Chief Minister’s Governance Lecture

Data & Government - Opportunity and Trust

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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?

- 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?

- 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
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?