



Australian Government
Services Australia

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Ministerial Event Brief

MB24-000065

FOR: Minister for the National Disability Insurance Scheme and Minister for Government Services **Date due at Minister's office: 5 November 2024**
INFO: N/A

Copies to: Jason Lucchese, Bevan Hannan, Jonathon Thorpe

Event Brief Request - National Tech Summit, hosted by Tech Council of Australia

Key Issues:
You have been invited to open a discussion at the National Tech Summit hosted by Tech Council of Australia on 11 November 2024. The invite is to 'explore how the tech industry can collaborate with government to co-create and transform digital services. With a focus on human-centred design for the betterment of all Australian to deliver services that improve adoption, inclusion, and innovation'. The Trust Exchange proof of concept supports the Australian community and offers strong collaboration across the tech industry and Government for future opportunities to establish verifiable credentials through digital wallets. Taking points have been prepared (Attachment A refers).

Media Considerations: Media may attend and report on your speech at this event. Communications Division will work with your Media Advisers separately to provide support for any media enquiries.

Noted by Minister:

Signature:  **Bill Shorten**
...../...../2024

Minister comments

Cleared by: Jonathon Thorpe Chief Customer Officer Service Delivery Excellence Group Ph: s22 s22 Signature: Date Cleared: 4 November 2024	Contact: Jordan Hatch General Manager Customer and Staff Digital Programs Division Ph: s22
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Sensitivity: No.

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Financial Impacts: No.

Regulatory Implications: No.

Consultation: Yes.

- Department of Finance – Assistant Secretary – Digital ID Policy

Attachments:

- Attachment A – Minister Talking Points

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Background:

1. In the 2024–25 Budget the Australian Government agreed to the development of a Proof of Concept (PoC) by Services Australia (the Agency) to enable government-issued verifiable credentials to be added to digital wallets. This PoC, referred to as the Trust Exchange, will inform pilot programs which continue to explore the use of verifiable credentials in digital wallets. The Australian Taxation Office, responsible for myID, was also funded to deliver a PoC to test turning the myID digital identity into a verified credential.
2. On 22 August 2024, the Agency attended a briefing on the Trust Exchange with the Hon Paul Fletcher MP.
3. On 6 August 2024, the Agency attended a meeting with the Tech Council of Australia to discuss verifiable credentials within the Digital ID system.
4. Following your National Press Club announcement on 13 August 2024, the Agency engaged with industry experts, including Microsoft, Google, Apple, ConnectID as well as a number of smaller firms to understand the work industry is doing with verifiable credentials, but to also inform and refine the proof of concepts and technical solutions for the Trust Exchange project. The Trust Exchange builds upon existing Government infrastructure, including the 13.1 million users who have created a digital identity with myID (formerly myGovID) and the 6.2 million users who have installed the myGov app.
5. To explore how the Australian Government Digital Identity System can be better utilised to drive further digital adoption across the economy through integration with digital wallets and verifiable credentials.

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EVENT DETAILS

Minister arrives	1:30 pm
Minister departs	2:15 pm
Address	s47E(d)
Previous meetings	The Minister met with Tech Council Australia on 2 August 2023 and 6 August 2024.
Parking (Map included)	To be provided by Tech Council of Australia.
Minister's role	Guest.
Electorate	Electorate: The event is located in Port Melbourne in the electorate of Macnamara. Mr Josh Burns MP has held Macnamara since 2022 and holds the electorate by 62.25 per cent.

Contact officer: Jonathon Thorpe, Chief Customer Officer, Service Delivery Excellence Group

Contact officer phone: s22

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DISCUSSION POINTS

National Tech Summit, hosted by Tech Council of Australia

Explore how the tech industry can collaborate with government to co-create and transform digital services. With a focus on human-centred design for the betterment of all Australians to deliver services that improve adoption, inclusion, and innovation.

The Trust Exchange

- The Trust Exchange proof of concept, led by Services Australia, builds on the myGov app and the existing Australian Government's Digital ID System to make sharing personal information secure and more convenient.
- Trust Exchange has been designed to give you more control over the personal information you share with third parties.
- Under the Trust Exchange proof of concept, people will be able to easily access and share their verifiable credentials, from things like the digital Medicare card, with the businesses they choose, such as when visiting a doctor.
- A verifiable credential is a digital version of a traditional, physical credential (such as a Medicare card). It is most often stored in a digital wallet on a person's smart device.
- Being verifiable means when you show or share your digital card with a business, they can scan it and confirm that your details and any entitlements you have are valid.

