

Senate Economics Legislation Committee

Inquiry into Digital ID Bill 2023 and the Digital ID (Transitional and Consequential Provisions) Bill 2023

Department of Finance

Response to Question on Notice

Hearing of 9 February 2024

Question on Notice 2 (Proof Hansard page 35 – Senator Shoebridge)

Topic: Protections for vulnerable users and people with disability.

Senator SHOEBRIDGE: ... on notice, could you identify clearly where the protections are for vulnerable users and also for people with disability, in terms of getting access to digital ID?

Response

In overseeing Digital ID policy, including drafting the Bill, the Department of Finance has a team dedicated to inclusion. This team consulted and will continue to consult and collaborate with inclusion experts, stakeholders, and users to understand uptake barriers and emerging challenges. Groups consulted have included the First Nations Digital Inclusion Advisory Group, Blind Citizens Australia, Vision Australia, and People with Disability Australia.

In terms of protections within the Bill, Clause 28 requires the Accreditation Rules to include requirements for user experience and inclusion. Further, Clause 30 of the Bill requires the Accreditation Rules to set accessibility and usability requirements for the services accredited entities provide. This includes rules that may be made for the following:

- requirements comply with accessibility standards or guidelines
- requirements relating to usability testing
- requirements relating to device or browser access.

For people who are experiencing barriers to accessing to Digital ID:

- Clause 74(1) of the Bill requires a participating relying party within the Australian Government Digital ID System (AGDIS) to provide an alternative way for a person to access a service without using a Digital ID, whether that be paper based, by phone, at a shopfront or by other means.
- Government participating relying party services must maintain alternative access channels, such as paper-based, by phone, at a shopfront or other means (including digital).

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