Western Australian Government's

Digital Strategy Roadmap

2025

Acknowledgement of Country

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders past, present and emerging.

Delivering the Digital Strategy

Western Australian (WA) Government agencies are working together to deliver the vision and objectives of the Digital Strategy for the Western Australian Government 2021-2025 (the Digital Strategy): Convenient, Smart and Secure Services for all Western Australians. The Digital Strategy outlines the trajectory for the long-term transformation of the WA Government, extending well beyond 2025.

The Digital Strategy Roadmap (the Roadmap) outlines the transformation journey of each strategic priority of the Digital Strategy by explaining our progression and achievements and highlighting key initiatives. A full list of current initiatives (including those completed since the publication of the last Roadmap) is included for each strategic priority.

This is the fourth Roadmap published and demonstrates the WA Government's progress in delivering the Digital Strategy. The large number of new initiatives in this Roadmap is a testament to the WA Government's continued commitment to digital transformation as a key driver of reforms to deliver more convenient, smart and secure services for Western Australians.

The Roadmap shows progress across the four strategic priorities of the Digital Strategy as well as a fifth priority, Supporting Digital Foundations, which is included to capture initiatives that improve government's internal operations and future ability to progress the Digital Strategy's four strategic priorities.

Better Services

Informed Decisions

Safe and Secure

Digitally Inclusive

Supporting Digital Foundations

Disclaimer: The projects in this Roadmap are dynamic and will require flexibility to ensure they continue to address the needs of Western Australians. The Roadmap will be updated once a year and will focus primarily on deliverables over the coming year, while longer term project plans and dates are subject to change over time based on learnings and evolving circumstances. Listed projects may reflect initial stages, with full implementation subject to future decisions.

Contents

Our Transformation Journey towards...

Join us as we embark on our digital transformation journey, where each section outlines WA Government's progress on the key objectives of the strategic priorities. Within this section you can delve into the accomplishments of the past year, anticipate the milestones to come and explore our future aspirations and visions.

Better Services

The WA Government wants to make it easier for you to deal with us. We know that people and businesses expect to be able to connect with government from anywhere, at any time. This means we need to invest in innovative whole of government digital technologies that allow us to provide more convenient, intuitive, and accessible digital services.

Two key initiatives to deliver on the Better Services strategic priority are the digital identity system and the ServiceWA App, which are providing citizens with new ways of interacting with the WA Government.

Our objectives

1 Make most of your transactions with the WA Government available online

2 Integrate WA Government services to simplify the way you interact with us

3 Design WA Government services around your life events

4 Be digital first, not digital only

How we deliver on the objectives for
Better Services

1 Make the most of your transactions with the WA Government available online

A digital identity makes it easier for you to access online WA Government services, which is why it is one of our key digital transformation priorities.

We have built an ecosystem that allows you to safely and conveniently interact with government services that have connected to the commonwealth-owned Digital ID system.

In April 2024, Western Australian parents and carers could use their digital identity to verify themselves when claiming for the WA Student Assistance Payment. This payment was offered for all WA school students, to help with cost-of-living pressures. The ServiceWA App claim channel had the highest utilisation and success rate of payments, compared to other non-digital claim methods.

2 Integrate WA Government services to simplify the way you interact with us

The ServiceWA App is our comprehensive whole-of-government channel, offering convenient access to a range of services, simplifying the way you interact with us. You can personalise your ServiceWA App home screen to quickly access services and offers that are important to you, such as claiming the WA Student Assistance Payment, getting free tickets to Perth Zoo, or accessing the new Learn and Log service, a digital logbook for learner drivers.

Within 24 hours of the WA Student Assistance Payment claim period opening more than 50,000 claims were submitted via the ServiceWA App. Similarly, in the first 24 hours of the Perth Zoo Free Pass more than 20,000 claims were made for Perth Zoo tickets via the ServiceWA App, which translated to approximately 15,000 citizens using ServiceWA booked tickets to attend the Zoo during the first week of the Offer.

Over the next twelve months, the ServiceWA App will continue to transform and evolve with a focus on developing a ServiceWA digital wallet, so one day you will be able to access digital versions of high-value credentials such as your driver's licence and other licences and permits through the ServiceWA App wallet. These digital versions will have the same validity as their physical copies, and you will also be able to easily renew these licences and permits, submit applications, and complete transactions with the government within the app.

3 Design WA Government services around your life events

The consolidation of WA Government services through the ServiceWA App will lay the foundation to design services around key life events such as the birth of a child or the death of a loved one, so that your experience with us is as seamless as possible. Currently, we are focused on developing and implementing whole-of-government capabilities, such as the digital identity system and integrating them with online services from across WA Government agencies. This will provide the foundation for a future where, when life's major events occur, we can guide you through the journey.

4 Be digital first, not digital only

We aim to prioritise digital accessibility for all our services, making sure you can get access to services and help in your preferred manner.

The growing number of WA Government services available in the ServiceWA App is paving the way for simpler and more convenient access to online services, as well as freeing up resources to offer better and more available in-person services. In 2024, the ServiceWA App launched the Offers functionality, which provided the WA community with access to the WA Student Assistance Payment and the Perth Zoo Free Pass. Importantly, these offers are also available through alternative channels for those who cannot or do not wish to use digital channels, providing the flexibility needed to ensure fair access for all.

The progress towards consolidating WA Government services online complements the other ways you can already transact with us, such as visiting a WA Government front counter or talking to us over the phone.