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- This means businesses and services get only the information they need. It also means businesses do not need to store personal ID documents and data on their systems. This reduces the risk of your personal information being exposed to cyber criminals through a data hack.
- The proof of concept will test how the Australian Government Digital ID System can be extended so you can securely share information about yourself with third parties using verified credentials from your digital wallets.
- Initially, Services Australia will test how the Digital ID Exchange can issue credentials, such as a digital Medicare card, into the myGov app wallet.
- Services Australia is also looking at ways to give you the choice of which digital wallet you want to use, and which cards and credentials you want to store digitally.
- The proof of concept will test these ideas in the real world, using real people. This means Services Australia can receive feedback from people and businesses on how they feel about using this technology, and where more support may be required.
- In one of the first potential 'real world' applications of this technology, Services Australia will test using your Medicare card, Department of Veterans' Affairs card and Centrelink Concession card to register as a new patient at a medical centre.

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- Test data will be used during this process. The testing will look not only at the technology but also the experiences of both patients and health practices in accepting patient information this way.
- For Trust Exchange to be successful, your digital credentials need to be accepted all across the economy. That is why Services Australia is building to the most common open standards being adopted in both the public and private sectors.
- Consultation is an important part of this process, and Services Australia is committed to genuine engagement with key stakeholders across the states and territories, and wider industry.
- The vision is that Australians will be able to use their digital credentials across the Commonwealth, state, and private sectors, through the wallets of their choice.
- Given the importance of this work, the Interim Independent Advisory Board has provided valuable feedback and guidance on design, community needs, ethics and privacy considerations.
- Services Australia is also working closely with the Department of Finance, which is leading the delivery of Australia's Digital ID System. The Trust Exchange project will benefit from Digital ID's strong foundations, including robust security and privacy protections and the regulatory framework.
- The Australian Taxation Office is also leading a connected piece of work to test the ability to issue verifiable credentials for a Digital ID created with the myGovID app.

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- In February, the outcomes of all this work will be shared with the Department of Finance. The information will be used to inform decisions to expand the preferred proof of concept model to a pilot.

Trust Exchange Vision and Benefits

- The Trust Exchange will transform service delivery and provide real benefits to Australians.
- The Trust Exchange will make people's lives easier by allowing them to quickly and securely access and share their credentials and remove the need to carry physical cards and documents.
- It will streamline processes and reduce the time businesses spend on administrative tasks.
- Importantly, the Trust Exchange will also protect users against stolen identities. Verifiable credentials have the potential to significantly reduce the risk of identity theft. Personal information is securely shared and verified, and the Trust Exchange will make it difficult for stolen IDs to be accessed and used fraudulently. This enhances the overall security of digital transactions and protects Australians from identity-related crimes.
- For businesses, it will help reduce the amount of personal data they need to store. This not only minimises data management costs but also enhances data security and compliance with privacy regulations. Businesses can operate more efficiently and securely, knowing that they are handling less sensitive information.

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- The proof of concept will explore how the Digital ID System can be extended to drive further digital adoption across the economy through integration with digital wallets and verifiable credentials.
- The Trusted Exchange consent-based model extends to individual use cases, where users are only sharing necessary data with trusted verifiers, strengthening user control and data sharing transparency to ensure improved security around sensitive data.
- Services Australia is undertaking a comprehensive engagement strategy to support the Trust Exchange. This involves collaborating closely with federal, state and territory government stakeholders, industry partners, including Microsoft, Google and Apple, along with community groups and the public to gather feedback and insights.

Human centred design

- The Trust Exchange is an example of how Services Australia puts people at the centre of its work, designing services they want, to meet their needs and simplify their lives.
- By testing potential solutions with real people, and by testing, iterating, and testing again, Services Australia ensures it is delivering what people need.
- Services Australia will talk to people from all walks of life, and make sure the designs are easy to use and accessible to all. This drives greater opportunity for adoption, meaning more people can easily access and share their credentials when and how they need to.

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Talking Points Clearance

Clearance	Name	Appointment	Date and time
Cleared Media by:	Karen Ploesser	National Manager myGov Content Strategy and Communication	01/11/2024 1:55pm

Has a copy been provided to Media for Information?	Yes
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**FOR: Minister for the National Disability Insurance Scheme
and Minister for Government Services**

Critical Date: N/A

INFO: Minister for Finance, Minister for Women and Minister
for the Public Service
Minister for Social Services
Minister for Health and Aged Care

Reason for Urgency: N/A

THROUGH: David Hazlehurst

Copies to: Pauline O'Neill, Ray Griggs AO CSC, Blair Comley PSM

Trust Exchange Initiative - Invitation for jurisdictions to collaborate on the sharing of digital credentials

Key Issues:

Services Australia Agency continues engagement across industry, community and Government to understand benefits and future use of the Trust Exchange.

To ensure whole of Government support of the Trust Exchange Initiative, an invitation to your jurisdictional counterparts to collaborate on the sharing of digital credentials between state-based apps and the myGov app will be issued.

Services Australia (the Agency) has drafted these letters ([Attachments A, B and C](#)). The draft letters include references to the recent outcomes from the Data and Digital Ministers Meeting (DDMM), the recent Proof of Concept testing that the Agency has conducted and the results.

