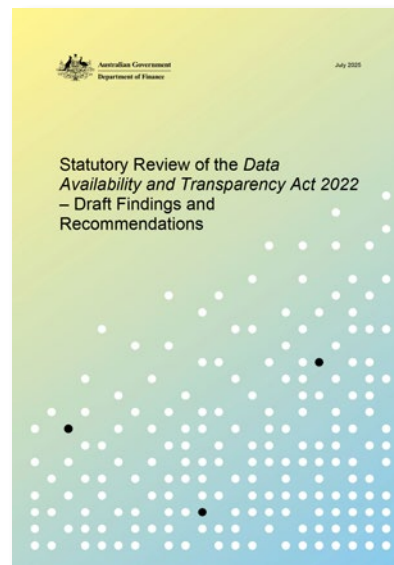
Ensuring data sharing legislation is fit for purpose

The Government is committed to ensuring that legislative frameworks and safeguards are aligned with changing technologies and community expectations. In 2025, an independent review of the *Data Availability and Transparency Act 2022* (DAT Act) commenced to assess the Act's effectiveness in providing a secure and ethical framework for data sharing within government and with trusted partners.

Facilitating safer and more efficient data sharing enhances research capabilities, informs evidence-based public policy, and fosters collaboration with industry.

The review process has included comprehensive stakeholder engagement, gathering feedback from privacy experts, industry leaders, and the broader community to identify opportunities to strengthen the DAT Act's effectiveness and responsiveness.

The Government will maintain a careful balance between safeguarding personal information and better enabling data availability to deliver tangible benefits to Australians.



[Read the Review >](#)

Image: APS employee looking at data set
Source: ABS

The recent delivery of the [Australian National Data Integration Infrastructure](#) enables scalable and secure data integration across Australian Government agencies as well as state and territory governments, providing the capacity to safely and securely grow the evidence base available to approved researchers.

This infrastructure will enable the Government to support the [National Disability Data Asset](#) to provide a more complete picture of the life experiences of people with disabilities, which in turn will inform improved support and services for people with disabilities, their carers and families. This holistic approach will allow the Government to identify gaps, target resources more effectively, and track and improve service effectiveness.

Integrated data has also improved health outcomes. Linking the [Pharmaceutical Benefits Scheme](#) with PLIDA identified five previously unrecognised medicines associated with heart failure, leading to regulatory action.

During the pandemic, COVID-19 vaccination data was linked with demographic information from PLIDA to pinpoint communities with low immunisation uptake, enabling targeted communications and higher coverage.



Real-time sharing of higher education enrolment data with Services Australia has saved students an estimated \$40 million annually by preventing ineligible debts from accruing.

The Department of Education and the Australian Bureau of Statistics used integrated data to develop a fairer way of allocating non-government school funding.

By linking family income data, the Government now bases school funding on the actual median income of families at each school, shaping the distribution of around \$18 billion annually. Data integration isn't about adding complexity, but about making policies simpler and fairer.

These examples show that safe data integration is being leveraged to change lives, improve fairness, and boost efficiency.

Using data to support Australian businesses

Better use of government data benefits Australian businesses by revealing market trends, supply chain issues, and economic shifts, helping to target support more effectively.

By linking data on housing, business ownership and superannuation through the Wealth and Housing Assets Module, the Government is gaining insights into current and emerging challenges associated with business formation and development, cost of living, housing affordability and migration.

The Government's Business Longitudinal Data Analysis Environment (BLADE) is supporting a range of new research analysing the Indigenous business sector. This includes the Australian Trade and Investment Commission and Department of Foreign Affairs and Trade landmark study on the experiences of First Nations businesses succeeding internationally in trade and tourism.

