



NSW Government

Identity Strategy

For a better protected, safer 'you'

April 2021



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Minister's Foreword

As the sponsor of the NSW Identity Security Council, I am pleased to introduce the NSW Identity Strategy, which sets a clear direction for all NSW Government agencies in relation to identity.

The NSW Government is a pioneer in best-practice identity management. In August 2019 we established the NSW Identity Security Council. It brings together NSW Government clusters to ensure we are working better together to protect your privacy and secure your identity information. This work has resulted in the development of the NSW Identity Strategy.

The NSW Identity Strategy is the first holistic identity framework in Australia. It aims to bring together various identity policies, frameworks and initiatives to ensure a consistent experience for customers across all service delivery channels, both digital and face to face.

The NSW Government is changing the way it interacts with the citizens of this state. We have a strong focus on making government easy and are committed to making interactions with the government more seamless.

This, alongside increased digitisation, is fundamentally changing the way we do business and deliver services. Identity is a key part of service delivery and must also grow and evolve to support this transition.

The NSW Government is committed to addressing the growing risks associated with its growing cyber footprint. Strong cyber security infrastructure and consistent, efficient identity management processes are key to a robust and trusted identity culture.

The NSW Identity Strategy identifies key priorities that will allow the NSW Government to apply a consistent lens to ensure the best outcomes for our citizens in a fast paced, dynamic environment. The Identity Priorities, and the identity enablers which support them, will allow us to flexibly respond to a changing cyber risk and threat environment without compromising on efficient service delivery that prioritises privacy, security, protection and equal access for all citizens.

We are also working closely with the Commonwealth Government to align and ensure the consistency of existing identity management policies and standards across the country.

This strategy is our proactive plan to protect your identity in a modern world. I look forward to tackling this new frontier along with the rest of the NSW Government to ensure a better protected, safer 'you'.



The Hon. David Elliott
Minister for Police and Emergency Services

At a Glance

The NSW Government's vision is to provide citizens with a **trusted**, **convenient** and **safe** identity by delivering **world-class** identity products and services that leverage both traditional and digital pathways.

Overview

The NSW Identity Strategy explains the need for a holistic identity framework to guide the implementation of new identity products, processes and technology across government. Focus areas include key terms, identity and crime, and the concept of a digital divide.

The strategy identifies NSW's Identity Priorities, which will ensure consistency across all NSW Government agencies. These priorities were created to guide the scoping, development and implementation of identity products, services and technologies. NSW participation in Commonwealth, national or federated identity projects and frameworks will be guided by whether these priorities are suitably embedded in relevant initiatives. They will also inform the update of identity-proofing processes and systems to support digital growth. The priorities are:



The strategy provides five key 'enablers' that support the fulfilment of the NSW Identity Priorities. These enablers can be used to ensure the priorities are firmly embedded in the NSW identity ecosystem. The enablers are:

- Processes: **Identity Management**
- Tools: **Education** and **Technology**
- Best Practice: **Privacy by Design** and **Cyber Security**.

Purpose

The purpose of the strategy is to consistently embed the NSW Government Identity Priorities in all identity-related products and services developed and implemented in NSW to:

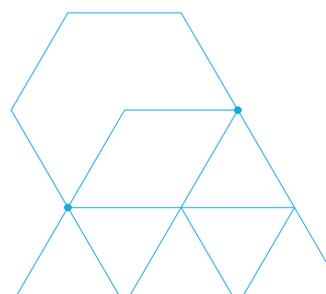
- provide better privacy and security of personal information
- provide excellent customer service securely
- reduce identity crime and provide better support for victims
- provide equal access to government services for all NSW customers
- support the digital transformation of NSW Government service delivery.

The NSW Government is committed to the coordinated, holistic management of identity in NSW.

Scope

The NSW Identity Strategy applies to all NSW Government projects that involve the use or development of identity products, change the way identity is managed, or use technology to identify individuals – such as facial recognition.

The strategy outlines existing initiatives underway across government, at both the state and Commonwealth level. The strategy also provides Focus Initiatives that demonstrate key areas that will be explored to ensure the NSW Government continues to deliver a protected, safe and easy 'you'. As the NSW Identity Strategy relates to identity as a whole, it provides a policy framework upon which digital identity products and services can be built.



Identity – A Case for Change

The NSW Government recognises the importance of how identity is used and protected within the community.

In August 2019, the government established the NSW Identity Security Council to ensure it was working better together to provide customers with a safer and more convenient identity. The NSW Identity Security Council has identified key factors which drive the need for a holistic, whole-of-NSW-Government approach to identity. These factors are outlined below.

Service delivery is evolving

The NSW Government is working towards the Premier's Priorities of 'World-class public service' and 'Government made easy'. This involves harnessing new technologies to create a better, more efficient experience for customers when they interact with the NSW Government. A key part of this experience for customers is the ability to prove who they are quickly, easily and safely – both in traditional, face-to-face settings as well as online.

As a result, more digital identity products, systems and services are being created to help customers interact more easily online. Digital is a cornerstone of providing excellent customer service. Digital can also help embed significant privacy and security benefits into service delivery to give customers more control over their information and keep them safe.