Recommendations:

That you:

- 1) **Sign** the letter to the Minister for Customer Service and Digital Government, the Minister for Emergency Services and Minister for Youth Justice, the Hon Jihad Dib MP at [Attachment A](#).
- 2) **Sign** the letter to the Minister for Government Services, the Minister for Consumer Affairs and Minister for Public and Active Transport, the Hon Gabrielle Williams MP at [Attachment B](#).
- 3) **Sign** the letter to the Minister for Transport and Main Roads and Minister for Digital Services, the Hon Bart Mellish MP at [Attachment C](#).

Decision:

Signed / Not Signed

Signed / Not Signed

Signed / Not Signed

Media Considerations:

The Trust Exchange initiative has been publicly announced and gained media attention over recent months. Existing media talking points remain relevant.

Your Office is currently working on a media announcement on the CBA PoC. Communications Division are working with your media advisers.

<p>Signature: Bill Shorten</p> <p>...../...../2025</p>	
<p>Minister comments</p>	
<p>Cleared by: Jonathon Thorpe Deputy Chief Executive Officer Service Delivery Excellence Ph: s22</p> <p>Signature:</p> <p>Date Cleared: xx January 2025</p>	<p>Contact: Benjamin Morris Acting General Manager Customer and Staff Digital Programs Service Delivery Excellence Group Ph: s22</p> <p>Signature:</p> <p>Date Cleared: xx January 2025</p>

- Sensitivity:** Yes.
- At the June 2024 Data and Digital Minister’s Meeting (DDMM), at Agenda Item 4.1, members agreed the Digital ID and Verifiable Credentials Strategy (the Strategy). At Agenda Item 4.2, members noted that further work will be undertaken by the Verifiable Credential Working Group on the use and standards for digital wallets and how to operationalise a verifiable credentials system in Australia. Noting these outcomes from the DDMM meeting, there is a risk that the Ministers may question where this request fits in with those agreed DDMM outcomes.
 - To mitigate this risk, the letter refers to these outcomes and note that collaborative, cross government service delivery design work will seek to contribute to this broader work.

Financial Impacts: No.

Regulatory Implications: No.

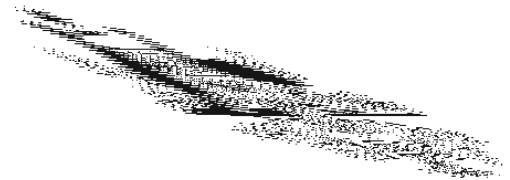
Consultation: No.

Attachments:

- A: Minister Shorten to Minister Dib
- B: Minister Shorten to Minister Williams
- C: Minister Shorten to Minister Mellish

Background:

1. In March 2023, the Agency and Service NSW commenced discovery work on adding the NSW Driver Licence to the myGov app, and the Medicare card and Centrelink concession cards to the Service NSW app.
2. In April 2023, following a change in the NSW Government at the state election, this work was put on hold.
3. Currently there is no commonality in standards being used across Australian jurisdictions in the development of verifiable credentials, inhibiting interoperability across systems.
4. At the June 2024 DDMM, members endorsed the Strategy which maps out activities to deliver four outcomes over the next three to five years.
5. By delivering these outcomes, challenges such as a lack of consistency across Australia that creates blockers for individuals trying to use verifiable credentials across borders will be resolved.
6. Members agreed that Australian jurisdictions will work towards aligning with consistent, proven international standards for implementing a selection of verifiable credentials.
7. In Budget 2024-25, the Australian Government agreed for the Agency to develop a PoC to enable government-issued verifiable credentials to be added to digital wallets.
8. The Agency continues to prioritise consultation and collaboration across Government, industry and community groups. We have engaged closely with Australian Taxation Office (ATO) on the progress of their myID PoC and the synergies between our PoCs.
9. Three out of four planned Trust Exchange PoC tests have been completed, including:
 - a. Registering as a new patient at a medical practice using the Medicare Card, Concession Card and Department of Veterans' Affairs Veterans cards in the myGov app digital wallet.
 - b. Using an ImmiCard within the myGov app digital wallet to prove age to enter a licenced venue.
 - c. Scanning an Australian Passport to use as a Verified ID within the myGov app digital wallet.
10. The final PoC test is being conducted in partnership with the CBA on 29 January 2025 in Canberra. This will be conducted with members of the community and CBA staff to test the use of the Medicare card as a verifiable credential within the myGov app digital wallet to support identity confirmation processes when opening a new bank account.
11. The Trust Exchange initiative PoCs have been delivered in the Services Australia development environment. This approach has allowed the PoCs to operate with real users experiencing verifiable credentials within a test version of the myGov app digital wallet, while at the same time not interrupting Production or Pre-Production myGov or Digital ID Exchange systems and live operations.
12. While no immediate legislative barriers have been identified to sharing the Medicare card and Centrelink concession cards with state agencies, any proposed integration points or sharing of data will require a detailed Privacy Impact Assessment and a security risk management plan.