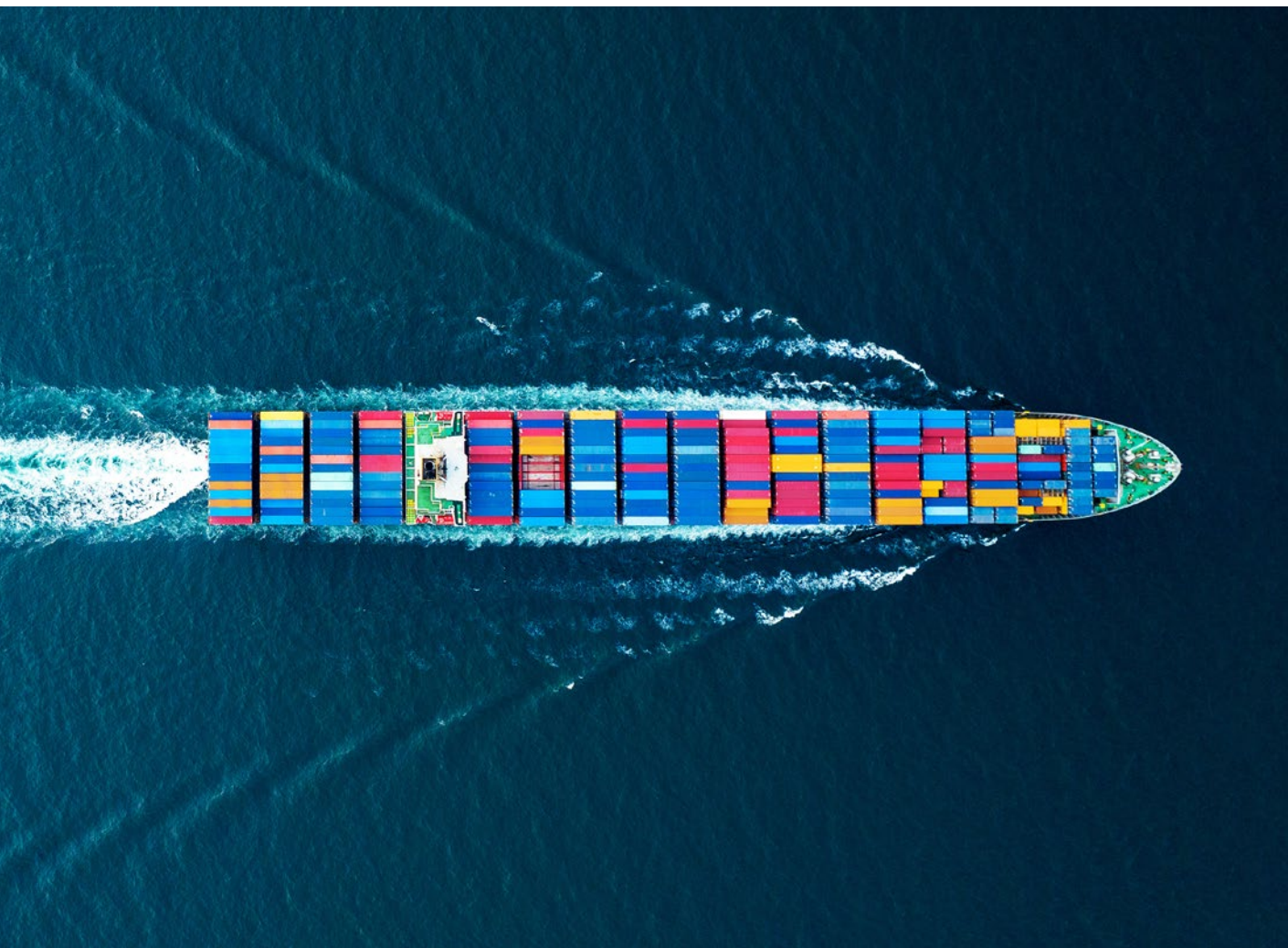
A collaboration between the Australian Bureau of Statistics and the University of Melbourne's Indigenous Economic Power Project is also underway to develop a comprehensive dataset for analysing the entrepreneurial activities and economic impact of the Indigenous business sector. These studies will guide shared decision-making for the benefit of Aboriginal and Torres Strait Islander people and businesses.

Data is being used to help businesses via business.gov.au, which analyses user data and feedback to inform enhancements that save businesses time and money.

The data-driven tools and enhancements delivered through business.gov.au are estimated to collectively save \$88 million and 480,000 hours for businesses each year.



Image: Global map of supply chain
Source: Office of Supply Chain Resilience



Spotlight

Using data and AI to secure Australia's supply chains

Using data analytics and AI to identify risks and opportunities in complex supply chains is vital to Australia's national and economic security.

The Department of Industry, Science and Resources is developing the Industry and Supply Chain Intelligence Platform, which integrates diverse data sources and uses advanced data tools to improve visibility of critical supply chain risks.

This supports daily business operations as well as response to emergencies, such as COVID and bushfires, which significantly impact supply chains and consumer access to essential goods.

In 2026, the platform will be used to undertake multi-tier supply chain mapping to inform industry and supply chain policy and the Government's broader [Future Made in Australia](#) agenda.

Data delivering better outcomes for people where they live and work

Data that includes links to locations is crucial in helping inform planning and place-based initiatives and considers on-the-ground geographical realities and differences between communities across Australia. By linking information to specific places — such as addresses, postcodes, and local government areas — the Government, individuals and organisations can identify patterns about population, service accessibility, and local requirements.

Several recent government initiatives have focused on improving the use of geospatial data and expanding public access through interactive mapping tools. The [Digital Atlas of Australia](#) is a national geospatial capability that provides centralised access to over 330 curated, trusted national datasets from 130 government agencies. Users can explore and visualise data on Australia's geography, people, economy and the environment by location through user-friendly maps and applications.

The Digital Atlas is a way to discover patterns and trends — such as where services might be needed most, how populations are shifting, or the environmental challenges that exist in a particular region. It supports better decision-making by offering reliable, up-to-date information that can be used for everything from emergency response to long-term infrastructure projects. Importantly, the Digital Atlas is designed so that anyone can use it, not just technical experts.



330 Curated
geo-spatial
data sets

From 130 agencies now
available on the Digital Atlas.

Digital Atlas makes data from trusted government sources more transparent and usable for all Australians. It also enables a new level of secure real-time information sharing, and access to technology and collaboration to inform location-based decisions.

Source: [Digital Atlas](#)