Identity crime is changing

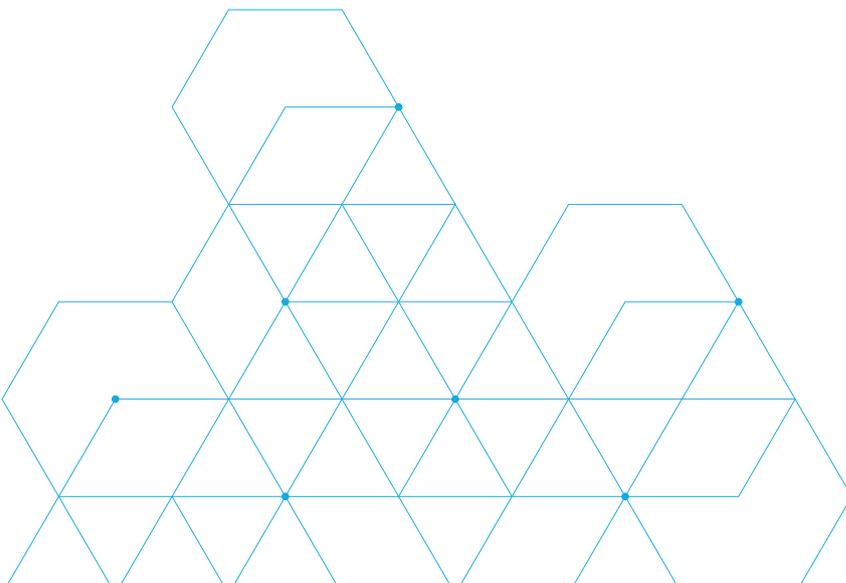
Like any identity system, the existing system has various strengths and weaknesses. Criminals use these weaknesses as opportunities to commit identity crime. The shift of service delivery to

digital platforms means the amount of personal information being collected online and/or stored digitally is creating new opportunities for criminals to commit these crimes. The NSW Government must leverage new technology, including digital, to minimise opportunities for identity crime. This is best achieved through different areas of government working closely together to share lessons learned. Consistency in the way identity is proven, stored and shared is also critical to the strength of the identity system as a whole. As such, this strategy provides five priorities that NSW Government agencies must focus upon when developing any identity initiatives. It also identifies five key enablers that can support the NSW Government in achieving these priorities.

Supporting customers when identity is compromised

The changing nature of identity crime means that more Australians are falling victim to it. Having a consistent framework to guide the way identity initiatives are developed will enable the NSW Government to build better pathways for the restoration of identity in the event it is stolen.

The NSW Government is committed to working better together both within NSW and with other jurisdictions to provide the people of NSW with a safe identity that can be used to access services quickly and easily, across all jurisdictions. To do this, a holistic NSW Identity Strategy is required to ensure key priorities are embedded in all aspects of the NSW identity system.



Key Terms – Identity

Legal identity

Your legal identity includes the basic characteristics of your identity, including your name, sex, and place and date of birth.¹

These core identity characteristics don't change, or change very rarely throughout your life. These characteristics are unique to you and make you distinguishable from someone else.

In Australia, legal identity begins when your birth is registered or through the record of your immigration. A 'commencement of identity' (COI) document is then produced. COI documents include birth certificates produced by the NSW Registry of Births Deaths and Marriages (NSW BDM) and citizenship documents produced by the Commonwealth Department of Home Affairs ('Home Affairs').

Your legal identity is used to access a range of legal entitlements and is checked by many government agencies and businesses to confirm who you are before providing you with products and services.

Transactional identity

Businesses and government agencies often create a customer profile when you first visit them. Many organisations will give you a transactional document that links you to your customer profile so they can provide you with products and services more quickly.

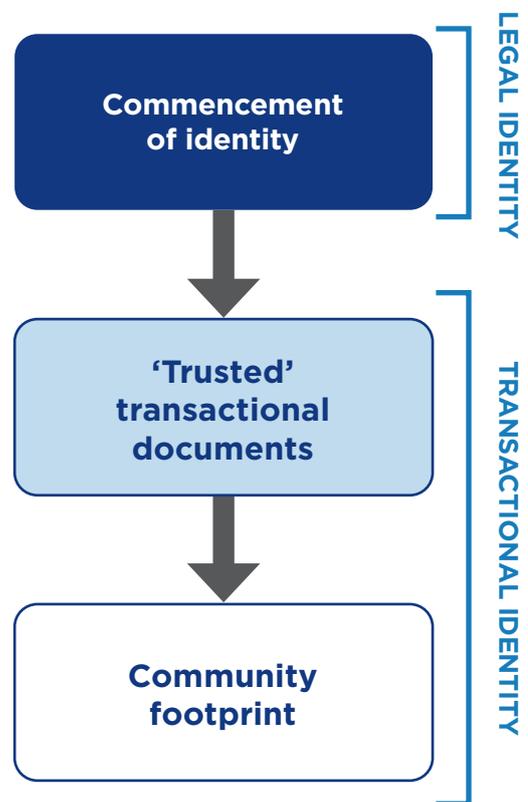
Transactional documents are often relied on as evidence of your identity as they demonstrate your activity within the community (your 'community footprint').

Transactional documents can provide you with 'authority to act'. A driver licence allows you to drive, and a passport allows you to travel.

Transactional documents that use strong identity-proofing processes rely on legal identity documents as proof of your identity, and those

that include your photo are more 'trusted' than other documents. They include driver licences, photo cards and passports. Other organisations often rely on these trusted documents as evidence of your identity instead of your legal identity documents, such as your birth certificate.