Our initiatives for
Better Services

AGENCY	INITIATIVE NAME	START DATE	END DATE
Department of the Premier and Cabinet (Office of Digital Government)	Accelerating Citizen-Centric Digital Services	Q2 2021	Q2 2025
Department of Local Government, Sport and Cultural Industries	Asset Management Register	Q2 2023	Q4 2025
Department of Communities	ASSIST Replacement Program	Q3 2024	Q2 2027
Department of Energy, Mines, Industry Regulation and Safety	Compliance and Regulation System	Q3 2022	Q2 2026
Department of the Premier and Cabinet (Office of Digital Government)	Digital Graduate Program	Q4 2022	Q3 2025
Department of Local Government, Sport and Cultural Industries	Digitisation of At-Risk Audio & Visual Collections – Years Two to Four and Increased Digital Storage	Q3 2023	Q2 2027
Horizon Power	Electric Vehicle Orchestration Trial	Q3 2024	Q2 2025
Department of Health	Electronic Medical Record Program (Stage 1)	Q3 2022	Q1 2026
Department of Health	Electronic Medical Record Program (Stage 2)	Q3 2024	Q2 2027
Horizon Power	Ellipse Replacement Project	Q2 2024	Q4 2027
Department of Water and Environmental Regulation	Environment Online	Q3 2020	Q2 2025
Department of Energy, Mines, Industry Regulation and Safety	Fast Track Mining Approvals Strategy – Digital Transformation Stream	Q4 2021	Q2 2025

AGENCY	INITIATIVE NAME	START DATE	END DATE
Department of Primary Industries and Regional Development	Fisheries Digital Transformation Program	Q3 2023	Q1 2025
Lotterywest	Gaming System Replacement	Q1 2021	Q2 2027
Department of Energy, Mines, Industry Regulation and Safety	Geoscience Data Transformation Program	Q3 2021	Q2 2026
LegalAid	Legal+	Q2 2023	Q4 2025
Department of Transport and Department of Fire and Emergency Services	Log On/Log Off Mobile Application for members of the public to log their vessel trips in WA	Q2 2023	Q3 2025
State Solicitor's Office	New Legal Practice Management System	Q1 2022	Q4 2025
Department of Fire and Emergency Services	Next Generation Warnings through Emergency WA and the Australian Warning System (Next Gen Warnings)	Q3 2022	Q3 2026
Department of Local Government, Sport and Cultural Industries	Online Registration System for Dogs and Cats Register	Q1 2022	Q3 2025
Department of Energy, Mines, Industry Regulation and Safety	Online Services Enhancements	Q4 2021	Q2 2025
Department of Health	Outpatient Reform (Smart Referrals Program)	Q3 2021	Q4 2026
Parliamentary Services Department	Parliamentary ICT Services	Q4 2021	Q3 2025
Department of Planning, Lands and Heritage	Planning Reform Information Communication Technology and Planning Portal	Q3 2021	Q3 2025
Department of Health	Public Health ICT Systems	Q4 2023	Q4 2025
Department of Health	WA Health Data Platform (WAHDP) Program	Q3 2021	Q2 2026

AGENCY	INITIATIVE NAME	START DATE	END DATE
Horizon Power	Retail Systems Transformation	Q2 2023	Q2 2027
Small Business Development Corporation	Service WA for Business	Q2 2023	Q2 2025
Department of Finance	ServiceWA	Q3 2020	Q2 2025
Department of the Premier and Cabinet (Office of Digital Government), Department of Energy, Mines, Industry Regulation and Safety, and Department of Transport	ServiceWA App Program	Q3 2022	Q3 2024 (Completed)
Department of the Premier and Cabinet (Office of Digital Government)	ServiceWA Application and Whole of Government Platforms Support Model	Q3 2023	Q3 2024 (Completed)
Department of Primary Industries and Regional Development	Shark Notification and Response System Upgrade	Q3 2023	Q1 2026
Western Australia Police	Technology Improvement Program	Q3 2022	Q2 2027
Horizon Power	Utility of the Future	Q1 2022	Q4 2024
Department of Fire and Emergency Services	WA Emergency Services Digital Strategy 2023-2033	Q2 2023	Q3 2024 (Completed)
Department of the Premier and Cabinet (Office of Digital Government)	WA.gov.au	Q4 2022	Q3 2025
Department of the Premier and Cabinet (Office of Digital Government)	WA's Digital Driver's Licence and Identity Ecosystem Uplift	Q3 2024	Q2 2028
Department of the Premier and Cabinet (Office of Digital Government)	eInvoicing Stage 2	Q3 2024	Q2 2026
Department of Justice	Management and Disclosure of Digital Evidence in the WA Criminal Justice System	Q2 2024	Q3 2025

AGENCY	INITIATIVE NAME	START DATE	END DATE
Western Australia Police	Technology Program	Q3 2024	Q2 2028
Department of Finance	ServiceWA Stage 1 First Moves	Q3 2024	Q2 2026
Department of Transport	ServiceWA Stage 1 First Moves	Q3 2024	Q2 2027

Informed Decisions

We want WA Government services, operations and policy decisions to be as intelligent as they can be. We know that data, and new technologies such as AI, are valuable assets that can help us improve the quality and efficiency of government services. This means using good data insights to inform what we do, and ensuring that AI adoption is done in a safe and responsible way, to harness the benefits at scale.

Two key initiatives to deliver on the Informed Decisions strategic priority are the PeopleWA data linkage program and the *Privacy and Responsible Information Sharing Act 2024*. These initiatives will ensure data is safely and effectively used to inform and evaluate government decisions.