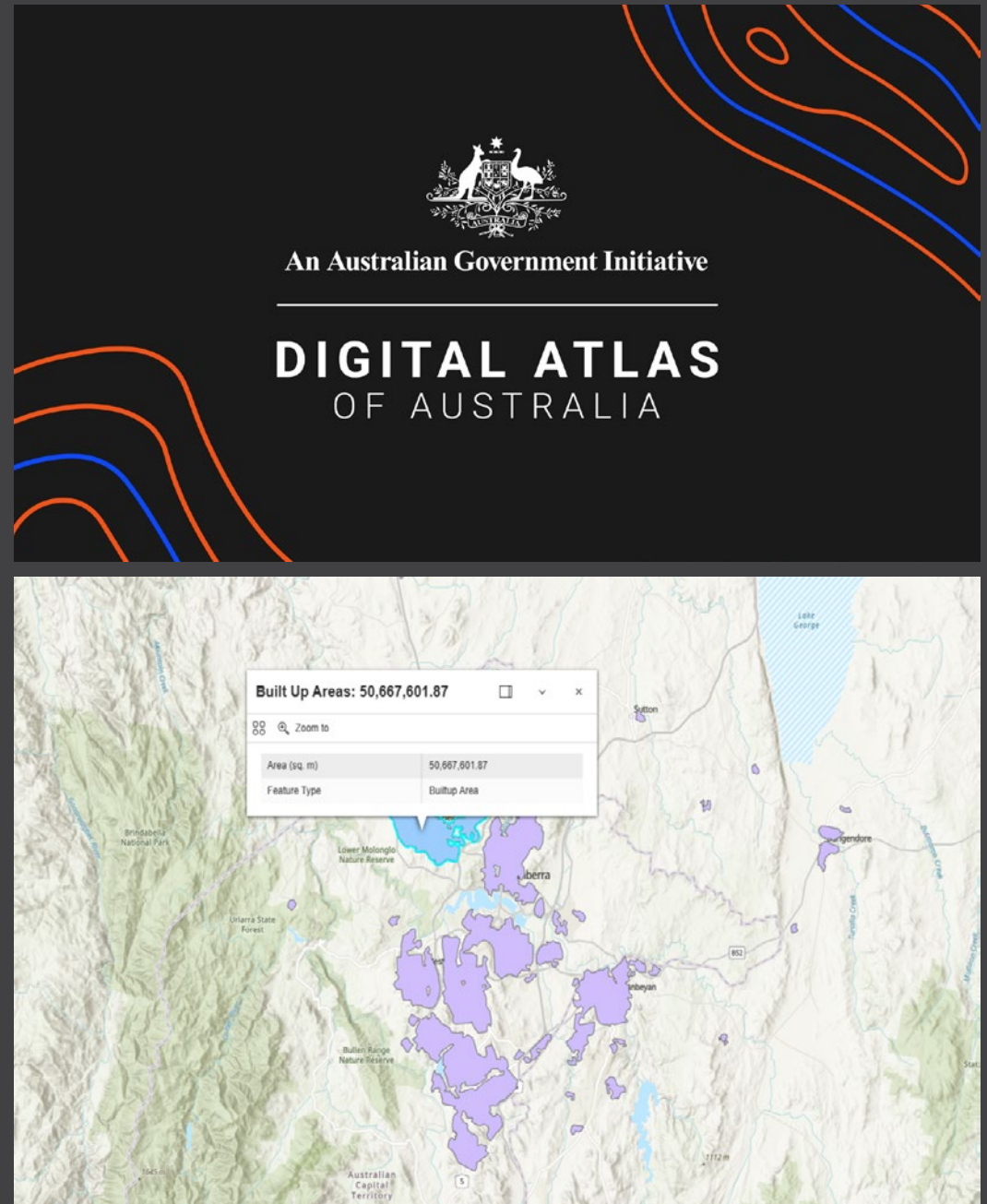


Image: Australia's Buildings and Settlements map
Source: Geoscience Australia

Location data is being used to support disaster relief services. The National Emergency Management Agency is developing a [National Messaging System](#), to enhance the delivery of public safety and emergency messaging. Utilising cell broadcast technology and leveraging geospatial data and mapping solutions, the National Messaging System will send targeted alerts to any area in the country that has cell coverage.

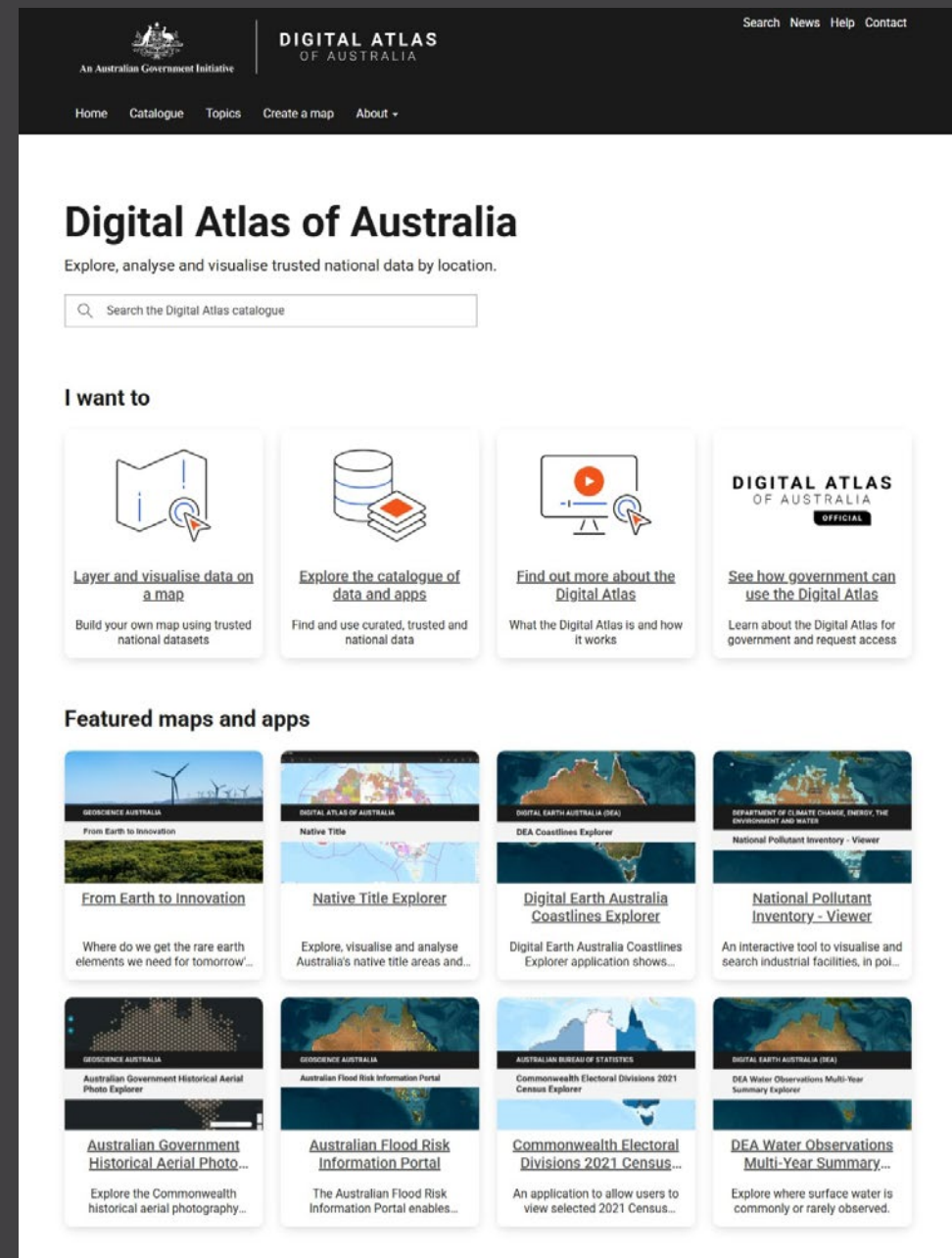
The National Messaging System will enable Australian Government and state and territory emergency services to efficiently distribute public information and warnings to the community, limiting the loss of property and life in disaster events.