A 'digital identity' is also a form of transactional identity that allows customers to access services online. An 'identity provider' relies on existing legal and trusted transactional documents to confirm your identity and establish your digital identity. Digital accounts can allow the reuse of the identity information you have previously provided so that you don't need to keep providing evidence of your identity.



¹ UN Legal Identity Agenda *UN Operational Definition of Legal Identity* <https://unstats.un.org/legal-identity-agenda/> (accessed 16 October 2020)

Key Terms – Identity Relationships

You are the ‘owner’ of your identity. Organisations have different relationships with your identity. All are responsible for keeping your identity information secure, including you, and for helping you recover it if it is stolen.

Producers of identity

‘Producers’ establish legal identity, amend it, and retire it when someone passes away. They issue commencement of identity documents. Producers include NSW BDM, which produces birth certificates, and Home Affairs, which produces permanent residency and citizenship documents.

Issuers of identity

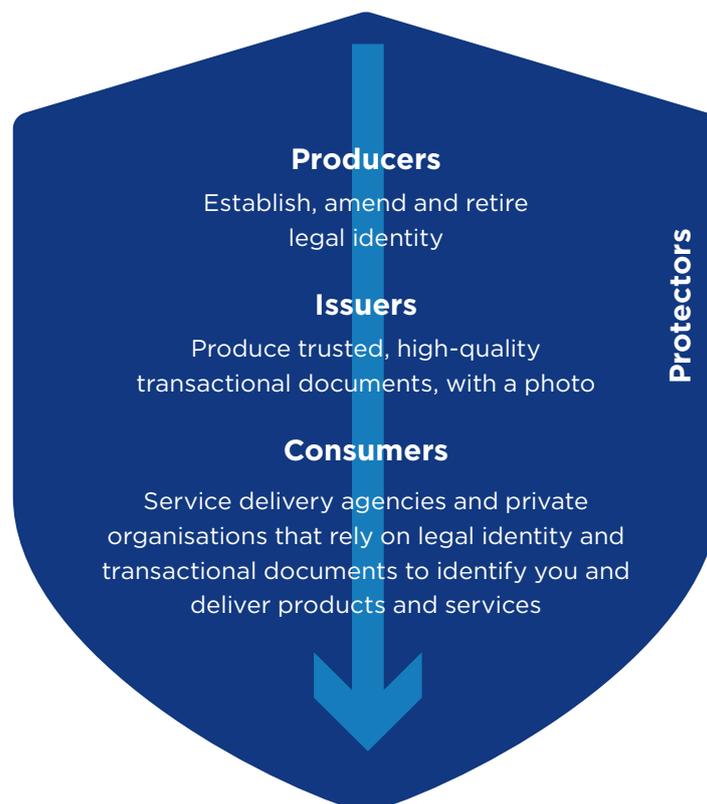
‘Issuers’ rely on commencement of identity documents to issue high-quality, trusted transactional documents that include a photograph of the holder. They include Transport for NSW (TfNSW), which issues driver licences and photo cards, the Department of Foreign Affairs and Trade, which issues passports, and Home Affairs, which issues visas and ImmiCards. These documents are used very commonly in the community.

Consumers of identity

‘Consumers’ include service delivery agencies (such as Service NSW) and businesses that rely on legal identity documents and transactional documents as evidence of your identity. They may give you a transactional document, such as a Medicare card or credit card, or issue you with an online account or digital identity so that they don’t have to re-verify your identity each time you visit.