Our objectives

1 Provide more and better ways for you to engage with the WA government

2 Use data to inform and evaluate WA Government decisions, operations and services

3 Create the enabling environment for safe and effective data sharing

4 Harness new and emerging technologies such as AI

How we deliver on the objectives for
Informed Decisions

1 Provide more and better ways for you to engage with the WA Government

As the ServiceWA App continues to evolve into a whole-of-government channel for citizens to access convenient services, we want to ensure that new services being added are in-demand by citizens. Through user research, we validated that users want one consistent channel, such as the ServiceWA App, when transacting with Government. We also want to ensure that feedback is captured and used to enable data driven decisions, which is why we have expanded our feedback and support mechanisms.

Real time user satisfaction ratings from ServiceWA App users found a 99.71% positive feedback rating for the WA Student Assistance Payment and 99.78% positive feedback rating for the Perth Zoo Free Pass.

We have also implemented a dedicated ServiceWA App feedback form on WA.gov.au, which offers another way for you to provide detailed commentary that helps inform the user experience. For example, during the WA Student Assistance Payment, feedback received was used to optimise web content and information distribution to best support the WA community to claim their payments.

We continue to provide 24-hour, 7 day a week support for the ServiceWA App through the ServiceWA App Enquiries line, which is serviced by local not-for-profit entity Royal Life Saving WA. This complements the ServiceWA App email support provided during business hours.

2 Use data to inform and evaluate WA Government decisions, operations and services

In August 2023, PeopleWA, a whole-of-government linked data asset was launched to improve the WA Government's linked data capabilities to enhance policy development and data access for government agencies, researchers and community sector organisations. PeopleWA connects de-identified information about individual interactions with services across the WA public sector, which will assist the WA Government in using data to tackle the most complex social, health, environmental and economic issues facing the State in a safe and secure way.

Since its launch, PeopleWA has been used by government agencies, researchers such as Curtin University and the University of Western Australia, community services such as Youth Focus, and Aboriginal Community Controlled Organisations such as the Pilbara Aboriginal Health Alliance, to inform innovative research and policy design in the WA community. Currently, PeopleWA is used for:

- **Closing the Gap** in the Pilbara region by measuring and monitoring progress against key targets under the National Agreement.

- **Children's health and development** by determining the diseases and child health service burdens affected by climate change to develop solutions for WA communities.

- **Mental health** to compare rates of youth mental health presentations to emergency departments in the general population and the community services sector's clients.

- **Criminal justice** to investigate the long-term outcomes for children of incarcerated mothers and assess 'family friendly' prison policies in improving these outcomes.

- **Public health** to understand trends and risk factors in health-related incidents such as alcohol and other drugs related events, and sepsis diagnosis.

As of 22 November 2024, a total of 34 projects have received or are in the process of seeking access to PeopleWA data to improve social, Aboriginal, health, and wellbeing outcomes across WA.

3 Create the enabling environment for safe and effective data sharing

In 2024, new legislation for Privacy and Responsible Information Sharing (PRIS) was developed to ensure the secure handling of information held by WA Government. The information sharing framework is built on top of robust privacy protections to safeguard your personal information and enable the safe flow of Government information in order to deliver significant community benefits. The legislation establishes a Chief Data Officer and an office of the Information Commissioner, Information Access Deputy Commissioner and Privacy Deputy Commissioner.

The new Information Commissioner and Privacy Deputy Commissioner will be equipped with robust powers to consider and resolve privacy complaints. The Chief Data Officer will lead and develop public sector capability for responsible information sharing and promote a culture of transparency, accountability and safe use of Government information.

The Office of Digital Government and the Department of Justice have worked collaboratively to assist WA Government agencies and local government authorities to develop appropriate information systems and processes, to prepare for the new legislation.
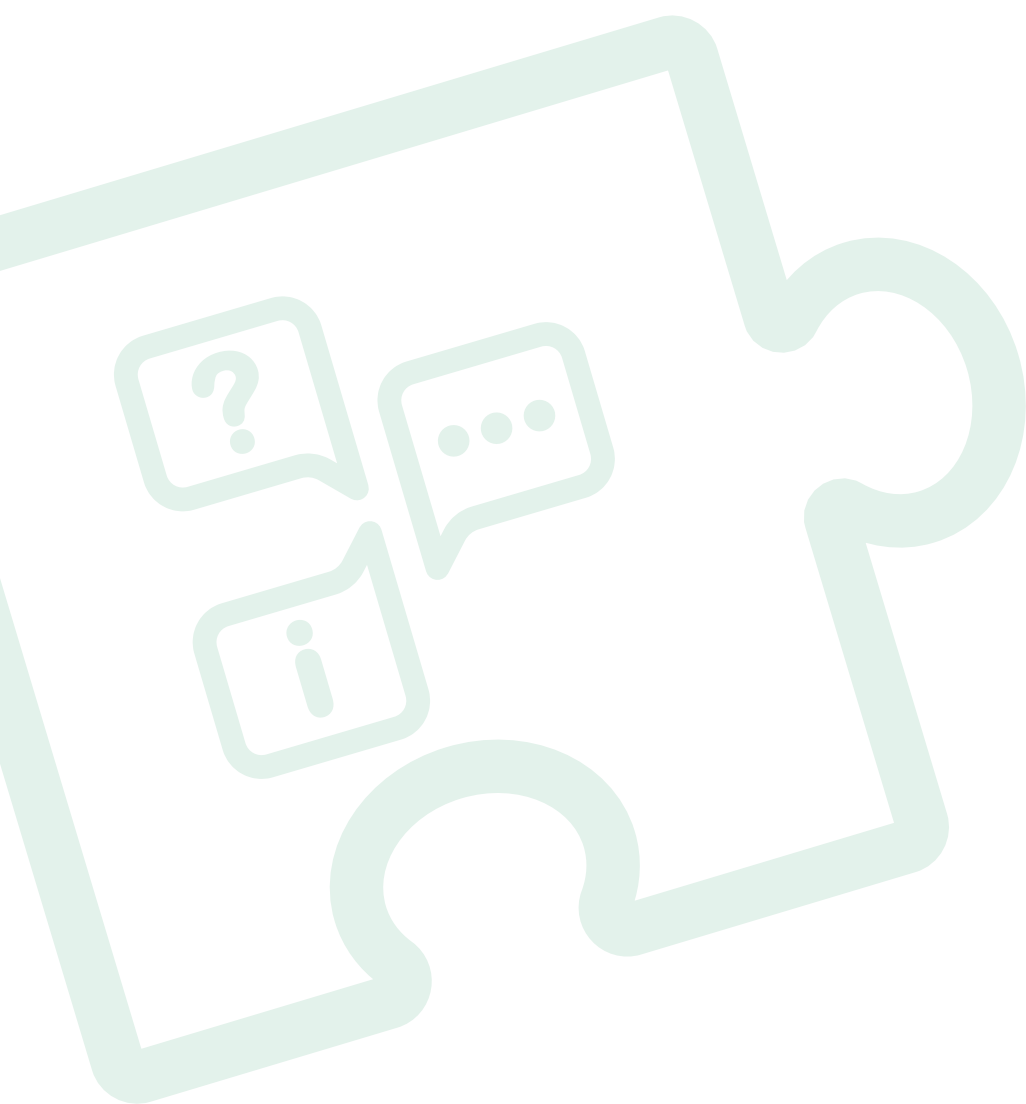
4 Harness new and emerging technologies such as AI