Ref: MS24-000188

The Hon Jihad Dib MP
Minister for Customer Service and Digital Government
Minister for Emergency Services
Minister for Youth Justice
Member for Bankstown
GPO Box 5341
SYDNEY NSW 2001

Dear Minister

As the Minister for the National Disability Insurance Scheme and Minister for Government Services, I am committed to making government services simple and accessible and seek your support to advance this commitment, through the potential integration of services and sharing verifiable credentials (VC).

At the June 2024 Data and Digital Ministers Meeting (DDMM), members agreed that jurisdictions will work towards aligning with consistent, proven international standards for implementing a selection of VCs. Members also acknowledged the Verifiable Credentials Working Group will work on the standards for digital wallets and how to operationalise a VC system in Australia.

To support this approach, in Budget 2024-25, the Australian Government agreed for Services Australia (the Agency) to test the extension of the Australian Government Digital ID System capabilities. The Trust Exchange proof of concept (PoC) is focused on demonstrating how government-issued VCs could be issued to government digital wallets using the myGov app. Initially focussing on Federal Government issued credentials, opportunities to include State and Territory issued credentials would now be valuable use-cases to consider.

The Trust Exchange PoCs have tested the following VC use-cases within the myGov app digital wallet:

- a. Registering as a new patient at a medical practice, using a Medicare Card, Concession Card and Department of Veterans' Affairs Veterans Card.
- b. Providing proof of age to enter a licenced venue using a ImmiCard.
- c. Creating a Verified ID (new credential) by scanning an Australian Passport.
- d. Opening a new bank account using a Medicare Card.

In December 2024, I held a series of engagements with the Agency and a range of organisations across business to identify industry-specific considerations and use-cases for VCs. These discussions included the banking, healthcare and hospitality sectors; all expressing a keen interest in the opportunity to be involved in future concepts and testing activities.

In readiness for the upcoming DDMM on 7 February 2025, the Agency is planning a series of Commonwealth, State and Territory, and industry briefing sessions to share the high-level outcomes of the Trust Exchange PoCs.

Some early observations for your visibility indicate:

People support the concept:

- Participants identified potential benefits of sharing credentials from the myGov app including convenience, security and accuracy of data shared, and being in control of the level of information shared.

Trust in government is high, but so are expectations:

- Participants expressed a high level of trust in government around sharing their credentials, however this is tied to a high level of perceived accountability. People expect government will be accountable for any data loss or inappropriate use when they share a government credential in a government wallet.

Transparency is key:

- Transparency around how shared information is used and the responsibilities of third party for the information they receive, is crucial to supporting adoption.

Trust in myGov is high:

- Participants expressed a high level of trust in myGov to securely store and manage their data, with those already familiar with the myGov app easily adopting it to share their information.

I invite you and your departments to engage the Agency to consider use-cases specific to your jurisdiction. This is an opportunity to contribute and support how we can deliver user-centred solutions, to securely share credentials between government, industry and not-for-profit organisations.

I believe collaborating across government on the future of sharing credentials, particularly to support government service delivery improvements, will be a critical contribution to achieve on the agreed DDMM outcomes. My aspiration is that through working across government, we can make demonstrable progress within the next 12 months.

If your office would like further information, Mr Jonathon Thorpe, Deputy Chief Executive Officer, Service Delivery Excellence, Services Australia can be contacted on s22 or at: s22 @servicesaustralia.gov.au

Yours sincerely

Bill Shorten

cc: Senator the Hon Katy Gallagher, Minister for Women, Minister for Finance and Minister for the Public Service



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Services Australia

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Ministerial Submission For Noting

MS24-000289

FOR: Minister for the National Disability Insurance Scheme and Minister for Government Services **Critical Date or N/A: N/A**

INFO: N/A

Copies to: David Hazlehurst, Jason Lucchese, Jonathon Thorpe



Trust Exchange proof of concept

Key Issues:

To provide an update on Service Australia's (the Agency's) approach to the Trust Exchange, conducting a proof of concept (PoC) on the use of verifiable credentials, backed by the security of a digital ID, through the myGov App digital wallet.

The PoC will test how the Government's Digital ID system can be extended to enable people to choose to securely share their identity documents, entitlement cards and certificates with third parties using digital wallets.

The PoC will conclude in early 2025, and the findings will inform the next stage of the Government's approach to supporting verifiable credentials in Australia's Digital ID ecosystem for Budget 2025–26, including the consideration of public pilots.

Recommendation:

That you:

- 1) **Note** the Trust Exchange initiative PoC approach for the Agency to conduct a series of tests using verifiable credentials with the community through the myGov app digital wallet.
- 2) **Note** the approach and focus of the PoCs was discussed with the Interim Independent Advisory Board on 15 October 2024.

Decision:

Noted / Please discuss

Noted / Please discuss

Media Considerations: Nil.