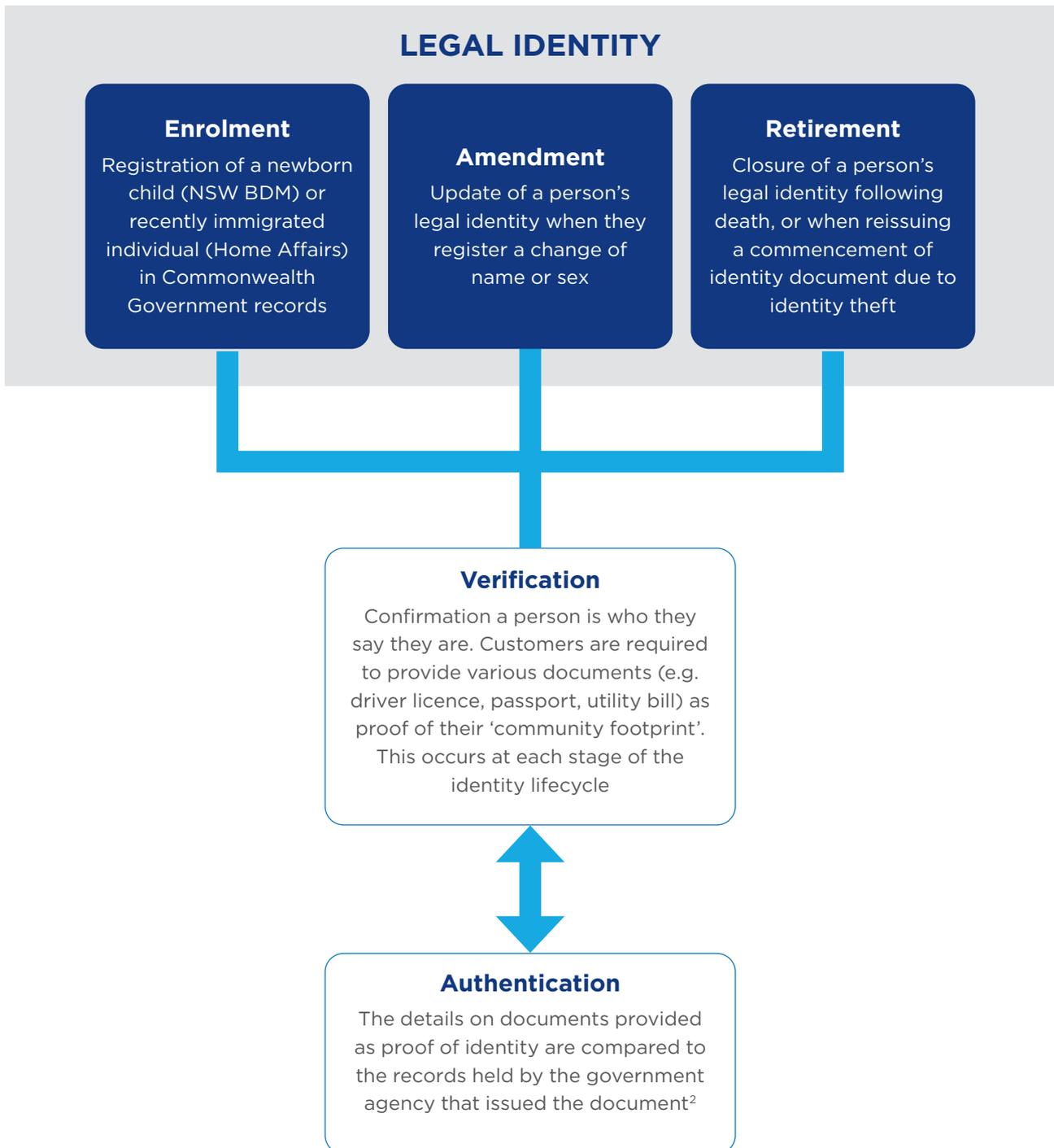
Protectors of identity

‘Protectors’ are responsible for making sure your identity and personal information is safe from theft across a variety of organisations and documents. They also help you restore your identity if it is ever stolen. Protectors include law enforcement, such as the NSW Police Force (NSWPF), and the Information and Privacy Commission NSW (IPC). Protectors work closely with Producers to protect your information.



Key Terms – Identity Management

Identity management includes many processes and involves ensuring accurate personal information is entered into government records. Robust identity management is a key line of defence against identity crime.



² The NSW Government often does this through the Australian Government Identity Matching Services. See <https://idmatch.gov.au>

Identity and Crime

Identity crime and misuse of identity information affects millions of Australians each year and cost an estimated \$3.1 billion in 2018-19.³



More government and business services are being made available online. Digital transactions, which have significant benefits and make life easier for customers, are also increasing the volume of information being transmitted over the internet. This increase in digital information provides criminals with greater opportunities to undertake cyber-attacks remotely and on a larger scale, leading to increased rates of identity crime.

Identity criminals are sophisticated in their methods and quickly adapt to increased cyber security and improved identity management processes. The way the NSW Government keeps personal information safe must change often to keep up with new technology and methods developed by criminals.

It is critical that any personal information, including address information, entered into government records is accurate and true. By requesting 'proof' of this information, agencies make it much harder for criminals to create false identities or perform identity takeovers.

Victims can report identity crime to many organisations, such as their bank, Service NSW, Services Australia, the police, Scamwatch and IDCARE (Identity Care Australia & New Zealand). This makes it hard to understand how often identity crime occurs and means victims of identity crime often receive inconsistent advice. The impact on victims can be significant and can last for a long time. In addition to financial impacts, identity crime can affect victims emotionally and psychologically. It can also impact

What is it, and why?

Identity crime includes⁴:

- theft of identity information and related financial information
- 'identity takeover' – assuming another identity for fraudulent purposes
- 'identity creation' – producing false identities and financial documents to enable other crimes.

Identity crime is often used to commit more serious crime, such as:

- fraud (e.g. credit card fraud, superannuation fraud, tax fraud, welfare fraud)
- financing of organised crime (e.g. money laundering)
- concealment of serious crime (e.g. drug trafficking, production/distribution of child exploitation material, human trafficking, acts of terrorism).

vulnerable groups disproportionately, as they can be at risk of exploitation.

The Identity Priorities outlined in this strategy provide consistency in the delivery of identity products and services by the NSW Government. They ensure the safety of personal information is a central focus of all identity projects so customers can interact safely both online and over the counter.

³ Franks, C. & Smith, R. 'Identity crime and misuse in Australia 2019' (2020) *Australian Institute of Criminology: Statistical Report n29* <<https://www.aic.gov.au/publications/sr/sr29>> (accessed 20 August 2020)

⁴ Australian Criminal Intelligence Commission Identity Crime <https://www.acic.gov.au/about-crime/crime-types/identity-crime> (accessed 17 August 2020)

Identity and Crime - Case Study

1

John Criminal found a stolen copy of Daniel Citizen's driver licence on the dark web.



2

John paid someone to steal mail from Daniel's apartment building, and obtained his mobile phone bill, bank statement and electricity bill.