In March 2024, the WA Artificial Intelligence Policy (the Policy) was launched to ensure that Artificial Intelligence (AI) tools are used ethically, safely and responsibly within government. The Policy is supported by the AI Assurance Framework (the Framework) which supports the sector to design, build and use AI tools appropriately based on several self-assessment protocols.

We have also progressed the following initiatives to further enable safe and responsible use of AI in government:

- Established a WA government AI advisory board to review and provide expert advice on high-risk AI projects.

- Engaged with agencies via the WA government AI working group and through direct consultation and support.

- Prepared for the development of an AI community of practice to facilitate knowledge-sharing on the applications of AI to improve government business processes and service delivery.

We continue to expand ethical, safe and responsible use of AI across the sector to harness the benefits from the technology. As we do so we will also keep monitoring the need to evaluate and adjust our approach on this rapidly developing area.
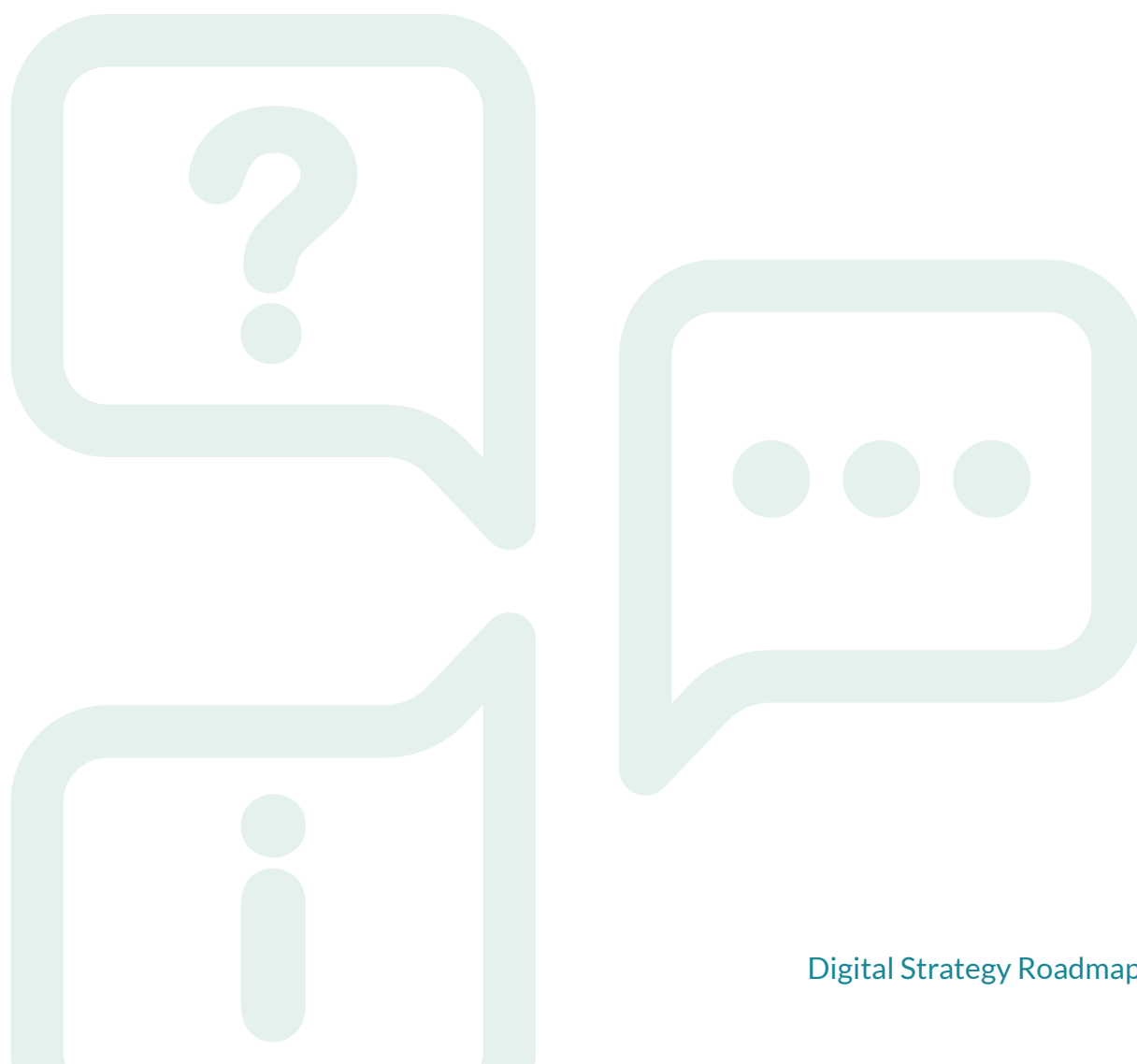
Our initiatives for
Informed Decisions