Signature:

Bill Shorten

...../...../2024

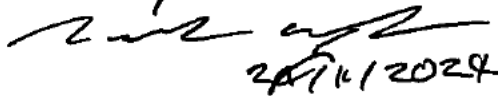
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MS24-000289

Minister comments

Noted, and also noting the regular updates during the weekly CEO


24/10/2024

Cleared by: Jonathon Thorpe
Deputy Chief Executive Officer
Service Delivery Excellence Group
Mob: s22

s22

Signature:

Date Cleared: 16 October 2024

Contact: Jordan Hatch
General Manager
Customer and Staff Digital Programs Division
Mob: s22

Sensitivity: No.**Financial Impacts:** No.**Regulatory Implications:** No.**Consultation:** Yes.

- Department of Finance, Assistant Secretary, Digital ID Policy
- Department of Foreign Affairs and Trade, Assistant Secretary, Passport Strategy and Modernisation
- Department of Home Affairs, Assistant Secretary, Citizenship and Multicultural Affairs
- States and Territories, Data and Digital Ministers Meeting members

Attachments:

Nil.

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Background:

1. In Budget 2024–25, Government agreed to the development of a PoC by the Agency, to enable government-issued verifiable credentials to be added to digital wallets. This PoC will inform pilot programs using verifiable credentials in digital wallets, ensuring that the Digital ID system maintains compliance with emerging Digital ID legislation. The Australian Taxation Office, responsible for myID, was also funded to deliver a PoC to test turning their myID digital identity into a verified credential.
2. This PoC aligns with the existing National Digital ID and Verifiable Credentials Strategy, endorsed by the Data and Digital Ministers in June 2024, to test a series of scenarios with real customers and verifiers. This will shape the future direction for the customer experience and the technical architecture.
3. The Trust Exchange initiative builds upon existing government infrastructure, including the 12 million users who have created a myID (formerly myGovID) and the 5.7 million users with the myGov app.
4. As part of the Trust Exchange initiative, the Agency is leading the PoC, which aims to test how the Government's Digital ID system can be extended to enable individuals to choose to share their identity documents, entitlement cards and certificates with third parties using their digital wallets.
5. The development of the PoC will include consultation and collaboration opportunities across key federal Government stakeholders who issue credentials, including the Australian Passport Office, Home Affairs and Department of Veterans' Affairs, as well as those stakeholders who verify credentials such as medical providers, banks and telecommunication industry experts.
6. The tests will be undertaken using a combination of technical and user experience prototypes across four separate proofs of concept:
 1. Scanning a passport to use as a digital credential in the myGov app digital wallet.
 2. Registering as a new patient at a medical practice using the Medicare Card, Concession Card and Department of Veterans' Affairs cards in the myGov app digital wallet.
 3. Using an ImmiCard within the myGov app digital wallet to prove age at a licenced venue (stretch target).
 4. Using verifiable credentials within the myGov app digital wallet to prove identity open a new bank account (stretch target).
7. These proofs of concept will test:
 - the user experience for customers to add verifiable credentials to the myGov app wallet
 - the technical feasibility for the Digital ID Exchange to issue verifiable credentials
 - the ability for customers to selectively disclose attributes from credentials (such as name, or date of birth) and attestations (such as over 18 years of age)
 - the experience for organisations to verify credentials presented by customers
8. The Trust Exchange describes the vision and work program to extend the existing myGov wallet and Digital ID Exchange to support verifiable credentials. Based on the existing recognition of these brands and platforms, no rebranding of myGov and the Australian Government Digital ID System is proposed. To this end, we will not seek to register trademarks for the terms 'Trust Exchange' or 'TEX'.
9. The PoC will conclude in early 2025, and PoC findings will inform the next stage of the Government's approach to supporting verifiable credentials in Australia's Digital ID ecosystem, with next steps to be considered in conjunctions with the Department of Finance.

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10. The PoC is being developed in a controlled environment using prototype software to issue verifiable credentials to the myGov app wallet. Decisions on the future technology architecture and intended customer experience will be made following the conclusion of the PoC and decisions of government. This will inform any approaches to market required for the technology capability.
11. The Agency is undertaking a comprehensive engagement approach to support the Trust Exchange initiative. This involves collaborating closely with various stakeholders, including federal, state and territory governments, industry partners, community groups and the public to gather feedback and insights, which will inform the development and refinement of the Trust Exchange.
12. The approach and focus of PoCs was discussed with the Interim Independent Advisory Board on 15 October 2024.