3

John called Daniel's electricity company. He answered the security questions with information he had found on Daniel's social media accounts. He was able to obtain extra personal information.



4

John called Daniel's mobile phone provider to transfer Daniel's phone number over to his own device.



5

John then contacted Daniel's bank, claimed he had lost his internet banking details and asked them to reset Daniel's password.



6

The bank texted a confirmation code to Daniel's number listed on file, now on John's device.



7

John logged into Daniel's account and transferred out \$12,000.



8

Daniel spent many months trying to recover his money. Daniel's personal information may still be available to other criminals and he remains at risk.



Doing better for business

Identity is not just a concern for individuals; it is also a critical part of running a business.

Industry and other stakeholders are beginning to develop their own identity solutions. This strategy is a cornerstone of providing businesses and industry with safer, consistent and predictable interactions with both government and customers.

Reliability when working with government

More and more businesses are moving towards digital service delivery. There is a growing demand for modern identity verification solutions that allow businesses to confidently and easily interact with their customers.

The timely delivery of this strategy provides industry and other stakeholders with a clear understanding of the standards they should apply to their own identity solutions, digital or otherwise.

To deliver ongoing benefits to the state's people and businesses, the NSW Government will uphold and apply the NSW Identity Priorities. The priorities will provide a consistent and reliable benchmark when working with various stakeholders.

Customers will also have a better understanding of the minimum requirements they should expect of any identity solutions they choose to use when interacting with businesses and the government.

It is important for new identity products and services to be secure and private, while also being easy to use.

Reducing fraud

A strong identity system not only keeps people safe, but also gives businesses in the community confidence to operate and provide customers with goods and services.

The private sector and industry rely on government-issued identity and transactional documents to confirm who their customers are. They often bear the costs associated with identity crime and fraud. For example, when your credit card details are stolen and are used to make fraudulent transactions, your bank often returns the funds to your account.

A strong identity system that is secure and private reduces the opportunities for criminals to steal identity information in the first place, and to subsequently commit identity fraud. Making it difficult for criminals to lie about who they are means the NSW Government can better protect the businesses of NSW.

Making things simpler

Clever identity solutions can make it easier for businesses as well as customers. For example, modern identity verification mechanisms can reduce the need for businesses to collect copies of identity documents. This means that they can spend less on data storage, have quicker transactions, and no longer need to worry about routinely disposing of the identity information of their customers.

The NSW Government welcomes the opportunity provided by this strategy to collaborate with businesses, industry and other stakeholders to develop a world-class identity environment in NSW.

Closing the Digital Divide

Digital and traditional identity credentials work very differently. However, both work to demonstrate your identity and allow you to access services.

Your identity, no matter how you use it

Your identity is still your identity, whether you use it online, over the counter or on the phone. The NSW Government is committed to ensuring that the standards governing how personal information is collected, used, stored and shared are consistent. Customers can expect the same level of customer service, privacy, security and protection no matter which way they choose to interact with the NSW Government.

It is important to look at identity holistically. Treating digital identity differently can lead to unintended 'gaps' in how it is handled. It could make customer identities less safe or make it harder to provide excellent customer service. By developing digital identity products and solutions from a strong and consistent policy foundation, the NSW Government can streamline the way resources are invested in identity products and service delivery. It also means that strong privacy, audit, compliance and governance systems are put in place to make sure identity information is being handled appropriately at all times.

Treating identity consistently across all pathways to ensure fair and equal access for all

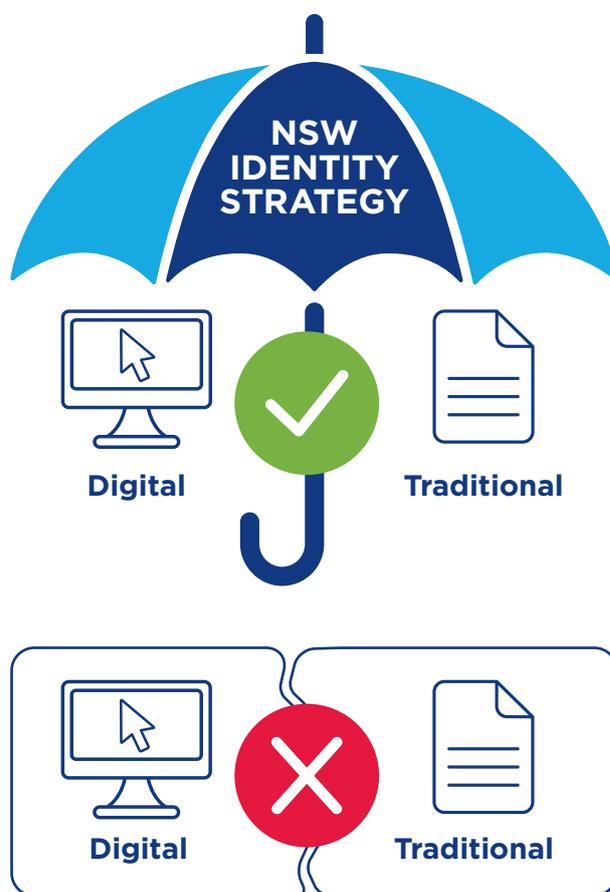
Treating identity equally across both service delivery pathways (traditional and digital) means that people who don't want to, or can't use digital pathways don't have to. This is important because not everyone in the community has access to or can capably use digital devices, such as smartphones, that allow them to access government services online.