AGENCY NAME	PROJECT NAME	START DATE	END DATE
Department of Finance	Asbestos Containing Materials Register	Q3 2023	Q3 2025
Office of the Auditor General	Audit Methodology and Tool Project	Q1 2022	Q4 2024 (Completed)
Department of Communities	National Disability Data Asset	Q4 2023	Q4 2025
Department of the Premier and Cabinet (Office of Digital Government)	Public Safety Network Strategy	Q2 2023	Q2 2024 (Completed)
Western Australian Land Information Authority (Landgate)	SpatialWA	Q2 2023	Q2 2024 (Completed)
Western Australian Land Information Authority (Landgate)	SpatialWA Stage 2	Q1 2024	Q2 2028
Department of Water and Environmental	Native Vegetation Policy Implementation – WA Vegetation Extent Mapping System	Q3 2023	Q2 2026
Department of the Premier and Cabinet (Office of Digital Government) and Department of Health	Whole of Government Data Linkage and Analytics	Q2 2022	Q2 2024 (Completed)
Department of Communities and Western Australia Police	Working with Children (Criminal Record Checking) Amendment Bill 2021	Q3 2022	Q3 2026
Department of the Premier and Cabinet (Office of Digital Government)	Accelerating the WA Government's Data Capability Uplift	Q3 2024	Q2 2025
Forest Products Commission	Deliveries, Billing and Contract System	Q1 2024	Q2 2025
Western Australia Police	WA Firearms Act Reform – ICT Implementation	Q3 2024	Q2 2028

Safe and Secure

The WA Government wants your services and information to be protected and secure. We know that in developing our online service delivery and data analytics capabilities, good data protection and cyber security are more important than ever. This means that we must be a responsible and trustworthy custodian of your data. To do this, we'll build and use the right systems and processes to protect it.

We have also legislated privacy protections so that you know we're being accountable and transparent in how we manage your personal information.

Three key initiatives to deliver the Safe and Secure strategic priority are the whole-of-government Cyber Security Operations Centre, supporting agencies to uplift their cyber security capabilities and providing direction so agencies can adequately manage their digital security risks. These initiatives will significantly improve our ability to prevent, detect and respond to cyber security incidents.

Our objectives

1. Improve cyber security resilience across the WA Government

2. Enable the expanded delivery of secure online WA Government services

3. Be transparent and accountable about how the WA Government manages your data

How we deliver on the objectives for
Safe and Secure

1 Improve cyber security resilience across the WA Government

We acknowledge that cyber security is crucial to protecting your sensitive information, which is why building cyber security resilience remains a key digital transformation priority of the Western Australian Government.

We are focused on protecting our systems, services and the information we hold from cyber threats and misuse. We are investing significantly in cyber resilience to ensure your data is protected. We have recently updated the WA Government Cyber Security Policy (the Policy) to ensure it reflects best practice and aligns with national cyber security standards, whilst also expanding its remit to apply to WA Government Trading Enterprises and Universities. Implementation of the Policy is critical to ensuring we can protect digital information, information systems and assets from cyber security risks. To assist with implementing the Policy, we are developing supporting guidance, delivering training and helping implement security controls within WA Government entities. All entities within the scope of the Policy are required to report annually on their progress in implementing the Policy, which allows us to plan projects to help agencies improve their security maturity.

We are continuing to deliver our Cyber Security Penetration Testing program, which identifies vulnerabilities within entities' systems and helps and provides guidance on mitigation.

The WA Government's Cyber Security Operations Centre (WA SOC) has extended its services to 90 government entities, providing visibility of the cyber threats against their systems and networks. In 2025, the WA SOC will expand its operating hours to offer 24/7 continuous monitoring to connected entities.

The Whole of Government Vulnerability Scanning Service continues to provide entities with the tools required to quickly identify vulnerabilities and missing patches in their systems. To date, 36 entities have onboarded to the service.

We will continue to support agencies to uplift their cyber security capabilities to provide further protections for the WA Government and community from cyber security threats. We will also extend this support to 10 local governments, as we conduct a 2-year pilot to improve their cyber maturity. This pilot will leverage the cyber capabilities within the WA Government's Cyber Security Operations Centre to monitor their cyber security environments, coordinate incident response activities and proactively develop programs of work.

2 Enable the expanded delivery of secure online WA Government services

With the expansion of our online service delivery and data sharing capabilities, good data protection and cyber security are more important than ever, which is why we are committed to building and using the right systems and processes to ensure the information we hold is protected. Recent large-scale information breaches affecting private companies have heightened concerns around the collection, storage, and retention or disposal of personal information.

WA was the first state to reuse the Australian Government Digital ID System (Digital ID System), allowing individuals to safely and conveniently interact with any agency that had connected to our digital identity system.

There are six agencies currently utilising the Digital ID System to unlock several services, including Environment Online and ServiceWA App. The Digital ID System will continue to reduce the need for individual government agencies (and in the future possibly companies connected to the Digital ID System) to retain your information for identity proofing purposes, therefore reducing the overall risk of that information being breached.