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Australian Government
Services Australia

For: Minister for the National Disability Insurance Scheme and
Minister for Government Services

Copies to: David Hazlehurst, Jason Lucchese

Subject: Trust Exchange initiatives with Multiple Organisations

Date of Meeting: 18 December 2024

Time and Location of Meeting: 1.30pm to 2.30pm, Ministers Electorate Office, Suite 1A, 12 Hall Street, Moonee Ponds VIC, and via MS Teams

Senior Agency Officer(s) Attending: Randall Brugeaud, Acting Chief Executive Officer (virtual) and Jonathon Thorpe, Chief Customer Officer (in person)

<p>Purpose of Meeting</p> <ul style="list-style-type: none"> • To understand business and industry benefits of the Trust Exchange initiative and discuss the impacts of the Trust Exchange in detail to inform the design and delivery of the Trust Exchange initiative. 	<p>Key messages/Expected outcomes</p> <ul style="list-style-type: none"> • Services Australia (the Agency) is testing the Trust Exchange Proofs of Concept (PoC) to understand the technical feasibility, customer and provider experience and perception of verifiable credentials. • Industry, community and peak organisations play a key role in the future acceptance of verifiable credentials within the community, including the readiness for change. • This meeting will inform the design of the initiative and the next round of pilots being considered by Government.
<p>Sensitivities</p> <ul style="list-style-type: none"> • The Agency has received authority to conduct a PoC on the Trust Exchange. • Implementation of this initiative has not been decided by the Australian Government, therefore limited references should be made on timelines for delivery. 	<p>Agency Funding</p> <ul style="list-style-type: none"> • The Agency was funded to deliver a verifiable credential proof of concept in the 2025–26 Budget. • The Department of Finance holds a contingency reserve for phase 2 of this initiative, which will be issued pending a decision by Government on future pilots of verifiable credentials.
<p>Cleared by: Jonathon Thorpe Chief Customer Officer Service Delivery Excellence Mob: s22</p> <p>Signature:</p>	<p>Contact: Jordan Hatch General Manager Customer and Staff Digital Programs Mob: s22</p>

Date Cleared: xx December 2024	
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Attachments: Nil.

Consultation: No.

DISCUSSION POINTS

- The Trust Exchange initiative, managed by Services Australia, is undertaking a Proof of Concept to test the use of verifiable credentials using the myGov app digital wallet.
- This initiative builds upon the existing investment in Digital ID and myGov, which has already been adopted by millions of users.
- The Trust Exchange initiative will allow people to securely share their identity documents, entitlement cards, and certificates with third parties using digital wallets offering choice, consent, and trust in how personal data is shared.
- This initiative is being tested to assess how effectively it can streamline processes such as registering as a new patient at a medical practice, confirming eligibility to enter licensed venues, and registering as a new customer at a bank.
- I look forward to hearing from you on the opportunities that the Trust Exchange initiative could provide in your industry.
- To deliver this effectively, the Australian Government needs support across industry, and we intend on supporting industry partners in preparing to support their customers effectively, building momentum and making a compelling case for change.
- I would like to hear from you on how integrating verifiable credentials into existing systems and processes may impact you, and your customers.
- Are there barriers that Government needs to consider as we continue in designing this experience?

Background

1. In the 2024–25 Budget, Government agreed for the Agency to develop a PoC to enable government-issued verifiable credentials to be added to digital wallets. The PoC will inform pilot programs using verifiable credentials in digital wallets, ensuring that the Digital Identity system maintains compliance with emerging Digital Identity legislation. The Australian Taxation Office, responsible for myID (formerly myGovID), was also funded to deliver a PoC to test issuing the myID digital identity as a verified credential.
2. The agency led PoC aligns with the existing National Digital Identity and Verifiable Credentials Strategy, endorsed by the Data and Digital Ministers in June 2024, to test a series of scenarios with real customers and verifiers. This will shape the future direction for the customer experience and the technical architecture.
3. The Trust Exchange initiative builds upon existing Government infrastructure, including the 12 million users who have created a myID and the 5.7 million users with the myGov app.
4. As part of the Trust Exchange initiative, the Agency is leading the PoC, which aims to test how the Australian Government Digital Identity System can be extended to enable individuals to choose to share their identity documents, entitlement cards and certificates with third parties using their digital wallets.
5. The PoC will conclude in early 2025, and PoC findings will inform the next stage of the Government's approach to supporting verifiable credentials in Australia's Digital ID ecosystem. The next steps will be considered by the Minister for Finance in 2025.
6. The Interim Independent Advisory Board, at its November and December meetings, raised insights from the Trust Exchange as a positive reflection, acknowledging that success will be underpinned by community trust and engagement.
7. On 4 December 2024, letters were sent to the following industry, civil society and community organisations to meet with you and discuss the Trust Exchange initiative further:

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Supplementary Budget Estimates 2024 - 2025

TOPIC: TRUST EXCHANGE

WITNESS: Jonathon Thorpe
Deputy Chief Executive Officer, Service Delivery
Excellence Group