The National Messaging System will be fully operational prior to the 2026-27 higher risk weather season.

Spotlight

An AI Assistant to make location data even more accessible

An AI Assistant addition to the Digital Atlas, being tested on the platform, allows users to type plain-language questions, like “show me all the ambulance stations in Adelaide,” and quickly get mapped results. This makes exploring the data even more accessible, helping people find what they need without complicated searches or specialist knowledge.



[Read more about the Digital Atlas >](#)

Connected service delivery

The Government is transforming the way digital services are delivered, to provide a seamless experience that meets the diverse needs of people and business.



Delivering seamless services

As digital engagement grows, the Government has invested in streamlining access to digital services, balancing useability with an appropriate level of friction to safeguard against security and fraud risks. This allows people to securely complete tasks online using strong digital foundations, without needing to navigate complex systems.

Strengthening [myGov](#) as the digital front door for Australians has simplified online service access, enhanced security and improved users' experience. In the last year, Government has continued to broaden the number of services that can be linked via myGov, better integrating [myID](#) with myGov to allow users to more easily use myID as a secure sign-in option when accessing their myGov account.

The Government will encourage greater use of Digital ID by government and business services to realise productivity, security, and service delivery benefits. This includes enabling the private sector to apply to join the [Australian Government Digital ID System](#) from December 2026.

In partnership with the real estate sector, Government is piloting the use of Digital ID and the Consumer Data Right to support applicants to share less personal information when applying for rental accommodation. This will simplify the process of applying for a home while ensuring people have better control over the information they share with private organisations.

Government will continue exploring how verifiable credentials technology may be adopted to complement existing methods for delivering seamless government services. Verifiable credentials are digital versions of physical credentials, such as Medicare cards, that can be verified without needing to contact the issuing authority. Services Australia and the ATO are trialling verifiable credentials and digital wallets to learn what is needed to realise their benefits for improving service delivery.

In the coming year, people will be able to access the 2026 Census online through myGov for the first time. This will enable people to respond to the census via a secure and trusted channel, delivering streamlined and connected services through one digital front door.

Services Australia is exploring improvements to its digital assistants and broader search capabilities to meet growing customer expectations when using online services. The trial explores the capabilities of an AI Large Language Model to improve responses to questions from customers and staff using natural language. This will result in a more comprehensive knowledge base and more efficient customer interactions.