Vulnerable groups often rely on the government for support. They include:

- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander peoples
- people recently released from prison.

It is essential that these groups can access government services easily. In some cases, digital service delivery can assist people to get help more quickly. In other cases, however, digital service delivery and identity products could see vulnerable groups get left behind due to a lack of access to services. As such, the NSW Government is committed to making sure paper-based identity products and service pathways are just as good as digital ones.

The NSW Government is leading the way in closing the digital divide in identity by working towards equality in both policy and access.



NSW Identity Priorities



Privacy

The NSW Government is committed to putting the privacy of its customers first. Identity-related initiatives will:

- provide customers with **better control** over their personal information
- **reduce duplication** of identity information held across agencies
- help **minimise over-collection** of personal information
- prioritise **consent-based information sharing** using appropriate techniques
- **notify citizens** when there has been a serious breach of their personal information
- have **strong governance, audit and compliance regimes** to limit unauthorised access by employees.

The way the NSW Government handles personal information is governed by legislation.⁵



Security

Personal information is being collected and used online more often. This has led to increasing vulnerabilities to cyber attacks and identity theft. NSW Government identity-related initiatives will:

- **keep information secure** at collection, transmission, use, storage or destruction
- ensure underlying systems and databases are **cyber secure**
- ensure online accounts are appropriately **protected**
- align with the NSW and Australian cyber security strategies.

This will ensure the NSW Government provides **secure, trusted and resilient services** in an evolving digital environment, both face to face and online.



Customer Service

The Premier's Priorities 'Government made easy' and 'World-class public service' reflect the NSW Government's commitment to deliver better experiences for citizens. Strong identity management practices support these initiatives.

NSW Government identity-related initiatives will:

- provide an **excellent customer service** experience
- provide **efficiencies** in service delivery without compromising on **privacy** or **security**
- make customers' lives easier.

The NSW Government will make use of new technology, safely and security, to bring you **easier, faster services**.



Protection

The protection of identity information is a **shared responsibility** of individuals, government and businesses.

Identity theft and the misuse of that information are key enablers of serious and organised crime.

NSW Government identity-related initiatives will:

- actively work to **minimise vulnerabilities** that provide opportunities for criminals
- provide mechanisms to help **restore** the security of your identity if it is compromised.

The NSW Government is committed to the **better protection and support** of NSW customers.



Equal Access

The rise of digital identity provides significant opportunities. However, it can create barriers to access for vulnerable groups due to the need for internet access and digital devices. There are also members of the community who choose not to use online pathways. The NSW Government will:

- provide **equal access** to secure and efficient identity products and services
- provide alternative, non-digital identification and **service delivery pathways**
- give the people of NSW **genuine choice** when interacting with government.

The NSW Government will continue to offer pathways for those experiencing financial hardship.

⁵ Privacy and Personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW)

Identity Enablers



Identity Management

Having robust identity enrolment, amendment, retirement, verification and authentication processes.

Robust and consistent identity management practices are the first line of defence against identity misuse and theft across all environments. Consistent enrolment, verification and authentication processes are critical. It is also important to ensure key pieces of information, such as addresses, are accurate by requesting appropriate evidence. This can minimise 'gaps' that provide opportunities for criminals to perform identity takeovers or identity creations. It can also make it simpler and easier to obtain identity documents. Having a strong identity system across all sectors will give the public confidence to transact online. NSW identity management processes must also align with national standards.



Education

Changing identity habits

The way identity is used doesn't always support privacy and security. Digital identity management can provide opportunities for customers to choose how much information they share and to reduce how often their personal information is collected or copied (e.g. many businesses routinely take copies of driver licences). Information should be provided to customers and businesses about the risks of identity theft, how to protect personal information better and alternatives to taking copies of identity information. Customers should also be made aware of their right to know how their information is used by various government agencies.⁶ This will support changing existing habits and the adoption of newer, safer identity products.



Design

Privacy and security by design, not as optional extras

Clever design ensures identity products deliver a seamless, frictionless experience for customers while providing strong privacy and security protections. Developing projects in line with privacy and security-by-design principles encourages consideration of these aspects at all stages of the project lifecycle. Applying these principles to all projects and initiatives that impact on identity enables a proactive, preventative approach to minimise privacy and security risks. Early consideration ensures enough resources are available to include these features as an essential part of the product or policy.



Technology

Embracing technology to better secure identity, more quickly

Digital technology provides new opportunities for faster, simpler service delivery while improving the security of identity information. The NSW Government is committed to exploring the ethical use of new technologies that can help confirm a person's identity more quickly and safely to provide a more efficient service. For example, biometric anchoring – connecting your identity to your unique physical characteristics – speeds up identity verification and secures identity against theft. Using appropriately regulated facial recognition services can increase privacy as people need to provide fewer documents to frontline service staff to prove who they are. It also makes it harder for criminals to steal an identity.



Cyber Security

Robust data safeguards to support online identification and service delivery

It is critical that digital infrastructure that interacts with, stores or transmits identity information meets the standards of the NSW Government Cyber Security Strategy, Australia's Cyber Security Strategy 2020 and the NSW Cyber Security Policy. Design of new systems and upgrades of legacy systems must embed security principles to ensure the protection of personal information. The Digital Restart Fund provides funding support for projects that involve digital innovation, modernise digital systems and improve cyber security coordination. Identity-related systems must be proactively maintained to defend against changing cyber security risks and threats.

