



ACT
Government

CHIEF MINISTER'S GOVERNANCE LECTURE DATA & GOVERNMENT-OPPORTUNITY AND TRUST 3 DECEMBER 2018

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Introduction



- Reflect on the events of 1997
- Consider their relevance to us in 2018

Around the world in 1997

First:

- Harry Potter book, Philosopher's Stone
- Female Secretary of State in America
- Kyoto Protocol
- IBM's Deep Blue defeats Garry Kasparov at chess



Around the world in 1997

- NASA's Pathfinder space probe lands on Mars
- The Toyota Prius – the first hybrid vehicle
- Steve Jobs returns to Apple
- Dolly - the world's first cloned sheep

1997 – Australia's "firsts" ...

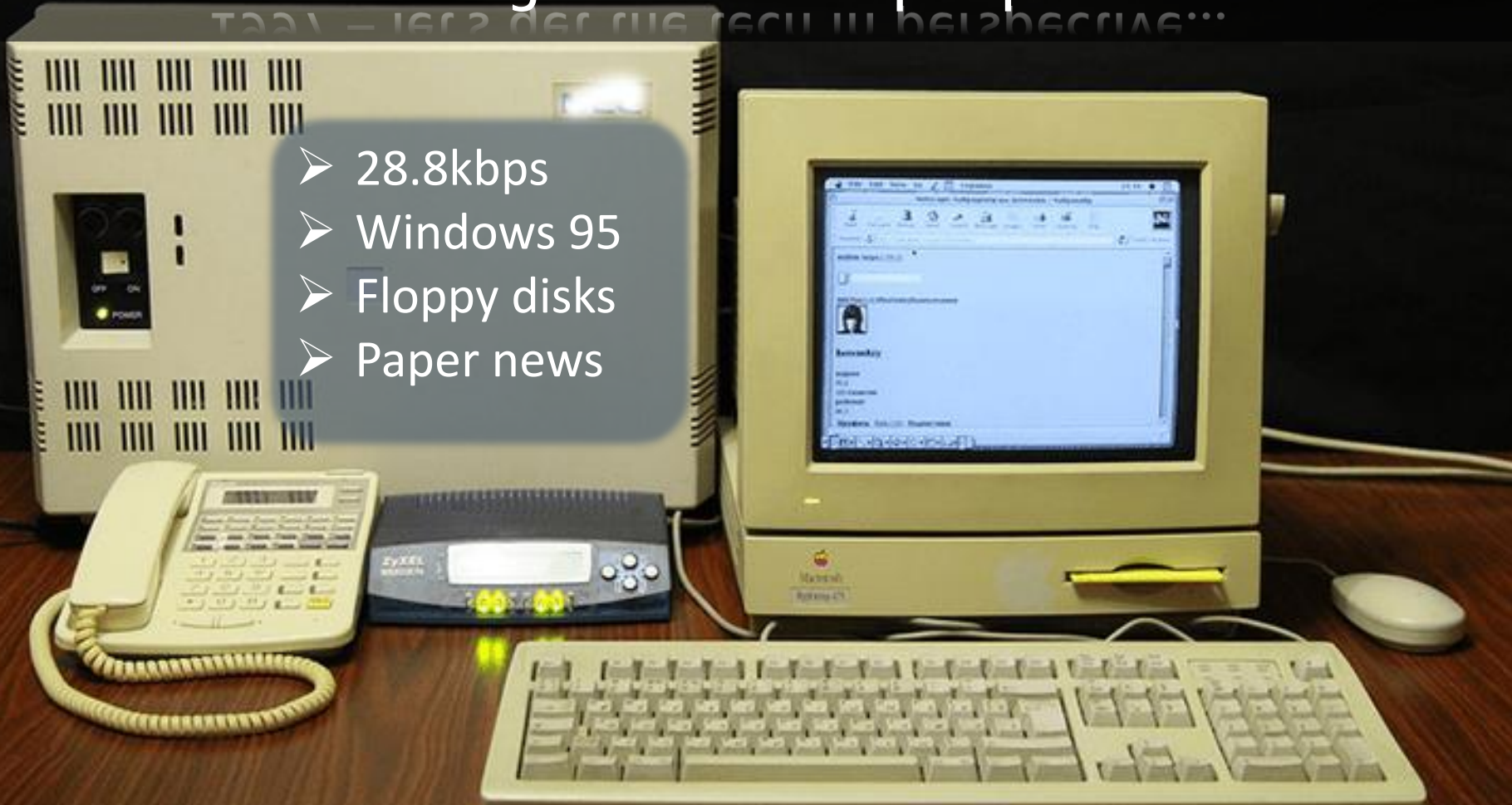
- Gun buyback amnesty finishes
- Federal government IT outsourcing
- "Stolen Generations" report
- Telstra shares listed on ASX

1997 in Australia – sound familiar?...