With the expansion of the ServiceWA App's security measures, you can now use a PIN and biometrics (facial and fingerprint recognition) to log in quickly, easily and securely. These optional security measures support ServiceWA users to choose how they prefer to use the App.

3 Be transparent and accountable about how the WA Government manages your data

We have legislated the *Privacy and Responsible Information Sharing Act 2024* (the *PRIS Act 2024*), to provide assurance that the personal information the WA Government holds about you is protected and that you have control over it. The *PRIS Act 2024* will introduce seven areas of reform including rules that guide the collection, use, disclosure and handling of your information, and for the first time, establish an Information Commissioner and Privacy Deputy Commissioner with robust powers that can consider and resolve privacy complaints.

The ServiceWA App's data management has expanded to include details that simplify the user experience and support access to secure services and offers. For example, ServiceWA users can now choose to save their address and bank details to their App account; creating a smoother and faster checkout process.

Our initiatives for
Safe and Secure

AGENCY NAME	INITIATIVE NAME	START DATE	END DATE
Public Transport Authority	Asset Management Improvement Program (Ellipse)	Q3 2022	Q3 2026
Department of the Premier and Cabinet (Office of Digital Government)	Building the WA Government's Cyber Security Capability	Q1 2022	Q2 2025
Department of Health	Critical Health ICT Systems (CHIIP Phase 1)	Q2 2023	Q3 2024 (Completed)
Office of the Governor	Cyber Security Enhancements	Q4 2022	Q3 2024 (Completed)
Water Corporation	Cyber Security Implementation Plan	Q2 2021	Q2 2026
Department of Health	Cyber Work Program	Q4 2022	Q3 2027
Department of Local Government, Sport and Cultural Industries (State Records Office)	Information Classification Policy Implementation	Q3 2020	Q3 2026
Horizon Power	Life Support and Outage Management – Improving our Energy Network Management System	Q4 2022	Q1 2025
Department of Fire and Emergency Services	Workforce Management Solution (WMS)	Q4 2022	Q3 2027
Department of the Premier and Cabinet (Office of Digital Government)	Secure Management and Release of Government Information	Q3 2024	Q2 2025
Department of the Premier and Cabinet (Office of Digital Government)	WA Government Cyber Security Maturity Uplift	Q3 2024	Q2 2028

| AGENCY NAME	INITIATIVE NAME	START DATE	END DATE
Department of Local Government, Sport and Cultural Industries	Additional Support for Local Governments - IT and Cyber Security	Q3 2024	Q2 2026
Department of Finance	Multi-Factor Authentication	Q3 2024	Q2 2028
Department of Education	Cyber Security Enhancement Program	Q3 2024	Q2 2028
Office of the Director of Public Prosecutions	Cyber Risk System Security and Information Governance Management	Q3 2024	Q2 2028
Department of Health	Critical Health ICT Infrastructure Program (CHIIP Phase 2)	Q3 2024	Q2 2028
Department of Energy, Mines, Industry Regulation and Safety	Cyber Security Essentials	Q3 2023	Q4 2024 (Completed)
Department of Transport	Cyber Security Program	Q3 2024	Q4 2028

Digitally Inclusive

The WA Government wants all Western Australians to be able to easily access and use digital technologies. We know that digital technologies and services are quickly becoming an essential part of everyday life, and that not having the access or skills to navigate them is a significant disadvantage for people and businesses. The WA Government will improve digital inclusion outcomes with a focus on connectivity, affordability, skills and the design of digital services.

A key initiative to deliver this is through the Digital Inclusion Blueprint, which outlines the government's plan to make our state more digitally inclusive. The Digital Inclusion Blueprint is supported by an implementation program consisting of 16 initiatives and a partnership framework, to ensure collaboration and co-design with industry and the WA community. The partnership framework (the accord and leadership forum) will oversee the Blueprint's implementation program, ensure collaboration and co-design with industry, community services organisations and the WA community, explore co-funding opportunities and define future priorities and initiatives.

Our objectives

1. Connect more Western Australians to quality internet services that are fit for purpose

2. Enable affordable access to digital devices and quality internet services and data

3. Promote digital skills for Western Australians to confidently and safely use digital technologies to succeed
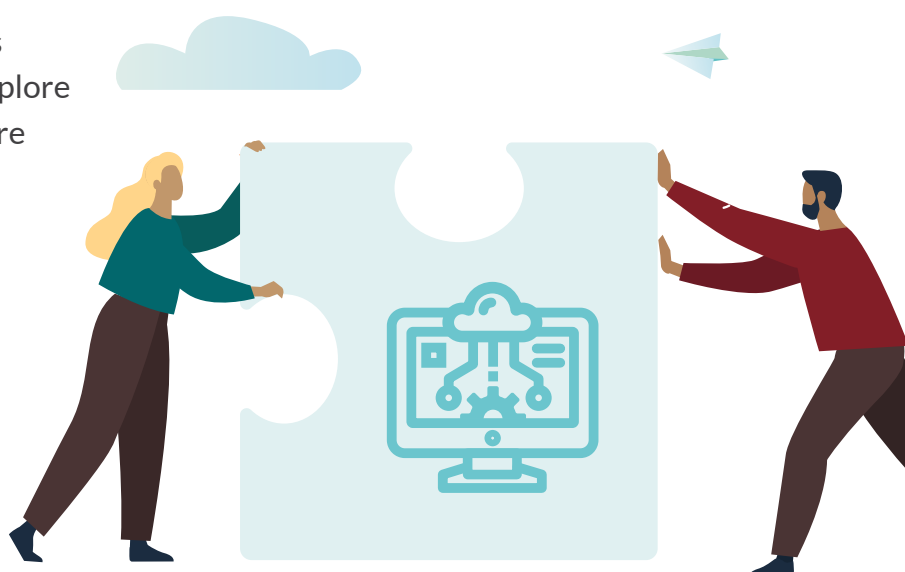
4. Promote technology, websites and apps that are inclusively designed for everyone's use

1 Connect more Western Australians to quality internet services that are fit for purpose

We are dedicated to ensuring that every resident in WA has access to reliable, high-quality Internet services, no matter where they live, work or travel. As such, we are continuing to engage with the necessary stakeholders to improve connectivity across the state. This includes considering the use of new technologies to improve the speed and delivery of internet services, particularly in regional and remote areas. For example, Low Earth Orbit satellite technology has increased the strength and resilience of free community Wi-Fi in remote Aboriginal Kimberley and Pilbara communities and connected students in some of WA's most remote schools to cloud-based learning opportunities.