⁶ As per the *Government Information (Public Access) Act 2009* (NSW)

Current Initiatives – NSW

The NSW Government currently operates, or is implementing, a variety of identity-related initiatives. Some of these are outlined below.

Financial year	Project	Identity Priorities
Ongoing	<p>NSW Identity Security Council (NSW ISC)</p> <p>A whole-of-NSW-Government advisory body that provides government agencies with advice and solutions related to the security and integrity of identity information in NSW. The NSW ISC is responsible for the development of the NSW Identity Strategy.</p>	Privacy, security, customer service, protection, equal access
Ongoing	<p>Cyber Security NSW uplift</p> <p>Cyber Security NSW is working with NSW Government clusters and agencies to provide assistance in awareness activities, incident response, intelligence, cyber security training and capability development.</p>	Security, protection
20/21	<p>Digital driver licence (DDL) and digital photo card</p> <p>Recognition of the DDL as a proof-of-identity document and digitisation of the NSW Photo Card to allow similar functionality.</p>	Customer service
20/21	<p>Mandatory Notification of Data Breaches Scheme</p> <p>The Department of Communities and Justice is working with the Department of Customer Service, NSW Health and the NSW Police Force to develop legislation to create a mandatory notification of data breaches scheme that would apply to NSW public sector agencies.</p>	Privacy, security, customer service and protection
21/22	<p>Tell Us Once Notification Service and MyServiceNSW account</p> <p>Expansion of the functionality of the MyServiceNSW account to provide an authenticated digital identity and access to more NSW Government services online, and allow consent-based sharing to update information across multiple agencies simultaneously.</p>	Customer service
21/22	<p>Digital birth certificates</p> <p>Digitisation of Australian birth certificates.</p>	Security, protection, customer service
21/22	<p>It's Me</p> <p>Reducing barriers to access to identity for those experiencing homelessness and other hardship.</p>	Equal access
21/22	<p>Working With Children Checks (WWCC)</p> <p>Digitisation of WWCC renewal applications.</p>	Customer service
21/22	<p>MyServiceNSW integration</p> <p>Access to education services via a MyServiceNSW account.</p>	Customer service
21/22	<p>Digital Identity</p> <p>The NSW Government will explore the feasibility of acting as a digital identity provider to enable participation in government and industry digital identity ecosystems.</p>	Customer service

Current Initiatives – Commonwealth

The NSW Government is a key stakeholder in various identity-related initiatives being progressed by the Commonwealth Government. Some of these projects are outlined below.

Financial year	Project	NSW involvement	Identity Priorities
Ongoing	<p>Document Verification Service</p> <p>Automated verification of the authenticity of Commonwealth Government-issued documents (no biometric anchors).</p>	Implemented	Customer service, protection
21/22	<p>Face Matching Services</p> <p>Implementation of National Face Matching Services in NSW and other jurisdictions.</p>	Implementation underway	Privacy, protection, equal access
21/22	<p>Digital Identity System</p> <p>Implementation of a national digital identity system. Involves the introduction of legislation to provide authority for private sector and government entities to use the system.</p>	Exploration underway	Customer service
21/22	<p>Trusted Digital Identity Framework v4 (TDIF)</p> <p>The TDIF provides requirements for the proper operation of the Digital Identity System. It defines the roles and operating responsibilities of participants, and provides assurance about usability, privacy, security and interoperability of its processes and data.</p>	Exploration underway	Protection, customer service



NSW Identity Focus Initiatives

The NSW Government will continue to further the aims of this strategy by undertaking various actions, including the below.

Financial year	Owner	Project	Focus Identity Priority
21/22	NSW Identity Security Council	<p>NSW Identity Portal</p> <p>Create an online portal containing transparent information about identity usage and handling, and how to report identity crime and seek help in NSW.</p> <p>Provide information and fact sheets to help develop better identity habits for businesses, government and citizens. Ensure critical information relating to identity security and identity management can be accessed from a single trusted source.</p>	Privacy, security, protection, customer service, equal access
21/22	NSW Identity Security Council	<p>Investigate a NSW identity audit and compliance framework</p> <p>Investigate processes for conducting regular independent audits and assessments of NSW Government usage of identity data to safeguard privacy.</p>	Privacy, protection
21/22	NSW Identity Security Council	<p>NSW Government Identity Strategy Implementation Guidelines</p> <p>Develop resources to help NSW Government agencies align with the NSW Identity Strategy to ensure the NSW Identity Priorities are met.</p>	Privacy, security, customer service, protection, equal access
21/22	NSW Identity Security Council	<p>Identity restoration pathways</p> <p>Explore mechanisms through which NSW Government agencies can work better together to help victims of identity crime more easily restore the security of their identity, and provide more streamlined assistance.</p>	Customer service, protection
22/23	NSW Identity Security Council	<p>Private sector capability uplift</p> <p>Work in partnership with relevant NSW Government clusters to explore mechanisms and education pathways to improve the identity handling, storage and verification practices of businesses.</p>	Privacy, security, customer service, protection, equal access
Ongoing	NSW Identity Security Council	<p>Ongoing research and development to drive best practice</p> <p>Undertake ongoing research and development to ensure NSW leads best practice for identity security, products and service delivery.</p>	Privacy, security, protection, customer service, equal access