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- Rescue package for farmers
 - Food contamination
 - Telecommunications de/regulation
 - Large industry job cuts

1997 – let's get the tech in perspective...

- 28.8kbps
- Windows 95
- Floppy disks
- Paper news



1997 – what was happening in our Nation's Capital?...

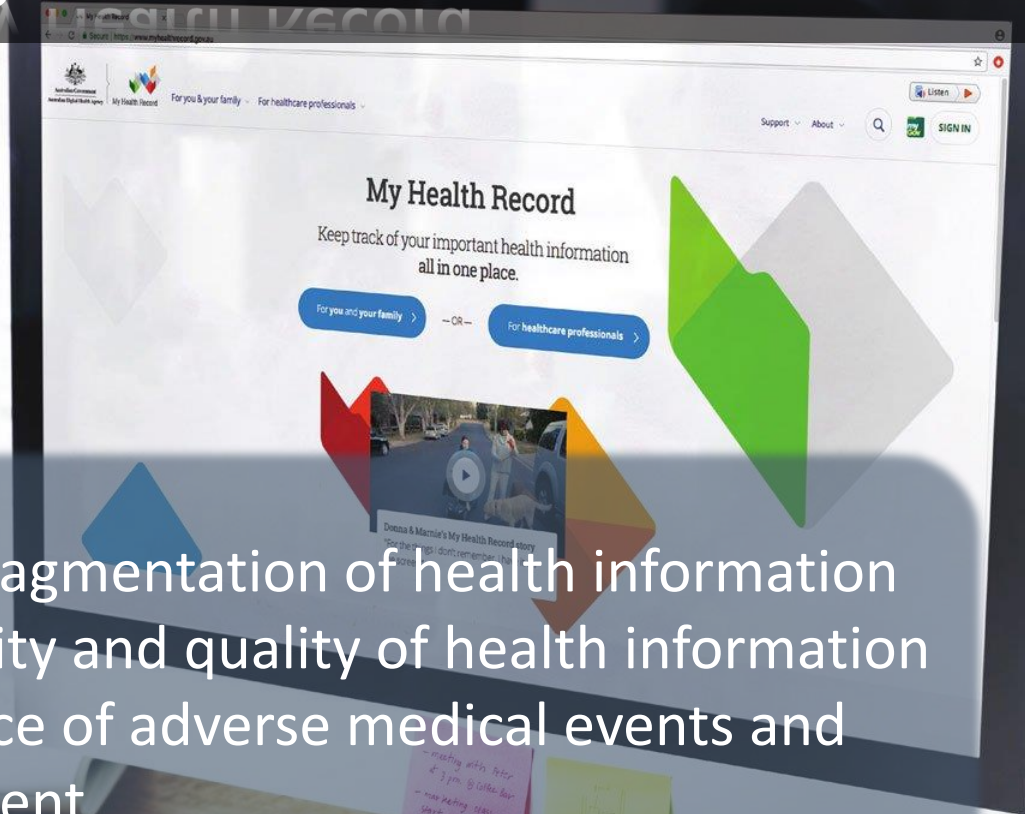
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- Population 307K
 - Median house price \$152K
 - Royal Canberra Hospital implosion
 - Thredbo Landslide
 - Kate Carnell was our Chief Minister
 - We were worried about CCTV being installed in Civic
 - ACT Health Records (Access and Privacy) Act passed

The medical practitioner perspective:

- Health records belong to the practitioner who creates it
- It's their intellectual property, their professional diagnosis
- Medical indemnity risks
- Traditional models of healthcare
- Concern over patient understanding of their own records, test results

My Health Record

- Help overcome the fragmentation of health information
- Improve the availability and quality of health information
- Reduce the occurrence of adverse medical events and duplication of treatment
- Improve the coordination and quality of healthcare



Why is My Health Record so controversial?

- Is it a lack of trust in government in general?
- Do all technology advances bring waves of privacy concerns about risk?
- Do our privacy and data protections keep up with the pace of technology?

Unintended consequences

- Lack of data sharing can lead to adverse outcomes for people
- Design of data and privacy protections can lead to clunky services

The role of media...

The 2018 **Edelman's Trust Barometer®** reports:

- Media is now the least trusted institution
- Nearly 7 in 10 worry about fake news being used as a weapon
- Loss of trust in government leaders and businesses
- We feel this is as a result of media not fulfilling its responsibilities

So how has lack of trust influenced My Health Record?

- Usability
- Take-up
- Opt out
- Suspicion about government's motive
- Social media
- Government right of reply



Opportunities to improve trust in government...

- Good policy is implementable
- Good services rely on community engagement in design
- Deliver services that are good – and I'll use them
- Complete transparency of collection and use of my data
- Learn how to explain the benefits in ways that make sense to me
- Think about the future role of government and the media

Thankyou – Questions?

