

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE STATE OF SOUTH AUSTRALIA

-AND-

THE COMMONWEALTH OF AUSTRALIA

DIGITAL IDENTITY

BACKGROUND

Individuals and businesses in Australia, at some stage, need to deal with government to get things done. A necessary part of this process is for users to show some form of identification.

In Australia, almost every single provider of private and public sector services has its own unique rules, systems and processes for registering and verifying customer identity. Historically, individuals and businesses have had to prove their identity with each provider separately.

Research by the Commonwealth of Australia and South Australian Government indicates that people feel they need to provide too much information to prove who they are, and are asked to provide the same information each time they interact with a different government agency. It has also shown that people generally don't distinguish between different levels of government in Australia and simply want to transact with 'government'.

Without a nationally consistent and integrated approach to identity, those accessing services will continue to be required to establish and prove their identity over and over again.

In Australia, a number of initiatives are now in train, both across jurisdictions and at the Commonwealth level to address this issue and progress towards a far more integrated and seamless experience for individuals and business.

The Australian Government is working with jurisdictions, the private sector, privacy advocates and commissioners, along with consumer groups to establish a federated digital identity ecosystem so that individuals and businesses can prove their identity once and reuse that identity to access government services without having to visit a government office.

The Digital Identity Ecosystem comprises three components:

- The Trusted Digital Identity Framework (TDIF) – the rules of the federated digital identity model by which providers of identity solutions need to be accredited;
- The Exchange – a system to manage the information sharing between identity providers and government services, designed to minimise the amount of information it holds; and
- The Identity Provider – a service for people to prove themselves digitally without having to visit a government office.

In order to ensure that the Commonwealth of Australia's Digital Identity solution is able to be utilised by the South Australian Government, and vice versa, the two governments need to maintain a strong and cooperative relationship as they work together to prove the concept.

IT IS AGREED by THE GOVERNMENT OF SOUTH AUSTRALIA AND THE COMMONWEALTH OF AUSTRALIA as follows:

1. SCOPE OF THE MEMORANDUM OF UNDERSTANDING

- 1.1 The objective of this Memorandum of Understanding is to support collaboration towards a nationally consistent, user-centred approach to identity for individuals and business across tiers of government.
- 1.2 This collaboration may focus on, but not be limited to, the following areas:
 - 1.2.1 Development of a Trusted Digital Identity Framework, including governance, compliance requirements, standards, guides, and core requirements.
 - 1.2.2 Development of the Commonwealth of Australia's Identity Exchange, including interoperability requirements.
 - 1.2.3 Development of the South Australian Government's Identity Exchange, including interoperability requirements.
 - 1.2.4 A proof of concept to test and verify mutual requirements.
 - 1.2.5 Public consultation with South Australians.
- 1.3 The parties further agree to share information, including research findings, technical information, and communications and branding, as well as to provide advice and support in the development of new projects, or expansion of successful projects.
- 1.4 The sharing of data will be undertaken in accordance with legislative requirements and other relevant instruments, such as the Commonwealth's Australian Privacy Principles and South Australia's Information Privacy Principles. A separate data sharing agreement as contemplated by section 13 of the South Australian *Public Sector (Data Sharing) Act 2016* may be developed to operate in conjunction with this Memorandum of Understanding.

2. ESTABLISHMENT OF A PILOT DIGITAL IDENTITY PROJECT

- 2.1 To foster and progress the collaborative effort, the parties agree to jointly undertake a pilot project (proof of concept).
- 2.2 The objectives of the pilot project will be to determine whether it is technically feasible to connect the relevant technology systems of each party for the purposes of verifying digital identity, and to determine the 'social licence' for the government's provision of digital identity.
- 2.3 It is anticipated that this may involve the following:
 - 2.3.1 Testing whether a user can access an online service provided by the South Australian Government using the Commonwealth of Australia's Identity Exchange and Identity Provider to verify their identity.
 - 2.3.2 Testing whether a user can access an online service provided by the Commonwealth of Australia using the South Australian Government's Identity Exchange and Identity Provider to verify their identity.
 - 2.3.3 Public consultation with South Australians to gain an understanding of the perceptions towards digital identity and levels of trust in identity services provided by government.
- 2.4 The parties will agree on the time and resource commitment required by each party, and will endeavour to ensure that activities are carried out in accordance with that agreement.
- 2.5 The parties agree that each is responsible for its own costs.
- 2.6 The parties agree to be open, honest, cooperative and responsive to each other – respecting each other's functions and roles, and providing each other with positive assistance whenever possible.

3. STATUS OF THE MEMORANDUM OF UNDERSTANDING

3.1 The South Australian Government and Commonwealth of Australia acknowledge that the provisions of this MOU are not legally binding. Final policy decisions remain the responsibility of the respective governments.

4. TIMEFRAME, MODIFICATION AND TERMINATION

4.1 This Memorandum of Understanding is for a period of three (3) years, unless otherwise modified or terminated.

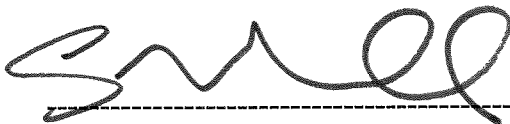
4.2 Any modification of this Memorandum must be in writing and signed by both parties.

4.3 A party may terminate this Memorandum at any time by giving the other party fourteen (14) days written notice.

5. ADDITIONAL PARTIES TO THE MEMORANDUM OF UNDERSTANDING

5.1 Additional signatories to this Memorandum of Understanding may be included with the consent of all parties.

EXECUTED AS A MEMORANDUM on this 1st day of December 2018



The Honourable
Steven Marshall MP
Premier of South Australia
for and on behalf of the
State of South Australia



The Honourable Michael Keenan MP
Minister for Human Services and Digital
Transformation
for and on behalf of the Commonwealth
of Australia