Strategic Narrative

- In the 2024-25 Budget, the Government agreed to the development of a proof of concept (PoC) by Services Australia (the Agency), to enable Commonwealth-issued verifiable credentials to be added to digital wallets.
- The Agency is conducting a PoC on the use of verifiable credentials, backed by the security of a Digital ID, through the myGov App wallet.
- The PoC will test how the Government's Digital ID system can be extended to enable people to choose to securely share their identity documents, entitlement cards and certificates with third parties using digital wallets.
- The PoC will conclude in early 2025 with the findings to inform the next stage of the Government's approach to supporting verifiable credentials within Australia's Digital ID system including the consideration of public pilots.
- On 13 August 2024, the Minister for Government Services, the Hon Bill Shorten MP announced the Government is developing 'brand new and world leading' digital infrastructure and supports the Government's commitment to expand and legislate the Digital ID system, known as the Trust Exchange.
- This proof of concept aligns with the existing *National Digital ID and Verifiable Credentials Strategy*, endorsed by the Data & Digital Ministers' Meeting in June 2024.

KEY FACTS AND FIGURES

- The Agency was allocated \$11.4m in the 2024-25 financial year to develop a Proof of Concept to extend the Australian Government Digital ID exchange to support Verifiable Credentials.

Talking Points

- As announced in the 2024-25 Budget, the Agency is undertaking a PoC that extends the Australia Government Digital ID System (AGDIS) to support Verifiable Credentials and Digital wallets using the myGov App.
- The Agency, in collaboration with Commonwealth state & territory stakeholders, is working to consider how recognised Verifiable Credential data standards (including the open standards - W3C and ISO) can be supported to ensure interoperability.
- The PoC will:
 - Extend the AGDIS to offer Verifiable Credentials, allowing individuals to store, share and show their credentials through an integrated digital wallet system.
 - Uplift the myGov app wallet, to allow verifiable credentials to be securely shared with, and verified by, third parties.
 - Allow for customer controlled selective disclosure of relevant personal information.
 - Explore ways for industry to consume verifiable credentials so that they can be integrated with their systems to streamline their business.
- As part of this project, the Agency will be undertaking user testing of selected use cases for Verifiable Credentials within the community:
 - Exploring opportunities to create a Verifiable Credential from an Australian Passport (leveraging the Digital Travel Credential).
 - Exploring opportunities for using Verifiable Credentials to streamline the process of registering as a new patient at a medical practice.
 - Exploring opportunities for using Verifiable Credentials to confirm an individual's eligibility to enter a licenced venue (i.e. over 18).
 - Exploring opportunities for using Verifiable Credentials to streamline the process of registering as a new customer at a bank.
- The Agency is undertaking a comprehensive engagement strategy to support the Trust Exchange initiative. This involves collaborating closely with various stakeholders, including Federal, state and territory governments, industry partners, community groups and the public to gather feedback and insights, which will inform the development and refinement of the Trust Exchange.

Background

- In the 2024-25 Budget, the Government detailed the allocation of \$23.4m over two years from the 2024–25 financial year for the Australian Taxation Office, Department of Finance and Services Australia to pilot the use of government digital wallets and verifiable credentials.
 - Of the \$23.4m, the Agency received \$11.4m to develop a PoC that leverages the investment to date in the Digital ID Exchange.
 - The ATO received \$3.2M for their PoC, and the remainder was allocated to Department of Finance to plan pilot activities with industry.
- The Trust Exchange initiative builds upon existing government infrastructure, including the 12 million users who have created a myID (formerly myGovID) and the 5.7 million users who have installed the myGov app.

Relevant media coverage

Date	Source	Item
27 August 2024	<i>InnovationAus</i>	InnovationAus: ‘Daunting’ tech, governance challenges ahead for digital ID
15 August 2024	<i>Australian Financial Review</i>	AFR: The story behind the click-to-prove revolution
15 August 2024	<i>Pickr</i>	Pickr: What is the government’s plan for the Trust Exchange digital ID?
15 August 2024	<i>West Australian</i>	West Australian: Letter to the editor – Trust ‘em, they’re pollies
15 August 2024	<i>Daily Telegraph</i>	Daily Telegraph: Digital ID will ‘significantly increase’ Australians security online
14 August 2024	<i>Sky News Live</i>	Sky News Live: Sharri Markson
14 August 2024	<i>Startup Daily</i>	Startup Daily: Why trust and protection from government snooping are central to its digital ID plans
14 August 2024	<i>The Mandarin</i>	The Mandarin: Shorten blasts ‘plague of fiefdoms’ for APS digital woes
14 August 2024	<i>iTnews</i>	iTNews: Government likens myGov to a garaged Ferrari

