

## YOUR DIGITAL TERRITORY – DRAFT DIGITAL STRATEGY

### Round 2 of the “Your Digital Territory” engagement sought your feedback on the draft ACT Government Digital Strategy.

In April 2019 we sought your feedback on the key themes that were being developed as part of the ACT Government Digital Strategy refresh.

We used that feedback to help develop the draft Digital Strategy, which was shared in September 2019. We wanted to hear from the community about whether this new Strategy included those things that would enable digital technologies to help enhance Canberra’s reputation as an Inclusive, Progressive and Connected city.



## THE CONVERSATION

### The second round of engagement was open between 23 September and 23 November 2019.

The engagement was promoted online and via contact with those who had responded to our initial round of engagement earlier in 2019.

Feedback was sought on the draft Digital Strategy, which broadened out the key themes that were identified in our earlier consultation. The online survey asked key questions around:

- Are we focusing on the right things?
  - *Were the four key chapters on Community-centred services; valuing and protecting the data we collect and use on behalf of our community; city planning by design and strategic relationships the right priority areas?*
- Data and were we taking the right measures to ensure that Canberrans trusted ACT Government to safeguard personal information and make decisions to re-use your information to deliver better services by:
  - *Making it clear how the information we collect is protected and used*
  - *Providing easier ways to manage your information*
  - *Asking your permission to reuse or share your information to deliver better services to you*
  - *Providing alternative options for people who choose not to have their personal information reused*
  - *Being open and transparent about data we use for research, policy and analytics purposes*
  - *Embedding a consistent ‘privacy and security by design’ approach*



- *Collaborating with the community to help make the best-balances choices around the ethical uses of data.*
- Our commitment to a co-designed digital future:
  - *Did people believe that co-design of policy, services and city planning would deliver the best outcomes?*
- The future – outlining several possible future initiatives:
  - Did people think initiatives such as those outlined would lead to a more liveable, resilient and sustainable city?

## WHO ENGAGED

Round 2 of the “Your Digital Territory” YourSay engagement was open to everyone.

We were seeking the views of the broad Canberra community. We also followed up contact with community organisations to discuss ways we could work together to build a better digital future, inclusive of all. We received 24 responses to our online survey and one written submission.

### Key insights from the community

#### Are we focusing on the right things?

We asked if our four key chapters: community-centred services; valuing and protecting the data we collect and use on behalf of the community; city planning – by design; and strategic relationships were the right priority focus areas.

We heard that:

- the majority of those who responded thought that these were the right focus areas
- those who provided further commentary wanted greater clarity and explanation of our themes

#### Data

Our vision is that Canberrans trust ACT Government to safeguard personal information and make decisions to reuse your information to deliver better services. We asked if we could achieve this by:

- making it clear how the information we collect is protected and used
- providing easier ways to manage your information
- asking your permission to reuse or share your information to deliver better services to you
- providing alternative options for people who choose not to have their personal information reused
- being open and transparent about data we use for research, policy and analytics purposes
- embedding a consistent ‘privacy and security by design’ approach
- collaborating with the community to help make the best-balances choices around the ethical uses of data

We heard that:

- While the majority of those who responded thought we had struck the right balance, you also:
  - have concerns about where your data is stored;



- think we could learn from the experience of others, such as the development of the General Data Protection Regulations in Europe; and
- told us we needed to be cognisant of the different data needs of different members of our community

#### Co-design

We heard that while the majority of you agreed that co-design of policy, services and city planning would deliver the best outcomes for our city, we also needed to consider:

- co-design needs to be supported by data, industry best practice, and existing experience within government
- how we will be clearer about when and how we will co-design with you

#### The future

We listed some possible future initiatives in the draft Strategy and asked if initiatives such as these would lead to a more liveable, resilient and sustainable city. The majority of those who responded agreed.

We also heard that:

- we should focus on standards that could be adopted more broadly
- we need to get the digital basics right

#### Strategy Direction

We also asked what your overall thoughts were on the draft Digital Strategy.

We heard that:

- you liked the use of personal examples to show how a future digital city could benefit its citizens
- you like our focus on privacy and using data for the benefit of the community
- you'd like us to consider reuse of existing infrastructure and services rather than building new
- you'd like us to be bolder in our ambitions for a future digital territory

## WHAT'S NEXT?

**Feedback has informed the development of the new ACT Government Digital Strategy.**

We have also been engaging internally with our ACT Government colleagues and with business, industry and academia. Feedback has now been considered and the new ACT Government Digital Strategy is being prepared for publication in early 2020.

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



### Key Timings

[Step 1] – April/June 2019 – Round 1 Community Engagement

[Step 2] – July 2019 – Round 1 What we Heard Report published

[Step 3] – July/August – draft new Digital Strategy

[Step 4] – September/November – Round 2 Draft Digital Strategy for comment

[Step 5] – December 2019/early 2020 – develop final ACT Government Digital Strategy  
We are here

[Step 6] – Early 2020 - ACT Government Digital Strategy released

### THANK YOU FOR YOUR FEEDBACK

**440**

We reached **440** people via  
YourSay

**24**

We received **24** responses to  
our online survey

**1**

We received **1** items of  
written feedback

**6,771**

We sent emails to over  
**6,771** YourSay users