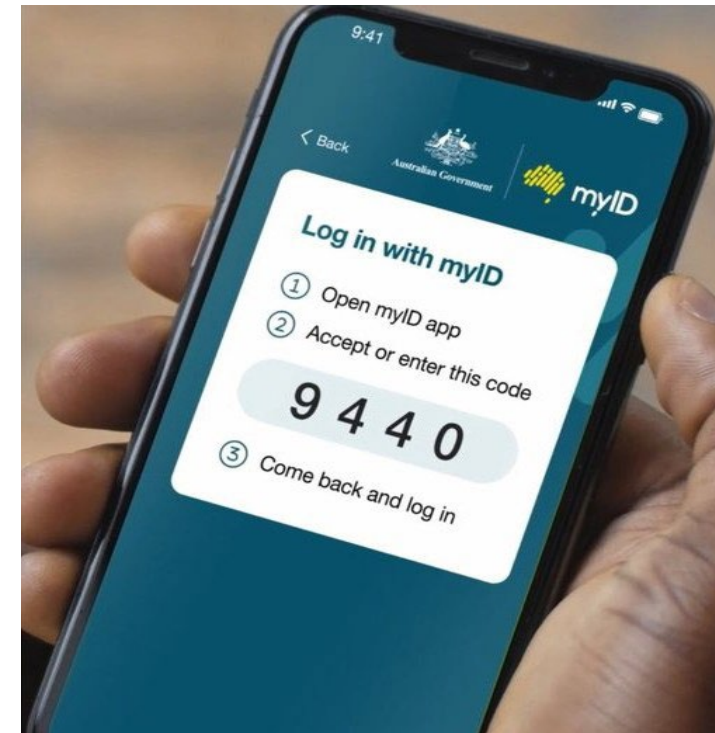


Image: myID mobile login in page
Source: ATO

Spotlight

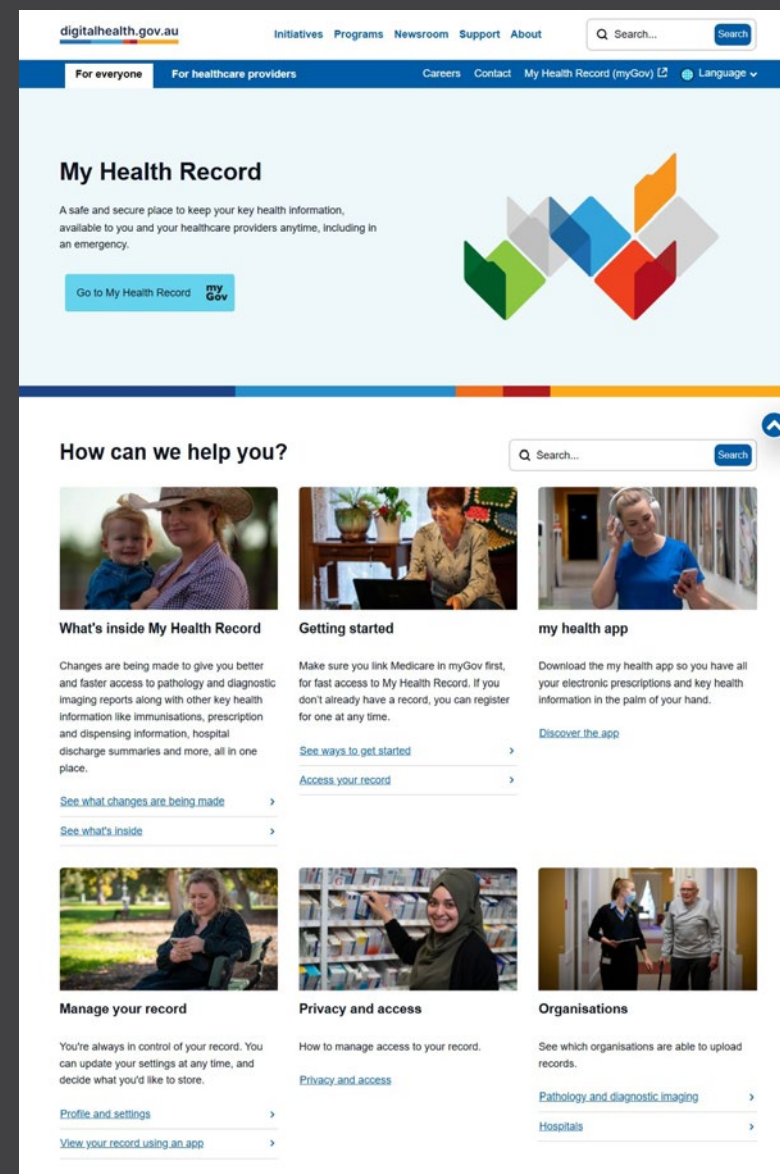
Connecting people to digital health services

The Government is making it easier to access world-class, digitally enabled health care services. Investment in the [National Digital Health Infrastructure Modernisation Program](#) supports consumers and healthcare providers to access high-quality health care data when and where it is needed.

Work is underway modernising and driving adoption of the [My Health Record system](#) with the Australian Digital Health Agency commencing work building a Fast Healthcare Interoperability Resources standard repository to enable the system to meet consumer demand for near real-time health information sharing.

At the same time, engagement with My Health Record continues to grow, with expanded access and use across various sectors including pathology, diagnostic imaging and allied health. The passage of the [Modernising My Health Record \(Sharing by Default\) Act 2025](#) has further accelerated sharing of pathology and diagnostic imaging reports to My Health Record, with uploads of pathology and diagnostic imaging reports increasing by 35% and 41% respectively between June 2024 to June 2025.

These initiatives are driving progress towards a more connected, person-centred health care system that empower consumers to be active participants in their health and care journey.



[Learn more about My Health Record >](#)

Placing users at the centre

A world-class digital government delivers services that are designed to meet the needs of the people they serve. In the last year, the Government's has focused on ensuring services are accessible, inclusive and responsive to people's needs, with support targeted to those who need it most, to ensure no one is left behind.

The [Digital Experience Policy](#) sets clear standards for digital services, inclusion, access and performance, strengthening inclusion and accessibility, delivering user-focused digital government services. These standards support the design and delivery of digital services that are connected across government and incorporate user feedback to create a consistent experience for users. In 2024, the Department of Social Services refreshed its website, ensuring that the new site meets the Digital Experience Policy. The new site includes features to improve users' access to, and experience of, the website.

Services Australia and the Australian Public Service Commission provide whole-of-government advice on designing and delivering people-centric policies and services through the [Australian Public Service Experience Design Principles](#). The principles provide guidance for embedding human-centred design approaches into the creation of new services and the improvement of existing ones – elevating the experience for government customers, staff, businesses and third-party partners.

Services Australia is leading the National Life Events program, a whole-of-government initiative which aims to reframe the delivery of services around people and the key events in their life, rather than around how government is organised. It has partnered with ACT and Queensland Governments to pilot the Newborn Enrolment Service under the Birth of a Child Life Event, delivering a first of its kind, cross-jurisdictional 'tell us once' approach. The pilot service streamlines administration processes for the enrolment and registration of newborns for Medicare, Centrelink and state and territory government Registries of Births, Deaths and Marriages, and provides earlier access to eligible payments and services.

Removing the need to complete multiple forms following the birth of a child reduces the administrative burden on parents, and establishes health and identity records from birth, which improves outcomes for people as they move through other key life events. The agency is preparing a plan to transition the pilot service to a nationally available service over a two-year period commencing 1 July 2026.