Date	Source	Item
14 August 2024	<i>InnovationAus</i>	InnovationAus: Shorten unpacks Tex, Australia's answer to digital credentials
14 August 2024	<i>Daily Telegraph</i>	Daily Telegraph: 'Bad policy which 'nobody' asked for: Govt announces nationwide digital ID program
14 August 2024	<i>News Daily</i>	News Daily: The government is developing a new digital ID system. It must first gain the public's trust
14 August 2024	<i>ABC RN Breakfast</i>	ABC RN Breakfast: 'No one has been as tough': Shorten defends gambling reform (note: first part of this interview relates to the Trust Exchange announcement)
13 August 2024	<i>7News Online</i>	7News online: Major change coming to the way Aussies use their licences under new digital ID initiative TEx
13 August 2024	<i>Yahoo! News</i>	Yahoo! News: Major driver's licence change for millions of Aussies with new ID verification system
13 August 2024	<i>ABC Radio</i>	ABC Radio Melbourne with Ali Moore
13 August 2024	<i>Startup Daily</i>	Startup Daily: A new digital ID system planned by the federal government will keep personal info in your phone's myGov wallet
13 August 2024	<i>ABC News Breakfast</i>	ABC News Breakfast: The federal government will today unveil a plan to allow people to verify their ID through a QR code.
13 August 2024	<i>ABC Radio AM</i>	ABC Radio AM: Report on the testing of a new digital identification system by the end of the year

Date	Source	Item
13 August 2024	<i>Innovation Aus</i>	InnovationAus: Govt unveils 'world leading' identity exchange
13 August 2024	<i>Radio 3AW Mornings</i>	Radio 3AW Mornings: The Minister for Government Services wants to reawaken the debate about the Australia card from the 1980s.

Relevant Ministerial Comments

Date	Minister	Details
13 August 2024	Minister for Government Services, the Hon Bill Shorten MP	Announced at the Press Club that Services Australia will be conducting Proof of Concepts for the Trust Exchange initiative.

	Name and Role	Group/Branch/Organisation	Phone (mob)
Cleared By	Name: Jonathon Thorpe Role: Deputy CEO	Service Delivery Excellence Group	s22
Contact Officer	Name: Jordan Hatch Role: General Manager	Customer and Staff Digital Programs Division	s22
Consultation	Name: Lisa Jansen Role: National Manager	Digital Product Design Branch	s22

QUESTION TIME BRIEF

TRUST EXCHANGE

KEY POINTS

- Services Australia (the Agency) is developing a proof-of-concept, Trust Exchange, that builds on the existing Digital ID system, allowing individuals to obtain verifiable credentials from government, and store them in digital wallets to use within the community. Trust Exchange is about choice, consent and trust.
- The proof-of-concept aims to give individuals control over the information they share.
- It will make it easier to securely share relevant personal details with a third party.
- It will limit the need for third parties to store government-issued credentials, including ID documents, cards and certificates - thereby reducing the potential privacy impact of data breaches.
- The proof-of-concept will explore:
 - Connecting digital wallets to the Digital ID exchange.
 - Connecting credential issuing authorities (for example Medicare for Medicare Cards) to the Digital ID Exchange.
 - Generating verifiable credentials from the Digital ID exchange and placing these into connected digital wallets.
 - A capability that would allow third parties (such as a business) to verify credentials held in digital wallets, and to request that relevant information be shared with them (with the consent of the individual).

- The proof-of-concept builds upon the framework established through the *Digital ID Act (2024)*, as well as expanding on the existing capability of the myGov app digital wallet.
- The proof-of-concept reflects the Agency's view that savings and efficiencies can be achieved by leveraging the investment to date in the existing Digital ID system and myGov, allowing these capabilities to complement one another.
- Approximately 6 million customers are already using the myGov app. There are over 12 million people with a myGovID Digital ID. Of these, nearly 3.9 million people have linked their Digital ID to their myGov account.
- The proof-of-concept will be completed by the end of 2024.
The proof-of- concept will be assessed by the Department of Finance (Finance) to consider impacts of the *Digital ID Act (2024)* (due to be legislated from 1 December 2024), along with other legal, policy and accreditation considerations.
- Should the assessment of the proof-of-concept be favourable, Finance will consider opportunities to expand the proof-of-concept into live pilot testing of select use cases/organisations.
- The system will not create a 'honeypot' of ID documents, entitlement cards or credentials. The proof-of-concept is testing a decentralised solution, where the individual's credentials remain at the originating source, and are only made available on the individual's personal device.

KEY FACTS AND FIGURES

- The Government is investing \$288.1 million over four years from 2024-25 to support the expansion of Australia's Digital ID System. This makes a total of \$459.6 million that the Government has invested, ensuring that more Australians can realise the economic, security and privacy benefits of Digital ID.
- In the 2024-25 Budget, the Government invested \$23.4 million for the Department of Finance, the Australian Taxation Office and the Agency to pilot the use of government digital wallets and verifiable credentials. Of this, the Agency has received \$11.4 million to deliver the proof-of-concept.

KEY DATES

- The *Digital ID Act (2024)* is due to be legislated on 1 December 2024, and will gradually expand Australia's Digital ID System across the economy. As new organisations join the system as providers and relying parties, Australians will have greater choice in where they can create a Digital ID, and more places where they can use their Digital ID to avoid the unnecessary sharing of their ID information.