YOUR DIGITAL TERRITORY
REPORT ON WHAT WE HEARD

YOUR DIGITAL TERRITORY

This engagement asked for your help to shape the future of our city – specifically, how we can harness the power of digital to make a meaningful difference to the lives of all people in our community.

The ACT Government released its first Digital Strategy in 2016 and it is now due for a refresh.

A lot can change in three years, especially in the areas of digital and technology. We wanted to hear from the Canberra community about what is important to you when considering your digital future.

THE CONVERSATION

This engagement was open on the YourSay website between 17 April and 14 June 2019.

The opportunity to get involved was promoted online, through mainstream media, social media, and via printed flyers and TV screens in Libraries across the ACT.

The feedback provided is being used to inform a refresh of the ACT Government's Digital Strategy, which will look to use digital and technology to create a more inclusive, progressive and connected city.

Our short questionnaire sought the community's views on four key themes:

- Community centred services
  - *"Government services that are designed, developed and tested with the community in mind."*
- Creating value from data
  - *"Data is collected, managed and used in a way that protects privacy and develops better services for the community."*
- Co-designed city planning (Smart Cities)
  - *"Combining city-wide connected technology and data to make Canberra more liveable, sustainable, vibrant and resilient."*
- Building strategic and productive relationships with business and industry
  - *"Government, business and industry working together with academia and innovators to use digital technology for economic growth in Canberra."*

WHO ENGAGED

The "Your Digital Territory" YourSay engagement was open to everyone.

We were seeking the views of people across the Canberra community and received 38 responses to our online questionnaire that were all substantive and thought-provoking, as well as two written submissions and three suggestions shared via social media.

yoursay.act.gov.au

YOUR DIGITAL TERRITORY
REPORT ON WHAT WE HEARD

Key insights from the community

Community-centred services

We asked you to describe your ideal government service – what would it do for you and how should it work. We heard:

1. Your ideal government service would be simple, easy to navigate and clear about what was required.
2. You wanted to be able to use digital to engage with government on your terms and at a time convenient to you.
3. Very clearly that although you wanted more digital interactions with government, you also wanted to ensure that non-digital channels were always available to those who needed them.
4. Your feedback included:
    a. "One that you know the service I need, when I need it."
    b. "So that I am not bound on when I interact, on having to chase bits of paper, of having multiple step processes that require both digital and paper steps."
    c. "It shouldn't get in my way – I don't care/want to know who provides it."
    d. "Digital government to me is about public services being provided in a simple and efficient way – the systems talk to each other, so that we don't have to keep telling our story."
    e. "Government shopfronts should not be restricting cash payments."
    f. "Simple, intuitive and robust – and most importantly, does not replace all person-to-person interactions".

Creating value from data

We asked if you would consent to your data being shared between different parts of the government if this resulted in better services for you. We heard:

5. Many of you supported data sharing – although you wanted:
    a. Explicit consent and the opportunity to opt in and out as required
    b. Appropriate legal and technical safeguards in place
    c. To know who your data was being shared with.
6. You find it frustrating when you need to provide or update your details with multiple agencies.
7. You'd like sanctions applied for breaches.
8. You wanted a reason for sharing data – there had to be a purpose and better outcomes for sharing.
9. when people responded differently to this question the main areas of concern were around privacy and security.
10. Your feedback included:
    a. "Yes. Government can share anonymised data to support people better by learning what is going on. Keep ethics in mind."
    b. "As long as the necessary security infrastructure is in place."
    c. "Yes, I think that data used wisely could solve a lot of problems and make life easier."
    d. "Data should be shared by default as long as appropriate controls are in place and data breaches are reported and transparent."
    e. "No. The risks are too great for very little reward."
    f. "No. There are too many hackers out there and you can't guarantee the safety of the data."