98% of Australians now have access to the internet.

While 98% of Australians now have access to the internet, some groups - First Nations, low-income households and rural Australians - face higher risk of digital exclusion.

The Government is targeting support to those who need it most to ensure no one is left behind.

Source: [BCARR Research](#)





Ensuring no one is left behind

Lack of connectivity and access to the internet presents a barrier to accessing digital services for some people and communities across Australia. The Government is focusing support on the people and communities most at risk of being left behind in the digital age, improving connectivity to close the digital divide.

The School Student Broadband Initiative provides 30,000 families with a free NBN connection to boost educational opportunities for school-aged children through access to online learning resources. The NBN connection can be used by the whole family, supporting access to digital government services for those who need it most.

The Government has invested \$13.7 million into the School Student Broadband Initiative to extend the program's availability to 2028.

The NBN Co Free Community Wi-Fi program is also delivering free internet access in 23 remote First Nations communities.

These communities would otherwise be digitally excluded due to the lack of affordable connectivity options. The program supports First Nations digital inclusion and progress towards 'Closing the Gap', aiming to improve access to myGov and other online services, including for health, employment, education and training opportunities.

The National Audit of Mobile Coverage has completed annual auditing of 4G and 5G mobile coverage of around 180,000 kms of roads and at 77 towns in regional and rural Australia since May 2024.

The National Audit is expected to continue until 2027, collecting crowd-sourced data from over 160,000 daily mobile users nationwide.

The aggregated data provides insights into coverage where people are using their mobile devices, including identifying coverage gaps.

The Government is also investing in improving communication systems to streamline how authorities communicate with people in affected areas during emergency events. The National Messaging System is a new form of emergency alert messaging system that is more reliable, accurate, and efficient than current systems. It will allow emergency services across Australia to send targeted warning messages in near real time, helping to save lives and property. The messaging system will be subject to a national testing process in 2026, before becoming operational in 2027.

These initiatives contribute to services that are simple, inclusive and centred around real needs, especially during life's critical moments.

Delivering services safely

Designing services in partnership with users makes digital spaces safer and more inclusive for Australians who are most at risk of digital exclusion. To support 'Closing the Gap', the Government is engaging with advisory bodies through mechanisms such as the [First Nations Digital Inclusion Roadmap](#) to drive progress on closing the digital divide.

Expanding the availability of free and low-cost digital mental health services will make them more accessible for all people. The [National Early Intervention Service](#) aims to address critical gaps in mental health and suicide prevention by expanding the range of free digital mental health services, so people can get the right care for their needs. Expected to commence in January 2026, the National Early Intervention Service will offer guided and self-guided mental health support, resources and information for help-seekers and their families, carers and support networks.

Listening to people who have experienced the digital divide ensures safety is built into digital systems from the outset. The Government is applying safety by design principles by conducting an [audit of Australian Government systems](#), identifying and addressing opportunities for abuse by perpetrators of family and domestic violence.

Together, these initiatives are helping to ensure that digital services are not only more accessible and inclusive, but also safer and more responsive to the real needs of people in Australia.



[Read the Roadmap >](#)

Cyber, trust and resilience

Strong data and digital systems require a security foundation to build trust, safety and resilience. A coordinated approach to delivering on the Government's cyber security, data and digital agenda and capabilities further strengthens security and reliability of critical services and systems for people and business.

Australia's cyber, data and digital capabilities are being integrated to ensure public systems are secure. This will ensure that Australians can interact with government safely and confidently, protected from cyber threats and confident sensitive data is protected.



Delivering world leading cyber protections

Resilience is a core foundation of the Government's broader digital and data ambitions. The [2023-2030 Cyber Security Strategy](#) aligns with the [Data and Digital Government Strategy](#) to improve the security of data and digital capabilities, backed by strong cyber security protections.

Progress under the Strategy leverages the digital investment process, working with agencies to ensure cyber security policy settings are applied across all government entities to protect government services. The focus to date has been on strengthening Australia's cyber security foundations and addressing the critical gaps in Australia's cyber shields through deep partnerships across industry and government.

Over the next year, the Government's work under the 2023-2030 Cyber Security Strategy will focus on reducing cyber risks and strengthening Australia's systems. This means ensuring public digital infrastructure is secure and resilient to global shocks and evolving threats. Cyber security in Australia will be strengthened by enhancing risk monitoring, investing in stronger protection mechanisms, setting clear priorities and taking targeted action where it is needed most. By using legal powers and consistent standards, the Government will enhance security across government platforms so people and business can trust their services remain protected.

The Government is ensuring people and business have the tools to proactively reduce their own risk of taxation fraud. The ATO is enhancing its app to enable taxpayers to detect and prevent fraud, without needing to liaise with its staff. The app provides real-time security messages regarding key account changes, alerting users immediately to any unrecognised transactions and allowing them to lock their account if suspicious activity is detected.

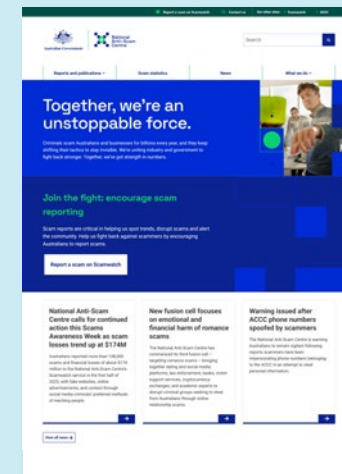
The Government's integrated approach will ensure Australia's digital systems are resilient and adaptable. Embedding security throughout digital government builds the foundations for more secure public services.

Spotlight Protecting people and business from scams

In the last year, the Government has safeguarded people and business from scams by introducing world leading scam prevention under the [Scams Prevention Framework](#) and the [National Anti-Scam Centre](#).