Financial year	Owner	Project	Focus Identity Priority
Ongoing	NSW Identity Security Council	<p>Promoting consistent identity and information proofing standards</p> <p>Partner with key Commonwealth and NSW agency stakeholders to promote consistent proofing of identity and personal information in NSW, in line with Commonwealth frameworks such as the National Identity Proofing Guidelines.</p>	Privacy, security, protection, customer service
Ongoing	NSW Identity Security Council	<p>Understanding and preventing identity crime</p> <p>Work in close partnership with law enforcement, security and intelligence agencies to streamline the reporting of identity crime to better understand its prevalence and identify better prevention mechanisms.</p>	Privacy, security, protection
Ongoing	National Identity Security Strategy	<p>Review of national arrangements for the protection and management of identity information</p> <p>The NSW Government will work with the Commonwealth and other states and territories to progress the National Identity Security Strategy. This work will take into account the evolution of identity and digital identity products to better protect Australians from the theft or misuse of their identity information.</p>	Privacy, security, customer service, protection



Key Partners

An effective approach to managing identity requires whole-of-government cooperation and collaboration. Government, businesses, not-for-profits and the public are mutually responsible for the safety of identity.

NSW Government clusters

NSW Registry of Births Deaths & Marriages

Responsibility for the creation, maintenance and retirement of legal identity sits with NSW BDM. NSW BDM has a legislative obligation to keep identity information safe and accurate.

Customer Service cluster

As the face of NSW Government service delivery, Service NSW ensures the customer is a key focus of identity management. A stable, secure and interoperable identity system will deliver more effective and efficient customer service outcomes for NSW. Cyber Security NSW is responsible for strong security standards across NSW Government digital systems.

Education cluster

The Education cluster leads the protection of youth identity information. Documents issued by the Education cluster can be used as supporting documents to acquire other transactional identity documents later in life. Education also has a key role in shaping the identity habits of young Australians.

Health cluster

The protection and secure management of sensitive health information is critical. NSW Health is the lead agency in ensuring this information is managed in line with requirements under the *Health Records and Information Privacy Act 2002*. NSW Health also works closely with vulnerable cohorts and best understands their unique needs.

Information and Privacy Commission NSW

Privacy and power over one's personal information are of critical importance. The Information and Privacy Commission NSW is an independent statutory authority that protects and promotes the privacy and information access rights of NSW citizens. It works with agencies to ensure privacy and security-by-design principles are embedded to ensure the ongoing protection of the privacy and security of NSW citizens' identities.

NSW Police Force

A police report is critical for someone commencing the process to have the security

of their identity restored. The NSW Police Force investigates cyber crime and identity theft, and supports customers on their journey to recovery.

Stronger Communities cluster

The Department of Communities and Justice ensures its agencies adhere to the privacy controls under the *Privacy and Personal Information Protection Act 1998*. The department also advises the Attorney General in relation to privacy law and policy. NSW Courts and Tribunals play an important role in hearing cases being prosecuted for identity crime offences.

Transport for NSW

A person's identity journey with TfNSW begins when obtaining a driver licence or photo card - a key document that is used to verify identity throughout your life. Transport facilitates a strong and secure identity management system that underpins the provision of services across NSW.

Commonwealth

Department of Home Affairs

Home Affairs works with the jurisdictions to develop and maintain national standards relating to identity. It is also responsible for the creation of identity through immigration pathways. The NSW Government works with Home Affairs to ensure that identity security risks are effectively managed.

Services Australia

Ensuring disadvantaged customers can interact easily with government and business is critical. Proofing personal information, ensuring the ongoing security of government-issued documents and educating the public on identity misuse will increase the security of identity in Australia for all citizens.

Support

IDCARE

Collaboration with IDCARE is vital to facilitate support for victims of identity theft and misuse, offering specific information and pathways in response to identity and cyber crime.

Companion Strategies and Resources

There are a number of existing NSW Government, Commonwealth and other strategies, frameworks and systems that govern areas that impact upon identity. They include:

- National Identity Security Strategy
- Australia's Cyber Security Strategy 2020
- National Identity Proofing Guidelines
- Essential Eight Mitigating Controls – Australian Cyber Security Centre
- Identity Matching Services website – idmatch.gov.au
- NSW Government Cyber Security Strategy
- NSW Cyber Security Policy
- Privacy by design fact sheet – Information and Privacy Commission NSW
- NSW Beyond Digital Strategy
- The Five Safes Framework
- The Trusted Digital Identity Framework⁷
- NSW Government Information Classification, Labelling and Handling Guidelines.

There are a number of existing resources that provide useful information about identity crime, biometrics and facial recognition, and human rights associated with equal access. These include:

- *Identity crime and misuse in Australia* 2019 report – Australian Institute of Criminology
- *Human Rights and Technology* discussion paper 2019 – Australian Human Rights Commission
- Biometrics Institute:
 - › Privacy Guidelines
 - › Ethical Principles for Biometrics.

⁷ The NSW Government is not aligned with the Trusted Digital Identity Framework; however, this framework and its possible benefits are being considered.

More information

www.nsw.gov.au

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