

From: [digital identity](#)
To: [Michael Sibly](#); [Dejana Giatras](#); [Brooke McGurk](#)
Cc: [digital identity](#)
Subject: [SEC=OFFICIAL] FW: Infosys submission - Public consultation on Australia's Digital Identity legislation
Date: Thursday, 15 July 2021 1:30:34 PM

OFFICIAL

Submission from infosys

OFFICIAL

From: Shruti Vasant Pai <Shruti.Pai@infosys.com>
Sent: Thursday, 15 July 2021 12:57 PM
To: digital identity <digitalidentity@dta.gov.au>
Cc: Wilhelmina Duyvestyn <Wilhelmina_D@infosys.com>
Subject: Infosys submission - Public consultation on Australia's Digital Identity legislation

Be careful with this message

External email. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Sir/Madam,

Please find below commentary from Infosys Australia for public consultation on Australia's Digital Identity legislation.

- **There is a strong appetite :**

In recent Infosys citizen research on their use of digital government services, of the 1,500 Australians surveyed half of the respondents (50%) want one central sign-in to access all online government services, noting too many login points at present. The issue of access was exacerbated for those living with a disability. Just under a quarter (24% compared with 19% of all respondents) said they struggled to remember multiple passwords and account credentials for each platform, and 33% (versus 24%) found it difficult to locate the right information. An identification system that includes these improvements can potentially streamline and simplify the digital economy, encourage citizen engagement, and reduce associated public sector management costs.

The full research report <https://www.infosys.com/australia/public-sector/insights/digital-government-services-report.pdf>

- **Privacy is key to building digital confidence:**

While digital engagement is at an all-time high, more than a third of citizens cite that privacy, trust and security is critical to their continued use. Transparency about how data is stored, shared and used will grow trust among citizens who use digital services and inevitably increase usage among the next cohort. Almost 75% of people Infosys surveyed will comfortably share their personal information if they know how it is being used by an agency. However, 36% of Australians are calling for better disclosure about how data is used, stored and secured. Less than 1 in 10 said they would rather not share personal information due to concerns the online security systems are vulnerable. Both privacy and security are imperative as digital footprints increase, while trust in how data is shared and secured will build digital confidence. By addressing individual concerns about potential bias, agencies can improve user confidence and encourage them to use more digital services.

- **Self-sovereign digital identity:**

Given the strong feedback from our citizen research on privacy, then a self-sovereign digital identity where the individual owns and governs what and how their data is shared between departments and stored will be a key foundation. A self-sovereign digital identity converges citizen service while potentially managing security, commerce, and bringing in automation, at every step enabling a single, secure way to use government services online. This is foundational in Australia's journey to being a leading digital economy. This is one of the most effective ways the government can form a holistic view of an individual and their needs – and there's undeniably a strong appetite for the service from the public too.

Please let me know if you need more information.

Thanks.

Regards,
Shruti Pai
Marketing Manager
Infosys Australia
Level 3, 100 Arthur Street
North Sydney NSW 2060

Mobile +61 411 752 589