Through strong collaboration and data sharing, these two initiatives are strengthening anti-scam collaboration between law enforcement, government and industry.

In 2024, the National Anti-Scam Centre referred more than 8,000 websites for takedown, saving an estimated \$36 million in losses and safeguarding consumers from scams.



[Learn more about the National Anti-Scam Centre >](#)

Delivering secure and protective digital services

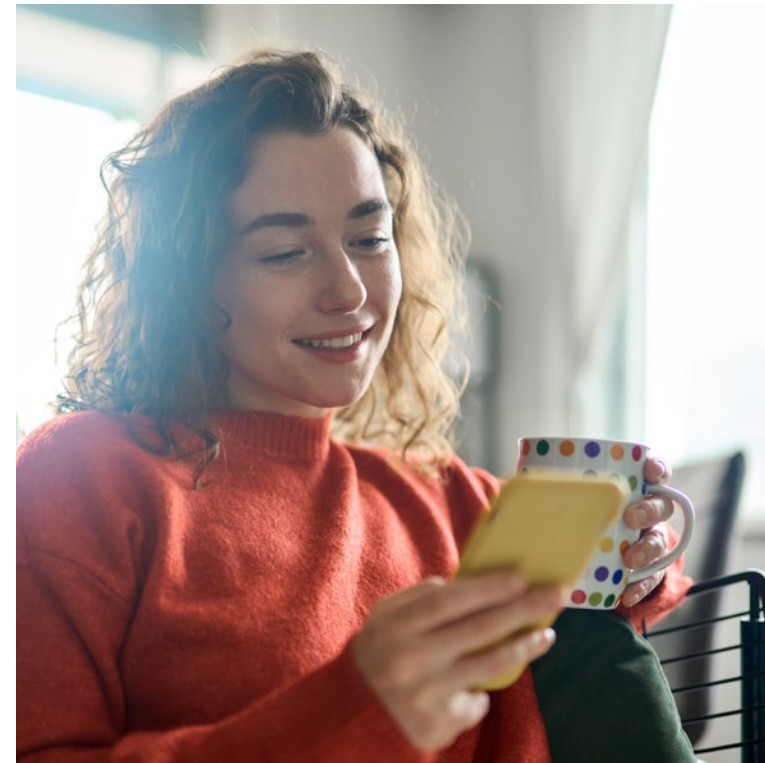
Australians expect government services to be secure and protect their personal information. To meet this expectation, the Government is embedding trust and resilience into the core of digital service delivery, ensuring people and business can engage confidently with government digital services.

Protecting personal information and enforcing privacy rights is central to building public trust. Privacy laws have been amended to introduce tougher penalties, enable more proactive regulation, and provide redress for people impacted by substantial privacy harms. The Government is prioritising protection of personal information, having funded the [Office of the Australian Information Commissioner](#) to establish a standalone Privacy Commissioner in 2024. This new funding also supported enhanced privacy enforcement action, and to encourage and support organisations to adopt better information security practices.

Over the next year, the Office of the Australian Information Commissioner's refreshed privacy regulatory priorities and intelligence-driven approaches will ensure regulated entities protect people's personal information. Privacy will be prioritised by holding organisations accountable for data breaches and striving to achieve outcomes for Australians impacted by substantial privacy harms.

New platforms will ensure data held about people engaging with government services is managed responsibly and used ethically. Services Australia will undertake a multi-year process to implement a new data governance and management platform, designed to identify and protect high-risk information such as financial and health data. This system will also enhance oversight of staff access to personal information, improving transparency and safeguarding against the misuse of data.

These efforts are underpinned by world-class cyber security practices to ensure systems are resilient to threats and trusted by the public. Quantum-safe encryption is being piloted in Services Australia's platforms over the coming year to help safeguard personal information from emerging cyber threats and advanced computing technologies. Together, these programs are building a digital government that protects people, empowers business, and earns public trust.



An aerial photograph of a city, likely Sydney, Australia, showing a dense urban landscape with a mix of residential and commercial buildings. In the background, the city skyline is visible against a blue sky with scattered white clouds. A large white text box is overlaid on the left side of the image, containing statistical information. The text is in a clean, sans-serif font. A dotted line separates the main headline from the subtext.

69% of people reported being satisfied with government services.

Of those who had accessed select online services in the last 12 months, 77% of people reported being satisfied with accessing online channels – with these satisfaction levels remaining stable from 2023.

As more services move online, the Government's strong approach to cyber security is maintaining people's trust in the services being delivered.

Source: [Survey of Trust in Australian public services](#)

Future-ready digital government

The Government is laying the foundations for a future-ready public service, focusing on people capability, digital maturity, investment planning and procurement reform as key drivers for a modern digital government.

Modernising the Government's systems and services relies on a skilled workforce that can move from cyber awareness to cyber understanding. [The APS Data, Digital and Cyber Workforce Plan](#) details how the Government is developing the skills and capabilities needed to harness emerging technologies like AI while safeguarding against potential risks.

Significant steps are also being made to improve digital maturity of government agencies through the development of a Digital Maturity Assessment. Currently being trialled across Government to ensure it supports agencies while avoiding unnecessary administrative burden, the Digital Maturity Assessment will provide agencies with a mechanism to measure their digital maturity and capability, highlight areas for further investment and show improvement over time.

Improving digital investment planning will build a future-ready government by improving planning and delivery confidence for government digital projects. The DTA has improved [Digital Investment Plans](#) to align investment with government priorities, agency strategic priorities and the [Strategy's 2030 vision](#). Agencies must plan strategically across short, medium and long-term horizons, creating a consistent approach to digital investment planning for better investment outcomes. The Digital Investment Plan website is now live on [digital.gov.au](#), bringing together key resources in one place.

