

*DIGITAL STRATEGY FOR THE WESTERN AUSTRALIAN GOVERNMENT 2021–2025*

**289. Mr G. BAKER to the Minister for Innovation and ICT:**

I refer to the McGowan Labor government's ongoing efforts to improve the delivery of services to the Western Australian community and Western Australian businesses. Can the minister outline to the house how the new whole-of-government digital strategy will help drive better service delivery, reduce the regulatory burden on businesses and make it easier for Western Australians to engage government?

**Mr D.T. PUNCH replied:**

I am delighted with that question and I thank the member for South Perth for his great interest in all things technology and online. Thank you.

The digital economy is an exciting field. The digital world is growing exponentially with new advances in technology daily. Digital technology is fundamentally changing the way that citizens relate to government. We understand on this side of the house that any successful digital strategy must be centred on the needs of people, communities and businesses. It is about putting people first. The McGowan government's digital strategy will address four strategic priorities: better services; informed decision-making; safety and security; and digital inclusivity.

The first of those strategic priorities, better services, is focused on ensuring people and businesses can make the most of their transactions with the WA government online. It will integrate government services so that Western Australians can interact with one government agency rather than multiple agencies. People will soon be able to securely log on to the WA gov portal and access government services in one safe place. It is aimed to put people and businesses at the centre of our online strategy by designing an online presence built around the needs of people and businesses. Smarter services will be driven by data insights enabling the WA public sector to evaluate how effectively daily operations are servicing Western Australians. We will continue to listen and learn from citizens and industry, as this government has always done, and make it easier for them to communicate with us. It will also mean that our digital strategy will ensure decisions made by the state government are backed by data. Using data to inform our decisions will optimise outcomes and enable us to achieve better outcomes.

We also understand that data protection is crucial in the current environment in which cyber attacks are being experienced around the world in unprecedented quantities. The scale of cyber attacks means that we have to act. The strategy focuses on protecting our systems and online services from cyber attacks and will strengthen the state government's capability to detect and prevent such attacks. Initiatives under the strategy will include a cybersecurity incident reporting portal that will allow agencies to report cyberthreats and help in the coordination for a united government response, as well as stronger privacy protections for personal data.

The McGowan government is ensuring that no-one is left behind as our services become more digital. The digital strategy will remove barriers to inclusion so that all Western Australians can access and use the internet and digital technology. Life is becoming more digital and we need to make it easier for Western Australians to communicate with government in a convenient, smart and secure way. At the heart of this strategy is the premise that all Western Australians should have access to quality, affordable internet services and the skills needed to take advantage of the digital economy.