Co-designed city planning (Smart Cities)
We asked what your ideal city would look like, taking maximum advantage of digital technology. We heard:

11. You care about citizen wellness – both in the virtual and physical worlds and would like digital technology to help make you feel more connected as a community.
12. Your ideal city would include digital community hubs, to support better work/life balance to help ease congestion on our roads.
13. You'd like driverless cars and digital drivers' licences.
14. You'd like access to more real-time and open data to allow tracking of public transport and traffic conditions.
15. You'd like more of a sharing economy – the ability to share bus credits, for instance.
16. Your feedback included:
    a. "Technology for the vulnerable that is readily available and easy to use."
    b. "Many businesses and government practices are still run from the last century operations manual."
    c. "Information boards for public advice (transport, news, events, alerts). Interactive data online (city statistics). Ability to build on collected data to create better services (transport/health)."
    d. "My ideal city would protect natural areas and our heritage."
    e. "Physical structures should be built in a more flexible and/or easily re-purposed. Work activities and government interactions should be planned for anywhere-anytime and not pointed towards the centre of the city or satellites."
    f. "Use of AI on routine issues to enable more personalised services at complex levels."

Building strategic and productive relationships with businesses and industry
We asked what you thought were the digital skills and digital businesses of a future Canberra. We heard:

17. You think business is already ahead of government.
18. You want more focus on making Canberra and the region a location of choice for digital nomads, encouraging remote worker hubs.
19. You want better government support for removing red tape and making it faster and easier for businesses to start up, and close.
20. You'd like closer collaboration between industry and education sectors, with more internships and apprenticeships in digital technologies.
21. Cyber-security and data are important skills of the future.
22. You'd like to see more research into advanced technologies and applications such as artificial intelligence, medical technologies and sustainable businesses.
23. There should be more affordable, accessible courses that encourage older workers to improve their skills.
24. Your feedback included:
    a. "This is something for the private sector to work out as demand and opportunities present themselves. Governments should not be trying to influence that."
    b. "There needs to be a balance in using digital tools for teaching rather versus teaching kids to learn how to learn, to solve problems, to be creative and to relate well with each other."
    c. "Interlinking technology and data. Machines can run the data but people need to make it useful and great."
    d. "High tech business hubs and incubators."

e. "Hold sessions for members of the public to upskill through libraries and community centres. Ensure IT equipment available to the public is maintained and of acceptable quality."

f. "Government should support and incentivise business and services that offer e-work opportunities."

What else we heard

We asked if there was anything else you'd like to share on how digital and technology could be used to make a meaningful difference to your life and that of our fellow Canberrans.

25. Your feedback contained many observations:

a. An inclusive, progressive and connected Canberra should treat technology as an enabler of participation.

b. We should try and avoid duplication, in services and effort, wherever possible.

c. The growth of voice-activated home assistants (such as Google Home or Siri) means it will be even more important that government information is readily available online. If it's hard to find with a text-based search it would be much harder to find with a voice command.

d. You expect to see a growth in digital health technologies and see this as having great potential to improve the everyday lives of Canberrans.

e. Internet connectivity and speeds remain an issue – how to grow business and remain connected if our internet is not up to scratch.

f. You'd like government to keep the approach people-centric – and not just create new services because we can. You'd like us to learn from the experience of others and always think about how services will impact real people.

g. We shouldn't assume that digital is the only solution – and on that, we need to make sure we're truly digital and not just recreating paper processes online.

h. We need to have better e-security and power reliability.

WHAT'S NEXT?

Your feedback will be used to help inform the next stage – the drafting of the new Digital Strategy.

We have also been engaging internally with our ACT Government colleagues and with business, industry and academia. All feedback will be taken into consideration as we draft the new ACT Government Digital Strategy 2020-2022.

You can register to receive project updates at: https://www.yoursay.act.gov.au/your-digital-territory.

To find out more about **Your Digital Territory** and other initiatives, policies and projects in Canberra visit www.yoursay.act.gov.au or follow us on Facebook or Twitter.

YOUR DIGITAL TERRITORY
REPORT ON WHAT WE HEARD

Key Timings

Step 1 – April, May and June 2019
Engagement opportunity promoted to the community and hosted on YourSay.

Step 2 – July 2019
What We Heard Report released, summarising key insights from community consultation.

Step 3 – July/August 2019
ACT Government develops the new Digital Strategy

Step 4 – September 2019
A draft of the new Digital Strategy will be released for comment

Step 5 – November 2019
Comment period will close

Step 6 – Early 2020
The ACT Government Digital Strategy 2020-2022 will be released

THANK YOU FOR YOUR FEEDBACK

752	38	2	4,481
We reached 752 people via YourSay	We received 38 responses to our online survey	We received 2 items of written feedback	We reached a social media audience of almost 4,500

yoursay.act.gov.au