2 Enable affordable access to digital devices and quality internet services and data

We are committed to enabling affordable access to digital technology and services for all Western Australians. Increasingly, government and industry are donating used ICT equipment to community partners for reuse by people facing digital disadvantage.

The WA Digital Inclusion Project, funded by Lotterywest and led by the WA Council of Social Services (WACOSS) is piloting an Access and Affordability pilot that helps connect social housing residents to the internet with free or subsidised data plans and digital literacy support. Lessons learned will inform future affordability measures.

3 Promote digital skills for Western Australians to confidently and safely use digital technologies to succeed

Every Western Australian should have the skills to use digital technologies confidently and safely, which is why we are supporting libraries, community centres and community partners to provide digital skills training. We are seeking to elevate successful community-based training and mentoring approaches, such as the friendly group environment provided by Switched-on-Seniors and in-language support for culturally and linguistically diverse (CaLD) communities provided by the WA Digital Inclusion Project.

We are also making it easier for school students to learn IT and study science, technology, engineering and maths (or STEM) courses to prepare them for the digital economy. The Digital Technologies Challenge Program supported by industry and funded by the Department of Education, enhances quality teaching, empowers educators, and prepares students for future careers in industry. TAFE is committed to providing digitally disadvantaged Western Australians access to affordable basic digital literacy training. As of Semester 1 2024, both metropolitan and regional TAFE colleges now offer a fee-free Digital Literacy Skill Set course.

4 Promote technology, websites and apps that are inclusively designed for everyone's use

Regardless of your age, ability or background, we are committed to making sure WA Government websites and apps are easy to use and accessible by all.

We will continue to review government online services for better accessibility, ensure that government information is designed to be used by everyone and available in one place, and improve access to and design of digital and virtual healthcare services. These initiatives will empower Western Australians that are most likely to be left behind by the digital divide such as people with a disability, people living in regional and remote communities, people living on a low income, people from culturally and linguistically diverse backgrounds, and Aboriginal communities.

The WA.gov.au website is continuously improving to ensure it is accessible for all Western Australians. A Text-To-Speech feature greatly improves the experience for users with vision impairment and an automatic content translation on selected pages supports users from culturally and linguistically diverse backgrounds. With over 100 websites across 36 agencies currently onboarded to the WA.gov.au website, it serves as a simple, unified interface for information about government, which is designed to be accessible, even in areas with low bandwidth.

In 2023, the Centre for Accessibility Australia (CFA Australia) was contracted to deliver accessibility audits of common platforms. As a WA-based disability-led not-for-profit organisation, CFA Australia is ideally placed to audit and review digital platforms such as the ServiceWA App, WA.gov.au and PeopleWA.

Our initiatives for
Digitally Inclusive

AGENCY NAME	INITIATIVE NAME	START DATE	END DATE
Department of the Premier and Cabinet (Office of Digital Government)	Blueprint Implementation Program (Whole of Government)	Q4 2022	Ongoing
Department of the Premier and Cabinet (Office of Digital Government)	Digital Inclusion Partnership Framework (Accord and Leadership Forum)	Q4 2022	Q3 2024 (Completed)
Department of Transport	Taxi User Subsidy Scheme (TUSS) Reform Program	Q3 2022	Q3 2025
Department of Communities	ASSIST Replacement Program	Q3 2024	Q2 2027

Supporting Digital Foundations

A fifth priority, Supporting Digital Foundations, has also been included to capture initiatives that improve government's internal operations and future ability to progress the Digital Strategy's four strategic priorities.