The Government is making it easier for business to engage with government procurement processes, ensuring agencies can rapidly engage new sellers in response to emerging needs. [The Digital Marketplace Panel 2](#), released in October 2024, consolidates existing panels to make it easier for the digital industry to bid for opportunities through [BuyICT.gov.au](#), streamlining the procurement process for buyers and sellers. It will soon consolidate the software and cloud marketplaces, aiming to provide a unified procurement pathway for software-as-a-service and commercial-off-the-shelf software products.

The Government will harness its market influence to ensure Australians receive top-quality services by strategically utilising offerings from ICT providers. To maintain excellence in digital service delivery — especially as artificial intelligence becomes more prominent — the Government will make full use of its collective purchasing power and capabilities across all agencies.

Reforming legacy systems ensures government's digital systems are secure, resilient and aligned with emerging needs. Over the past year, the [Take Farmers to Markets Program](#) has stabilised, secured and modernised the ICT platforms that underpin Australia's export services, reducing the risk of systems unavailability. This included significant cybersecurity uplift, the wholesale adoption of cloud technology and the movement of existing systems onto modern, reliable platforms.

Modernising legacy systems enables people and business to engage with government digital services with confidence. In 2023, Treasury released a [Strategic Plan for Australia's Payment Systems](#) to ensure they reflect the way Australians make and receive payments. Services Australia will work with Treasury, other government agencies and the financial industry to decommission out-of-date payment services in favour of adopting emerging technologies and new digital standards to improve payment interoperability and payment security.

These reforms pave the way for a future-focused, modern digital government with world-class, modern data and digital capabilities, now and into the future.

Progress towards the 2030 vision

Over the past year, the Government continued to make significant progress towards the Strategy's 2030 vision, building on achievements in 2023 and 2024.





In 2024 **Australia was recognised for its approach to digital government.** The Organisation for Economic Co-operation and Development (OECD) ranked Australia 5th in the 2023 Digital Government Index, highlighting Australia's strengths in digital-by-design and data-driven government.

[Learn more about the Digital Government Index >](#)



The Government established **data maturity measures for all APS agencies to drive targeted improvements in areas like data security and use of advanced analytics.** As agency data maturity grows, the benefits will be felt by Australians through improved service delivery and better policy outcomes.

[Learn more about the Data Maturity Assessment Tool >](#)

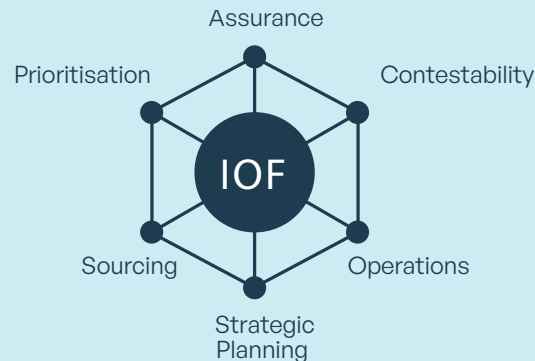


In September 2025 the Government published the **Australian Government Data Governance Framework** to guide consistent, secure and ethical management of public data across all government agencies.

[Read the Framework >](#)

The Investment Oversight Framework

A world-class framework to ensure digital investments deliver for Australians



On 6 August 2025 the OECD finalised its review of the **Digital and ICT Investment Oversight Framework (IOF)**. The review recognised the IOF is a key strength in Australia's investment approach, providing a comprehensive, end-to-end approach to managing digital investments from early planning to benefits realisation. It commended the Government's digital investment governance practices, noting that alignment with whole-of-government digital priorities supports the delivery of digital projects.

[Learn more about the IOF >](#)



**Economic
Reform
Roundtable**

Growing attention on the opportunities presented by AI, including at the **Economic Reform Roundtable in August 2025**, has sparked increased discussion on safety and governance and accelerated work to ensure government captures the opportunity of AI. The AI Plan for the Australian Public Service focuses on removing barriers to adoption and accelerating the safe and responsible use of AI across the Australian Public Service.

[Learn more about the Economic Reform Roundtable >](#)

Systems of Government Significance Standard

To strengthen security for critical systems, in July 2025 the Government released the **Systems of Government Significance Standard**. The Standard identifies critical digital systems for increased protection based on their potential impact on Australia's national interest, modernising Australia's approach to cyber security.

To embed safety and stop opportunities for abuse within systems, the Government also commenced an [audit of its systems](#) to identify and close opportunities to weaponise government systems for abuse by perpetrators of family and domestic violence.

[Learn more about the Cyber Security Uplift >](#)



In March 2025 the Government's annual **Major Digital Project Report** provided insights into the performance of 110 projects with an investment value of \$12.9 billion across 46 agencies, showing the majority of projects are on-track. The Government is committed to monitoring delivery of IT projects and ensuring they have the best chance of success.

[Read the Major Digital Projects Report >](#)



The Government must attract, develop and retain data, digital and cyber talent in a strategic way across the APS. On 7 March 2025 the Government released the **APS Data, Digital and Cyber Workforce Plan 2025-2030** to support agencies to build and strengthen this critical workforce.

An [APS Digital Workforce Insights Report](#) was published in November 2025, outlining five priority areas of focus for the APS to source the required digital talent. This includes reconsidering educational requirements, reskilling and upskilling at scale, and the development of a strategic digital location strategy.

[Read the Workforce Plan >](#)

Together, these achievements illustrate strong momentum towards delivering the Strategy's 2030 vision, laying the groundwork for continued digital transformation across government.

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