Our objectives

1 Modernise legacy systems to improve agencies' internal operations and front line services

2 Support the Digital Strategy's four strategic priorities

We are committed to future-proofing our internal operations and systems. There are a vast number of government systems that support the operation of our agencies so they can deliver services to the community. Some of these systems are ageing and approaching end of life and if this is not addressed in a timely manner, it can present a risk to agencies' service delivery and continuity of business. In light of this, the initiatives within this strategic priority include securing, modernising, and improving key agency systems which provide a foundation for agencies to deliver their services and be part of the wider digital transformation of government set out by the other four strategic priorities.
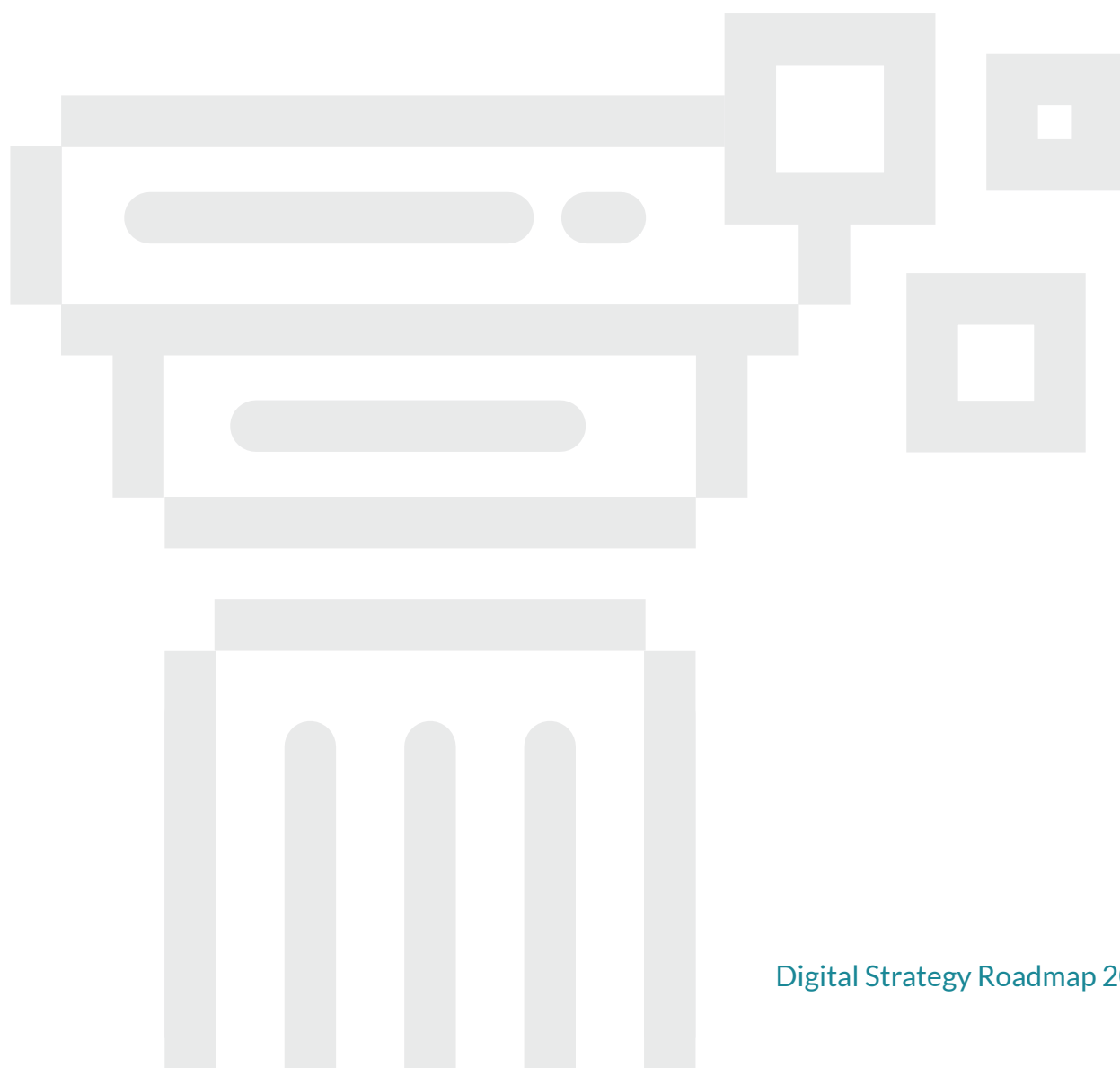
Our initiatives for
Supporting Digital Foundations

AGENCY NAME	INITIATIVE NAME	START DATE	END DATE
Office of the Director of Public Prosecutions	Change Management and System Replacement Program (CSRP)	Q3 2022	Q2 2026
Department of Transport	Cloud Transition Program	Q3 2022	Q3 2025
Office of the Director of Public Prosecutions	Corporate System Replacement	Q2 2023	Q4 2025
Department of Justice	Digital Evidence Management Platform -Banksia Hill Detention Centre (BHDC)	Q3 2023	Q3 2024 (Completed)
Department of Primary Industries and Regional Development	Digital Foundations Program	Q1 2022	Q2 2025
Department of Communities	Human Resource Management System (1HRMS)	Q1 2022	Q2 2026
Department of Health	Human Resources Management Information System (HRMIS)	Q1 2022	Q2 2025
Forest Products Commission	ICT Investment Proposal	Q2 2023	Q2 2024 (Completed)
Department of Justice	Long-Term Custodial Technology Strategy - ICT Infrastructure Strategy	Q1 2023	Q4 2025
Department of Fire and Emergency Services	MyFinance Project (previously Financial Management Information System)	Q3 2022	Q4 2026
Department of Justice (Office of the Public Advocate)	New Customer Relationship Management System	Q3 2024	Q2 2027

AGENCY NAME	INITIATIVE NAME	START DATE	END DATE
Department of Justice	Offender Digital Services Platform	Q3 2023	Q3 2024 (Completed)
Department of Energy, Mines, Industry Regulation and Safety	One Document Management System	Q3 2021	Q2 2027
Department of Communities	PAMS/PROMIS Replacement Program	Q1 2022	Q1 2027
Department of Communities	Single Finance System (1Finance) Project	Q1 2022	Q4 2024 (Completed)
Office of the Information Commissioner	Solution for Case Management and Electronic Document and Records Management (the CM and EDRM solution)	Q3 2023	Q4 2024 (Completed)
Department of Primary Industries and Regional Development	WA Regional Digital Connectivity Program	Q2 2022	Q2 2027
Department of the Premier and Cabinet (Office of Digital Government)	WA Whole of Government Digital Platforms	Q3 2024	Q2 2026
Parliamentary Services Department	Information Management System	Q3 2024	Q2 2027
Department of Primary Industries and Regional Development	Laboratory Information Management System Replacement	Q3 2024	Q2 2025
Small Business Development Corporation	Replacement of Service Delivery Platform	Q3 2024	Q2 2028